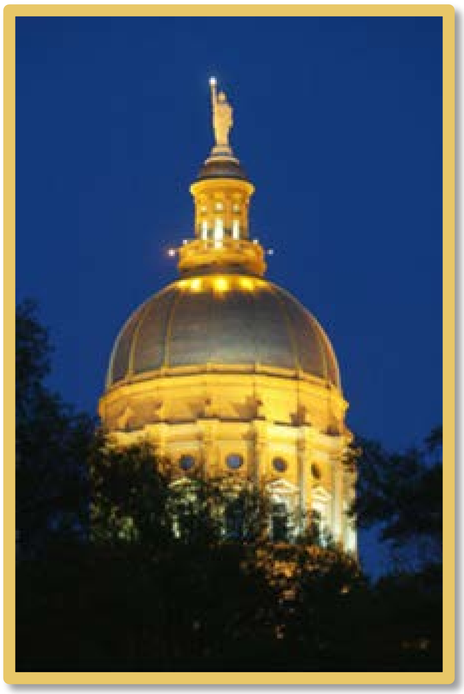
2014

TTE FAQ Spotlight – Nov-Dec



Top 5 Support Questions Last Month

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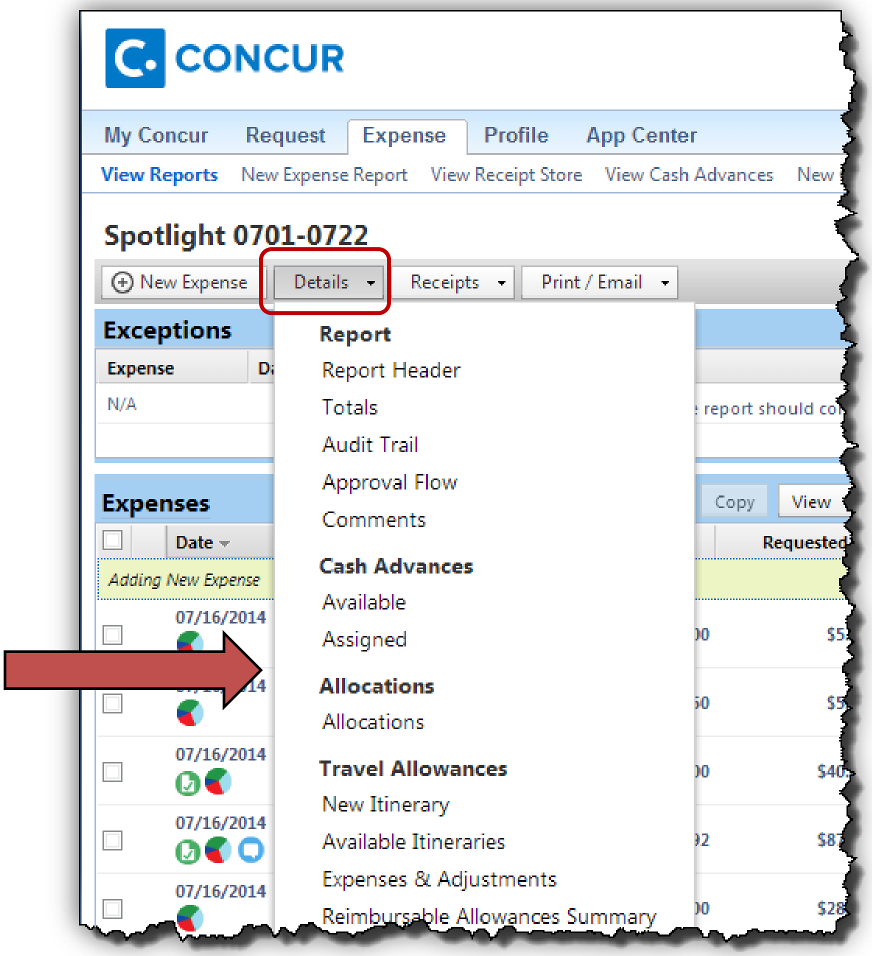
1. What does a single line itinerary row error mean? How do I correct it?

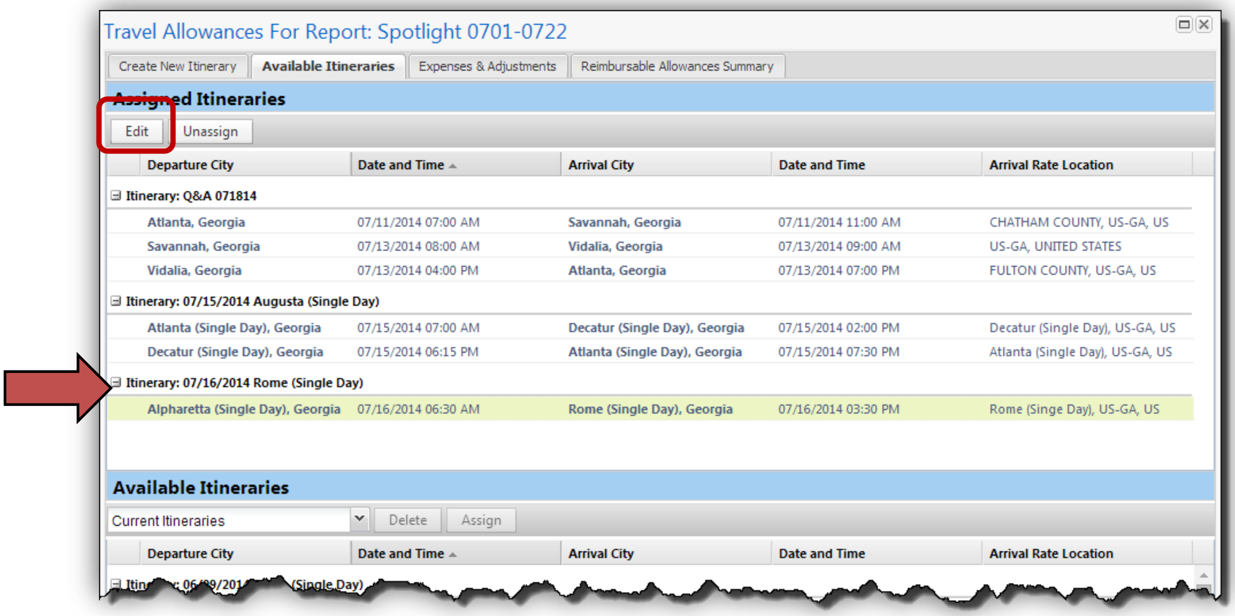
This error message means you didn't complete a Travel Allowance Entry. Each Request for meals Per Diem (Travel Request) has at least two lines. If it does not, you will receive an error. To fix the problem, edit the incorrect entry.

Inside the Expense Report with the error:

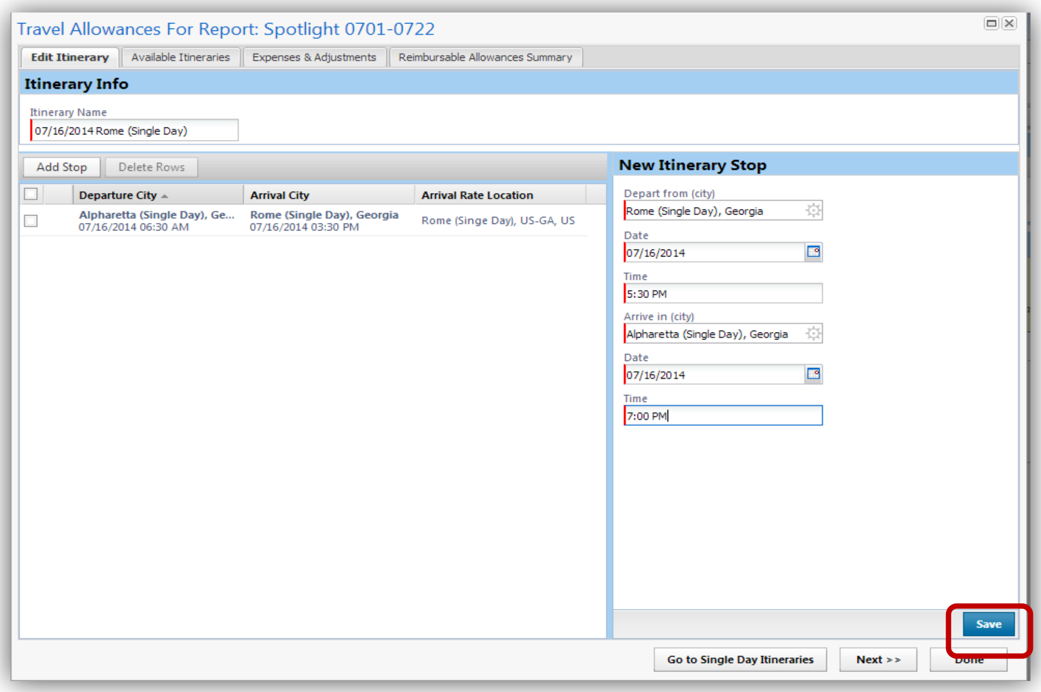
- Click on the **Details** tab
- Select **Available Itineraries**



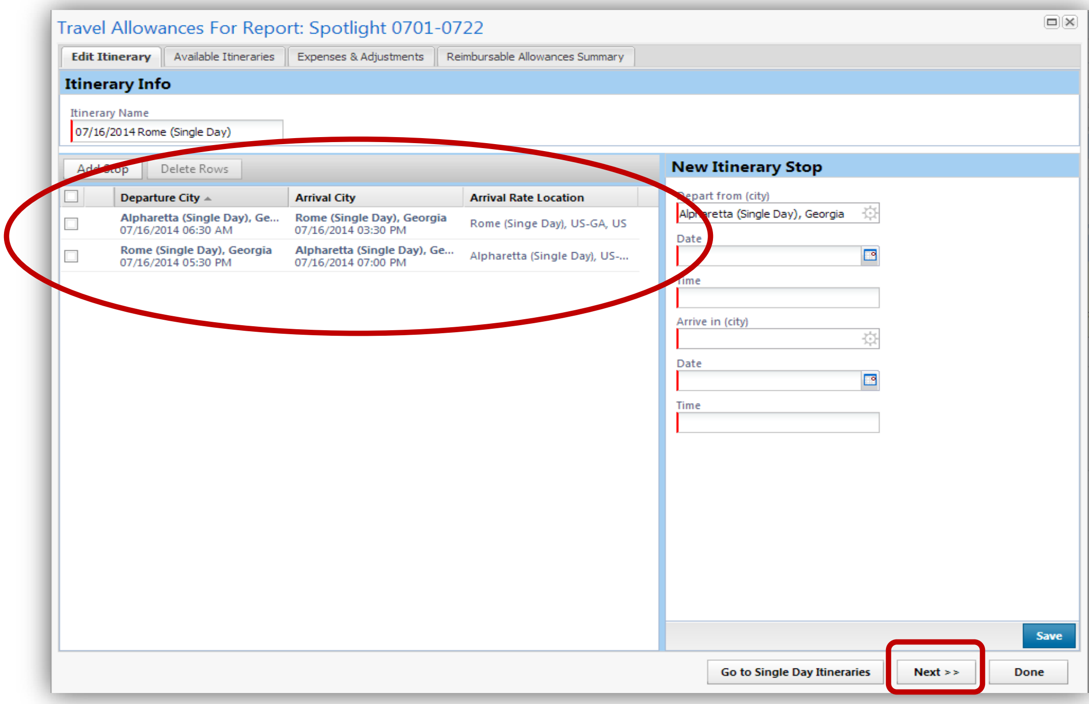
- Locate the Travel Allowance in the Assigned Itineraries section with only 1 line and select it.
- Click on **Edit.**



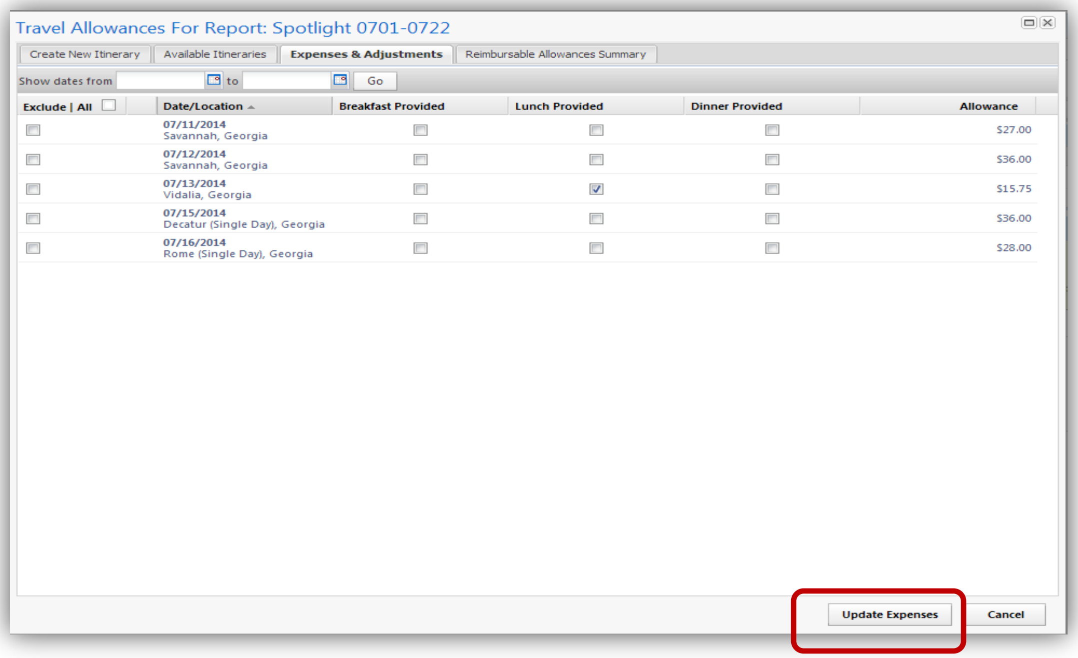
- The ***Edit Itinerary*** window will open.
- Add the missing leg of the trip in *New Itinerary Stop*.
    - **NOTE**: If this was a request for Travel Allowance for travel NOT associated with an overnight stay, you MUST choose locations that have (Single Day) in the location name.
- Click **Save**



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



- The Expense and Adjustment window opens

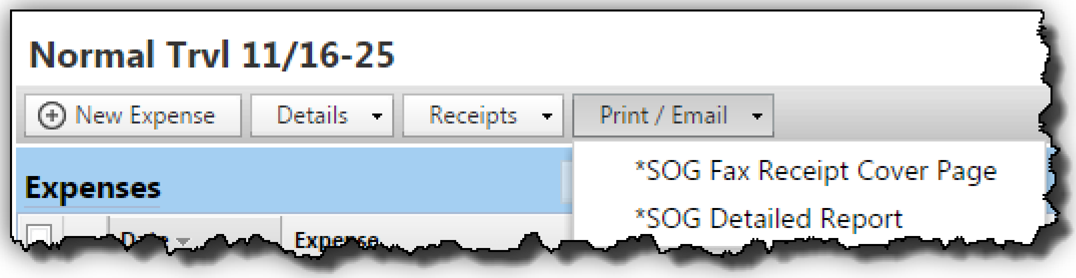


- Mark any provided meals if necessary and click **Update Expenses** to update the Expense Report.

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 disdplays
  - 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.

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

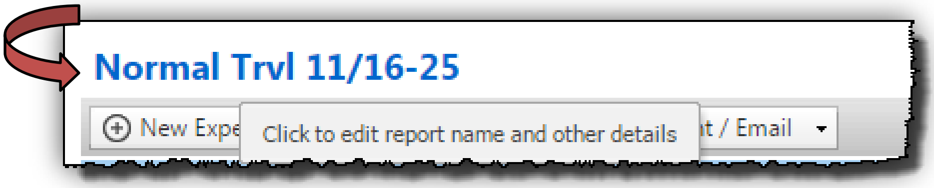
To fax receipts again:

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.

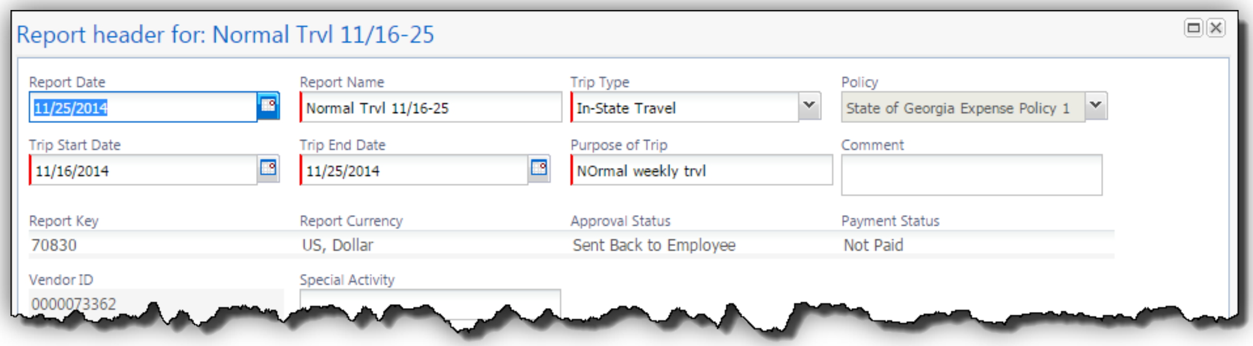
3. I keep receiving an exception message that says "transaction date is after trip date." What do I do?

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**



- 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

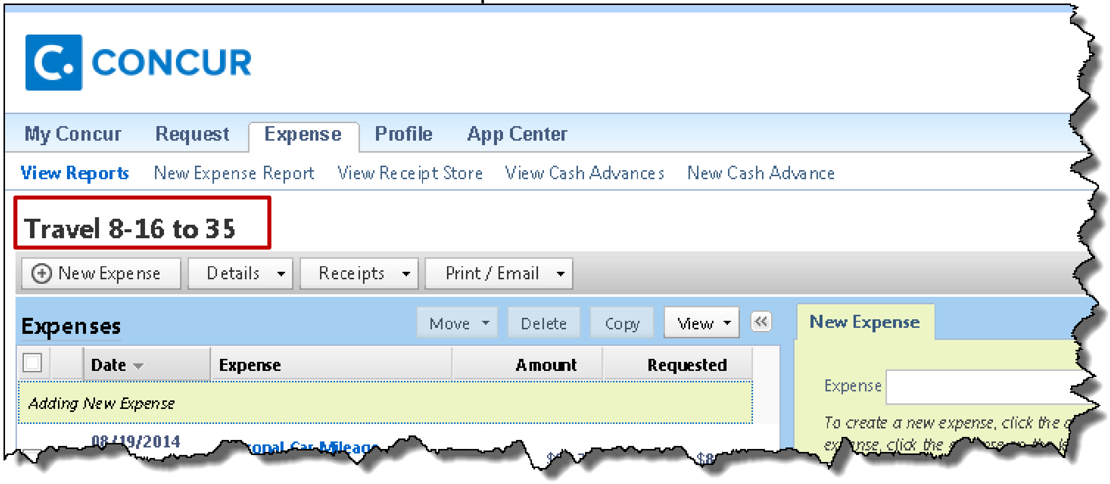
5. How do I add an approved Request to my Expense Report?

A. When creating a NEW Expense Report.

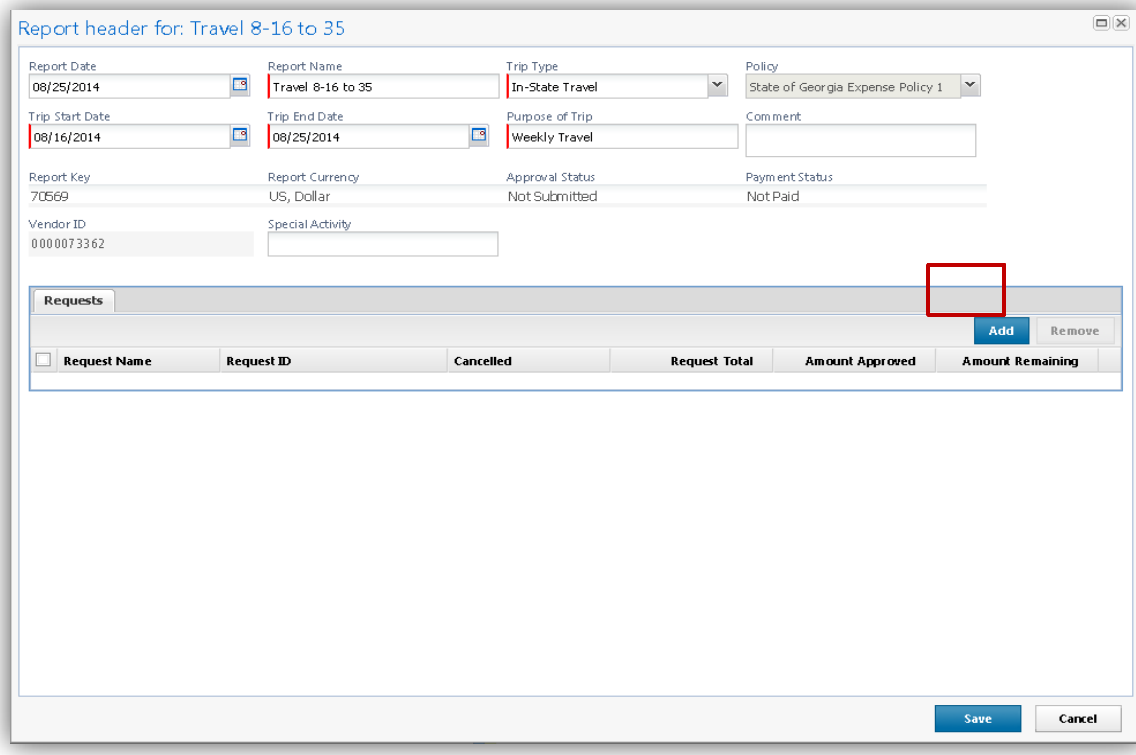
- When you create a new Expense Report you will have the opportunity to add Requests when the Report Header opens
- The instructions are the same as for adding a Request to an EXISTING expense report in the following section starting at ** in B below

B. To add a Request to an EXISTING Expense Report

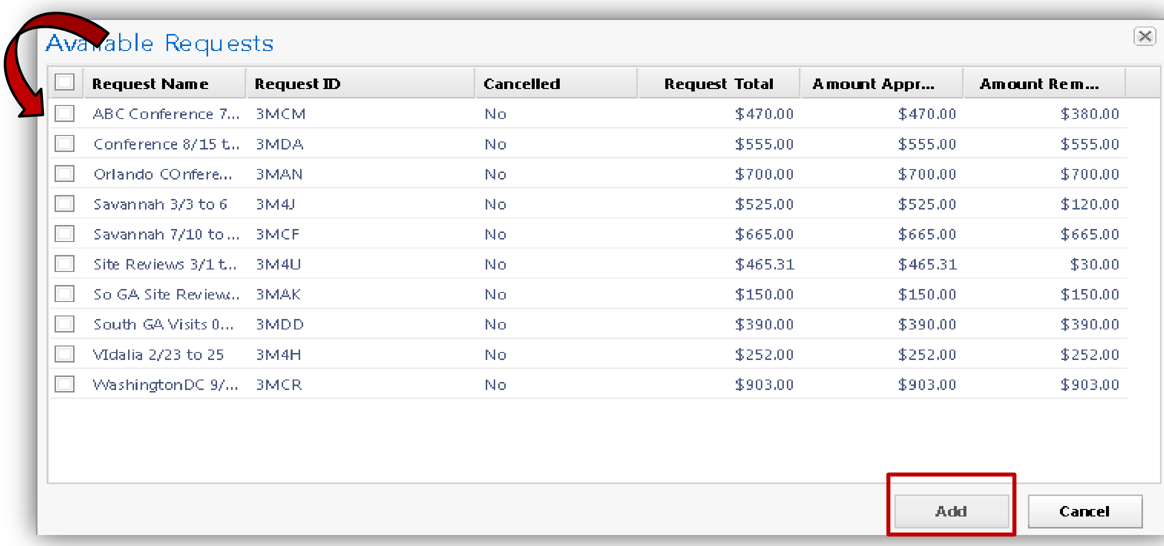
- Open the Expense Report
- Click on the report name



- The Report header opens **
- Click on the blue **Add** button in the Requests section



- 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



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!!!!