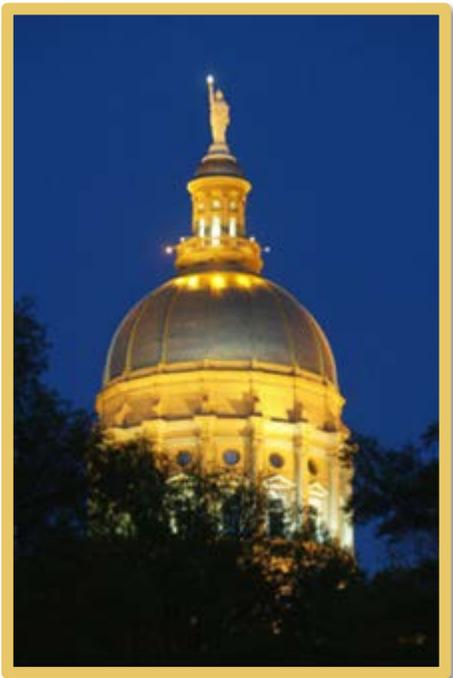


# 2014

## TTE FAQ Spotlight – April



### Top 5 Support Questions Last Month

1. [How do I import Smart Expenses into my Expense Report?](#)
2. [What should I do if I have access to a better hotel rate than is in TTE?](#)
3. [How do I delete a Travel Allowance I entered incorrectly?](#)
4. [How do I account for a Cash Advance in my Expense Report?](#)
5. [What if my new supervisor doesn't show up in my approval flow?](#)

# TTE FAQ Spotlight

April 2014

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# TTE FAQ Spotlight

## April 2014

### 1. How do I import Smart Expenses into an Expense Report?

- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.

Active Work

New Expense Report View Reports

Expense Reports (1) Cash Advances (0)

Report Name	Status	Payment Status	Report Date	Requested Amount
Training April 2013 Training Test	Not Submitted	Not Paid	06/05/2013	\$0.00

- The Expense Report Opens
- Click on the Import tab

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View Receipt Store

Adding New Expense

New Expense

Expense

To create a new expense, click the appropriate expense type below or type the expense type in the field

- The Smart Expense window opens
- Click on the check box next to the expenses you wish to add to this expense report
  - In our example we are selecting two of the four Smart Expenses

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View Smart Expenses

Adding New Expense

All Cards Import Match Unmatch Delete

Expense Detail	Expense	Date	Amount
<input checked="" type="checkbox"/>	Alaska Airlines Inc... Airfare	04/18/2013	\$471.80
<input checked="" type="checkbox"/>	Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	US Airways Airfare	04/16/2013	\$414.80

- Click on the Import tab in the Smart Expenses box
  - If you clicked on the drop down arrow in the Import Tab here you will see two options
    - To New Report
    - To Current Report
    - **Select To Current Report**
  - If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report

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My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View Smart Expenses

All Cards Import Match Unmatch Delete

Ex To Current Report To New Report

Expense	Date	Amount
Alaska Airlines Inc. Airfare	04/18/2013	\$471.80
Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
US Airways Airfare	04/16/2013	\$414.80

- Click OK on the Smart Expenses dialogue box that pops up

Smart Expenses X

**i** The selected items have been successfully imported as expenses.

Never show this prompt again

OK

- The selected Smart Expenses are now assigned to this Expense Report
- If you see a Red Exception Flag  on any expense, you must resolve the issue or the expense report cannot be submitted
- Click on the item with the red flag you wish to correct

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email Hide Exceptions

Exceptions

Expense	Date	Amount	Exception
Airfare	04/18/2013	\$471.80	 This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense.

Expenses Delete Copy View Smart Expenses

Date	Expense	Amount	Requested
04/18/2013	Airfare Alaska Airlines Inc. S	\$471.80	\$471.80
04/16/2013	For Travel Agent Travel, Inc., Duluth,	\$9.02	\$9.02

TOTAL AMOUNT \$480.82 TOTAL REQUESTED \$480.82

- The Expense data for that item will appear

# TTE FAQ Spotlight

## April 2014

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports **New Expense Report** View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email Hide Exceptions

**Exceptions**

Expense	Date	Amount	Exception
Airfare	04/18/2013	\$471.80	<span>!</span> This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense.

**Expenses**

Date	Expense	Amount	Requested
04/18/2013	<b>Airfare</b> Alaska Airlines Inc. Seattle WA USA	\$471.80	\$471.80
<p><span>!</span> This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense. Airplus billed expenses should not be submitted without applying associated itinerary and credit card smart expense information. Missing required field: City.</p>			
04/16/2013	<b>For Travel Agent</b> Travel, Inc. Duluth, Minnesota	\$9.02	\$9.02
TOTAL AMOUNT		\$480.82	TOTAL REQUESTED \$480.82

**Expense**

Expense Type: Airfare Transaction Date: 04/18/2013

Purpose of Trip: Training Test Ticket Number: 0277179905650

Vendor: Alaska Airlines Inc. Seattle WA USA

City:

Payment Type: AirPlus Amount: 471.80 USD

Trip Type: Out of State Travel

Comment:

Save Itemize Attach Receipt Cancel

- Enter any missing required data.
  - In our example the City was missing. City is a required data field in this example. For this expense it is looking for the city where the flight originated. If it had been a hotel, it would be the city where the hotel is located.
- If you did not have a matching Travel Reservation you **must** enter an explanation why the reservation was not made through TTE.
  - This could be a ticket you purchased at the airport for an unscheduled trip and you had no access to TTE. For a hotel this could be that the only way you could reserve the room and get the special rate was booking directly through the hotel or conference management company.
  - Whatever the reason, be specific in your explanation.
- Attach any required receipts
- Click on **Save** to update the Expense Entry.

## 2. What should I do if I have access to a better hotel rate than is available in TTE?

Hotels allot a specific number of rooms to be available at specified rates for online booking. When that capacity has been reached, the rate is no longer available online. When this occurs, you have the option to contact the hotel directly to get the hotel at the lesser or conference rate. If you have access to a rate not published in TTE, please advise your TTE Local Travel Administrator.

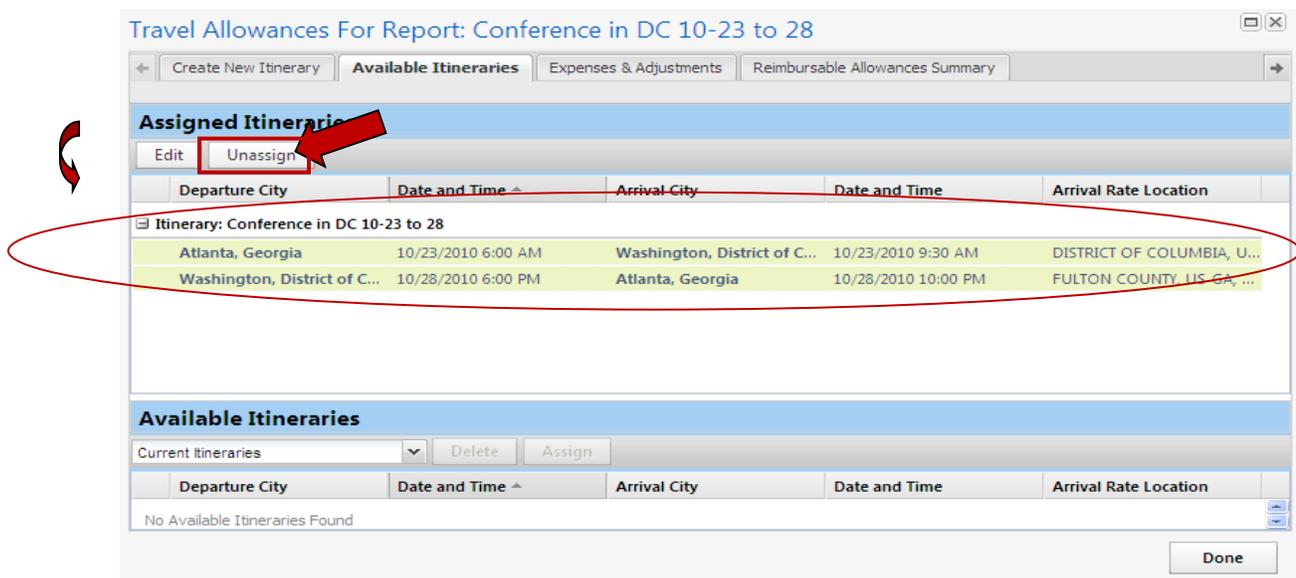
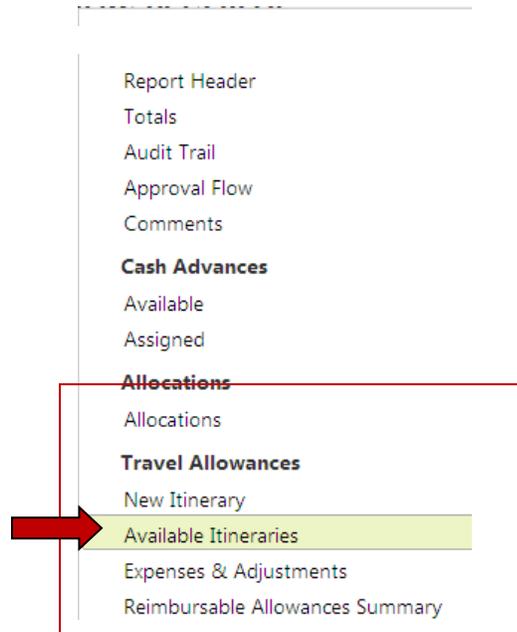
To recommend a Hotel for TTE complete the online Recommend a Hotel form on the SAO website. <http://sao.georgia.gov/online-booking-tool>.

# TTE FAQ Spotlight

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## 3. How do I delete a Travel Allowance I entered incorrectly?

- Open the Expense Report you need to correct.
- Click on the **Details** tab
  - Click on **Available Itineraries** under the **Travel Allowances** section.



- Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- Click on **Unassign**
- The Itinerary clears from the **Assigned Itineraries** section
  - ❖ The Itinerary is no longer assigned to this **Expense Report**
  - ❖ The itinerary now appears in **Available Itineraries**
- If you wish to delete the **Travel Allowance Itinerary** from the system.

# TTE FAQ Spotlight

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- ❖ If you do NOT delete the itinerary the days used on that itinerary will not be able to be used on another Travel Allowance.
- ❖ Using the scroll bars on the right, scroll to locate the Itinerary in the **Available Itineraries** section.

Travel Allowances For Report: Conference in DC 10-23 to 28

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

**Assigned Itineraries**

Edit Unassign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
No Assigned Itineraries Found				

**Available Itineraries**

Itineraries for last Year [v] Delete Assign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Alpharetta, Georgia	10/20/2011 7:00 AM	Augusta, Georgia	10/20/2011 9:30 AM	RICHMOND COUNTY, US-...
Augusta, Georgia	10/20/2011 7:00 PM	Alpharetta, Georgia	10/20/2011 9:30 PM	FULTON COUNTY, US-GA, ...
Itinerary: Conference in DC 10-23 to 28				
Atlanta, Georgia	10/23/2011 7:00 AM	Washington, District of C...	10/23/2011 9:45 AM	ALL OTHER DESTINATIONS

Done

- Select the itinerary and click on **Delete**.
- Click on **Yes** in the Confirmation dialogue box.

Please Confirm

? You are about to delete selected itineraries. Once deleted, you will have to create the itineraries and all the rows again. Are you sure you want to delete the selected itineraries?

Yes No Cancel

- The itinerary has now been deleted from the system and any days linked on the Travel Allowance Itinerary are now available for use on another Travel Allowance.

**NOTE:** Sometimes the easiest way to fix a problem with a Travel Allowance is to delete it and re-enter it. However you do have the option to Edit the Travel Allowance Itinerary or Unassign and Delete the Travel Allowance Itinerary or link it to a different Expense Report. Please refer to the following documents on the SAO Training website: **How to Correct Existing Travel Allowances**

# TTE FAQ Spotlight

## April 2014

### 4. How do I account for a Cash Advance in my Expense Report?

- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

The screenshot shows the 'Test 1/14-31' expense report interface. The 'Details' tab is selected. The left-hand menu has 'Cash Advances' expanded, with 'Available' selected. The main area displays a list of expenses, including 'Fixed Meals' and 'Cash Advance'. A 'New Expense' form is open on the right, showing 'Recently Used Expense Types' like Hotel, Cash Advance Return, and Internet Charges.

- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**

The 'Cash Advances' dialog box shows a table with the following data:

<input type="checkbox"/>	Cash Advance N...	Date Issued	Foreign Amount	Exchange Rate	Amount	Balance
<input type="checkbox"/>	Savannah 1/15 to...	02/19/2014	\$500.00	1	\$500.00	\$500.00

The 'Assign Cash Advance to Report' button is highlighted with a red arrow.

- The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report

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- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under **Cash Advances**. Select it.

Test 1/14-31 Delete Report Submit Report

New Expense Details Receipts Print / Email Hide Exceptions

### Exceptions

Expense	Date	Amount	Exception
N/A			Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Fixed Meals	01/13/2014	\$27.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

### Expenses

Date	Expense	Amount	Requested
01/17/2014	Rental Cars Only Hertz, Atlanta, Geoi	\$125.00	\$125.00
01/17/2014	Hotel Ocean Hotel, Savan	\$500.00	\$500.00
01/17/2014	Fixed Meals Savannah, Georgia	\$21.75	\$21.75
01/16/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/15/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/14/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/13/2014	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
OUTSTANDING ADVANCE		\$0.00	
TOTAL AMOUNT		\$803.75	
TOTAL REQUESTED		\$803.75	

#### New Expense

Expense

Recently Used Expense Types

Hotel	Personal Car Mileage
Cash Advance Return	Rental Cars Only
Internet Charges	

All Expense Types

Business Promotions	...Other
Other Promotional Expense	Laundry
Trade Shows	Miscellaneous
Cash Advance	Notary Costs
Cash Advance	Office Supplies
Communications	Other Operating Expenses-Passport & Visa

- The **Cash Advance Return** expense type opens:

#### New Expense

Receipt Store

Expense Type: Cash Advance Return Date:  Description: Normal Travel

Amount:  USD

#### Cash Advances Assigned to Report

Cash Advance ...	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Savannah 1/15 t...	\$500.00	1	\$500.00	\$0.00	\$500.00

Save Attach Receipt Cancel

- Review the information in the **Cash Advances Assigned to Report** section
  - If an amount appears in the **Balance** column, this needs to be returned to your Agency per the OPB Travel Advances Policy.
- Enter the amount of the balance due in the **Amount** field. If there is no balance due, enter 0.00 in the **Amount** field.

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- Enter the date you returned any funds due to your Agency or the Expense Report date if there is no balance due in the **Date** field.
- Attach a copy of any receipt of the returned funds attach it to the item by clicking on **Attach Receipt**. This is the same as attaching a receipt to any item.
- Click **Save**
- The **Cash Advance Return** now shows on the Expense Report.
  - The **Total Amount** displayed is the amount of the Cash Advance return plus the expenses reported and the **Total Requested** is the total of the Expenses reported on this Expense Report.
    - ❖ In our example, there was no cash due back to the Agency so the **Total Amount** and **Total Requested** are the same. If money had been due back to the Agency they would not match.

Test 1/14-31				
+ New Expense				
Details				
Receipts				
Print / Email				
Exceptions				
Expense	Date	Amount	Exception	
N/A			Expense reports should be submitted	
Fixed Meals	01/13/2014	\$27.00	The Transaction Date is Greater than	
Expenses				
Move				
Delete				
Copy				
View				
Date	Expense	Amount	Requested	
Adding New Expense				
01/31/2014	Cash Advance Retu	\$0.00	\$0.00	
01/29/2014	Personal Car Mileage	\$70.00	\$70.00	
01/17/2014	Rental Cars Only Hertz, Atlanta, Geor	\$125.00	\$125.00	
01/17/2014	Hotel Ocean Hotel, Savan	\$500.00	\$500.00	
01/17/2014	Fixed Meals Savannah, Georgia	\$21.75	\$21.75	
01/16/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00	
01/15/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00	
OUTSTANDING ADVANCE		TOTAL AMOUNT	TOTAL REQUESTED	
\$0.00		\$803.75	\$803.75	

- When you are ready to submit the Expense Report, click on **Submit Report**,

# TTE FAQ Spotlight

April 2014

## **5. What if my new supervisor doesn't show up in my approval flow?**

Until your agency makes the change in Payroll, the system will reflect the old supervisor. In the interim, you may change the supervisor in the submitting process by selecting your supervisor from the drop down list in the Approver field.