

2013

TTE FAQ Spotlight – June



Top 5 Support Questions Last Month

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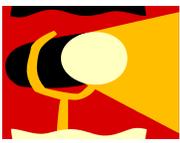
FAQ Spotlight

June 2013

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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** window; 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, the **Recently Used Expense Types** will appear above the listing of the **All Expense Type** list.

The screenshot shows the Concur Expense Report interface. At the top, there are tabs for '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 'New Expense' and 'Details'. Below the search bar, there is an 'Exceptions' table with columns for 'Expense', 'Date', 'Amount', and 'Exception'. The table lists two exceptions: 'Office Supplies' and 'Personal Car Mil...'. Below the exceptions, there is an 'Expenses' table with columns for 'Date', 'Expense', 'Amount', and 'Requested'. The table lists several expenses, including 'Fixed Meals', 'Personal Car Mileage', 'Hotel', and 'Tolls'. On the right side, there is a 'New Expense' form with a search field containing 'pers'. Below the search field, there is a 'Recently Used Expense Types' section with a red circle around it, and an 'All Expense Types' section with a red arrow pointing to 'Personal Car Mileage'.

- The **New Expense** for **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



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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 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	TOTAL REQUESTED
			\$1,088.12	\$1,088.12

New Expense Receipt Store

[View Reimbursement Rates](#)

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

Purpose of the Trip: **Normal Travel** From Location:

To Location: Payment Type: **Out of Pocket**

Distance : Amount: 0 : 0.00 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

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

Please Confirm ×

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

Yes No Cancel

- 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



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- If the final stop is the same as the stop in Box A, click on box **Make Round Trip** to automatically enter that address.

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
- 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

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 1st 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.



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Mileage Calculator

Avoid Tolls Avoid Highways

Waypoints

Waypoint	Distance
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	49.3 MI
E: 100 Spring Drive, Roswell, GA 30075, U	
F:	

[Calculate Route](#)

Deducted Commute Distance

Home
100 Spring Drive, Roswell, GA 30075, US

Office
200 Piedmont Avenue SE, Atlanta, GA 30333

Deduct Round Trip

Directions

	TOTAL PERSONAL	TOTAL BUSINESS
<input checked="" type="checkbox"/> Deduct Commute	21.5 MI	119.3 MI

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

- 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**



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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, 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 data
 - 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 or click on Receipt Store if you have uploaded receipts into it. 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.



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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
- Miscellaneous
- Hotel
- Cash Advance Return
- Tolls

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



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2. 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.

Active Work

New Expense Report View Reports

Expense Reports (1) Cash Advances (0)

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 Receipt Store

Date	Expense	Amount	Requested
Adding New Expense			

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

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 Receipt Store

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

Adding New Expense

Date	Expense	Amount	Requested
04/18/2013	Alaska Airlines Inc. Airfare	\$471.80	\$471.80
04/16/2013	Travel, Inc. Duluth For Travel Agent	\$9.02	\$9.02
04/16/2013	Travel, Inc. Duluth For Travel Agent	\$9.02	\$9.02
04/16/2013	US Airways Airfare	\$414.80	\$414.80

- Click **OK** on the **Smart Expenses** dialogue box that pops up

Smart Expenses

i 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

All Cards | Import | Match | Unmatch | Delete

Date	Expense	Amount	Requested
04/18/2013	Airfare Alaska Airlines Inc. s	\$471.80	\$471.80
04/16/2013	For Travel Agent Travel, Inc., Duluth,	\$9.02	\$9.02

Expense Detail

Expense	Date	Amount
Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
US Airways Airfare	04/16/2013	\$414.80

TOTAL AMOUNT \$480.82 | TOTAL REQUESTED \$480.82

- The Expense data for that item will appear



FAQ Spotlight

June 2013

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
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 Vendor Name: Alaska Airlines Inc. Seattle WA USA

Airline Travel Service Code: Select one City:

Payment Type: AirPlus Amount: 471.80 USD

Personal Expense (do not reimburse) Trip Type: Out of State Travel

Comment:

Save Itemize Attach Receipt Cancel

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

3. How do I add an approved Request to an existing Expense Report?

- Open the Expense report and click on the **Details** tab
- Click on **Report Header**



FAQ Spotlight

June 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 Hide Exceptions

Exceptions

Expense	Date
Fixed Meals	11/13/2012
Fixed Meals	11/13/2012

Expenses

Date	Amount
11/07/2012	\$131.54
11/06/2012	\$137.64
11/06/2012	\$1.00
11/05/2012	\$252.53
11/04/2012	\$124.32
11/04/2012	\$1.00
11/03/2012	\$30.00

TOTAL AMOUNT \$1,088.12 TOTAL REQUESTED \$1,088.12

Expense

Expense Type: Fixed Meals Transaction Date: 11/13/2012

Purpose of Trip: Normal Travel City: Moultrie, Georgia

Payment Type: Out of Pocket Amount: 21.00 USD

Trip Type: In-State Travel

[Show fixed allowances for 11/13/2012](#)

Save Cancel

- o Click on **Add**

Report header for: Nov 3-16 Travel

Previous Comment [View All](#)

Entered By John Thornton: Enter any comments necessary for the added Approver.

Report Date: 11/03/2012 Report Name: Nov 3-16 Travel Trip Type: In-State Travel Policy: State of Georgia Expense Policy 1

Trip Start Date: 11/03/2012 Trip End Date: 11/16/2012 Purpose of Trip: Normal Travel Comment:

Report Key: 42273 Report Currency: US, Dollar Approval Status: Sent Back to Employee Payment Status: Not Paid

Vendor ID: 0000381129 Special Activity:

Requests Authorization Requests

Add Remove

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
--------------	------------	-----------	---------------	-----------------	------------------

Save Cancel

- o Click on the check box next to the correct Request Name from the list that appears
- o You may attach multiple Requests
- o Click **Add**



FAQ Spotlight

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Available Requests

<input type="checkbox"/>	Request Name	RequestID	Cancelled	Request Total	Amount Appr...	Amount Rem..
<input type="checkbox"/>	Annual Cert Traini...	3ELP	No	\$1,175.00	\$1,175.00	\$1,175.00
<input type="checkbox"/>	Social Workers Co...	3EIC	No	\$2,290.00	\$2,290.00	\$2,290.00
<input checked="" type="checkbox"/>	Trip to Savannah ...	3EJA	No	\$350.00	\$350.00	\$350.00
<input type="checkbox"/>	trvl 12-15 to 31	3EHA	No	\$250.00	\$250.00	\$300.00
<input type="checkbox"/>	XYX Convention 1...	3ELL	No	\$1,500.00	\$1,500.00	\$1,500.00

Add **Cancel**

- o The Request name(s) selected will appear in the Requests area
- o Click **Save**

Report header for: Nov 3-16 Travel

Previous Comment [View All](#)

Entered By John Thornton: Enter any comments necessary for the added Approver.

Report Date: 11/03/2012
Report Name: Nov 3-16 Travel
Trip Type: In-State Travel
Policy: State of Georgia Expense Policy 1

Trip Start Date: 11/03/2012
Trip End Date: 11/16/2012
Purpose of Trip: Normal Travel
Comment:

Report Key: 42273
Report Currency: US, Dollar
Approval Status: Sent Back to Employee
Payment Status: Not Paid

Vendor ID: 0000381129
Special Activity:

Requests Authorization Requests

<input type="checkbox"/>	Request Name	RequestID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input type="checkbox"/>	Trip to Savannah 1-7 t...	3EJA	No	\$350.00	\$350.00	\$350.00

Save **Cancel**

- o The view returns to the Expense Report and the approved Request is now attached to the expense report.



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4. 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**; 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.

5. Where can I locate training materials?

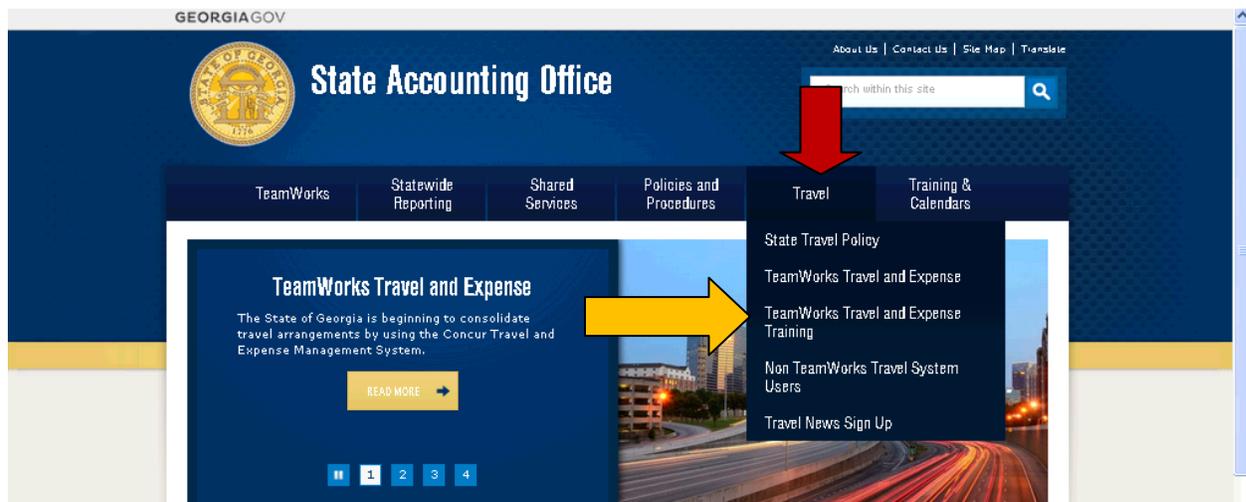
You can access self-service training materials from the SAO website or from inside TeamWorks Travel and Expense. We frequently update and add new training materials.

A. SAO Website – available from any browser 24 x 7

- Access the website <http://sao.georgia.gov>
- Click on the **Travel** tab
- Click on **TeamWorks Travel and Expense Training**

The Training page will open:

You have access to ALL training materials from the SAO website!





FAQ Spotlight

June 2013

The screenshot shows the State Accounting Office website. The main navigation bar includes links for TeamWorks, Statewide Reporting, Shared Services, Policies and Procedures, Travel, and Training & Calendars. The page title is "TeamWorks Travel and Expense". A search bar is located in the top right corner. The main content area is divided into sections: "What's New in TTE?", "How To Step by Step instructions including screen shots", "QuickLook - A brief step by step review", "Reference Materials", and "FAQ's".

Callout 1 (Yellow): Register for Upcoming Live TTE Training Webinars!

Callout 2 (Red): Access direct links to video, interactive simulations, documents and manuals on this link!

Callout 3 (Red): Spotlight FAQ's only appear on the SAO website – and contain help with screenshots!

Footer: State Accounting Office | Site Map. Elected Officials: Governor, Lieutenant Governor, Attorney General, More Officials >>. At Your Service: GeorgiaGov, Agencies, Cities & Counties, Popular Topics. About: Privacy/Security, Accessibility. Need Help?: 1-800-georgia, connect.georgia.gov.



FAQ Spotlight

June 2013

B. From inside TeamWorks Travel and Expense My Concur Home Page:

Welcome, **Donna Fitzgerald** [You are administering for: [Yourself](#)] Last logged in: 02/08/2013 9:35 AM ([Details](#))

Concur

My Concur Request Travel Expense Reporting Administration Profile

On your smartphone book your travel and manage your expenses on the go!

Weather

ATL - Friday
Mostly cloudy with a shower in spots
High: 58°F Change to C°
Low: 33°F

Please enter an airport:

ATL - Hartsfield Intl Arpt - Atlanta, GA

Active Work

[New Expense Report](#) [View Reports](#)

Travel Requests (0) **Expense Reports (0)**

Report Name	Status	Payment Status	Report Date
No records found.			

Trip List << < > >>

You have no upcoming trips. See trip library for complete list.



- Scroll down to locate the **Company Info** box
- Click on the link [Travel Training Portal](#)

Company Info

New Mileage Rates for Calendar Year 2013

The GSA recently announced revised rates for calendar year 2013. The following rates are applicable to travel that occurs on or after January 1, 2013.

Tier I Rates: Automobile \$.565 per mile
Motorcycle \$.535 per mile
Aircraft \$ 1.33 per mile

Tier II Rate: Gov't Owned Available \$.24

[Sign up for Travel News](#)

Applicable to all TTE users EXCEPT KSU

In an effort to keep our users updated on travel related information, we are requesting that you sign up for "State of Georgia Travel News." Click on Link Above.

[Travel Training Portal](#)

Please see the link above for additional Travel training opportunities.

Reminder: Review Employee Profile!

All travelers **MUST** review their employee profile's, update contact information, and SAVE before making any travel reservations in Concur.



- The Travel Training Portal Opens. Simply select the item you wish to view or read.
 - These are the same items you link to in the Recommended Training Document.



FAQ Spotlight

June 2013

Flash Interactive Simulations

Concur Premier Travel and Expense Training Site

Welcome to the Concur Travel and Expense training site! To learn the basics of booking travel, submitting your expenses, or creating and managing payment requests, click the links in the left menu to practice an interactive simulation. Each simulation takes about 5 - 10 minutes to complete and will help get you up and running quickly. You can also find these simulations on the Help and Training tab in the Concur Travel and Expense system.

Guides and FAQs:

In addition to completing the interactive simulations, it is also recommended that you download the following training materials:

Recommended Training

- Travel & Expense QuickStart Guide - Step-by-step procedures, screenshots, and supporting information covering the most important tasks.
- TTE System User Reference Guide
- FAQs - Frequently asked questions and answers for both Travel & Expense.
- Using Receipt Store QuickStart Guide
- How To Enter Single Day Trip Mileage

Georgia

For questions or support, contact:

Travel Help Desk

Local
(770) 291-5190

Toll Free
(877) 548-2996

Technical Support
(866) 738-6444

SOG@travelinc.com

Expense & Travel Policy Help Desk
(Mon-Fri 8am to 5pm)

6. What's New in TTE

A. Cash Advance Return now displays any balance due!

An employee returning any or all of a Cash Advance will now be able to see the amount of the cash advance remaining when entering the Cash Advance Return.

- First attach any Cash Advance received to the expense report (**Details > Cash Advances > Available**).
- Select the **Cash Advance Return** expense type
 - The New Expense window refreshes to display a grid view that includes the relevant information about each linked cash advance attached to the open expense report



FAQ Spotlight

June 2013

My Concur Request Expense Reporting Profile

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

Normal Travel May 2013 Delete Report Submit Report

New Expense Details Receipts Print / Email

Expenses Delete Copy View <<

Date	Expense	Amount	Requested
05/10/2013	Rental Cars Only National Car Rental, Chicago, Illinc	\$600.00	\$600.00
05/10/2013	Airfare Delta Air Lines, Chicago, Illinois	\$452.00	\$452.00

TOTAL AMOUNT **\$1,052.00** | TOTAL REQUESTED **\$1,052.00**

New Expense Receipt Store

Expense Type: Cash Advance Return Date:

Description: Ormal weekly activities Amount: USD

Cash Advances Assigned to Report

Cash A...	Foreign ...	Excha...	Amount	Balance	Amount Used in Report
May Tra...	\$1,250.00	1	\$1,250.00	\$198.00	\$1,052.00

Save Attach Receipt Cancel

- The Balance field in the table indicates the unused amount that should have been returned to the Agency.
 - Enter the date the Cash Advance was returned to the Agency
 - Enter the amount returned to the Agency
 - Attach any documentation or receipts
 - Click **Save** to update the entry

My Concur Request Expense Reporting Profile

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

Normal Travel May 2013 Delete Report Submit Report

New Expense Details Receipts Print / Email

Expenses Delete Copy View <<

Date	Expense	Amount	Requested
05/10/2013	Rental Cars Only National Car Rental, Chicago, Illinc	\$600.00	\$600.00
05/10/2013	Airfare Delta Air Lines, Chicago, Illinois	\$452.00	\$452.00

TOTAL AMOUNT **\$1,052.00** | TOTAL REQUESTED **\$1,052.00**

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Save Attach Receipt Cancel



FAQ Spotlight

June 2013

B. Travel Inc General Questions

Travel Inc. has confirmed that traveler's should not incur a travel agency fee for calling and asking general questions during normal business hours. However, any users calling Travel Inc. outside of the normal business hours of 8-5 incur an after hour fee of \$18 billed to the agency.

C. Monthly Training

We offer Expense Report Basics, Booking Travel in TTE, Approver Training and a Spotlight Training Webinar based on the most frequently asked questions the previous months. Please check the Upcoming Training link on the [TTE Training page](#) of the SAO website to see a list of upcoming training webinars...and to register for them!