TeamWorks Travel & Expense System

FAQ's

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Travel System Access

1. How do I log in to the TeamWorks Travel & Expense System?

All travelers will receive their login and password information by email on the launch date of the service. Access TeamWorks Travel & Expense on the SAO website http://sao.georgia.gov then select Travel/TeamWorks Travel and Expense/TeamWorks Travel & Expense Online Booking Tool.

2. What should I do if I need to travel and I don't have a vendor ID number?

Employees requiring a Vendor ID to receive Expense Reimbursement can now request a Vendor ID and those with an existing Vendor ID can update personal and bank account information in the Employee Expense Reimbursement module in Employee Self Service (ESS) totally online.

Complete instructions to request a Vendor ID or to update banking information for Employee Expense Reimbursements is available on the SAO website

- Select **TeamWorks**; select **Financials**; select **Vendor Payment Management**. Scroll down to the Employee Expense Reimbursement Resources and Training Tools section and select ESS Employee Expense Reimbursement Job Aid.

You will receive immediate notification via email.

To request access to the TeamWorks Travel and Expense (TTE) system, complete the TeamWorks Travel and Expense Request Access Form on the SAO website:

- Select **Travel**; select **TeamWorks Travel and Expense**; select **Online Booking Tool; select** TTE Travel Request (Request TTE Access)
- Fill out the form on line and **Submit**.

3. What should I do if I need to be added as traveler and I have a vendor ID number?

Employees that have a vendor number and need to access the TeamWorks Travel & Expense System should complete the online "TeamWorks Travel & Expense Access Request Form" located under the "Travel" section of the SAO website.

- Select **Travel**; select **TeamWorks Travel and Expense**;
- Select **Online Booking Tool;**
- Select TTE Travel Request (Request TTE Access)
- Fill out the form on line and **Submit**.

  ✓ **Note:** This is an online form. Once your request has been processed, you should receive your TeamWorks Travel & Expense log-in information within 48 business hours.

4. How often do you have to change your password for the TeamWorks Travel & Expense System?

Passwords to the travel system do not expire. Please note that after six consecutive unsuccessful login attempts the system will lock you out. You will need to contact your Local Travel Administrator to have this corrected.

5. How do I change my password?

Passwords to the travel system do not expire. However, the user can change their password any time they choose.

- Log into the TeamWorks Travel & Expense System.

- Click on **Profile** from the menu bar. Click on **Change Password**.
- Enter the password you logged in with then enter your new password in **New Password** and then reenter it in **Re-enter New Password**. Then enter a password hint in **Password Hint** and click on **Submit**.

  - ✓ Passwords are case sensitive and must be at least 7 characters. You can use letters, numbers and or special characters. Spaces are not allowed.
  - ✓ The Password Hint will be emailed to you if you forget your User Name or Password.

6. Who is my Local Travel Administrator?

A current list of participating agencies and their Local Travel Administrators is located in the "Travel Section" of the SAO website.

- Select **Travel**; select **TeamWorks Travel and Expense**; select **TeamWorksTravel & Expense Online Booking Tool**; click on **TTE Participating Agencies.**

7. How do I locate instructions on how to login to the TeamWorks Travel & Expense System?

Users should review the "TTE System User Reference Guide" located under "Travel" on the SAO website.

- Select **Travel**; select **TeamWorks Travel and Expense Training**; click on **TTE System User Reference Guide**

8. Where can I view my Vendor ID?

You can view your Vendor ID in Employee Self Service/Employee Expense Reimbursement. For further instructions go to the SAO website (TeamWorks>Financials>Vendor Payment Management; scroll to ESS Employee Expense Reimbursement Job Aid and click to open.

9. I can login to the system but a particular page (such as My Concur, Expense, etc) doesn't appear. What do I do??

A. If you are using Internet Explorer:

- Open Internet Explorer
- Click on **Tools**
- Select Internet Options
- The **Internet Options** dialogue box opens
- In the **General** tab under the "*Browsing History"* section click on the **Delete** button
- The **Delete Browsing History** dialogue box opens
- In the "*Temporary Internet Files* " section click on **Delete Files**
- The **Delete Browsing History** dialogue box opens
- In the "*Temporary Internet Files* " section click on **Delete Files**
- When the files quit deleting click on **Close** in the **Delete Browsing History** box
- Click on **OK** in the **Internet Options** box

B. If you are using Google Chrome 10

- Open the **Chrome** browser
- In combination hold down the **Ctrl** + **Shift** + **Delete** keys on your keyboard
- The **Clear Browsing Data** dialogue box opens
- Click on the dropdown box arrow after "*Obliterate the following items from*:" and select the **beginning of time** option
- Make certain **Empty the cache** is selected at a minimum
- Click the **Clear browsing data** button
- Open a new browser window or click on an existing one

- Access Concur and log in

C. If you are using Mozilla Firefox 8

- Open the Firefox browser
- In combination hold down the **Ctrl** + **Shift** + **Delete** keys on your keyboard
- The **Clear Recent History** box opens
- From **Time range to clear**: click on the arrow
- Select **Everything** from the drop down menu
- Click **Clear Now**
- Access Concur and log back in

D. If this doesn't work?

- Download another browser such as Mozilla Firefox or Google Chrome.

E. If nothing works?

- Please submit a screenshot of the error message to sao_travel@sao.ga.gov

10. User Alerts When Caps Lock in On While Logging In

Users are locked out after a number of failed login attempts. To prevent a failure due to the Caps Lock being on, Concur has added a message to the user based on the **Password** field on the **Login** page that would show/hide as the user is typing depending on whether or not Caps Lock was detected.

This is the message that is displayed when Caps Lock is on and the user has entered the first letter:

Warning: Caps Lock is ON!
Passwords are case sensitive.

11. This is my first time traveling what is my log in and password?

Please contact your LOCAL travel Administrator to obtain your login and credentials. A list of participating agencies and the respective Local Travel Administrator can be found on the SAO website; navigate to Travel>TeamWorks Travel and Expense> Online Booking Tool and select the TTE Participating Agencies document.

Profile – TeamWorks Travel & Expense System

1. What email address should I use in my Profile?

Employees should use their work email address. Employees should update their email address in the HCM employee self service tool (access thru Team GA webpage). If travelers do not have a work email, an alternative email will suffice (i.e.; Gmail, Yahoo, Hotmail.)

2. How do I identify the required fields on the Profile pages?

Required items on the **Profile** page are marked in orange typeface.

3. Why does my name in my profile have to match the name of my frequent flyer account?

The Transportation Security Administration (TSA) requires the name on your government issued ID presented at check-in match the name in your airline reservation. Some travelers may have set-up their airline memberships with a name other than what displays on their government issued ID. For this reason, we advise travelers to make sure the name on all their frequent flyer accounts matches the name used in their profile. This will insure travelers receive proper credit and benefits of their membership program.

4. **How do I add a Travel Assistant?**

- Log in to TeamWorks Travel & Expense.
- Select **Profile** from the menu bar.
- From the Travel Settings select **Assistants/Arrangers**.
- Click on the **Add an assistant** link.
- Type the assistant's name in the **Search Criteria** field and click on **Search**. Select the assistant's name from the list.
- Check the '**Can book travel for me'** checkbox and **Save**

5. **How do I add an Expense Delegate?**

- Log in to TeamWorks Travel & Expense.
- Select **Profile** from the menu bar.
- From the Expense Settings menu select **Expense Delegates**.
- Click on the blue **Add** button.
- Type the delegate's name in the search box. Names will appear as matches occur. Select the delegate's name from the list and click the white **Add** button.
- Select the options for the delegate by clicking on the checkbox next to the option from: "**Can Prepare"** and "**Can Submit**"
- Click **Save**.

6. **How can I view who I am a delegate for?**

- Log in to TeamWorks Travel & Expense.
- Select **Profile** from the menu bar.
- From the Expense Settings menu select **Expense Delegates**.
- Click on the **Delegate For** tab.
  - o **NOTE:** Expense and Travel Request share delegates.

7. **Will the system automatically display government rates for hotels?**

- Log in to TTE
- Click on the **Profile** tab
- Click on **Travel Preferences**
- Click on the checkbox next to **Government**
- Click **Save**

General TeamWorks Travel & Expense System Questions

1. **What is the TeamWorks Travel & Expense System?**

This is an automated online travel and expense reporting system benefiting State agencies by enhancing control of travel expenditures, reducing manual efforts in auditing, and validating travel and expenses.

2. **Where can users locate the Travel & Expense System link?**

The TeamWorks Travel & Expense System link is located on the State Accounting Office's (SAO) website, on the "Travel" page.

- Select **Travel**; select **TeamWorks Travel and Expense**; select **TeamWorks Travel & Expense Online Booking Tool**; click on **Log in to Concur**

3. **Is this system in compliance with the Statewide Travel Policy?**

Yes. The TeamWorks Travel & Expense System was developed based on the statewide travel policy.

4. How long does a user's travel history remain in the system?

The traveler's history will remain in the system for 7 years.

5. Where can I locate training for the TeamWorks Travel and Expense system?

Training materials can be accessed 24 x 7 from:

- Inside TeamWorks Travel and Expense **My Concur** Home Page
  - Log in to TTE Travel and Expense and scroll to the Company Info page on the My Concur page
  - Click on the Travel Training Portal Link
- **SAO Website**
  - Access the website http://sao.georgia.gov from any browser 24 x 7
  - Click on the **Travel** tab
  - Click on **TeamWorks Travel and Expense Training**
    - You have access to all training materials from here.
    - The *Recommended Training* document contains direct links to documents, interactive simulations and videos!

6. Can non-employees utilize this system?

Not at this time.

7. How can I find out who my Local Travel Administrator is?

The ***TeamWorks Travel & Expense Participating Agencies and Local Administrators*** document located on the State Accounting Office webpage contains contact information for Agencies on the TTE system.

From the SAO website (http://sao.georgia.gov) click on the **Travel** Tab, then select the **TeamWorks Travel and Expense** Tab, then select **Online Booking Tool**. Click on the link **TTE Participating Agencies s** to open the document.

Reimbursements

1. How soon should I expect to receive my travel expense reimbursement?

- **Reimbursement via ACH (direct deposit):** The funds will appear in your bank account 3 days after the expense report has been approved and processed for payment.
- **Reimbursement via check:** Checks will be mailed 4 days after the expense report has been approved and processed for payment.

2. Who do I contact if I haven't received my travel reimbursement?

- Check with your Local Travel Administrator or Accounting department

Booking Travel

General

1. How do I add a Travel Assistant?

Go to the Profile section of this document.

2. **How do I change my trip?**

- Go to the **Upcoming Trips** section of My Concur.
- Click on the trip you would like to change and select **Change Trip**.

You can add or cancel car or hotel reservations. If your company permits, you can also change your ticketed flights. Subject to fare rules and carrier requirements, changes to ticketed flights will result in an exchange ticket being issued. Changes to AirTran, Southwest Airlines and Amtrak need to be made by a travel counselor.

3. **How do I cancel my trip?**

- Go to the **Upcoming Trips** section of My Concur.
- Click on the trip you would like to cancel and select **Cancel Trip** or **Change Trip** to change a portion of the trip.
  - ✓ **NOTE**: Cancel Trip will cancel the entire trip.

Unused tickets issued by Travel Incorporated will be marked with any value remaining and can be used towards a future reservation; usually up to 1 year from the original purchase date.

AirTran and Southwest Direct Connect reservations can also be cancelled online in Concur Travel. Both carriers will hold credits of your unused funds and can be applied on future reservations; usually up to 1 year from the original purchase date.

Note: Call a travel counselor to apply unused funds from a cancelled trip to a new reservation.

4. **How do I know if my ticket was issued?**

Travel Incorporated will send your eItinerary as final confirmation of ticketing. In addition, if you booked flights on a direct connect vendor, you will receive an itinerary from that vendor as confirmation of your ticket purchase.

5. **What should I do if I did not receive my eItinerary?**

If you have not received your Travel Incorporated eItinerary within 2 hours of submitting for purchase, please contact your Travel Incorporated Travel Counselor at 770/291-5190, 877/548-2996 or SOG@travelinc.com.

Air Reservations

1. **What if my airline ticket has been issued within 24 hours and I need to change it?**

Airlines assess change and cancellation fees on most tickets. A typical domestic round trip change fee is $150.00.

However, Concur Travel allows you to void most e-tickets that have been issued within 24 hours; therefore, eliminating the airline change fee!

2. **How does Travel select my seat assignment?**

Concur Travel references your profile to make a seat assignment after booking your flights. If you have preferred status on your frequent flyer account, Concur Travel will assign preferred seating if offered by the airline.

If you would like to change your seat assignment, click on the Select Seat link, access the seat map and choose another available seat.

3. **How do I display the seat map and reserve seats?**

Seat maps can be viewed several ways. Prior to reserving your flights, you can click on the flight's seat map icon.

After reserving your flights, you can click on the Change Seat link to display and change your seat assignment on the Travel Details page.

4. **How do I search for flights by 'Price' and 'Schedule' and what is the difference?**

Travel searches by both Price and Schedule on every flight search. The Price and Schedule radio buttons on the flight search page allow you to choose if results display initially by Price or Schedule. Searching by Price displays an entire itinerary option with a total fare. Searching by Schedule allows you to 'hand-pick' your flights and then Concur Travel will provide a total price for the selected flights. You can always change to view fares or schedules on the results page.

5. **What are Direct Connect / Instant Purchase flights?**

Travel uses 'Direct Connect' booking sources to access inventory directly from the vendor, allowing access to special web fares. All fares are considered instant purchase. Travel Incorporated makes AirTran, Southwest Airlines and Amtrak Direct Connects available to its customers. Any changes to these reservations need to be made directly with an agent.

6. **How are unused tickets or credits applied to a new reservation?**

When you make a new reservation and you have an unused e-ticket on that carrier, we will automatically attempt to use if the airline rules allow. If we are able to apply your unused e-ticket it will be reflected on your final invoice.

7. **How do I search for a specific flight?**

If your site has the 'Specify airline' checkbox enabled, you can check the box and select the specific airline in the drop-down list. Concur Travel will perform an extra search on that airline in addition to all other carriers.

8. **Do I need to purchase flight insurances?**

If you book your flight through TTE and it is paid for on the TTE credit card, flight insurances are included.

Car Reservations

1. **How do I book a car reservation?**

There are several ways to book a car for pickup onsite at the airport or at an offsite location.

- Book a car-only reservation by clicking on the **Car** tab on the home page.
- When booking flights, check the box for adding a car and Concur Travel will search for cars after you reserve the airline space.
- Click on the **Add Car** link on the **Travel Details** page.
- Add a car to an existing reservation by going to **Upcoming Trips**, clicking on your reservation and selecting **Change Trip**.

2. **How do I book an Enterprise car reservation for one day and one way?**

This has been an Enterprise issue. Rent the car for one day. When you pick up the car, advise the Enterprise location where you will be returning the car. An example of this would be renting a vehicle for one way to an airport for an extended trip. If you need another car for one day one way on your return to the airport make a separate reservation for airport pick up and advise that location when you pick it up where you will be returning it.

Hotel Reservations

1. **How do I book a hotel reservation?**

There are several ways to book a hotel.

- Book a hotel-only reservation by clicking on the **Hotel** tab on the home page.

- When booking flights, check the **Find Hotel** box and Travel will search for hotels after you book any air and/or car requested.
- Click on the **Add Hotel** link on the **Travel Details** page.
- Add a hotel to an existing reservation go to **Upcoming Trips**, click on your reservation and select **Change Trip**.

2. What search options can I use in finding a hotel?

Concur Travel allows you to search for a hotel by airport, address, company location and reference point. Options include filtering hotels by name, chain, neighborhood, price and hotel amenities. Concur Travel also provides a map of hotels powered by Google Maps. Hotel results can be sorted by company policy and price.

3. How do I book multiple hotels in the same city?

The Travel Details page will display after you book your first hotel.

- Click on the **Hotel** link, provide your search criteria and click on **Next**.
- When the hotel results display, find your desired hotel and click on **Reserve**.

4. How do I book a hotel with different dates than my airline flights?

If you check the **Find a Hotel** box on the home page when booking flights, Concur Travel will default the hotel dates to match your arrival date and return departure date.

To book different dates, leave this box unchecked. On the Travel Details page under your arrival flight, click on the **Hotel** link. You will be able to search for the exact check-in and check-out dates for your hotel reservation.

Expense Reports-General Questions

1. Who do I contact if my immediate approver is out of the office/vacation for an extended amount of time?

The user will need to contact the agency's local administrator to re-route their travel reimbursement request for this time period.

2. Where can I locate the travel chart of accounts?

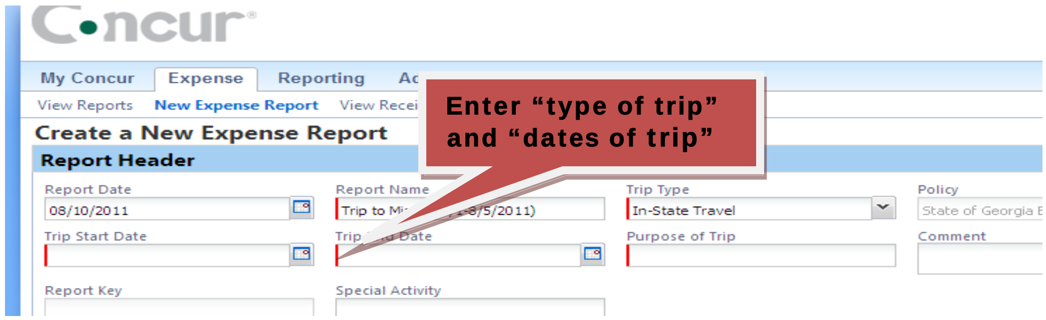
Account numbers are not visible in TeamWorks Travel & Expense System. The correct chart of account numbers are mapped to the corresponding expense types in the TeamWorks Travel & Expense System when you agency was added. However, Employees need to select the correct trip type in completing the report header for the Expense Report and the correct expense type in entering specific expenses in the Expense Report.

3. What does "travel allowance" mean in the system?

Travel allowance refers to "Meals Per Diem".

4. How can I add my trip dates so they are displayed on every page of my expense report?

When creating the report name include the dates the report covers as part of the report name.



5. What should I do if I need to travel on behalf of another agency?

Employees that travel on behalf of another agency should select the expense type "Employee Traveling on Behalf of Another Agency" when entering expenses.

6. Why can't I see the chart of accounts?

The correct chart of account numbers have already been mapped to the corresponding expense types in the TeamWorks Travel & Expense System and are not visible in the system. Employees need to be sure to select the correct trip type in completing the report header for the Expense Report and the correct expense types in entering specific expenses in the Expense Report.

7. How do I route my report to another approver?

- After you click **Submit Report** a screen similar to the following will appear showing your default approver.
- If you know the approver's name: Delete the name of your **Authorized Approver** and type in the last name of the approver you want to send the report to. Select the approver from the list that appears and click **Submit Report**.
- If you don't know the approver's name: Delete the name of your **Authorized Approver** and type in an *. A list of ALL the approvers in your agency will appear. Select the correct person from the list and click **Submit Report**.

8. I have a charge for $4.27 in Available Company Card Charges, what should I do?

You need to import this Company Card Charge into an expense report as it is a Travel Agency online fee for a Travel Booking you made. If possible, import it to the expense report that has the information for the travel booking this pertains to.

- Open the Expense Report
- Click on **Import** and the Smart Expense window opens.
- Click in the checkbox next to the transaction(s) you want to import.
- Click on **Import** and select **To Current Report** from the drop down menu.
- The expense will be added to your Expense Report.

Note: Be certain to update any missing data from imported expense if indicated.

9. Do employees have to itemize all their travel expenses?

Yes. All travel expenses, including mileage, must be itemized in the TeamWorks Travel & Expense System.

10. How do I inquire about the status of a submitted travel expense statement?

Users can find out the status of their travel expense statement at any time by accessing the TeamWorks Travel & Expense (TTE) System and reviewing the status column for expense statements listed under **Active Work** on the **My Concur** page.

11. What information should be included in the Expense Report Name?

- A specific descriptive name for the travel expenses incurred + start and end date the expense report covers should be in the Name field in the Report Header
- If you have a single travel event on the report you can be very specific (i.e., GASB Conference NY 1-5 to 8)
- If you submit weekly, semi-monthly or monthly you may need to be more generic (ie., Field visits 3-15 to 30)
- Doing this properly is very helpful when you when entering specific expenses

12. Why does my Expense Report look different after I have submitted it?

A summary view of expense reports for the approver and processer and the user who has submitted their expense report, has been designed to bring together key elements of the report in a summary view. This view allows rapid approval and processing. When the user first opens the submitted expense report, Expense displays a window on the left side showing details of the Expenses while summary report information appears on the right. You still have access to the details. Simply click on an Expense item and the Summary View disappears.

With the new summary view, Travel Requests now feature a link that opens a window from which the user can review the associated Travel Request in detail. The Travel Request is displayed in a format that can be printed, emailed or a PDF can be created.

13. Why do users have to set up Travel Assistant and Expense Delegates?

The Travel Assistant and the Expense delegate have different programmable role access in the TTE system. Travel Assistants are only allowed to make reservations for the individual that appointed them and Expense Delegates can only create Travel Requests and Expense Reports for the individual that appointed them. Hence, each role has to be set up independently. The system allows someone to be appointed as Travel Assistant, Expense Delegate or <u>both</u>!

Expense Reports – Allocations

1. Who can perform allocations within the agency?

Some Agencies have chosen to restrict allocation entry to Approvers or Back Office.

2. How can I add a Favorite Allocation to reuse on other Expense Reports?

- With the Expense Report open, click on the **Details** Tab and select **Allocations**
- Select the item to be allocated and select **Allocate Expenses**.
- Create the necessary Allocation and click on **Add to Favorites**.
- The Add to Favorites dialogue box will open. Enter a meaningful name for the allocation and click **Save**. This will now appear in the **Favorites** list in Allocations.
- Don't forget to complete this allocation for the Expense Report; click **Save** and then **Done**.

3. How can I use a Favorite Allocation on an Expense Report?

- With the Expense Report open, click on the **Details** Tab and select **Allocations**.
- Select the item to be allocated and select **Allocate Expenses**
- Click on **Favorites** and select the Allocation you wish to use from the list. Click **Yes** in the Confirmation box that opens. The allocation will be applied.
- Click **Save**; click **Done** to complete the entry.

Expense Reports – Per Diem (Meals)

1. How should users account for meals that are included as part of registration fees?

If meals are part of the registration fee for a conference or other event, the traveler will need to select the associated meal when entering Travel Allowances for that date. Selecting the meal (i.e. lunch) on the entry form deducts that meal from the total allowable reimbursement. Attach a copy of the Event Agenda to your Expense Report.

2. What do "Meals Actual Allowance – Domestic" and "Meals Actual Allowance – International" mean?

This expense type is used if you need to submit meals for travel within the US or outside the US (international) and be reimbursed for actual cost and not the per diem rate. These two expense types are the EXCEPTION. Normally you would enter meals through the Travel Allowance (Meals Per Diem) functionality.

3. Does the TeamWorks Travel & Expense System calculate Travel Allowance (Meals Per Diem) including incidentals?

Effective July 1, 2013 incidentals will no longer be included in any Travel Allowance created by the TTE system.

4. How do I enter Meals Per Diem to an Expense Report?

A. To add meals to a new expense report –

i. Request Per Diem with an Overnight Stay

- On the **My Concur** tab in the Active Work section or on the **Expense** tab click on **New Expense Report**
- Complete the required **Report Header** information
- If required, link any **Travel Requests** to the Expense Report
- Click **Add** under **Travel Request** and select the appropriate Travel Request(s) to link to the Expense Report
- Click **Save** and
- Click Yes to open the **Travel Allowances** dialogue box.

Note: Travel Allowance Expenses = Meals Per Diem in TTE

- The **Travel Allowances** dialogue box opens to the Standard Itinerary (Over night) by default.
- Select the Meal Type in **Selection**
  - o 1 **Multiple Day** Per Diem (Available 7/1/13)
  - o **2 Single Day** Per Diem (Available 7/1/13)
  - ▪ 3 **Regular Instate** – Prior Year *Only used for Per Diem prior to 7/1/2013
  - ▪ 4 **GSA Out of State** – Prior Year *Only used for Per Diem prior to 7/1/2013
- Enter the first leg of your trip:
  - ▪ Enter the **Depart From** location
  - ▪ Enter the **Date** you left
  - ▪ Enter the **Time** you left
  - ▪ Enter the **Arrive In** location
  - ▪ Enter the **Date** you arrived at your location
  - ▪ Enter the **Time** you arrived at your location
  - ▪ Click **Save** to save the leg information
- Enter the last leg of your trip
  - ▪ The **Depart From** location defaults. This should be the location where you spent the night

  - Enter the **Date** you left
  - Enter the **Time** you left
  - Enter the **Arrive In** location
  - Enter the **Date** you arrived at your location
  - Enter the **Time** you arrived at your location
  - Click **Save** to save the leg information
- Click **Next**
- Click **Next**
- Click the check box next to any meals that were provided for you
- Click **Create Expenses**

ii. Request Per Diem with No Overnight Stay

- On the **My Concur** in the Expense Report or Active Work section click on **New Expense Report**
- Complete the required **Report Header** information
- If required, link any **Travel Requests** to the Expense Report
- Click **Add** under **Travel Request** and select the appropriate Travel Request(s) to link to the Expense Report
- Click **Save**
- Click **Yes** and the **Travel Allowances** dialogue box will appear.

Note: Travel Allowance Expenses = Meals Per Diem in TTE

- Click on the arrow next to **Selection** and choose the meal type:
  - 1 **Multiple Day** Per Diem (Available 7/1/13)
  - **2 Single Day** Per Diem (Available 7/1/13)
  - 3 **Regular Instate** – Prior Year *Only used for Per Diem prior to 7/1/2013
  - 4 **GSA Out of State** – Prior Year *Only used for Per Diem prior to 7/1/2013
- Click on **Go To Single Day Itineraries** if you did not have an Overnight stay
- Enter the date you want to begin entering information for in **Choose Start Date**.
- Click **Go** to open the data entry screen with the required dates
- For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
- Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- Enter your last business location of the day in **End Location** and click the **Tab** key.
- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.

Note: The system will calculate your travel status hours in **Hours**.

- When you have entered all the days you are claiming click **Save Itineraries**.

Note: You can go back in and add additional days in a different week later.

- Click **Next**.
- Click **Next** again.
- Click on any meal period that was provided to you for any days you reported. The system will adjust your reimbursement amount for that meal period.
- Click on **Create Expenses**.
- An Expense Entry called Fixed Meals will be created in your expense report for each day you claimed for any eligible amounts.

B. When adding meals to an EXISTING Expense Report

- Open the existing Expense Report
- Click on the **Details** Tab
- In the Travel Allowance section select **New Itinerary**

i. To request Per Diem with Overnight Stay

- The **Travel Allowances** dialogue box opens to the Standard Itinerary (Over night) by default.
- Enter the first leg of your trip:
  - Enter the **Depart From** location
  - Enter the **Date** you left
  - Enter the **Time** you left
  - Enter the **Arrive In** location
  - Enter the **Date** you arrived at your location
  - Enter the **Time** you arrived at your location
  - Click **Save** to save the leg information
- Enter the last leg of your trip
  - The **Depart From** location defaults. This should be the location where you spent the night
  - Enter the **Date** you left
  - Enter the **Time** you left
  - Enter the **Arrive In** location
  - Enter the **Date** you arrived at your location
  - Enter the **Time** you arrived at your location
  - Click **Save** to save the leg information
- Click **Next**
- Click **Next**
- Click the check box next to any meals that were provided for you
- Click **Update Expenses**

  - **NOTE:** If this is the first time you requested Travel Allowance on this expense report it will say Create Expenses. Any additional entries will say Update Expenses.

ii. Request Per Diem with No Overnight Stay

- Click on **Go To Single Day Itineraries** if the Standard Itinerary appears
- Enter the date you want to begin entering information for in **Choose Start Date**.
- Click **Go** to open the data entry screen with the required dates
- For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
- Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- Enter your last business location of the day in **End Location** and click the **Tab** key.
- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.

Note: The system will calculate your travel status hours in **Hours**.

- When you have entered all the days you are claiming in this date range click **Save Itineraries**.

Note: You can go back in and add additional days in a different week after you Save

- Click **Next**.
- Click **Next** again.
- Click on any meal period that was provided to you for any days you reported. The system will adjust your reimbursement amount for that meal period.
- Click on **Update Expenses**.

  - **NOTE:** If this is the first time you requested Travel Allowance on this expense report it will say Create Expenses. Any additional entries will say Update Expenses.

- An Expense Entry called Fixed Meals will be created in your expense report for each day you claimed for any eligible amounts.

C. How do I delete a Travel Allowance I entered incorrectly?

- Open the Expense Report you need to correct
- Click on the **Details** tab
- Click on Available Itineraries under the Travel Allowance section
- Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- Click on **Unassign**
- The Itinerary clears from the **Assigned Itineraries** section
- The Itinerary in no longer assigned to this **Expense Report** but is in **Available Itineraries**
- Using the scroll bars on the right, scroll to locate the Itinerary in the **Available Itineraries** section.
  - **NOTE**: Deleting a Travel Allowance Itinerary removes it from the system completely. It will not be available to use for a different expense report. If you do not delete it, the days linked on that itinerary will be grayed out and unavailable for other expense reports.
- Select the itinerary and click on **Delete**
- Click on **Yes** in the Confirmation dialogue box.
- Click **Done** or **Next** if applicable.

D. How do I remove a Travel Allowance I entered on the wrong Expense Report?

- Open the Expense Report you need to correct.
- Click on the **Details** tab.
- Click on **Available Itineraries** under the **Travel Allowance** section.
- Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- Click on **Unassign.**
- Wait until the Itinerary clears from the **Assigned Itineraries** section.
- Click **Done** or **Next** if applicable**.**
- The Itinerary in no longer assigned to this **Expense Report** but is available to assign to the correct Expense Report

5. What do I do if a report is returned to me to correct the Travel Allowance Itinerary?

A. To delete individual meals from Per Diem daily allowance requested

- On the My Concur page in the Expense Report or Active Work section click on an existing Expense Report to open it
- Returned Expense Reports are identified by the icon
- Click on the **Details** tab
- In the Travel Allowances section select **Expenses and Adjustments** The Travel Allowances For: report window opens
  - Click on the check box next to any meal (breakfast, lunch or dinner) that is not being allowed

Note: Once you click on the box, the total Per Diem for the day automatically adjust.

- Click on Update Expenses
- The expense report opens and the Per Diem request for the day/days and the expense report total reflect the change

  NOTE: You can select the line item expense under Expenses and enter a note into the Comments to document your change and why you made it.

OR

You can click on the **Details** tab and select **Comments** under the Report section and add a comment to the report in general. Click **Save**.

- Click **Submit Report** to resubmit the report

B. To delete an ENTIRE Per Diem Daily allowance previously submitted

- On the *My Concur* page in the Expense Report or Active Work section click on an existing Expense Report to open it
- Returned Expense Reports are identified by the icon
- Click on the **Details** tab
- Select **Expenses and Adjustments** under the Travel Allowances section
- The ***Travel Allowances For:*** report window opens
- Click on the check box in the Exclude column for the day's Per Diem that is being disallowed

Note: Once you click on the box, the total Per Diem for the day automatically adjust to $0.00

- Click on **Update Expenses**.
- The expense report opens and the Per Diem request for the day/days excluded will have been removed and the expense report total updated

Note: To add a note to the expense report to document the change, click on the **Details** tab. Select **Comments** from the Report section. Type in the comment and click **Save**.

- Click **Submit Report** to resubmit the report

6. **What is the "selection" field on the Travel Allowance Itinerary?**

- The "selection" field links the allowable meal allowance rate table applicable to your expense report. The rates will not populate unless you choose the correct "selection."

7. **When should employees use the Meals-Actual Meal Allowance expense types?**

- The Meals-Actual Meals Allowance-Domestic or Meals-Actual Meals Allowance-International should only be used on an exception basis.
- In the normal course of business meals are reimbursed utilizing Travel Allowance to calculate the reimbursement. However, when an exception occurs (such as a security officer traveling with the Governor with no other option but to eat at designated locations which may be higher than the normal per diem allowance) then the employee is eligible to be reimbursed for the "actual" meal cost.

Expense Reports - Personal Vehicle Mileage

1. **When entering personal mileage, do travelers have to enter each trip separately?**

In-state travel expenses cannot be combined on the same expense statement as out-of-state travel expenses or international trips. As long as trips are the same type, they can be combined on one statement. The trip type (in-state, out-of-state or international) determines the chart of account number to be used.

2. **How should travelers register their personal vehicles in the system?**

Travelers will need to register all applicable cars, motorcycles and personal aircraft in their employee profile in the TTE System under "Personal Car." The following naming conventions should be used for automobiles and trucks: Personal car –Tier I and Personal car- Tier II. Please note that the VIN number of your vehicle is no longer required.

3. **What are waypoints on the mileage calculator?**

The waypoints are the exact address of the traveler's origination and destination points. If there are multiple points in one day, each point should be entered individually into the mileage calculator.

4. **What do I do if the Mileage Calculator does not recognize my home address?**

- Click on the **Report a Map Error** link at the bottom of the map.
- Drag the marker to the problem area on your map
- Select the incorrect element from the drop down menu and provide the information necessary in the text box;
- Click on the **Email Me** option to be notified when the problem is fixed
- Click on **Report Problem**.

Then:

- Enter all the waypoints as best you can in the Mileage Calculator.
- If necessary just list the city and no specific address. You can drag the marker to change the route from waypoint to waypoint
- Click on **Add Mileage to Expense**.
- Adjust the totals distance calculated in the expense detail for the entry to allow for the mileage difference. Always put a note in the comments field to alert your approve or back office person.
- Click **Save**.

HELPFUL HINT: Try to enter the address of a house next to you or across the street. If it accepts that, enter that as your home address. If not, use MapQuest or a similar software program to calculate the mileage from your home to the office and for the mileage to your first and last location if you left from home and returned to home without going to your office.

Remember to enter waypoints as you drive them.

Don't forget to enter a comment detailing the adjustment in the Comment box on any Personal Mileage entry so your expense report will not be sent back to you.

5. **How do I know what the mileage reimbursement rate is?**

By law, the State Accounting Office follows GSA guidelines in regard to mileage rate increases. The rates are published on the SAO website in the Travel Policy section, in the Company Info section on the My Concur homepage in TTE and of course are programmed into the TTE Personal Car Mileage expense type.

Expense Reports - Recall

1. **What do I do if I already submitted an Expense Report and forgot to include the Travel Agency Fee?**

- Open the expense report in question in TTE
- Click on **Recall**
    - You can only recall Expense Reports that have not been approved by the Back Office Processor for Payment.

  - Note that the Report Summary information does not appear on an Expense Report that has not been submitted.
- Click on **Yes** to confirm the Recall
  - You will see a brief notice that the Expense Report is being recalled
  - The expense report opens
- Click on **Import**
- The Smart Expense window will open on the right. Select the correct travel agency fee by clicking on the click box next to it.
- Click on **Import**
- Select the option to import the expense **To this expense report**
- You will receive a confirmation that the expense item imported. Click **OK.**
  - The Travel Agency Fee will appear in the expense items listed on the left.
- You may add any other expenses necessary, delete any expense items or correct any expense items requiring adjustment. Then click **Submit Report** and proceed through the workflow as you would with any other expense report

2. What do I do if the Expense Report I just submitted is totally denied?

- Note the orange icon in the **Active Reports** list. This indicates an expense report has been returned to you. This is not an ordinary situation.
- Click on the Report Name to open it.
- Click on **Details**.
- Click on **Comments** from the drop down menu
  - The Comments window will open.
  - The most recent comments will appear at the top. In our example you can clearly see that the entire expense report is being denied for reimbursement.
- Click **Cancel**
- <u>DO NOT DELETE THE REPORT</u>
  - Leave it as Expense Report History

3. What do I do if I submitted an Expense Report with an error on it and I cannot Recall it?

- Please contact your Local Travel Administrator to make any corrections.

Expense Reports - Receipts

1. What file format do the scanned receipts need to be in?

PDF, JPG, PNG ,TIFF, HTML or GIF (5 MB limit per file) for upload

2. How do I attach receipts?

You can attach receipts images stored on your computer directly inside the detail of an expense item (see A) the Receipts tab (see B), or via FAX (see C). They all work similarly.

A. From Inside the detail of an Expense Item**:** The receipt will attach directly to an individual expense item.

  - Click on an expense item in an expense report. The Expense detail section appears on the right.

- Click on the Attach Receipt **Attach Receipt** button to open the Attach Receipt dialogue box.
- Click on **Browse**.
- Locate the copy of the receipt image on your computer and select it. Click on **Open**.
- Click **Attach**.
- To add additional receipts to the same expense item, click **Attach Receipt** again.
- A confirmation dialogue box appears asking if you want to append the receipt to the existing receipt(s). Click on **Yes** to add the additional receipt or **No** to cancel the add more receipts function.
- Click **Save**. The receipt(s) are now attached.

B. From the Receipts Tab**:**

- Open the Expense Report you want to attach receipts to.
- Click on the **Receipts** tab and select **Attach Receipt Images**
- Note that the system will tell you if you have any items that require receipts. You can also attach receipts directly to an individual expense item or as a group to the Expense Report in general.
- To attach receipts to a specific expense items, click the checkbox next to the item listed in the dialogue box.
- To attach receipts to the Expense Report but not specifically to a specific expense item do not click on any items listed in the dialogue box. You can attach up to 10 receipts to the report at the report level.
- Click on **Browse**.
- Locate the copy of the receipt image on your computer and select it. Click on **Open**.
- To attach more images, click on **Browse**, locate the copy of the receipt image on your computer and select it. Click on **Open**. Repeat as needed.
- When you are done attaching your receipts, click **Upload**.
- The receipts are attached.

HELPFUL HINT: If you make a folder on your computer called Receipts (anything you will remember) and always put the receipt image copies in it-you won't have to hunt for your receipt images!

C. Fax Receipts to your Expense Report

- Click on the Print/Email tab and select *SOG Fax Receipt Cover Page
- Print the cover page.
- The cover page has bar codes unique to the Expense Report you have open.
- Fax the cover page and your receipts to the phone number printed on the cover page.
- The receipts will be attached to your Expense Report

D. Use Receipt Store to attach Receipts

- Click on Receipt Store
- Drag the receipt and drop it on the expense you want to attach it to
- You can drag additional receipts to the same expense item
- The receipts will be attached to that expense report item and the green receipts attached icon will appear next to the expense

HELPFUL HINT: Don't have a scanner available? Snap a picture of your receipt with your Smartphone and copy the picture to the Receipts folder on your computer! Make sure you can read the detail of the receipt.

HELPFUL HINT: Verify your email address in Profile and you can email receipts to Receipt Store by sending receipt images to receipts@concur.com. Please see the TTE Receipt Store handbook for complete details on verifying you email address.

HELPFUL HINT: You can upload receipt images on your computer to Receipt Store. Click on the Expense Tab. Select View Receipt Store, select Upload, Browse for the file, click on Open and then Upload. Please see the TTE Receipt Store handbook for complete details

3. How do I attach multiple receipts to an individual Expense item?

Appending an additional image works exactly the same as attaching the initial (first) image, except that the system will ask if you want to append an additional image along with the existing image(s). Note that you must add each receipt image separately.

HELPFUL HINT: You can also view a simulation for this in the Training Portal or in the Recommended Training document on the SAO Travel and Expense Training page

1. Open the Expense Report
2. Click on the **Expense Item** and select **Attach Receipt**
3. Click Yes in the Confirmation box that appears to append the receipt to the existing receipt image.
4. Click on **Browse** and locate the copy of the receipt image on your computer.
5. Click on the receipt image and then click on **Open**.
6. Click on **Upload**.

4. How do I attach the Cost Comparison Form?

A. If you have an image of the Cost Comparison Form on your computer and want to attach it to the Expense Report in general:

7. Open the Expense Report
8. Click on the **Receipts** tab and select **Attach Receipt Images**
9. Click on **Browse** and locate the copy of the Cost Comparison Form on your computer.
10. Click on the form and then click on **Open**.
11. Click on **Upload**.

B. If you have an image of the Cost Comparison Form on your computer and want to attach it to a specific expense item:

- Open the Expense Report
- Click on the expense item you want to attach the Cost Comparison Form to on the left and the Expense detail opens on the right.
- Click on the **Attach Receipt** button (appears on the right) to open the Attach Receipt dialogue box.
    - If this is NOT the first receipt attached to this expense line item you will need to click Yes on the confirmation dialogue box to append this receipt to the existing receipt image for this item.
- Click on **Browse** and then locate and select the file on your computer
- Click **Open**.
- Click Attach.
- Click **Save**.

C. If you only have a hard copy of the Cost Comparison Form and want to attach it to your expense report.

- Open the expense report you want to attach the form to
- Click on Print/Email
- Select *SOG Fax Receipt Cover Page and print it.
- Fax the cover page and the form to the phone number printed on the cover page.
- The form will be attached to your expense report.

Expense Reports - Smart Expenses

1. I have a charge for $4.27 in Available Company Card Charges, what should I do?

You need to import this Company Card Charge into an expense report as it is a Travel Agency online fee for a Travel Booking you made. If possible, import it to the expense report that has the travel expense items for the travel booking this pertains to.

Open the Expense Report
Click on Import and the Smart Expenses show

- Click in the checkbox next to the transaction(s) you want to import
- Click on **Import** and select **To Current Report** from the drop down menu.

The expense will be added to your Expense Report.

✓ **Note:** Be certain to update any missing data from imported expense if indicated.

2. What do I do if I already submitted an Expense Report and forgot to include the Travel Agency Fee?

- Open the expense report in question in TTE
- Click on **Recall**
  - o You can only recall Expense Reports that have not been approved by the Back Office Processor for Payment.
  - o Note that the Report Summary information does not appear on an Expense Report that has not been submitted.
- Click on **Yes** to confirm the Recall.
  - o You will see a brief notice that the Expense Report is being recalled.
  - o The expense report opens.
- Click on **Import.**
- The Smart Expense window will open on the right. Select the correct travel agency fee by clicking on the click box next to it.
- Click on **Import.**
- Select the option to import the expense **To this expense report.**
- You will receive a confirmation that the expense item imported. Click **OK.**
  - o The Travel Agency Fee will appear in the expense items listed on the left.
- You may add any other expenses necessary, delete any expense items or correct any expense items requiring adjustment. Then click **Submit Report** and proceed through the workflow as you would with any other expense report.

NOTE: If you cannot Recall the Expense Report, include it on your next Expense Report and use the Comment field to enter an explanation.

3. What do I do if the Corporate Card Charges and the Trip charges for the same reservation appear separately in Smart Expenses?

Normally these appear as one item. However, if they should arrive in Smart Expenses unmatched you can easily correct the problem.

- Click on the checkbox next to the item in Corporate Card Charges in Smart Expenses you want to match to the expense report.
- Click on the matching **Trip:** item. The dollar amounts are the same.
- Then click on the **Match** button.
- You will have two options: ***Into current report*** or ***Into new report***. Select ***Into current report***.

- The items will be matched and imported as one item into your expense report.
- If you have multiple items, do this for each item.

NOTE: Do not use the Import button or each item will import separately!

Expense Reports - Submitting

1. **The system is requiring an "Activity" number before I can submit my Expense Report. What do I enter?**
   - The activity field is a specific code required only for GDOT travelers. Users should contact their Local Travel Administrator to find out the appropriate number to input in that field.
2. **What do I do if my new supervisor doesn't appear as my supervisor in Concur?**
   - Until your agency makes the change in Payroll, the system will reflect the old supervisor. In the interim, you may change the supervisor in the submitting process by selecting your supervisor from the drop down list in the Approver field.

Expense Reports – Request (Travel Pre-Authorization)

1. **How do I link an approved Request to an Expense Report?**
   - Open the Expense Report from **My Concur**.
   - Click on the **Details** Tab
   - Select **Report Header** under the Report section.
   - Click on **Add** from the Request section
   - Click on the check box next to the appropriate Request(s)
   - Click **Add**
   - Click **Save**

3. **How do I delete a linked Request from an Expense Report?**
   - Open the Expense Report from **My Concur**.
   - Click on the **Details** Tab
   - Select **Report Header** under the Report section.
   - Click on the check box next to the appropriate Request(s) listed in the Request section
   - Click on **Remove**
   - Click **Save**

4. **How do I create an Expense Report from an Approved Request?**
   - On the **My Concur** page click on the Requests Tab.
   - Locate the approved Request and click on the arrow icon in the **Expense Report?** column.
   - When the Report Header opens, complete the information
   - Click on **Next**
   - Add Travel Allowance (Meals Per Diem) if needed.
   - The Expense Report is now created and available to accept expense transactions.

Security

1. Are employees SSN's displayed in the TEAMWORKS TRAVEL & EXPENSE System?

No. The TTE system is only collecting employee travel expense information. There are NO social security numbers or banking information stored in the TEAMWORKS TRAVEL & EXPENSE System.

2. What security measures have been taken to ensure employee information is secure?

TEAMWORKS TRAVEL & EXPENSE uses the latest encryption methodologies. All communication between your computer and SAO's servers are secure from third party eavesdropping. Your password as well as your security questions are encrypted and cannot be read by anyone.

Travel Cash Advance

1. I do not have the Cash Advance request tab on my screen?

The Cash Advance request link is only displayed for agencies that are using this functionality.

2. How do I know the balance I owe for a Cash Advance Received for Travel?

After you link the Cash Advance to the appropriate expense report, select the **Cash Advance Return** expense type and a grid will display detailing any balance due. You can also click on **Details** and select **Assigned** to view any balance on your Cash Advance.

3. What do if I have ongoing or multiple Cash Advances?

If your agency utilizes the Travel Advance feature of TTE, all Travel Cash Advances must be requested through TTE and reconciled on an Expense Report in TTE.

4. What are the "rules" for Cash Advances?

The Cash Advance Policy is issued by OPB (Office of Planning and Budget). TTE is programmed to be in compliance with these regulations. The policy is published on the OPB website.

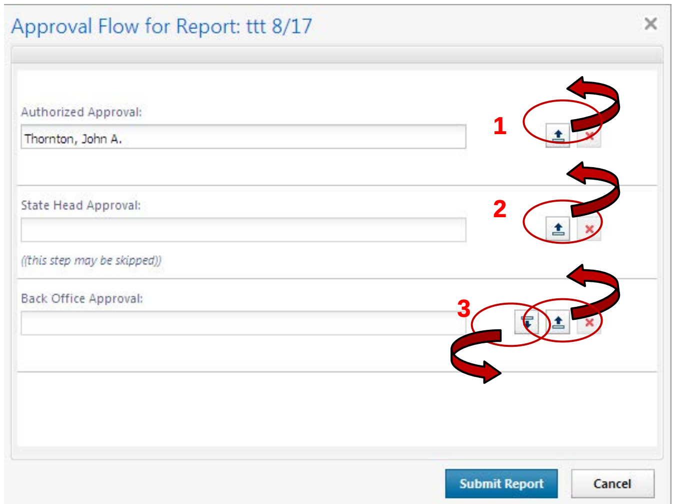
Approver

1. What does approve and forward mean?

Approve and forward is only used when approvers need to request additional approvers outside the agency's normal workflow process.

2. How do I add an additional approver to the workflow?

- After you click **Submit Report** and **Accept & Submit** a screen similar to the following will appear showing your default Authorized Approver.



Note the blue up and down arrows!

- Clicking an up arrow will insert an additional approver before that normal level of approval.
- Clicking a down arrow will insert an additional approver after that normal level of approval.
- Examples:
  - **#1** Clicking on the blue up arrow in #1 will add an approver *before* #1.
  - **#2** Clicking on the blue up arrow in #2 will add an approver *after* #1 but *before* #2.
  - In our example we have clicked on the up arrow in #2.
  - **#3** Clicking on the blue up arrow in #3 will add an approver *after* #2 but *before* #3
  - **#4** Clicking on the down arrow in #3 will add an approver *after* #3.
- Once you select an arrow a new section called **User-Added Approver** appears.
  - If you know the approver's name: Type in the last name of the approver you want to send the report to.
    - Select that approver from the list that appears and click **Submit Report**.
  - If you don't know the approver's name: Type in an *. A list of ALL the approvers in your agency will appear.
    - Select the correct person from the list and click **Submit Report.**

3. How can I see what Expense Reports I have already approved?

- Click on the **Expense** Tab and select **Approve Reports**.
- Click on the **View** tab.
- Select the option for the period you wish to review the Reports you approved this month, this quarter, last quarter, this year or last year.
- The display will change from displaying the reports pending approval to the option you chose.
- When you exit the window the view will revert to the Reports Pending You Approval option.

Back Office

1. How can Back Office ensure approvers are reviewing receipts?

There is an audit track field that can track who is looking at what reports. The navigation is Details-Audit Track.

2. **Where can I find documentation on TTE Back Office procedures?**

A Back Office Handbook is available on the SAO website Travel and Expense Training Page in the Manuals section.

Local Administrator

1. **Can Local Travel Administrators that have the all access role approve their own travel?**

No, there is a built in security mechanism to prevent this. Travel Administrators are subject to the same approval hierarchy as any other State of Georgia Employee.

2. **Where can I find documentation on TTE Local Administrator procedures?**

A Local Administrator Handbook is available on the SAO website Travel and Expense Training Page in the Manuals section.