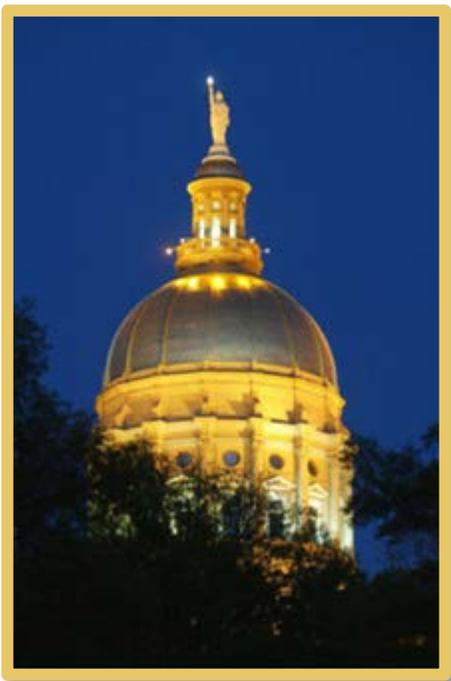


2014

TTE FAQ Spotlight – Nov-Dec



Top 5 Support Questions Last Month

1. What does a single line itinerary row error mean? How do I fix it?
2. How do I add receipts to my expense report?
3. I keep receiving an error message that says "transaction date is after the trip date." What do I do?
4. I am having difficulty creating a Vendor ID in ESS. Who should I contact?
5. How do I add an approved Request to my Expense Report?
6. What's NEW in TTE?

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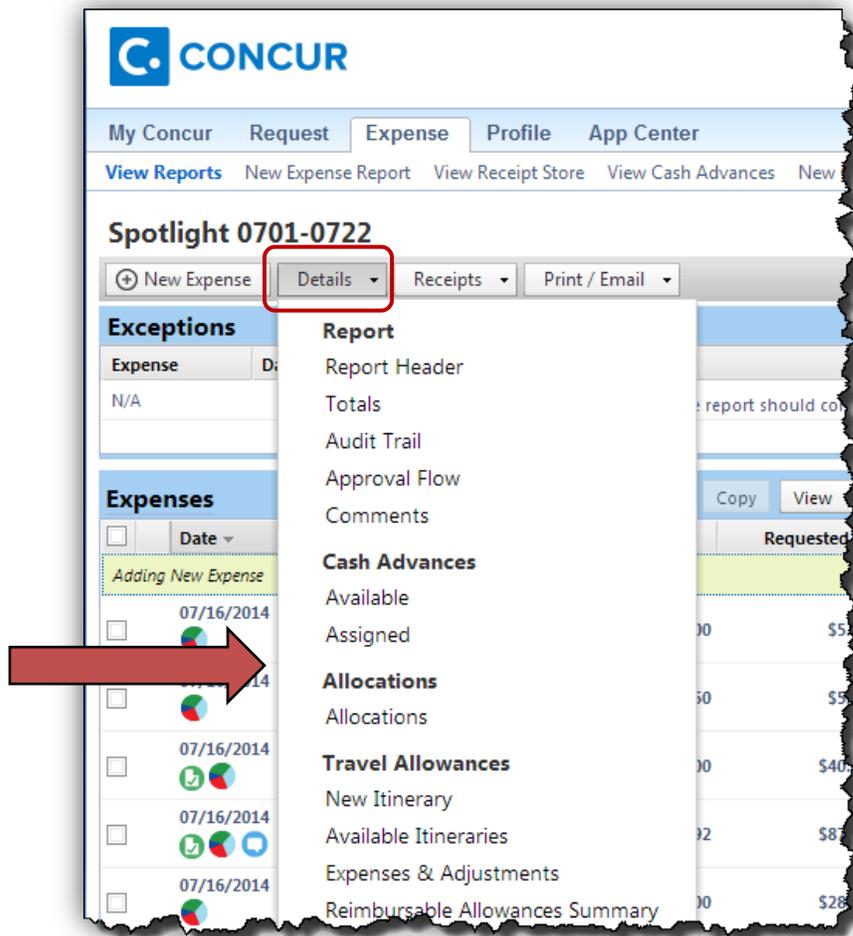
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1. What does a single line itinerary row error mean? How do I correct it?

This error message means you didn't complete a Travel Allowance Entry. Each Request for meals Per Diem (Travel Request) has at least two lines. If it does not, you will receive an error. To fix the problem, edit the incorrect entry.

Inside the Expense Report with the error:

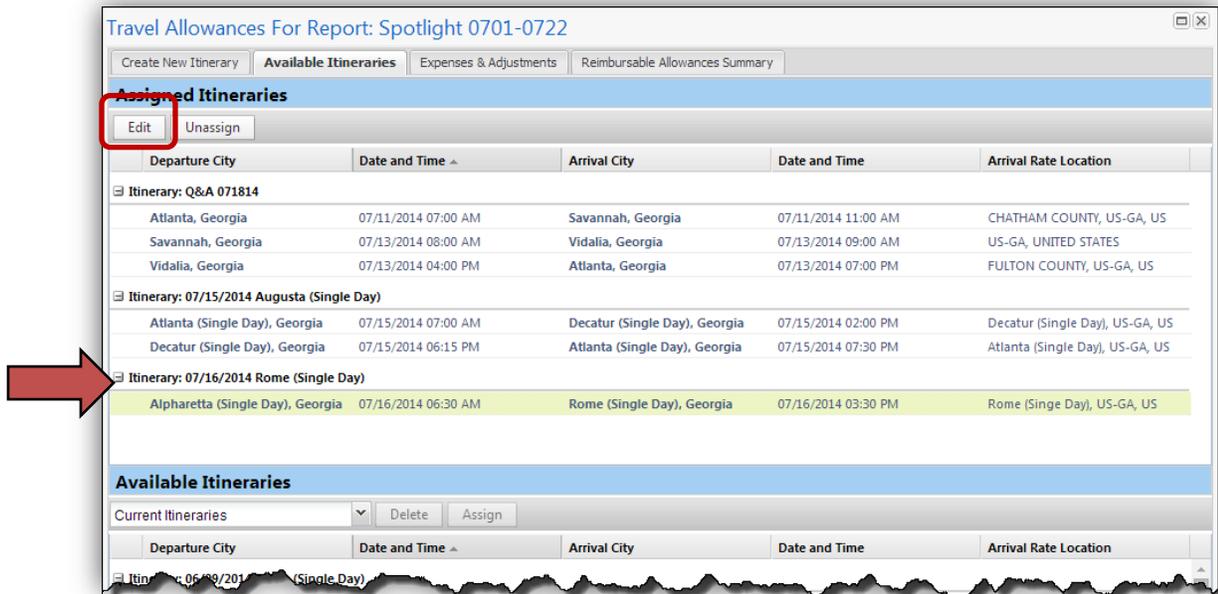
- Click on the **Details** tab
- Select **Available Itineraries**



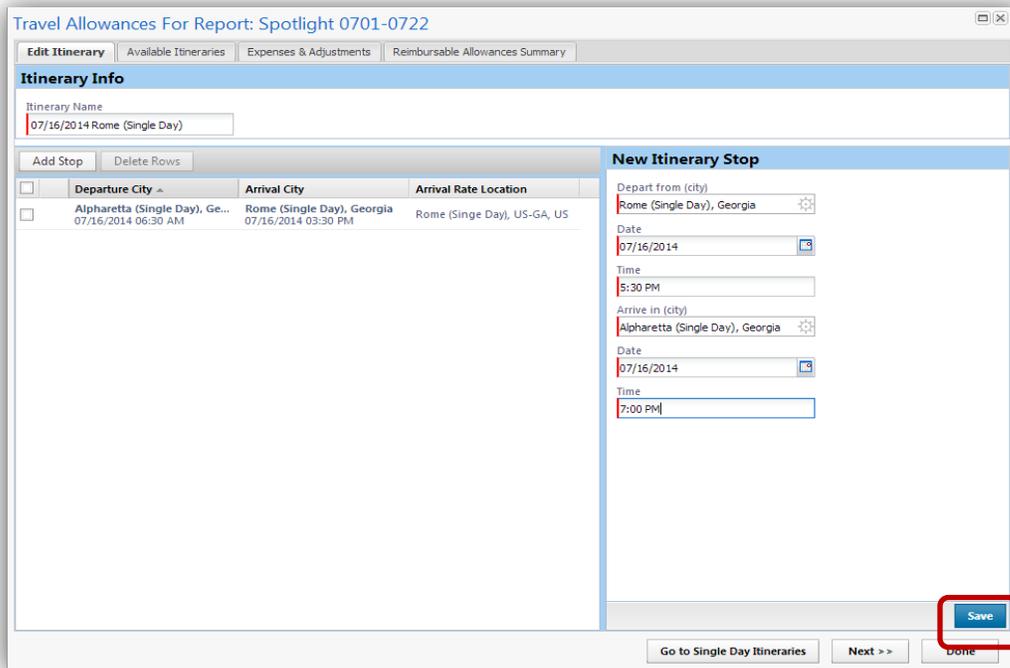
- Locate the Travel Allowance in the Assigned Itineraries section with only 1 line and select it.
- Click on **Edit**.

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- The **Edit Itinerary** window will open.
- Add the missing leg of the trip in **New Itinerary Stop**.
 - **NOTE:** If this was a request for Travel Allowance for travel NOT associated with an overnight stay, you **MUST** choose locations that have (Single Day) in the location name.
- Click **Save**



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- The Travel Allowance for that day will then have all the necessary components to process the Travel Allowance.
- Click **Next**

Travel Allowances For Report: Spotlight 0701-0722

Edit Itinerary | Available Itineraries | Expenses & Adjustments | Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
07/16/2014 Rome (Single Day)

Add Stop | Delete Rows

<input type="checkbox"/>	Departure City	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Alpharetta (Single Day), Ge... 07/16/2014 06:30 AM	Rome (Single Day), Georgia 07/16/2014 03:30 PM	Rome (Single Day), US-GA, US
<input type="checkbox"/>	Rome (Single Day), Georgia 07/16/2014 05:30 PM	Alpharetta (Single Day), Ge... 07/16/2014 07:00 PM	Alpharetta (Single Day), US...

New Itinerary Stop

Depart from (city)
Alpharetta (Single Day), Georgia

Date
Time

Arrive in (city)
Date
Time

Save

Go to Single Day Itineraries | **Next >>** | Done

- The Expense and Adjustment window opens

Travel Allowances For Report: Spotlight 0701-0722

Create New Itinerary | Available Itineraries | **Expenses & Adjustments** | Reimbursable Allowances Summary

Show dates from [] to [] Go

Exclude All <input type="checkbox"/>	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	07/11/2014 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	07/12/2014 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	07/13/2014 Vidalia, Georgia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$15.75
<input type="checkbox"/>	07/15/2014 Decatur (Single Day), Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	07/16/2014 Rome (Single Day), Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$28.00

Update Expenses | Cancel

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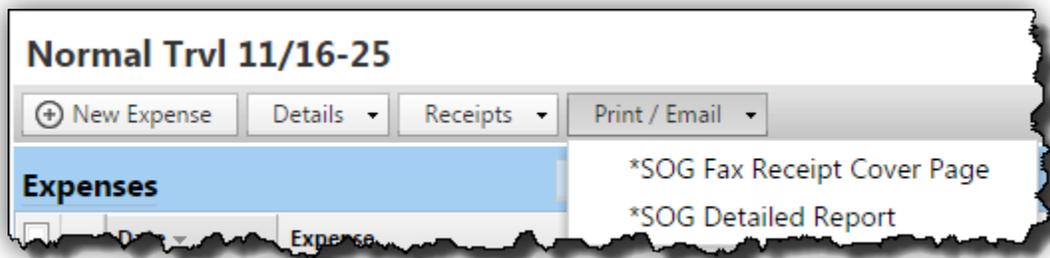
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- Mark any provided meals if necessary and click **Update Expenses** to update the Expense Report.

2. How do I attach receipts to my expense report?

Click on the following links to view the following interactive simulations:

- [How to Attach Receipts](#)
- [How to Attach Multiple Receipts](#)
- Fax Receipts into an Expense Report
 - Open the Expense Report
 - Click on **Print/Fax**
 - Select ***SOG Fax Receipt Cover Page**



- Print the Cover Page that displays
- Fax the cover sheet and the receipts to the toll free number on the Cover Page
 - The Cover Page provides instruction on faxing and refaxing receipts to the expense report
 - Remember: EACH fax page is UNIQUE to the expense report you open and will send receipts only to the expense report that it is printed from.

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Show Itemizations Print Close

TOP TOP TOP

FAX COVER PAGE
[\(see instructions below\)](#)

**Fax this page and your receipts to:
866-428-9026 Inside US/Canada**

Report Summary

Report Name :	Normal Trvl 11/16-25
Employee Name :	Arnold, Sherry B.
Report Key :	70830
Employee ID :	00276530
Company ID :	T3802
Report Total :	\$735.32
Amount Due Employee :	\$435.32
Amount Due Company Card :	\$0.00

Receipts to Fax

- 11/19/2014; Hotel; \$405.00;
- 11/19/2014; Rental Cars Only; \$90.00;

BOTTOM BOTTOM BOTTOM

INSTRUCTIONS FOR FAXING DOCUMENTS
(do not fax this page)

To fax your receipts:

Print the fax cover page and check for good quality (see below).
Prepare receipts. Either make photocopies, use a clear faxing jacket, or tape receipts to sheets of paper if your fax machine accepts these.
Fax the cover page and receipts to:
866-428-9026 Inside US/Canada
Confirm that the fax was received. Wait a few minutes, then click the Check Receipts link for this expense report. Keep all receipts at least until the expense report has been paid.

Quality checklist:

- Use the **highest resolution** possible on your printer
- Print on **plain white** paper
- Print using **portrait** orientation, not landscape
- Make sure the print is **dark and clear**, with no smudges, streaks, or marks
- Check that there are **three barcodes** with the words **TOP** and **BOTTOM**
- Place the pages so the **cover page** is faxed first
- Place the pages **facing correctly** (face down for most fax machines)
- Feed the pages as **straight** as possible
- Set the fax machine to **Fine Resolution** and turn **Polling Off**
- Make sure that **halftone** or **photo** mode is not on

To fax receipts again:

If you want to submit additional receipts for the same expense report, or if your receipts appear unclear, fax the additional receipts using the same cover page as before. The newly faxed receipts will be appended to the receipts faxed earlier.

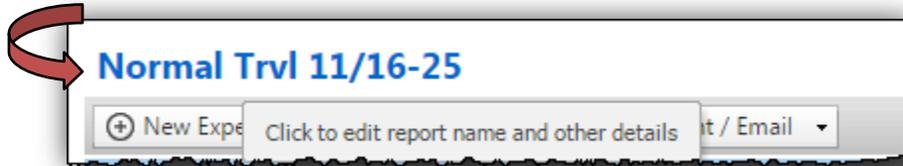
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3. I keep receiving an exception message that says “transaction date is after trip date.” What do I do?

You have entered an expense item with a transaction *later* than your expense report end date. You will receive a similar message if an expense has a date *earlier* than the Trip Start Date for the expense report.

- Open the Expense Report
- Click on the report name



- Correct the **Trip End Date** so that no expense transactions on your expense report have a date later than this date.
- Also correct the dates in **Report Name**

Report Date	Report Name	Trip Type	Policy
11/25/2014	Normal Trvl 11/16-25	In-State Travel	State of Georgia Expense Policy 1
Trip Start Date	Trip End Date	Purpose of Trip	Comment
11/16/2014	11/25/2014	Normal weekly trvl	
Report Key	Report Currency	Approval Status	Payment Status
70830	US, Dollar	Sent Back to Employee	Not Paid
Vendor ID	Special Activity		
0000073362			

- Click **Save**

4. I am having difficulty creating a Vendor ID in ESS. Who should I contact?

- You may contact the SAO Customer Service Center at 404-657-3956 or 888-896-7771
- You may access help documents on the SAO website for assistance
 - a. **TeamWorks/Financials/Vendor Payment Management**
 - Scroll to the Employee Expense Reimbursement Resources and Training Tools section
 1. [ESS Employee Expense Reimbursement Job Aid](#)
 2. [Things You Need to Know About ESS Expense Reimbursement](#)

5. How do I add an approved Request to my Expense Report?

- A. When creating a NEW Expense Report.

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Report header for: Travel 8-16 to 35

Report Date 08/25/2014	Report Name Travel 8-16 to 35	Trip Type In-State Travel	Policy State of Georgia Expense Policy 1
Trip Start Date 08/16/2014	Trip End Date 08/25/2014	Purpose of Trip Weekly Travel	Comment
Report Key 70569	Report Currency US, Dollar	Approval Status Not Submitted	Payment Status Not Paid
Vendor ID 0000073362	Special Activity		

Requests

<input type="checkbox"/>	Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining

- A list of the Available Requests will display
- Click in the check box to the left of each Request you wish to add to this expense Report.
- Click on the **Add** button

Available Requests

<input type="checkbox"/>	Request Name	Request ID	Cancelled	Request Total	Amount Appr...	Amount Rem...
<input type="checkbox"/>	ABC Conference 7...	3MCM	No	\$470.00	\$470.00	\$380.00
<input type="checkbox"/>	Conference 8/15 t...	3MDA	No	\$555.00	\$555.00	\$555.00
<input type="checkbox"/>	Orlando CONFERE...	3MAN	No	\$700.00	\$700.00	\$700.00
<input type="checkbox"/>	Savannah 3/3 to 6	3MAJ	No	\$525.00	\$525.00	\$120.00
<input type="checkbox"/>	Savannah 7/10 to ...	3MCF	No	\$665.00	\$665.00	\$665.00
<input type="checkbox"/>	Site Reviews 3/1 t...	3M4U	No	\$465.31	\$465.31	\$30.00
<input type="checkbox"/>	So GA Site Review...	3MAK	No	\$150.00	\$150.00	\$150.00
<input type="checkbox"/>	South GA Visits 0...	3MDD	No	\$390.00	\$390.00	\$390.00
<input type="checkbox"/>	Vidalia 2/23 to 25	3M4H	No	\$252.00	\$252.00	\$252.00
<input type="checkbox"/>	WashingtonDC 9/...	3MCR	No	\$903.00	\$903.00	\$903.00

NOTE: It is possible to have more than one approved Request assigned to an expense report. If you do, you will have to identify which Request goes to which Expense item when you enter expenses.

6. What's New in TTE?

A new streamlined, modernized and simpler user interface will be released 2/1/15. A video and document overviewing this change will be available on the TTE Training page of the SAO website the second week of January!! Stay tuned. We hope you like it as much as we do!!!!