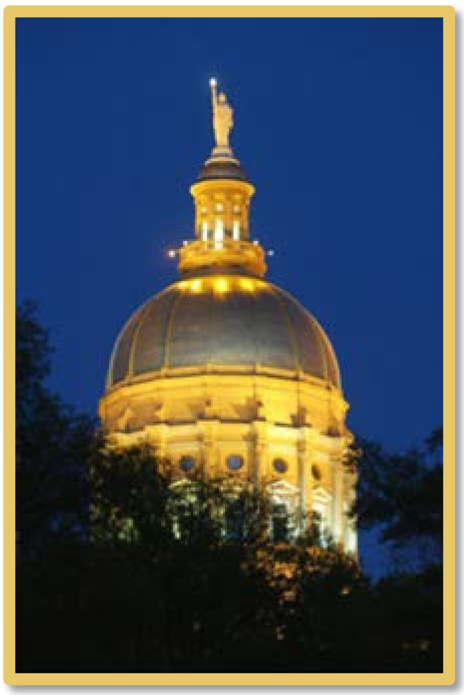
2014

TTE FAQ Spotlight – June



Top 5 Support Questions Last Month

1. How do I import Smart Expenses into my Expense Report?
2. What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses?
3. How do I locate the name of my Agency Local Travel Administrator
4. How do I account for a Cash Advance I received on an existing Expense Report?
5. What do I do if a GA hotel does not accept the Tax Exemption form I provided and charges me the tax anyway?

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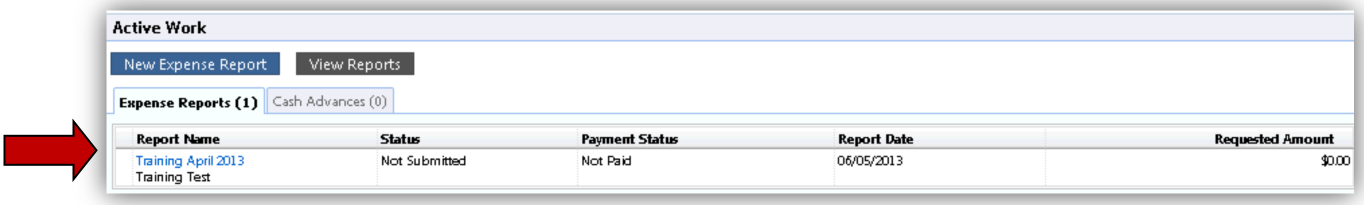
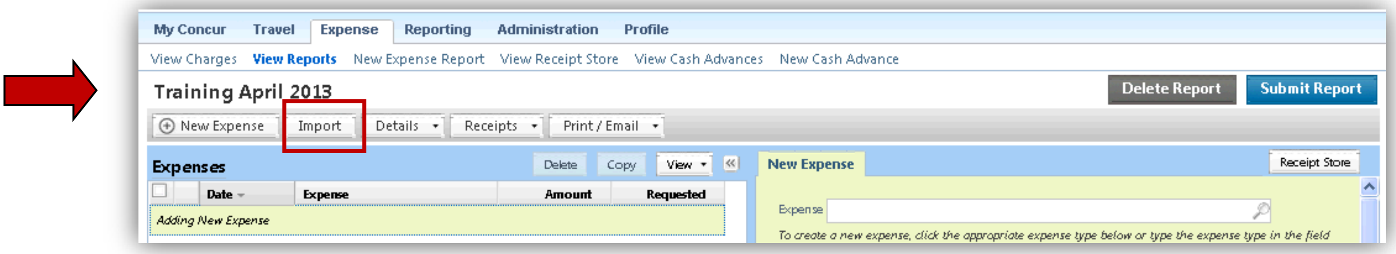
1. How do I import Smart Expenses into an Expense Report?

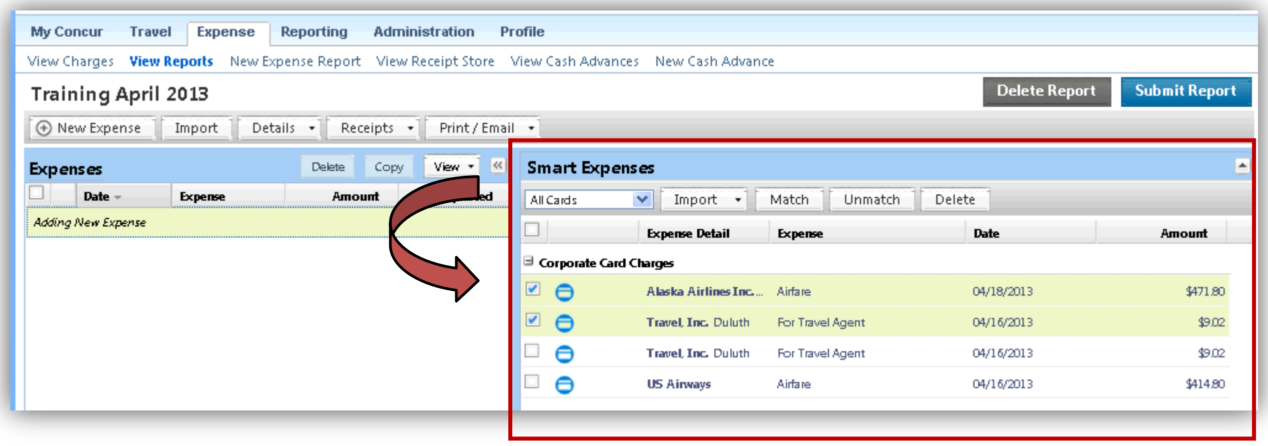
- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.



- The Expense Report Opens
- Click on the **Import** tab

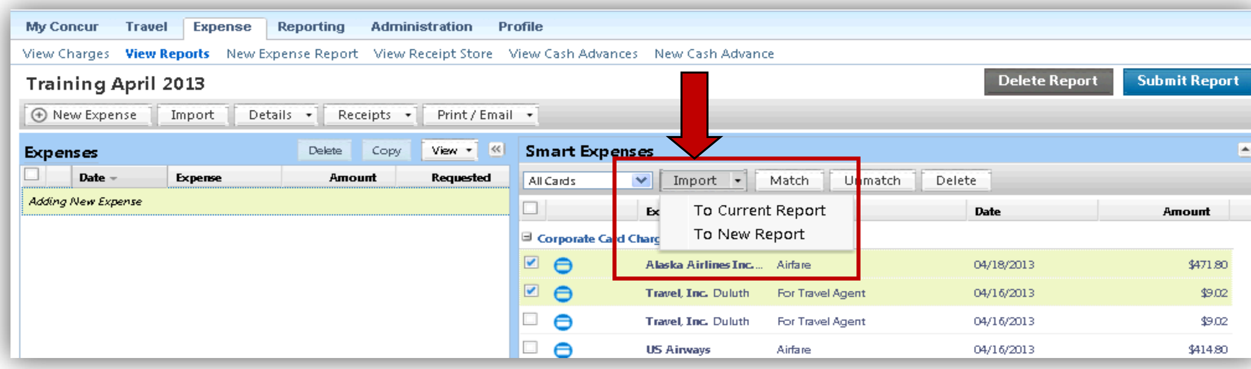


- The ***Smart Expense*** window opens
- Click on the check box next to the expenses you wish to add to this expense report
  - In our example we are selecting two of the four Smart Expenses

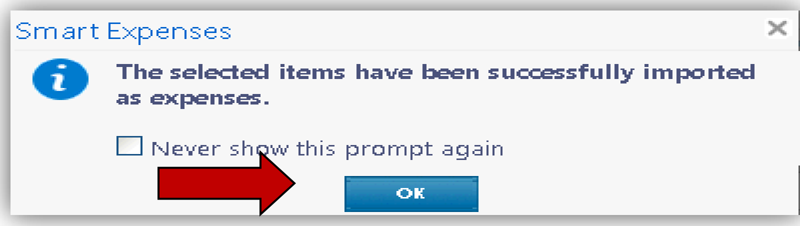


- Click on the **Import** tab in the ***Smart Expenses*** box
  - If you clicked on the drop down arrow in the Import Tab here you will see two options
    - To New Report
    - To Current Report
    - Select **To Current Report**

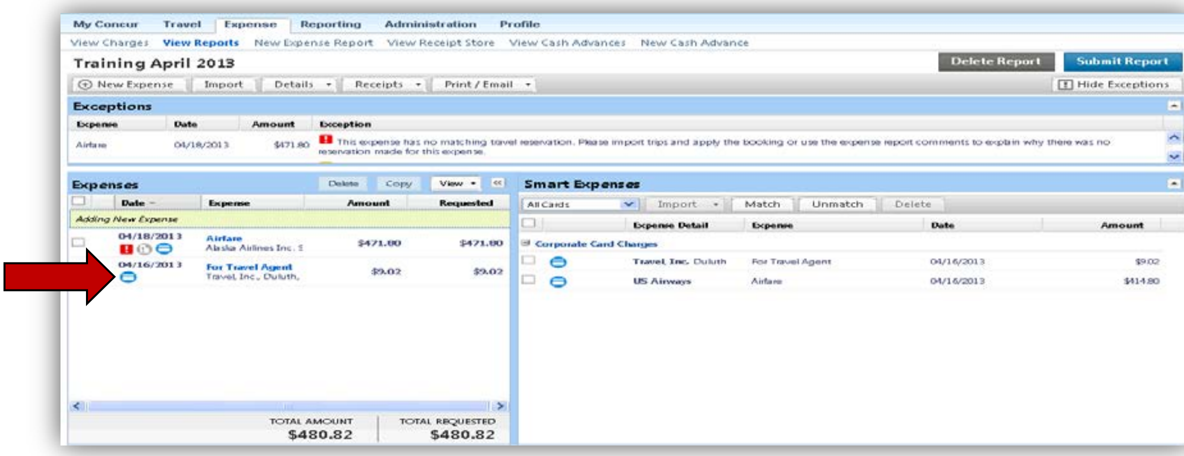
- o If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report



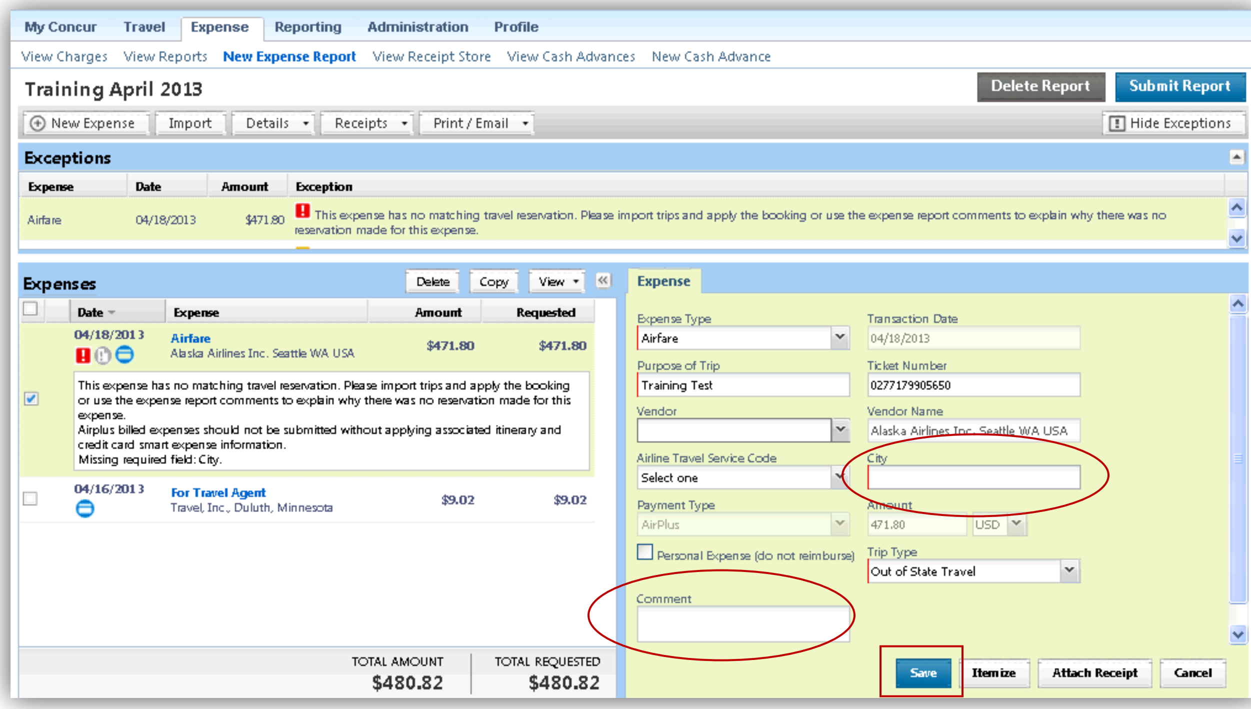
- Click **OK** on the Smart Expenses dialogue box that pops up



- 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

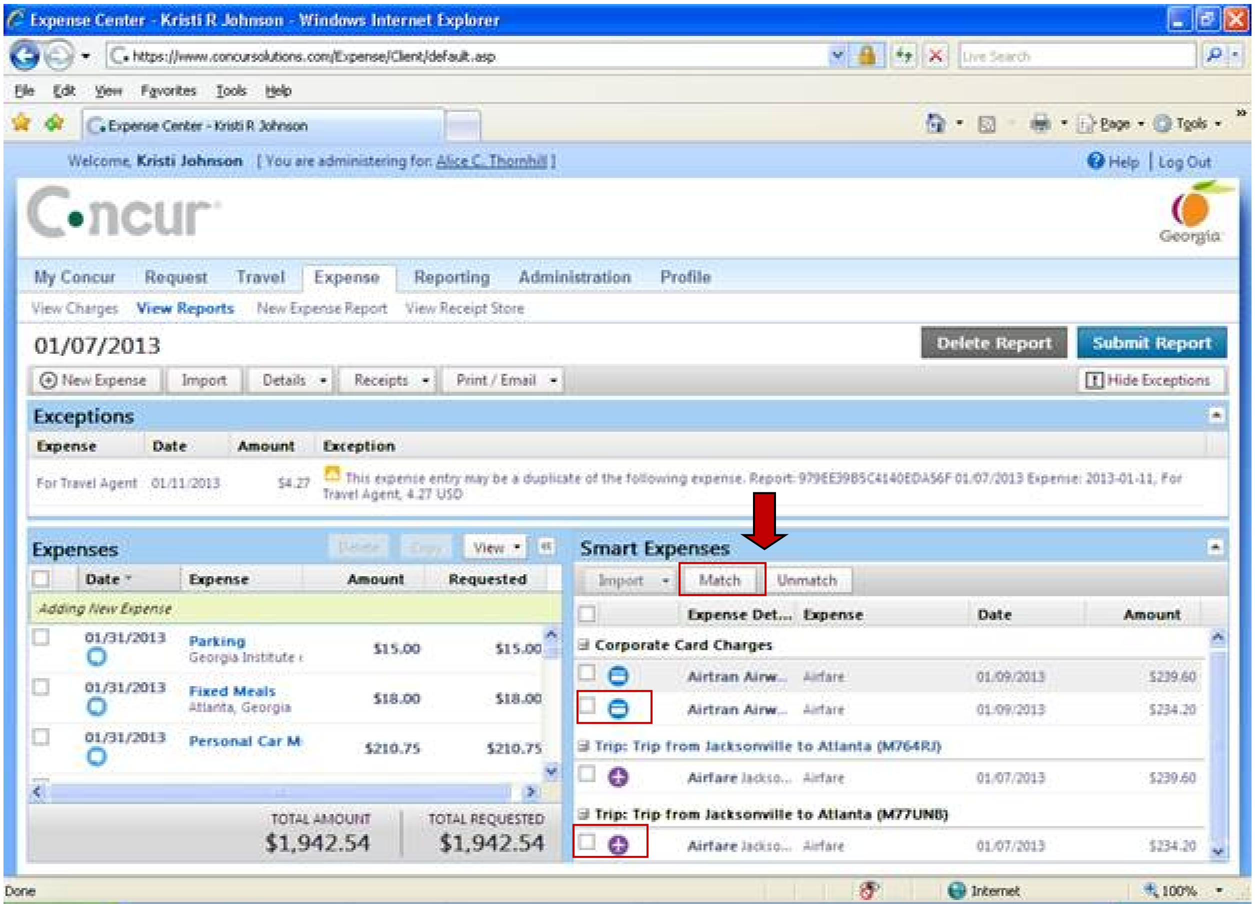


- The Expense data for that item will appear



- 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 **<u>must</u>** 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.

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



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!

3. How do I locate the name of my agency Local Travel Administrator?

- Access the SAO website sao.georgia.gov and click on **Locate Your Agency's Local TeamWorks Travel and Expense Administrators** under the Travel banner:

- An list of all the Local Travel Administrators for Agencies currently using the TTE system will appear.
  - The list is in alphabetical order and contains the Agency name, the Local Administrator's name and a live email link.

Home » TTE Participating Agencies Local Administrators

TTE Participating Agencies Local Administrators

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	Dianne Jones	dijones@dch.ga.gov
Dept of Community Health	Lisa Tolbert	ltolbert@dch.ga.gov

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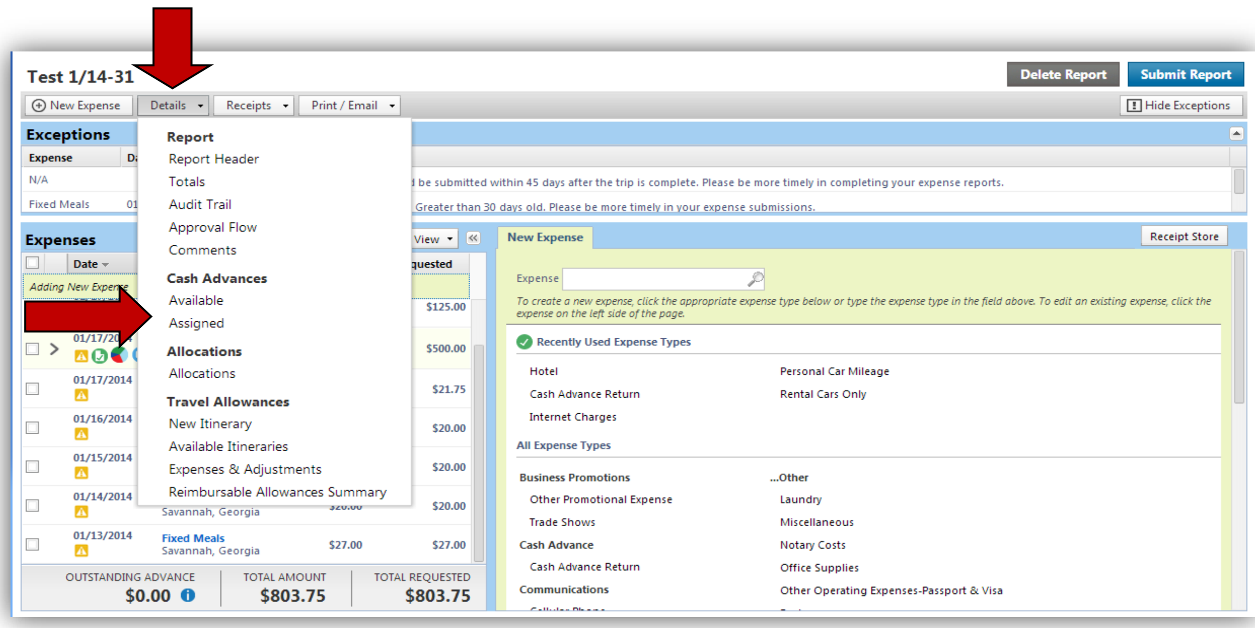
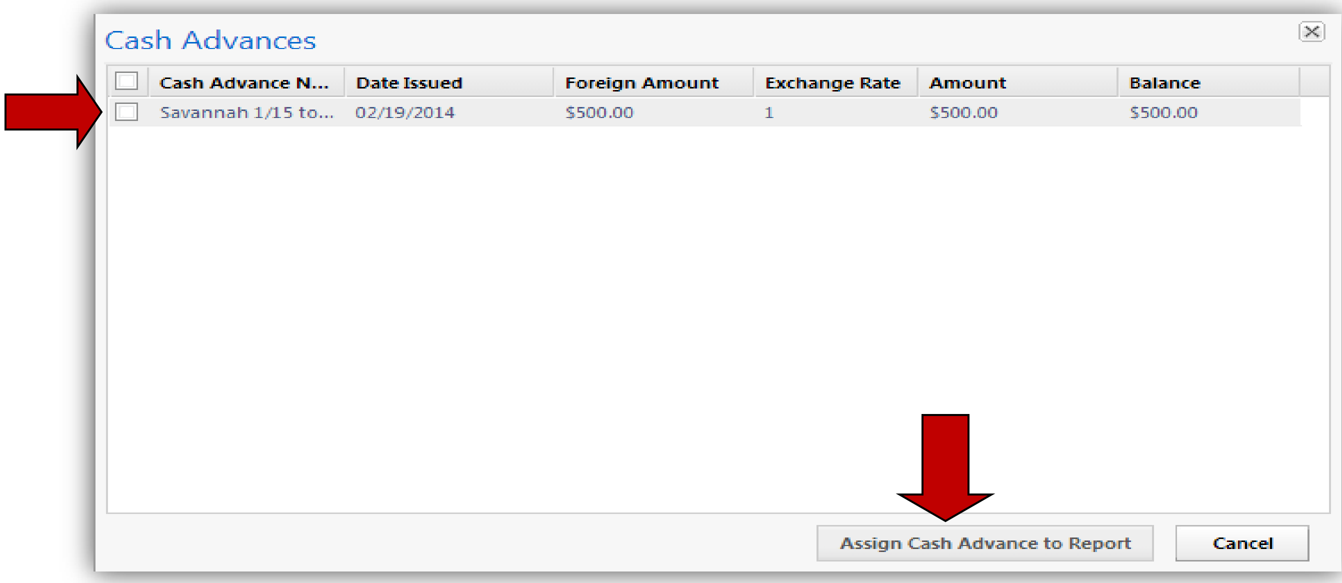
4. How do I account for a Cash Advance I received on an existing Expense Report?

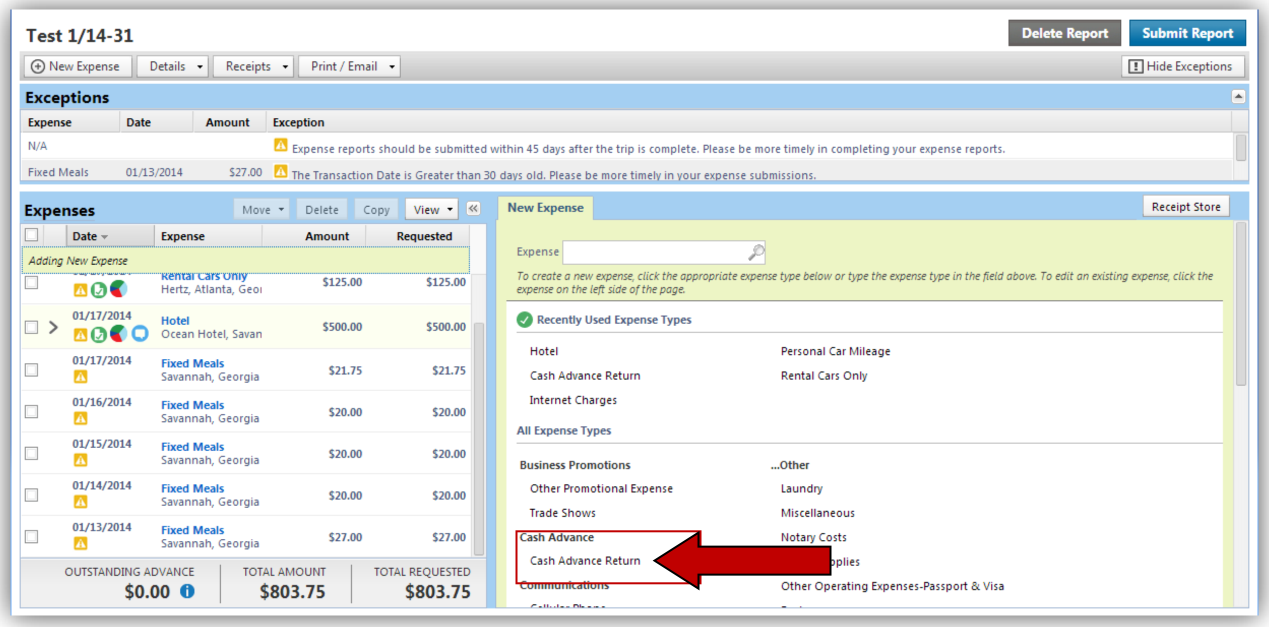
- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)



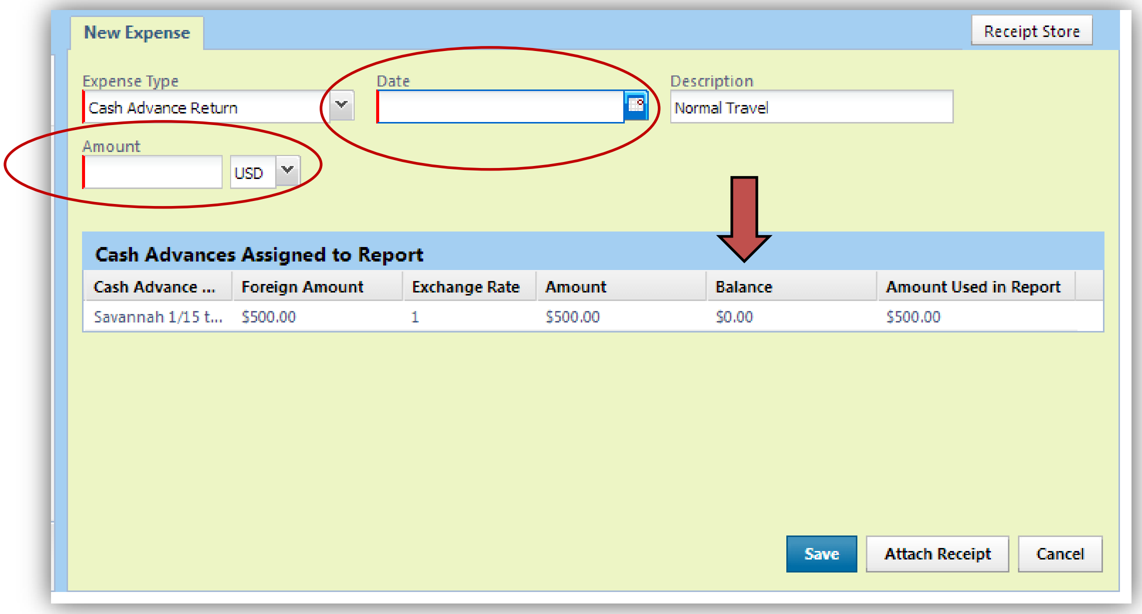
- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**



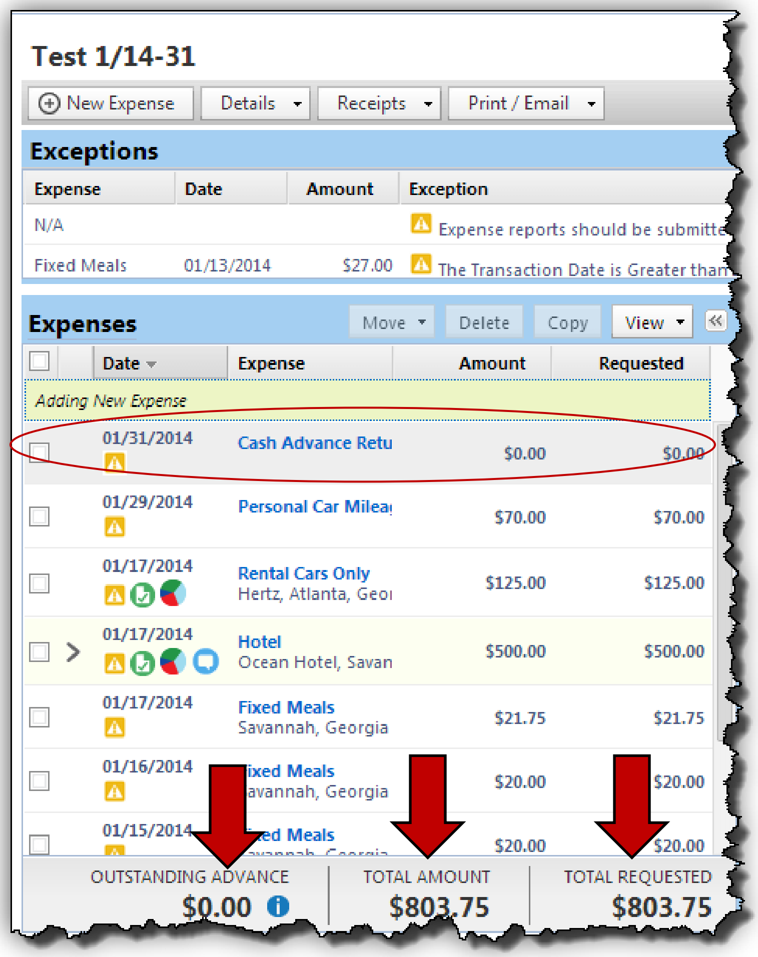
  - o The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report
- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under ***Cash Advances***. Select it.



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



- 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.
- 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.



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

5. What do I do if a Georgia hotel does not accept the Occupancy (Hotel-Motel) Tax Exemption Form I provided and charges the taxes anyway?

Accept the taxes on the bill. Be sure to enter the Occupancy Tax using the Occupancy Tax Expense Type located under the Lodging category in TTE when you report the hotel expense on your Expense Report. Consider putting a note in the Comment box on the Expense item.

You will be reimbursed for the tax. The SAO Travel Team has been contacting Georgia hotels that are not accepting the Exemption Forms to rectify this issue.