

# 2013

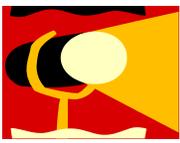
## TTE FAQ Spotlight – August



### Top 5 Support Questions Last Month

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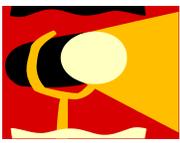


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### 1. Will the system automatically display government rates for hotels?

Yes, however users must select Government in Travel Preferences:

- Log in to TTE
- Click of Profile
- Click on Travel Preferences

**Concur** Georgia

My Concur Request Travel Expense Reporting Administration **Profile**

Personal Information Change Password System Settings Mobile Registration

**My Profile** [Home Address](#) [Work Address](#) [Contact Info](#) [Email Addresses](#) [Emergency Contact](#) [Travel Preferences](#) [Assistants](#) [Credit Cards](#)

**Your Information**

Personal Information  
Company Information  
Contact Information  
Email Addresses  
Emergency Contact  
Credit Cards

To edit the profile of someone other than yourself, select a name from the list to the right. If you have the self-assigning assistant permission, you may use the search button to locate users not already in the list. Me

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator. [Change Picture](#)

Fields marked **[Required]** must be completed to save your profile.

**Your Name and Airport Security:** Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title  First Name **[Required]**  Middle Name **[Required]**  Nickname  Last Name **[Required]**  Suffix

No Middle Name

- Click in the box next to Government to allow Government rates
- Select any other applicable discount travel rate or fare classes

**Travel Preferences** [Go to top](#)

Eligible for the following discount travel rates/fare classes

AAA/CAA  Government  Military  Senior/AARP

**Air Travel Preferences**

Seat  Special Meals  Ticket Delivery

Preferred Departure Airport  Other Air Travel Preferences  Medical Alerts

**Hotel Preferences**

Room Type  Smoking Preference

Foam pillows  Rollaway bed  Crib

I prefer hotel that has:

a gym  a pool  a restaurant  room service  Early Check-in

**Accessibility Needs**

Wheelchair access  Blind accessible

- Click **Save**



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### 2. What do I do if the corporate card charges and the trip charges for the same trip appear separately in Smart Expenses?

The screenshot shows the Concur Expense Center interface. The main navigation bar includes 'My Concur', 'Request', 'Travel', 'Expense', 'Reporting', 'Administration', and 'Profile'. The 'Expense' section is active, showing a report for 01/07/2013. The 'Smart Expenses' section is expanded, showing a list of expenses. A red arrow points to the 'Match' button in the 'Smart Expenses' section. The 'Match' button is highlighted with a red box. The 'Unmatch' button is also visible. The 'Match' button is located in the 'Smart Expenses' section, above the 'Corporate Card Charges' and 'Trip' sections.

Expense	Date	Amount	Exception
For Travel Agent	01/11/2013	\$4.27	This expense entry may be a duplicate of the following expense. Report: 979EE39B5C4140EDA56F 01/07/2013 Expense: 2013-01-11, For Travel Agent, 4.27 USD

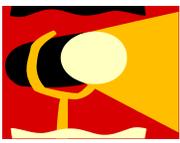
Expenses	Date	Expense	Amount	Requested
<input type="checkbox"/>	01/31/2013	Parking Georgia Institute of Technology	\$15.00	\$15.00
<input type="checkbox"/>	01/31/2013	Fixed Meals Atlanta, Georgia	\$18.00	\$18.00
<input type="checkbox"/>	01/31/2013	Personal Car M	\$210.75	\$210.75
		TOTAL AMOUNT	\$1,942.54	TOTAL REQUESTED \$1,942.54

Smart Expenses	Expense Det...	Expense	Date	Amount
<input type="checkbox"/>	<b>Corporate Card Charges</b>			
<input type="checkbox"/>	Airtran Airw...	Airfare	01/09/2013	\$239.60
<input type="checkbox"/>	Airtran Airw...	Airfare	01/09/2013	\$234.20
<input type="checkbox"/>	<b>Trip: Trip from Jacksonville to Atlanta (M764RJ)</b>			
<input type="checkbox"/>	Airfare Jackso...	Airfare	01/07/2013	\$239.60
<input type="checkbox"/>	<b>Trip: Trip from Jacksonville to Atlanta (M77UNB)</b>			
<input type="checkbox"/>	Airfare Jackso...	Airfare	01/07/2013	\$234.20

Normally these appear as one item. However, if they should be unmatched you can correct the problem. In this example we have two charges and trips where the data was split for some reason.

- Click on the checkbox next to the item you want to match to the expense report.
  - In our example we selected the Airtran Airways charge appearing in **Corporate Card Charges** on 1/9/13 for \$234.20.
- Then click on the matching **Trip**: item. The dollar amount should be the same.
  - In our example it is Airfare Jacksonville to Atlanta 1/07/13 for \$234.20 in the Trip section.
- Then click on the **Match** button.
- You will have two options: *Into current report* or *Into new report*. Select *Into current report*.
- The items will be matched and imported as one item into your expense report.
- If you have multiple items, do this for each item.

**NOTE:** Do not use the Import button or each item will import separately!



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### 3. How do I add an additional approver to the workflow?

- After you click **Submit Report** and **Accept & Submit** a screen similar to the following will appear showing your default Authorized Approver.
  - ✓ **Note:** Your Approval form may appear different depending on the configuration for your Agency.

Approval Flow for Report: ttt 8/17

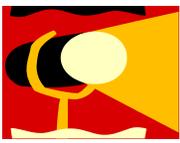
Authorized Approval:  
Thornton, John A. 1

State Head Approval:  
(this step may be skipped) 2

Back Office Approval:  
4 3

Submit Report Cancel

- Note the blue arrows available for each level of approval.
  - Clicking an up arrow will insert an additional approver before that normal level of approval.
  - Clicking a down arrow will insert an additional approver after that normal level of approval.
  - Examples:
    - **#1** Click on the blue up arrow in #1 to add an approver *before* #1.
    - **#2** Click on the blue up arrow in #2 to add an approver *after* #1 but *before* #2.
      - ❖ In our example we have clicked on the up arrow in #2
    - **#3** Click on the blue up arrow in #3 to add an approver *after* #2 but *before* #3.
    - **#4** Click on the down arrow in #3 to add an approver *after* #3.
- Once you select an arrow a new section called **User-Added Approver** appears.



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- If you know the approver's name: Type in the last name of the approver you want to send the report to.
  - Select that approver from the list that appears and click **Submit Report**.
- If you don't know the approver's name: Type in an \*. A list of ALL the approvers in your agency will appear.
  - Select the correct person from the list and click **Submit Report**.

#### 4. Where can I locate the Hotel/Motel Tax Exemption Form?

The form can be located on the [SAO Website on the TeamWorks Travel and Expense Online Booking Tool](#) page. Click the link and select the Hotel Motel Tax Exemption form link.



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### 5. Does TTE offer a mobile application?

YES! The Mobile app is available for iPhone or Android. The mobile tool allows you to manage your entire business trip from booking travel to capturing receipts and submitting Expense Reports. You can even take a PICTURE of a receipt and send it to your expense report.

Go to the Profile Tab in TTE and click on Mobile Registration to access the link to download the app on your smartphone.

### 6. What's New in TTE

#### A. Approval Link in Email Notification Brings Approver Directly to Report

An Approver who receives an email notification that a report is ready for their approval will see the **Link to Approve Report** link that lets them go directly to the report. The approver is brought to the login screen where, after logging in, the report is displayed for their approval!

#### B. Travel Allowance Entry Changed to Accommodate the 7/1/13 Statewide Travel Policy

There are four options when choosing data for the Selection field on the first Travel Allowance entry of any expense report: 1. Multiple Day Per Diem, 2. Single Day Per Diem, 3. Regular In State – Prior to 7/1/13 and 4: GSA Out of State – Prior to 7/1/13.

None of these options can be combined on one expense report, each requires a separate expense report. Items 3 and 4 will be available for a short time only. These are to be used when requesting Travel Allowance for a date from last fiscal year (PRIOR to 7/1/13).

You can no longer enter Single Day Per Diem and then go back to the same expense report and then enter Multiple Days Per Diem on the same expense report.

There is no longer a GSA Out of State option for 7/1/13 and forward. Create your expense report with the correct Trip Type (In State, Out of State or International) in the Header Record and then select Single or Multiple Day Per Diem. Whether you are requesting Per Diem for a high or low cost Georgia Area, another state or out of the country, the system will apply the applicable rates based on the locations you enter.

Employees eligible for Single Day Per Diem are now eligible for 100 % of the Per Diem if the travelled 50 miles and were on Travel Status for 12 hours effective with Per Diem eligibility for 7/1/13 or later.

Incidentals are no longer included in the Out of State or International Per Diem rates effective 7/1/13.

Per Diem for Multiple Days is still 75% of the Per Diem for the first and last day.