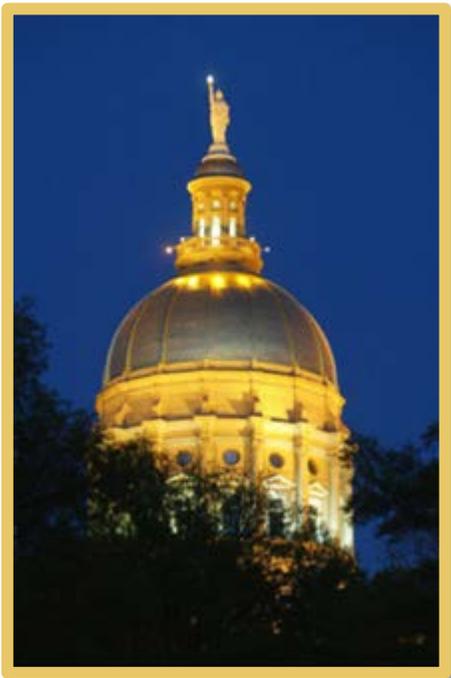


2014

TTE FAQ Spotlight – July



Top 5 Support Questions Last Month

1. I am a new traveler and am having difficulty creating a Vendor ID in ESS, who should I contact?
2. How do I cancel an airfare reservation that was made in the TTE system?
3. I get an error message on my expense report that says I have an unmatched travel reservation when I try to submit my Expense Report. What do I do?
4. How do I account for a Cash Advance I received on an existing Expense Report?
5. What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses?

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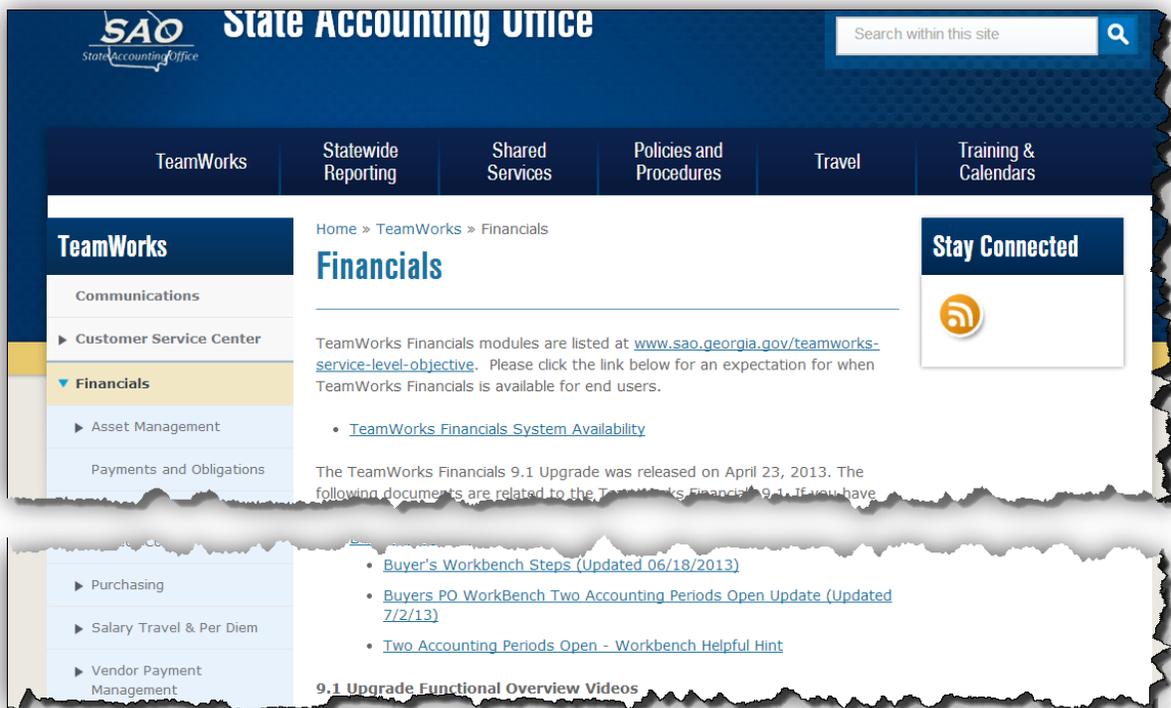
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1. I am a new traveler and am having difficulty creating a Vendor ID in ESS, who should I contact?

From the Home page of the SAO website (sao.georgia.gov) select **TeamWorks**, select **Financials**;



Select **Vendor Payment Management**;



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Scroll down to **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.

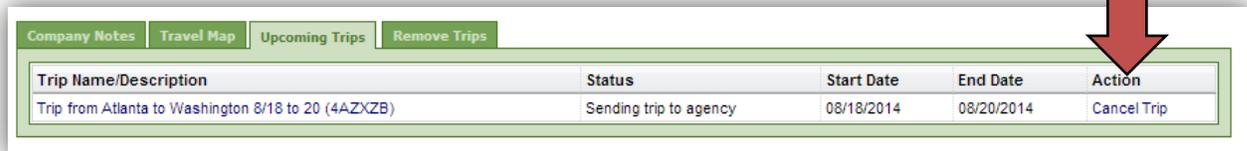


If you are still having difficulty, contact the Vendor Group at SAO.

2. How do I cancel an airfare reservation that was made in the TTE system?

Employees have two options:

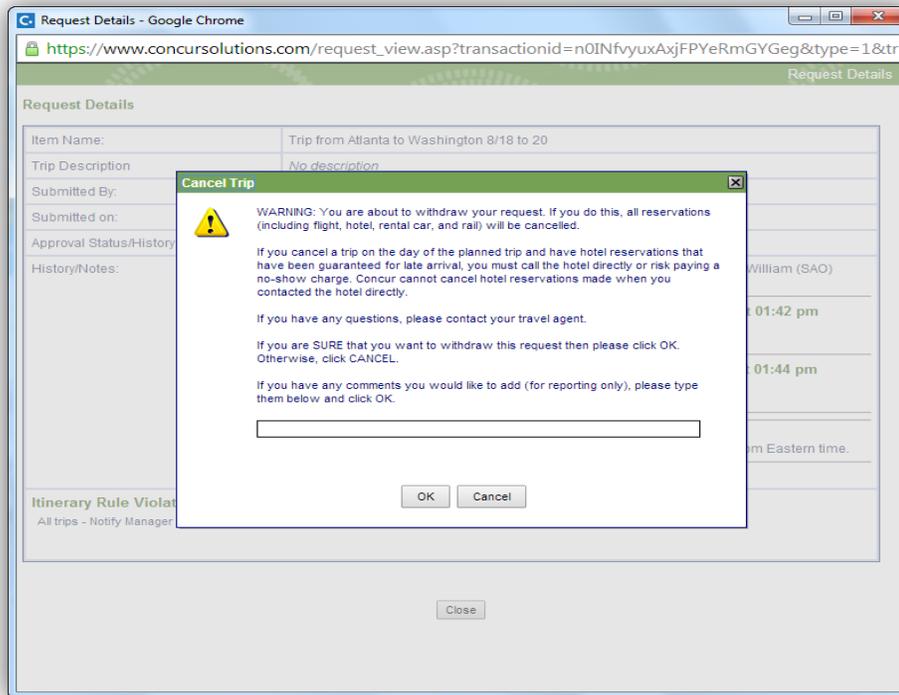
- Call Travel Inc. directly to cancel the existing flight reservation and apply towards new reservation.
 - There is an additional fee to your agency to do this.
- The employee can cancel the flight reservation TTE system:
 - Navigate to the trip in **Trip List** on the My Concur Tab or **Upcoming Trips**, 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



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

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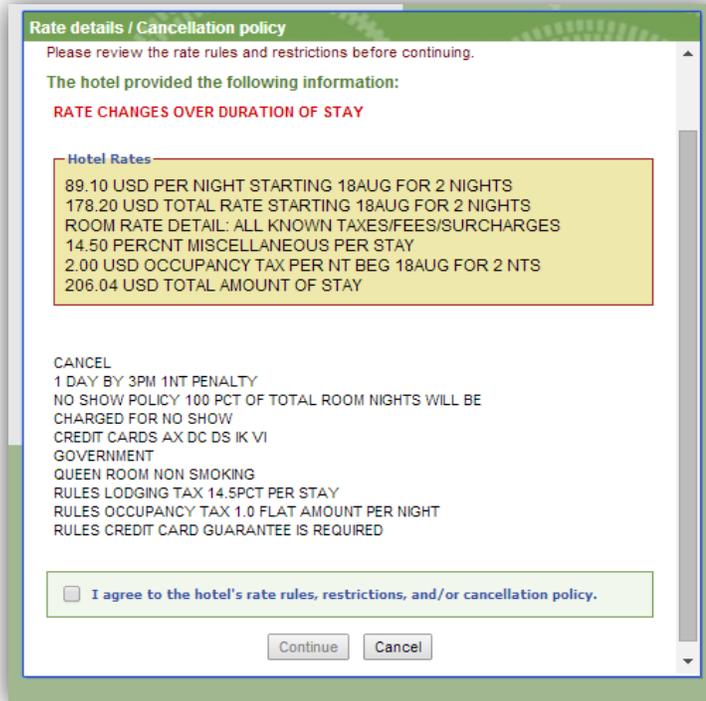
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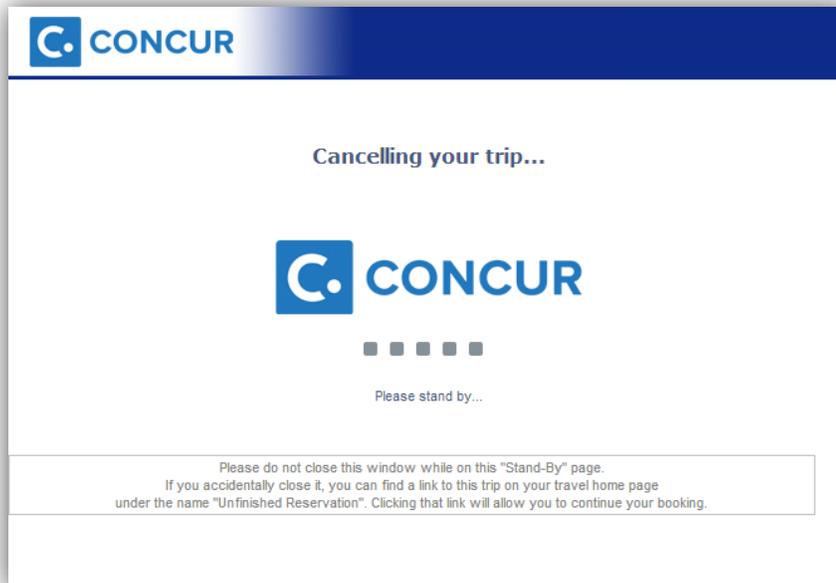
- If there was a hotel reservation on the trip you just cancelled you will need to click on the box next to I agree and then click Continue
 - Currently only hotels require this additional step when cancelling a complete reservation

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- TTE will begin cancelling your trip



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

Your trip has been successfully cancelled.

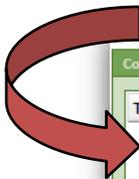
Hotel Cancellation
Utel
HOTELS & RESORTS TOWNE MOTEL
Washington, DC
Checking In: 08/18/2014
Checking Out: 08/20/2014
Confirmation: 116407901515 SUI5
Cancellation Number: 145167107045
This information has been stored in the Trip Library.



Your trip has been cancelled

[Return to Travel Center](#)

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



Company Notes | **Travel Map** | **Upcoming Trips** | Remove Trips

Trip Name/Description	Status	Start Date	End Date	Action
No records found.				

- 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

Company Notes | Travel Map | **Upcoming Trips** | Remove Trips

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

- 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.

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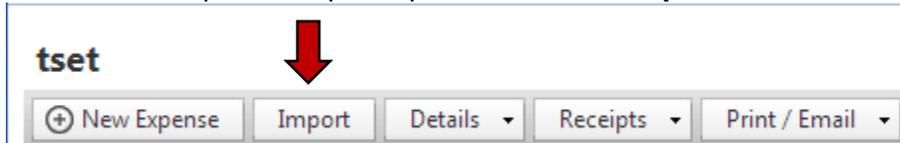
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- You will be asked to confirm that you want to withdraw the specific segment selected.
- TTE will cancel what you have selected, update the itinerary and email you an updated itinerary.
- The next time you make an airline reservation, the system will 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.*

3. I get an error message on my expense report that says I have an unmatched travel reservation when I try to submit my Expense Report. What do I do?

This indicates that you entered a hotel expense on your expense report and unclicked the Travel Allowance checkbox. This stops the system from looking for the matching TTE reservation. You should only do this if the reservation was NOT made through the TTE system. To fix this:

- With the Expense Report Open, click on the **Import** button



- The **Smart Expenses** window opens

A screenshot of the 'Smart Expenses' window. At the top, there are four buttons: 'Import' (with a dropdown arrow), 'Match', 'Unmatch', and 'Delete'. Below these is a table with columns: 'Expense Detail', 'Expense', 'Date', and 'Amount'. The table has two rows. The first row is highlighted in green and has a red arrow pointing to its checkbox. The second row is not highlighted. The table also has a 'Corporate Card Charges' section header above the first row.

<input type="checkbox"/>	Expense Detail	Expense	Date	Amount
<input checked="" type="checkbox"/>	LaQuinta, Savannah, GA USA	Hotel	02/15/14	0.00
<input type="checkbox"/>	Hertz, Inc.	Car	02/25/14	67.13

- Select the travel reservation (such as a hotel here) that needs to be imported.
- Click on **Import**
- The reservation will attach to the expense report; review the expense report item to ensure that all the information is correct.
 - **Note:** Hotel reservations import with a zero amount while car and airline reservations import a dollar amount.
- You will then be able to submit your expense report.

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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)

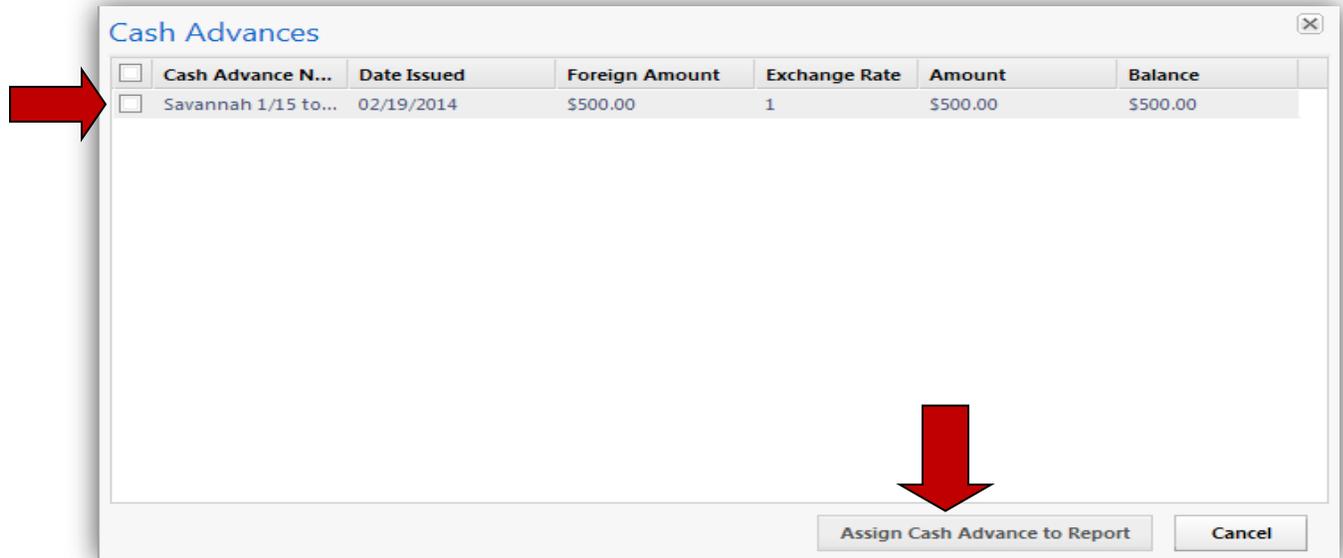
The screenshot shows the TTE Expense Report interface for report 'Test 1/14-31'. The 'Details' tab is selected, and the 'Cash Advances' section is expanded. A red arrow points to the 'Available' option under 'Cash Advances'. The interface includes a 'New Expense' form on the right, a 'Receipt Store' button, and a summary table at the bottom.

Expense	Date	Amount
N/A		
Fixed Meals	01/13/2014	\$27.00
OUTSTANDING ADVANCE \$0.00		
TOTAL AMOUNT \$803.75		
TOTAL REQUESTED \$803.75		

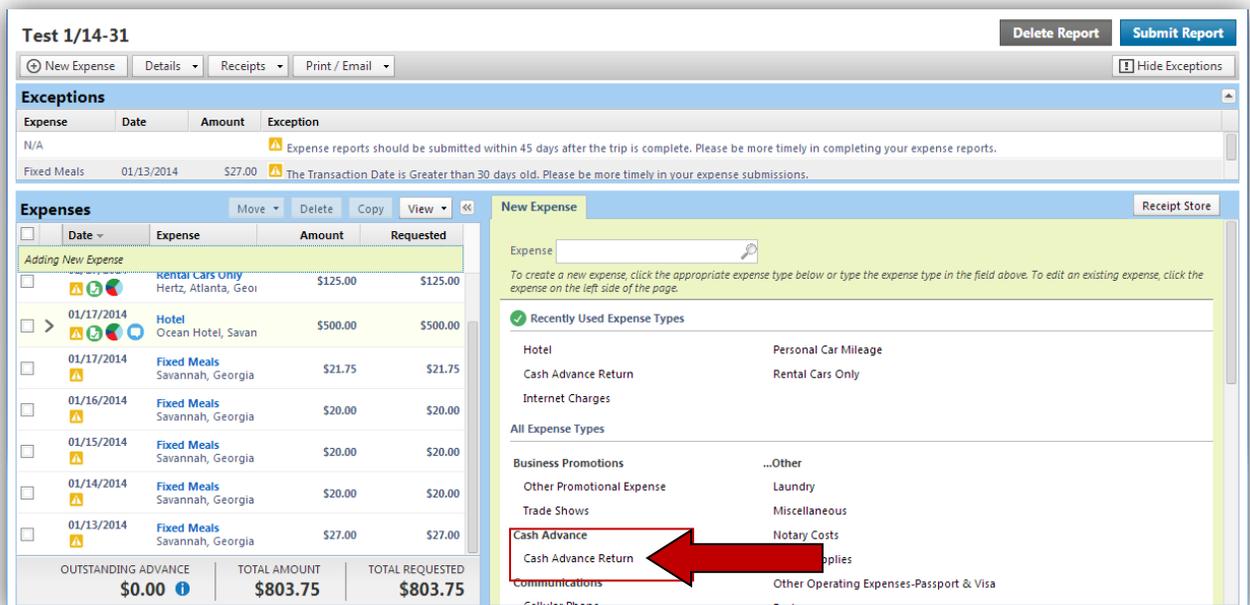
- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**

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- 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:

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The screenshot shows the 'New Expense' form with the following fields: Expense Type (Cash Advance Return), Date, Description (Normal Travel), and Amount (USD). A red arrow points from the Amount field to a table titled 'Cash Advances Assigned to Report'.

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
- 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.

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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
Adding New Expense			
01/31/2014	Cash Advance Retu	\$0.00	\$0.00
01/29/2014	Personal Car Milea	\$70.00	\$70.00
01/17/2014	Rental 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

OUTSTANDING ADVANCE: \$0.00 | TOTAL AMOUNT: \$803.75 | TOTAL REQUESTED: \$803.75

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

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5. What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses?

The screenshot shows the Concur Expense Center interface. At the top, it says "Expense Center - Kristi R. Johnson - Windows Internet Explorer" and the URL is "https://www.concursolutions.com/Expense/Client/default.asp". The user is logged in as Kristi Johnson, administering for Alice C. Thornhill. The date is 01/07/2013. There are buttons for "Delete Report" and "Submit Report". Below that, there are buttons for "New Expense", "Import", "Details", "Receipts", and "Print / Email". There is also a "Hide Exceptions" button. The "Exceptions" section shows a warning: "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". The "Expenses" section has a table with columns: Date, Expense, Amount, Requested. It lists: 01/31/2013 Parking Georgia Institute (Amount: \$15.00, Requested: \$15.00), 01/31/2013 Fixed Meals Atlanta, Georgia (Amount: \$18.00, Requested: \$18.00), and 01/31/2013 Personal Car M (Amount: \$210.75, Requested: \$210.75). The total amount is \$1,942.54 and the total requested is \$1,942.54. The "Smart Expenses" section has buttons for "Import", "Match", and "Unmatch". It lists: Corporate Card Charges (Airtran Airways, Airfare, 01/09/2013, \$239.60 and \$234.20), Trip: Trip from Jacksonville to Atlanta (M764RJ) (Airfare Jacksonville to Atlanta, Airfare, 01/07/2013, \$239.60 and \$234.20). A red arrow points to the "Match" button.

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 the section **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!