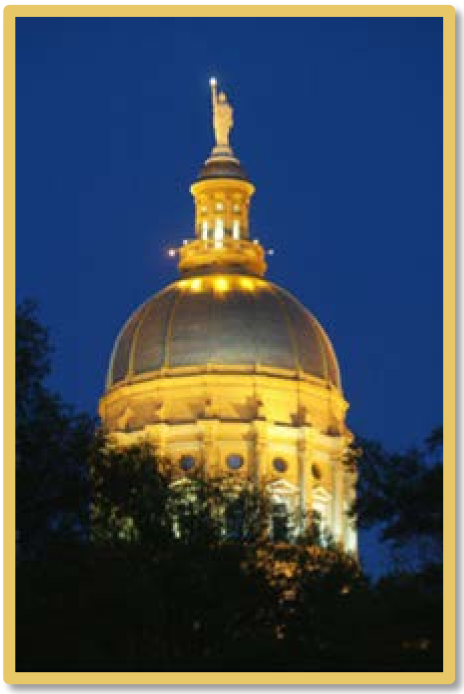
2014

TTE FAQ Spotlight – April



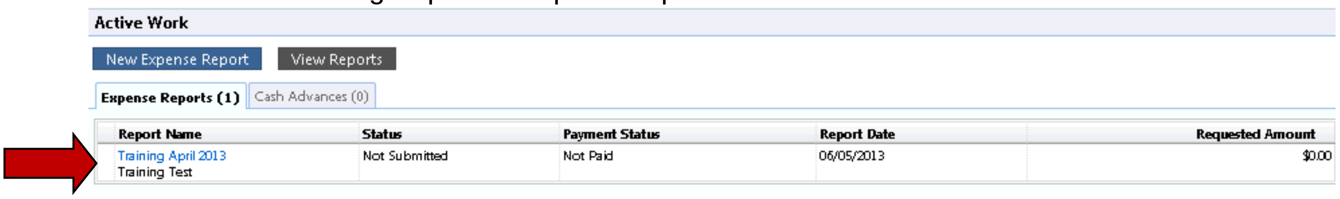
Top 5 Support Questions Last Month

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?

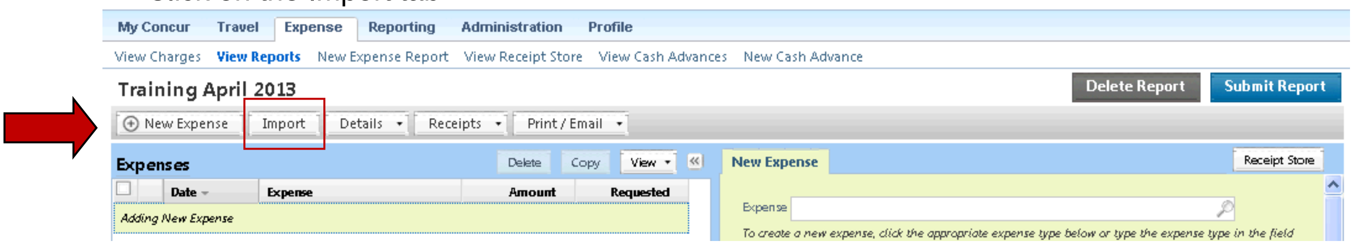
TABLE OF CONTENTS

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

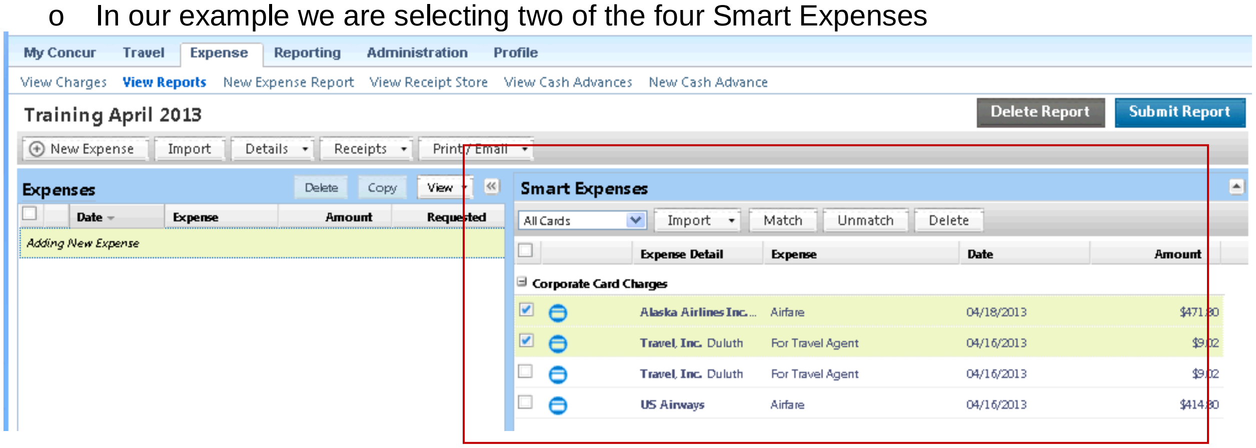
- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.



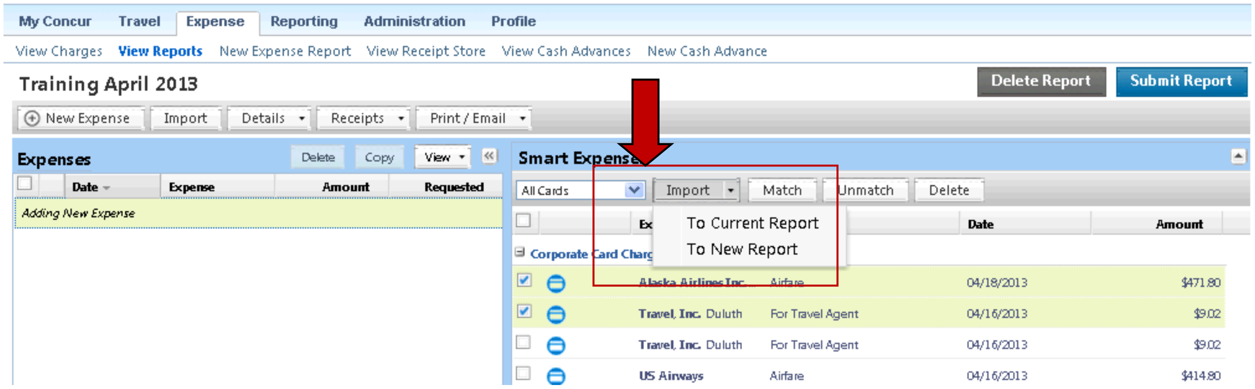
- The Expense Report Opens
- Click on the Import tab



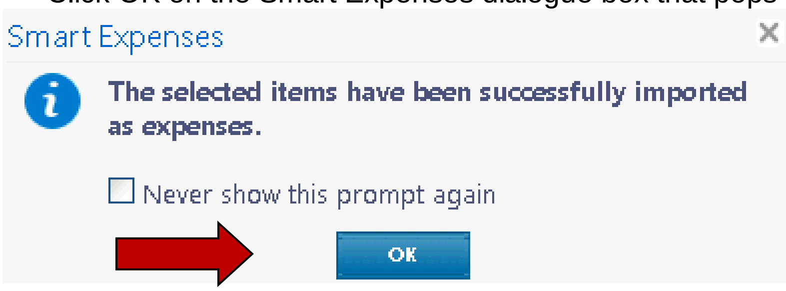
- The Smart Expense window opens
- Click on the check box next to the expenses you wish to add to this expense report
  - o In our example we are selecting two of the four Smart Expenses



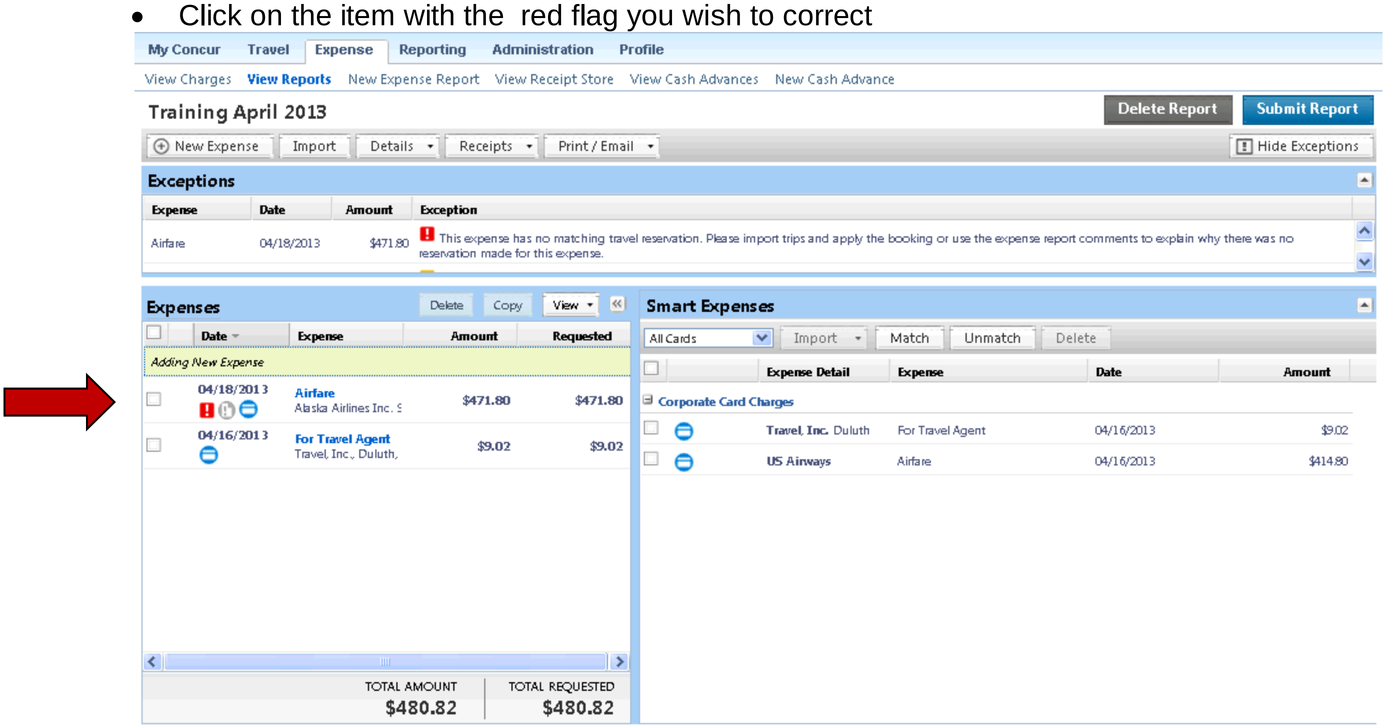
- Click on the Import tab in the Smart Expenses box
  - o If you clicked on the drop down arrow in the Import Tab here you will see two options
    - ▪ To New Report
    - ▪ To Current Report
    - ▪ Select **To Current Report**
  - o If you clicked on the Import Tab without touching the drop down arrow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



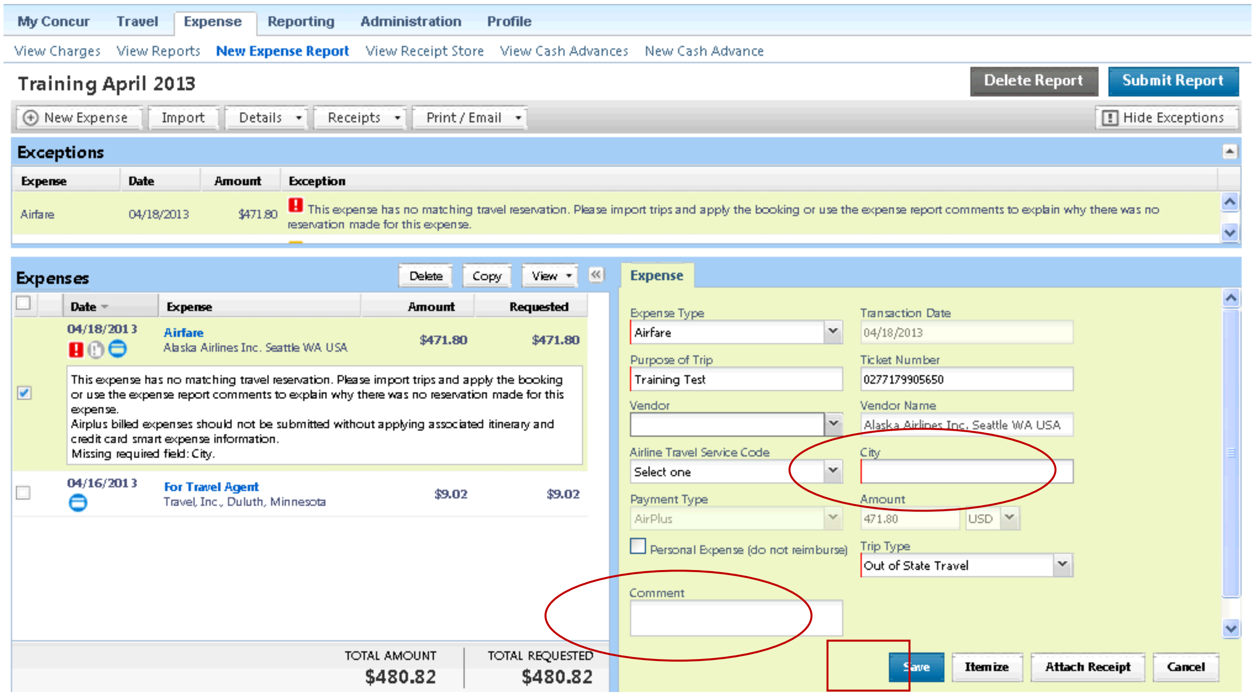
- Click OK on the Smart Expenses dialogue box that pops up



- 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



- The Expense data for that item will appear



- Enter any missing required data.
  - o 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.
  - o 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.
  - o Whatever the reason, be specific in your explanation.
- Attach any required receipts
- Click on **Save** to update the Expense Entry.

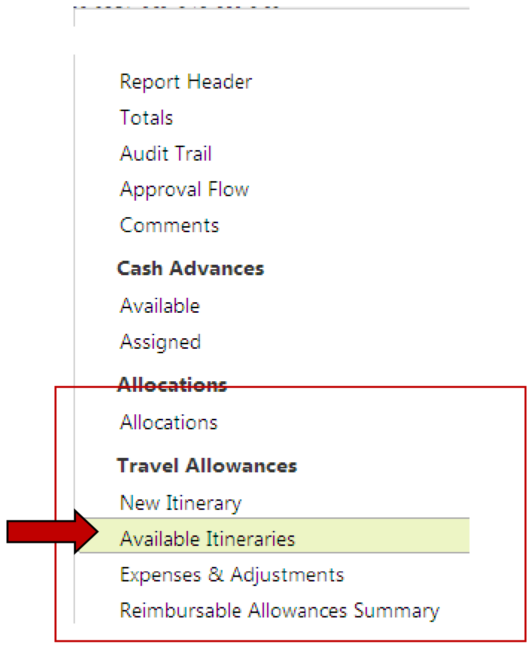
2. What should I do if I have access to a better hotel rate than is available in TTE?

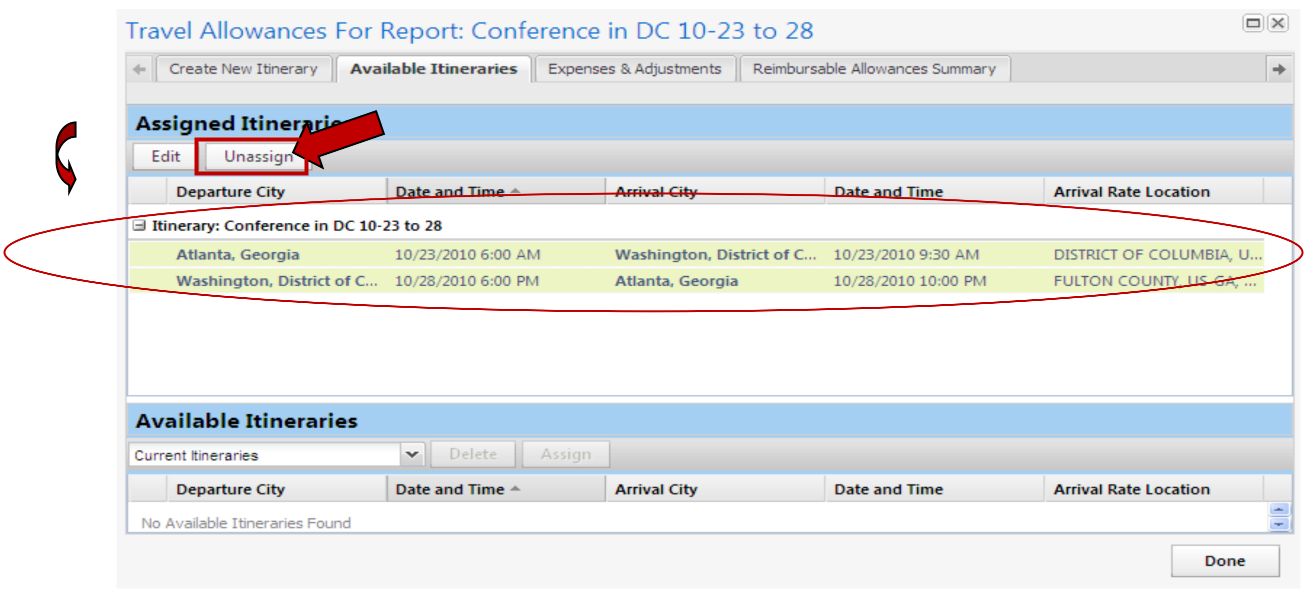
Hotels allot a specific number of rooms to be available at specified rates for online booking. When that capacity has been reached, the rate is no longer available online. When this occurs, you have the option to contact the hotel directly to get the hotel at the lesser or conference rate. If you have 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.](http://sao.georgia.gov/online-booking-tool)

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

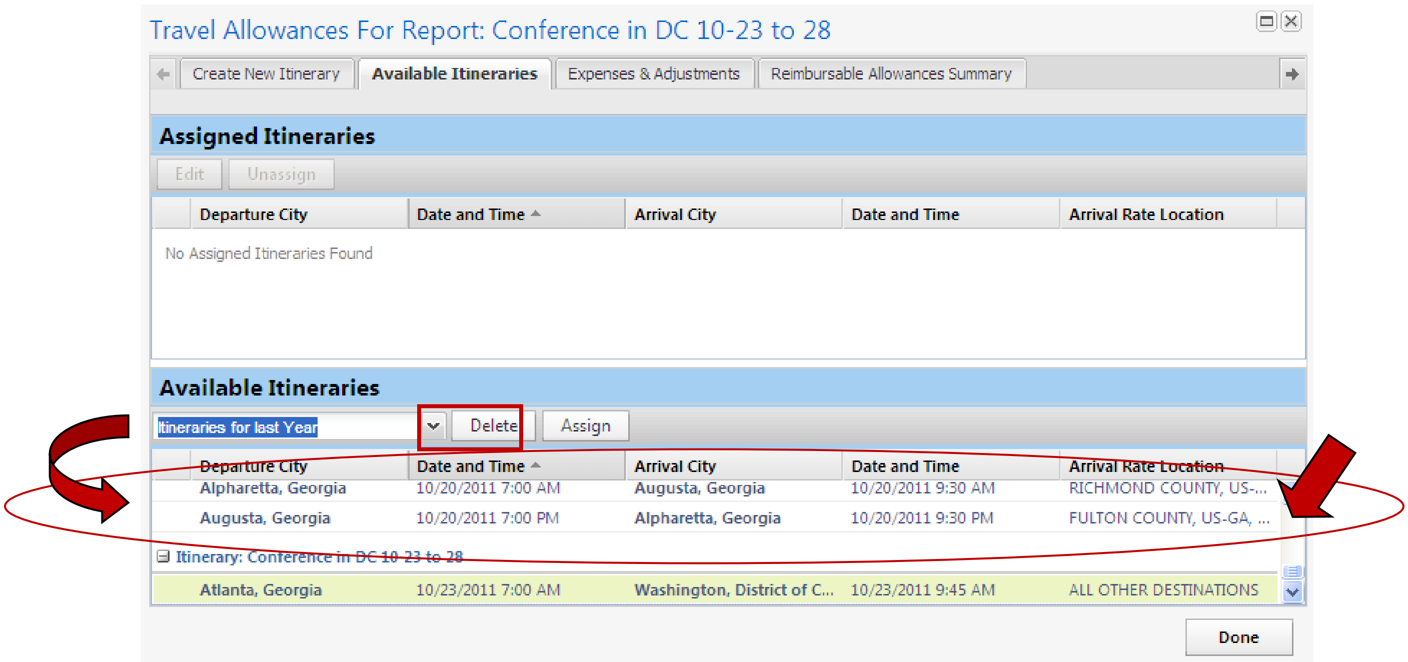
- Open the Expense Report you need to correct.
- Click on the **Details** tab
    - o Click on **Available Itineraries** under the **Travel Allowances** section.



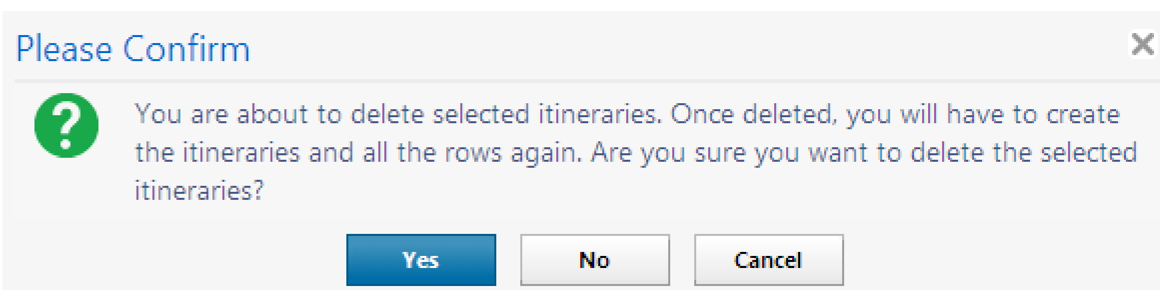


- o Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- o Click on **Unassign**
- o The Itinerary clears from the **Assigned Itineraries** section
    - ❖ The Itinerary in no longer assigned to this **Expense Report**
    - ❖ The itinerary now appears in **Available Itineraries**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

- 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.



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

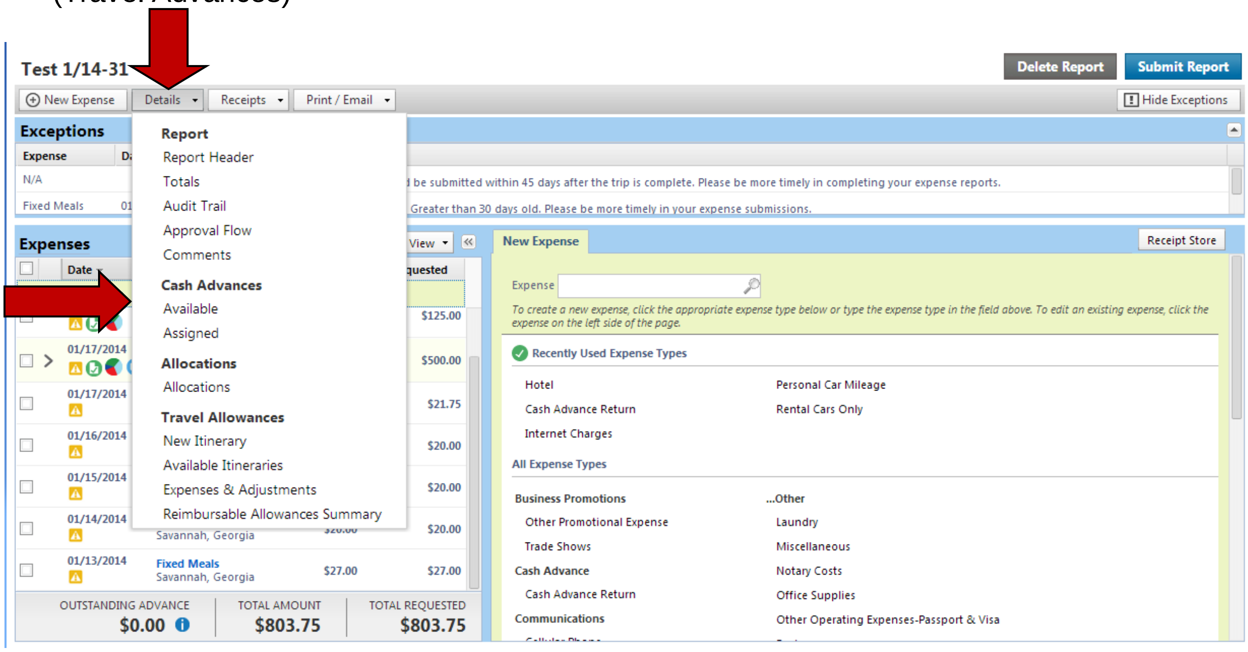


- The itinerary has now been deleted from the system and any days linked on the Travel Allowance Itinerary are now available for use on another Travel Allowance.

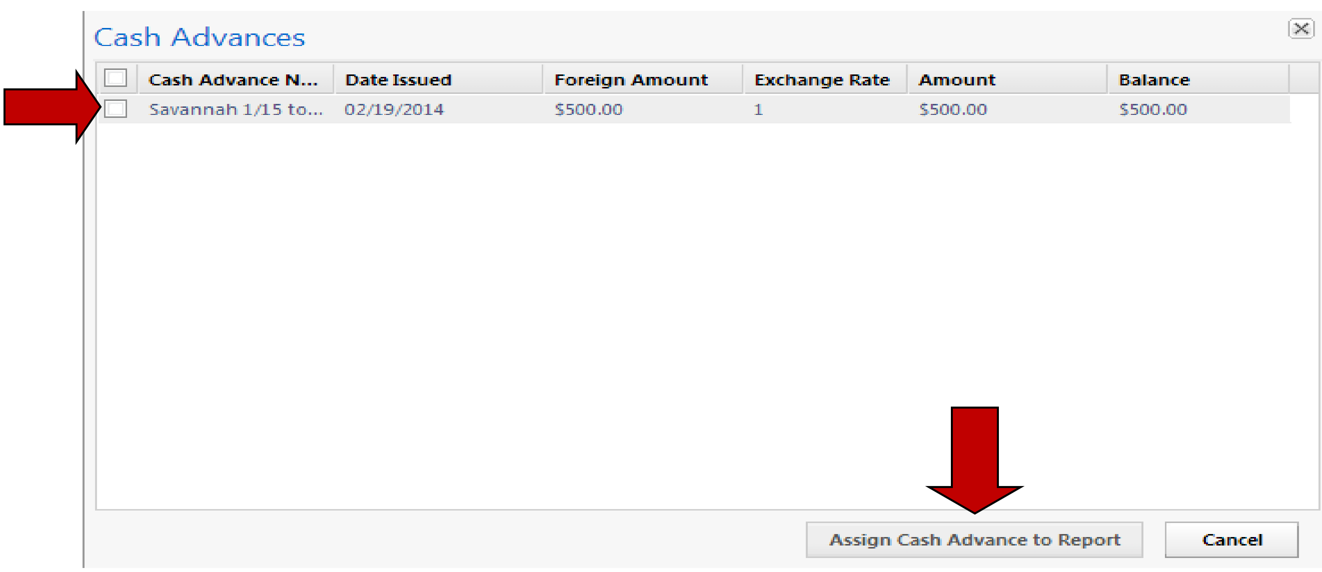
NOTE: Sometimes the easiest way to fix a problem with a Travel Allowance is to delete it and re-enter it. However you do have the option to Edit the Travel Allowance Itinerary or Unassign and Delete the Travel Allowance Itinerary or link it to a different Expense Report. Please refer to the following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

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)

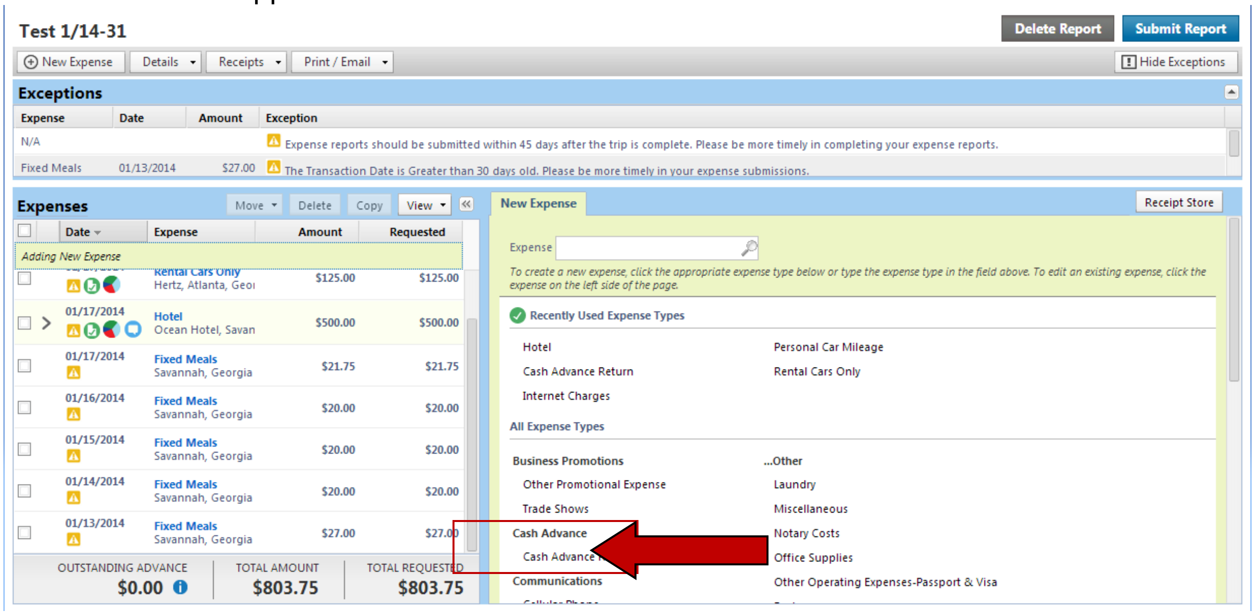


- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**

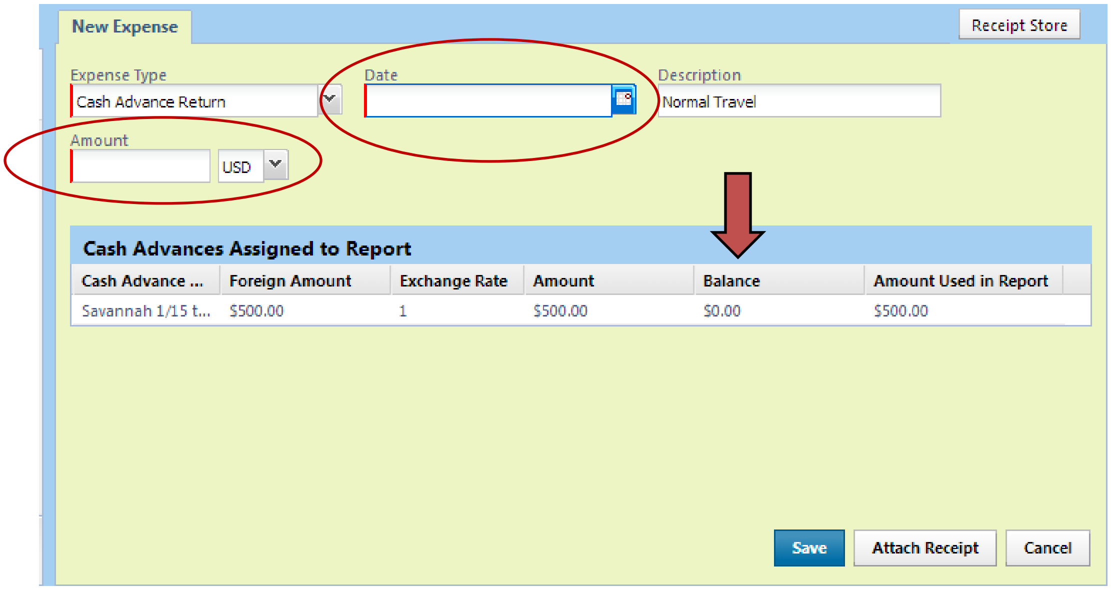


- o The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report

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

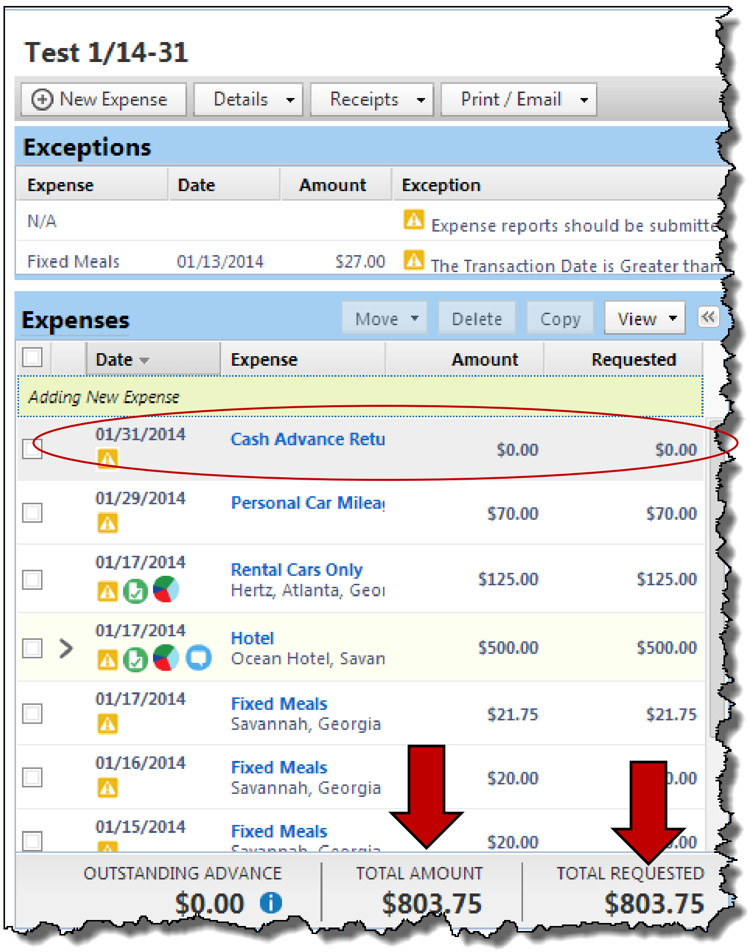


- The **Cash Advance Return** expense type opens:



- Review the information in the **Cash Advances Assigned to Report** section
  - o 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.

- 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.
    - o 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.



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

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.