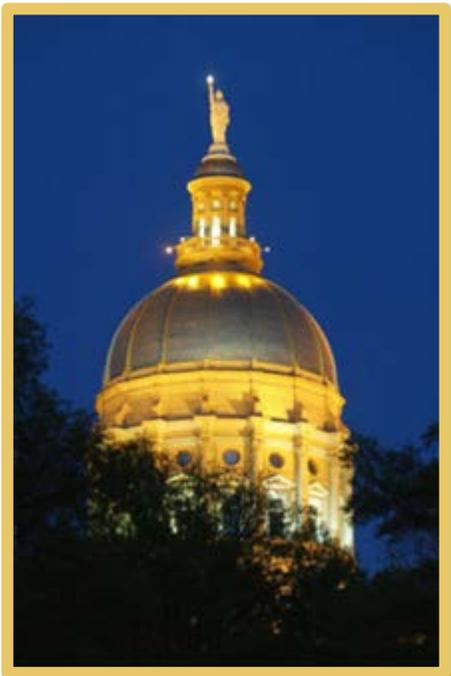


2014

TTE FAQ Spotlight – February



Top 5 Support Questions Last Month

1. I am a new traveler having difficulty creating a Vendor ID in ESS. Who do I contact?
2. What should I do if I have access to a less expensive hotel rate than shown in TTE?
3. How do I import Smart Expenses into my Expense Report?
4. What do I do if the Corporate Card charges and Trip charges appear separately in Smart Expenses?
5. How do I locate the name of my Agency TTE Local Administrator?

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1. I am a new traveler and am having difficulty creating a Vendor ID in ESS, who should I contact?

From the Home page of the SAO website (sao.georgia.gov) select **TeamWorks**, select **Financials**; Select **Vendor Payment Management**; and then under **Employee Expense Reimbursement Resources and Training Tools** at the bottom of the page click on the **ESS Employee Expense Reimbursement Job Aid** to view complete instructions.

If you are still having difficulty, contact the Vendor Group at SAO.

The screenshot displays the TTE system interface. At the top, there are navigation tabs: 'My Concur', 'Request', 'Expense', and 'Profile'. Below these are links for 'View Reports', 'New Expense Report', 'View Receipt Store', 'View Cash Advances', and 'New Cash Advance'. The main header shows 'Nov 3-16 Travel' with buttons for 'Delete Report' and 'Submit Report'. A secondary header includes 'New Expense', 'Details', 'Receipts', 'Print / Email', and 'Show Exceptions'. The main content area is divided into two panes. The left pane, titled 'Expenses', contains a table with columns for 'Date', 'Expense', 'Amount', and 'Requested'. The right pane, titled 'New Expense', contains a form for adding a new expense, including a search bar and a list of 'Recently Used Expense Types' and 'All Expense Types'. The 'Personal Car Mileage' entry for 11/13/2012 is circled in red in the 'Expenses' table.

Date	Expense	Amount	Requested
11/13/2012	Fixed Meals Moultrie, Georgia	\$21.00	\$21.00
11/13/2012	Personal Car Mileage	\$54.39	\$54.39
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
11/06/2012	Personal Car Mileage	\$137.64	\$137.64
11/06/2012	Tolls Savannah, Georgia	\$1.00	\$1.00
11/05/2012	Personal Car Mileage	\$252.53	\$252.53
11/04/2012	Personal Car Mileage	\$124.32	\$124.32
TOTAL AMOUNT		\$1,142.51	\$1,142.51
TOTAL REQUESTED		\$1,142.51	\$1,142.51

2. 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!

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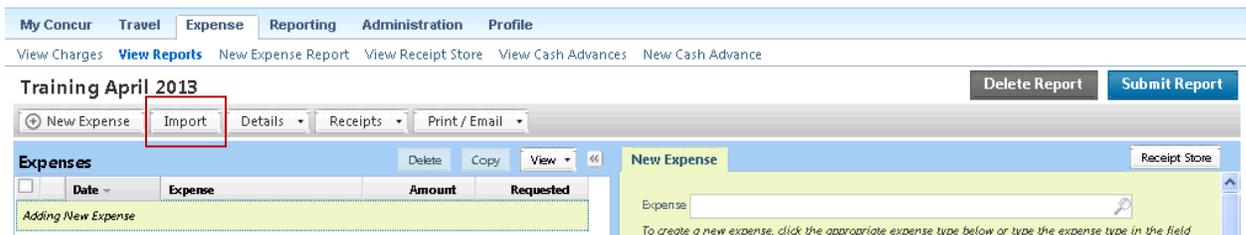
3. How do I import Smart Expenses into an Expense Report?

- 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.



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]

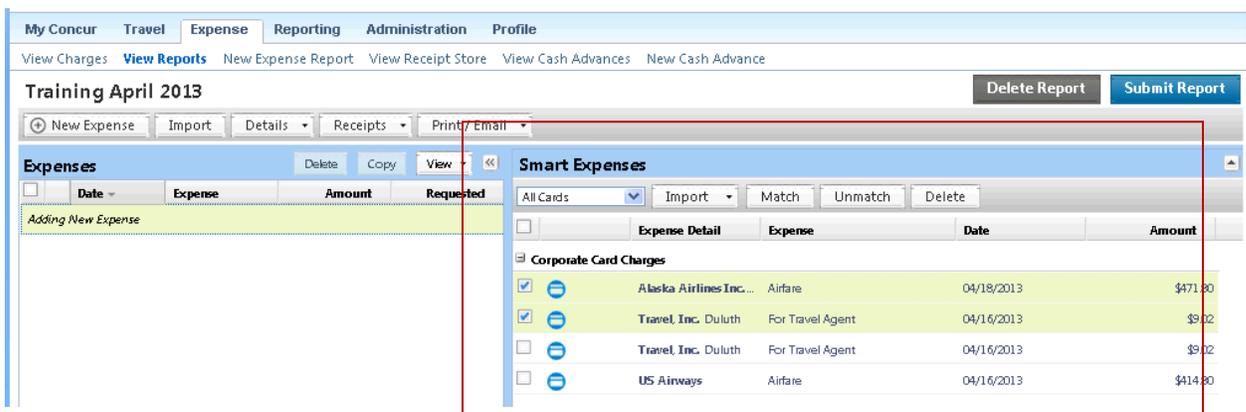
Expenses [Delete] [Copy] [View] [New Expense] [Receipt Store]

Date	Expense	Amount	Requested
Adding 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
 - These items could be airfare, hotel, car rental or Travel Agency Fees.
 - If you cancelled a trip, you must still import the Travel Agency Fee. The agency fee is not waived if you cancel a trip.



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]

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

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

Expense	Date	Amount	Requested
Airfare Alaska Airlines Inc. S	04/18/2013	\$471.80	\$471.80
For Travel Agent Travel, Inc., Duluth,	04/16/2013	\$9.02	\$9.02
TOTAL AMOUNT		\$480.82	TOTAL REQUESTED \$480.82

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- o The Expense data for that item will appear

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

Date	Expense	Amount	Requested
04/18/2013	Airfare Alaska Airlines Inc. Seattle WA USA	\$471.80	\$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. Airplus billed expenses should not be submitted without applying associated itinerary and credit card smart expense information. Missing required field: City.			
04/16/2013	For Travel Agent 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

- o 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.
- o If you did not have a matching Travel Reservation you **must** enter an explanation why the reservation was not made through TTE when entering the expense.
 - 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.
- o Attach any required receipts
- o Click on **Save** to update the Expense Entry.

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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 'Smart Expenses' section is active, displaying a list of expenses on the left and a list of smart expenses on the right. A red arrow points to the 'Match' button in the Smart Expenses toolbar. The interface displays a list of expenses on the left and a list of smart expenses on the right, including Corporate Card Charges and Trip charges. The total amount and total requested amount are both \$1,942.54.

Expense	Date	Amount	Exception
For Travel Agent	01/11/2013	\$4.27	This expense entry may be a duplicate of the following expense. Report: 979EE3985C4140EDA56F 01/07/2013 Expense: 2013-01-11, For Travel Agent, 4.27 USD

Date	Expense	Amount	Requested
01/31/2013	Parking Georgia Institute of Technology	\$15.00	\$15.00
01/31/2013	Fixed Meals Atlanta, Georgia	\$18.00	\$18.00
01/31/2013	Personal Car M	\$210.75	\$210.75

Expense Det...	Expense	Date	Amount
Corporate Card Charges			
Airtran Airw...	Airfare	01/09/2013	\$239.60
Airtran Airw...	Airfare	01/09/2013	\$234.20
Trip: Trip from Jacksonville to Atlanta (M764RJ)			
Airfare Jackso...	Airfare	01/07/2013	\$239.60
Trip: Trip from Jacksonville to Atlanta (M77UN8)			
Airfare Jackso...	Airfare	01/07/2013	\$234.20

TOTAL AMOUNT: \$1,942.54
TOTAL REQUESTED: \$1,942.54

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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5. How do I locate the name of my Agency TTE Local Travel Administrator?

SAO has added new and easy access to the list of TTE Local Travel Administrators

- Access the SAO website (www.sao.georgia.gov)
- Under the Travel section on the homepage, click on **Locate Your Agency's Local TeamWorks Travel and Expense Administrators**.

The screenshot shows the SAO website homepage. At the top, there is a navigation bar with links for 'About Us', 'Contact Us', 'Site Map', and 'Translate'. Below this is the SAO logo and the text 'State Accounting Office'. A search bar is located on the right side. The main navigation menu includes 'TeamWorks', 'Statewide Reporting', 'Shared Services', 'Policies and Procedures', 'Travel', and 'Training & Calendars'. The 'Travel' menu item is highlighted. Below the navigation menu, there is a 'Shared Services' section with a 'READ MORE' button and a carousel of images. To the right of the 'Shared Services' section is a 3D graphic of business units. Below the main content area, there are three columns: 'Travel', 'Latest News', and 'How do I?'. The 'Travel' column contains three links: 'Statewide Travel Policy', 'TeamWorks Travel and Expense Implementation Information', and 'Locate Your Agency's Local TeamWorks Travel and Expense Administrators'. A large red arrow points from the 'Travel' menu item to the third link in the 'Travel' column.

- The list of TTE Local Administrators will appear:

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Home » TTE Participating Agencies Local Administrators

TTE Participating Agencies Local Administrators

Stay Connected


Agency	Name	Email Address
State Accounting Office	Monica Bradshaw	mbradshaw@sao.ga.gov
Audits	Carol Schwinne	schwinne@audits.ga.gov
Banking & Finance	Renee Martin	rmartin@dbf.state.ga.us
Economic Development	Dawn Schlich	dschlich@georgia.org
Dept of Community Affairs	Marcia Paul	financesc@dca.ga.gov
Dept of Community Affairs	William Dews	financesc@dca.ga.gov
Dept of Community Affairs	Ravenel Dyson	Ravenel.dyson@dca.ga.gov
Dept of Community Health	Angela Bolton	abolton@dch.ga.gov
Dept of Community Health	Lisa Tolbert	ltolbert@dch.ga.gov
Dept of Community Health	Tanina Spooney	tspooney@dch.ga.gov



- The first Agency listed is SAO, following those they appear in alphabetical order. The number of Local Administrators is determined by each Agency. The email links are live and clicking on them will open an email to that individual.
- Your TTE Local Administrator is your first line of support.