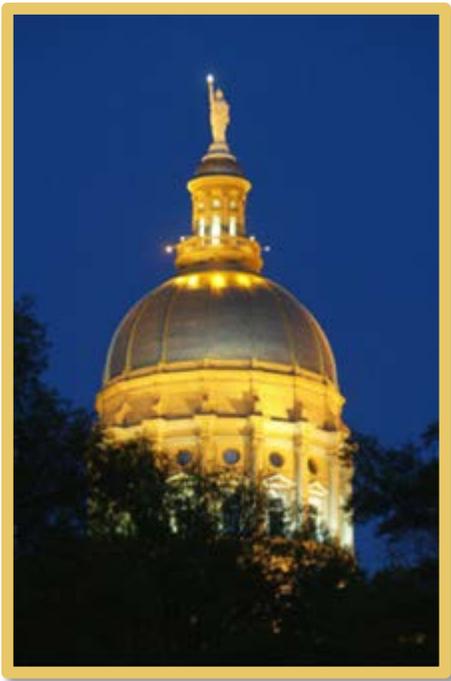


# 2014

## TTE FAQ Spotlight – September



### Top 5 Support Questions Last Month

1. What does a single line itinerary row error mean? How do I fix it?
2. I get an “account deactivated” error when I try to log into TTE. What do I do?
3. My supervisor doesn’t show up in the drop down box as my approver. What do I do?
4. How do I account for a Cash Advance I received on an existing Expense Report?
5. How do I add a Request to my Expense Report?

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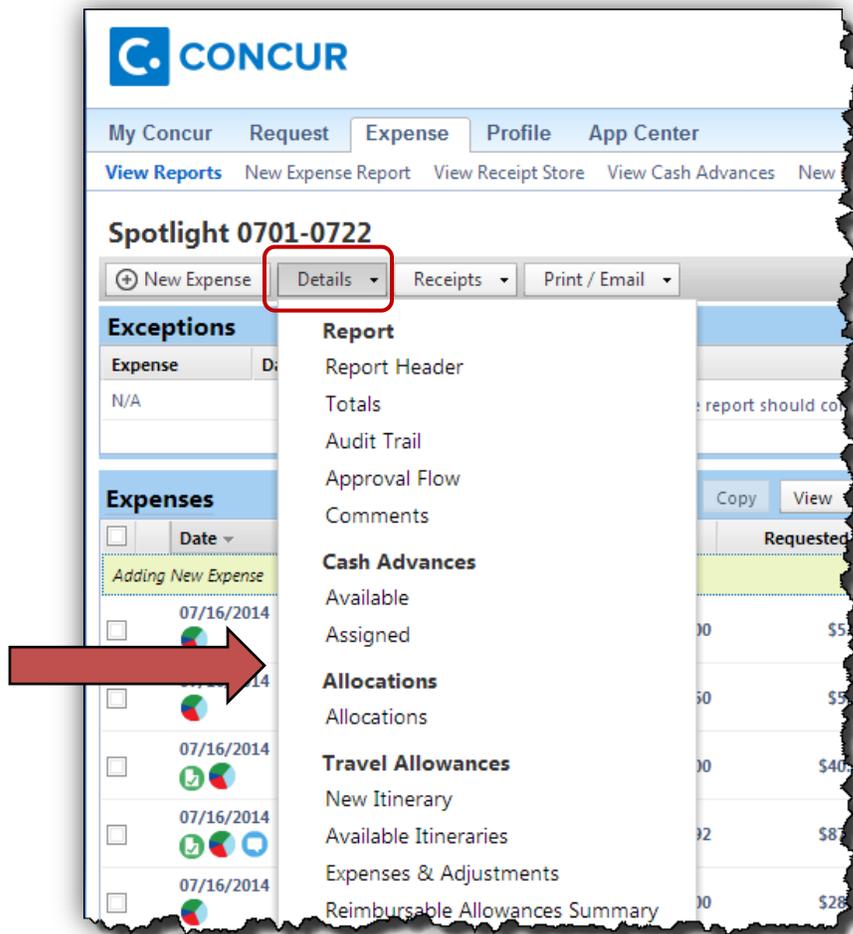
September 2014

## 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**.

# TTE FAQ Spotlight

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Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
<b>Itinerary: Q&amp;A 071814</b>				
Atlanta, Georgia	07/11/2014 07:00 AM	Savannah, Georgia	07/11/2014 11:00 AM	CHATHAM COUNTY, US-GA, US
Savannah, Georgia	07/13/2014 08:00 AM	Vidalia, Georgia	07/13/2014 09:00 AM	US-GA, UNITED STATES
Vidalia, Georgia	07/13/2014 04:00 PM	Atlanta, Georgia	07/13/2014 07:00 PM	FULTON COUNTY, US-GA, US
<b>Itinerary: 07/15/2014 Augusta (Single Day)</b>				
Atlanta (Single Day), Georgia	07/15/2014 07:00 AM	Decatur (Single Day), Georgia	07/15/2014 02:00 PM	Decatur (Single Day), US-GA, US
Decatur (Single Day), Georgia	07/15/2014 06:15 PM	Atlanta (Single Day), Georgia	07/15/2014 07:30 PM	Atlanta (Single Day), US-GA, US
<b>Itinerary: 07/16/2014 Rome (Single Day)</b>				
Alpharetta (Single Day), Georgia	07/16/2014 06:30 AM	Rome (Single Day), Georgia	07/16/2014 03:30 PM	Rome (Single Day), US-GA, US

- 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**

Departure City	Arrival City	Arrival Rate Location
Alpharetta (Single Day), Georgia	Rome (Single Day), Georgia	Rome (Single Day), US-GA, US

# TTE FAQ Spotlight

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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

# TTE FAQ Spotlight

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

## 2. I get an “account deactivated” error when I try to log into TTE. What do I do?

If you try to log into TTE and get the error message “your account has been deactivated” it means you do not have a Vendor ID in TeamWorks. A vendor ID is required to receive travel reimbursements through TTE.

- From the Home page of the SAO website ([sao.georgia.gov](http://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.

## 3. My supervisor doesn't show up in the drop down box as my approver. What do I do?

Until your agency makes the supervisor change in Payroll, the system will reflect your previous supervisor. If your supervisor doesn't show up in the drop down list, contact your Local Travel Administrator immediately.

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

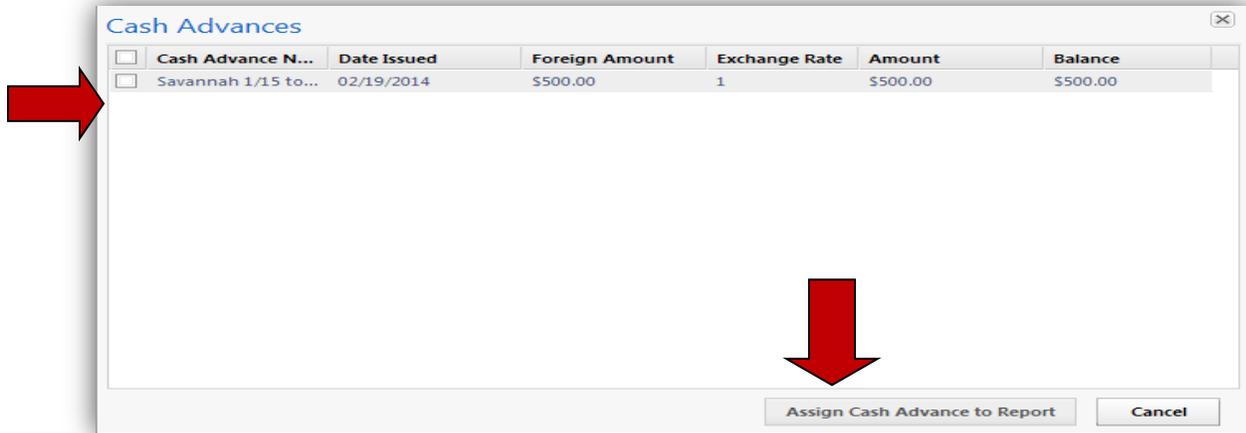
- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

The screenshot displays the TTE system interface for an expense report titled "Test 1/14-31". The interface includes a top navigation bar with "Delete Report" and "Submit Report" buttons. Below the navigation bar, there are tabs for "New Expense", "Details", "Receipts", and "Print / Email". A red arrow points to the "Details" tab. On the left side, there is a menu with sections for "Exceptions", "Expenses", and "Cash Advances". Under "Cash Advances", the "Available" option is highlighted with a red arrow. The main content area shows a list of expenses with columns for "Expense", "Amount", and "Status". A summary table at the bottom shows "OUTSTANDING ADVANCE \$0.00", "TOTAL AMOUNT \$803.75", and "TOTAL REQUESTED \$803.75".

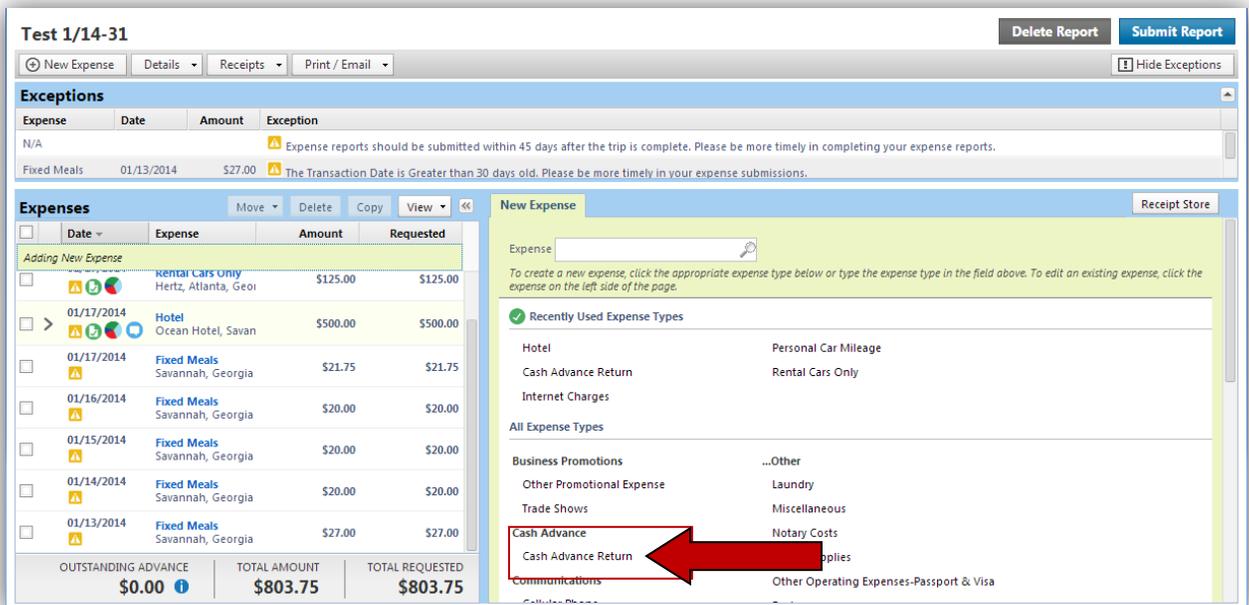
# TTE FAQ Spotlight

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- 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 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:

# TTE FAQ Spotlight

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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

- 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. You cannot submit an expense report with an attached cash advance without entering this item, even if it is zero
- 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.

# TTE FAQ Spotlight

## September 2014

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
Adding New Expense			
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, Geor	\$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

- NOTE: When you create a new expense report, TTE will automatically give you the opportunity to attach the unused Cash Advance.

## 5. How do I add a Request to my Expense Report?

### A. When creating a NEW Expense Report.

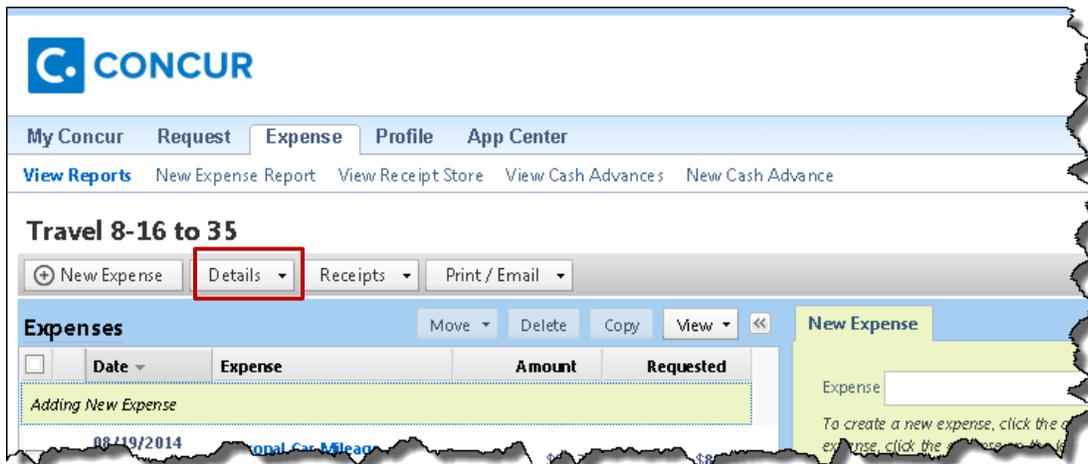
- When you create a new Expense Report you will have the opportunity to add Requests when the Report Header opens
- The instructions are the same as for adding a Request to an EXISTING expense report in the following section starting at \*\* in B below

### B. To add a Request to an EXISTING Expense Report

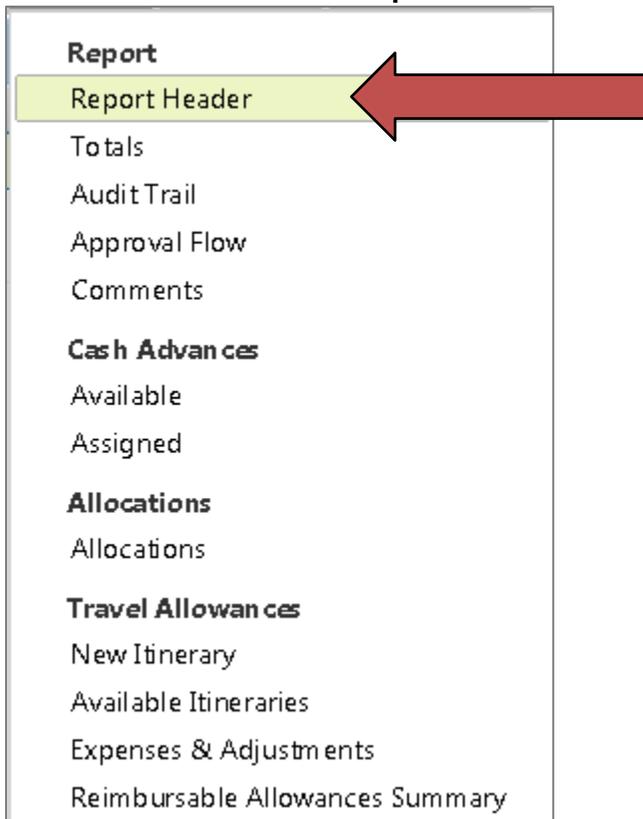
- Open the Expense Report
- Click on **Details**

# TTE FAQ Spotlight

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- Click on **Report Header** in the drop down menu



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

# TTE FAQ Spotlight

## September 2014

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:

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input type="button" value="Add"/> <input type="button" value="Remove"/>					

- 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	3M4J	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.