

TeamWorks

Travel and Expense

Powered By Concur Technologies

**Local TTE
Administrator:**
Handbook Binder



Includes the following sections:

- TTE Shared User Administration Handbook
- TTE Proxy Logon Handbook
- TTE Cash Advance Handbook
- TTE Reporting Handbook

TeamWorks

Travel and Expense

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TTE Local Admin:

Shared User
Administration Handbook



Table of Contents

Section 1: Permissions	4
Section 2: Overview	4
User Administration in Travel, Expense and Request	4
User Administration Related Roles and Access.....	5
Role Assignment Related Roles and Access	5
Segregating the User Administration Duties.....	6
Two Frameworks for User Permissions	6
Two Methods of Managing Roles in User Permissions	6
The Password Manager Roles.....	7
Suppressing Access to the Password Function	7
Available Standard Permissions and Roles	8
Expense Tab:.....	8
Request Tab (Used if Request is configured for your Agency).....	11
Reporting on User Changes	11
Viewing as Report Detailing Changes Made to an Employee	11
Before You Begin.....	12
Section 3: User Administration Page	12
Accessing User Admin.....	12
Searching for Existing Users	13
Searching for Employees Without Managers.....	13
Searching for Test Users	13
Adding New Users:	18
Modifying Existing Users	18
Update General User Information	18
Update Mobile Settings –.....	21
To update mobile settings:	21
Add or Change Request Preferences	21
Add or Change Expense Preferences	22
Add Expense Delegates.....	23
Reactivating a User	25
Section 4: User Permissions	26
Accessing the User Permissions Page.....	26
Managing Roles by User Name	27
Managing Roles by Role	31

Document History

Date	Notes/Comments/Changes
02/07/12	First release of SOG Local Administrator Shared User Administration Handbook. Adapted from Concur Technologies, Inc. materials.
03/31/12	Updated for software updates: new Report Detailing Changes Made to an Employee , change in Delegate window in screenshots, new note on Expense Cash Administrator role. Also, enhanced Document History section, updated and increased screen shots in Section 4: User Permissions to improve clarity.
11/07/13	Updated branding, changed references from Travel Request to Request, renamed document TTE Local Administration: Shared User Administration Handbook.

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[11/07/13]

User Administration

Section 1: Permissions

The TTE Local Travel Administrator is given permission to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a Local Travel Administrator needs to use this feature and does not have the proper permissions, he/she should contact the GA Travel Global Administrator through the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Also, the Local Travel Administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Section 2: Overview

The **User Administration** page is used by Expense and Request Administrators to manage users and modify user profiles. The **User Administration** page contains the fields used on the Employee Profile form in Expense and/or the Travel Preferences fields from Travel. The fields displayed will vary depending on the user role selected for the user.

NOTE: The User Administrator can be restricted from editing his/her own user profile. To enable this setting, contact the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

NOTE: The **User Permissions** functionality allows administrators to assign Travel, Expense, and Request user roles. This feature is available to users with the Role Administrator Expense role or Permissions Administrator.

NOTE: This handbook covers the functionality of User Administration and User Permissions links at the Agency Local Administrator level.

User Administration in Travel, Expense and Request

Administering users can now be controlled by the type of user, allowing for administrators that can access only Travel users, and administrators that can access only Expense or Travel Request users. Please note that the Travel Request functions have not been adopted by all agencies.

NOTE: This feature does *not* prevent the client from administering all types of users at one time under a single role; instead this feature provides an *additional* method of dividing the responsibility of administering users to make supporting large groups manageable.

User Administration Related Roles and Access

The **Employee Administrator** (Expense) user has access to the User Administration menu item and access to the Expense and Travel Request-related users (where applicable) and functions:

- Expense/Request user search
- Expense/Request User role check boxes
- Expense/Request Approver role check boxes
- Expense/Request Settings
- Primary fields on the **User Details** page
- Can view users from their assigned employee groups and employee group configurations when using the Expense Advanced Filters

The **User Administration** (Travel) user has access to the User Administration menu item and access to the Travel-related functions:

- Travel user search
- Travel Wizard User role check box
- Travel Settings
- Primary fields on the **User Details** page
- Can view users within their agency

TIP: Provide *both* the Employee Administrator and the User Administration roles for administrators that need access to Travel and Expense users.

Role Assignment Related Roles and Access

When assigning either the *Role Administrator* or *Permissions Administrator* roles, keep in mind the following logic used by the system to assign the role within other modules as well.

Role Administrator: The **Role Administrator** role has access to the User Permissions menu item and access to the **Expense**, **Request**, and **Reporting** tabs.

- **ASSIGN:** Assign from the **Expense** or **Request** tab. Assigns *Role Administrator* to the specified user, and additionally assigns the *Permissions Administrator* role under Travel.
- **REMOVE:** Remove from the **Expense** or **Request** tab. Removes the role from all excepting the *Permissions Administrator* role under Travel.

Permissions Administrator: The **Permissions Administrator** role has access to the User Permissions menu item and access to the **Travel** tab.

- **ASSIGN:** Assign from the **Travel** tab. Assigns *Permissions Administrator* to the specified user, Travel only.
- **REMOVE:** Remove from the **Travel** tab. Removes *Permissions Administrator* from the specified user, Travel only.

TIP: Provide both the Employee Administrator and the User Administration roles for administrators that need access to Travel, Expense, Request, and/or Invoice users

Segregating the User Administration Duties

Best Practice for user security is to segregate the duties for:

- Assigning roles to users
- Maintaining user roles and preferences

! **IMPORTANT:** An administrator should **not** be able to create a user **and** assign the user roles.

These roles allow segregation of these duties:

- **Employee Administrator/User Admin:** Provides access to the User Administration function; can only assign the basic user roles using the check boxes on the User Details page.
- **Role Administrator/Permission Admin:** Provides access to the User Permissions function.
- **User Maintenance/Employee Maintenance** (Travel and all else, respectively): Provides access to the User Permissions function, but without the ability to create a new user account.

Two Frameworks for User Permissions

How User Permissions are named and managed depends on the module:

- **Permissions:** Travel related roles are called *permissions* and are managed from the Travel tab of the **User Permissions** page.
- **Roles:** Expense, and Request-related roles are called *roles* and are managed from the Expense and Request tabs of the **User Permissions** page.

Two Methods of Managing Roles in User Permissions

Roles can be managed by two different methods:

- **By User Name:** The administrator searches for the desired user, then selects the user and the roles to assign.
- **By Role:** The administrator searches for the desired role, then selects the users to assign the role to.

The interface of the **User Permissions** page changes depending on the method selected. However, it always contains the following elements:

- Method selection box
- Search area
- User/Role selection box

- Dual lists of roles or users
- Group area

The Password Manager Roles

Some agencies need a user role that can update user passwords but does not have other user administration access. To answer this need, two standard roles are available, both called Password Manager. One role is available to clients with Travel, and one is available to clients with Expense/Request.

Clients with Travel and either Expense or Request can choose how to limit access to users by assigning one or both roles:

- The role on the **Travel** tab of **User Permissions** will grant access to the users with the Travel feature enabled. Travel settings are set to use Divisional Access, the user will only be able to view and update users in their agency.
- The role on the **Expense** or **Request** tab of **User Permissions** will grant access to the users with Expense or Request enabled. The administrator can select the Expense groups (Request uses Expense groups) the user has access to when assigning the role.
- If both roles are assigned, the user will be able to view and update users that match their Travel divisional access (if enabled) and selected Expense group (Request uses Expense groups).

NOTE: The users with Travel and either Expense or Request have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications.

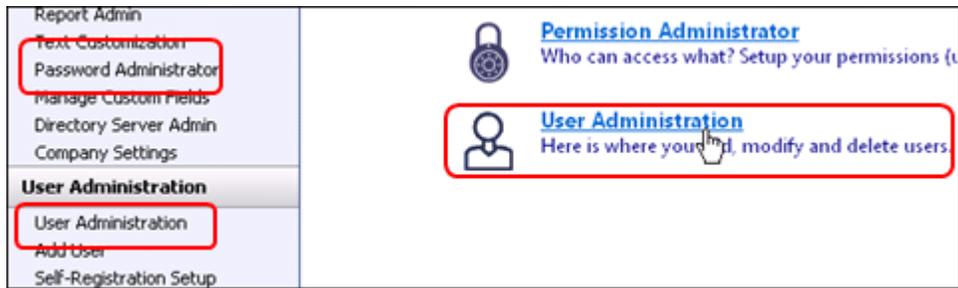
Users with these roles will see the **Password Manager** link on the **Company Administrator** page. These roles have the following access in **Password Manager**:

- User search functionality found on the **User Administration** page.
- Modify access to the Password fields on the **User Details** page.
- Read-only access to the Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email fields on the **User Details** page.

All other fields on the **User Details** page are hidden.

Suppressing Access to the Password Function

A module property is available that can prevent any password changes within Concur. If the property setting is ON, all password fields in Company Admin (User Administration or Password Administrator) become non-editable (deactivated):



Available Standard Permissions and Roles

The following lists contain the available permissions and roles for Expense, Travel, and Intelligence. The roles are separated into tables based on the tabs in User Permissions.

Expense Tab:

Expense Tab		
Role	Description	Product Area
Attendee Administrator	The user assigned this role can view, modify, and activate or deactivate any attendee record in the system.	Expense
Attendee Administrator (Read only)	The user assigned to this role is considered a read-only auditor. The user can access and view but not modify and activate or deactivate an attendee record in the system.	Expense
Authorization Request Administrator	The user assigned this role: <ul style="list-style-type: none"> Can view and update authorization requests within Authorization Request Administrator Cannot delete authorization requests 	Authorization Request Administrator
Authorization Request Approver	The user assigned this role can approve authorization requests within an assigned group.	Expense
Cliqbook User	The user assigned this role has the Travel Reservation link appear on Concur Central. Clicking that link launches Travel to be able to book the user's travel. This role only appears if you have the Travel service enabled.	Travel
Concur Mobile User	<i>Do not use; is not associated with Concur mobile app.</i>	

Expense Tab		
Role	Description	Product Area
Cost Object Approver	Allows the user to be a cost object approver. NOTE: This is not in the TTE configuration.	Expense
Employee Administrator	The user assigned this role can add and manage employees, including assigning roles, delegates, and Expense/Payment preferences. The user can only assign the basic user roles (Expense User, Travel User), using the check boxes on the User Details page. They may also view and optionally edit and register cars on behalf of a user. Refer to the <i>User Administration in Expense and Request</i> section of this guide for more information about assigning roles.	User Administration
Employee Administrator (Read Only)	The user assigned to this role is considered a read-only auditor. The user can view but not add or edit employee records. Refer to the <i>User Administration in Expense and Request</i> section of this guide for more information about assigning roles.	User Administration
Employee Maintenance	The user assigned this role manage employees, including assigning roles, delegates, and Expense/Payment preferences. However, they cannot create a new user account. Refer to the <i>User Administration in Expense and Request</i> section of this guide for more information about assigning roles.	User Administration
Expense Approver	The user assigned this role can approve expense reports within an assigned group. NOTE: This approver is also automatically assigned as the Travel Approver if the employee is a Travel user.	Expense
Expense Cash Advance Administrator	The user assigned this role can view, issue, and manage cash advance requests. NOTE: Select the Send Cash Advance Pending Issuance Emails check box to alert this user that they have pending cash advance issuance tasks.	Cash Advance Administrator

Expense Tab		
Role	Description	Product Area
Expense Processor	<p>The user assigned this role:</p> <ul style="list-style-type: none"> • Can view and update expense reports within Expense Processor • Cannot delete expense reports <p>The Access for Processor field limits the reports the processor can view to these options:</p> <ul style="list-style-type: none"> • Display all reports excluding returned reports • Display all reports including returned reports • Display only reports pending processor step and beyond 	Process Reports (current user interface)
Expense Proxy Logon	The user assigned this role can log on to Expense and act as a proxy user for other employees within an assigned group.	Expense
Expense User	The user assigned this role can create and submit expense reports. This user can also create and submit authorization requests and cash advances if those features are used by the user's company.	Expense
Password Manager	<p>Allows user to update passwords for Expense users</p> <p>User will have read only access to the following fields on the User Details page in User Administration: Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email.</p> <p>Preventing Access: A module property is available to restrict this role from changing passwords - contact Concur directly to have the <i>Password Access Restriction</i> feature activated.</p> <p>NOTE: The users with Expense and/or Travel have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications.</p>	User Administration
Role Administrator	<p>A user assigned this role can access the Expense tab of User Permissions.</p> <p>Refer to the <i>User Administration in Travel, Expense, Invoice, and Travel Request</i> section of this guide for more information.</p>	User Permissions

Expense Tab		
Role	Description	Product Area
Travel and Expense User	The user assigned this role can access Concur. The user requires an additional role (Expense User, Travel User, etc) to access Concur products.	
Travel and Expense Pilot User	<i>Do not use - this role is retired</i>	

Request Tab (Used if Request is configured for your Agency)

Travel Request Tab		
Role	Description	Product Area
There are several other roles available on the Request tab. The roles are shared with Expense. For a definition of each, refer to the Expense roles.		
Request Approver	The user assigned this role can approve travel requests within an assigned group.	Requests
Request User	The user assigned this role can create and submit travel requests.	Requests
Request Administrator	This is one of the processor roles. The Concur client assigns this role to one or more of its own employees. This processor can view and fully manage virtually all travel requests.	Travel Request
Request Auditor	This is one of the processor roles. This is a read-only role. The Concur client assigns this role to TMC's, to its own internal travel agent(s), or to any other user that needs read-only access to travel requests.	Travel Request

Reporting on User Changes

Changes to user details and roles are logged and reportable to the Global Travel Administrator.

Viewing as Report Detailing Changes Made to an Employee

The integrated Travel and Expense user can draw on reports available in Travel to determine changes made to an employee, such as a password change. To do this, the user must be assigned the desired reports by the Global Report Administrator (in Travel)

Before You Begin

Before using the **User Administration** page the Employee Profile form must be configured.

Section 3: User Administration Page

This feature requires the User Administrator employee role.

Accessing User Admin

1. Select **Administration > Company Admin**. The **Company Administration** page appears.

NOTE: The **Administration** tab will not appear unless the employee has the appropriate role assigned. Your window only contains options you have permissions for and may not have all the options shown below.

2. Click **User Administration**.

The screenshot shows the 'Company Administration' page. The 'Administration' tab is selected in the top navigation bar. The 'User Administration' link in the left sidebar is circled in red. The main content area displays search filters for 'User List for company: VerbThrasher'. The filters include 'Show Filters', 'Use Travel Advanced Filters', 'Use Expense Advanced Filters', 'Manager', 'Org Unit', 'Location', 'User Status', 'Max Results', 'Search Text', 'Search What', and 'Columns To Display'. There are 'Search' and 'Reset' buttons and an alphabetical index at the bottom.

The screenshot displays the 'User List for company: Your Agency Name Appears Here' interface. At the top left, there are links for '+ Add New User' and 'Import Users'. A 'Show Filters' checkbox is checked. The 'Filters' section includes radio buttons for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters', with the latter selected. Below this are dropdown menus for 'Manager' (set to 'All Managers') and 'Employee Group Configuration' (set to 'All Users I Can Access'). Further down, there are dropdowns for 'User Status' (set to 'Active') and 'Max Results' (set to '25'). A 'Search Text' input field and a 'Search What' dropdown (set to 'Name, Email, Log-in') are also present. A 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. At the bottom of the filter section are 'Search' and 'Reset' buttons. Below the filters is a horizontal bar with letters A through Z for navigation. At the very bottom, a message reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

Searching for Existing Users

The User administrator can search for existing Travel or Expense users. Users with access to both applications will appear in either search.

Searching for Employees Without Managers

The **Managers** field in the search options is used to find employees that do not have a manager/approver assigned.

- When **Expense Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have an Expense manager/approver to display.
- When **Travel Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have a Travel manager/approver to display.
- Select the **All Managers** option in the **Managers** field to display users regardless of whether they have a manager assigned.

Searching for Test Users

The Expense Test Users field in the search options is used to include or exclude employees of type *Test User* if any users of this type exist in the system (that is, it will not appear is the system does not detect one or more Test Users).

- **All Users:** The filter is ignored, and all test users are returned.
- **Exclude Test Users:** Return the search results without including any Test Users.

- **Only Test Users:** Include only Test Users in the results of the search.

▶ **TO SEARCH FOR EXPENSE USERS:**

1. Select the **Show Filters** check box to view the search fields. (This is the default.)

The screenshot shows the 'User List for company: Your Agency Name Appears Here' interface. At the top left, there are links for 'Add New User' and 'Import Users'. Below these, the 'Show Filters' checkbox is checked and highlighted with a red box. The 'Filters' section contains two radio buttons: 'Use Travel Advanced Filters' (unselected) and 'Use Expense Advanced Filters' (selected). Below the radio buttons are dropdown menus for 'Manager:' (set to 'All Managers') and 'Employee Group Configuration:' (set to 'All Users I Can Access'). Further down, there are dropdowns for 'User Status' (set to 'Active') and 'Max Results' (set to '25'). A 'Search Text' input field and a 'Search What' dropdown (set to 'Name, Email, Log-in') are also present. At the bottom of the filters section, there are checkboxes for 'Columns To Display': 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. Below the filters are 'Search' and 'Reset' buttons, and a navigation bar with letters A through Z. At the very bottom, a message reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

2. Select **Use Expense Advanced Filters**.

This screenshot is identical to the previous one, but the 'Use Expense Advanced Filters' radio button is now selected and highlighted with a red box. The 'Use Travel Advanced Filters' radio button is now unselected. All other elements, including the 'Show Filters' checkbox, dropdown menus, search fields, and navigation bar, remain the same.

NOTE: The Expense Employee Administrator role is required in order to see the Expense search filters.

3. Enter the search criteria.

The screenshot shows the 'User List for company: Your Agency Name Appears Here' interface. At the top left are links for '+ Add New User' and 'Import Users'. Below these is a 'Show Filters' checkbox which is checked. The 'Filters' section contains two radio buttons: 'Use Travel Advanced Filters' (unselected) and 'Use Expense Advanced Filters' (selected). Below the radio buttons are two dropdown menus: 'Manager:' with 'All Managers' selected, and 'Employee Group Configuration:' with 'All Users I Can Access' selected. Further down are 'User Status' (dropdown with 'Active' selected) and 'Max Results' (dropdown with '25' selected). Below these are 'Search Text' (text input) and 'Search What' (dropdown with 'Name, Email, Log-in' selected). A red rounded rectangle highlights these search criteria fields. Below the filters is a 'Columns To Display' section with five checked checkboxes: 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID'. At the bottom of the filters are 'Search' and 'Reset' buttons. Below the filters is a horizontal bar with letters A through Z. At the very bottom, a message reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

4. Select the check boxes next to columns you wish to display; click **Search**.

This screenshot is identical to the previous one, but with a red rounded rectangle highlighting the 'Columns To Display' section, which contains five checked checkboxes: 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID'. A red arrow points from this section towards the 'Search' button located below the filters.

5. The information displays at the bottom of the screen. If your list is very long you may have to use the **A, B, C**, etc , **Next 25** or **Get All** links to refine your search.

Search Reset

A B C D E F G H I J K L M N O P Q R S T U V W X Y

Records 1-1 of 88 Records

Last / First	Employee Group Configuration	Email	Employee ID	Login ID	Manager	Profile
3_approver	State Accounting Office	approver3@SOG.GA.GOV	approver3	approver3@SOG.GA.GOV	4, approver	
Admin_IT	State Accounting Office	itadmin@SOG.GA.GOV	itadmin	itadmin@SOG.GA.GOV	-none-	

▶ **To search for Travel users:**

1. Select the **Show Filters** check box to view the search fields.

[+ Add New User](#) [Import Users](#)

Show Filters

Filters

Use Travel Advanced Filters Use Expense Advanced Filters

Manager: Org. Unit: Location:

User Status: Max Results:

Search Text: Search What:

Columns To Display

Login ID Manager Org. Unit Job Title

2. Select **Use Travel Advanced Filters**

3. Enter the search criteria.

4. Select the check boxes next to the desired columns to display; click **Search**.

5. The information displays at the bottom of the screen. If your list is very long you may have to use the **A,B,C**, etc , **Next 25** or **Get All** links to refine your search.

Last / First	Employee Group Configuration	Email	Employee ID	Login ID	Manager	Profile
3 approver	State Accounting Office	approver3@SOG.GA.GOV	approver3	approver3@SOG.GA.GOV	4, approver	
Admin, IT	State Accounting Office	itadmin@SOG.GA.GOV	itadmin	itadmin@SOG.GA.GOV	-none-	

Adding New Users:

NOTE: New users are automatically added during nightly integration with the HCM system.

Modifying Existing Users

Update General User Information

► **To update general User information:**

1. Select the **Show Filters** check box to view the search fields. (This is the default.)

The screenshot shows the 'User List for company: Your Agency Name Appears Here' interface. At the top left, there are links for '+ Add New User' and 'Import Users'. Below these, the 'Show Filters' checkbox is checked and highlighted with a red box. The 'Filters' section includes radio buttons for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters'. Below that are dropdown menus for 'Manager' (set to 'All Managers') and 'Employee Group Configuration' (set to 'All Users I Can Access'). Further down are 'User Status' (set to 'Active') and 'Max Results' (set to '25') dropdowns. A 'Search Text' input field and a 'Search What' dropdown (set to 'Name, Email, Log-in') are also present. The 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. At the bottom, there are 'Search' and 'Reset' buttons, a row of letters from A to Z, and a prompt: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

2. Select **Use Expense Advanced Filters**.

This screenshot is identical to the previous one, but the 'Use Expense Advanced Filters' radio button is selected and highlighted with a red box. The 'Show Filters' checkbox remains checked. All other elements, including the dropdown menus, checkboxes, and buttons, are in the same state as in the previous screenshot.

NOTE: The Expense Employee Administrator role is required in order to see the Expense search filters.

3. Enter the search criteria.

The screenshot shows the 'User List for company: Your Agency Name Appears Here' interface. At the top left are links for '+ Add New User' and 'Import Users'. Below these are 'Show Filters' and 'Filters' sections. The 'Filters' section includes radio buttons for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters'. Two dropdown menus are set to 'All Managers' and 'All Users I Can Access'. Below these are 'User Status' (Active) and 'Max Results' (25) dropdowns. A 'Search Text' input field is empty, and 'Search What' is set to 'Name, Email, Log-in'. The 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. 'Search' and 'Reset' buttons are at the bottom. A navigation bar with letters A-Z is visible, and a footer message reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

4. Select the check boxes next to columns you wish to display; click **Search**.

This screenshot is identical to the previous one, but with a red box around the 'Columns To Display' section and a red arrow pointing to the 'Search' button. The 'Search' button is highlighted in blue, indicating it is the next step in the process.

5. The information displays at the bottom of the screen. If your list is very long you may have to use the **A,B,C**, etc , **Next 25** or **Get All** links to refine your search.

In the results list, click on the name of the user you want to review.

User List for company: Your Agency Name Appears Here

Show Filters

Filters

Use Travel Advanced Filters Use Expense Advanced Filters

Manager: Employee Group Configuration:

User Status: Max Results:

Search Text: Search What:

Columns To Display

Login ID Manager Employee Group Configuration Email Employee ID

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Records 1 - 25 of 88 Records [Next 25 >>](#) [Get All](#)

Last / First	Employee Group Configuration	Email	Employee ID	Login ID	Manager	Profile
3_approver	State Accounting Office	approver3@SOG.GA.GOV	approver3	approver3@SOG.GA.GOV	4, approver	
Admin_IT	State Accounting Office	itadmin@SOG.GA.GOV	itadmin	itadmin@SOG.GA.GOV	-none-	
ADMIN_CA	State Accounting Office	CAADMIN@SOG.GA.gov	CAADMIN	CAADMIN@SOG.GA.gov	-none-	
admin2@SOG.GA.GOV	State Accounting Office	admin2@SOG.GA.GOV	admin2	admin2@SOG.GA.GOV	approver	

6. The user's details appear in a new screen. Review the user's information and make any needed updates. Click **Save**.

Travel Request User Travel Request Approver Expense User Expense Approver

CTE Login Name* (must be suffixed with a valid domain) Password* (Blank to leave unchanged) Verify Password*

approver3@SOG.GA.GOV

Title First Name* Middle Name Nickname Last Name* Suffix

approver 3

Account Activation Date: 04/20/2011 Account Termination Date:

Employee ID (required for Expense, Invoice or Request User) Email Address

approver3 approver3@SOG.GA.GOV

Update Mobile Settings –

To update mobile settings:

While editing user information, the **Mobile Settings** section may appear.



The screenshot shows a user interface with two sections: **Mobile Settings** and **Travel Settings**. In the **Mobile Settings** section, there is a checkbox labeled "Remote wipe mobile device" which is currently unchecked. The **Travel Settings** section is visible below but its contents are not shown.

Select the check box is appropriate.

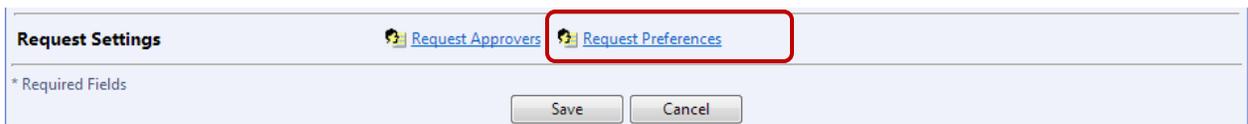
Note the following:

- The **Remote wipe mobile device** check box (in the **Mobile Settings** section) appears only for users who have completed the **Mobile Registration** page (entered a PIN).
- If an administrator selects this check box, the user's PIN is set to null (blank). The next time the user tries to log in, all cached device data is cleared.
- This flag will also be set automatically by the system if the user enters the wrong PIN five times. Consecutive failed attempts are tracked on the device. If the user exceeds five, the PIN is set to null (blank) and all cached device data is cleared.

Add or Change Request Preferences

▶ To add or change Travel Request preferences:

1. Click **Request Preferences** (in the **Request Settings** section).



The screenshot shows a navigation bar with the title "Request Settings" on the left and two links: "Request Approvers" and "Request Preferences". The "Request Preferences" link is highlighted with a red rectangular box. Below the navigation bar, there is a section labeled "* Required Fields" and two buttons: "Save" and "Cancel".

2. Select or clear the desired check boxes.

Travel Request Preferences for Terry Brown

Save

Select the options that define when the user receives email notifications. Prompts are pages that appear when the user selects a certain action, such as Submit or Print.

Send email when...

- The status of a request changes
- A request is submitted for approval

Prompt...

- For an approver when a request is submitted

4. Click **Save**.

Add or Change Expense Preferences

▶ ***To add or change Expense preferences:***

1. Click **Expense Preferences** (in the **Expense and Invoice Settings** section). The **Expense Preferences** window appears.

Expense and Invoice Settings [Approvers](#) **[Expense Preferences](#)** [Expense Delegates](#)

Expense Preferences for Daniel Brown

Save

Select the options that define when the user receives email notifications. Prompts are pages that appear when the user selects a certain action, such as Submit or Print.

Send email when...

- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval

Prompt...

- For an approver when an expense report is submitted

Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard

2. **Send email when...** Select or clear the desired check boxes for email notifications.

Prompt... The Prompt check box defaults and allows the user to select an alternate approver from the authenticated approvers list when needed.

3. Click **Save**.

Add Expense Delegates

▶ **To add Expense delegates:**

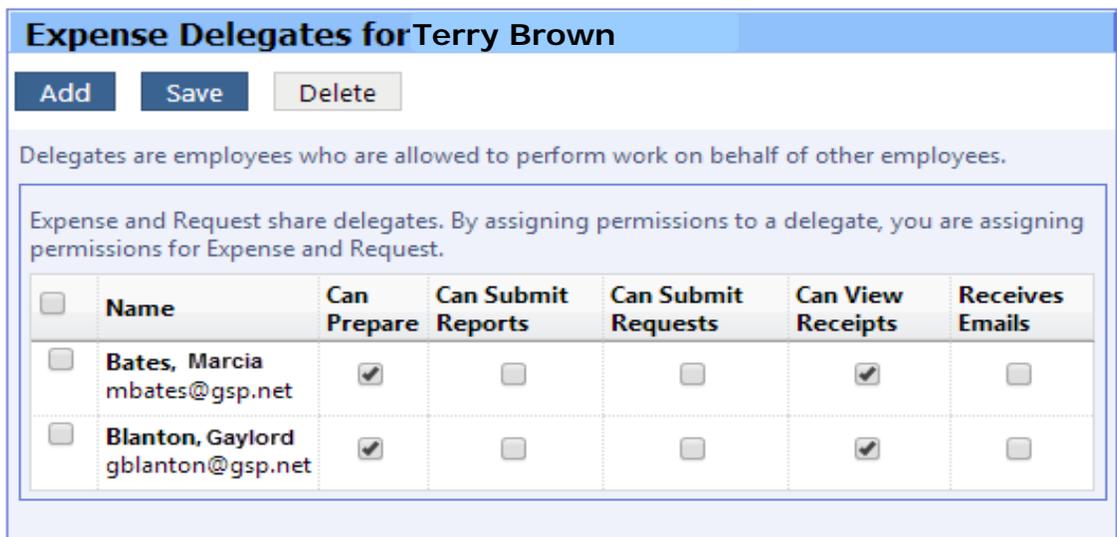
1. Click **Expense Delegates**.



2. The **Expense Delegates** window appears.



A screenshot of the top part of the 'Expense Delegates' window. It features two tabs: 'Delegates' (which is active) and 'Delegate For'. Below the tabs is a horizontal line.



A screenshot of the 'Expense Delegates for Terry Brown' window. At the top, there are three buttons: 'Add', 'Save', and 'Delete'. Below the buttons is a text box that reads: 'Delegates are employees who are allowed to perform work on behalf of other employees.' Underneath this is another text box: 'Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.' At the bottom is a table with columns for Name, Can Prepare, Can Submit Reports, Can Submit Requests, Can View Receipts, and Receives Emails. Two delegates are listed: Marcia Bates and Gaylord Blanton.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can Submit Requests	Can View Receipts	Receives Emails
<input type="checkbox"/>	Bates, Marcia mbates@gsp.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Blanton, Gaylord gblanton@gsp.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Click **Add**; a search field appears.

Delegates Delegate For

Expense Delegates for DaTerry Brown

Add **Save** Delete

Delegates are employees who are allowed to perform work on behalf of other employees.

Search by employee name, email address, employee id or logon id

Add **Cancel**

Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can Submit Requests	Can View Receipts	Receives Emails
<input type="checkbox"/>	Bates, Marcia mbates@gsp.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Blanton, Gaylord gblanton@gsp.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

NOTE: You can view who this employee is also a delegate for by clicking on the **Delegate For** tab.

- In the **Search by employee name, email address or logon id** field, type in the details of the desired delegate. As you type the list displays possible matches.
- Select the desired delegate from the list; click **Add**.
- Select the functions you will allow the delegate to perform.

Expense Delegates for Terry Brown

Add **Save** Delete

Delegates are employees who are allowed to perform work on behalf of other employees.

Expense and Travel Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Travel Request.

<input type="checkbox"/>	Name	Can Prepare	Can Submit	Can View Receipts	Receives Emails
<input type="checkbox"/>	Thornton, John thornton@audits.ga.gov	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Click **Save**.
- On the user detail page, click **Save**.

Reactivating a User

The administrator can activate a user that was previously deactivated on the User Details page. There are two common requirements:

- The existing user account needs to be reactivated. This means this employee will have one user account in Travel & Expense.
- A new user account needs to be created, using the original login and email address but keeping the original, now deactivated user. This means this employee will have two user accounts in Travel & Expense.

▶ **To reactivate a user account:**

1. Follow the steps in *To search for Expense users* or *To search for Travel users* above.
2. In the results list, click the name of the user that you want to review. The user's details appear.

The screenshot shows the Concur user administration interface. The top navigation bar includes 'My Concur', 'Travel', 'Expense', 'Invoice', 'Reporting', 'Administration', 'Profile', 'Help', and 'Log Out'. The 'Administration' tab is active, showing sub-tabs for 'Company Admin', 'Travel System Admin', 'Report Admin', 'Expense Admin', 'Expense Tools', and 'Invoice Admin'. The main content area is titled 'Company Administration' and contains a 'Company Admin Home' link, a list of roles (Travel Wizard User, Expense User, Expense Approver, Invoice User, Invoice Approver), and a form for user details. The form includes fields for 'CTE Login Name', 'Password', 'Verify Password', 'Title', 'First Name', 'Middle Name', 'Nickname', 'Last Name', 'Suffix', 'Account Activation Date', 'Account Termination Date', 'Employee ID', and 'Email Address'. The 'Account Termination Date' field is highlighted with a red box. The 'Email Address' field contains the value 'BeaAllen@TechPubs-AUTO-SEL-26-1093534.com'.

3. Clear the **Account Termination Date** field.

A process runs during the Overnight Processing Period that will activate the user. The user will be able to log in after the process has run.

NOTE: You cannot use the Concur Standard Employee Import to reactivate a terminated user. Reactivation must be done using the User Administration tool. Attempting to reactivate an employee using the Concur Standard Import where the imported employee has the same Login ID or Email address as an existing terminated user will result in a failure in the import process. Once you reactivate the employee using the User Administration tool, you may use the Concur Standard Employee Import to make updates to the user's information.

Section 4: User Permissions

The User Administrator can assign basic user permissions using the User Role checkboxes on the User Details page. The administrator can assign the full list of permissions using the **Permission Administrator** page.

Accessing the User Permissions Page

The **User Permissions** page displays tabs for all configured Concur products, such as Travel, Expense or Request

► **To access the User Permissions page**

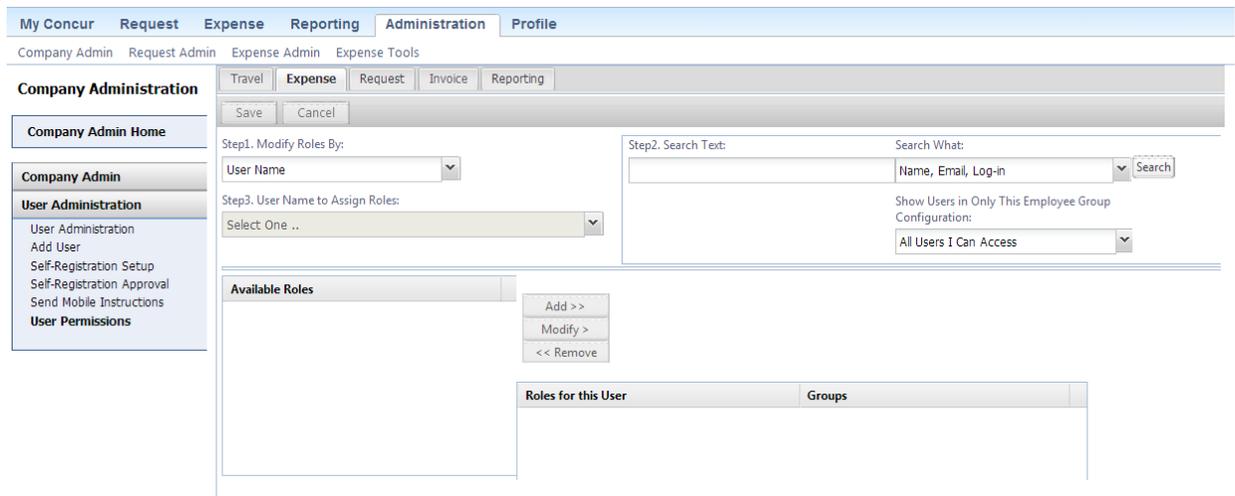
1. Select **Administration** tab.



2. Click **Permission Administrator** in the middle of the screen.



The **User Permissions** page appears.



Managing Roles by User Name

The Permissions administrator can select users by name, then assign or remove the available roles.

▶ **To add a role by user name:**

1. **Step 1:** On the **User Permissions** page, select **Modify Roles By:** > **User Name**.

The screenshot shows the 'User Permissions' interface. At the top, there are tabs for 'Travel', 'Expense', 'Request', 'Invoice', and 'Reporting'. Below the tabs are 'Save' and 'Cancel' buttons. The main area is divided into two columns. The left column contains 'Step1. Modify Roles By:' with a dropdown menu set to 'User Name', and 'Step3. User Name to Assign Roles:' with a 'Select One ..' dropdown. The right column contains 'Step2. Search Text:' with an empty text input, 'Search What:' with a dropdown menu set to 'Name, Email, Log-in', and 'Show Users in Only This Employee Group Configuration:' with a dropdown menu set to 'All Users I Can Access'. Below these fields are 'Add >>', 'Modify >', and '<< Remove' buttons. At the bottom, there is a table with columns 'Roles for this User' and 'Groups'.

2. **Step 2:** In the **Search Text** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list. Note that there are multiple options available the **Search What** field; simply click on the drop down to view them.

This screenshot is similar to the previous one but shows the 'Search What:' dropdown menu open. The menu lists several options: 'Name, Email, Log-in', 'Name, Email, Log-in', 'Email (exact match)', 'Last Name (exact match)', 'Log-in ID (exact match)', and 'Employee ID (exact match)'. Two red arrows point to the 'Search What:' dropdown and the 'Search' button. The rest of the interface is the same as in the previous screenshot.

The default "All Users I can Access" default setting in **Show Users in Only this Employee Group Configuration** will search the entire agency you are configured for.

When all criteria has been entered, click **Search**.

The screenshot shows the 'Expense' configuration window with the following fields and values:

- Step1. Modify Roles By: User Name
- Step2. Search Text: Fitzgerald
- Search What: Name, Email, Log-in
- Step3. User Name to Assign Roles: Fitzgerald, Donna S
- Show Users in Only This Employee Group Configuration: All Users I Can Access

The 'Available Roles' list includes:

- Attendee Administrator
- Attendee Administrator (Read Only)
- Central Reconciliation Processor
- Company Info Administrator
- Employee Administrator (Read Only)
- Employee Maintenance
- Expense Approver

The 'Roles for this User' list includes:

- Cliqbook User
- Concur Mobile User

Red arrows point to the 'Search' button, the 'User Name to Assign Roles' field, and the 'All Users I Can Access' dropdown.

- Step 3:** If there are multiple matches to the search criteria, select the person you need to update permissions for. In our example, there was only one match. Click on the arrow in the **User Name to Assign Roles** field then select the desired user from the list.

Select the desired role(s) in the **Available Roles** field. You can select more than one non-group aware role to assign. Only one group aware role can be assigned at a time.

Click **Add** to assign the role(s) to the user.

Click **Save** at the top of the window.

The screenshot shows the 'Expense' configuration window with the following fields and values:

- Step1. Modify Roles By: User Name
- Step2. Search Text: daniel
- Search What: Name, Email, Log-in
- Step3. User Name to Assign Roles: Arrington, Daniel K
- Show Users in Only This Employee Group Configuration: All Users I Can Access

The 'Available Roles' list includes:

- Expense Processor (highlighted with a red box)
- Expense Processor (Audit)
- Expense Processor Manager
- Expense Proxy Logon
- Expense Receipt Processor
- Fringe Benefits Tax Administrator

The 'Roles for this User' list includes:

- Cliqbook User
- Expense User
- Travel and Expense User

Red arrows point to the 'Save' button, the 'Expense Processor' role, and the 'Add >>' button.

► **To remove a role by user name:**

1. On the **User Permissions** page, select **Modify Roles By:** > **User Name**.

The screenshot shows the 'User Permissions' interface. At the top, there are tabs for 'Travel', 'Expense', 'Travel Request', 'Invoice', and 'Reporting'. Below the tabs are 'Save' and 'Cancel' buttons. The main area is divided into several sections. On the left, 'Step1. Modify Roles By:' has a dropdown menu with 'User Name' selected. Below it, 'Step3. User Name to Assign Roles:' has a dropdown menu with 'Select One ..'. On the right, 'Step2. Search Text:' has a text input field. To its right, 'Search What:' has a dropdown menu with 'Name, Email, Log-in' selected and a 'Search' button. Below these are two large panels: 'Available Roles' on the left and 'Roles for this User' on the right. Between these panels are three buttons: 'Add >>', 'Modify >', and '<< Remove'. The 'Available Roles' panel is currently empty.

In the **Search Text** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list. Note that there are multiple options available the **Search What** field; simply click on the drop down to view them.

Click **Search**.

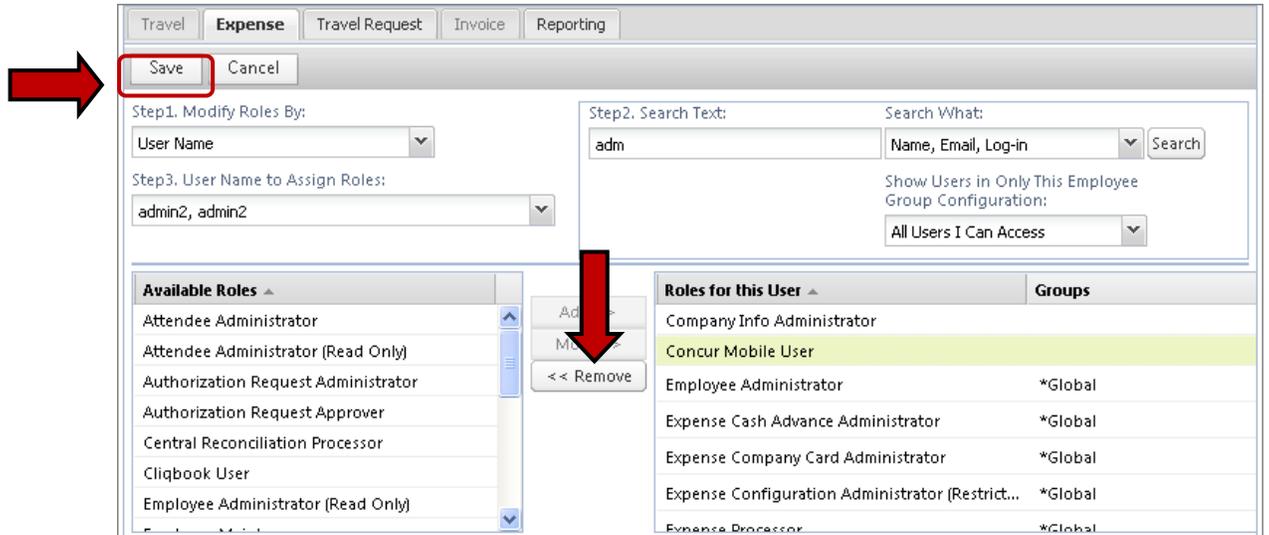
This screenshot shows the same interface as the previous one, but with the 'Search What:' dropdown menu open. The menu lists several options: 'Name, Email, Log-in' (highlighted), 'Name, Email, Log-in', 'Email (exact match)', 'Last Name (exact match)', 'Log-in ID (exact match)', and 'Employee ID (exact match)'. Three red arrows point to the 'Search What:' dropdown, the 'Search' button, and the 'Search Text' input field.

- The results populate the **User Name to Assign Roles** field. Click on the drop down arrow to view. Select the desired user from the list in the **User Name to Assign Roles** field,

- Select the role you wish to delete in the **Roles for This User** field.

Roles for this User	Groups
Company Info Administrator	
Concur Mobile User	
Employee Administrator	*Global
Expense Cash Advance Administrator	*Global
Expense Company Card Administrator	*Global
Expense Configuration Administrator (Restrict...	*Global
Expense Processor	*Global

- Click **Remove** to remove the role from the user; click **Save**.

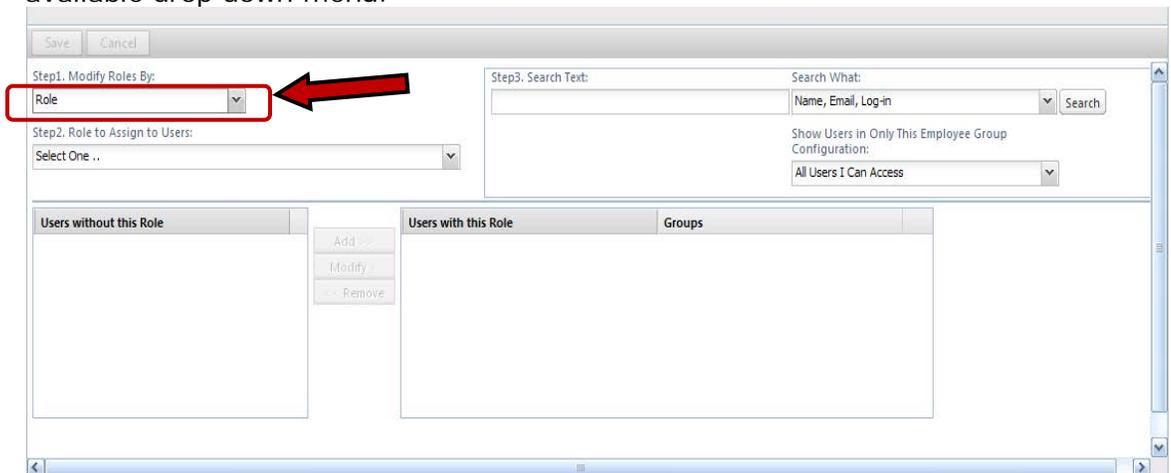


Managing Roles by Role

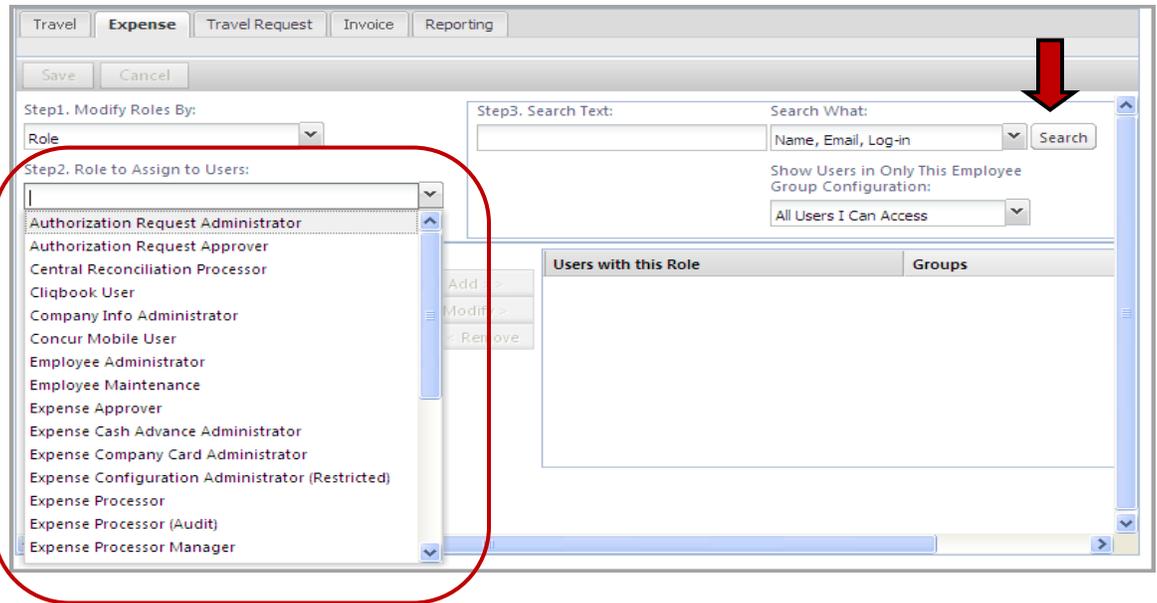
The Permissions administrator can select roles by name, view all users with the role, and assign users to the role.

▶ To add a role by role:

1. On the **User Permissions** page, select **Modify Roles By:** > **Role** from the available drop down menu.



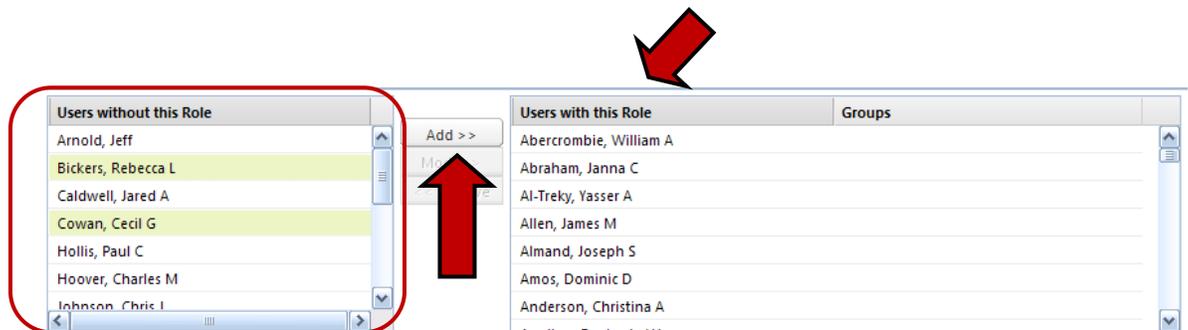
2. In the **Role to Assign to Users** area, select the desired role.
3. Click **Search**.



4. The **Users without this Role** and **Users with this Role** fields populate.

Select the desired user(s) in the **Users without this Role** field. More than one user can be selected when assigning the role.

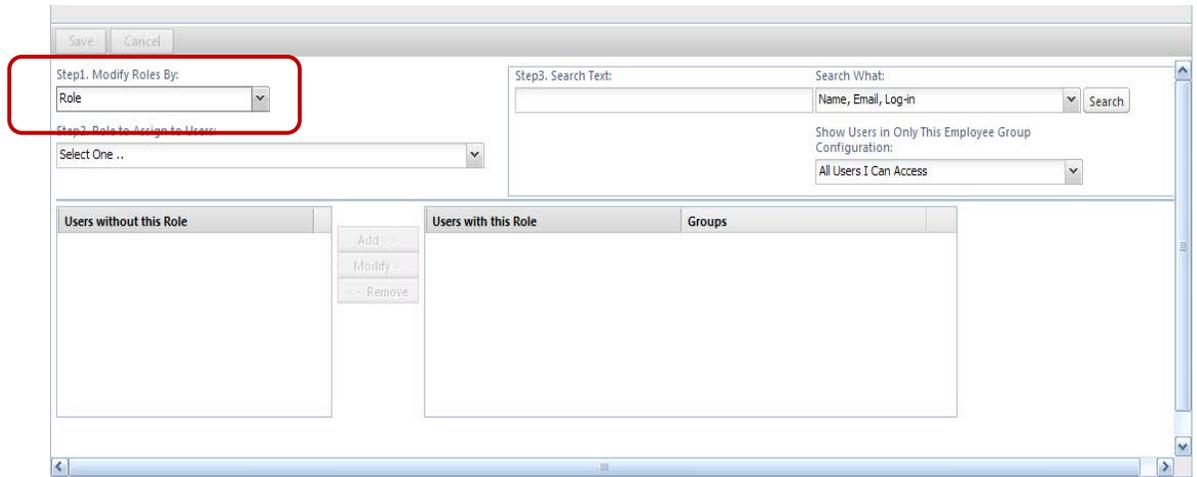
5. Click **Add** to assign the role to the user(s).



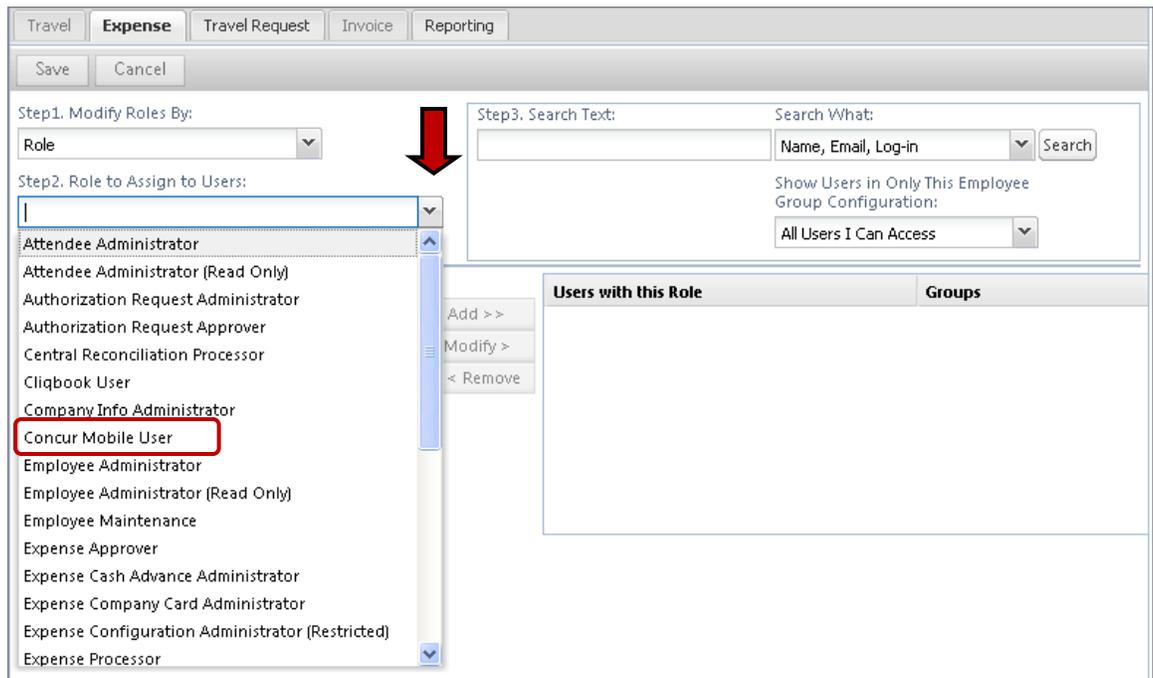
6. Click **Save** at the top of the permissions window.

► **To remove a role by role:**

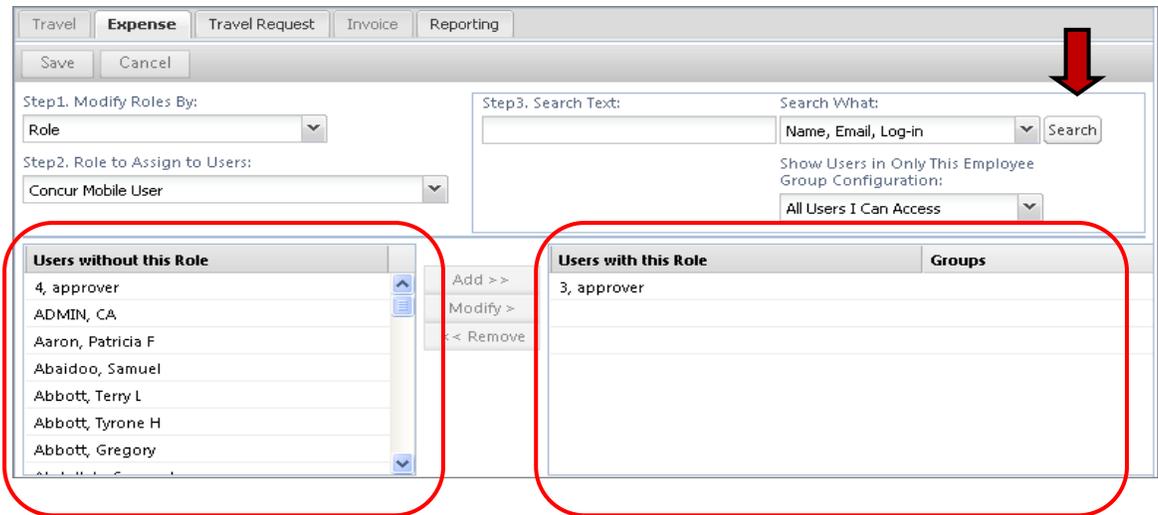
1. On the **User Permissions** page, select **Modify Roles By:** > **Role**.



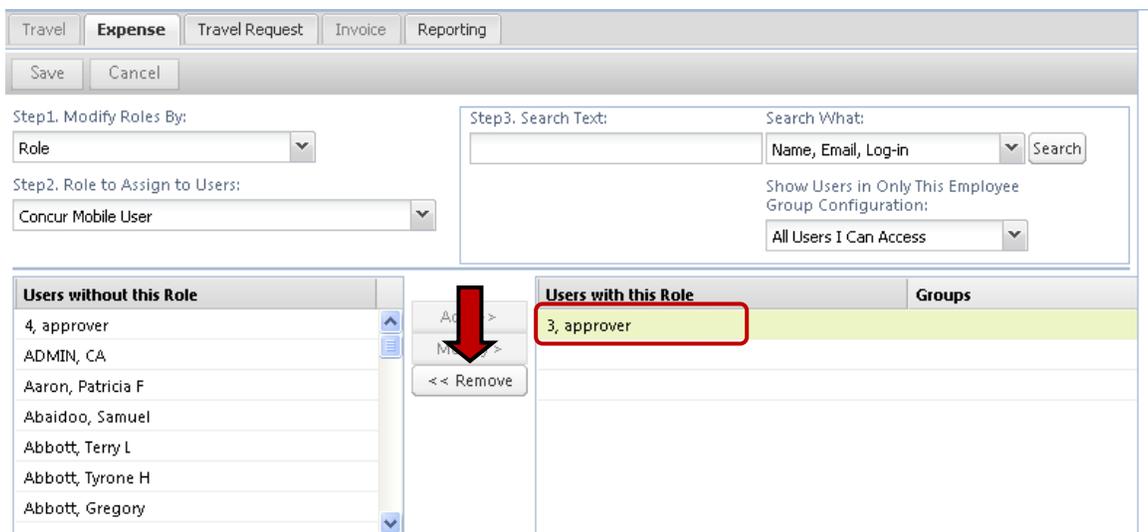
2. In the **Role to Assign to Users** field, click the drop down and select the desired role to be removed.



3. Click **Search**. The **Users without this Role** and **Users with this Role** fields are populated.



4. Select the user(s) you wish to delete this role from in the **Users with this Role** field; click **Remove**.



5. Click **Save** at the top of the permissions window.

The screenshot displays the 'Expense' tab in a software interface. A red arrow points to the 'Save' button. The interface includes several configuration steps: 'Step1. Modify Roles By:' with a dropdown set to 'Role'; 'Step2. Role to Assign to Users:' with a dropdown set to 'Concur Mobile User'; and 'Step3. Search Text:' with a search box and a dropdown set to 'Name, Email, Log-in'. Below these steps are two lists: 'Users without this Role' containing names like '4, approver' and 'ADMIN, CA', and 'Users with this Role' containing '3, approver'. A 'Groups' column is also visible. Between the lists are buttons for 'Add >>', 'Modify >', and '<< Remove'.

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Expense Proxy Logon
Handbook



TABLE OF CONTENTS

Section 1: Permissions 3

Section 2: Overview..... 3

 What is an Expense Proxy?.....3

 Before You Begin.....3

 What the Employee Administrator Sees.....4

Section 3: Proxy Logon Tool 4

 Accessing the Expense Proxy Logon Tool.....4

 Creating and Submitting Expense Reports or Cash Advance Requests.....5

 Creating an Expense Report or Cash Advance Request..... 5

 Viewing, and Editing Expense Reports or Cash Advance Requests 6

 Submitting or Resubmitting Expense Reports or Cash Advance Requests.....6

 Printing an Expense Report.....7

 Modifying Profile for an Employee.....7

 Changing the Employee for Expense Proxy Logon.....7

 Log Out of Expense Proxy Logon Tool8

 Auditing Proxy Actions8

Document History

Date	Notes/Comments/Changes
01/23/12	SAO-TTE Training issued document.
11/06/13	SAO-TTE Training updated document for branding only. No other changes

Section 1: Permissions

The GTE Local Travel Administrator is given permission to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a Local Travel Administrator needs to use this feature and does not have the proper permissions, he/she should contact the GA Travel Global Administrator through the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Also, the Local Travel Administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Section 2: Overview

The Expense Proxy Logon tool allows an employee, assigned the role of Expense Proxy Logon, to act as a proxy (stand-in) for another employee, to perform tasks for either centralized data entry or Helpdesk support. Using the Expense Proxy Logon tool, the proxy may sign on to the system as any employee that is assigned the role of Expense User. The proxy and the employee(s) must belong to the same agency in order for the proxy to perform expense-related tasks on behalf of the employee(s).

What is an Expense Proxy?

An Expense Proxy may perform these tasks:

- Create an expense report and cash advance request
- View, edit, and delete expense reports
- Submit an expense report and cash advance request
- Print an expense report
- Modify an employee's information within Profile

The role is restricted to the features and tasks that the employee for whom the proxy is acting, can perform.

NOTE: The Expense Proxy cannot approve reports or requests regardless of permissions or role assignment.

Before You Begin

Before the proxy can work on behalf of another employee, the following steps must occur:

- Employees are entered into the system through the Employee Import process in nightly proceeding.
- The Employee administrator must assign the Expense Proxy Logon role to the employee, and select the group(s) for which the employee can act.

NOTE: Any employee that belongs to a specific agency only has access to that agency's employee profile information.

What the Employee Administrator Sees

The Expense Proxy Logon role is granted to the Local Travel Administrator by the Global Travel Administrator. The Local Administrator may grant permission to other users at their discretion in **User Permissions**.

The screenshot shows the Concur Administration interface. The top navigation bar includes 'My Concur', 'Travel', 'Expense', 'Invoice', 'Reporting', 'Administration', 'Profile', 'Help', and 'Log Out'. Below this, there are sub-navigation tabs for 'Company Admin', 'Travel System Admin', 'Report Admin', 'Expense Admin', and 'Invoice Admin'. The main content area is titled 'Company Administration' and has tabs for 'Travel', 'Expense', 'Invoice', and 'Reporting'. The 'Expense' tab is active. On the left, there is a sidebar menu with categories: 'Company Admin' (Approval Queues, Billing Administrator, Company Locations, Org Unit Admin, Report Admin, Text Customization, Password Administrator, Import Data, Manage Custom Fields, Directory Server Admin), 'User Administration' (User Administration, Add User, Self-Registration Setup, User Permissions, Company Groups), and 'Travel Administration' (Corporate Ghost Cards, E-Receipt Admin, RideCharge). The main area shows a 'Modify Roles' form. It has three steps: 'Step 1. Modify Roles By:' with a 'User Name' dropdown set to 'Miller, Chris'; 'Step 2. Search Text:' with a search box containing 'miller' and a 'Search' button; and 'Step 3. User Name to Assign Roles:' with a dropdown set to 'Miller, Chris'. There are also 'Save' and 'Cancel' buttons at the top. Below the steps, there are two columns: 'Available Roles' and 'Roles for this User'. The 'Available Roles' list includes 'Expense Configuration Administrator', 'Expense Processor', 'Expense Processor (Audit)', 'Expense Processor Manager', 'Expense Proxy Logon', and 'Fringe Benefits Tax Administrator'. The 'Roles for this User' list includes 'Clickbook User', 'Expense Configuration Administra...', 'Expense Receipt Processor', 'Expense User', and 'Travel and Expense User'. An 'Add >>' button is positioned between the two lists. At the bottom, there is a 'Modify' section with a table for 'Groups to be Assigned to User(s) for the Selected Role(s)', which currently shows 'Global'.



For more information on how to add, edit, or delete user roles by using User Permissions, refer to the *Shared: User Administration User Guide* or contact your Expense administrator.

Section 3: Proxy Logon Tool

Multiple employees may be assigned the Expense Proxy Logon role, with each employee assigned to all employees within a group or several groups. The only limit on who an Expense Proxy can act for is that the employee must exist in that Agency.

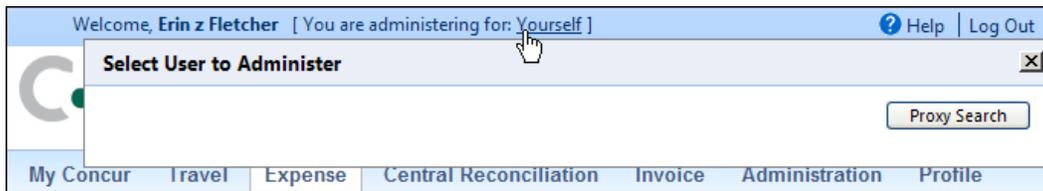
NOTE: Any employee that belongs to a specific agency only has access to that agency's employee profile information.

Accessing the Expense Proxy Logon Tool

The Expense Proxy Logon tool is accessed from My Concur.

▶ **To access the Expense Proxy Logon tool:**

1. On My Concur, click **You are administering for: Yourself**.



Then click **Proxy Search**: the proxy search field appears:



2. Type in the name or email address of the employee for whom you are to act on behalf of. A list will automatically populate with matching names:



3. Click on the name of the user you want to proxy for and you will be logged in as a proxy for that person.
 - a. Note that the selected person's name will now appear after "**You are administering for:**"

Creating and Submitting Expense Reports or Cash Advance Requests

As an Expense Proxy, you have the ability to create and submit expense reports and cash advance requests for another employee within the company. This is useful in locating problems or working in a centralized data entry situation. Once you access the employee's account, you will be able to perform the following actions:

- Create expense reports or cash advance requests
- View, edit, and delete expense reports
- Submit expense reports or cash advance requests
- Print expense reports
- Modify an employee's information from the Profile area

Creating an Expense Report or Cash Advance Request

This process behaves the same as when you create a personal expense report or cash advance request. The information appears in the following areas, for the employee you are acting on behalf of:

- The created expense reports appear for the employee you are acting on behalf of on both the **Active Work** section of My Concur and the **View Reports** page.



For more information about creating an expense report, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

- The created cash advance requests appear for the employee you are acting on behalf of, on the **Cash Advance List** page.



For more information about creating a cash advance request, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Viewing, and Editing Expense Reports or Cash Advance Requests

- This process is the same as viewing and editing personal expense reports or cash advance requests.



For more information about viewing, editing, or deleting expense reports, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.



For more information about viewing or editing Cash Advance Requests, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Submitting or Resubmitting Expense Reports or Cash Advance Requests

This process behaves the same as when you submit or resubmit a personal expense report or cash advance request. The information appears in the following areas, for the employee you are acting on behalf of:

- The submitted or resubmitted expense reports appear for the employee you are acting on behalf of, on both the **View Reports** page and the **Active Work** section of My Concur.



For more information about submitting or resubmitting an expense report, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

- The submitted or resubmitted cash advance requests appear for the employee you are acting on behalf of, on the **Cash Advance List** page.



For more information about creating a cash advance request, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Printing an Expense Report

This process behaves the same as when you print a personal expense report. You have the option to print a Detailed Report or Receipt Report for any of the expense reports listed within the employee's **View Reports** page.



For more information on how to print an expense report, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Modifying Profile for an Employee

This process behaves the same as when you modify your own Profile. The only differences are that you will be unable to change the password on behalf of the employee, and certain fields may be read-only depending on how the Global Travel Administrator configured the fields for the Employee form you are viewing.



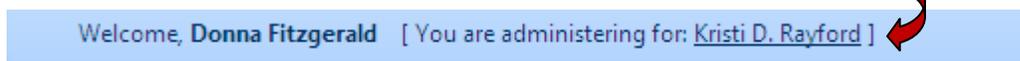
For more information on how to modify the information in Profile, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Changing the Employee for Expense Proxy Logon

An Expense Proxy may need to act on behalf of several employees.

▶ *To change the employee for proxy:*

1. On My Concur, click **You are administering for: <name>**



2. To change the employee you are a proxy for, click on **Proxy Search**.



3. Type in the name or email address of the employee for whom you will now act on behalf of. A list will automatically populate with matching names:



4. Click on the desired person in the list and you will be automatically logged in as proxy.

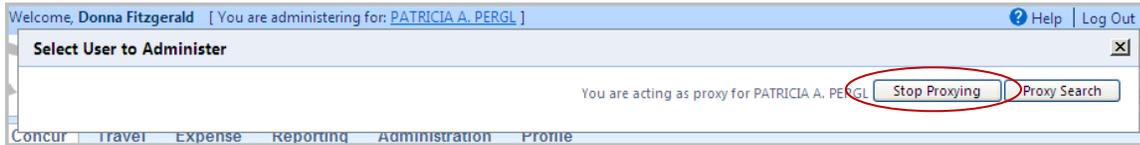


Log Out of Expense Proxy Logon Tool

1. Click on the name after “You are administering for:”



2. Click on **Stop Proxying**.



3. You will exit the Proxy Mode.



Auditing Proxy Actions

While an Expense Proxy is acting on behalf of another employee, Expense provides a data trail of the actions being performed. The following actions are permanently recorded:

- The name of the person who last modified the expense report, cash advance request, or expense
- The name of the person who submitted the expense report or cash advance request, in addition to the time it was submitted

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Cash Advance
Administration



Table of Contents

Section 1: Permissions	1
Section 2: Overview	1
Receiving Email Notifications of a Cash Advance Pending Issuance	2
Section 3: Cash Advance Admin Tool	2
Section 4: Procedures	2
Accessing Cash Advance Admin.....	2
Searching for Employees.....	3
Viewing an Employee's Balance and the Cash Advance Details	4
Issuing or Not Issuing a Cash Advance	6
Entering and Issuing a Cash Advance in One Step	7
Creating and Issuing the Cash Advance	7
Recording Cash Returned Manually by the Employee	8
Using the Feature.....	9
What the User Sees	10

Revision History

Date	Notes / Comments / Changes
November 7, 2013	Made branding corrections; updated reference names but no functional changes.
April 3 3012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to either Request or to Authorization Request, depending on the situation No other content changes
Sept 14 2012	The Cash Advance administrator can now: <ul style="list-style-type: none"> • Issue a cash advance on behalf of an employee • Record the amount of cash returned by an employee using the Cash Advance Admin tool
January 20 2012	Added note that Cash Advance admin can receive email notifications for pending cash advance issuance via the User Admin setup for this role

Cash Advance Admin

Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool, are eligible for the tool and do not have the proper permissions, contact the TTE Customer Care Center (404)657-3956 Option 9 or (888) 896-7771 Option 9 or email sao_travel@sao.ga.gov.

Section 2: Overview

If your Agency allows Cash (Travel) Advances, you may be able to request a Cash Advance before going on a trip or incurring an expense. The Statewide Cash (Travel) Advance Policy from OPB is available via link on the SAO website Travel Policy Page (<http://sao.georgia.gov/state-travel-policy>)

Requesting a cash advance is typically a three-step process:

1. The employee creates and submits the Cash Advance request in Expense.
2. The request is routed to the employee's Cash Advance Approver, who may or may not be the employee's manager and can be different from the employee's expense report approver.
3. Once approved, the Cash Advance Request is sent to a Cash Advance Administrator who reviews it and then either declines or issues it.

NOTE: In this case, the term "issue" means final approval in Expense.

Once the Cash Advance Administrator "issues" the cash advance, the request is extracted and sent to the agency accounting system and payment is sent directly to the employee via ACH or check. Eventually, the employee must create an expense report to account for the Cash Advance

Note the following about the Cash Advance workflow:

- Like Expense, there may be more than one cash advance approver identified in a cash advance workflow.
- Workflow is determined for the agency during the TTE Implementation Process. Not all agencies offer Cash (Travel) Advances. If there is no approval step, then the request goes directly to the Cash Advance administrator.

Receiving Email Notifications of a Cash Advance Pending Issuance

The Cash Advance Administrator can be configured to receive emails of pending cash advances they need to issue. This is done in Company Admin > User Admin by selecting the Send Cash Advance Pending Issuance Emails check box after selecting the Expense Cash Advance Administrator role.



Refer to the TTE *Local Administrator: Shared User Administration Handbook* for more information.

Section 3: Cash Advance Admin Tool

The Cash Advance Admin tool is used by a client user/administrator with the Cash Advance Administrator role. With the Cash Advance Admin tool, the administrator can:

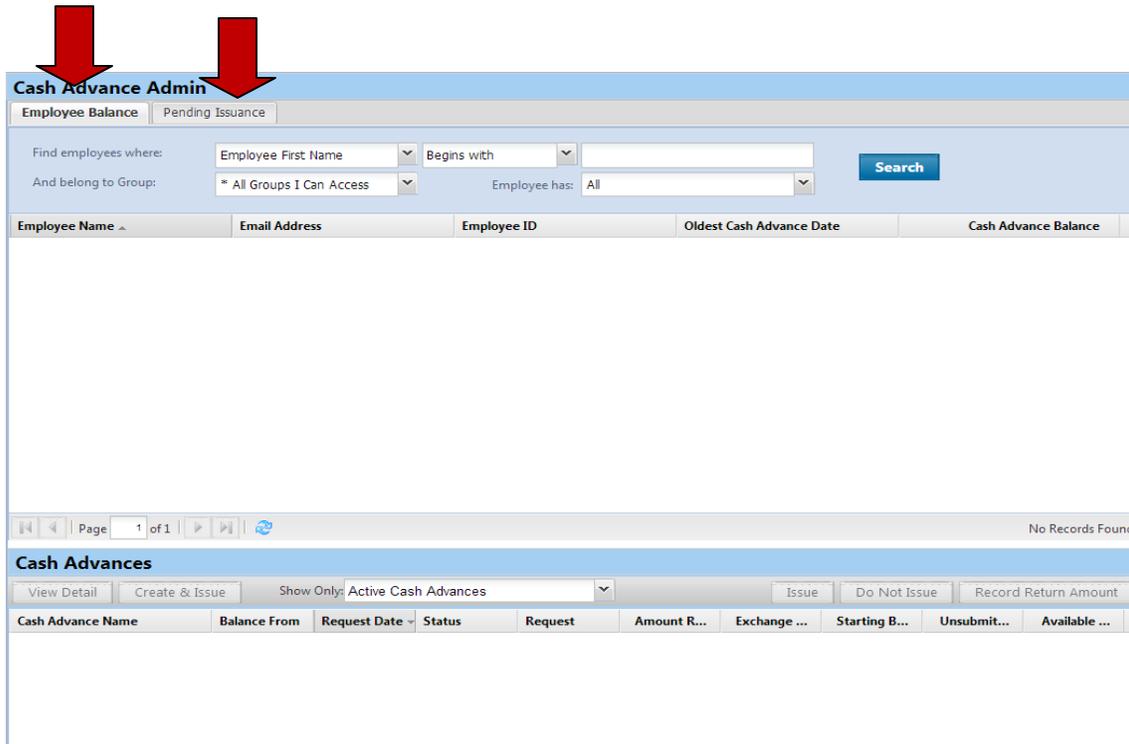
- Review cash advance history of employees
- Issue cash advances
- Cancel cash advance requests
- Record manually-returned cash amounts from an employee
- View employee balances

Section 4: Procedures

Accessing Cash Advance Admin

- ▶ **To access Cash Advance Admin:**

Select **Administration > Expense Tools > Cash Advance Admin** (left menu). The **Employee Balance** tab of the **Cash Advance Admin** page appears.



Use the **Employee Balance** tab to search for employees with cash advances, with or without outstanding balances, and to create and issue a cash advance.

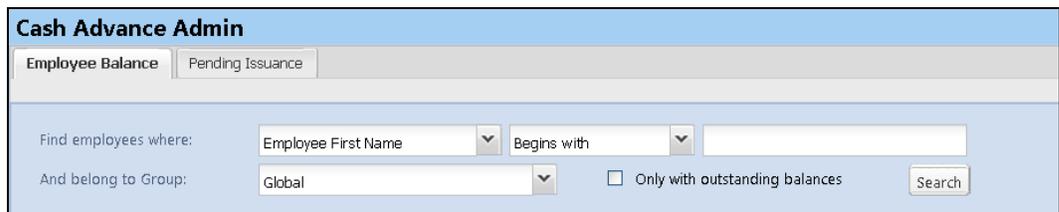
Use the **Pending Issuance** tab to search for cash advances that have not yet been issued.

Searching for Employees

You can search for employees by group and by specific employee information, such as employee name – with or without an outstanding balance.

Note the following about groups:

- The group that you (the Cash Advance Administrator) have permissions to issue cash advances for is the default group.
- To find an employee from another group, use the **Groups** search area.
- If you do not have permissions to other groups, you may not be able to make any changes.



Viewing an Employee's Balance and the Cash Advance Details

► **To view cash advance details:**

1. Search for an employee, using the steps described in the *Search for Employees* section in this guide.
2. Click the name of the employee. The employee's active cash advances appear at the bottom of the page.

Cash Advance Admin

Employee Balance | Pending Issuance

Find employees where: Employee First Name [v] Begins with [v] terry [input] Search

And belong to Group: * All Groups I Can Access [v] Employee has: All [v]

Employee Name	Email Address	Oldest Cash Advance Date	Cash Advance Balance
Brown, Terry L.	TerryBrown@coffeedrips.com		\$0.00

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Brown, Terry L.

View Detail | Create & Issue | Show Only: Active Cash Advances [v] | Issue | Do Not Issue | Record Return Amount

Cash Advance Name	Report ID	Request Date	Status	Amount Requ...	Starting Balance	Available Bala...
Training, Jakarta		09/27/2012	Pending Approval	\$350.00	\$0.00	\$0.00

3. Use the **Show Only** area to change the results.

Cash Advances: Brown, Terry L.

View Detail | Create & Issue | Show Only: Active Cash Advances [v]

Cash Advance Name	Report ID
Training, Jakarta	

- Active Cash Advances
- Approved Cash Advances
- Issued Cash Advances
- Cancelled Cash Advances
- Completed Cash Advances
- All Cash Advances

Field	Description
Active Cash Advances	All cash advances that are not Cancelled or Completed
Approved Cash Advances	All cash advances with the status of Approved
Issued Cash Advances	Cash advances that have been marked as Issued
Cancelled Cash Advances	All cash advances which you have chosen not to issue
Completed Cash Advances	All cash advances which have been approved, issued, fully utilized or returned
All Cash Advances	All cash advances

4. To view the details, either:
 - ◆ Select the desired cash advance and then click **View Details**.
 - or -
 - ◆ Double-click the desired cash advance.

The **Cash Advance Details** window appears.

The **Cash Advance Details** page displays the following fields:

Field	Description
Employee Name	The name of the employee requesting the cash advance.
Amount Requested	The amount of the cash advance request.
Exchange Rate	The exchange rate at which the cash advance was issued if the amount requested was in a currency other than the employee's reimbursement currency. NOTE: This field does not appear unless it is required.
Starting Balance	The original balance of the cash advance in the employee's reimbursement currency.
Available Balance	The unused amount in the employee's reimbursement currency. This is based on all submitted reports.

5. View the tabs:
 - ◆ **Comments History:** Comments entered by all approvers, the employee, and the administrator for this cash advance. You can add additional comments to a cash advance when you issue or cancel it. The administrator cannot add comments to a cash advance once it is issued.

- ◆ **Expenses:** Expenses (if any) associated with this cash advance.
- ◆ **Audit Trail:** Activity associated with this cash advance.

Issuing or Not Issuing a Cash Advance

Cash advances can be created in three ways:

- A Cash Advance Request comes from an employee via the approval process. If a Cash Advance is requested by an employee, it goes through an approval process and then on to the Cash Advance Administrator. At that time, the administrator can issue or not issue the cash advance (meaning it has been cancelled for some reason, such as the trip was cancelled and the cash advance was not needed).
- A Cash Advance may be included as part of a Request (formerly Travel Request), this then initiates the cash advance workflow and subsequently arrives in the Cash Advance administrator's queue for review and issuance. **Note:** This is currently NOT configured for TTE Agencies.
- A Cash Advance Administrator may enter and issue the cash advance directly, bypassing the cash advance approval process.

NOTE: If the company uses Concur's Request service (formerly Travel Request) and users can request cash advances in Request, then request information may appear in Cash Advance Admin.

► **To issue or not issue a cash advance:**

1. Locate the desired Cash Advance as described in *Viewing an Employee's Balance and the Cash Advance Details* in this guide.
2. Select the desired Cash Advance.

The screenshot shows the 'Cash Advance Admin' interface. At the top, there are tabs for 'Employee Balance' and 'Pending Issuance'. Below this is a search section with filters for 'Employee First Name', 'Begins with', and 'And belong to Group'. A table lists employee cash advances with columns for 'Employee Name', 'Email Address', 'Oldest Cash Advance Date', and 'Cash Advance Balance'. The entry for 'Brown, Terry L.' is highlighted. Below the table is a navigation bar with 'Page 1 of 1' and 'Displaying 1 - 1 of 1'. A red box highlights the 'Cash Advances: Brown, Terry L.' section, which contains a 'View Detail' button and a 'Show Only' dropdown set to 'Active Cash Advances'. Below this is a detailed table for the selected cash advance with columns: 'Cash Advance Name', 'Report ID', 'Request Date', 'Status', 'Amount Reques...', 'Starting Balance', and 'Available Balance'. The table shows two entries: 'Cash Advance Test Two' (Pending Approval) and 'Cash Advance Test' (Issued).

3. Click **Issue** or **Do Not Issue**. If you select **Do Not Issue**, you are required to provide a reason.

If you issue the Cash Advance, the information will be passed to the Agency Accounting System during the nightly extract for payment to the employee. Later, the employee must create an expense report to account for the cash.

Entering and Issuing a Cash Advance in One Step

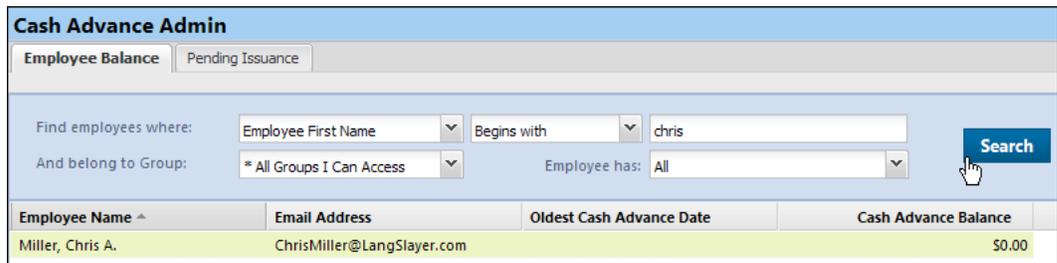
The Cash Advance administrator can use options in **Employee Balance** to search for an employee and then create and issue a cash advance on their behalf. This bypasses the workflow used for approval when the advance is requested by the user, allowing for a simplified process.

Creating and Issuing the Cash Advance

This feature is available only to the Cash Advance Administrator, and this role is prevented from generating advances to themselves.

► To create and issue the cash advance:

1. The Cash Advance administrator first searches for the employee they will issue the cash advance to using options in **Employee Balance**:



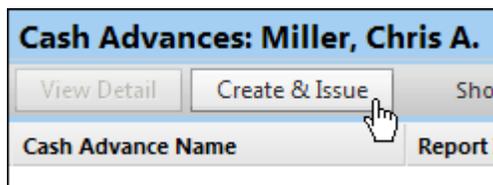
The screenshot shows the 'Cash Advance Admin' interface. At the top, there are two tabs: 'Employee Balance' (selected) and 'Pending Issuance'. Below the tabs, there is a search section with the following fields and options:

- 'Find employees where:' with a dropdown for 'Employee First Name' and a text input for 'Begins with' containing 'chris'.
- 'And belong to Group:' with a dropdown for '* All Groups I Can Access'.
- 'Employee has:' with a dropdown for 'All'.
- A blue 'Search' button.

Below the search section is a table with the following columns: 'Employee Name ^', 'Email Address', 'Oldest Cash Advance Date', and 'Cash Advance Balance'. The table contains one row:

Employee Name ^	Email Address	Oldest Cash Advance Date	Cash Advance Balance
Miller, Chris A.	ChrisMiller@LangSlayer.com		\$0.00

2. With the employee selected, click **Create & Issue**:



The screenshot shows a dialog box titled 'Cash Advances: Miller, Chris A.'. At the top, there are three buttons: 'View Detail', 'Create & Issue' (highlighted with a mouse cursor), and 'Show'. Below the buttons, there is a table with the following columns: 'Cash Advance Name' and 'Report I'.

3. The **Create and Issue Cash Advance** dialog box opens - using options in this dialog box, the administrator then names the advance, specifies the amount and currency, and adds a comment as needed:

Create and Issue Cash Advance

Employee Name: Miller, Chris

Cash Advance Request Name: Training and on site visit. Amount: 350.00 USD

Comment: For Jakarta trip.

Issue Cancel

- Click **Issue** causes a confirmation message to appear:

Cash Advance Issued

i Return Trip to NYC. has been issued successfully.

In this example, Chris Miller will now see the cash advance in the **My Profile** view, under **Cash Advances** (shown below), and in **Expense > View Cash Advances**:

Active Work

New Cash Advance View Cash Advances

Travel Requests (1) Expense Reports (0) **Cash Advances (2)**

Cash Advance Name	Status	Request Date
Return Trip to NYC.	Issued	09/05/2012
Training and on site visit.	Issued	09/05/2012

Recording Cash Returned Manually by the Employee

If all or part of a cash advance is turned in to the cash advance administrator by the employee, this information can be recorded against the cash advance. The outstanding balance of the cash advance is immediately updated to reflect this return of funds. This is done using the **Record Return Amount** button.

The cash advance must be in the following state to use this feature:

- The cash advance is in an Issued state
- The cash advance balance is above a balance of zero
- The Payment Type value is Cash

Using the Feature

When receiving a return of funds from the user, the Cash Advance administrator searches for the employee in the **Employee Balance** tab, clicking the name directly to populate rows in the **Cash Advances** section:

Cash Advances: Brown, Terry L.

View Detail Show Only: Active Cash Advances Issue Do Not Issue **Record Return Amount**

Cash Advance Name	Report ID	Request Date	Status	Amount Requ...	Starting Balance	Available Bala...
Cash Advance Test Two		07/24/2012	Pending Approval	\$200.00	\$0.00	\$0.00
Cash Advance Test		07/24/2012	Issued	\$300.00	\$300.00	\$300.00

Selecting the row under Cash Advance Name, the administrator clicks **Record Return Amount** (this button is activated) to display the **Cash Advance Details** window.

Cash Advance Details: Cash Advance Test

Employee Name: Brown, Terry L. Comment:

Amount Requested: \$300.00

Exchange Rate: 1.00

Available Balance: \$300.00

Amount Returned: 100.00 USD

Date Issued: 07/24/2012

Comments History Expenses Audit Trail

Comments History

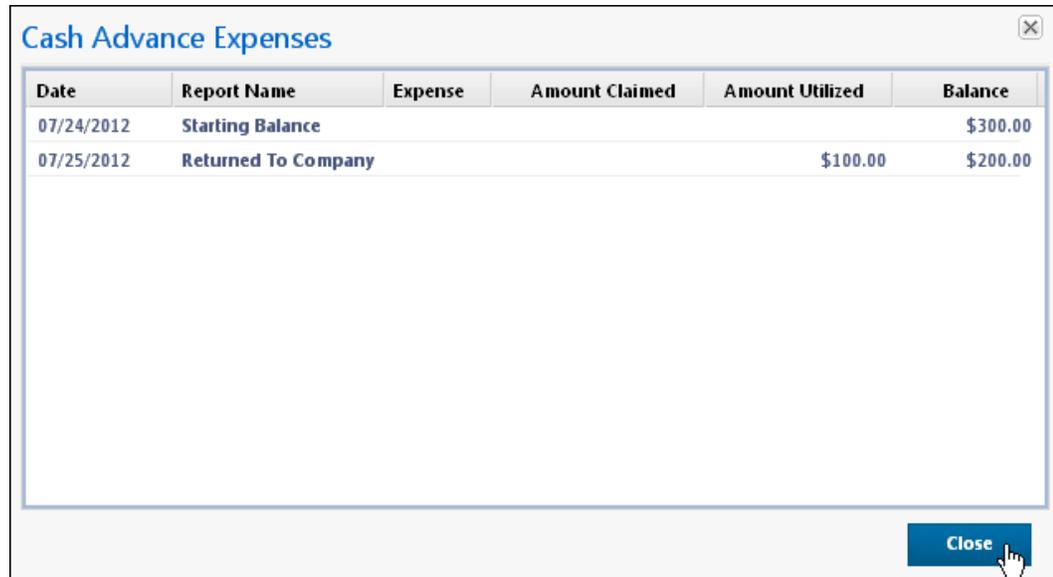
Date	Entered By	Comment Text
07/24/2012	Brown, Terry	Test of Record Return Amount manually returned by issuee
07/24/2012	Miller, Chris	Approved for Terry Brown.

Save Cancel

The amount is entered in **Amount Returned**, and an optional comment is added. If the cash advance was originally issued in a currency other than the user's reimbursement currency, the amount returned may be recorded in either currency.

What the User Sees

The user can review the status of the cash advance by clicking **View Cash Advances > Expense List**. The **Cash Advance Expenses** window shows the returned amount and the balance amount.



Date	Report Name	Expense	Amount Claimed	Amount Utilized	Balance
07/24/2012	Starting Balance				\$300.00
07/25/2012	Returned To Company			\$100.00	\$200.00

The user receives an email notification (if configured) when the system notes the change in cash advance balance due to the returned cash amount.

Note the following when using this feature:

- The currency of the returned amount is of cash advance or cash advance request currencies only
- This data is recorded with a status of *Reverse Issuance in the accounting extract file*

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:
Reporting Handbook



TABLE OF CONTENTS

Section 1: Who can Access Reporting	3
Section 2: Reporting	3
Accessing the Reporting Tool	3
Accessing SAO Custom Reports.....	3
Running SAO Custom Reports.....	4
Changing the output format of an open report	6
Create a Shortcut to a Report in My Folders.....	6
Save Report View or Email Copy of A Report.....	7
To View Saved Report Views.....	11
Creating Excel output from a Concur Report	12
Section 3: Setting Preferences	14
Override Default Number of Reports in a list View:	14
Set Personal Preferences.....	15
Switch from List to Details view	17
Section 4: Custom Reports Catalog	18
Section 5: TeamWorks Financial Reports	22
GL Reports:	22
AP Reports	22
Section 6: How to Edit TTE Vouchers in TeamWorks Financials.....	23
Section 7: Travel Payments and Reconciliation	25
Rental Cars	25
Direct Bill Hotels	26
AirPlus (Airfare)	27
TTE/Concur	27
Queries and Reports.....	28
Reconciling Transactions Extracted from TTE into TeamWorks.....	28
Document Direct Reports and the TTE Detail Report – Extracted (sent for payment date) to Reconcile Accounts.....	28
Document Direct - Print or Export option	30
To manipulate the exported data, import it into Excel.....	32
Example Excel Import process when APXXX0855.rpt (Offline Travel Voucher Interface – Accounts Payable) is selected	32
Example Excel Import process when GLXXX0902 - GL Offline Travel Interface/General Ledger Report is selected:	34
Sample of TTE data viewed in Excel with helpful totals added:	38
What Do I Do If My Balances Do Not Tie?	39
Reporting imbalances between AP/GL report totals and the TTE Detail Report-Extracted (sent for payment) report is simple:	39
Section 8: Important Information to Consider for Departing Employees... 39	39
Section 9: Determining Potential Taxability of Employee Expenses	40
Statewide Travel Policy Reference	40
TTE IRS Report	41
Section 10: General Year End Procedures	43
Reports Agencies can run in TTE	43
Processing Travel Reports When Two Accounting Periods are open	43
Company Paid Reconciliation for Car Rental and Direct Bill Hotel	44

General Procedures for Control/Clearing Accounts	44
Tips for Reconciling Clearing Accounts	44

Date	Notes / Comments / Changes
05/17/12	Document Release
06/18/13	Added How to Edit TTE Vouchers in TeamWorks Financials and updated Custom Report Catalog; updated cover graphics
06/21/13	Added Generic Year End Procedures
11/08/13	Added Travel Payments Reconciliation section
11/15/13	Added Hotel Reconciliation
01/06/14	Updated GLXXX0902 and APXXX0855 and Detail Report Extracted Reconciliation Report in Section 8; Added Section for Departing Employees; moved Year End Financial information to end of manual and renumbered sections 7-9 for better flow.
1/8/14	Added a section for Determining Taxability of Employee Expenses including the IRS report and instructions. Made this as section 9 and renumbered General Year End Procedures to Section 10
1/17/14	Updated Reconciling Transactions Extracted from TTE into TeamWorks for new Detail Report-Extracted; updated formatting
02/04/14	Updated doc for name change of Detail Report-Extracted and minor date changes
02/10/14	Added IRS report to Report Catalog List

Section 1: Who can Access Reporting

This document presents an overview of reports customized by the State of Georgia Accounting Office.

The primary TTE Local Travel Administrator is granted permission to access TTE System Reports. If the TTE Local Travel Administrator does not have the proper permissions, he/she should contact the GA Travel Global Administrator through the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Access is restricted to data for your agency. Agencies cannot create new reports or modify existing reports. Questions, issues or requests for reporting changes should be referred to the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Section 2: Reporting

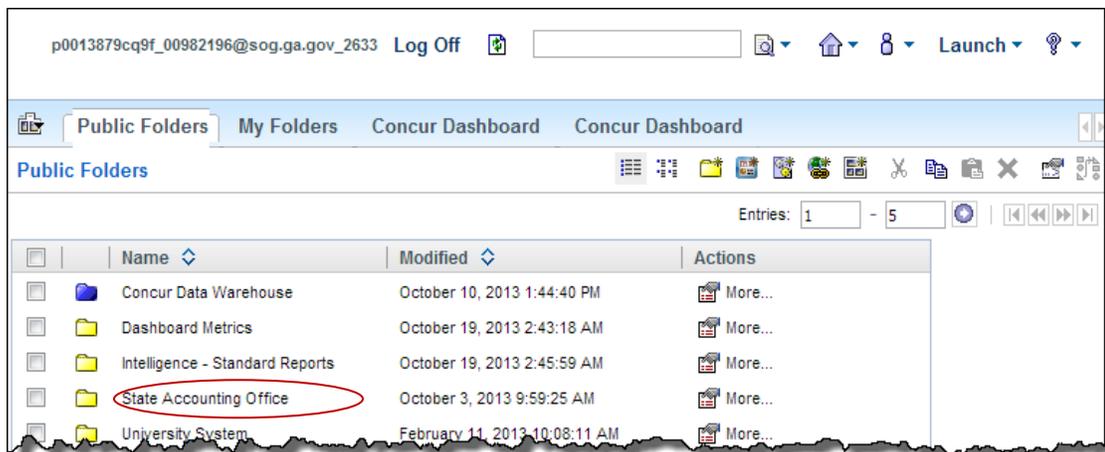
Accessing the Reporting Tool

The Reporting tool is accessed from My Concur.

1. Log in to Concur. Click on the **Reporting** tab.

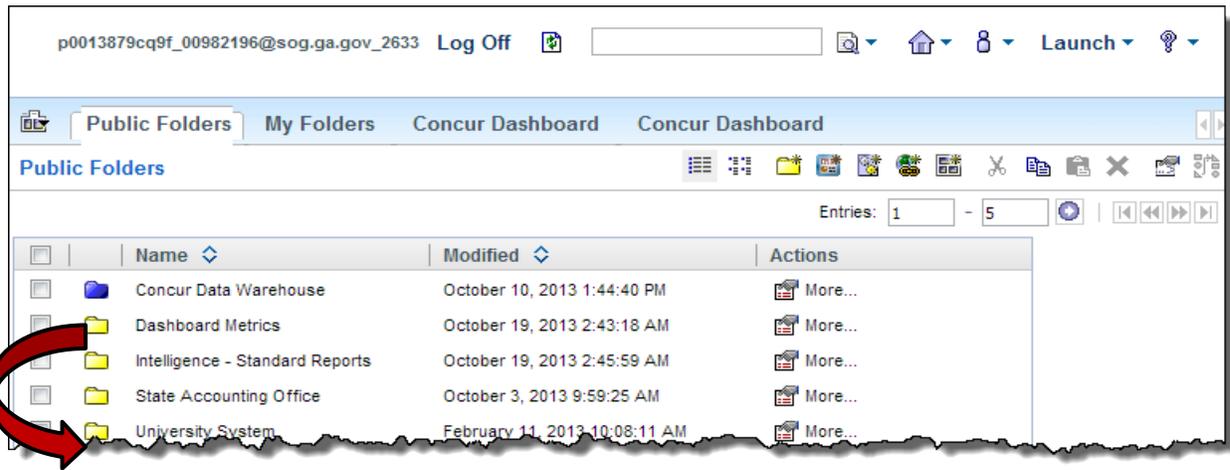


2. The Public Folders tab opens. Click on **State Accounting Office**.

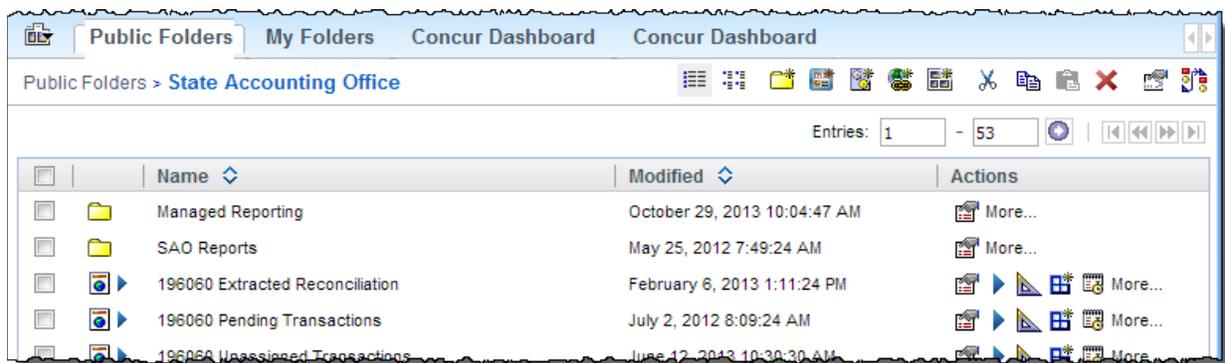


Accessing SAO Custom Reports

1. Select **State Accounting Office** in the **Public Folders** tab.

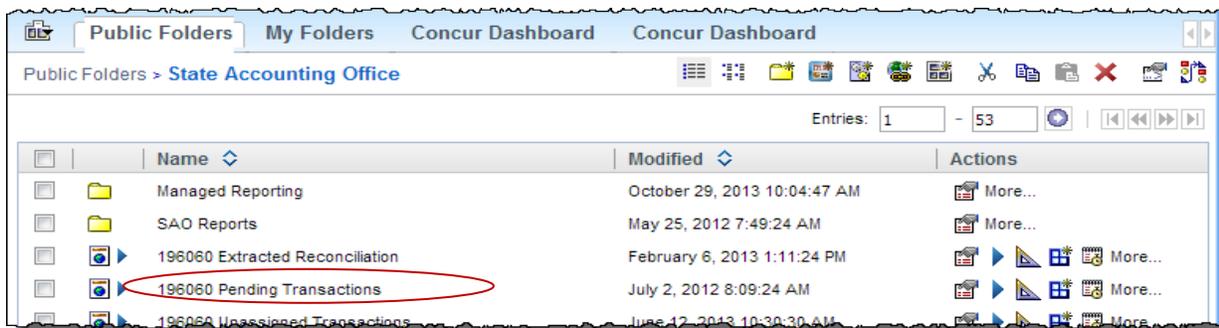


2. A list of reports customized for State of Georgia appears.



Running SAO Custom Reports

1. Choose a report by clicking on the name listed.



2. Prompts for criteria selection may appear depending on the report selected. Enter the appropriate requested information for the prompts and click **OK** or **Finish**.

Employee Exceptions - Details

Prompts

Date Range

Sent for Payment Date: From: Apr 10, 2013 To: Apr 10, 2013

Options

Keywords: Type one or more keywords separated by spaces. Search

Results: [List Box] [Insert] [Remove]

Choice: [List Box]

Employees: [List Box] [Select all] [Deselect all]

Cancel < Back Next > Finish



3. The report displays according to the default output selection.

Employee Exceptions - Details
Sent for Payment Date Between Apr 10, 2013 and Apr 10, 2013

Employee	Employee ID	Report Date	Report Name	Purpose	Exception Event	Exception Level	Exception Code	Exception Text
Anadu, Uzoma Jane	00897384	Apr 8, 2013	Week of April 1, 2013	Site Visits	Report Submit	1	UNUSEDCC	You have unassigned AirPlus or Wright Express transactions that exceed 30 days.
Artese, Brian P	0202821	Mar 27, 2013	Louisville, KY 2/21-2/23/2013	Louisville Conf. on Lit & Cult	Report Submit	1	TRIP45	Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Battles, Greco R	00301036	Apr 1, 2013	March Travel	Daily Work Travel	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.
Gardner, Alice O	00763838	Apr 2, 2013	February & March 2013	Client intakes, meetings	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.

4. Click the icon to return to the Report Listing.

196060 Extracted Reconciliation - IBM Cognos Viewer - Google Chrome

https://reporting2.concursolutions.com/cognos/cgi-bin/cognosisapi.dll?b_action=cognosViewer&ui.action=run

Extracted Airplus
196060 Reconciliation
Extracted Between May 8, 2013 and May 8, 2013

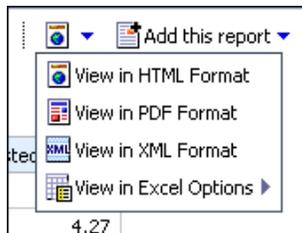


Changing the output format of an open report

1. With the report open click on the current format icon

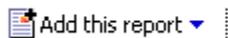


2. Select the new format desired from the drop down list. **Note:** You may have to hold down the **Ctrl** key when opening a report in Excel.



Create a Shortcut to a Report in My Folders

1. With the report open click on the drop down arrow next to the Add this report icon



2. Select the **Add to My Folders** option.

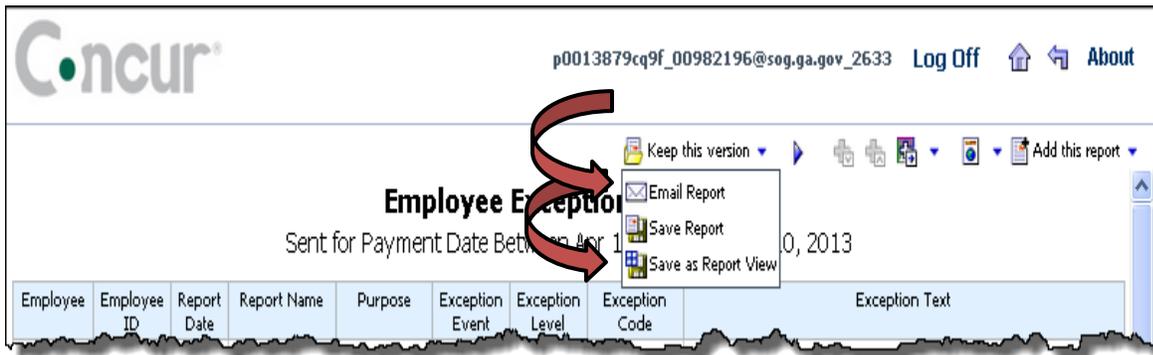


3. Specify a name and description for the shortcut. You can also add information about the report in the **Description** field as well as add a screen tip for this report.

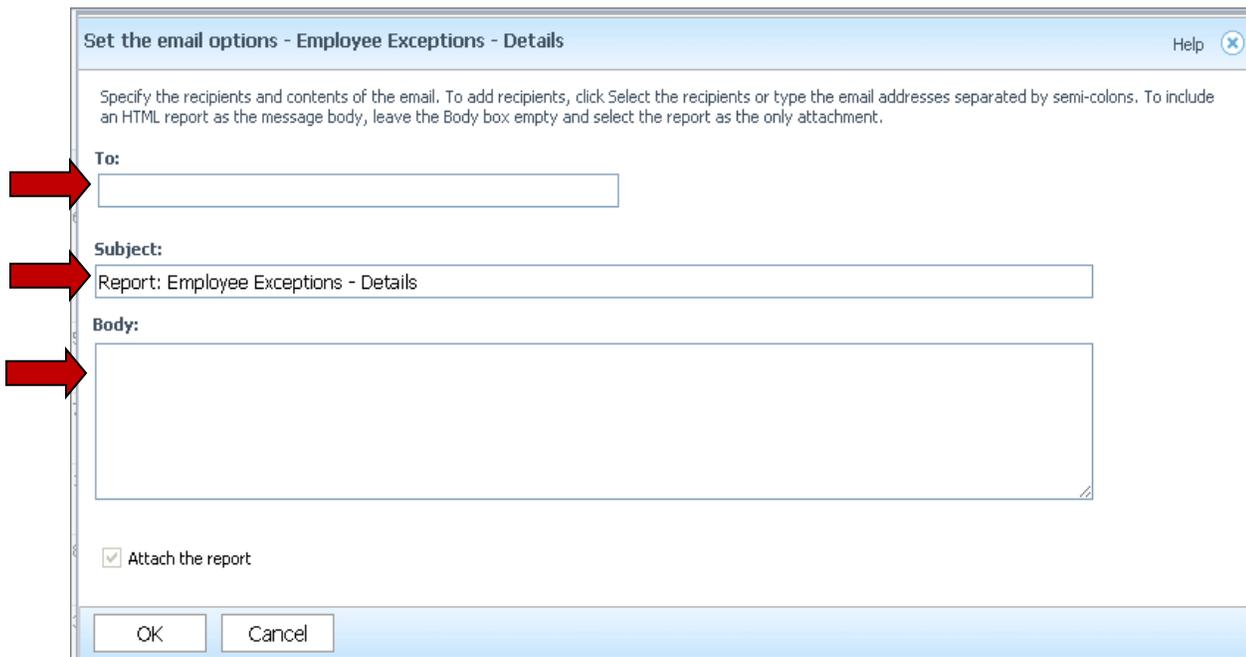
4. Click **Finish**.

Save Report View or Email Copy of A Report

1. With the report open click on the drop down arrow next to the **Keep this version** icon  Keep this version ▾
2. Select **Email Report** or **Save as Report View**

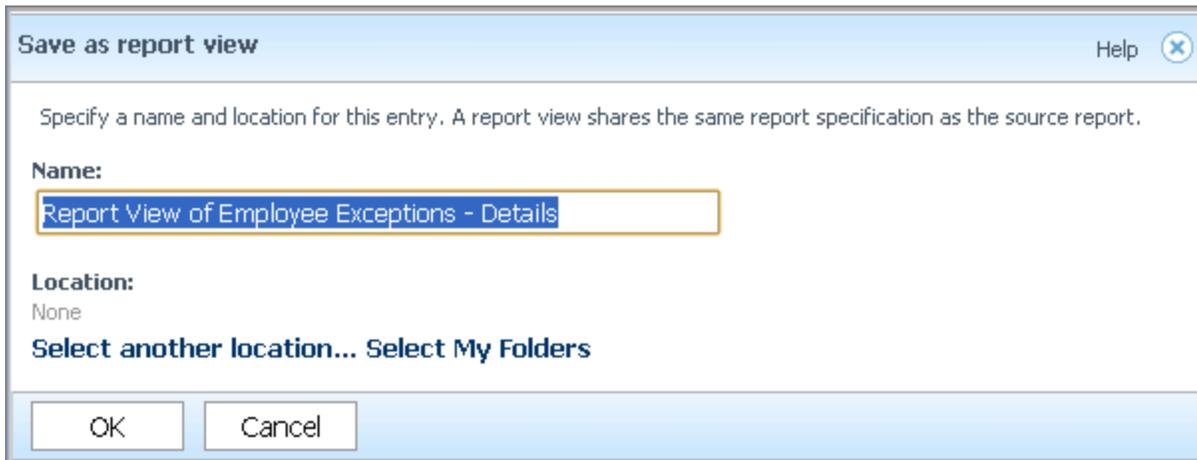


3. If you selected Email Report the **Email Options** dialogue box opens:

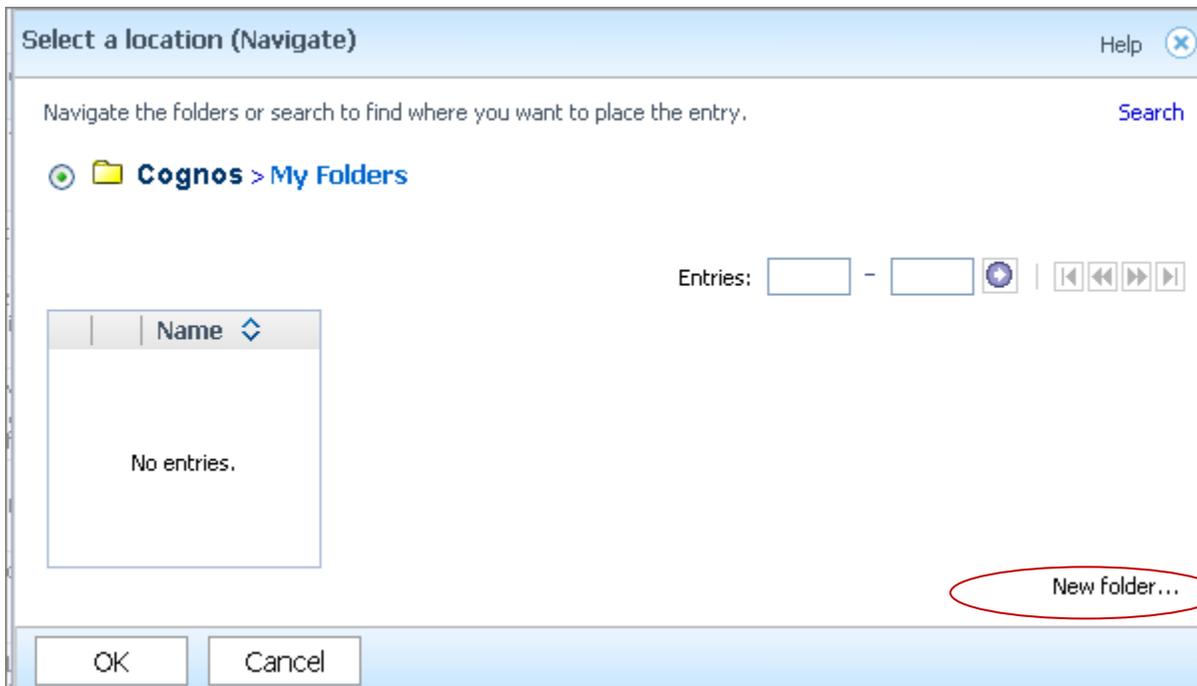


- a. Enter the email address of the recipients
- b. The subject defaults to the report name.
- c. Use the **Body:** section to add a note to the email.
- d. Click **OK**.

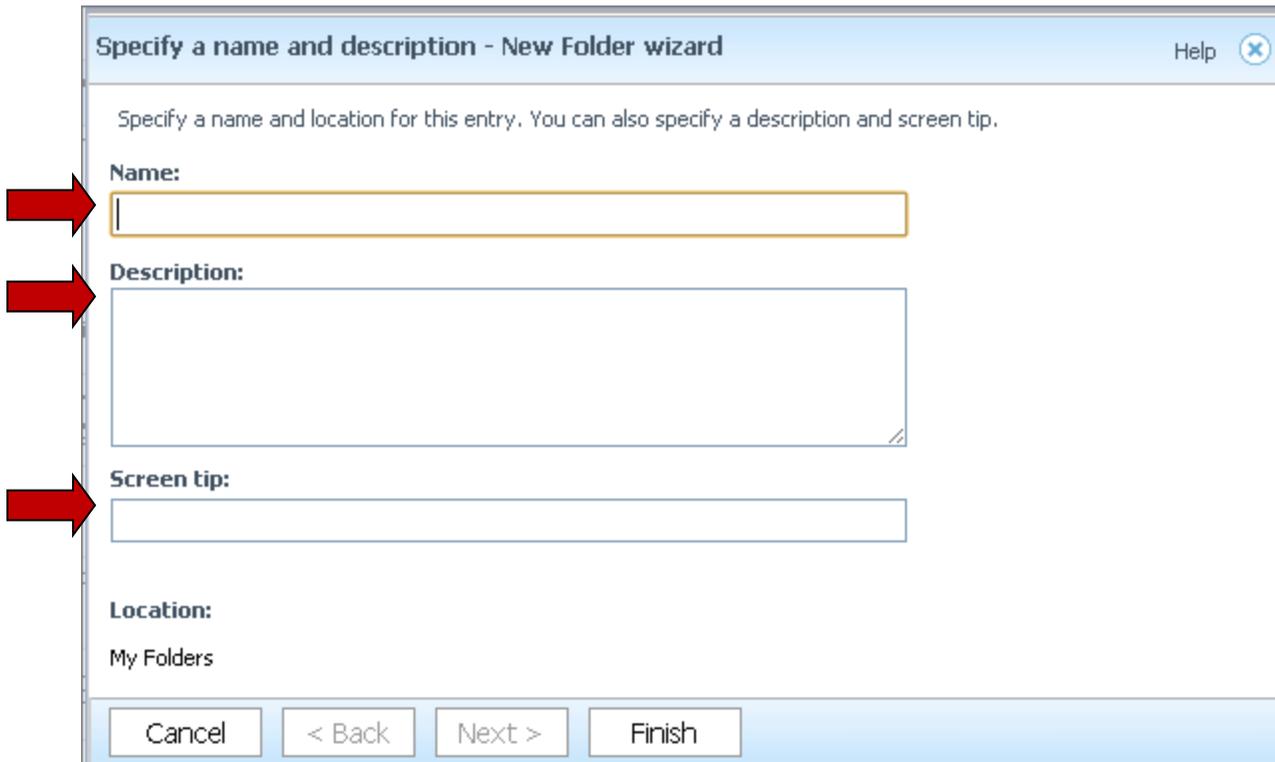
4. If you selected **Save this report as a view** the **Save as a report view** dialog box opens.



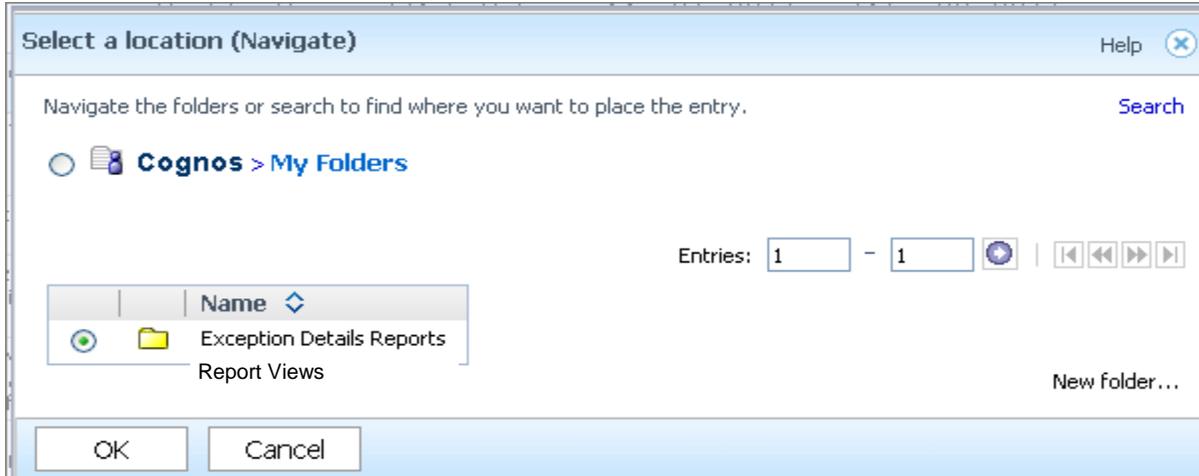
- a. Enter a name for the Report View
- b. Select a location for the report
 - i. Select My Folders to save the Report View to My Folders



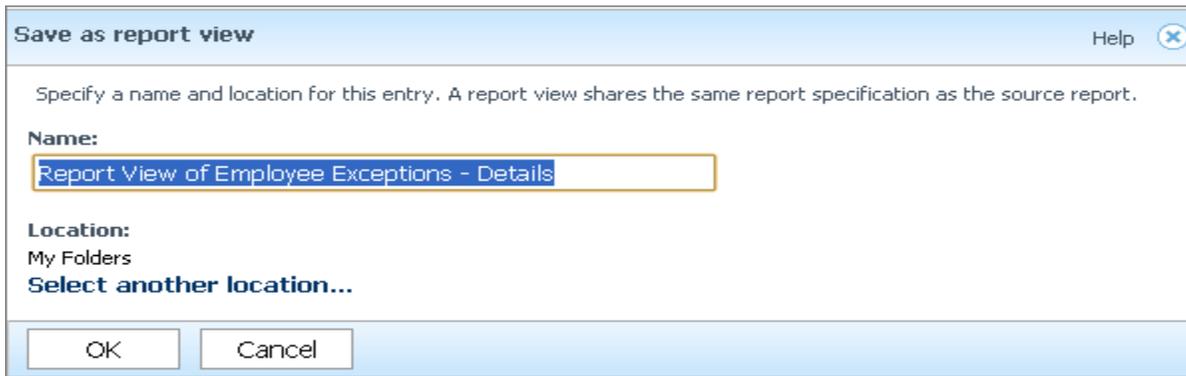
- ii. Click on **New folder** to create a new folder in My Folders.
 - a. If locations already exist they will display in the Name box.
- iii. The **New Folder Wizard** opens



- iv. Enter a Name, Description (optional) and/or Screen tip for this folder.
- v. Click **Finish**.
- vi. Now select the location to save the report to.



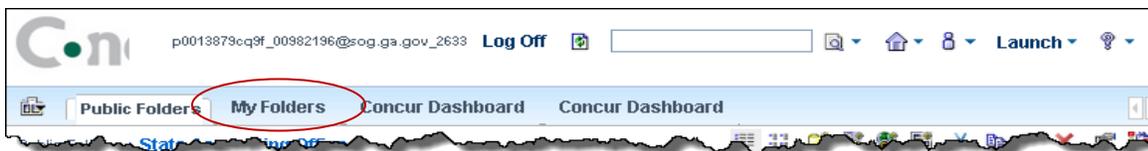
- vii. Click **OK**.



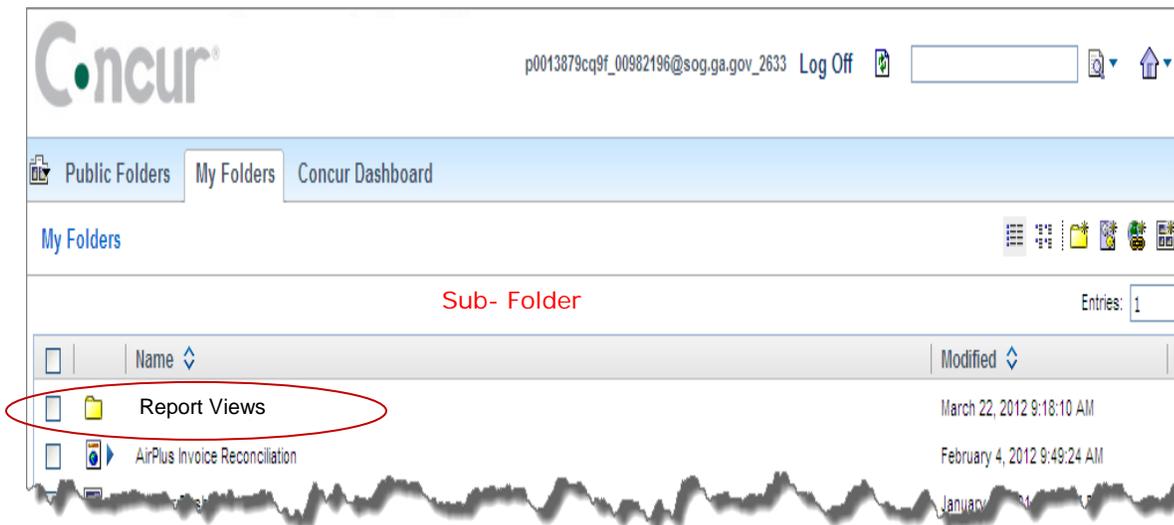
- viii. Enter a name for the Report View
- ix. To store the Report View in My Folders click on **OK** or to store in a sub-folder click on **Select another location** and click on an existing sub-folder name to save in the Report View there and then click **OK**.
- x. Select the Return icon  to return to the list of reports.

To View Saved Report Views

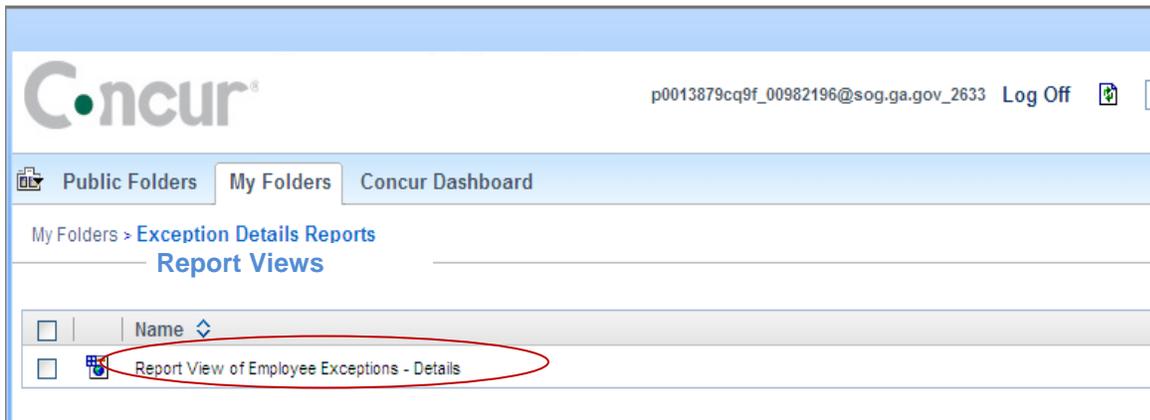
1. Click on the **My Folders** tab.



2. Select the Report View or Sub-Folder that contains the Report View you wish to review. In our example we are selecting the sub-folder.



3. Click on the **Report View**



4. The report will display in the format you have defaulted.

Concur® p0013879cq9f_00982196@sog.ga.gov_2633 Log Off About

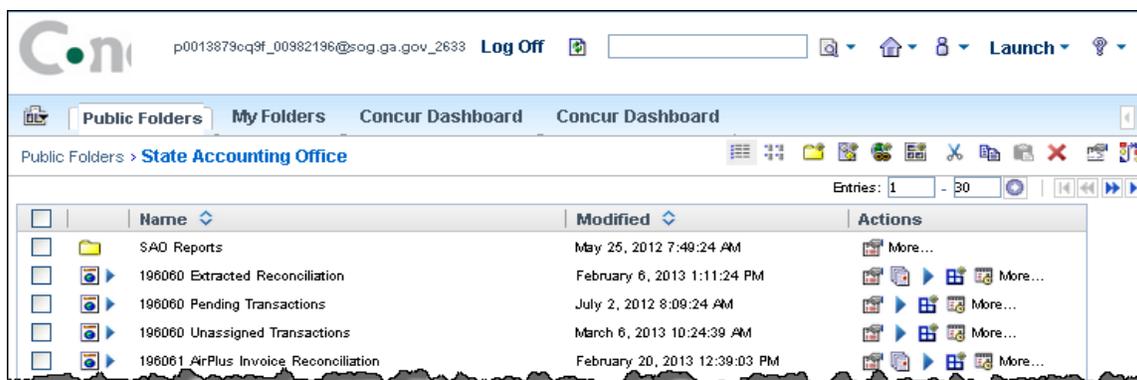
Keep this version Add this report Watch new versions Add comments

Employee Exceptions - Details
Sent for Payment Date Between Nov 22, 2011 and Dec 31, 2011

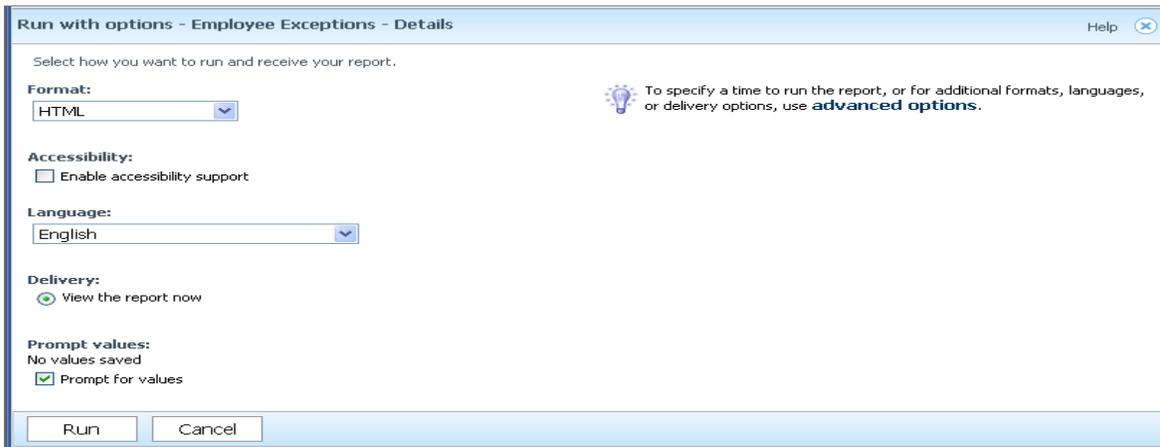
Employee	Employee ID	Report Date	Report Name	Purpose	Exception Event	Exception Level	Exception Code	Exception Text
Anderson, Geri B	00279839	Nov 1, 2011	Macon Interview	Interview for Agent Position	Report Submit	51	CROSSCH	This report and/or entry allocation has been charged to another department. If applicable, prior to approving add an additional approval step for the charged Approver by using the "Approve & Forward" option.
Autry, Marlene L	00289924	Dec 8, 2011	Monthly Expenses	General	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.
Barnes, Antonia Teresa	00363422	Dec 1, 2011	Caps Training	Training/Court/Shadowing	Report Submit	51	CROSSCH	This report and/or entry allocation has been charged to another department. If applicable, prior to approving add an additional approval step for the charged Approver by using the "Approve & Forward"

Creating Excel output from a Concur Report

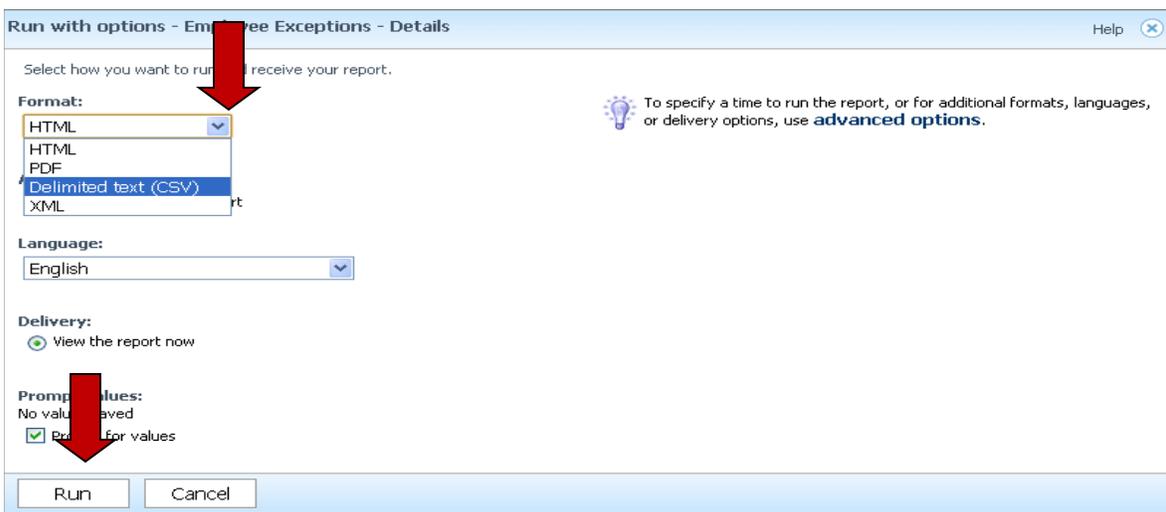
1. Click on the **Run with Options** icon next to the report you want to run.



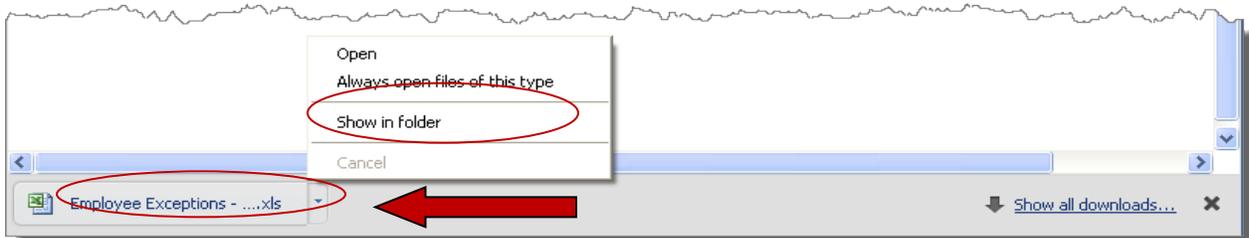
2. The **Run with options** menu appears.



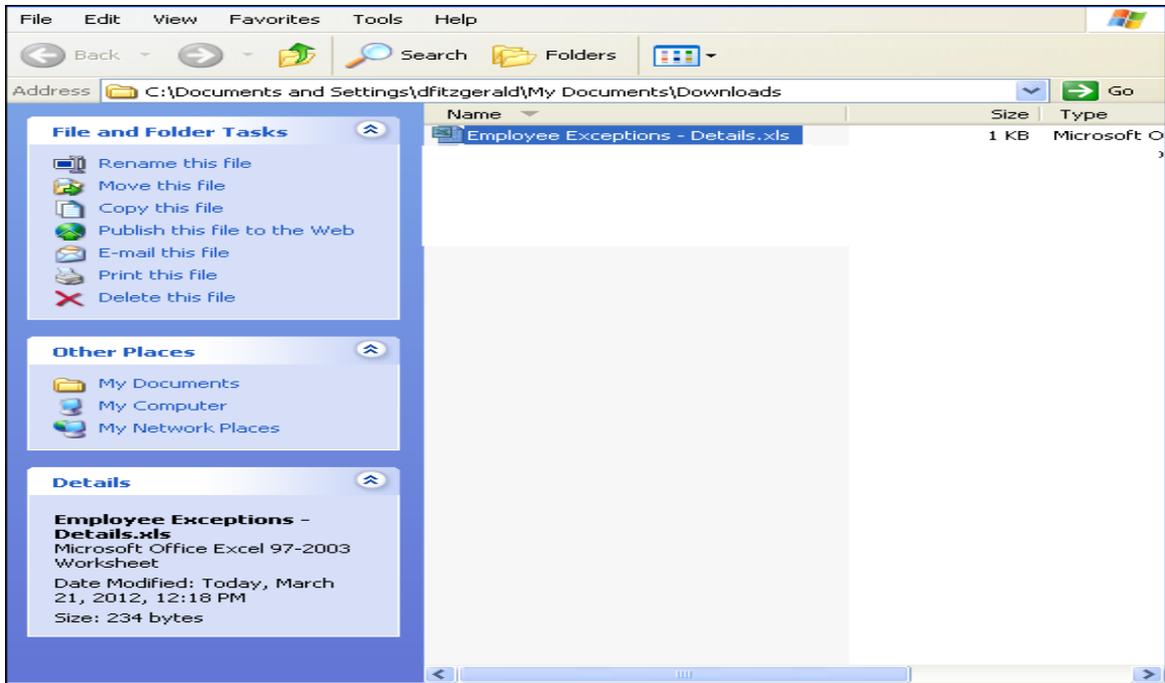
3. Click on the dropdown arrow in the **Format** field and select the **Delimited text (CSV)** report format type and click **Run**.



4. Enter any prompts required for the report you have chosen and click on **Enter** or **Finish**.
5. The system will provide information on retrieving your report and your browser will give you access to the report.
 - a. Click on the Excel report name that displays to open the report in Excel. We used Google Chrome so the report name appears at the bottom; the location of the report on your screen is browser dependent.
 - b. Click on the drop down arrow to access additional options



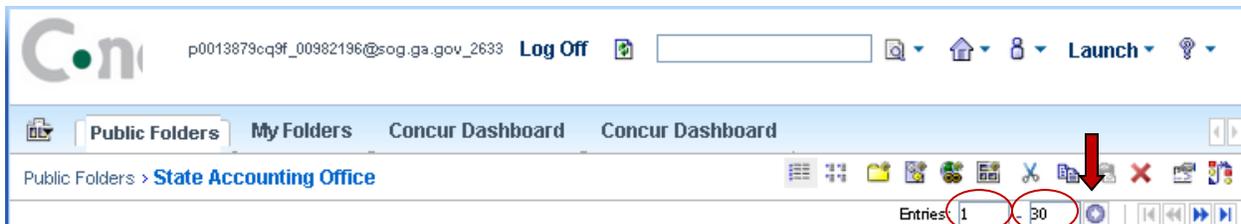
- c. Select **Show in folder** to use Windows Explorer to save the report in a location of your choice (outside of TTE-Concur) without opening the file.



Section 3: Setting Preferences

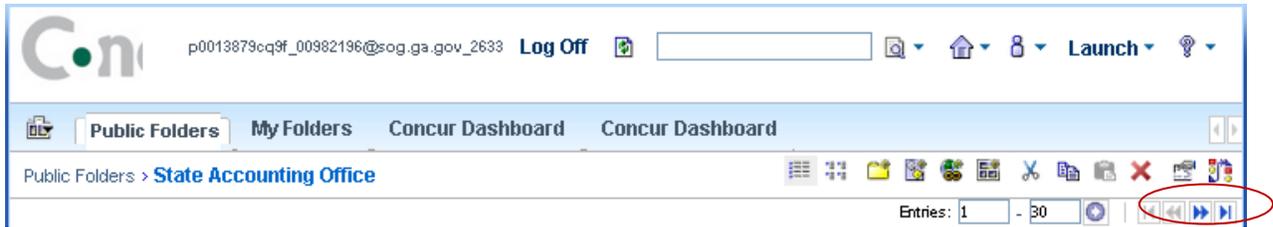
Override Default Number of Reports in a list View:

1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window.



4. In the Entries boxes you can override the default number range of reports you want to display on a single page in list view.
 - a. Enter 1 in the first box
 - b. Enter a number (i.e., 20) in the second box
 - c. Click  to make the change.
 - i. **NOTE:** If you want to list to always display a specific range of reports such as 3 through 9, enter 3 and then 9 in the second box. Viewing in display mode does not use this field.
 - d. To set the default number, see **Set Personal Preferences**.

5. To access any reports in excess of the preferred number use the double arrows to move forward or backward a single page or the arrow and line to go to the first or last page of the list.

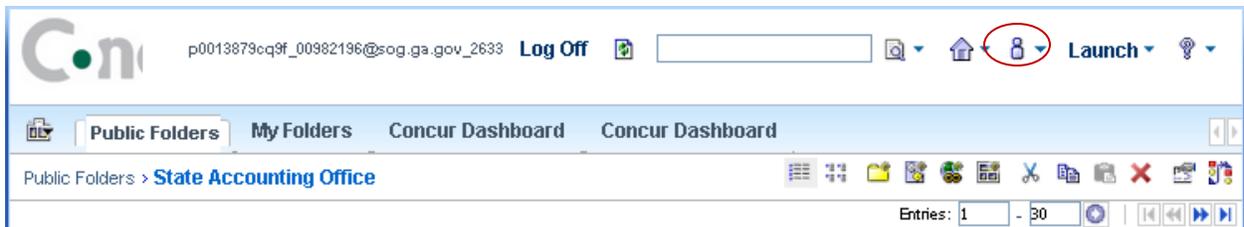


Set Personal Preferences

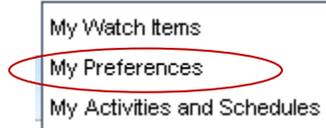
1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window and click on the down arrow next to the



icon.



4. Click on **My Preferences**.



- a. The **General** tab opens to display your default options for the State Accounting Office folder.

Set preferences

General | Personal | Portal Tabs

Specify your settings.

Number of entries in list view: 20

Report format: HTML

Separators in list view: No separator

Style: Corporate **Preview**

Show the Welcome page at startup
 Show a summary of the run options
 Enable accessibility support for reports I run or schedule

Portal

Default view:
 List
 Details

Number of columns in details view: 3 columns

Regional options

Product language:
 Use the default language
 Use the following language: English

Content language:
 Use the default language
 Use the following language: English

Time zone:
 Use the default time zone

OK Cancel

- i. **Number of entries in List View:** Set the default number of reports you want to display on a screen when viewing reports in the list view.
 - ii. **Report Format:** Click on the down arrow and select your default report output preference
 1. **HTML** – display on screen
 2. **PDF** – PDF formatted output
 3. **Excel 2007** – Excel 2007 formatted output
 4. **Excel 2002** – Excel 2002 formatted output
 5. **Delimited text** – CSV format output
 6. **XML** – XML formatted output
 - iii. **Portal:**
 1. **Default view:** Select the view your prefer – list or details
 2. **Number of columns in Detail view:** Click on the down arrow and choose the number of columns you prefer to display the information in.
 - iv. Click **OK**.
- b. Click on the **Personal** tab.

Set preferences

General **Personal** Portal Tabs

View the summary of your authentication information and manage your credentials. You can also view the groups and roles whose access permissions you have in this session and the capabilities available to you.

Primary logon
 The primary logon represents the namespace that you first logged on to in this session and the credentials that you used.

Namespace:
 Concur

User ID:
 p0013879cq9f_00982196@sog.ga.gov_2633

Given name:

Surname:

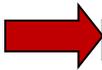
Email:

Alerts
 Specify the email address to use for your alerts about new versions.

Email:

Credentials
 Specify the users, groups or roles that can use the credentials to run activities. You can also renew the credentials. [Renew the credentials](#)

<input type="checkbox"/>	...	Name
<input type="checkbox"/>		Directory Administrators
<input type="checkbox"/>		p0013879cq9f_00982196@sog.ga.gov_2633 (p0013879cq9f_00982196@sog.ga.gov_2633)



- i. **Email:** enter the email address you want the system to use for notification of new versions.
- ii. Click **OK**.

Switch from List to Details view

1. Click on the Details view icon .



Section 4: Custom Reports Catalog

Report	Short Description
196060 Extracted Reconciliation	Shows all AirPlus (196060 account) detail extracted to TeamWorks by date range.
196060 Pending Transactions	Shows all AirPlus (196060) detail NOT extracted to TeamWorks.
196060 Unassigned Transactions	Shows transactions with missing data such as a Record Locator Number, Business Unit, Employee which prevent the transaction from processing.
196061 AirPlus Invoice Reconciliation	Gives details on Airfare and Travel Agent fees which are included in the AirPlus bill. For invoice reconciliation.
Adoption (Air, Car, Hotel)	Tracks number of Concur booked trips vs. number of trips booked through the agent at a higher fee.
Airfare Booked But Not Yet Expensed	Shows users what airline tickets have not yet been expensed. This will allow finance departments to identify liabilities and plan appropriately.
Airfare Expensed Not Booked in Concur Travel	Shows users airline expenses not booked through Concur Travel.
Approved Travel Requests by Employee	Shows details of approved Requests with some detail , by Employee.
Approved Travel Requests by Employee-Details2	Report in progress. See Global Travel Administrator.
Attendee Details	Shows the spending by employees and attendee information for expenses that have associated attendees, typically for meal or entertainment expense types. This report can be run to provide the total picture or for a selected set of expense reports that represent money being spent by an employee to cover expenses for fellow employees or non-employee clients or prospective clients.
Authorized Approver List	Shows designated authorized approvers with their agency group.
Billed Transaction Reconciliation – Detail (Calendar Month)	Concur transactions by month included deleted expense reports.
Car Rental Details	Shows detail of Car Rentals by date range.
Car Rental Expensed Not	Shows detail of Car Rental Expenses not booked through Travel.

Booked in Concur Travel	
Cash Advance Analysis	Shows the amount and status of cash advances by employee and issue data, including any returned amount.
Cash Advance Analysis w/Aging	Shows the amount and status of cash advances by employee and issue data, including any returned amount with days outstanding aged from issue date.
Completed Travel Requests Without Expense Reports	Shows Requests not attached to Expense Reports
Concur Dashboard	Available but in development.
Detail Report - Extracted	For a specified date range, this report includes chart-field details for expense reports extracted to TeamWorks including date release by Back Office and Concur Extract dates. The report runs by Extract date.
Detail Report – Extracted (sent for payment date)	For a specified date range, this report includes chart-field details for expense reports extracted to TeamWorks including date release by Back Office and Concur Extract dates. This report runs by Date Submitted for Payment. This report is used for reconciling AP and GL data extracted from TTE into TeamWorks.
Detail Report- Non-Extracted	This report includes ALL chart-field details for expense reports NOT extracted to TeamWorks.
Detail Report-Submitted (for Concur Bill)	Chart field details by date range for submitted Expense Reports for Concur Invoice Reconciliation. Concur billings cut off is 5 days prior to the last day of the month.
Employee Distribution Lines (for Concur Bill)	Provides Chart field details for employee defaults for deleted Expense Reports. (Relates to the Detail Report-Submitted)
Employee Emails (Active Users)	List of active employee travelers with Employee ID, names, email and date last expense report was submitted.
Employee Exceptions - Details	Id all report level exceptions by employee for date range specified.
Expense Entry Analysis	Lists report entry detail grouped by Individual or Expense Type over specified dates.
Expense Reports by Business Unit (Concur Invoice Recon)	Includes a listing of reports submitted by individual by day along with the related transaction fee. Developed to be used in Concur invoice reconciliation. This report does not include deleted reports and may not reconcile 100% with Concur bill.
Expense Summary by Employee and Year	This report shows summary of expenses by employee and year.

Expense Summary by Expense Type and Year	This report shows summary of expenses by type and year.
Extracted Reports	Includes a list of reports extracted to TeamWorks by employee, with total amount and extracted date.
Extracted Reports (Employee vs. Company Paid)	Reports extracted to TeamWorks by employee, with total amount and extracted date, grouped and sub-totaled by payment type: AirPlus, Company Paid, and Out of Pocket
Extracted Reports (Employee vs. Company Paid) Detail Report 1	Reports extracted to TeamWorks by employee, with total amount and extracted date, grouped and sub-totaled by payment type: AirPlus, Company Paid, and Out of Pocket with added detail of Record Locator Number and Ticket ID
Hotel Stays Expensed Not Booked in Concur Travel	Shows hotel expenses with no matching reservation in Concur Travel.
IRS Report	Identifies if employee has any taxable expense reports
Mileage over 100 Per Day	Shows reports with average mileage expense reimbursements over 100 miles per day.
Report View of 196060 Unassigned Transactions	Shows unassigned credit card transactions.
Reports by Approver	List of approved expense reports sorted by approver.
Reports by Approver – Delegated	List of approved expense reports processed by a delegate sorted by approver.
Shortcut to Detail Report - Extracted	Shows extracted transaction detail by a date range.
Top 10 Longest to Approve	Ranks and shows approvers who took the longest to approve transactions by date range
Top Spend By Airline	Ranks by airline costs for airline tickets with subtotals by agency in a date range.
Top Spend By Rental Car Company	Ranks by rental car company costs rentals with subtotals by agency in a date range.
Top Spend by Vendor	Ranks vendors with the highest amount of submitted expenses during a specified timeframe.
Top Spenders by Employee	This report lists of employees with the highest amount of posted entries.

Top Spenders by Expense Type	This report lists employees with the highest amount of submitted expenses within expense types during a specified timeframe.
Travel Policy Exceptions	Details travel policy exceptions including segment type, booked date, travel date, days booked in advance, exception code and description
Unsubmitted Expense Entry Analysis Details (Grouped by Employee)	This report shows a list of expenses grouped by employee that have been entered on expense reports but not submitted during a specified timeframe.
Unsubmitted Expense Reports	Sorts the list of unsubmitted expense reports from oldest to newest, with amount.
Unsubmitted Expense Reports with Cash Advances	Sorts the list of unsubmitted expense reports from oldest to newest, with amount and any attached Cash Advances
User Concur Travel History	Includes a list of travel reservations booked in Concur travel during specified dates.
Voided Air Tickets	Shows voided tickets; date range and other options available.
Workflow Cycle Times–Details 2	Options of date range and Manager or Processor to show workflow process details and performance.

Section 5: TeamWorks Financial Reports

GL Reports:

GLXXX0902	GL Offline Travel Interface Report	The Local Travel Administrators will need to review the GLXXX0902 (GL Offline Interface) report daily to ensure all transactions have posted into TeamWorks. This report will provide General Ledger Journal Entries created for Company Paid transactions that were extracted from Concur.
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AP Reports

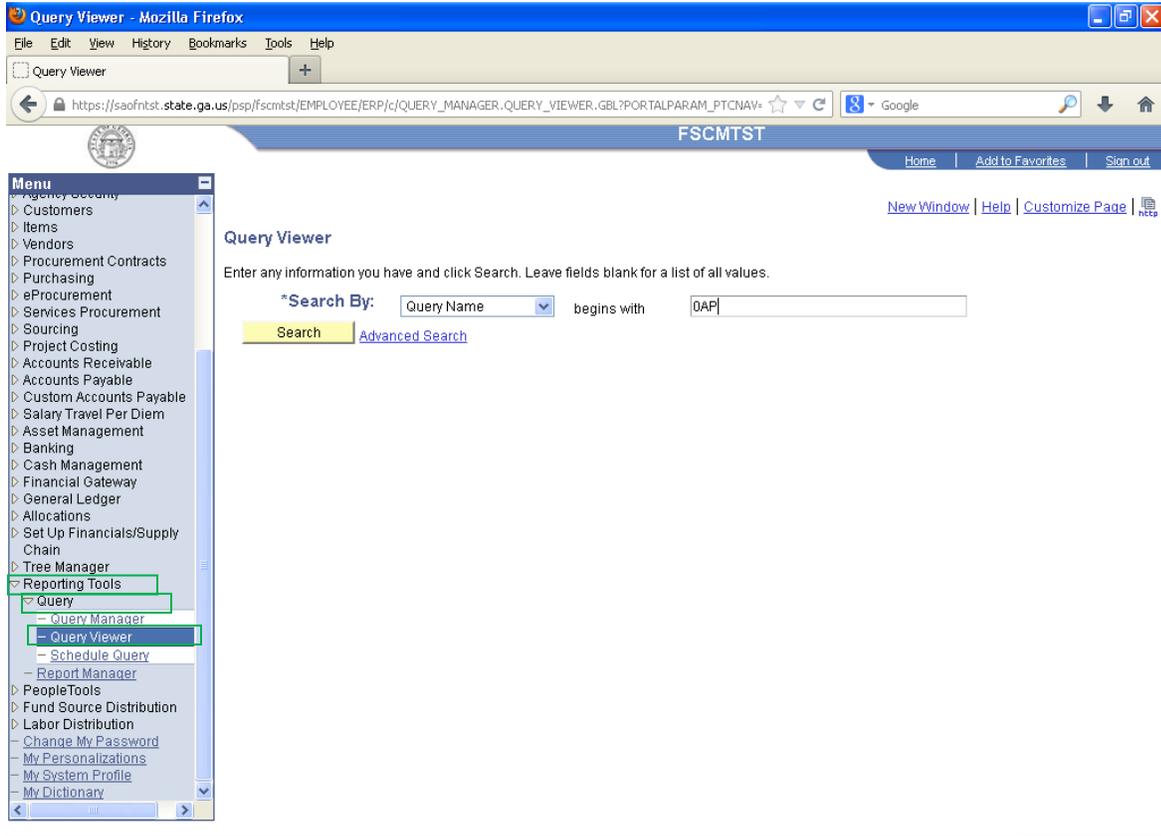
APXXX0401	Budget Exceptions	This report lists vouchers and provides an error description of each voucher line that did not pass budget checking.
APXXX0402	Daily Input Report	This report lists vouchers that were processed through AP including regular vouchers, PO vouchers, Labor, Payroll and regular offline transactions.
APXXX0404	Payables Due Proof Report	This report lists payables selected for payment based on the vouchers scheduled due date.
APXXX0408	Payment Activity Report	This report lists detailed payment information sorted by Voucher ID for system checks, manual checks, express checks, EFT payments, and wire transfers.
APXXX0419	Travel Expense Report	This report lists vouchers for Travel Payments. Monthly report will be produced automatically at each month-end close.
APXXX0855	Offline Travel Voucher Interface Report	This report will provide Accounts Payable vouchers created for employee travel reimbursements that were extracted from Concur.

Section 6: How to Edit TTE Vouchers in TeamWorks Financials

After the nightly data extract from TTE and the file is import into TeamWorks completes, the system runs a Voucher Build. On that day you have the ability to edit the vouchers created from TTE transactions.

Step 1: Access the Query Viewer

TW Navigation: *Reporting Tools > Query > Query Viewer*



Step 2: Run **Query OAP042A_VCHRS_NOT_POSTED_DISTR** in TeamWorks Financials (This query will show all transactions extracted from TTE on the prior day)

Step 3:

Enter the **Agency's Business Unit**.

Enter the **Accounting Date From** = day after extraction from TTE

Enter **Accounting Date To** = date after extraction from TTE

For our Example: TTE transaction extracted for business day 06/13/13; Extract processed in TW 06/14/13

Agency Business Unit: 42700

Accounting Date From: 06/14/2013

Accounting Date To: 06/14/2013

Step 4:

Once the query runs in Excel, filter: **Origin** "TRV". The query will show all travel payments extracted the prior day.

Agencies may review any of the vouchers listed and edit invoice information, payment information, or place vouchers on hold.

Section 7: Travel Payments and Reconciliation

Rental Cars

When a traveler books a rental car using TTE, the payment type for the car rental defaults to “company paid” and no out of pocket expense is incurred by the employee. However, the employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.

The screenshot shows the TTE system interface. At the top, there are tabs for 'My Concur', 'Request', 'Expense', 'Reporting', and 'Profile'. Below these are links for 'View Reports', 'New Expense Report', 'View Receipt Store', 'Approve Reports', 'View Cash Advances', and 'New Cash Advance'. The main heading is 'Weekly Travel 11/4 to 8' with 'Delete Report' and 'Submit Report' buttons. Below this is a navigation bar with 'New Expense', 'Details', 'Receipts', and 'Print / Email' options. The 'Expenses' table has columns for 'Date', 'Expense', 'Amount', and 'Requested'. A row is highlighted for '11/05/2013', 'Rental Cars Only', 'Hertz, Atlanta, Georgia', '\$60.66', and '\$60.66'. To the right is a detailed form for the selected expense, including fields for 'Expense Type' (Rental Cars Only), 'Transaction Date' (11/05/2013), 'Number of days the vehicle was rented', 'Purpose of Trip' (Site visits), 'Vendor' (Hertz), 'City' (Atlanta, Georgia), 'Payment Type' (Company Paid), 'Amount' (60.66), 'USD', 'Personal Expense (do not reimburse)', 'Trip Type' (In-State Travel), 'Reservation Number', and 'Comment'. Two red arrows indicate the flow from the table to the form fields.

When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

Debit 640XXX – Travel – Rental Car

- 640006 Travel – In State Rental Car
- 640025 Travel – Out of State Rental Car
- 640039 Travel – International Rental Car

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel).

Each agency receives an invoice from the rental car company directly. (Hertz and Enterprise are the current State contracted vendors). When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their rental car expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for rental cars timely

- All invoices being paid are coded properly
- Balances in the clearing account are justified

Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

Direct Bill Hotels

When a traveler enters an expense for a direct billed hotel in TTE, the payment type for the hotel needs to be adjusted to "Company Paid" as no out of pocket expense has been incurred by the employee. The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge and did not make the reservation through the TTE system.

The screenshot shows the TTE system interface for an expense report. The 'Expenses' table is as follows:

Date	Expense	Amount	Requested
11/05/2013	Rental Cars Only Hertz, Atlanta, Georgia	\$60.66	\$60.66
11/05/2013	Hotel La Quinta, Savannah, Georgia	\$375.00	\$375.00

The 'Hotel' expense is selected, and the 'Payment Type' dropdown menu is open, showing 'Out of Pocket' and 'Company Paid'. A red arrow points to the 'Company Paid' option.

When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

- Debit 640XXX – Travel – Hotel
- 640003 Travel – In State Hotel
 - 640022 Travel – Out of State Hotel
 - 640036 Travel – International Hotel

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

Each agency receives an invoice from the hotel directly. When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their direct bill hotel expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for direct bill hotels timely
- All invoices being paid are coded properly
- Balances in the clearing account are justified

Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

AirPlus (Airfare)

When a traveler books airfare using TTE, the payment type for the airfare is “company paid.” The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.

When the travel expense statement is extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

- Debit 640XXX – Travel – Commercial Transportation
- 640005 Travel – In State Commercial Transportation
 - 640024 Travel – Out of State Commercial Transportation
 - 640038 Travel – International Commercial Transportation

Credit 196060 – Travel Clearing Account (Distributed)

The State Accounting Office (SAO) receives a consolidated invoice from AirPlus and is responsible for paying AirPlus on behalf of the TTE agencies. The AirPlus invoice includes charges for airfare, as well as all fees assessed by the travel agency (Travel Incorporated) for any reservation made using the TTE system. When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 196061 – Travel Clearing Account (Undistributed)

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process.

Each impacted agency receives a copy of the AirPlus invoice, along with supporting documentation for their files.

In the above scenario, the expense is properly recorded and the clearing accounts (196060 and 196061) should net to zero. Each agency should be monitoring their airfare expenditures and reconciling their clearing accounts quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for airfare timely
- Balances in the clearing accounts can be justified

TTE/Concur

SAO receives a consolidated invoice from Concur monthly and is responsible for paying Concur on behalf of the TTE agencies. The Concur invoice includes charges for all travel expense reports that have been submitted in Concur. When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 651010 – Per Diem & Fees – Other Fees

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process. Agencies are authorized to enter Adjustment Vouchers, as needed, if an agency desires to reallocate expenditures for Concur.

Each impacted agency receives a copy of the Concur invoice, along with supporting documentation for their files.

Queries and Reports

Agencies can run the following queries in TeamWorks to assist with the reconciliation process:

- OAP005 – VERIFY_EXP
- OGL076 – 4092X GG REPORT

Agencies can run the following report in Concur to assist with the reconciliation process:

- 196060 Extracted Reconciliation

Agencies can also use the AirPlus and Concur supporting documentation (provided by SAO) to assist with the reconciliation process.

Reconciling Transactions Extracted from TTE into TeamWorks

Document Direct Reports and the TTE Detail Report – Extracted (sent for payment date) to Reconcile Accounts

1. Run the Detail Report- Extracted (sent for payment date) from Reporting in Concur.

Enter the business date or date range you want to reconcile. The Date Sent for Payment is the date the Back Office releases the items for payment. The Extracted Date is the date TTE/Concur extracted the data to make it available for processing into TeamWorks.

TTE Entries cut off at 6pm daily. Any transaction after 6pm will not be extracted by TTE until the next business day.

The report date shown in Document Direct represents the date the items were processed by SAO and not the date the transactions were released or extracted from TTE. Most times there is a one business day lag between the Date Extracted in TTE and the Document Direct report date. There can be exceptions.

- Although TTE extracts data daily, SAO does not process any data on holidays or weekends
 - The SAO process for Document Direct documents runs between 7am and 10am Monday through Friday except for Holidays.
- The Sent for Payment Date and the Extracted Date may not be the same in the Detail Report-Extracted (sent for payment date).
- The Document Direct report date will generally be the next business day after the Extracted Date in the TTE Detail Report-Extracted (sent for payment date) if no holiday was involved.

- TTE data from Friday's activity would usually have a Monday date in Document Direct as long as Monday was not a holiday and would also contain any Saturday through Sunday data extracted by TTE.
- Data from Friday, when Monday is a holiday, would have a Tuesday report date in Document Direct and would also contain any Saturday through Monday TTE data extracted by TTE.
- IF SAO is closed for any reason during the normal work week data is processed the next business day and reports would have that business date.
- On very rare occasions the Document Direct report date can be the same as the Extracted Date in the TTE report.

The Detail Report-Extracted (sent for payment) as displayed in TTE Reporting does not have subtotals or grand totals.

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Agent (In-State Travel)	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car Mileage	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23

View the report in Excel by clicking on the  icon and selecting the appropriate Excel options.

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Ag	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fu	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Di	Company Paid	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	10104	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Ag	AirPlus	10104	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	10104	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	10104	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	10104	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	50.14

Save the report to your PC or Laptop with the appropriate date.

2. Obtain Document Direct GLXXX0902 and APXXX0855 reports

Open the **GLXXX0902** (GL Offline Travel Interface-General Ledger Report) for a specific date from Document Direct.

Print or export the report. Then do the same with the **APXXX0855** (Offline Travel Voucher Interface – Accounts Payable Report).

Note: XXX=Agency Business unit number, 404, 419, 427, etc.

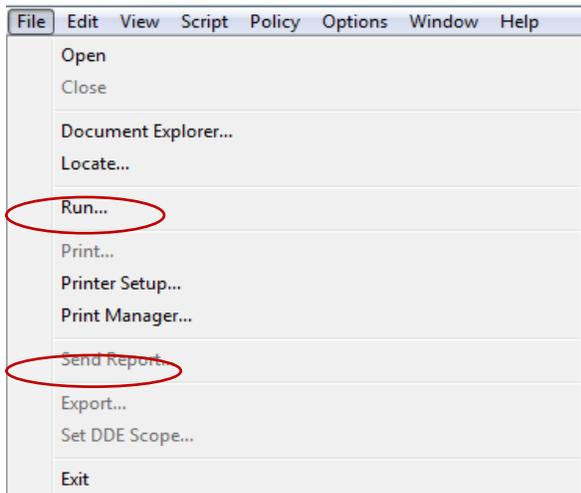
You may Print or Export these reports in Document Direct by selecting **File**.

Note: Generally the Print function should be fine.



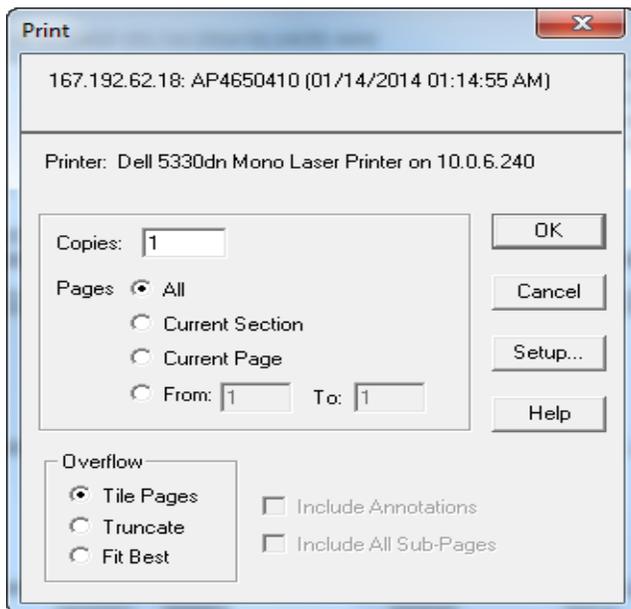
Document Direct - Print or Export option

- Select the Print or Export Option

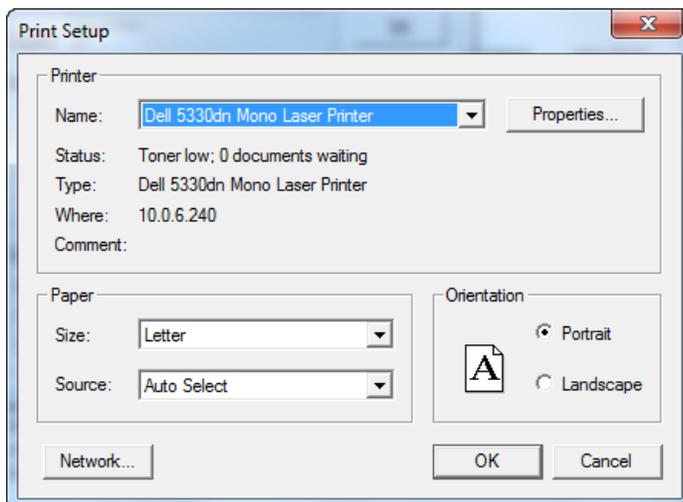


Note: A document must be open or the Print and Export functions are grayed out and not available.

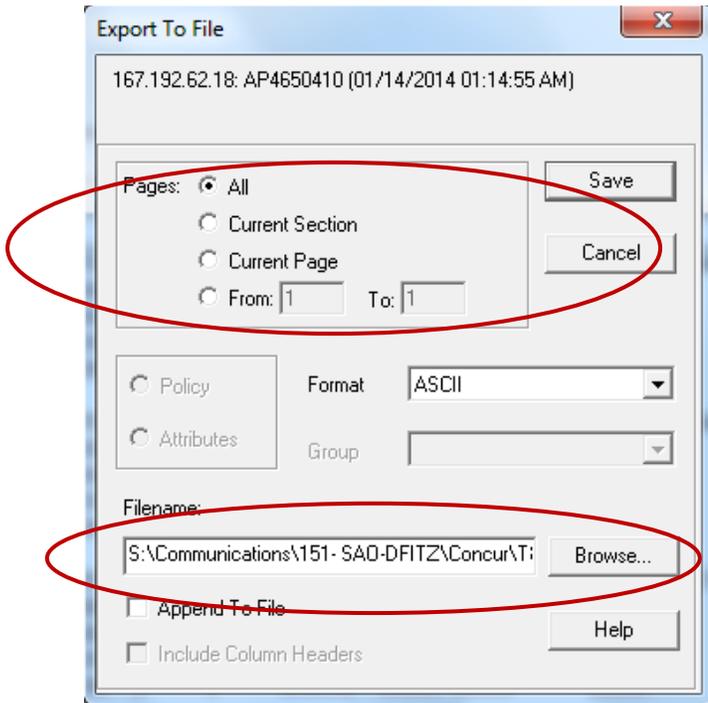
- To Print the report:
 - Select **Print**
 - Verify the **Copies** and **Pages** options



- Click **OK** or select **Setup** to use a different printer



- Choose the desired printer
- Click **OK**
- Click **OK** again to print
- To Export the report:
 - Select **Export**
 - Verify the **Pages** option. If in doubt, select **All** to ensure you export the entire report.
 - Specify the location to export to in **Filename:** and alter the name of the document if desired.

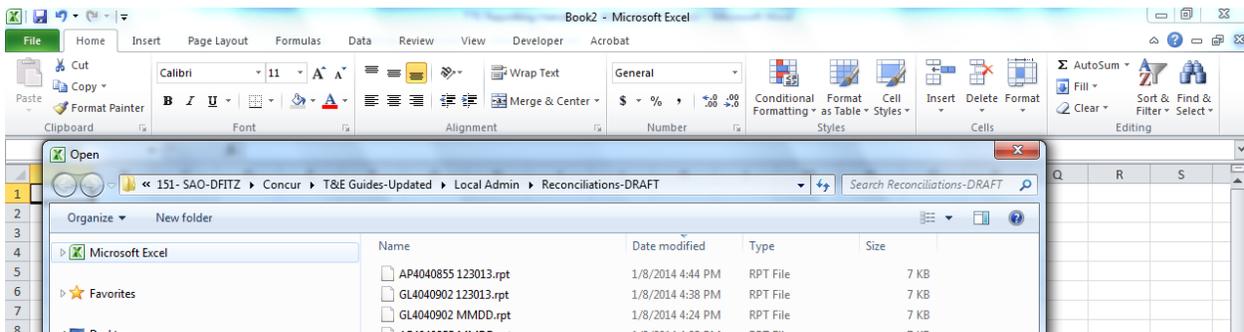


Note: Document Direct exports documents with the file extension .RPT

To manipulate the exported data, import it into Excel.

- Open Excel and then select the GLXXX0902.rpt or APXXX0855.rpt report from the saved location.

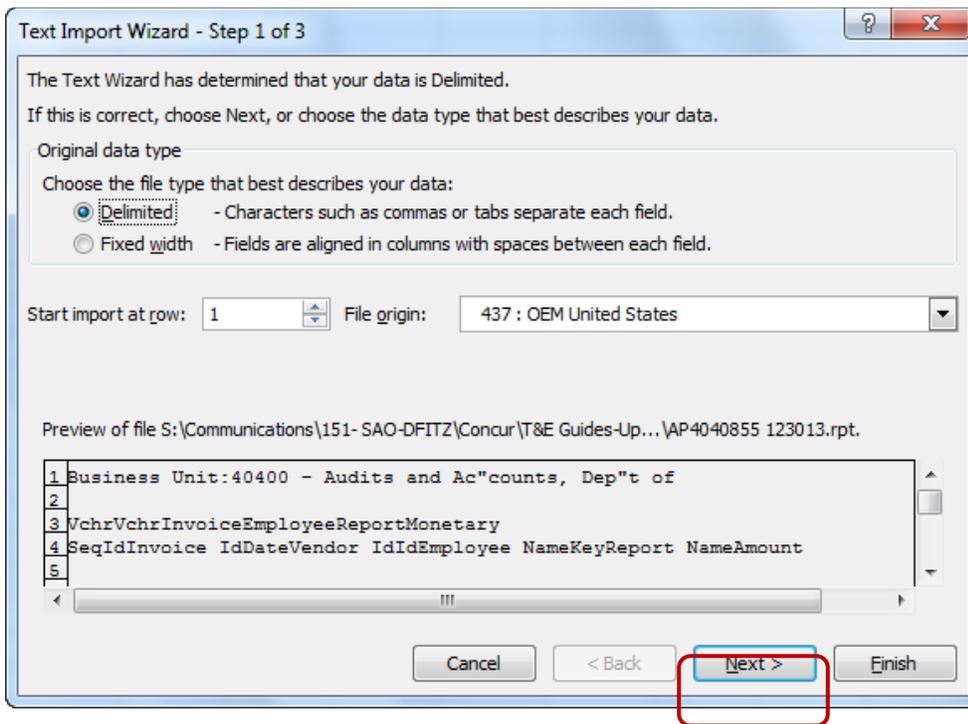
Note: XXX= Agency Business Unit Number 404, 419, 427, etc.



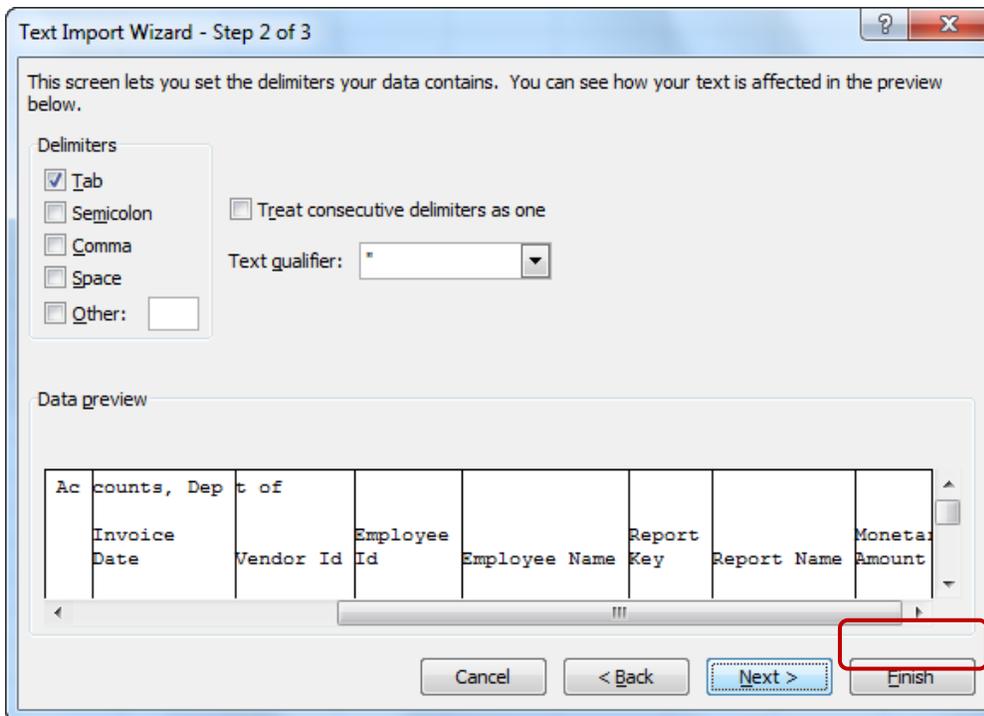
- The documents exported from Document Direct will have an extension of RPT.

Example Excel Import process when APXXX0855.rpt (Offline Travel Voucher Interface – Accounts Payable) is selected

- Click on the report to open the Text Import Wizard



- Click **Next**



- Click **Finish**.

The data imports into Excel and you can manipulate the data as you need. You have the full functionality of Excel once the report is in Excel.

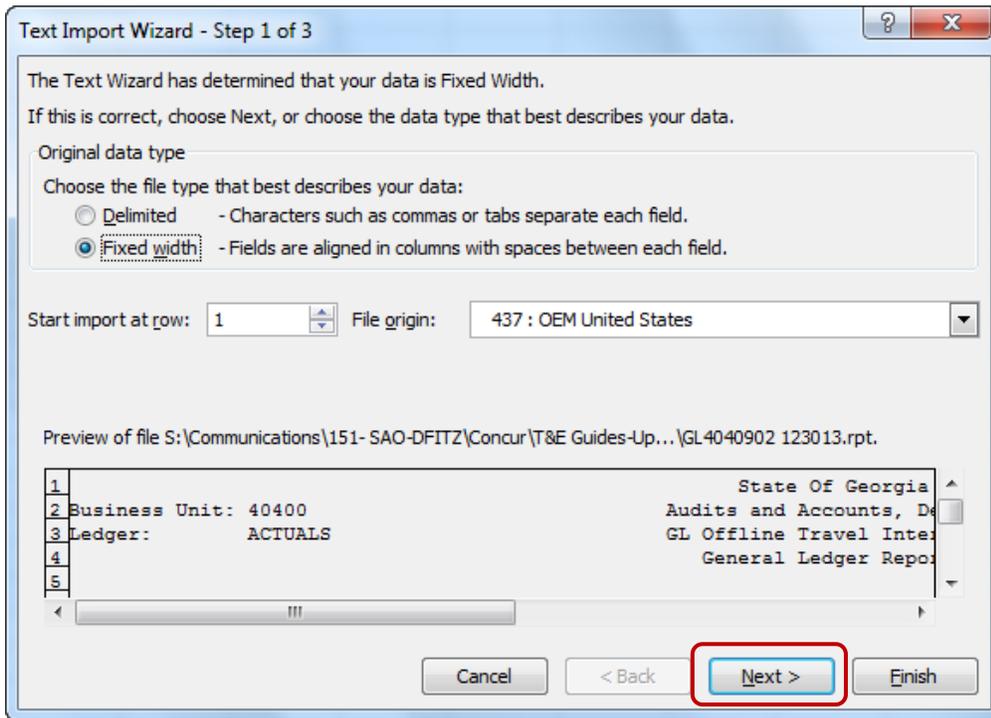
Note: If there is a large amount of data you will see sections for page headers, you can simply delete these lines in Excel to make working with the data easier.

A1 Busine										
A	B	C	D	E	F	G	H	I	J	
1	Busine	ss Unit:	40400 - Accounts, Dept of							
2										
3	Vchr	Vchr	Invoice	Employee	Report	Monetary				
4	Seq	Id	Invoice Id Date	Vendor Id Id	Employee Key	Report Na	Amount			
5										
6										
7	105788	NEXT	105788 11/7/2013	339835	885578	Bibby,Am	105788	Augusta	409.28	
8	105791	NEXT	105791 11/15/2013	339835	885578	Bibby,Am	105791	Milledge	54.24	
9	104221	NEXT	104221 12/11/2013	482675	970942	Schuenen	104221	Towns Co	100.4	
10	104288	NEXT	104288 12/12/2013	522437	995448	Morton,Je	104288	Atlanta Pu	10	
11	105846	NEXT	105846 12/19/2013	E00101128	1011288	Bruder,Eri	105846	KRISHNA	491.5	
12	105807	NEXT	105807 12/19/2013	E00101128	1011289	Lam,Victo	105807	COAM AU	442.75	
13										
14										
15				Total Mo	netary Am	ount for a	Vouchers	=	1,508.17	
16				St	ate Of Ge	orgia				
17				Audits and	Account s,	Dept of		Report ID:	AP4040855	
18				Offline Travel	Voucher Interface			Print Date	1/6/2014	
19				Account s	Payable s	Report		Page:	2	
20								PS ID:	APS8055X	
21										
22	Busine	ss Unit:	40400 - Accounts, Dept of							
23										
24	Vchr	Vchr	Invoice	Employee	Report	Monetary				
25	Seq	Id	Invoice Id Date	Vendor Id Id	Employee Key	Report Na	Amount			
26										
27										
28										
29	=====	=====	=====							
30	4040	0	TRANSA	CTION	TOTALS					
31	=====	=====	=====							
32										
33	Total	Number Cf	Voucher	essed:	6					
34	Total	Number Cf	Lines	Processed:	6					
35	Total	Number Cf	Distribut	rocessed:	54					
36										
37	Total	Number Cf	Voucher	rted:	6					
38	Total	Number Cf	Lines	Inserted:	6					

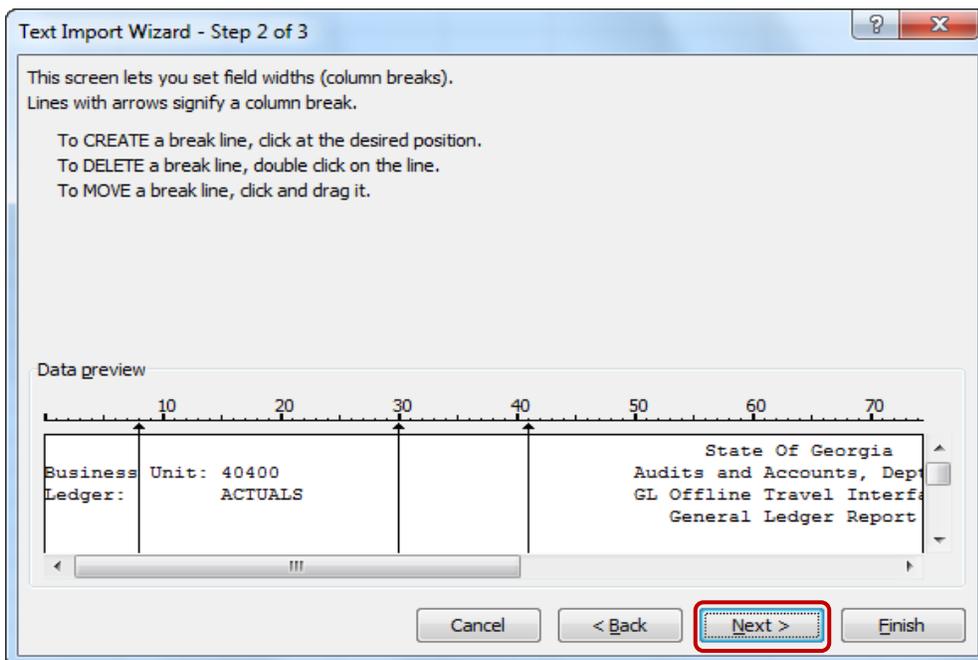
Note the Total of the vouchers created. In this example it is \$1,508.17 which represents the total of the AP Vouchers created from the TTE/Concur Extract.

Example Excel Import process when GLXXX0902 - GL Offline Travel Interface/General Ledger Report is selected:

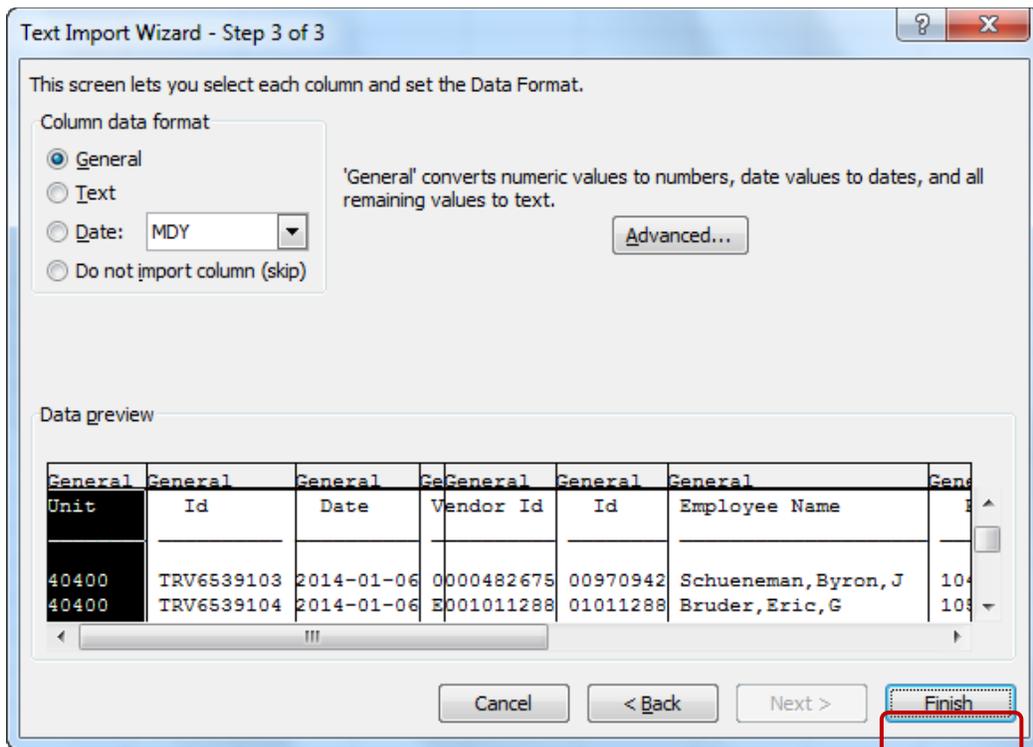
- The Text Import Wizard – Step 1 opens.



- You can start the import at row 1 or a lower row to bypass the report header information if you choose.
- Click **Next**



- Scroll down past the header information and a cross to verify that the columns are correct. You can add, delete or move (change) a column as detailed in the Text Import Wizard – Step 2.
- We suggest adding a column between **ID** and **Date**, between **ID** and **Employee name**, and between **Employee Name** and **Key**.
- Click **Next**
- Step 3 of the Text Import Wizard appears



Click **Finish**

The data is now in Excel and you can manipulate it using any of the Excel functionality as needed.

	A	B	C	D	E	F	G	H	I	J	K
1						State Of Ga					
2	Business	Unit: 40400				Audits and Dept of			Report ID: GL4040902		
3	Ledger:	ACTUA LS				GL Offline erface			Print Date 1/6/2014		
4						General Lort			Page: 1		
5									PS ID: GLS9002X		
6											
7	Bus	Journal	Journal		Employee		Report				
8	Unit	Id	Date	Vendor Id	Id	Employee Key		Report Na	Monetary Amount		
9											
10											
11	40400	TRV65391	1/6/2014	482675	970942	Schuenem	104221	Towns Cor	4.27		
12	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
13	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
14	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
15	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
16											
17											
18						Total Mont for all	Passed Jor		21.35		
19						State Of Gia					
20	Business	Unit: 40400				Audits and Dept of			Report ID: GL4040902		
21	Ledger:	ACTUA LS				GL Offline erface			Print Date 1/6/2014		
22						General Lort			Page: 2		
23									PS ID: GLS9002X		
24											
25	Bus	Journal	Journal		Employee		Report				
26	Unit	Id	Date	Vendor Id	Id	Employee Key		Report Na	Monetary Amount		
27											
28											
29											
30											
31	=====	=====	=====								
32	40400	TRANSACTION	TOTALS								
33	=====	=====	=====								
34	Journal	Headers =	5								
35	Journal	Lines =	3								
36	Journal	Unknown	0								
37		--	-----								
38	Total Re	conds =	8								

Note the total of the GL Entries made. In this example it is \$21.35. This represents Cash Advance Returns, Air Plus and Company Paid Payment Type items on the expense reports extracted from TTE/Concur.

3. Open the Excel report you created in #1

After you export the Detail Report-Extracted (sent for payment) into Excel you can add a couple of totals that will make reconciliation of transactions from TTE into TeamWorks relatively easy.

Business Unit	Vendor ID	Employee ID	Employee	Report Name	Report Date	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640000	For Travel Agency	AirPlus	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fuel	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Company Paid	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640000	For Travel Agency	AirPlus	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	60.14

What Do I Do If My Balances Do Not Tie?

Reporting imbalances between AP/GL report totals and the TTE Detail Report-Extracted (sent for payment) report is simple:

- Identify the issue using the TTE Detail Report – Extracted (sent for payment) from TTE and the GLXXX0902 and APXXX0855 Reports from Document Direct. You must document the transactions that did not appear in the GLXXX0902 or APXXX0855 report but were on the TTE Detailed Report-Extracted.
- Contact SAO Customer Care via phone at 404-657-3956 (Option 9) or 888-896-7771 (Option 9) or email to sao_travel@sao.ga.gov.
- Have the TTE and Document Direct Reports and the detailed documentation of the issue ready to transmit to SAO immediately when requested or include with the email if issue emailed to SAO Travel.

Once SAO TTE Support receives this detailed information, they will investigate and advise you of any corrective action necessary.

Section 8: Important Information to Consider for Departing Employees

Per the Statewide Travel Policy, travel expenses and advances must be reconciled within the TTE system as soon as possible, but no later than 45 calendar days after the completion of the trip or event. If your agency allows travel advances, any portion of an advance that was not used must be returned to the State, via check, within this same timeframe.

For agencies using the TTE System, travelers must submit all expenses in the TTE system, “matching” the expenses to the approved advance. Refer to the State’s [TTE System User Reference Guide](#) for detailed procedures. To remain compliant with the [Statewide Travel Policy](#) regarding both expenses and travel advances TeamWorks Travel and Expense agencies have some important considerations to make before any full or part time employee leaves their agency.

In order to ensure accurate expense reconciliations, reimbursements of possible travel advances and to avoid unexpected budget impact, the TTE team recommends the following:

- Encourage Managers and/or HR to notify the TTE administrator before the employee leaves, when possible.
- Notify Managers and HR that TTE expense submissions **must** be made before the employee leaves or transfers out of your agency.
- Consider adding this reminder to your agency exit checklist.
- Run the following reports to identify outstanding expenses and unreconciled travel fees as well as cash advance balances (if applicable) which may be due.
 - ✓ **196060 Unassigned Transactions** - Detail of all AirPlus transactions not extracted into TeamWorks.
 - ✓ **Unsubmitted Expense Reports** - Detail of expense reports started but not submitted (no cash advances included).
 - ✓ **Cash Advance Analysis** - Identifies outstanding cash advance balances.
 - ✓ **Unsubmitted Expense Reports with Cash Advances** - Detail of expense reports with cash advances attached but not submitted.
 - ✓ **IRS Report** – Identifies if employee has any taxable expense reports.

Section 9: Determining Potential Taxability of Employee Expenses

Statewide Travel Policy Reference

Pursuant to Section 7: Reimbursement for Travel Expenses of the policy effective 07/01/13:

7.1 General

Employees are expected to exercise good stewardship of funds when traveling on official business. Any expenditure disallowed by the State is the responsibility of the employee.

7.2 Expense Reimbursement Timing

Travelers should submit all expenses for reimbursement and reconciliation within 10 days of the completion of the event or trip but **no later than 45 calendar days**. However, a reimbursement request will preferably be held (not entered into the TTE system) until an amount of at least \$10 is due.

IRS regulations state the traveler must adequately account to the employer and submit travel expense reimbursement requests within 60 days of the end of the trip. Such expenses, if reimbursed after 60 days, become taxable income to the traveler.

All expense reimbursement requests must be submitted as soon as possible, in conjunction with an employee's last day of employment, when applicable, but no later than 45 calendar days after the last day of employment. Outstanding requests not submitted after this time period will not subsequently be reimbursed. The Office

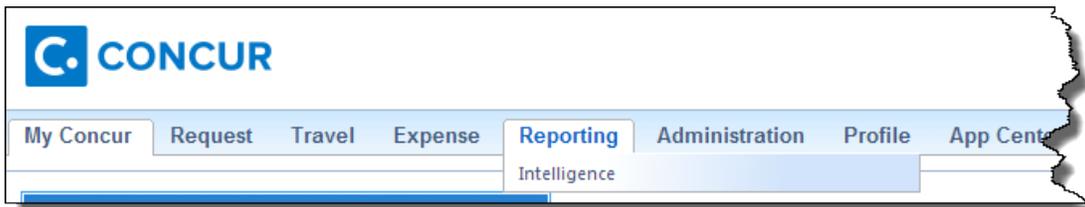
of Planning and Budget *OPB Policy Memorandum No. 1 (Revision 5, May 2013)* provides further guidance for recovering unrecovered Travel Advances, post-employment.

TTE IRS Report

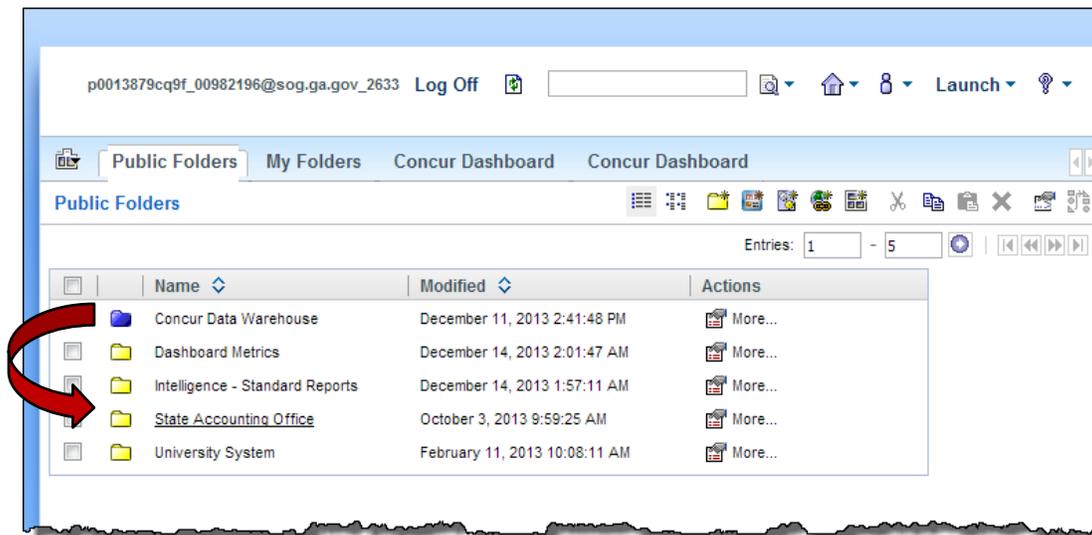
The Local Travel Administrator can determine expenses submitted in excess of 60 days from the completion of the trip by running and evaluating the TTE **IRS Report**. This report should be run weekly. Also, consider running this report if someone is leaving the agency as well.

Local Travel Administrators with reporting access to the TTE System should run the IRS Report weekly as follows:

Log in to Concur and click on the Reporting tab



Select the State Accounting Office Folder



Scroll down to the IRS Report:



From the IRS (Number of Days to Submit Report) Prompt window:

- o Enter the date range to be reviewed
- o Select the Business unit
- o Click **Finish**

https://reporting2.concursolutions.com/cognos/cgi-bin/cognosisapi.dll?b_action=cognosViewer&ui.action=run

Number of Days to Submit Report - Prompts

Sent for Payment Date Range :

From:

To:

Business Unit(s) (Optional) :

40400
40600
40700
41800
41900
42000
42200
42700
42800
42900
43000

Select all Deselect all

Employee(s) (Optional) :

Keywords:
Type one or more keywords separated by spaces.

Options ▾

Results:

Select all Deselect all

Choice:

Select all Deselect all

You can view the report:

IRS Report - IBM Cognos Viewer - Google Chrome

https://reporting2.concursolutions.com/cognos/cgi-bin/cognosisapi.dll?b_action=cognosViewer&ui.action=run&ui.object=

Concur p0013879cq9f_00982196@sog.ga.gov_2633 Log Off

Number of Days to Submit Report

by Sent for Payment Dates Between Oct 1, 2013 and Dec 31, 2013

Business Unit	Employee Name	Employee ID	Report Name	Report Key	Date First Submitted	Total Amount Approved	Default Approver	Trip Start Date	Trip End Date	# Days to Submit
40700	Doe, Jane	00999999	FMC Conference	88239	Sep 26, 2013	543.61	Approver, The	Sep 22, 2013	Sep 25, 2013	1

To view this report in Excel, click the alternate view icon , select **View in Excel Options** and then select the Excel format desired and then open the report. Where the report appears to open depends on the browser you are using.

The report will export to Excel and you will have the full functionality of Excel to sort or manipulate the report data as needed. Sorting the data to include the # days to submit will bring potentially taxable instances to attention.

A	B	C	D	E	F	G	H	I	J	K
Number of Days to Submit Report										
by Sent for Payment Dates Between Oct 1, 2013 and Dec 31, 2013										
Business Unit	Employee Name	Employee ID	Report Name	Report Key	Date First Submitted	Total Amount Approved	Default Approver	Trip Start Date	Trip End Date	# Days to Submit
40700	Doe, Jane	00999999	FMC Conference	88239	Sep 26, 2013	543.61	Approver, The	Sep 22, 2013	Sep 25, 2013	1

It is recommended that you evaluate the trip dates and submit dates. The employee may have made an error which resulted in a negative number or a HUGE number in the # days to submit field. Examples would be entering an incorrect year in the start or end dates or submitting the report before the end date of the expense report which would create a negative number.

Once you determine that there are one or more taxable expense reports (60 days or greater listed in the days to submit field), provide a copy of the report to your HR/Payroll office as soon as possible. The HR/Payroll office will handle the process from this point.

HR/Payroll enters the total amount of the expense report on the employee's payline in TeamWorks HCM, using earnings code TAI. The information will be added to the employee's payline during the normal "on-cycle" process. The "on-cycle" process depends on the pay cycle the agency is using – semi-monthly, weekly, or monthly.

Section 10: General Year End Procedures

Reports Agencies can run in TTE

Agencies on TTE are encouraged to run and monitor any of the following reports below in Cognos Reporting to determine outstanding travel expense reports. These reports should be reviewed prior to year-end close out to ensure all current year travel reports are processed in the current fiscal year.

- **Unsubmitted Expense Reports:** Detail of unsubmitted expense reports with amounts.
- **Unsubmitted Expense Reports with Cash Advances:** Detail of unsubmitted expense reports with amounts and cash advances.
- **196060 Pending Transactions:** Detail of AirPlus transactions (196060) NOT extracted to TeamWorks.
- **Cash Advance Analysis:** Shows the status of cash advance by employee.
- **IRS Report:** Identifies any employees with taxable expense reports.

Processing Travel Reports When Two Accounting Periods are open

In order to facilitate year-end processing, the 'trip end date' in TeamWorks Travel & Expense (TTE) will be used to determine the accounting period in TeamWorks for travel expenses.

<p>All expense reports that are submitted between June 1st and July 10th, 2014 (Dates will vary depending on the fiscal year)</p>	<p>Should have a June or July 'trip end date' to determine the appropriate accounting period in TeamWorks.</p>
<p>Employees submitting reports with expenses prior to June</p>	<p>Need to change the 'trip end date' to a June date on the report header, before the report can be submitted.</p>
<p>From July 1-11 (Dates may vary for each fiscal year)</p>	<p>Agencies will need to determine the appropriate accounting period and revise</p>

the 'trip end date' accordingly.

NOTE: To ensure that expense reports are approved and extracted before TeamWorks year-end processing, no travel expense reports should be submitted by employees after July 10, 2014. The date depends on the fiscal year. The dates shown are for Fiscal 2014.

What Do Agencies Need to Do if Users Receive the Audit Rule Below?

SAO has created an audit rule specifically for year-end processing. The audit rule does not trigger until the traveler has "submitted" their expense report. If an approver or back office processor receives an expense report with the following audit rule:

"Expense reports submitted or extracted in July must have trip end date in June or July to determine the correct fiscal year. Please modify the trip end date in report header and resubmit."

Please return the report to the employee so that the 'trip end date' can be changed to an open period (either June or July).

Company Paid Reconciliation for Car Rental and Direct Bill Hotel

Please review account 200006 (Company Paid Car Rental/Hotel) to ensure that the account has a zero balance at year-end. If a balance exists, the agency should prepare a reconciliation between TeamWorks and Concur using existing queries in TeamWorks and reports in Cognos reporting.

Note: The Detail Report – Extracted (sent for payment date) and the Detail Report-Not Extracted would be helpful here.

General Procedures for Control/Clearing Accounts

1. As stated in the [Accounting Policy for Control/Clearing Accounts](#) on the SAO website, *"Travel clearing accounts may have balances in each individual account if, at the fund type level, the activity will offset over time by agency... At year-end, the balances are not required to net to zero by agency or fund type level."*
2. For BCR/CAFR reporting, the SWAR group will reclassify the net balance for air travel and the net balance for hotel activity to the appropriate prepaid asset, expenditure/expense, or accrued liability, at the consolidated fund type level. **NOTE** - If your agency prepares separate financial reports (e.g. CPA audited organizations), you will need to make these reclassifications in your financial statements.

Tips for Reconciling Clearing Accounts

To reconcile your clearing accounts, agencies can use the following:

Existing queries in TeamWorks	Queries can be used to review general ledger journals created from the extract from Concur to TeamWorks (196060 account) and used to review payment activity to AirPlus (196061 account)
TTE Reporting	Used to run the report for unsubmitted expense reports

	(196060 Extracted Reconciliation, 196060 Pending Transactions, 196060 Unassigned Transactions) and Detail Reports – Extracted (sent for payment date) and Detail Report -Not Extracted
TTE AirPlus payment detail reports	Used to identify payment detail for payments made to AirPlus (196061 Air Plus Reconciliation)