

TeamWorks Travel and Expense

With Concur Technologies

**TTE System
User Reference**





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DOCUMENT REVISION HISTORY

| Date | Notes / Comments / Changes |
|----------|--|
| 11/14/11 | Minor Corrections to Personal Mileage and Travel Request |
| 1/27/12 | <p>Section 6: Cancel or Change Airline, Car Rental or Hotel Reservation – Corrected final step #</p> <p>Section 7: Create an Expense Report from a Completed Trip-Itinerary in Upcoming Trips – Changed title and added clearly identified steps to simplify entry. Entire section renumbered.</p> <p>Section 8: Create a New Expense Report – No Travel Itinerary in Upcoming Trips – Updated title and added separate step for Travel Request for ease in user entry..</p> <p>Added New Section – Import Company Card Transactions into an Existing Expense Report – This is now section 9. Renumbered previous Sections 9-17 to 10-18 to accommodate the new section.</p> <p>Added Document Revision History to Table of Contents area section.</p> |
| 1/29/12 | Corrected reference to reimbursement of checked bag fees to 1 bag. |
| 5/15/12 | <p>Section 3, Step 4 and Step 6 – made optional</p> <p>Section 5 – update policy notes for approved Travel Policy</p> <p>Update Section 7 - Step 2 to add Selection option which required a renumbering of the section; updated Policy Notes to reflect approved Travel Policy.</p> <p>Update Section 8 - Changed heading description; Step 2 to add Selection option which required a renumbering of the section; updated Policy Notes to reflect approved Travel Policy. Step 3 updated notes.</p> <p>Update Section 9 - for specific colors for Air and Hotel company paid charges</p> <p>Section 10 – drop the Travel Allowance Itinerary Error section as the audit rule was disabled; Cash Advance sections updated to Travel (Cash) Advance and Policy notes updated; Attach Scanned Images – verbiage on note changed.</p> <p>Section 14 – updated Cash Advance to Travel (Cash) Advance</p> |
| 5/29/12 | <p>Added Allocation Favorites to Section 11</p> <p>Added Copy Expense Report to Section 11</p> |
| 9/25/12 | <p>Added View Receipts to Section 16 and renumbered section</p> <p>Updated Section 12 Fax or Attach Receipts to include multiple receipts for the same expense item.</p> <p>Updated document for name change from GTE to TTE.</p> |
| 7/10/13 | <p>Updated design</p> <p>Added New Section Change Password which caused a renumbering of all sections starting at Section 3.</p> <p>Updated Profile, Travel Allowances, Allocate Expenses, Receipt Store Allocations requests, Cash Advances</p> <p>Removed Approver details and referenced Approver's Handbook; rearranged sections and subsections. Deleted Creating an Expense Report from a Completed Trip. Changed order of options in Using Special Features. Minor renaming in many sections for clearer presentation.</p> |



GTE Travel & Expense Quick Reference Guide

| Section 1: Logging In to TTE | |
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| Log on to TTE Travel & Expense | |
| 1 | In the User Name field, enter your EmployeeID@domain (i.e., 00123456@sog.ga.gov) Your User Name and initial password will be provided. |
| 2 | In the Password field, enter your password . |
| 3 | Click Login . |
| If you are not sure how to access TTE Travel & Expense, check with the TTE Travel local administrator for your agency. | |
| Attention: | |
| Throughout the TTE system, REQUIRED fields are marked with red bars. | |

| Section 2: My Concur Tab | |
|-------------------------------|---|
| Explore the available options | |
| 1 | Explore the My Concur section. |
| 2 | Locate the Trip Search and Weather section. |
| 3 | Locate the Alerts and Travel Info sections. |
| 4 | Locate the Company Info section. |
| 5 | Locate the Expense Reports (may be labeled Active Work for your agency) section. <i>Active Work will appear if your agency uses Authorization Requests or Cash Advances.</i> |
| 6 | Locate the Trip List section. |
| 7 | Locate the Approval Queue section. Note: This section appears only if you are logged on as an approver. |

| Section 3: Change Password | |
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| 1 | At the top of the My Concur page, click Profile . |
| 2 | From the Other Settings menu on the left side of the page, click Change Password . |
| 3 | In the Old Password field, enter your current password. |
| 4 | In the New Password field, enter your new password. |
| 5 | In the Re-enter New Password field, enter your new password. |
| 6 | In the Password Hint field, enter something to remind you of your password when you have forgotten your password. Note: Without this hint you cannot use the prompts on the TTE login page. <i>You do not need to change your password to change your hint.</i> |
| 7 | Click Submit . |

| Section 4: Update Profile | |
|---------------------------------------|--|
| Step 1: Verify Time Zone, Date Format | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | From the Other Settings menu on the left side of the page, click System Settings . |
| 3 | On the System Settings page, update the appropriate information, and then click Save . |
| Step 2: Update Personal Information | |
| 1 | At the top of the My Concur page, click Profile . |

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| 2 | Click Personal Information . |
| 3 | On the Personal Information update your information as necessary. Make certain you have entered an email address for the TTE system to communicate with you. |
| 4 | Enter necessary information in Travel Preferences such as air, hotel and car rental preferences, You MUST select the Government option at the top of the section or you will not see government rates. |
| 5 | TSA information MUST be updated even if you will never plan to make flight reservations. |
| 6 | Enter your personal Credit Card information. This is a secure site and your information is protected. Only the last four digits of the card number will display. Select the checkbox next to Use this card as the default for Hotels . |
| 7 | Click Save to save all the data. |
| Step 3: Set up a Travel Arranger or Assistant - Optional | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | Select Personal Information . |
| 3 | Scroll down to the Assistants and Travel Arrangers section. |
| 4 | Click Add an Assistant located to the right of the section. |
| 5 | In the Search Criteria field, type the last name of the person you wish to add as an assistant/travel arranger. |
| 6 | Click Search . |



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| 7 | From the Assistant dropdown menu, select the appropriate assistant. |
| 8 | Select Can Book Travel for Me . |
| 9 | OPTION: Select Is my primary assistant for travel , if necessary. |
| 10 | Click Save . |
| Step 4: Verify Expense Information | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Expense Information . |
| 3 | On the Expense Information page, verify the pre-populated information. |
| <i>Contact the TTE local administrator for your agency if any Expense Information is incorrect.</i> | |
| Step 5: Add an Expense Delegate - Optional | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Expense Delegates . |
| 3 | On the Expense Delegate page, click Add Delegate . |
| 4 | In the Search by employee name, email address or logon id field, type the last name of the delegate you wish to add. |
| 5 | From the list of matches, select the appropriate person. Click Add . |
| 6 | Select the responsibilities you wish this delegate to perform on your behalf. |
| 7 | Click Save . |

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| Step 6: Update Expense Preferences | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Expense Preferences . |
| 3 | In the Send email when... section, select the email notifications you prefer. |
| 4 | In the Prompt section, check For an approver when an expense report is submitted to have access to the agency authorized approvers list when your supervisor is not available. |
| 5 | Click Save . |
| Step 7: Update Travel Request Preferences | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Travel Request Settings menu on the left side of the page, click Travel Request Preferences . |
| 3 | In the Send email when... section, select the email notifications you prefer. |
| 4 | In the Prompt section, check For an approver when an expense report is submitted to have access to the agency authorized approvers list when your supervisor is not available. |
| 5 | Click Save |
| Step 8: Verify Expense Approvers | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Expense Approvers . |

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| 3 | On the Expense Approvers page, verify that your default expense approver is correct. |
| <i>If the approver name listed for the Expense Approver is incorrect or if the field is blank, contact the TTE local administrator for your agency immediately.</i> | |
| Step 9: Add Personal Car ID | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Personal Car . |
| 3 | On the Personal Car page, click New . |
| 4 | In the Vehicle ID field, enter Personal Car Tier I. |
| 5 | Click on the Vehicle Type drop down arrow and choose Car – Tier I . |
| 6 | Click Save . |
| 7 | Click New . |
| 8 | In the Vehicle ID field, enter Personal Car Tier II. |
| 9 | Click on the Vehicle Type drop down arrow and choose Car – Tier II . |
| 10 | Click Save . |
| Note: <i>If you report mileage expense for a motorcycle or personal aircraft, add them as well.</i> | |
| Step 10: Add a Favorite Attendee - Optional | |
| 1 | At the top of the My Concur page, click Profile . |
| 2 | On the Expense Settings menu on the left side of the page, click Favorite Attendee then click New Attendee |
| Note: <i>Attendees are used to identify participants at</i> | |



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| Group Meal functions. See Policy. | |
| 3 | From the Type dropdown menu, select the appropriate Attendee Type. |
| 4 | In the Last Name field, enter the last name of the new attendee. |
| 5 | In the First Name field, enter the first name of the new attendee. |
| 6 | In the Attendee Title field, enter the job title of the attendee. |
| 7 | In the Company field, enter the company where the attendee is employed. |
| 8 | Click Save or Save & Add Another |
| Section 5: Set Up Receipt Store Account | |
| Step 1: Verify your Email Addresses | |
| 1 | From My Concur select Profile then select Email Addresses |
| 2 | Click + Add an Email Address to add a new email address. Select Yes to Contact for Travel Reservations. |
| Note: An email address can only be registered with Concur ONCE. Before linking an Expense Delegate's email address to your image account, be <u>certain</u> they don't need to retain it for their own travel account. | |
| Step 2: Validate Email | |
| 1 | Click Verify |
| 2 | Check your email for a code and instructions from Concur. The email will arrive in less than five minutes. |
| 3 | Enter the code into the available box in the Profile and click OK. |
| 4 | You will then be able to email receipt |

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| images to your Receipt Store at myinbox@concursolutions.com or receipts@concur.com | |
| Note: Receipt Store will allow you to email receipts and documents into TTE to be used for Expense Reports. These receipts and documents can be accessed from the Receipt Store tab in Expense Reports. You can also upload scanned receipt images from your PC into Receipt Store. | |
| Section 6: Make a Travel Reservation for Air, Car and Hotel | |
| Step 1: Make a Flight Reservation | |
| 1 | On the Flight tab, select one of these: <ul style="list-style-type: none"> • Round Trip • One Way • Multi-Segment |
| 2 | In the Departure City and Arrival City Fields, enter the cities for your travel. |
| 3 | In the Departure and Return fields, select the preferred travel dates and times. |
| 4 | If you need a car, select Pick-up/Drop-off car at airport . |
| 5 | If you need a hotel, select Find a Hotel . Select search parameters. |
| 6 | Select Non-Refundable . See note. |
| Note: To view refundable <u>and</u> non-refundable options, enter Refundable . | |
| Policy Note: Refundable fares should be within \$150 of a Non-Refundable fare. To search and compare pricing on Refundable and Non-Refundable fares select Refundable . | |
| Policy Note: Choose lower cost flights within +/- 2 hours of preferred flight times. | |
| Policy Note: Should choose connecting flights over non-stop if it adds 2 hours or less to travel time and | |

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| saves \$200 or more. | |
| Policy Note: Domestic flights – coach class only. Upgrades after booking are at traveler's expense. International flights: Business class is reimbursable when the nonstop portion of the flight exceeds 10 hours. Do not include layover time. | |
| 7 | In the Search Flights By field, Price is the default view. You will be able to view by schedule on a secondary tab in the results. |
| 8 | Click Search . |
| 9 | Flight search parameters can be changed in the panel to the right of the flight matrix to refine your search. |
| 10 | Select flight from the flight matrix that appears. Click Show Details for more flight data and to preview seat availability Note: Flight matrix includes inbound and outbound flight. Click the More Like This + link on a flight to see additional inbound/outbound options. |
| 11 | Click the View Seat Map icon next to the flight to preview the availability of seats. You cannot book a seat at this point. The reservation will default to the seat preference set in your Travel Profile. Note: Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the flight without approval. This is Audited by the State. |
| Note: Air Travel Insurance is <u>automatically</u> included at no cost when you book your company paid reservation through TTE. You do not need to purchase it separately. | |
| 12 | Click Reserve . |



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| Note: Access the airline website directly to process baggage. Usually less expensive if done online. | |
| Step 2: Reserve a Rental Car | |
| 1 | If you specified that you need a car on the Flight tab, you will see car results for the car search.. |
| Policy Note: Enterprise and National rental car contracts are mandatory statewide. Renting outside the Statewide vendor contract requires an <u>approved Statewide Contract Waiver Request (SPD-NI005)</u> which must be attached to your Expense Report. | |
| 2 | Select the appropriate rental car from the car matrix, and then click Reserve . |
| Note: Book the car rental through the booking tool. For Enterprise car pick-up/return call the renting location directly to make arrangements. The number appears on your Travel Itinerary. | |
| Note: Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a /gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the reservation. This is Audited by the State. | |
| Step 3: Reserve a Hotel | |
| 1 | If you selected the Find a Hotel option on the Flight tab, the hotel results are displayed after you choose your rental car. If this is a Hotel only reservation, click on the Hotel tab and enter location and check in/out dates. |
| 2 | Use the filter options to narrow your search by Amenity, Neighborhood, or Chain . |
| Policy Note: Travelers are required to submit a copy of the Occupancy Tax Exemption Form to instate lodging vendors at registration. Link to form pops up during registration process. Link to form is also on the SAO Website Online Booking Tool page. | |

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| 3 | Click Show Details for a specific hotel to view more detailed information. |
| 4 | Click Choose Room to view rates and details about the rooms. |
| 5 | When ready to reserve your room, click the radio button to the left of the rate, and then click the green Reserve button. |
| Note: Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the flight without approval. This is Audited by the State. | |
| 6 | Review the pop up for rates, dates and cancellation policy. Click the acceptance box to acknowledge acceptance and then click Continue . |
| Step 4: Preview Itinerary | |
| 1 | Review the reservation components in your Itinerary. Make any necessary changes or corrections. |
| 2 | To change your seat assignment on flight segments, click on Change Seat . |
| 3 | Your current assignment shows with a person icon. Select a new seat and click Change Seat . |
| 4 | Click Next . |
| Step 5: Trip Booking Information | |
| 1 | Enter a name for your trip in Trip Name (include travel dates in name) and optionally add any additional information in the Description field. |
| 2 | You can send a copy of the itinerary to another person from here. |

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| 3 | Click Next . |
| Step 6: Trip Confirmation | |
| 1 | Verify information such as travel dates, cars, hotels, cancellation policy. |
| 2 | To make any changes, click Previous . |
| 3 | To complete the booking, click Purchase Ticket . |
| 4 | The booking is complete when you see the Finished message and a Trip Record Locator number. |
| Note: Options to print or email a copy of your itinerary are located at the bottom of the page. | |
| 5 | Click Return to Travel Center . Your trip will appear in Upcoming Trips on the My Concur Page. |
| Section 7: Making an Air Only Reservation | |
| Step 1: Select Flight | |
| 1 | On the Flight tab, select one of these: <ul style="list-style-type: none"> Round Trip One Way Multi-Segment |
| 2 | In the Departure City and Arrival City Fields, enter the cities for your travel. |
| 3 | In the Departure and Return fields, select the preferred travel dates and times. |
| 4 | Select Non-Refundable . See note. |



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| <p>Note: To view refundable <u>and</u> non-refundable options, enter Refundable.</p> <p>Policy Note: Refundable fares should be within \$150 of a Non-Refundable fare. To search and compare pricing on Refundable and Non-Refundable fares select Refundable.</p> <p>Policy Note: Choose lower cost flights within +/- 2 hours of preferred flight times.</p> <p>Policy Note: Should choose connecting flights over non-stop if it adds 2 hours or less to travel time and saves \$200 or more.</p> <p>Policy Note: Domestic flights – coach class only. Upgrades after booking are at traveler's expense. International flights: Business class is reimbursable when the nonstop portion of the flight exceeds 10 hours. Do not include layover time.</p> | |
| 5 | In the Search Flights By field, Price is the default view. You will be able to view by schedule on a secondary tab in the results. |
| 6 | Click Search . |
| 7 | Flight search parameters can be changed in the panel to the right of the flight matrix to refine your search. |
| 8 | Select flight from the flight matrix that appears. Click Show Details for more flight data and to preview seat availability Note: Flight matrix includes inbound and outbound flight. Click the <i>More Like This + link</i> to see additional inbound/outbound options. |
| 11 | Click the View Seat Map icon next to the flight to preview the availability of seats. You cannot book a seat at this point. The reservation will default to the seat preference set in your Travel Profile. |

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| <p>Note: Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the flight without approval. This is Audited by the State.</p> <p>Note: Air Travel Insurance is <u>automatically</u> included at no cost when you book your company paid reservation through TTE. You do not need to purchase it separately.</p> | |
| 12 | Click Reserve . |
| <p>Note: Access the airline website directly to process baggage. Usually less expensive if done online.</p> | |
| Step 2: Preview Itinerary | |
| 1 | Review the reservation components in your Itinerary. Make any necessary changes or corrections. |
| 2 | To change your seat assignment on flight segments, click on Change Seat . |
| 3 | Your current assignment shows with a person icon. Select a new seat and click Change Seat . |
| 4 | Click Next . |
| Step 3: Trip Booking Information | |
| 1 | Enter a name for your trip in Trip Name (include travel dates in name) and optionally add any additional information in the Description field. |
| 2 | You can send a copy of the itinerary to another person from here. |
| 3 | Click Next . |
| Step 4: Trip Confirmation | |
| 1 | Verify information such as travel dates, cars, hotels, cancellation policy. |

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| 2 | To make any changes, click Previous . |
| 3 | To complete the booking, click Purchase Ticket . |
| 4 | The booking is complete when you see the Finished message and a Trip Record Locator number. |
| <p>Note: Options to print or email a copy of your itinerary are located at the bottom of the page.</p> | |
| 5 | Click Return to Travel Center . Your trip will appear in Upcoming Trips on the My Concur Page. |
| <h3>Section 8: Making A Car Only Reservation</h3> | |
| Step 1: Select Rental Location | |
| <p>Policy Note: Enterprise and National rental car contracts are mandatory statewide. Renting outside the Statewide vendor contract requires an <u>approved</u> Statewide Contract Waiver Request (SPD-NI005).</p> | |
| 1 | Click on the Car tab in Trip Search. |
| 2 | Enter Pick-up Date and Drop-off Date and times. |
| 3 | Select Airport Terminal or Off Airport pickup filters. <ul style="list-style-type: none"> For Airport, enter the Airport name. The system will help you by displaying the closest matches you type the name in. For Off Airport click the blue Search to display the search filters. Enter the desired options and click on Search. Click Choose. Click on the Choose This Car Location link for the desired pickup location. Click Search. Click Continue. |



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| 4 | Select the appropriate rental car from the car matrix, and then click Reserve . |
| <p>Note: <i>Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a /gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the reservation. This is Audited by the State.</i></p> <p>Note: <i>Book the car rental through the booking tool. For Enterprise car pick-up/return call the renting location directly to make arrangements. The number appears on your Travel Itinerary.</i></p> | |
| Step 2: Preview Itinerary | |
| 1 | Review the reservation components in your Itinerary. Make any necessary changes or corrections. |
| 2 | Click Next . |
| Step 3: Trip Booking Information | |
| 1 | Enter a name for your trip in Trip Name (include travel dates in name) and optionally add any additional information in the Description field. |
| 2 | You can send a copy of the itinerary to another person from here. |
| 3 | Click Next to continue or click Previous to make changes. |
| Step 4: Trip Confirmation | |
| 1 | Verify information such as travel dates, rates, cancellation policy. |
| 2 | Click Previous to make changes or Confirm Booking to complete the reservation. |

| Section 9: Making a Hotel Only Reservation | |
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| Step 1: Select Hotel | |
| 1 | Click on the Hotel tab in Trip Search. |
| 2 | Enter Check-in Date and Check-out Date and times. |
| 3 | Enter Search criteria choosing Airport, Company Location, Address or Reference Point. <ul style="list-style-type: none"> Each option has additional filters to complete |
| 4 | Click Search Click Choose Click Continue |
| <p>Policy Note: <i>Travelers are required to submit a copy of the Occupancy Tax Exemption Form to instate lodging vendors at registration. Link to form pops up during registration process. Link to form is also on the SAO Website Online Booking Tool page.</i></p> | |
| 5 | A hotel matrix displays. |
| 3 | Click Show Details for a specific hotel to view more detailed information. |
| 4 | Click Choose Room to view rates and details about the rooms. |
| 5 | When ready to reserve your room, click the radio button to the left of the rate, and then click the green Reserve button. |
| <p>Note: <i>Reservations within Statewide Travel Policy guidelines will display a green reserve button, those outside policy a gold reserve button. You can book out of policy, but will need to explain why in the reservation process. A red button will not allow you to book the flight without approval. This is Audited by the State.</i></p> | |

| 6 | Review the pop up for rates, dates and cancellation policy. Click the acceptance box to acknowledge acceptance and then click Continue . |
|---|--|
| 7 | Enter Credit Card Payment information and then Reserve Hotel . |
| Step 2: Preview Itinerary | |
| 1 | Review the reservation components in your Itinerary. Make any necessary changes or corrections. |
| 2 | Click Next . |
| Step 3: Trip Booking Information | |
| 1 | Enter a name for your trip in Trip Name (include travel dates in name) and optionally add any additional information in the Description field. |
| 2 | You can send a copy of the itinerary to another person from here. |
| 3 | Click Next to continue or click Previous to make changes. |
| Step 4: Trip Confirmation | |
| 1 | Verify information such as travel dates, rates, cancellation policy. |
| 2 | Click Previous to make changes or Confirm Booking to complete the reservation. |
| Section 10: Cancel or Change Airline, Car Rental, or Hotel Reservations | |
| <p>Note: <i>Flight changes are available for e-tickets with a single carrier. You can change the time or date of a ticketed flight that has not yet occurred with the same airline and routing.</i></p> <p><i>Direct contact with the State TMC Travel Consultant to book reservations may incur additional charges.</i></p> | |



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| 1 | Select your trip from the Upcoming Trips tab in Travel or Trip List in My Concur . |
| 2 | Click the name of the trip to display options for this trip. |
| 3 | On the drop down menu, click the appropriate link to: <ul style="list-style-type: none"> • View Itinerary • Email Itinerary • View Request (see all data pertaining to trip selections) • Create Template (make it easier to book the same trip regularly) • Clone Trip (make it possible to book the same trip for others you make arrangements for) • Share Trip (share trip information with a colleague) • Change Trip (make minor modifications to trip) • Cancel Trip (completely cancel a trip) |
| 4 | Follow prompts depending on action chosen. |
| Policy Note: Air cancellations, Voids and Exchanges – see <i>Travel Policy</i> . | |
| Note: If you <u>completely</u> cancel a reservation there is still going to be an agency booking fee that needs to be expensed. You can import this paid expense to your next expense report. | |
| Section 11: Create a New Expense Report | |
| <i>DO NOT combine in-state, out-of-state and international travel expenses. All required fields have red bars.</i> | |
| Step 1: Create the report | |
| 1 | In the Expense Reports (may be labeled Active Work for your agency) section of My Concur , click New Expense Report . |

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| 2 | The current system date defaults in the Report Date field. |
| 3 | In the Report Name field, enter a name for the expense report. Include the travel dates in the Report Name. (i.e. Banking Conference 0612 to 0618) |
| 4 | Click on the arrow in the Trip Type field and select the appropriate trip type: In-State Travel, International Travel or Out Of State travel from the drop down menu. |
| 5 | Click on the calendar icon in the Trip State Date field, click on trip start date. |
| 6 | Click on the calendar icon in the Trip End Date field, click on trip end date. |
| 7 | In the Purpose of Trip field, enter the business purpose for the expense report. |
| 8 | Enter any necessary comments in the Comments box. |
| Step 1b: Attach Approved Travel Request (if required by agency) | |
| 1 | If your agency uses Pre-Trip Travel Requests, you must link the approved Request to the Expense Report. Click on Add in the Travel Request section. If not, go to #1C. |
| 2 | Select the applicable Travel Request from the list and click Add . |
| Step 1c: Complete Report Creation (Required by all agencies) | |
| 1 | Click Next . |
| Step 2: Enter Any Travel Allowance (Meals Per Diem) | |
| 1 | A Travel Allowance window opens: Will this report include Travel Allowance |

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| | Expense? Select Yes if Meals Per Diem applies to this trip or No if you prefer to enter them later. |
| 2 | Verify that the Selection field is correct for your meals type. (Multiple Day Per Diel, Single Day Per Diem or one of the two Prior Year options.) |
| Note: You cannot combine Multiple Day Per Diem, Single Day Per Diem or the Prior Year entry options on a single expense report. | |
| Note: For overnight trips begin here. For Single day trips go to #3b. | |
| Travel Policy Note: Effective 7/1/13 Out of State Per Diem no longer includes incidentals. In State Per Diem never has. | |
| 3 | Move scroll bar to top of New Itinerary box. If this is a multiple day trip you should be using Standard Itinerary . Enter departure city in Depart From and enter your departure time in Time (i.e. 6:30 am). Note: To enter Single Day Per Diem see Single Day Itineraries at #3b |
| 4 | Enter your destination city for the first day in Arrival and enter your arrival time in Time . Click Save . This builds the first leg of your trip. |
| 5 | Now you enter the final leg of your trip. The departure city will default to your last stop. If this isn't correct, enter the city where you spent the night in Departure . Enter the time you left in Time . |
| Note: Entering departure and arrival times is used to calculate eligibility for Per Diem. | |
| 6 | Enter your arrival destination for the last day of travel which is likely home in Arrival . Enter the time you arrived in |



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| | Time. Click Save. |
| 7 | Click Next |
| 8 | Click Next again |
| 9 | Click Create Expenses |
| Note: For Single Day Per Diem-No Overnight begin here. | |
| 3b | Single Day Trips: Enter the correct Per Diem type in Selections. Select Go To Single Day Itineraries at the bottom of the window if the Single Day Entry does not appear. |
| 4b | Enter a start date in choose start date and press Go. |
| 5b | In Start Location next to the correct date enter your starting point for the day trip and enter the time you left in Depart. |
| 6b | Enter the business stop of the day in End Location and enter the time you arrived in Arrive. Note: Don't be concerned with stops in between. This only determines eligibility for Per Diem Meals. |
| 7b | In the next Depart field enter the time you left your last business stop and in the Back field enter the time you arrived home. Press Tab to display the total hours calculation. |
| 8b | When you have completed entering your itineraries for this date range in Travel Allowance click on Save Itineraries. See policy note. |
| 9b | Click Next |
| 10b | Click Next again |
| 11b | Click Create Expenses |

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| Policy Note: On day of departure /return, Travel Allowance is calculated at 100% of Per Diem rate for Single Day Per Diem and 75% for 1 st and last day of travel on Multiple Day Per Diem. Rates are based on the last business location of the travel day. <u>Single Day Per Diem</u> : Return Day – rate based on your last business travel location of the day. <u>Multiple Per Diem Days:</u> Departure Day – Rate is based on your LAST business stop of the day; Return Home Day – based on last business stop of the day. <u>Travel Allowances for a single day</u> where travel exceeds 50 miles from the home/office location and continuous travel is 12 hours or greater are calculated at 100% of Per Diem based on last business stop location. Travel Policy Note: Effective 7/1/13 incidental expenses are no longer included in Out of State Per Diem. | |
| Step 3: Add out-of-pocket expenses to the new expense report; Required fields have red bars | |
| 1 | On the New Expense tab to the right, search or scroll to locate the appropriate expense type and click on it. |
| 2 | Click on the calendar icon in the Transaction Date field, and then use the calendar to select the date of the transaction. |
| 3 | The purpose of the trip is populated from entering Step 1, Section 7. |
| 4 | Enter the merchant name for the expense in Vendor Name (i.e. Staples, FedEx) |
| 5 | Start entering the name of the city where the merchant was located in the City field. When the correct city and state (or country) appears select it |

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| Note: This field acts like a search field. To restrict the search to the US click the arrow next to “all countries” and select United States. | |
| 6 | Verify the Payment Type is correct. Click the arrow in the Payment Type field to choose from Out of Pocket or Company Paid |
| 7 | In the Amount field, enter the amount spent on the expense. |
| 8 | If you emailed, uploaded or faxed your receipt to Concur, click Receipt Store and drag the receipt to attach it to the expense item. |
| Note: Click the Personal Expense box for any personal and non-reimbursable items on the receipt See Travel Policy for Miscellaneous expenses-reimbursable and non-reimbursable | |
| 9 | Click Save. |
| Note: If your Agency uses Travel Advances please see Section 12 Using Special Features Attach Travel Advances to an Expense Report, Attach Travel Advance that exceeds actual Expense Report Total | |
| Section 12: Importing Company Credit Card Transactions into an Existing Expense Report | |
| 1 | Open the Expense Report |
| 2 | Click on Import |
| 3 | The Smart Expenses window opens. |
| 4 | Click the check box next to the Company Paid charges you want to add to the Expense Report. |
| 5 | Click on Import. |
| 6 | If prompted, select the “ To Current Report ” option. |



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| 7 | The expenses are imported to the Expense Report and are visible on the left side of the open Expense Report. |
| Section 13: Review or Edit an Expense Report | |
| 1 | In the Expense Reports (may be labeled Active Work for your agency) section of My Concur , click the name of the report that you want to review to open it. |
| 2 | Select the expense item you want to correct make the change and Save enter a new expense and Save or delete an incorrect entry. |
| 3 | To correct details for the overall Expense Report (such as reporting dates, etc.), select the Details Tab, then select Report Header from the dropdown menu. Make any changes and Save . |
| 4 | Click Save . |
| Section 14: Using Expense Special Features | |
| Add Personal Car Mileage | |
| 1 | On the New Expense tab, select Personal Car Mileage from the New Expense list. |
| 2 | Click the Transaction Date field and enter the date you drove this mileage. |
| 3 | Leave the From Location and the To Location fields, blank. These fields will update from Calculate Mileage . |
| 4 | Verify the Trip Type from the Report Header. |
| 5 | Select the appropriate personal car in |

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| | the Vehicle ID field; generally Personal Car-Tier I or Personal Car – Tier II |
| 6 | Click on the Mileage Calculator icon. Enter <u>all</u> the waypoints for your trip that day – start to last travel location. |
| <p>Note: <i>When entering a single day of a multi-day trip start may be where you left from that travel day and end where you spent the night that travel day.</i></p> <p>Note: <i>You can enter a city and state without an address. The system will calculate mileage to the center of the location. Adjust mileage on the actual expense if needed. See note at end of this section on mileage differences.</i></p> | |
| 7 | Enter the final destination of the day or click Make Round Trip to show final destination the same as the starting destination. |
| 8 | Click the box Deduct Commute to deduct a one way commute. |
| <p>Note: <i>The first time you enter Personal Car Mileage you will enter your home and office address in the Deduct Commute box. You only have to enter home and office data once.</i></p> | |
| 9 | To make this a round trip commute deduction, click Deduct Round Trip . |
| 10 | Click Add Mileage To Expense to update the expense report. |
| <p>Note: <i>If your actual mileage was different than the calculated mileage due to detours, locations with no address, etc., add this mileage to the calculated distance in the expense amount box and <u>make a note in the comments box</u>. Failure to enter an explanation may result in your expense report being rejected.</i></p> | |
| Allocate Expenses | |
| New Allocation | |
| 1 | Complete all expenses as usual. |

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| 2 | Click Details tab and select Allocations from the dropdown list. |
| 3 | Select the expense(s) you wish to allocate from the Expense List. You may choose multiple or all the expense items. |
| 4 | In the upper right hand corner of the window, click Allocate Selected Expenses . |
| 5 | In the Allocate By field, enter the appropriate Percentage or Amount . |
| The coding information that appears on the line displayed is your default from the HCM system. | |
| Note: <i>To use an existing saved Favorites allocation go to Step 9b.</i> | |
| 6 | Click Add New Allocation to add a new line. You may adjust the amount or percentage to suit your needs. |
| 7 | Click in the fields requiring the coding adjustment (Department, Program, Fund Source, etc) and then make the necessary adjustments. You may use the lookup or enter the information if you know it. <i>Add new allocations as necessary. Default information is in the first row of the allocations.</i> |
| 8 | Click Add New Allocation , and then repeat steps 6-7 for each new allocation. <i>Note that there is a running total of how much remains to be allocated to the right of the window title (Allocations).</i> |
| 9 | To save this allocation to reuse again click on the Add to Favorites tab |
| 10 | Enter a name for the Allocation in the Add To Favorites dialogue box that |



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| | opens. |
| 11 | Click Save |
| 12 | Click Save again, click OK |
| 13 | In the Allocate Report window, click Done . |
| To used a saved Allocation to allocate expenses | |
| 9b | Click on the Favorites Tab |
| 10b | Select the appropriate saved Allocation from the drop down list. |
| 11c | Click Yes in the Confirmation dialogue box that opens. |
| 12c | Click Save , and then click OK . |
| 13c | I In the Allocate Report window, click Done . |
| Convert Foreign Currency Transactions | |
| 1 | Click New Expense |
| 2 | On the New Expense tab select the appropriate expense type. |
| 3 | Complete all required fields as usual <i>except Amount</i> . |
| 4 | In the Amount field, enter the amount spent on the expense. |
| 5 | Select the "spend" currency from the dropdown list to the right of the Amount field. |
| 6 | Click the appropriate mathematical symbol (multiply or divide) to change the conversion format, if required. |
| Note: You can override the currency conversion rate to match the rate on your receipt by entering the correct data | |
| 7 | Click Save |

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| Itemize Nightly Lodging Expenses | |
| Step 1: Itemize nightly lodging expenses | |
| 1 | For a new item on New Expense tab select the Hotel expense type OR For an item imported into the expense Report from a Completed Trip Itinerary click on the Hotel expense item to be itemized. |
| 2 | Click on the Transaction Date field and use the calendar to add or correct the date of the transaction (invoice date. |
| 3 | Verify or select the vendor from the Vendor dropdown list. |
| 4 | Enter location of hotel in City . (i.e. Moultrie, GA) |
| 5 | Verify the Payment Type . |
| 6 | In the Amount field, enter the total amount on the hotel receipt. |
| 7 | Click Itemize . |
| 8 | The Check Out date should be filled in from the 1 st entry screen. You can change it here. |
| 9 | Enter the Check-in Date from the receipt. The number of nights field will update from the dates entered. |
| 10 | In the Room Rate field, enter the amount you were charged per night for the room only. |
| 11 | In the Room Tax fields, enter the amount of each room tax that you were charged. |
| Note: For In State lodging only any <i>Occupancy Tax</i> is NOT entered in Taxes, | |

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| 12 | Go to Additional Nightly Charges and from the drop down menu in Expense Type select Occupancy Tax (in the Lodging section) and enter the daily amount of the Occupancy Tax in the amount field. |
| 13 | Any Additional Charges (Daily recurring charges) are added in the next available field. From the Expense Type drop down menu, select the appropriate expense type. |
| 14 | In the Amount field, enter the amount of the epense. |
| 15 | Click Save Itemizations . |
| Step 2: Add any remaining lodging itemizations | |
| 1 | If the Amount Remaining displayed at the top of the Expense tab on the right is more than zero, you have amounts not itemized. You may have a few expenses that were charged but were not nightly charges to enter this way. |
| 2 | Click the Expense Type dropdown arrow, and then select the appropriate expense from the dropdown list. |
| 3 | Enter the amount of the expense in the Amount field. Check the Personal Expense box if this is a personal non-reimbursable expense on the receipt. |
| 4 | Click Save . |
| 5 | Repeat steps 1-4 until the Remaining Amount equals \$0.00 |



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| Attach Cash Advances to an Expense Report | |
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| <i>Note:</i> Not all Agencies offer Cash Advances. | |
| 1 | Open the Expense Report, click on the Details tab and under Cash Advances heading on the menu, select Available |
| 2 | Click the box(es) next to the Cash Advance applicable to this Expense Report. Multiple Cash Advances can be applied. |
| 3 | Click Assign Cash Advance to Report . |
| <i>Note:</i> The Cash Advance does not appear in expenses at this point. To view, click Details tab and select Assigned under Cash Advances to display, and view any amount due. | |
| <i>Note:</i> Please read the Statewide Travel Advance Policy – OPB. A link to this OPB Policy is on the SAO website | |
| Account for a Cash Advance that Exceeds Actual Expenses Reported. | |
| 1 | After assigning the Cash Advance to the Expense Report the Cash Advance Return expense item appears in the Expense Types list on the New Expense tab. Select Cash Advance Return. |
| 2 | A grid appears displaying the amount of the Cash Advance and the amount due back to the State. |
| 3 | Enter the date you returned the unused portion to your Agency in the Transaction Date field and the amount returned in the Amount field. |
| 4 | Attach any documentation for the return of the unused portion utilizing the Attach Receipt button or fro Receipt Store. |
| 5 | Click Save . |

| <i>Note:</i> Please read the Statewide Travel Advance Policy – OPB. A link to this OPB Policy is on the SAO website . | |
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| Detach Cash Advance from an Expense Report | |
| 1 | Open the Expense Report |
| 2 | Click on the Details tab and under Cash Advances select Assigned . |
| 3 | Click the box next to the Cash Advance to be detached and click Remove From Report . <i>Note:</i> This <u>does not</u> delete the Advance, just removes it from association with this Expense Report. |
| Add Attendees to Group Meals | |
| 1 | On the New Expense tab, select the Group Meals expense. |
| 2 | Click the Transaction Date field, and then enter the date (mm-dd-yyyy) or use the calendar icon to select the date of the transaction. |
| 3 | The Purpose of Trip field should be populated. |
| 4 | Enter the merchant name on the receipt into the Vendor field. Verify the City field is correct. |
| 5 | In the Amount field, enter the amount of the expense. |
| 6 | Scroll down to the Attendees Section. |
| 7 | To add a new attendee, click the  icon and select New Attendee . Complete the required fields, and then click Save or Save & Add Another . –OR– Click Favorites , select the attendees for this expense, and then click Add to Expense . -OR- |

| | Click the Search button. Enter your search criteria, select the attendee. Click Add to Expense . |
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| 8 | Click Save . |
| Copy a Single Expense | |
| 1 | On the Expense Report page, from the Expense List , select the checkbox next to the expense you wish to copy. |
| 2 | Click Copy |
| 3 | Click on the new expense. |
| 4 | Make all the necessary changes to the new expense. The date will increment one day from the item you copied. |
| 5 | Click Save . |
| Copy an Expense Report | |
| <i>Note:</i> If you have repetitive travel, or repeat a previous trip this can save you time. For some TTE users this will not be a viable tool. | |
| 1 | Click on the Expense tab. |
| 2 | Select View Reports |
| 3 | Click the check box next to the Expense Report you wish to copy. |
| 4 | Click Copy Report , |
| 5 | Enter a name for the new Expense Report. <i>Note:</i> The old name will be displayed but will be overwritten with the new name. |
| 6 | Enter the earliest date you will be entering expenses for on the new Expense Report in the Starting Date for Expense Entries on the New Report field. |
| 7 | Click OK . |



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| Note: Some expenses will NOT copy – such as Travel Allowances, Travel Requests, Cash Advances and receipts. You will see a brief message indicating whether all expenses copied or not. | |
| 8 | The new Expense Report opens. |
| 9 | Click on the Details tab and select the Report Header . |
| 10 | Correct the Trip Start Date and Trip End Date . |
| 11 | Correct any other fields in the Report Header that need adjustment. |
| 12 | Attach any approved Requests needed. |
| 13 | Click Save |
| 14 | The new Expense Report opens. |
| 15 | Add any Travel Allowances by clicking on the Details Tab and selecting New Itinerary and enter as usual. See Section 9, Step 2 of this document for details. |
| 16 | Look at the details on all expenses that copied. Make any corrections necessary. For example, dates, adjust the stops on personal car mileage, dates on hotel stays, etc. |
| 17 | Attach any receipts necessary. See Section 15: Attaching Receipts. |
| 18 | Attach and account for any applicable Cash Advances. See Attach Cash Advances section above in this Section. |
| Itemize Expenses | |
| 1 | On the Expense Report page, click the expense item you want to itemize (use multiple expense codes for same item) |
| 2 | Click Itemize . |

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| 3 | On the New Itemization tab, click the Expense Type dropdown arrow and select the appropriate expense from the dropdown list. |
| 4 | Complete all the required and optional fields such as Vendor , Transaction Date and Amount . |
| 5 | Click Save . |
| 6 | Repeat steps 3-5 until the Remaining Amount equals \$0.00. |
| Section 15: Attaching Receipts | |
| Fax receipts | |
| 1 | Open the Expense Report you want to fax receipts for. |
| 2 | Click the Print/Email tab and select *SOG Fax Receipt Cover Page . |
| 3 | Click Print . |
| 4 | Fax the printed cover page and receipts to the fax number on the page. Note: The Fax Cover page cannot be used for other expense reports. The bar code generated is exclusively for the Expense Report that generated the Cover Page. Complete instructions and the Fax Number are on the page. Allow 10-15 minutes for the receipts to process. |
| 5 | To verify the receipts were successfully attached, click the Receipts tab and select Check Receipts . |
| Attach scanned images of receipts | |
| 1 | On the Expense Report page, from the Receipts dropdown menu, select Attach Receipt Images . |
| 2 | Click Browse . Locate the files you want to attach. |

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| Note: Recommended that you create a folder on your PC to store your scanned receipts so you can easily locate them. | |
| 3 | Click the file, and then click on Open . |
| 4 | Repeat Step 2-3 for each file you want to attach.. |
| 5 | Click Close when finished |
| 6 | To view the attached receipts, click on the Receipts tab and select View Receipts . |
| Note: You can add multiple expense images to a single expense item. Each one is added separately using the Attach button. The system will ask if you want to append the image, say Yes. | |
| Attach Line Item Receipts from Receipt Store | |
| 1 | Click on Receipt Store . |
| 2 | Click on the appropriate receipt and drag it to the expense item you wish to attach it to and drop it. |
| 3 | Repeat Step 2 to add additional receipts to the same expense entry or to add receipts to other expense entries. |
| Manually Upload Receipts to Receipt Store | |
| 1 | Click on the Expense tab and select View Receipt Store . Note: No Expense Report needs to be open |
| 2 | Click on Upload |
| 3 | Click on Browse |
| 4 | Locate the receipt image file you wish to attach and click Open . |
| 5 | Click Upload . |
| 6 | Repeat steps 2-5 for each receipt image you want to add. |



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| 7 | <p>When done, click Close.</p> <p>The receipts are available for use on any Expense Report. When you drag a receipt from Receipt Store to an Expense Item, the file no longer appears in Receipt Store.</p> <p>You can upload receipts anytime Receipt Store is open, whether inside an Expense Report or not.</p> |
| Email Receipts to Receipt Store | |
| 1 | Verify your email address in Profile if you have not already done so. |
| 2 | Send the receipt (one at a time) via email to receipts@concur.com. |
| 3 | The receipts will appear in Receipt Store available for use. Please refer to the Receipt Store Set Up Manual for more details. |
| Delete a receipt image from a single expense item | |
| 1 | Open the Expense Report, |
| 2 | Hover over the green receipt icon to display the attached receipt images for that item. Click on Detach From Entry . |
| 3 | Click Yes in the confirmation box. |
| 4 | <p>The image is detached.</p> <p>Note: <i>Items with multiple receipt images attached will act as one image with multiple pages. Deleting will delete all the images attached to the item. You can add back any receipt images you do want attached.</i></p> |
| Delete ALL attached receipt images from an Expense Report | |
| 1 | Open the Expense Report, click on the Receipts tab and select Delete Receipt |

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| Images. | |
| 2 | Click Yes in the confirmation window. |
| <p>Note: <i>Do not try to delete <u>individual</u> attached receipt images from here.</i></p> <p><i>Deleting will delete ALL attached images. Detach an individual receipt from the expense entry line.</i></p> | |
| Section 16: Print, Submit or Recall Expense Reports | |
| To print a hard copy of your Expense Report | |
| 1 | Open the Expense Report |
| 2 | Click the Print/Email tab and select *SOG Detail Report . |
| 3 | Click Print to create a hard copy if desired. |
| <p>Policy Note: <i>Expense reports are to be submitted within 45 days of travel completion but it is recommended submitting within 10 days of your trip close.</i></p> | |
| <p>Note: <i>Reimbursements should be in the traveler's account, if on ACH, within 3 days after the expense report has been approved for payment by the Back Office.</i></p> | |
| To Submit an Expense Report | |
| 1 | Open the Expense Report |
| 2 | In the upper right of the Expense Report page, click Submit Report . |
| 3 | In the Final Review dialogue box, click Accept and Submit Report . |
| 4 | In the Report Submit Status window, click Close . |
| Correct and resubmit an Expense Report sent back by an approver | |
| 1 | Open the Expense Report from Expenses/View Expense Reports or from My Concur Active Reports |

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| 2 | Make the necessary corrections. |
| 3 | Click Save . |
| 4 | Click Submit Report |
| 5 | In the Final Review dialogue box, click Accept and Submit Report . |
| 6 | In the Report Submit Status window, click Close . |
| Recall a Submitted and Unapproved Expense Report | |
| 1 | Open the Expense Report from Expenses/View Expense Reports or from My Concur Active Reports |
| 2 | Click on the Recall tab. |
| 3 | The Expense Report is removed from your Approver's queue. You can make any changes and submit the report when done. |



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Section 17: Request Cash Advance

Note: If your agency does not allow Travel (Cash) Advances it will not appear under the Expense tab. If you need the Cash Advance in less than a week, so not process through TTE.

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| 1 | At the top of the My Concur page, click Expense . |
| 2 | Click New Cash Advance . |
| 3 | Enter a meaningful name for the Cash Advance in the Cash Advance Request Name field. |
| 4 | Enter the required amount in the Amount field. |
| 5 | Use the Comment field to provide any additional information to the Cash Advance Approver. |
| 6 | Click Submit at the bottom right of the entry window. |
| 7 | You can monitor the status of the Cash Advance Request from the My Concur home page. |

Section 18: Create Request (Travel Authorization)

Note: If your Agency does not require Pre-Trip Approval through TTE, it will not appear as a tab in TTE.

Create Request

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| 1 | In the Active Work section of the My Concur homepage, click on Request . |
| 2 | Click New Request . |
| 3 | Enter a meaningful name for the Request in Request Name . Include the travel dates in the name. (i.e. Banking Conference 0612 to 0618) |

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| 4 | Enter Start Date , End Date and Purpose for the travel. |
| 5 | Click Save |
| 7 | Click the Air , Car , Hotel , Meals or Misc icon to enter estimated costs for each segment of the anticipated travel. |
| 8 | Enter an estimated dollar amount of the travel cost for the segment you are entering. For air, you will need to select Round Trip, One way or Multi-Segment. Any required fields are indicated by a red bar. |
| Note: Do not combine requests in one icon. Select each icon type and enter estimated amounts for each expense type. | |
| 9 | Click Save after completing each segment (Air, Car, Hotel, etc.) |
| Note: You cannot change or delete a Request once you submit it for approval unless the approver returns it to you for change. | |
| 10 | Click Submit Request to forward for Approval. |
| Modify Request Returned by Approver | |
| 1 | On the My Concur page, select the Request tab from the Active Work section. |
| 2 | Select the Request that has been returned by an Approver. The return is indicated in the Status field as well as with an orange icon |
| 3 | Make any necessary changes requested by the approver in the Comments. You can change header or segment information. |
| 4 | Click on the Segments tab to update |

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| | segment information.. Scroll through the entries. You will see a Modify and Delete button for each segment. Modify allows you to change a segment and Delete allows you to delete a segment. You can also add a new segment, by clicking on one of the segment icons (Air, Car, Hotel, etc.) |
| 5 | Click Submit Travel Request to resubmit the request with the required changes. |
| <i>The following Sections are for Approvers Only. If you are not an approver, you will not be able to access these queues with your login.</i> | |
| APPROVERS | |
| Section 19: Review & Approve Expense Reports, Requests or Cash Advances. | |
| Please see the Approver's Handbook available in the Reference Manuals section of the TeamWorks Travel and Expense Training page of the SAO website. | |