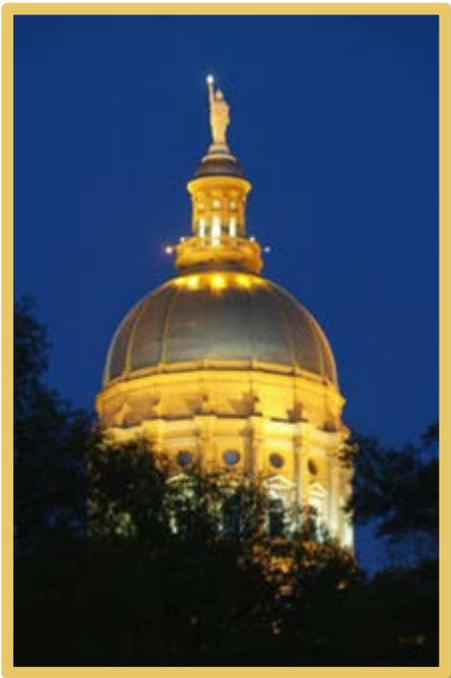


2014

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?](#)

TTE FAQ Spotlight

June 2014

TABLE OF CONTENTS

1. How do I import Smart Expenses into an Expense Report? 3
2. What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses? 6
3. How do I locate the name of my agency Local Travel Administrator? 7
4. How do I account for a Cash Advance I received on an existing Expense Report? 8
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? 11

TTE FAQ Spotlight

June 2014

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.

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]

Adding New 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] [Smart Expenses]

Adding New Expense

All Cards [Import] [Match] [Unmatch] [Delete]

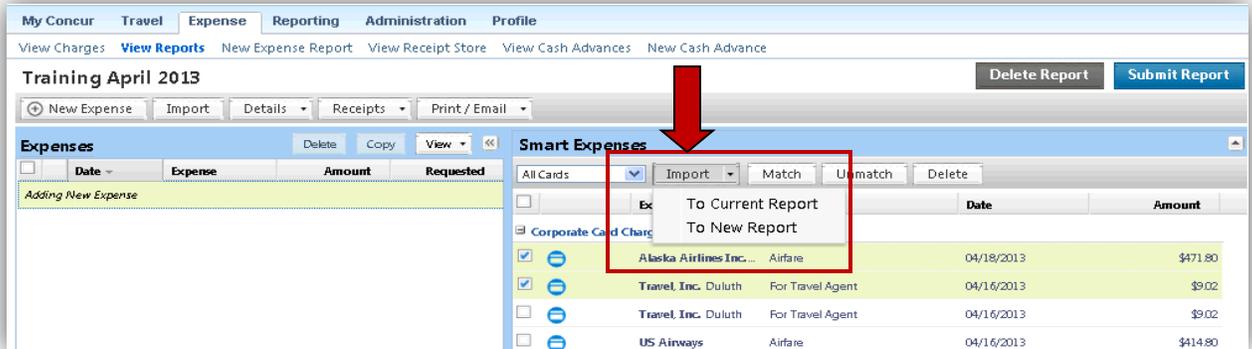
	Expense Detail	Expense	Date	Amount
<input checked="" type="checkbox"/>	Alaska Airlines Inc...	Airfare	04/18/2013	\$471.80
<input checked="" type="checkbox"/>	Travel, Inc. Duluth	For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	Travel, Inc. Duluth	For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	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**

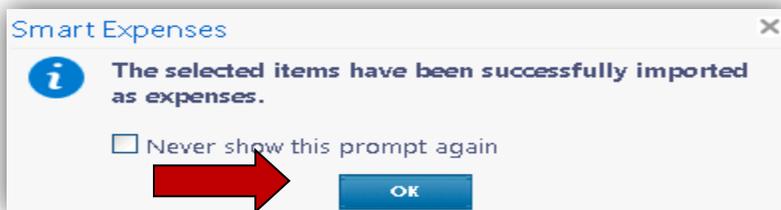
TTE FAQ Spotlight

June 2014

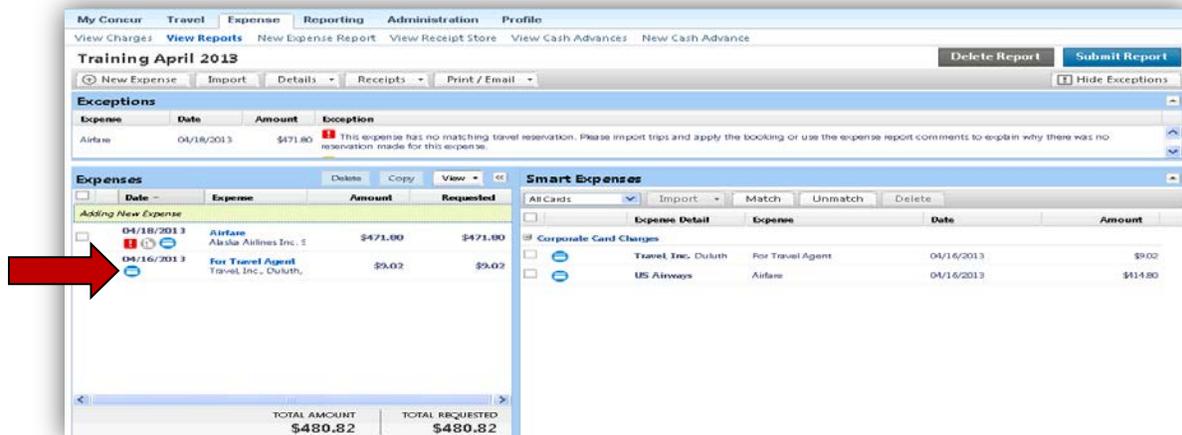
- If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report



- 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



TTE FAQ Spotlight

June 2014

- The Expense data for that item will appear

The screenshot displays the TTE Expense Report interface. At the top, there are navigation tabs: My Concur, Travel, Expense, Reporting, Administration, and Profile. Below these are links for View Charges, View Reports, New Expense Report, View Receipt Store, View Cash Advances, and New Cash Advance. The main heading is "Training April 2013" with buttons for "Delete Report" and "Submit Report".

The "Exceptions" section shows a table with the following data:

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.

The "Expenses" section shows a table with the following data:

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

The "Expense" form on the right contains the following fields:

- Expense Type: Airfare
- Transaction Date: 04/18/2013
- Purpose of Trip: Training Test
- Ticket Number: 0277179905650
- Vendor: Alaska Airlines Inc. Seattle WA USA
- City: (Empty field, circled in red)
- Amount: 471.80 USD
- Trip Type: Out of State Travel
- Comment: (Empty text area, circled in red)

At the bottom right, there are buttons for "Save", "Itemize", "Attach Receipt", and "Cancel". The "Save" button is circled in red. At the bottom left, there is a summary table:

TOTAL AMOUNT	TOTAL REQUESTED
\$480.82	\$480.82

- 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.

TTE FAQ Spotlight

June 2014

2. 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. The 'Smart Expenses' section is active, and a red arrow points to the 'Match' button. The interface displays a list of expenses on the left and a list of smart expenses on the right. The total amount and 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

Expense	Date	Expense	Amount	Requested	
<input type="checkbox"/>	01/31/2013	Parking Georgia Institute	\$15.00	\$15.00	
<input type="checkbox"/>	01/31/2013	Fixed Meals Atlanta, Georgia	\$18.00	\$18.00	
<input type="checkbox"/>	01/31/2013	Personal Car M	\$210.75	\$210.75	
		TOTAL AMOUNT	\$1,942.54	TOTAL REQUESTED	\$1,942.54

Expense Det...	Expense	Date	Amount	
Corporate Card Charges				
<input type="checkbox"/>	Airtran Airw...	Airfare	01/09/2013	\$239.60
<input checked="" type="checkbox"/>	Airtran Airw...	Airfare	01/09/2013	\$234.20
Trip: Trip from Jacksonville to Atlanta (M764RJ)				
<input type="checkbox"/>	Airfare Jackso...	Airfare	01/07/2013	\$239.60
Trip: Trip from Jacksonville to Atlanta (M77UN8)				
<input type="checkbox"/>	Airfare Jackso...	Airfare	01/07/2013	\$234.20

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!

TTE FAQ Spotlight

June 2014

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

Stay Connected

Agency	Name	Email Address
State Accounting Office	Monica Bradshaw	mbradshaw@sao.ga.gov
Audits	Carol Schwinne	schwinn@audits.ga.gov
Banking & Finance	Renee Martin	martin@bfr.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	djones@dch.ga.gov
Dept of Community Health	Lisa Tolbert	ltolbert@dch.ga.gov

TTE FAQ Spotlight

June 2014

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 'Test 1/14-31' expense report interface. A red arrow points to the 'Details' tab in the top navigation bar. Another red arrow points to the 'Cash Advances' menu item in the left-hand navigation pane. The main content area displays a list of expenses with columns for 'Requested' and 'Amount'. A summary table at the bottom shows: OUTSTANDING ADVANCE \$0.00, TOTAL AMOUNT \$803.75, and TOTAL REQUESTED \$803.75. The 'New Expense' form on the right is partially visible, showing 'Recently Used Expense Types' and 'All Expense Types'.

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

The screenshot shows the 'Cash Advances' dialog box. A red arrow points to the checkbox next to the first row in the table. The table has columns for 'Cash Advance N...', 'Date Issued', 'Foreign Amount', 'Exchange Rate', 'Amount', and 'Balance'. The first row is: Savannah 1/15 to... 02/19/2014 \$500.00 1 \$500.00 \$500.00. A second red arrow points to the 'Assign Cash Advance to Report' button at the bottom of the dialog.

<input type="checkbox"/>	Cash Advance N...	Date Issued	Foreign Amount	Exchange Rate	Amount	Balance
<input type="checkbox"/>	Savannah 1/15 to...	02/19/2014	\$500.00	1	\$500.00	\$500.00

TTE FAQ Spotlight

June 2014

- 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 screenshot shows the TTE system interface for an expense report titled "Test 1/14-31". The interface includes a top navigation bar with buttons for "New Expense", "Details", "Receipts", and "Print / Email". Below this is an "Exceptions" section with a table of exceptions. The main area is divided into "Expenses" and "New Expense" sections. The "Expenses" section shows a list of expenses with columns for Date, Expense, Amount, and Requested. The "New Expense" section on the right has a search bar and a list of "Recently Used Expense Types". A red arrow points to "Cash Advance Return" in this list.

Expense	Date	Amount	Exception
N/A			Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Fixed Meals	01/13/2014	\$27.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Date	Expense	Amount	Requested
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
01/14/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/13/2014	Fixed Meals Savannah, Georgia	\$27.00	\$27.00

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

Recently Used Expense Types	
Hotel	Personal Car Mileage
Cash Advance Return	Rental Cars Only
Internet Charges	
All Expense Types	
Business Promotions	...Other
Other Promotional Expense	Laundry
Trade Shows	Miscellaneous
Cash Advance	Notary Costs
Cash Advance Return	Supplies
Communications	Other Operating Expenses-Passport & Visa

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

The screenshot shows the "New Expense" form in the TTE system. The "Expense Type" is set to "Cash Advance Return". The "Date" field is empty and highlighted with a red circle. The "Amount" field is also empty and highlighted with a red circle. The "Description" field contains "Normal Travel". Below the form is a table titled "Cash Advances Assigned to Report" with columns for Cash Advance, Foreign Amount, Exchange Rate, Amount, Balance, and Amount Used in Report. A red arrow points from the "Amount" field to the table.

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

TTE FAQ Spotlight

June 2014

- 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.

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
01/31/2014	Cash Advance Retu	\$0.00	\$0.00
01/29/2014	Personal Car Mileage	\$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

TTE FAQ Spotlight

June 2014

- 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.