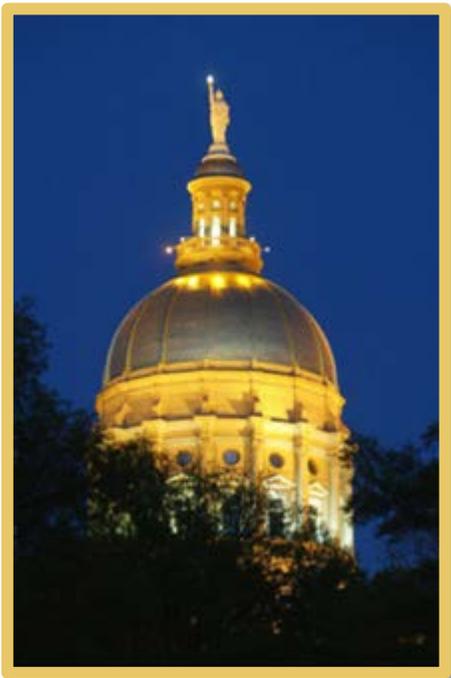


2014

TTE FAQ Spotlight – August



Top 5 Support Questions Last Month

1. What does a single row itinerary error mean? How do I fix it?
2. What should I do if I have access to better hotel rates than what is available in TTE?
3. What if my new supervisor doesn't show up as my approver when I submit a document such as an Expense Report?
4. How do I account for a Cash Advance I received on an existing Expense Report?
5. How do I cancel airfare reservations made in the TTE system?

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1. What does a single row itinerary error mean? How do I correct it?

This error message means you didn't complete a Travel Allowance Entry. Each Request for meals Per Diem (Travel Request) has at least two lines. If it does not, you will receive an error. To fix the problem, edit the incorrect entry.

Inside the Expense Report with the error:

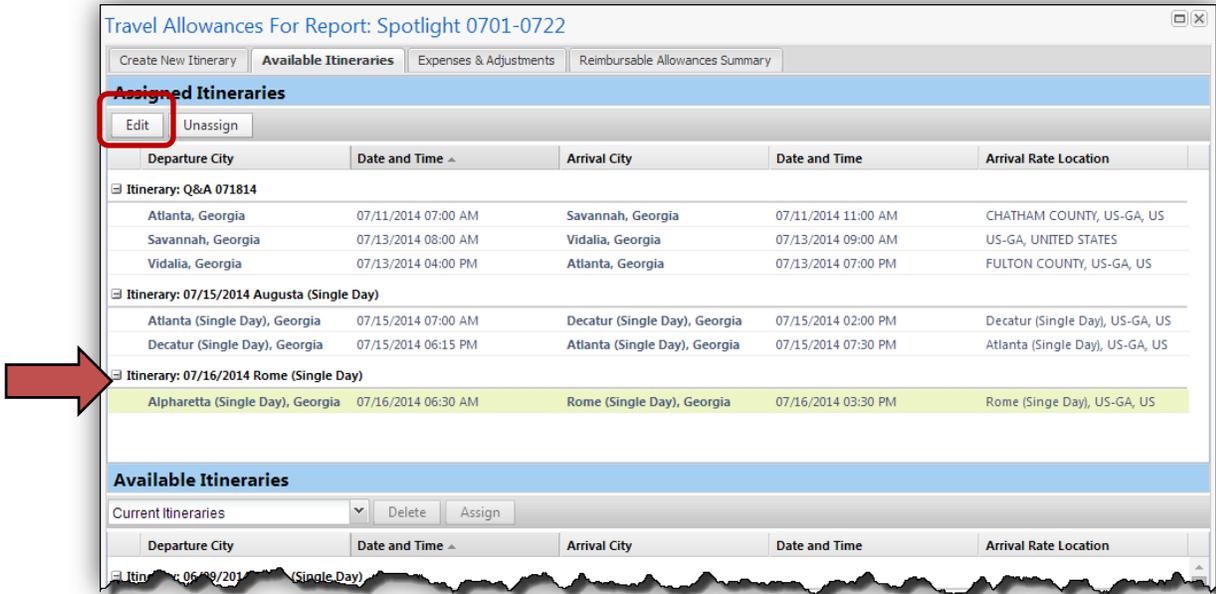
- Click on the **Details** tab
- Select **Available Itineraries**

The screenshot shows the Concur Expense Report interface. At the top, there are navigation tabs: My Concur, Request, Expense, Profile, and App Center. Below these are links for View Reports, New Expense Report, View Receipt Store, View Cash Advances, and New. The main heading is 'Spotlight 0701-0722'. Below this is a toolbar with '+ New Expense', 'Details', 'Receipts', and 'Print / Email'. The 'Details' dropdown menu is open, showing a list of options: Report (Report Header, Totals, Audit Trail, Approval Flow, Comments), Cash Advances (Available, Assigned), Allocations (Allocations), and Travel Allowances (New Itinerary, Available Itineraries, Expenses & Adjustments, Reimbursable Allowances Summary). A red arrow points to the 'Available Itineraries' option. The background shows a table with columns for Expense, Date, and Requested.

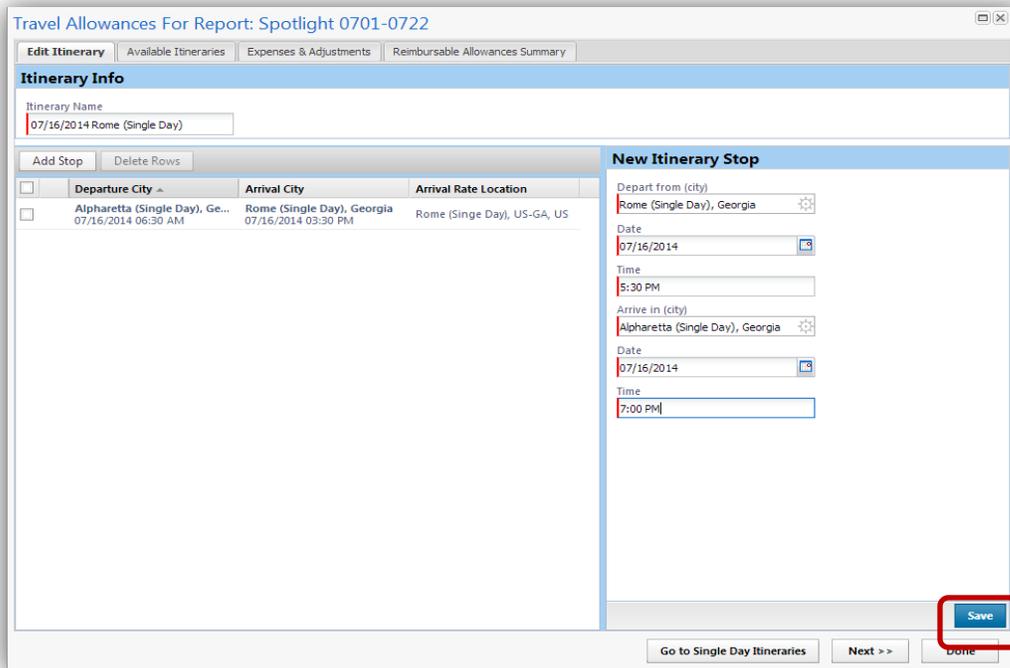
- Locate the Travel Allowance in the Assigned Itineraries section with only 1 line and select it.
- Click on **Edit**.

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- The **Edit Itinerary** window will open.
- Add the missing leg of the trip in **New Itinerary Stop**.
 - **NOTE:** If this was a request for Travel Allowance for travel NOT associated with an overnight stay, you **MUST** choose locations that have (Single Day) in the location name.
- Click **Save**



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- The Travel Allowance for that day will then have all the necessary components to process the Travel Allowance.
- Click **Next**

Travel Allowances For Report: Spotlight 0701-0722

Edit Itinerary | Available Itineraries | Expenses & Adjustments | Reimbursable Allowances Summary

Itinerary Info

Itinerary Name: 07/16/2014 Rome (Single Day)

Add Stop | Delete Rows

| <input type="checkbox"/> | Departure City | Arrival City | Arrival Rate Location |
|--------------------------|---|---|---------------------------------|
| <input type="checkbox"/> | Alpharetta (Single Day), Ge... 07/16/2014 06:30 AM | Rome (Single Day), Georgia 07/16/2014 03:30 PM | Rome (Single Day), US-GA, US |
| <input type="checkbox"/> | Rome (Single Day), Georgia 07/16/2014 05:30 PM | Alpharetta (Single Day), Ge... 07/16/2014 07:00 PM | Alpharetta (Single Day), US-... |

New Itinerary Stop

Depart from (city): Alpharetta (Single Day), Georgia

Date: [Date Picker]

Time: [Time Picker]

Arrive in (city): [City Picker]

Date: [Date Picker]

Time: [Time Picker]

Save

Go to Single Day Itineraries | **Next >>** | Done

- The Expense and Adjustment window opens

Travel Allowances For Report: Spotlight 0701-0722

Create New Itinerary | Available Itineraries | **Expenses & Adjustments** | Reimbursable Allowances Summary

Show dates from [Date] to [Date] Go

| Exclude All <input type="checkbox"/> | Date/Location | Breakfast Provided | Lunch Provided | Dinner Provided | Allowance |
|--|--|--------------------------|-------------------------------------|--------------------------|-----------|
| <input type="checkbox"/> | 07/11/2014 Savannah, Georgia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | \$27.00 |
| <input type="checkbox"/> | 07/12/2014 Savannah, Georgia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | \$36.00 |
| <input type="checkbox"/> | 07/13/2014 Vidalia, Georgia | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | \$15.75 |
| <input type="checkbox"/> | 07/15/2014 Decatur (Single Day), Georgia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | \$36.00 |
| <input type="checkbox"/> | 07/16/2014 Rome (Single Day), Georgia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | \$28.00 |

Update Expenses | Cancel

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- Mark any provided meals if necessary and click **Update Expenses** to update the Expense Report.

2. What should I do if I have access to better hotel rates than what 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>.

3. What if my new supervisor doesn't show up in as my approver when I submit a document such as an Expense Report?

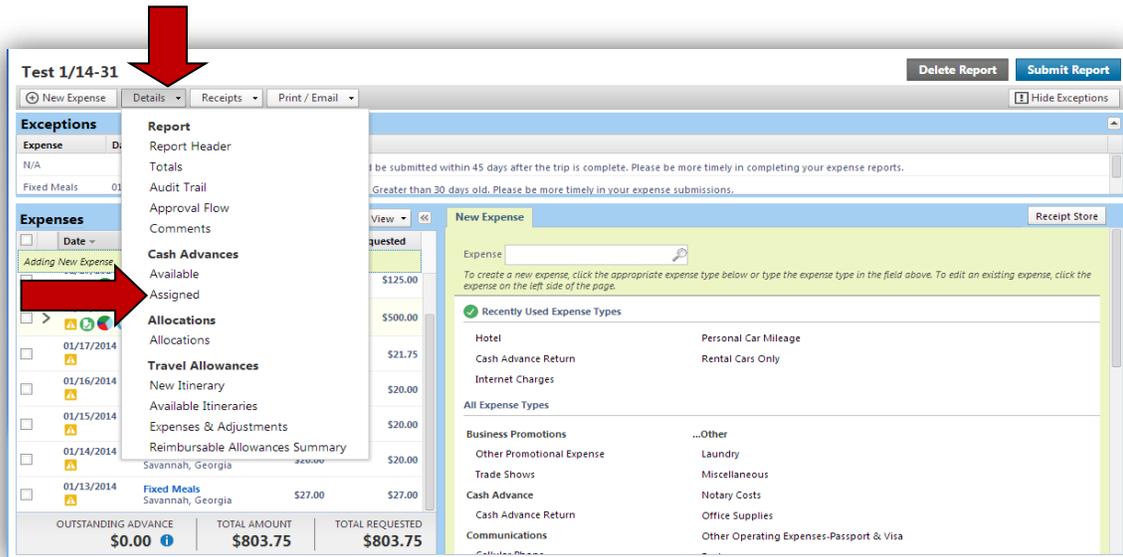
Until your agency makes the change in Payroll, the system will reflect the old supervisor. In the interim, you may change the supervisor in the submitting process by selecting your supervisor from the drop down list in the Approver field. If your supervisor doesn't show up in the drop down list, contact your Local Travel Administrator immediately.

4. How do I account for a Cash Advance I received on an existing Expense Report?

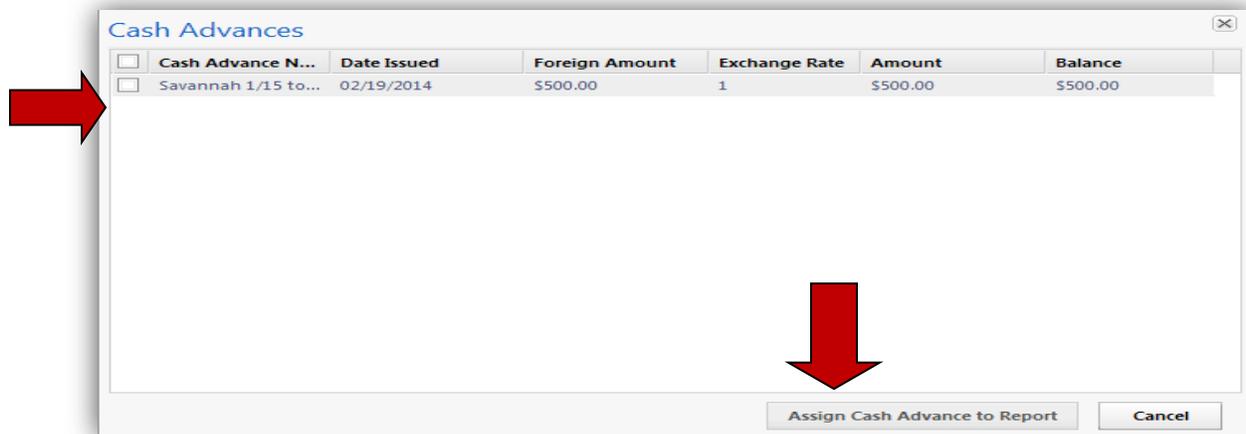
- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

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- 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 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.

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The screenshot shows the 'New Expense' form in the TTE system. The 'All Expense Types' list includes 'Cash Advance' and 'Cash Advance Return', with a red arrow pointing to the latter. The 'Expenses' table on the left shows a list of transactions with columns for Date, Expense, Amount, and Requested.

| 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. |

| Date | Expense | Amount | Requested |
|------------|--|----------|-----------|
| 01/17/2014 | Kental 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

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

The screenshot shows the 'New Expense' form for 'Cash Advance Return'. The 'Expense Type' is set to 'Cash Advance Return', the 'Date' is empty, and the 'Amount' is empty. The 'Description' is 'Normal Travel'. A red arrow points to the 'Cash Advances Assigned to Report' table.

| 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 |

- 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. You cannot submit an expense report with an attached cash advance without entering this item, even if it is zero

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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 |
|------------|---|----------|-----------|
| 01/31/2014 | Cash Advance Return | \$0.00 | \$0.00 |
| 01/29/2014 | Personal Car Mileage | \$70.00 | \$70.00 |
| 01/17/2014 | Rental Cars Only Hertz, Atlanta, Georgia | \$125.00 | \$125.00 |
| 01/17/2014 | Hotel Ocean Hotel, Savannah | \$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 \$0.00 TOTAL AMOUNT \$803.75 TOTAL REQUESTED \$803.75

- NOTE: When you create a new expense report, TTE will automatically give you the opportunity to attach the unused Cash Advance.

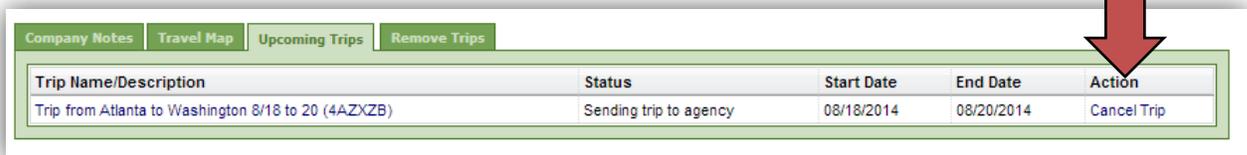
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8. How do I cancel airfare reservations made in the TTE System?

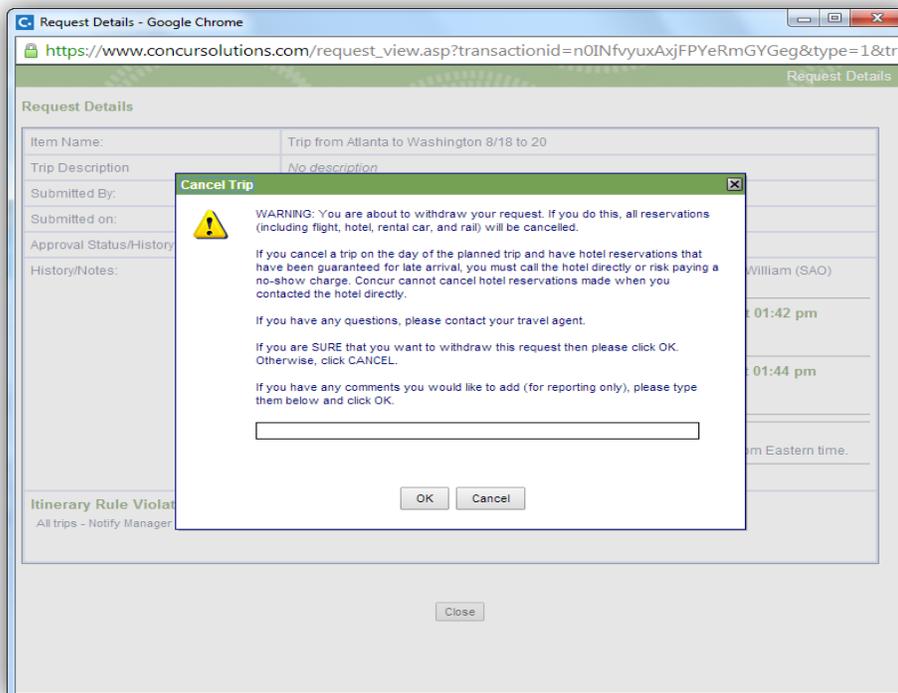
Employees have two options:

- A. Call Travel Inc. directly to cancel the existing flight reservation and apply towards new reservation.
 - There is an additional fee to your agency to do this.
- B. The employee can cancel the flight reservation TTE system:
 - Navigate to the trip in **Trip List** on the My Concur Tab or **Upcoming Trips**, or **Trip Library** located in the **Travel** tab
 - To cancel everything on the reservation
 - Click on **Cancel Trip** on the same line as the Trip Name



| Trip Name/Description | Status | Start Date | End Date | Action |
|---|------------------------|------------|------------|-------------|
| Trip from Atlanta to Washington 8/18 to 20 (4AZXZB) | Sending trip to agency | 08/18/2014 | 08/20/2014 | Cancel Trip |

- Click on **OK** to confirm that you want to withdraw the entire trip
- Everything on that trip reservation will be cancelled



- If there was a hotel reservation on the trip you just cancelled you will need to click on the box next to I agree and then click Continue

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- Currently only hotels require this additional step when cancelling a complete reservation

Rate details / Cancellation policy
Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE CHANGES OVER DURATION OF STAY

Hotel Rates

89.10 USD PER NIGHT STARTING 18AUG FOR 2 NIGHTS
178.20 USD TOTAL RATE STARTING 18AUG FOR 2 NIGHTS
ROOM RATE DETAIL: ALL KNOWN TAXES/FEES/SURCHARGES
14.50 PERCENT MISCELLANEOUS PER STAY
2.00 USD OCCUPANCY TAX PER NT BEG 18AUG FOR 2 NTS
206.04 USD TOTAL AMOUNT OF STAY

CANCEL
1 DAY BY 3PM 1NT PENALTY
NO SHOW POLICY 100 PCT OF TOTAL ROOM NIGHTS WILL BE CHARGED FOR NO SHOW
CREDIT CARDS AX DC DS IK VI
GOVERNMENT
QUEEN ROOM NON SMOKING
RULES LODGING TAX 14.5PCT PER STAY
RULES OCCUPANCY TAX 1.0 FLAT AMOUNT PER NIGHT
RULES CREDIT CARD GUARANTEE IS REQUIRED

I agree to the hotel's rate rules, restrictions, and/or cancellation policy.

Continue Cancel

- TTE will begin cancelling your trip

CONCUR

Cancelling your trip...

CONCUR

■ ■ ■ ■ ■

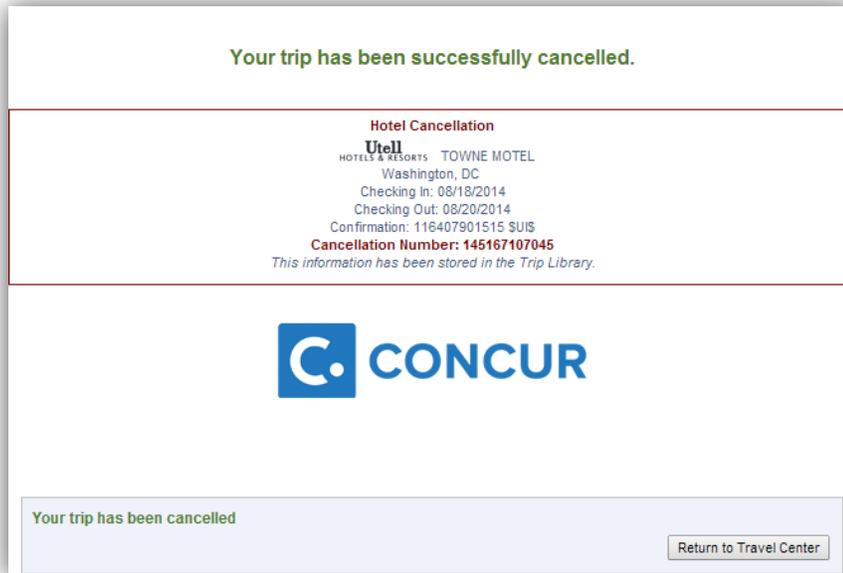
Please stand by...

Please do not close this window while on this "Stand-By" page.
If you accidentally close it, you can find a link to this trip on your travel home page under the name "Unfinished Reservation". Clicking that link will allow you to continue your booking.

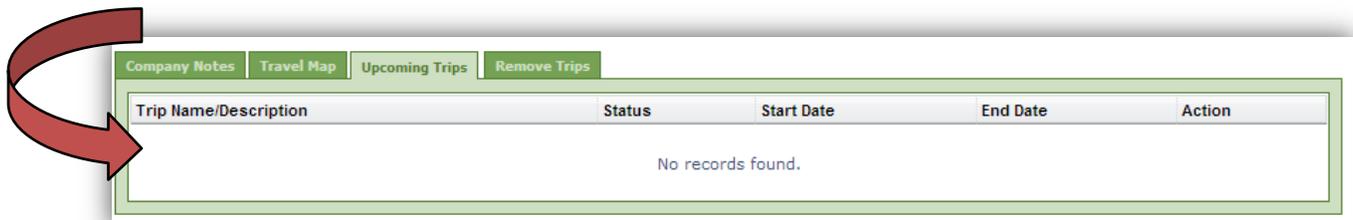
- TTE will advise when the cancellation is complete. Click on **Return to Travel Center**

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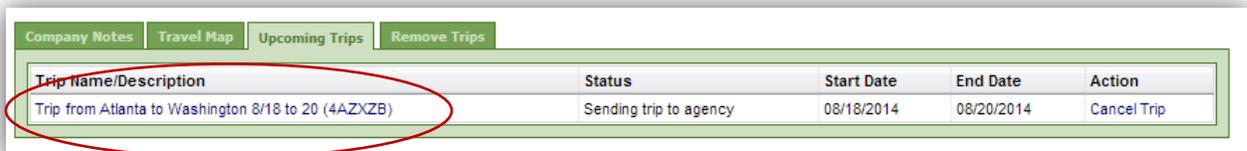
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- The trip will no longer appear in the *Trip List* or *Upcoming Trips* but will appear in the Trip Library as a withdrawn trip.



- To cancel ONLY the airfare and leave the remainder of the reservation intact (car and/or hotel)
 - Click on the Trip Name to open the Travel Itinerary



- Select **Cancel All Air** on the first air segment to completely cancel all airline reservation on this booking or click on **Cancel** next to the air segment you wish to cancel and leave the other air segments intact.
- You will be asked to confirm that you want to withdraw the specific segment selected.

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- TTE will cancel what you have selected, update the itinerary and email you an updated itinerary.

- The next time you make an airline reservation, the system will review the “unused” ticket and automatically apply that unused ticket to the new reservation as long as all fare rules apply and the same airline is being used..
- Employees have 1 year to apply unused tickets from the original date it was purchased (not from the date the travel was for!!)

- ✓ **NOTE:** *Even if the reservation is cancelled, the employee incurs the travel agency fee which should be imported to the next expense report.*