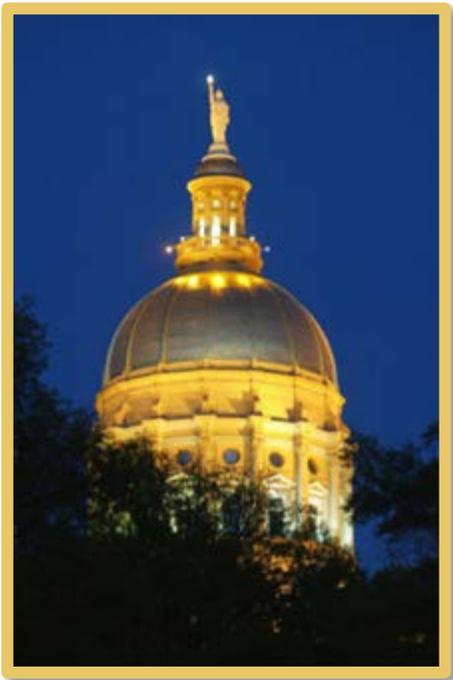


# 2013

## TTE FAQ Spotlight – December



### Top 5 Support Questions Last Month

1. [How do I add personal vehicle mileage to an Expense Report?](#)
2. [How do I add Travel Allowances \(meals\) to my existing Expense Report? I said no to Travel Allowances when I initially created my expense report.](#)
3. [How do I add an additional approver to the workflow?](#)
4. [What do I do if the corporate card charges and the trip charges for the same trip appear separately?](#)
5. [What should I do if I have access to a less expensive hotel rate than available in TTE?](#)
6. [Rental Car Reservations under the new Statewide Contract](#)

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# TTE FAQ Spotlight

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## 1. How do I add personal vehicle mileage to an Expense Report?

- Open an existing Expense Report or create a new one
- On the **New Expense** tab, select **Personal Car Mileage** from the **New Expense List**; or type in all or part of the name in the search field to reduce the number expense types displayed.

**NOTE:** As you use the system, frequently used Expense Types will appear above the listing of the full Expense Type list.

The screenshot shows the TTE Expense Report system interface. At the top, there are navigation tabs: My Concur, Request, Expense, and Profile. Below that, there are links for View Reports, New Expense Report, View Receipt Store, View Cash Advances, and New Cash Advance. The main header indicates 'Nov 3-16 Travel' with buttons for 'Delete Report' and 'Submit Report'. A search bar contains 'pers'. Below the search bar, there are sections for 'Exceptions' and 'Expenses'. The 'Expenses' section shows a list of expenses with columns for Date, Expense, Amount, and Requested. The 'New Expense' section shows a search for 'pers' and a list of 'Recently Used Expense Types' including 'Personal Car Mileage'. A red arrow points to 'Personal Car Mileage' in the 'All Expense Types' section.

Expense	Date	Amount	Exception
Office Supplies	11/03/2012	\$30.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.
Personal Car Mil...	11/04/2012	\$124.32	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Date	Expense	Amount	Requested
11/13/2012	Fixed Meals Moultrie, Georgia	\$21.00	\$21.00
11/12/2012	Fixed Meals Valdosta, Georgia	\$21.00	\$21.00
11/08/2012	Personal Car Mileage	\$137.09	\$137.09
11/08/2012	Hotel Comfort Inns, Savannah, Georgia	\$230.00	\$230.00
11/08/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
11/07/2012	Personal Car Mileage	\$131.54	\$131.54
TOTAL AMOUNT		\$1,088.12	\$1,088.12
TOTAL REQUESTED		\$1,088.12	\$1,088.12

- The Personal Car Mileage entry screen opens
  - Enter the **Transaction Date**. This is the date you actually drove your car.
  - Verify that the **Vehicle Id** is the correct one.
    - The Vehicle ID is NOT the VIN number. It represents the rate used to reimburse your miles.
      - Tier I is the highest rate and is used when the use of your personal car was the most economical or it was determined by your supervisor that it was the most expedient.
      - Tier II is the lowest rate and is used when you were not authorized to use your personal vehicle but chose to anyway. This is acceptable, you just receive a lower reimbursement rate.
  - No other fields are manually completed on this screen.
  - Click on **Mileage Calculator** to continue

# TTE FAQ Spotlight

## December 2013

Nov 3-16 Travel Delete Report

Expenses				
<input type="checkbox"/>	Date	Expense	Amount	Requested
<input type="checkbox"/>	11/13/2012	Fixed Meals Moultrie, Georgia	\$21.00	\$21.00
<input type="checkbox"/>	11/12/2012	Fixed Meals Valdosta, Georgia	\$21.00	\$21.00
<input type="checkbox"/>	11/08/2012	Personal Car Mileage	\$137.09	\$137.09
<input type="checkbox"/>	11/08/2012	Hotel Comfort Inns, Savannah, Georgia	\$230.00	\$230.00
<input type="checkbox"/>	11/08/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/07/2012	Personal Car Mileage	\$131.54	\$131.54
<input type="checkbox"/>	11/06/2012	Personal Car Mileage	\$137.64	\$137.64
<input type="checkbox"/>	11/06/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/05/2012	Personal Car Mileage	\$252.53	\$252.53
<input type="checkbox"/>	11/04/2012	Personal Car Mileage	\$124.32	\$124.32
<input type="checkbox"/>	11/04/2012	Tolls Warner Robins, Georgia	\$1.00	\$1.00
TOTAL AMOUNT			\$1,088.12	TOTAL REQUESTED \$1,088.12

**New Expense**

Expense Type:  Transaction Date:

Purpose of the Trip:  From Location:

To Location:  Payment Type:

Distance: Amount  :  USD  Trip Type:

Comment:

---

Vehicle ID:  Number of Passengers:

Distance for Date:

- If the following screen appears select **Yes**.

Please Confirm ✕

?

Required fields are missing data. Would you like to save anyway?

- The Mileage Calculator screen opens. This screen is used to enter your travel route for the specified day.
  - Enter your starting point in box A and press the Tab key or click in the next box.
  - Continuing entering the legs of your trip in each box.
    - If you do have an exact address, enter the city and state and the system will calculate the distance to the center of that city or town. You can make adjustments to this later.
    - Enter the route as you drove it.
    - If you avoided tolls or highways, click on the check box for this at the top of the entry screen. It may come closer to your actual route. Otherwise the system creates the shortest route.
    - A visual of your trip appears on the map and the system calculates the distances between points.
    - The red balloons on the map indicate State Office locations for Agencies on the TTE system. Hover over it to view the location and/or click on it and the system will use that address as one of the stops (also called waypoints) on your travels.
  - When you get to the final leg of your trip you have a couple of options:
    - Enter the address of the final stop at the conclusion of the business day
    - If the final stop is the same as the stop in Box A, click on box **Make Round Trip** to automatically enter that address.

# TTE FAQ Spotlight

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**Mileage Calculator**

Avoid Tolls  Avoid Highways

**Waypoints** Distances Personal

- A 100 Spring Drive, Roswell, GA 30075, US 61.9 MI
- B 2 East Main Street, Rome, GA 30161, US 18.4 MI
- C Cedartown, GA 30125, USA 11.2 MI
- D Main Line Road, Rockmart, GA 30153, U
- E

[Calculate Route](#) [Make Round Trip](#)

**Directions**

A 100 Spring Drive, Roswell, GA 30075, USA

62.0 mi - about 1 hour 12 mins

1. Head **north** on **Spring Dr** toward **GA-120 E** 348 ft
2. Turn **left** onto **GA-120 W** 8.8 mi
3. Exit onto **GA-120 Loop W/North Marietta Pkwy NE** toward **I-75 N** 1.5 mi
4. Turn **right** to merge onto **I-75 N** 24.9 mi
5. Take exit **290** for **GA-20 W** 0.4 mi

<input type="checkbox"/> Deduct Commute	TOTAL PERSONAL	TOTAL BUSINESS
	0.0 MI	91.5 MI

[Add Mileage to Expense](#) [Cancel](#)

- Click **Deduct Commute**:
  - The Statewide Travel Policy states that you will be reimbursed for miles in excess of what you would drive to and from your assigned work station.
    - If your round trip to work is normally 40 miles you will not be reimbursed for the 1<sup>st</sup> 40 miles of your trip.
    - How you enter the trip determines whether you deduct one way, round trip or no commute.
  - The first time you use the Mileage Calculator you will enter your home address and work address in **Deduct Commute Distance**. The system will remember that information going forward.
  - Once you click on deduct commute your one way normal commute distance to your office will appear in **Total Personal** and the **Total Business** distance will be reduced by this same amount.

# TTE FAQ Spotlight

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The screenshot shows the Mileage Calculator interface. On the left, there are sections for Waypoints, Distances, Personal, Deducted Commute Distance, and Directions. The Waypoints section lists six locations with corresponding distances: 61.9 MI, 18.4 MI, 11.2 MI, 49.3 MI, and a blank entry. The Deducted Commute Distance section shows Home and Office addresses with a distance of 21.5 MI and a checkbox for 'Deduct Round Trip'. The Directions section has a checkbox for 'Deduct Commute' and a table showing 'TOTAL PERSONAL' as 21.5 MI and 'TOTAL BUSINESS' as 119.3 MI. A red arrow points to the 'Deduct Round Trip' checkbox, and a red oval highlights the 'Deduct Commute' checkbox and the resulting mileage values. The map on the right shows a route starting at Roswell, GA, passing through Rome, GA, and ending at Roswell, GA.

- Click **Deduct Round Trip**: Determine if you need to deduct round trip personal commute miles. In our example we drove in excess of the normal daily round trip commute and we entered our trip from home and ended at home, we would need to deduct the round trip commute.
  - When you click on Deduct Round Trip the Total Personal miles increases to the round trip mileage to and from work and the Total Business mileage is reduced by this additional amount.
- **NOTE:** If you have an address that is not accepted by Google Maps, click on the **Report a map error** link at the bottom of the map. Follow the prompts and enter the required data. Google Maps updates this and not SAO.
- Click **Add Mileage to Expense**

# TTE FAQ Spotlight

December 2013

**Mileage Calculator**

Avoid Tolls  Avoid Highways

**Waypoints** Distances Personal

- A 100 Spring Drive, Roswell, GA 30075, US: 61.9 MI
- B 2 East Main Street, Rome, GA 30161, US: 18.4 MI
- C Cedartown, GA 30125, USA: 11.2 MI
- D Main Line Road, Rockmart, GA 30153, US: 49.3 MI
- E 100 Spring Drive, Roswell, GA 30075, US

[Calculate Route](#)

**Deducted Commute Distance**

**Home**  
100 Spring Drive, Roswell, GA 30075, US: 43.0 MI

**Office**  
200 Piedmont Avenue SE, Atlanta, GA 30333, US:  Deduct Round Trip

**Directions**

Deduct Commute

TOTAL PERSONAL	TOTAL BUSINESS
43.0 MI	97.8 MI

[Add Mileage to Expense](#) [Cancel](#)

- The expense entry displays with information from Mileage Calculator completing the Expense Entry.
  - The From and To locations are populated from the Mileage calculator
  - The Distance and Amount are populated from the Mileage Calculator
- If you need to attach documentation such as the DOAS Car Cost Comparison click on the Attach button and follow the prompts. Attaching documents or receipts is the same for all Expense Types.
- If you need to adjust the total mileage calculated, you may. However, be certain to enter a reason for making the adjustment in the Comments field so your approver doesn't return your expense report for more information.
- To adjust total miles, just replace the number in the field with the adjusted number.

# TTE FAQ Spotlight

## December 2013

My Concur Request Expense Profile

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

Nov 3-16 Travel Delete Report Submit Report

New Expense Details Receipts Print / Email Show Exceptions

Expenses	Date	Expense	Amount	Requested
<input type="checkbox"/>	11/13/2012	Fixed Meals Moultrie, Georgia	\$21.00	\$21.00
<input checked="" type="checkbox"/>	11/13/2012	Personal Car Mileage	\$0.00	\$0.00
The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions. Missing required field: From Location, To Location.				
<input type="checkbox"/>	11/12/2012	Fixed Meals Valdosta, Georgia	\$21.00	\$21.00
<input type="checkbox"/>	11/08/2012	Personal Car Mileage	\$137.09	\$137.09
<input type="checkbox"/>	11/08/2012	Hotel Comfort Inns, Savannah, Georgia	\$230.00	\$230.00
<input type="checkbox"/>	11/08/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/07/2012	Personal Car Mileage	\$131.54	\$131.54
<input type="checkbox"/>	11/06/2012	Personal Car Mileage	\$137.64	\$137.64
<input type="checkbox"/>	11/06/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/05/2012	Personal Car Mileage	\$252.53	\$252.53
<input type="checkbox"/>	11/04/2012	Personal Car Mileage		
			TOTAL AMOUNT	TOTAL REQUESTED
			\$1,088.12	\$1,088.12

Expense

View Reimbursement Rates

Expense Type: Personal Car Mileage Transaction Date: 11/13/2012

Purpose of the Trip: Normal Travel From Location: 100 Spring Drive, Roswell, GA 30075

To Location: Main Line Road, Rockmart, GA 30153

Distance: Amount: 98 : 54.39 USD Trip Type: In-State Travel

Comment:

Vehicle ID: Personal Car Tier1 Number of Passengers: 0

Distance to Date: 0

[Mileage Calculator](#)

Save Attach Receipt Cancel

- When you are done, click on **Save**. This will update the entry and place it in the Expense Report.
- Repeat this process for each day you claim Personal Car Mileage

My Concur Request Expense Profile

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

Nov 3-16 Travel Delete Report Submit Report

New Expense Details Receipts Print / Email Show Exceptions

Expenses	Date	Expense	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	11/13/2012	Fixed Meals Moultrie, Georgia	\$21.00	\$21.00
<input checked="" type="checkbox"/>	11/13/2012	Personal Car Mileage	\$54.39	\$54.39
<input type="checkbox"/>	11/12/2012	Fixed Meals Valdosta, Georgia	\$21.00	\$21.00
<input type="checkbox"/>	11/08/2012	Personal Car Mileage	\$137.09	\$137.09
<input type="checkbox"/>	11/08/2012	Hotel Comfort Inns, Savannah, Georgia	\$230.00	\$230.00
<input type="checkbox"/>	11/08/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/07/2012	Personal Car Mileage	\$131.54	\$131.54
<input type="checkbox"/>	11/06/2012	Personal Car Mileage	\$137.64	\$137.64
<input type="checkbox"/>	11/06/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
<input type="checkbox"/>	11/05/2012	Personal Car Mileage	\$252.53	\$252.53
<input type="checkbox"/>	11/04/2012	Personal Car Mileage	\$124.32	\$124.32
			TOTAL AMOUNT	TOTAL REQUESTED
			\$1,142.51	\$1,142.51

New Expense

Expense:

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

Recently Used Expense Types

- Personal Car Mileage
- Cash Advance Return
- Miscellaneous
- Tolls
- Hotel

All Expense Types

- Business Promotions
  - Other Promotional Expense
  - Trade Shows
- Cash Advance
  - Cash Advance Return
- Communications
  - Cellular Phone
  - Internet Charges
  - Local Phone
  - Long Distance
- Company Car Expense
  - Company Car Fuel
  - Company Car Maintenance

# TTE FAQ Spotlight

December 2013

## 2. How do I add Travel Allowances (meals) to my existing Expense Report? I selected No to Travel Allowances when I initially created my expense report.

- Open the Expense Report you want to add Travel Allowances to.
- Click on the **Details** tab
- Click on **New Itinerary**

The screenshot displays the Concur Expense Center interface. The main report is titled "Instate Travel 7-16 to 31 Sgl". A dropdown menu is open over the "Details" tab, showing a list of options under "Travel Allowances", with "New Itinerary" highlighted. The "New Expense" form is visible on the right, showing a list of "Recently Used Expense Types" including Personal Car Mileage, Tolls, Rental Cars Only, Hotel, and Parking. The total amount requested is \$357.00.

Expense	Amount	Requested
Fixed Meals	36.00	\$36.00
Allocations	73.46	\$173.46
Travel Allowances	45.77	\$45.77
Available Itineraries	28.00	\$28.00
<b>TOTAL REQUESTED</b>	<b>\$357.00</b>	<b>\$357.00</b>

- Proceed as usual to enter Travel Allowances for travel days with No Overnight Stay (Single Day Itinerary) or With Overnight Stay (Standard Itinerary)

## 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.

# TTE FAQ Spotlight

## December 2013

Approval Flow for Report: ttt 8/17

Authorized Approval:  
Thornton, John A.

State Head Approval:  
(this step may be skipped)

Back Office Approval:

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.

Approval Flow for Report: NW GA Review 8-1

Authorized Approval:  
Thornton, John A.

User-Added Approver:

State Head Approval:  
(this step may be skipped)

Back Office Approval:

Submit Report Cancel

# TTE FAQ Spotlight

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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**.

Approval Flow for Report: NW GA Review 8-1

Authorized Approval:  
Thornton, John A.

User-Added Approver:  
\*

- Haidet, Chloe A. (noemail@georgia.gov)
- Clarke, David R. (Clarkedr@audits.ga.gov)
- Blaha, Edward F. (blahaef@audits.ga.gov)
- Bolton, Janet L. (noemail@georgia.gov)
- Thornton, John A. (thornton@audits.ga.gov)
- Whitesides, Michael L. (whitesid@audits.ga.gov)
- Boyd, Roger W. (SAO\_CONCUR@sao.ga.gov)
- Hinton, Russell W. (SAO\_CONCUR@sao.ga.gov)

Search Approvers By

**Submit Report** Cancel

# TTE FAQ Spotlight

December 2013

## 4. 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 header displays the user's name, Kristi R. Johnson, and the date 01/07/2013. Below the header, there are navigation tabs for My Concur, Request, Travel, Expense, Reporting, Administration, and Profile. The main content area is divided into two sections: 'Expenses' and 'Smart Expenses'. The 'Expenses' section shows a list of items with columns for Date, Expense, Amount, and Requested. The 'Smart Expenses' section shows a list of items with columns for Expense Det..., Expense, Date, and Amount. A red arrow points to the 'Match' button in the Smart Expenses section.

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!

# TTE FAQ Spotlight

December 2013

## 5. What should I do if I have access to a less expensive hotel rate than 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.

SAO has an online form allowing you to send this directly to the TTE Travel Group. <http://sao.georgia.gov/online-booking-tool> Select Recommend a Hotel!

## 6. Rental Car Reservations link under the new Statewide Contract.

All, updates have been made to TTE!

Reservations for rental cars should be made through TTE and not via the vendor portals.