TeamWorks

Travel and Expense

Powered By Concur Technologies

Local TTE Administrator:

Handbook Binder

Includes the following materials:

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

TeamWorks
Travel and Expense

Powered By Concur Technologies

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.

Maintained by: SAO Training — Current Version: [11/07/13]
Reviewed By: TTE Global Administrator — [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 administrating 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 inactivate 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 inactivate an attendee record in the system.	Expense
Authorization Request Administrator	The user assigned this role: • 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	***Do not use*; *is not associated with Concur mobile app.***	

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 *User Administration in Expense and Request* 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 *User Administration in Expense and Request* 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 *User Administration in Expense and Request* 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	The user assigned this role: • Can view and update expense reports within Expense Processor • Cannot delete expense reports The **Access for Processor** field limits the reports the processor can view to these options: • 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	Allows user to update passwords for Expense users 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. **Preventing Access:** A module property is available to restrict this role from changing passwords - contact Concur directly to have the *Password Access Restriction* feature activated. **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.	User Administration
Role Administrator	A user assigned this role can access the Expense tab of User Permissions. Refer to the *User Administration in Travel, Expense, Invoice, and Travel Request* section of this guide for more information.	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	***Do not use - this role is retired***	

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

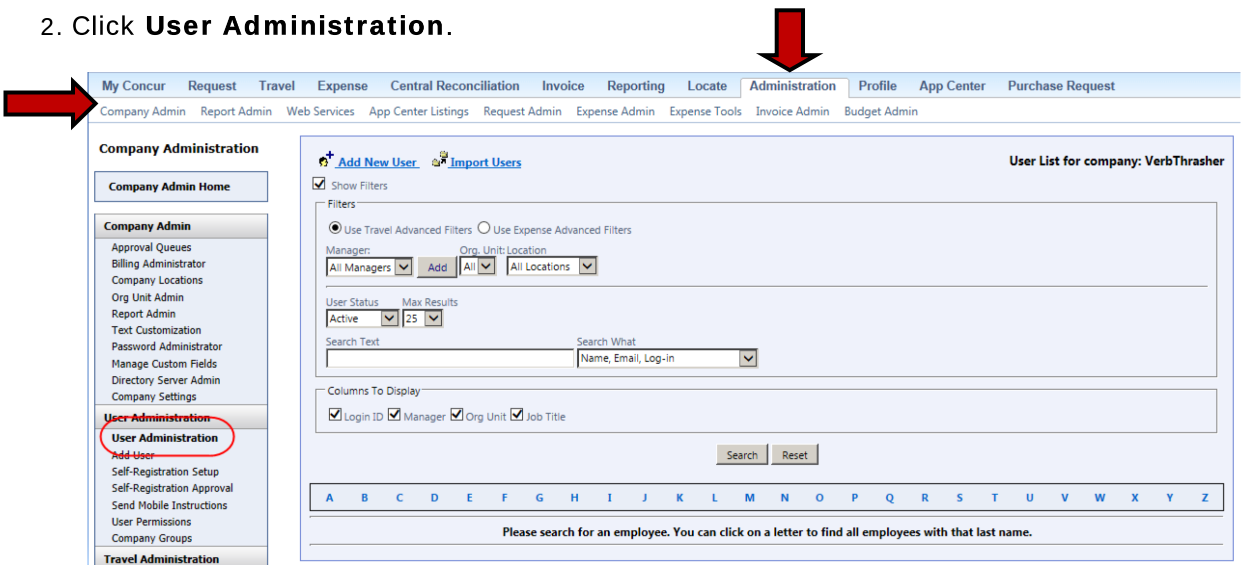
This feature requires the User Administrator employee role.

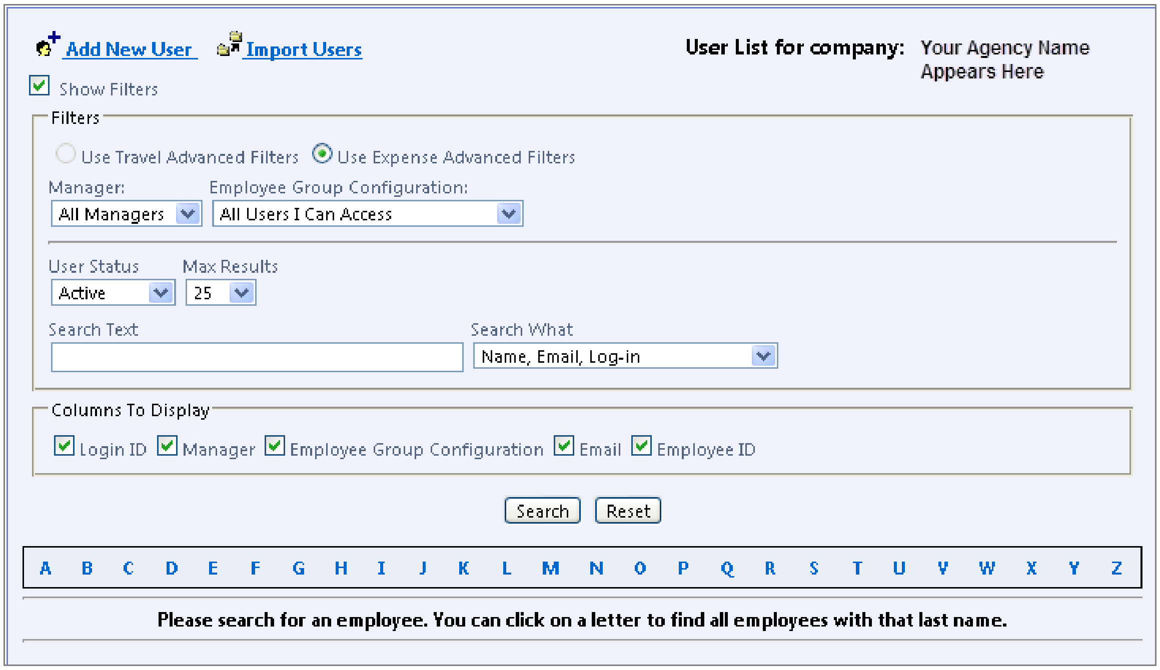
Accessing User Admin

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**.





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).

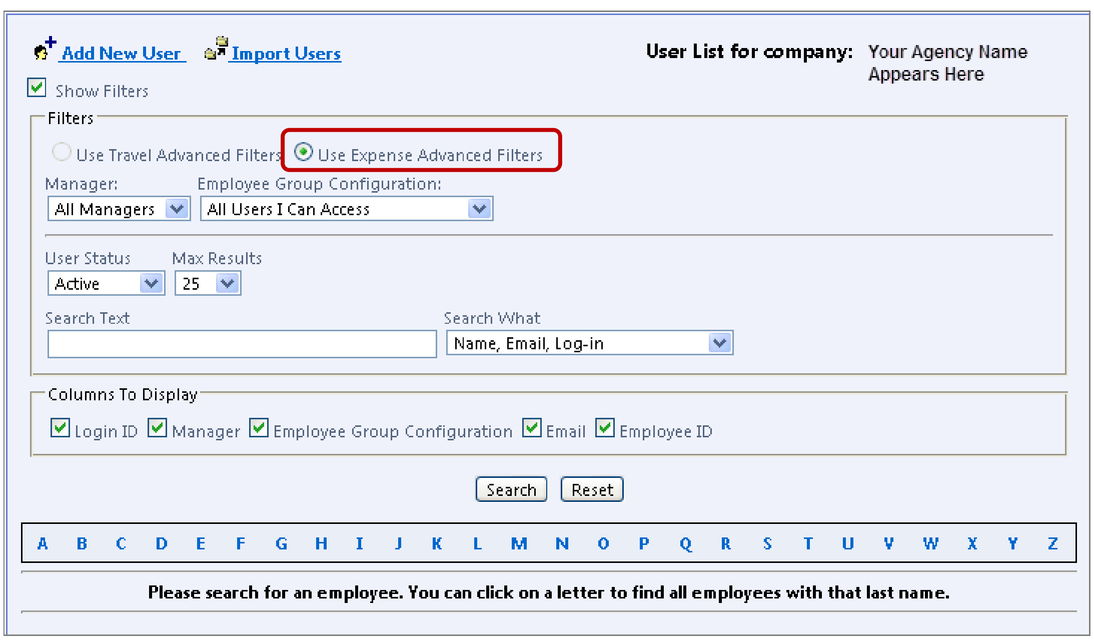
- **All Users:** The filter is ignored, and all test users are returned.

- **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:

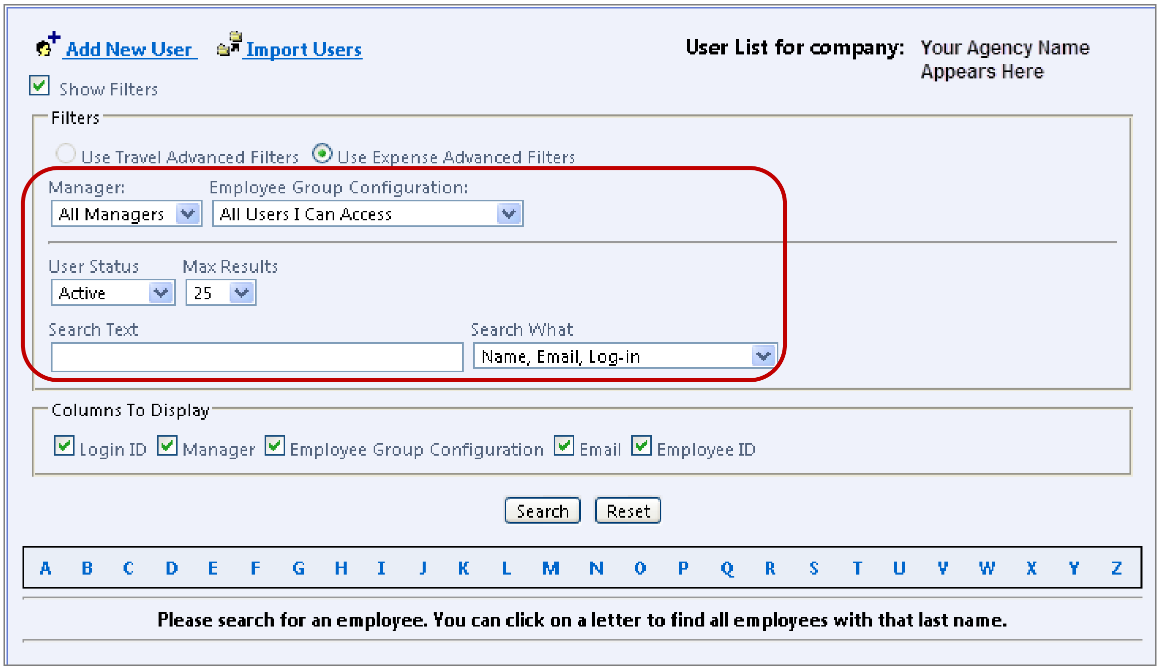
1. Select the **Show Filters** check box to view the search fields. (This is the default.)

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

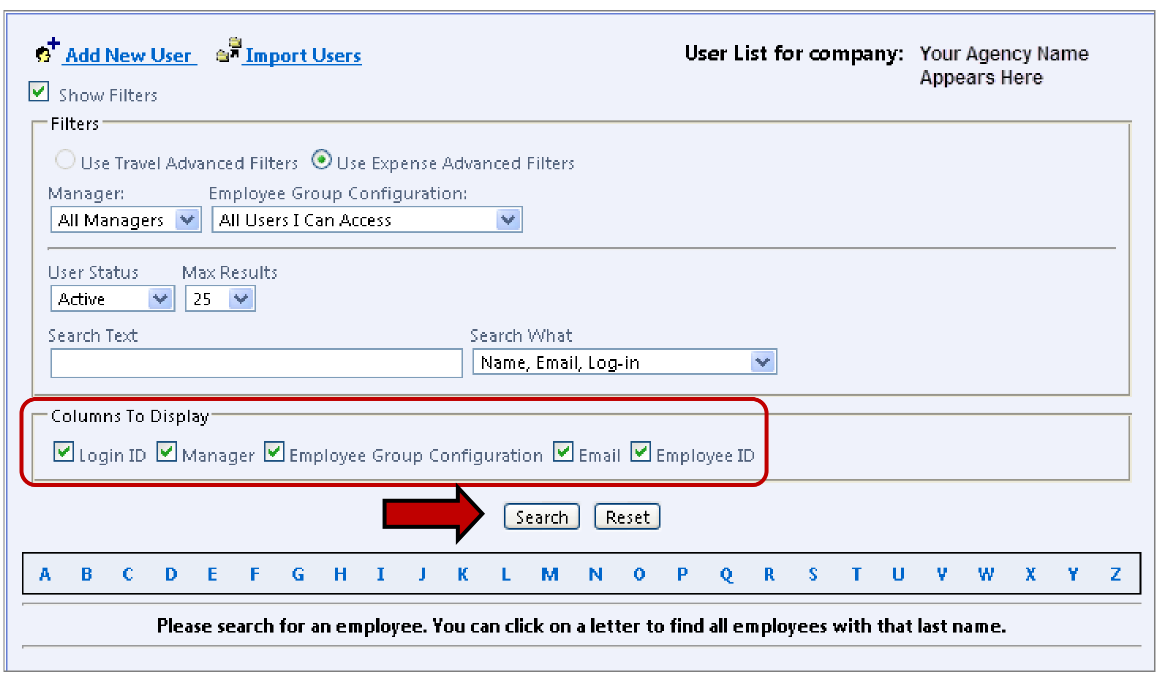


NOTE: The Expense Employee Administrator role is required in order to see the Expense search filters.

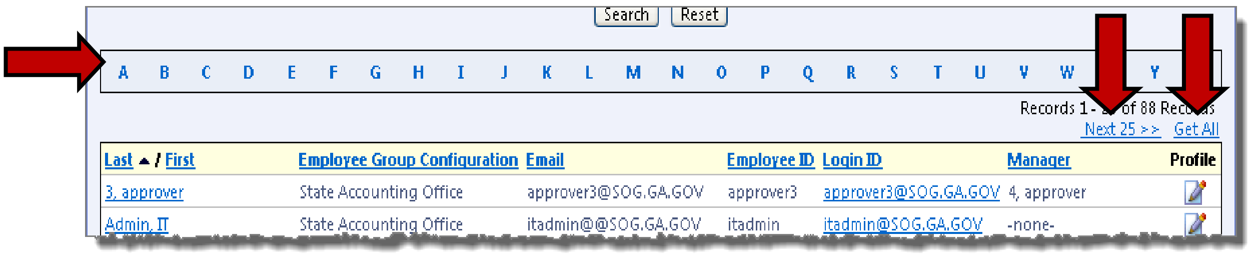
3. Enter the search criteria.



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

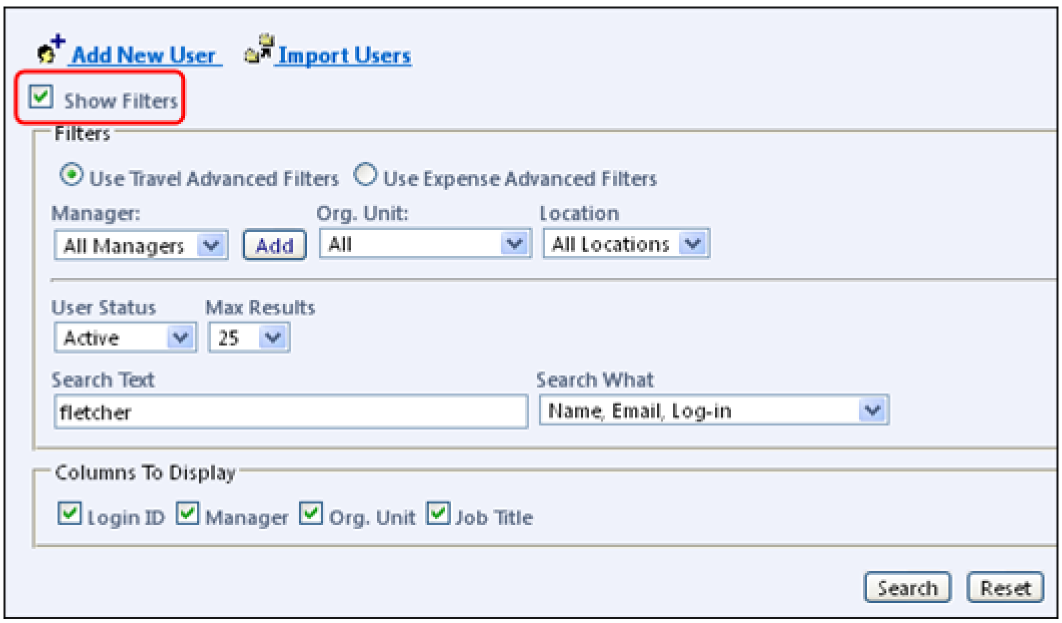


5. The information displays at the bottom of the screen. If your list is very long you may have to use the **A**, **B**, **C**, etc , **Next 25** or **Get All** links to refine your search.

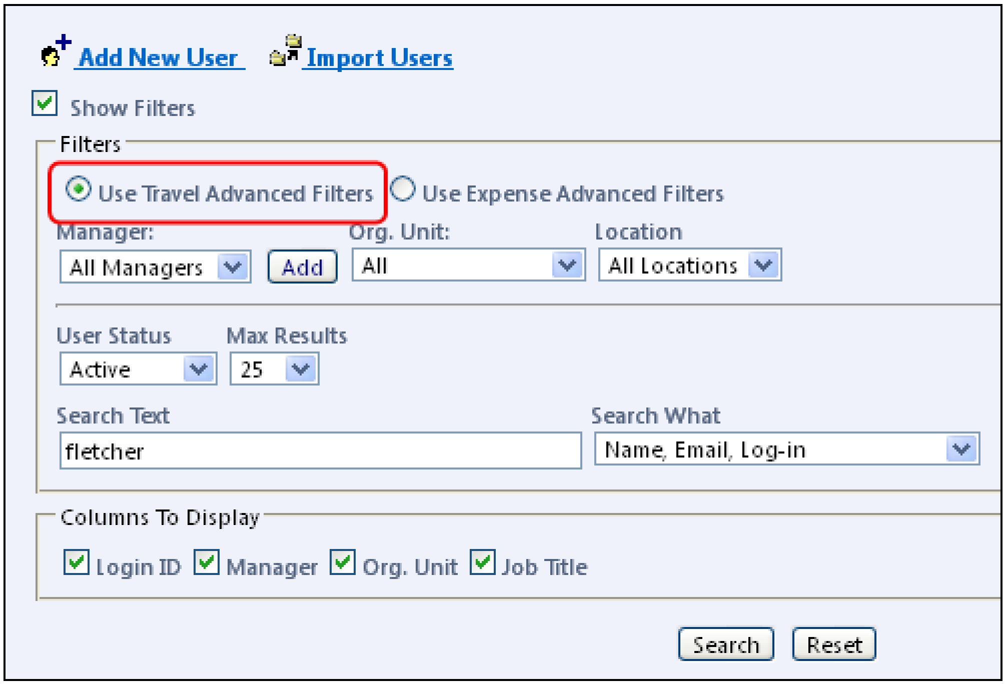


To search for Travel users:

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



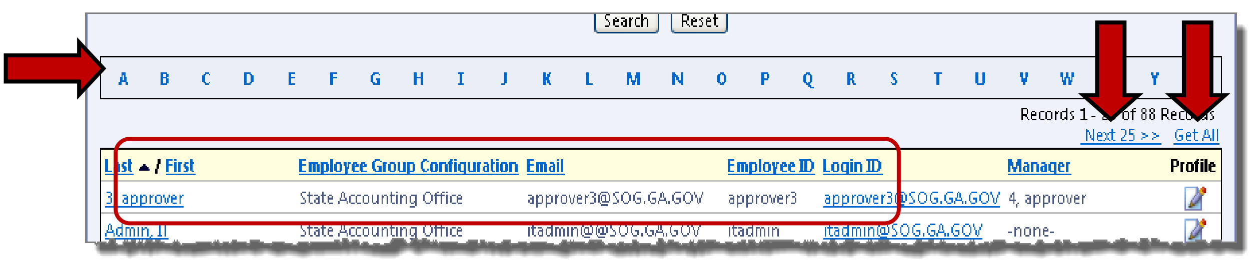
2. Select **Use Travel Advanced Filters**



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.



Adding New Users:

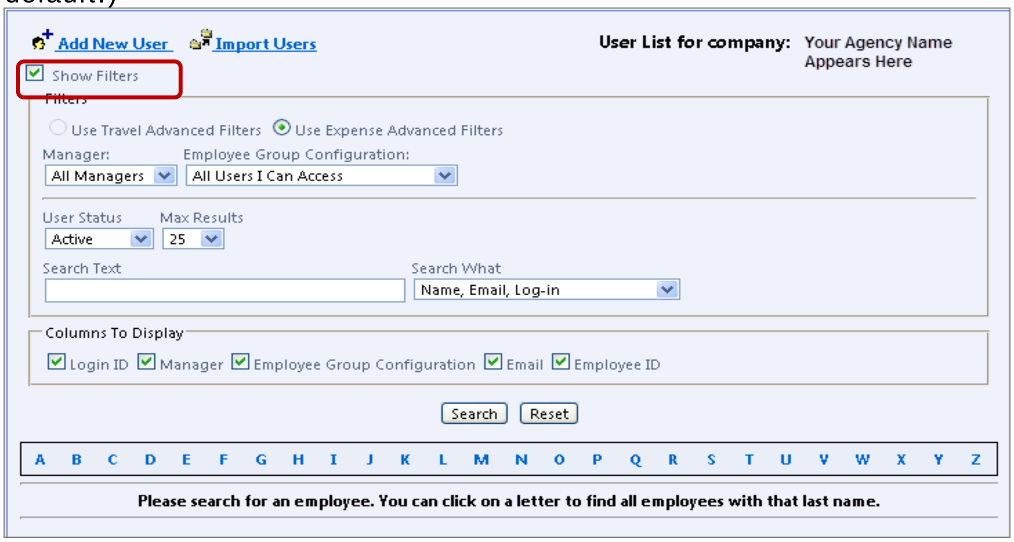
NOTE: New users are automatically added during nightly integration with the HCM system.

Modifying Existing Users

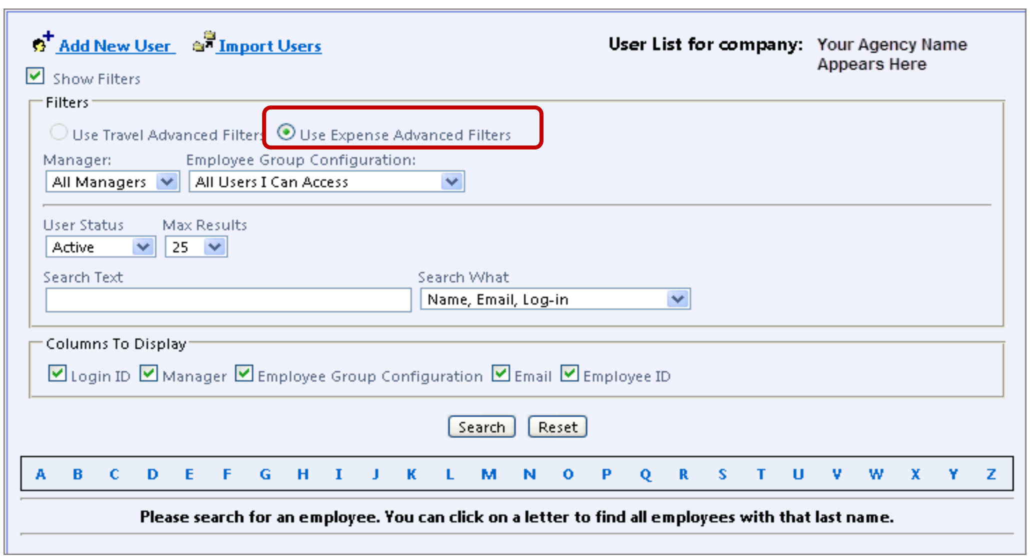
Update General User Information

To update general User information:

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

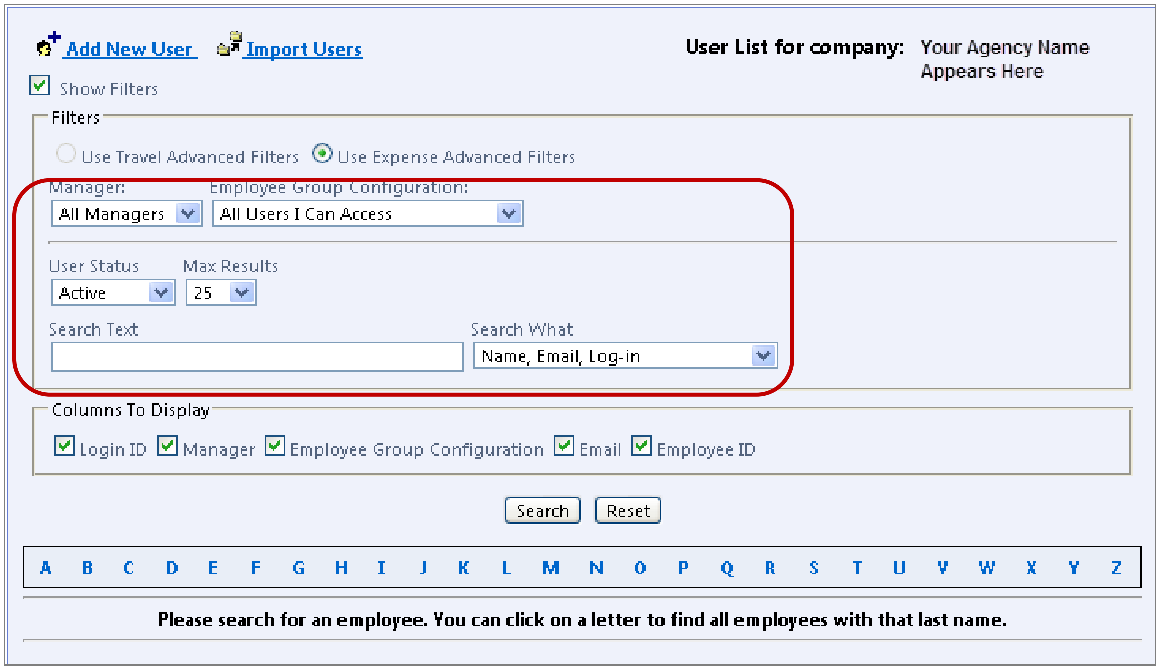


2. Select **Use Expense Advanced Filters**.



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

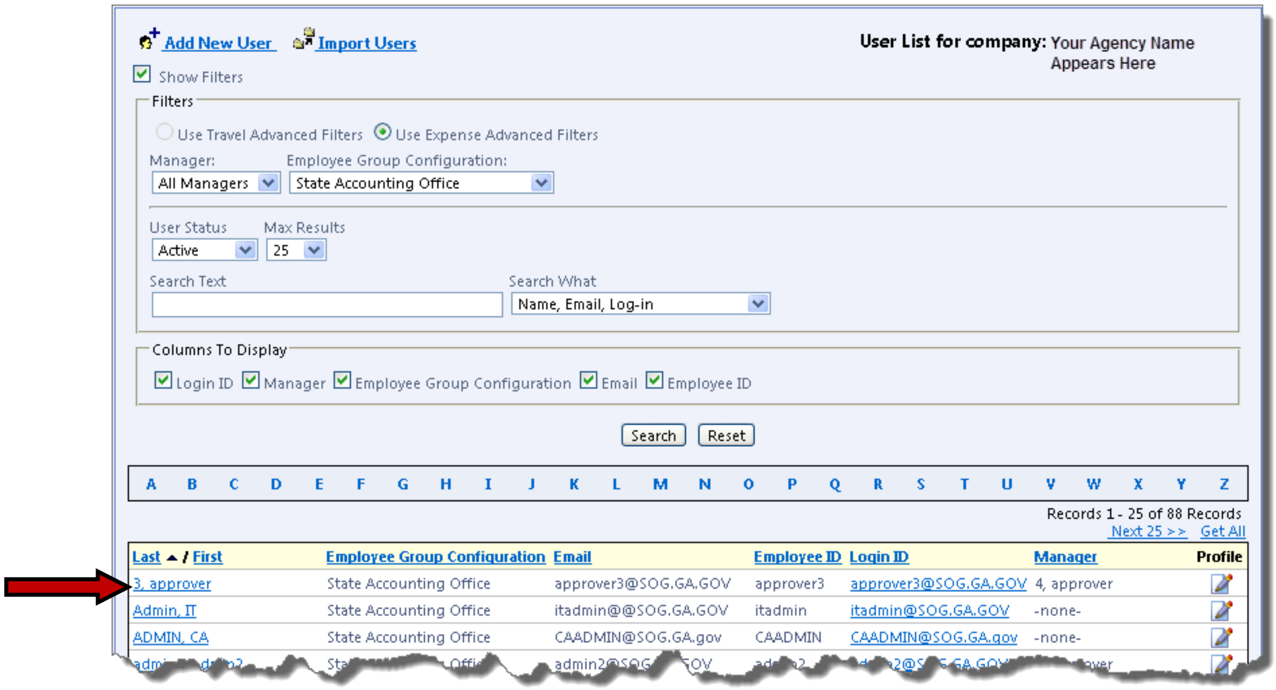
3. Enter the search criteria.



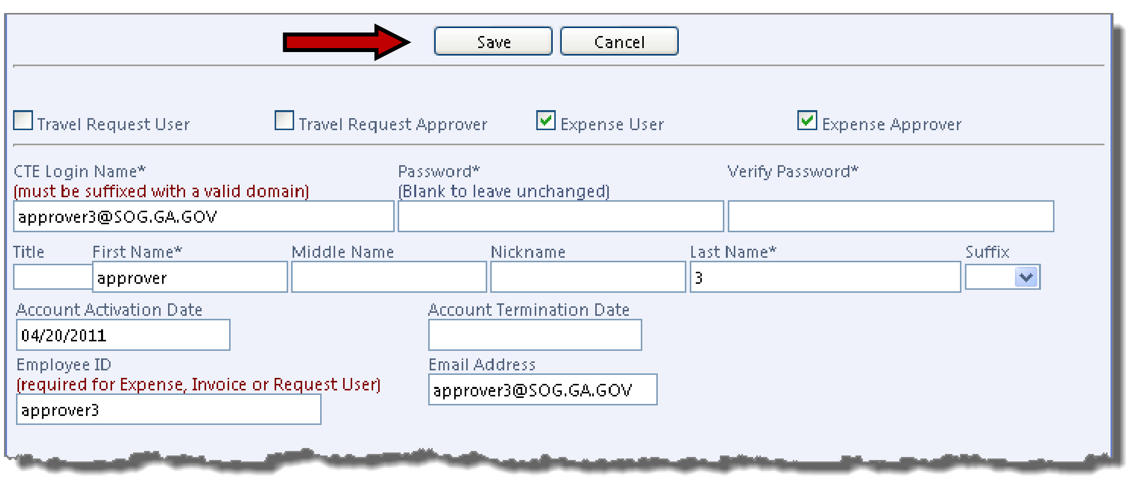
4. Select the check boxes next to columns you wish to display; click **Search**.

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.

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



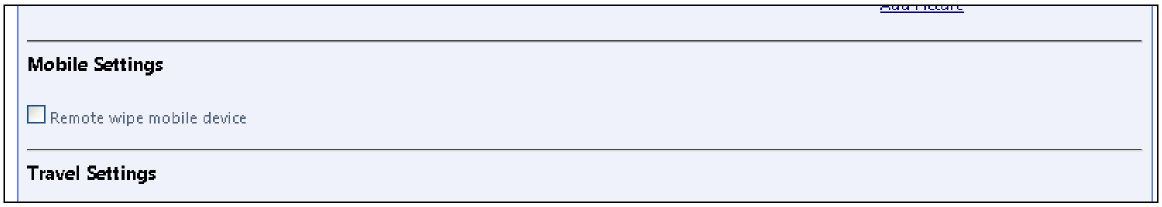
6. The user's details appear in a new screen. Review the user's information and make any needed updates. Click **Save**.



Update Mobile Settings –

To update mobile settings:

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



Select the check box is appropriate.

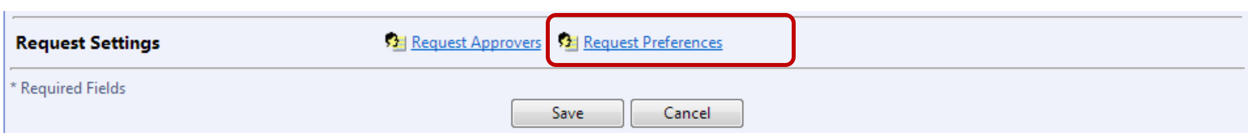
Note the following:

- 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.

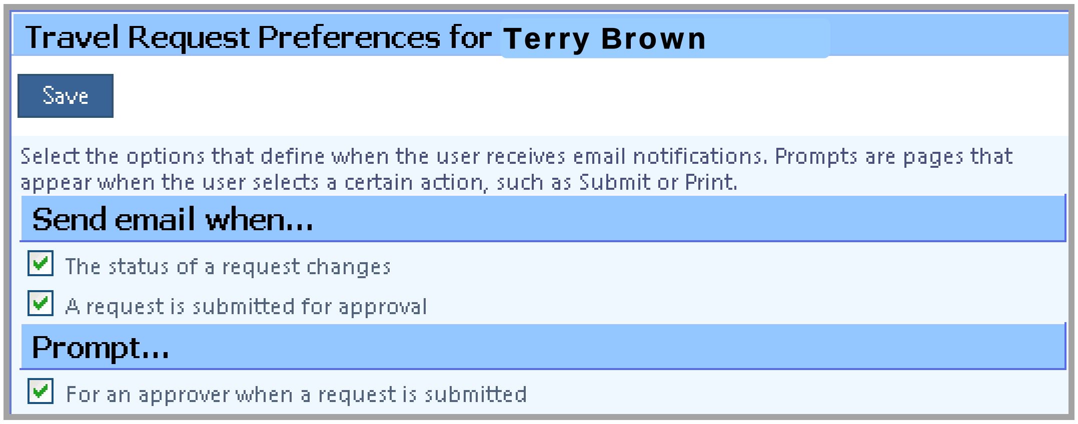
Add or Change Request Preferences

To add or change Travel Request preferences:

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



2. Select or clear the desired check boxes.

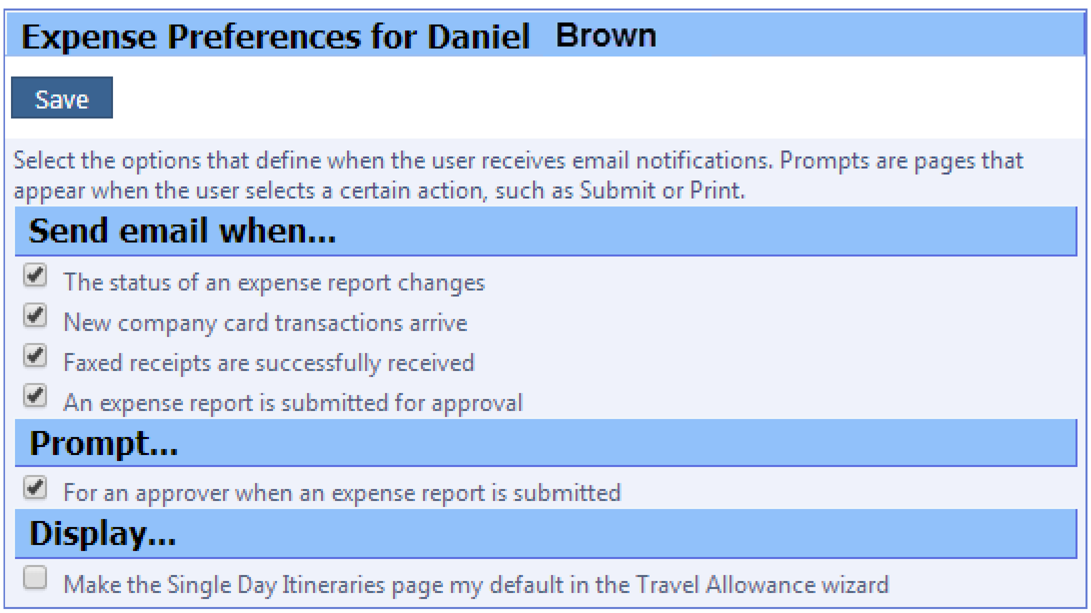


4. Click **Save**.

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.



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.

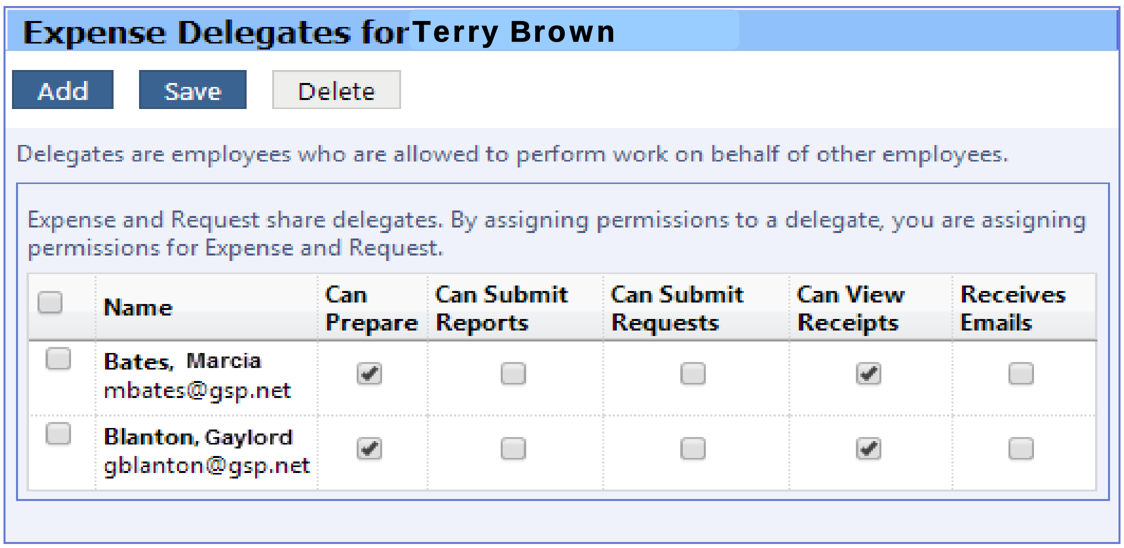
3. Click **Save**.

Add Expense Delegates

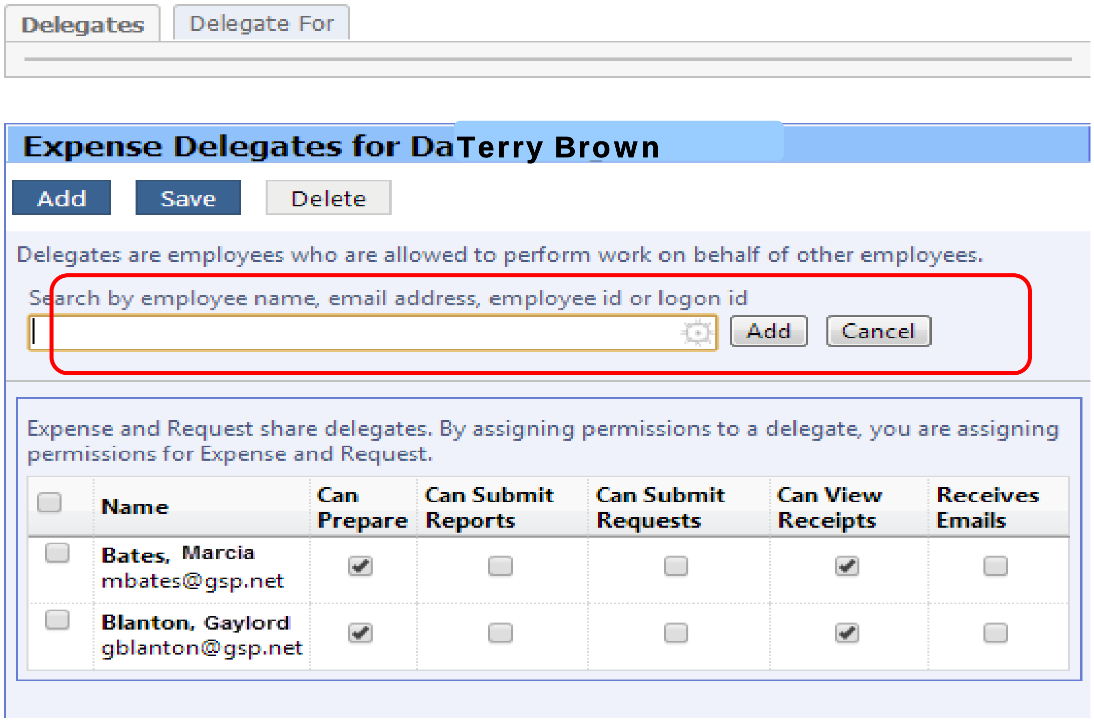
- ***To add Expense delegates:***

1. Click **Expense Delegates**.

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



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

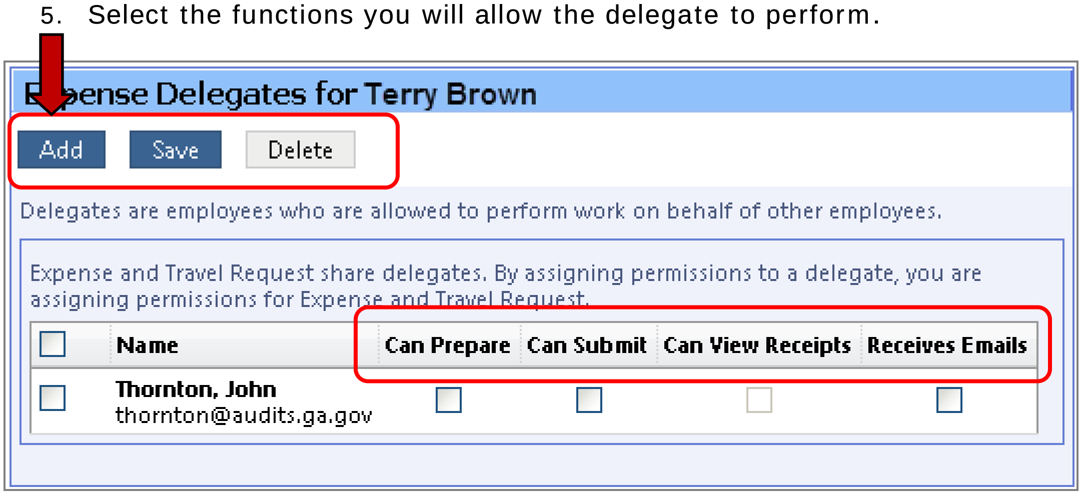


NOTE: You can view who this employee is also a delegate for by clicking on the **Delegate For** tab.

3. 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.

4. Select the desired delegate from the list; click **Add**.

5. Select the functions you will allow the delegate to perform.



6. Click **Save**.

7. On the user detail page, click **Save**.

Reactivating a User

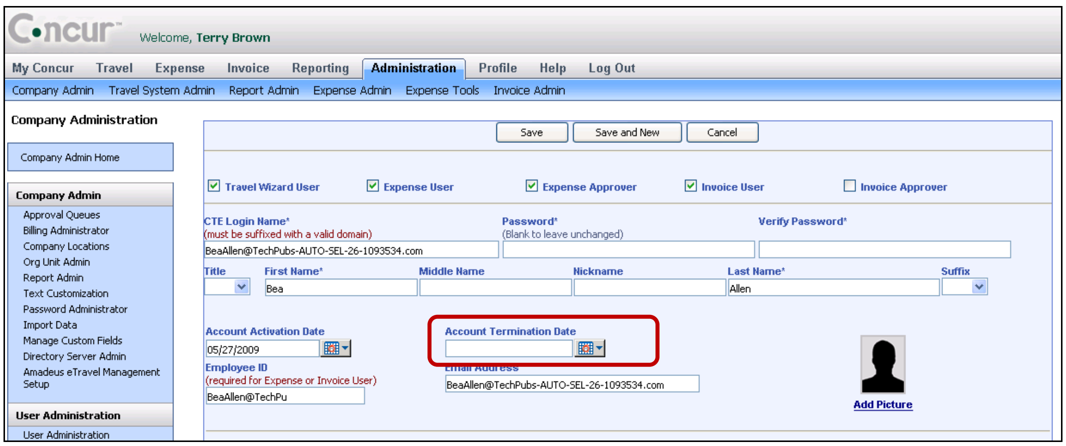
The administrator can activate a user that was previously deactivated on the User Details page. There are two common requirements:

- 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.



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.

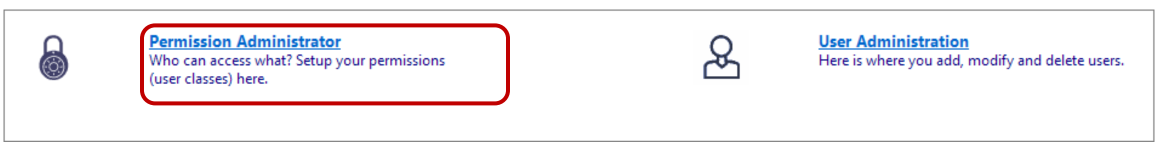
Accessing the User Permissions Page

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

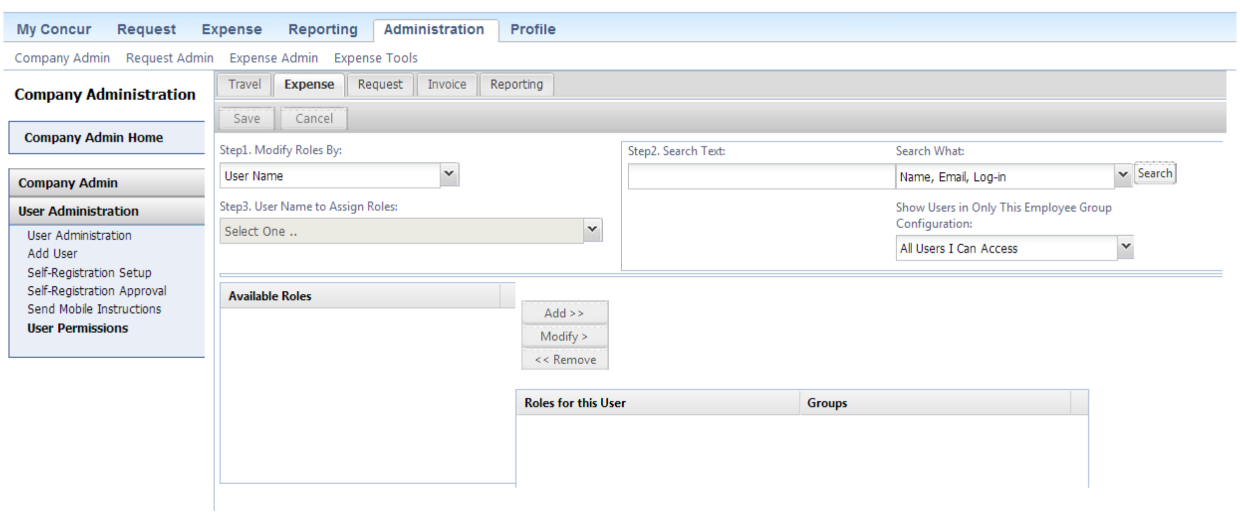
To access the User Permissions page

1. Select **Administration** tab.

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



The **User Permissions** page appears.

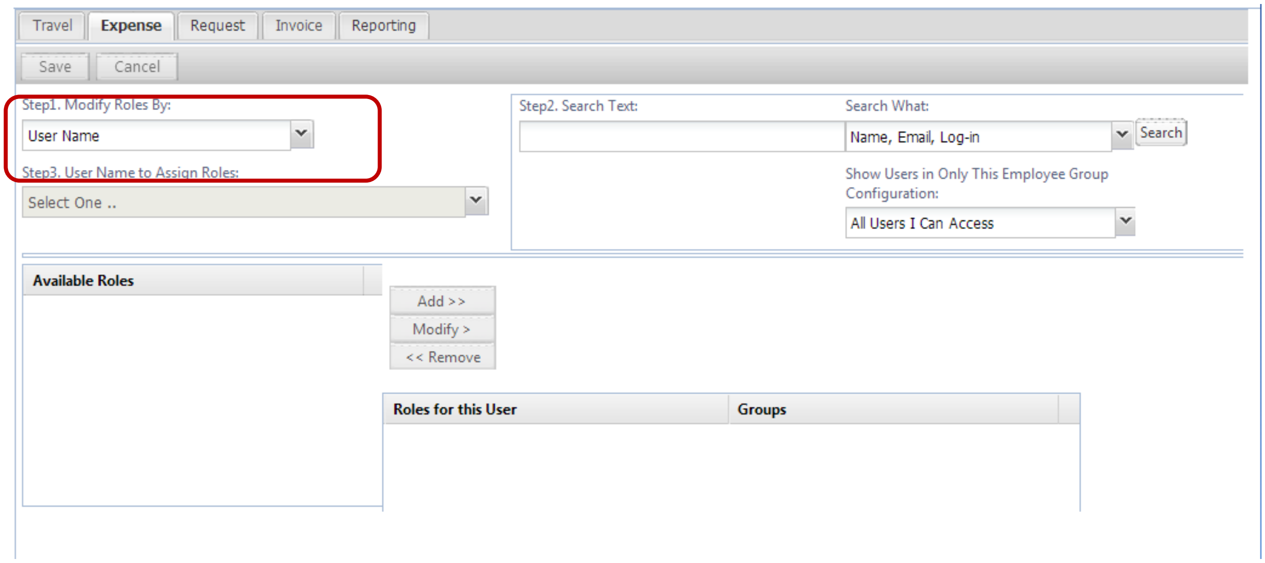


Managing Roles by User Name

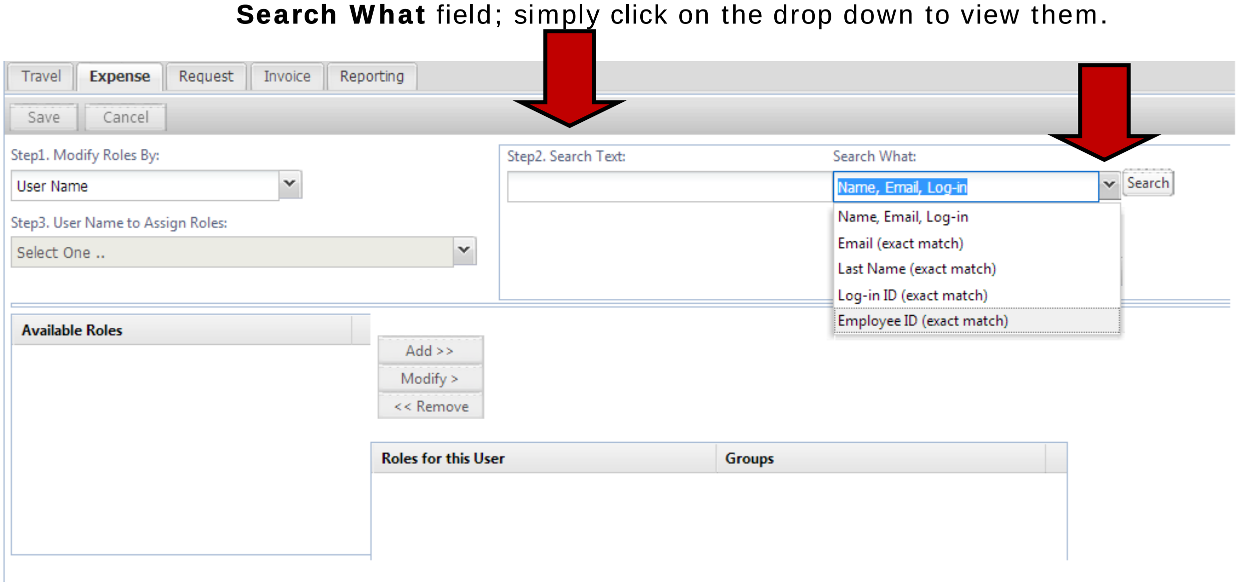
The Permissions administrator can select users by name, then assign or remove the available roles.

To add a role by user name:

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

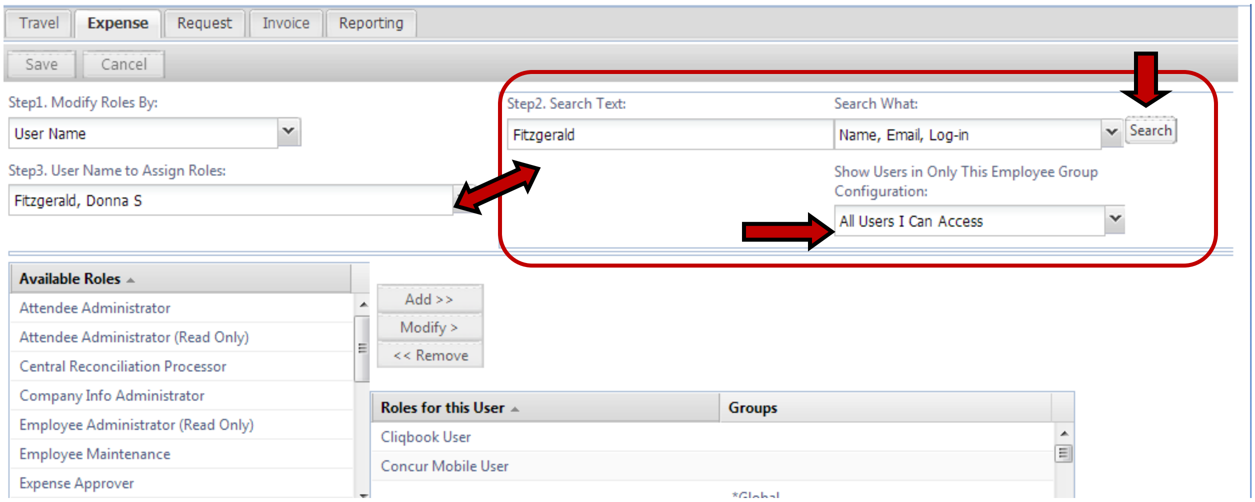


2. **Step 2:** In the **Search Text** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list. Note that there are multiple options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



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**.

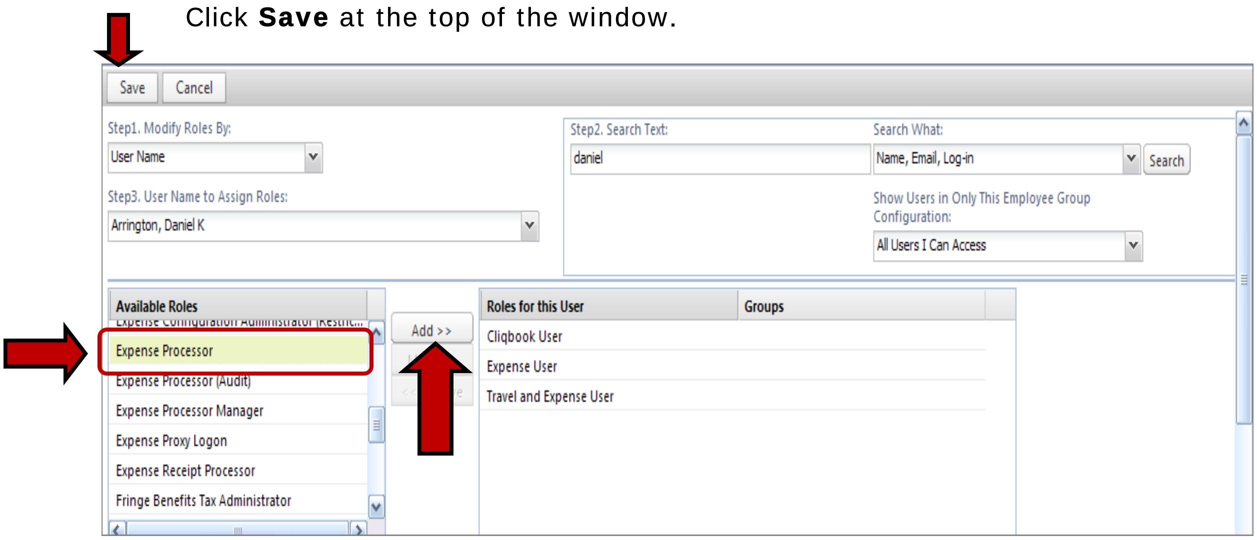


3. **Step 3:** If there are multiple matches to the search criteria, select the person you need to update permissions for. In our example, there was only one match. Click on the arrow in the **User Name to Assign Roles** field then select the desired user from the list.

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.

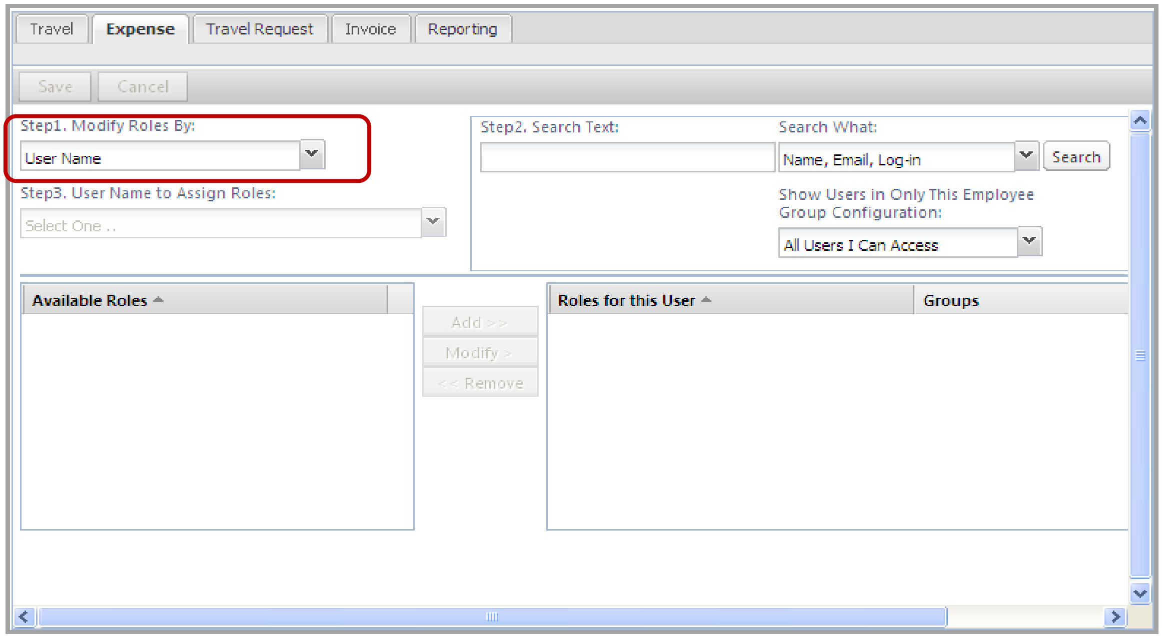
Click **Add** to assign the role(s) to the user.

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



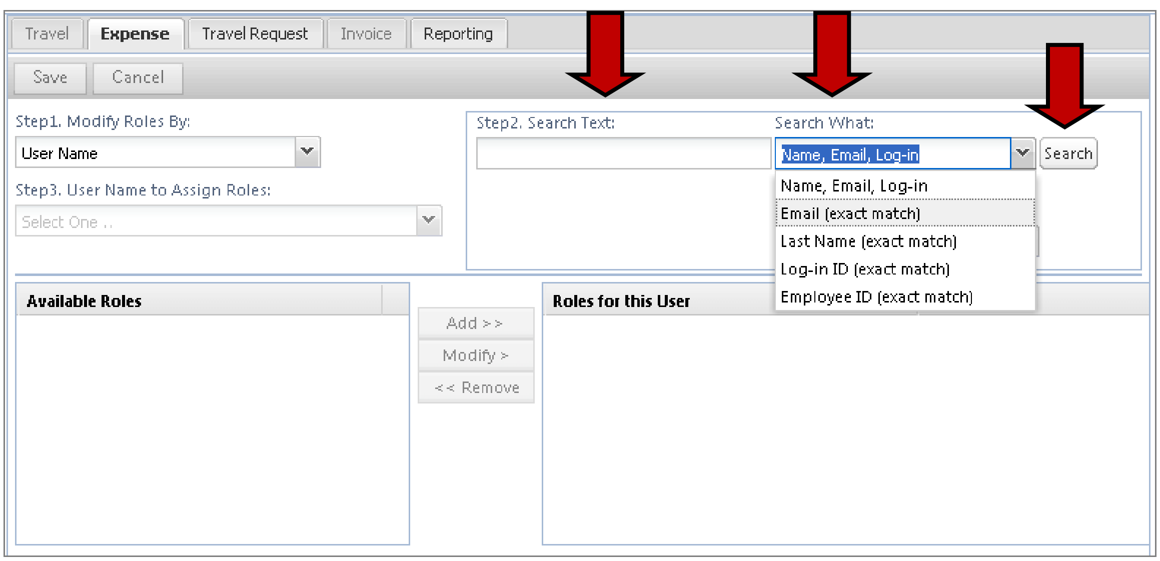
To remove a role by user name:

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

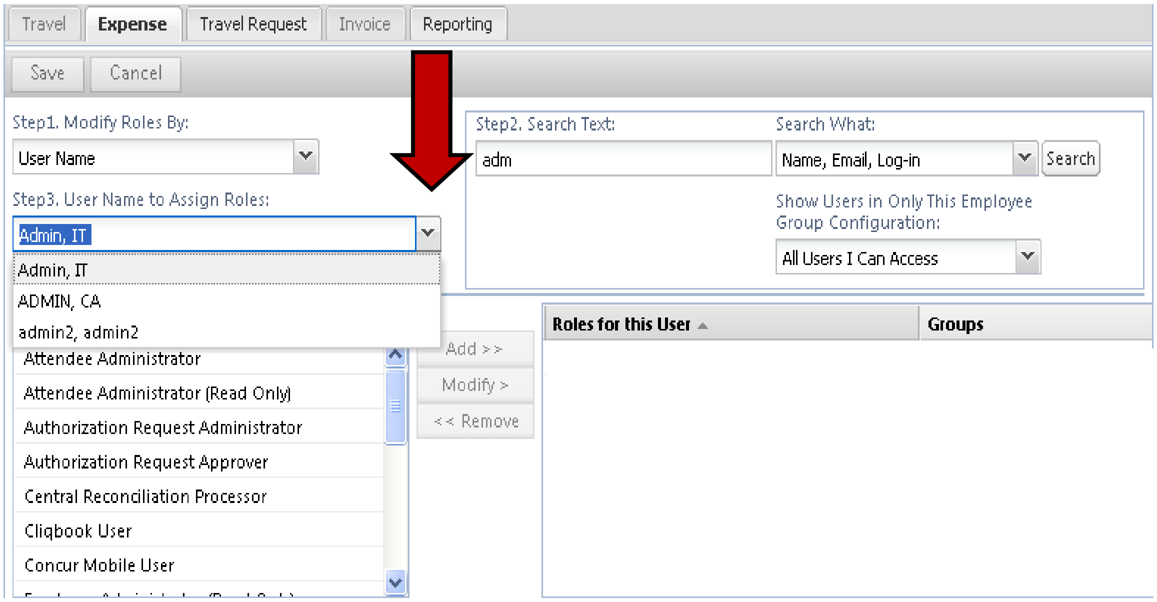


In the **Search Text** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list. Note that there are multiple options available the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

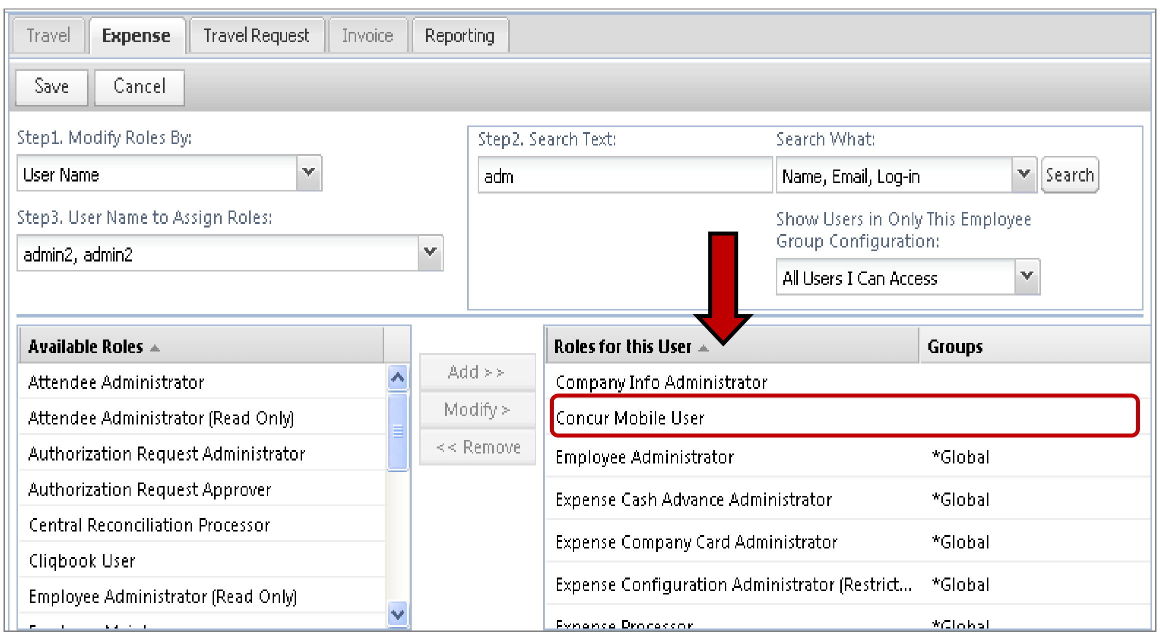
Click **Search**.



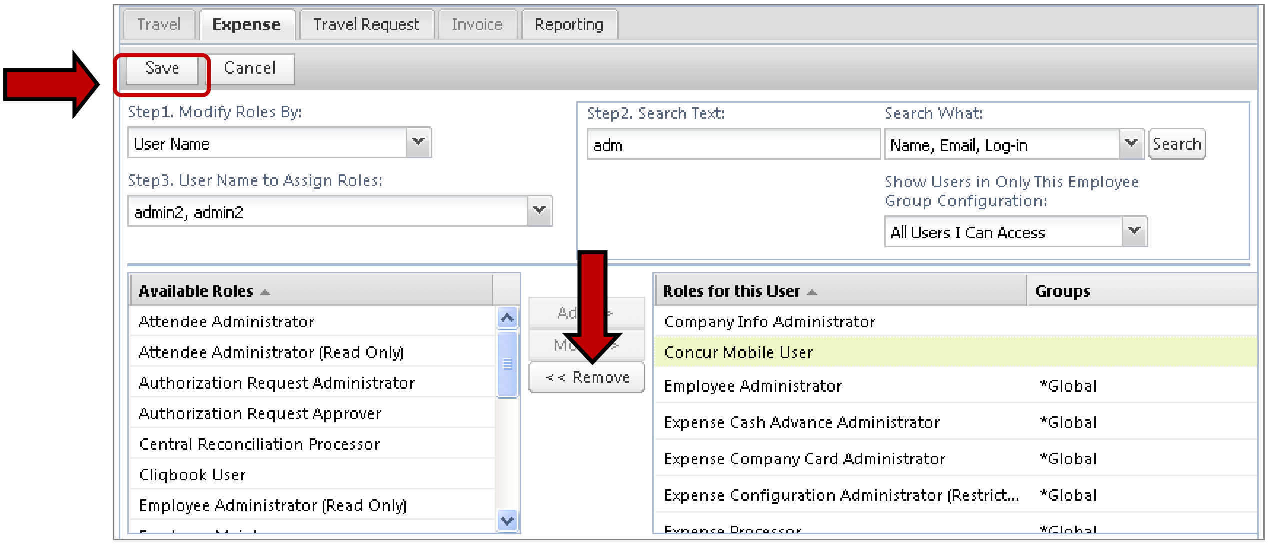
4. The results populate the **User Name to Assign Roles** field. Click on the drop down arrow to view. Select the desired user from the list in the **User Name to Assign Roles** field,



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



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

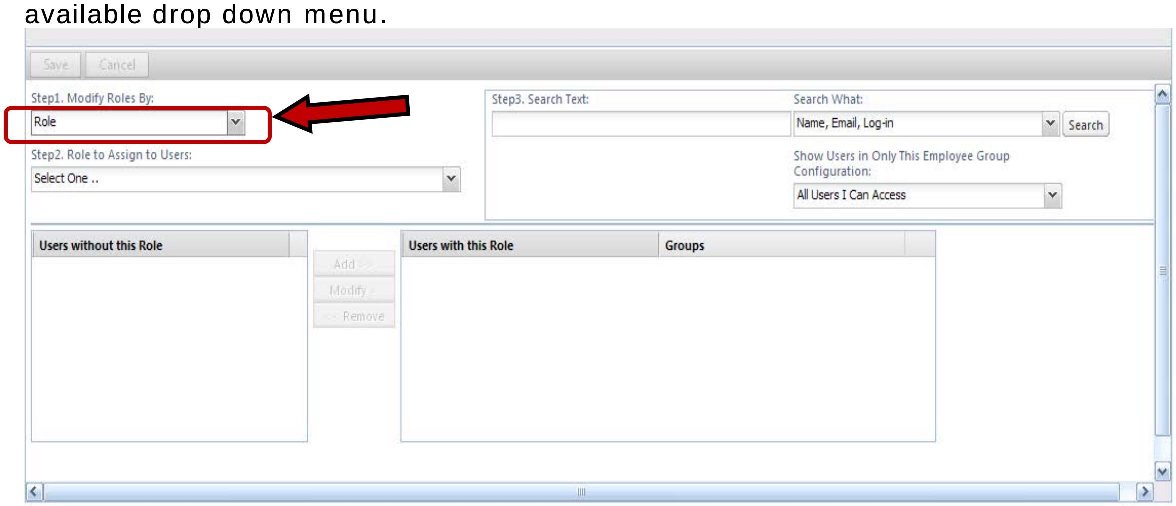


Managing Roles by Role

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

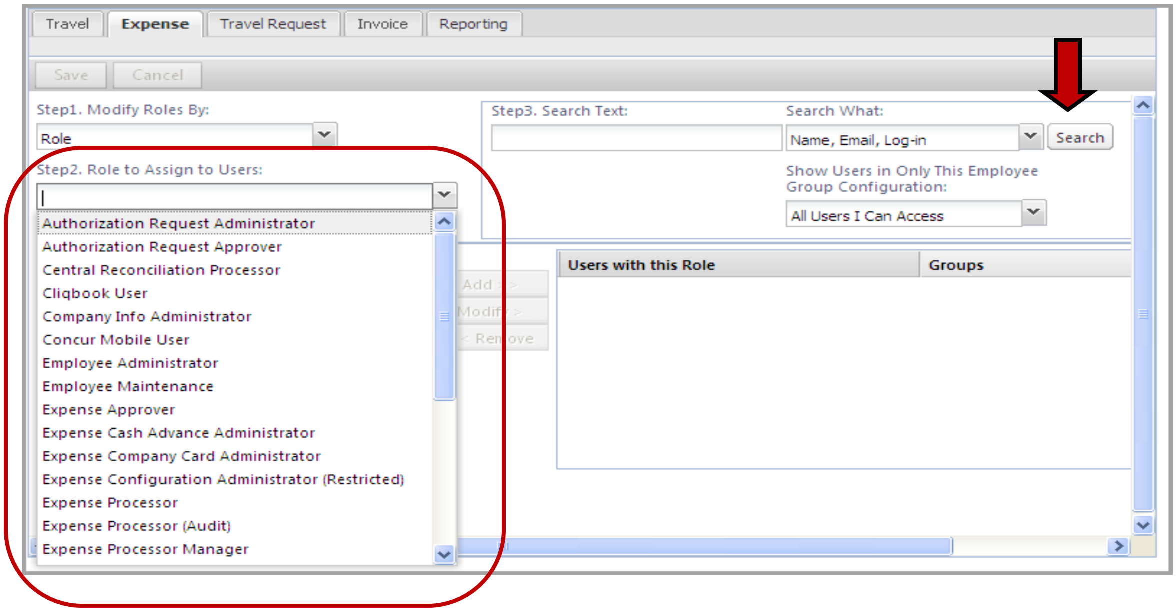
▸ *To add a role by role:*

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.

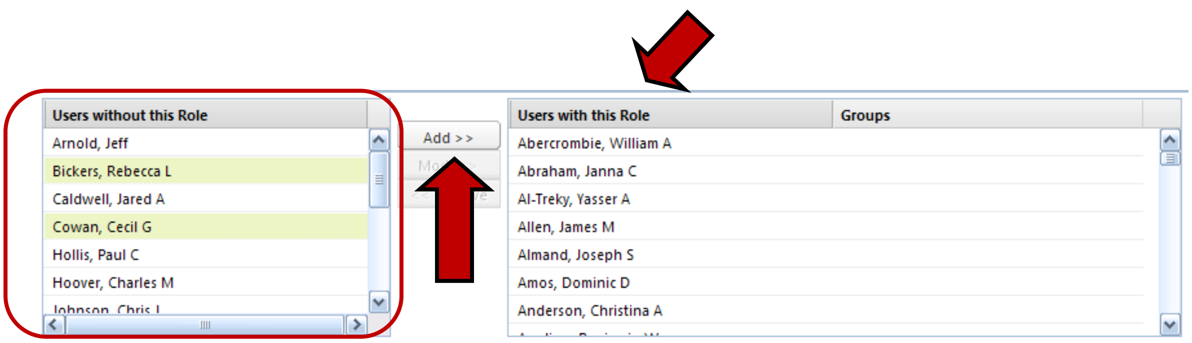
3. Click **Search**.



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.

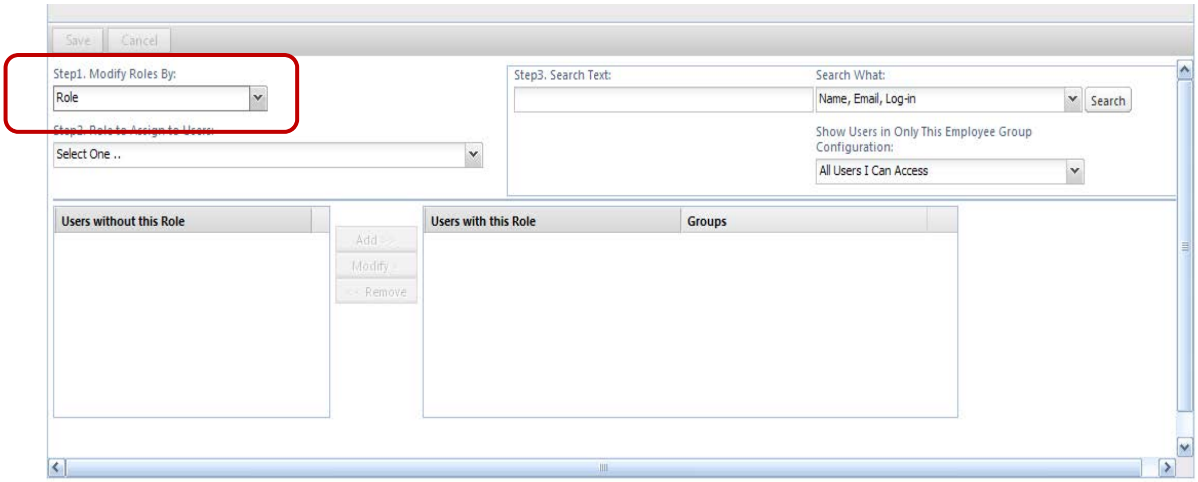
5. Click **Add** to assign the role to the user(s).



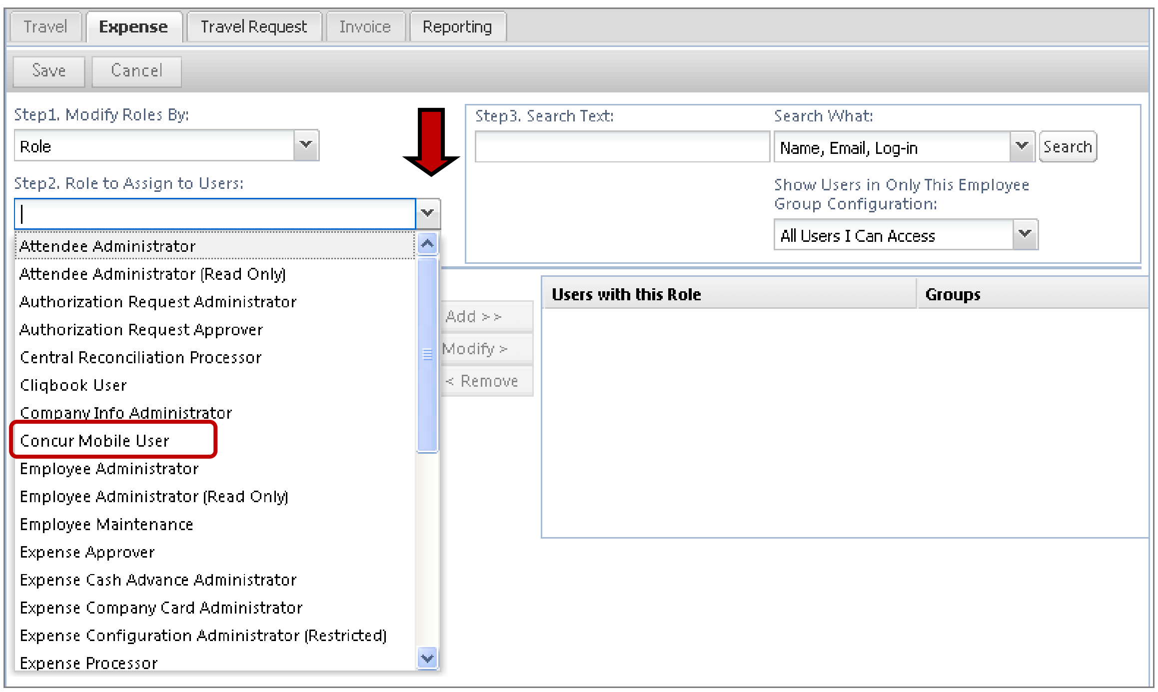
6. Click **Save** at the top of the permissions window.

To remove a role by role:

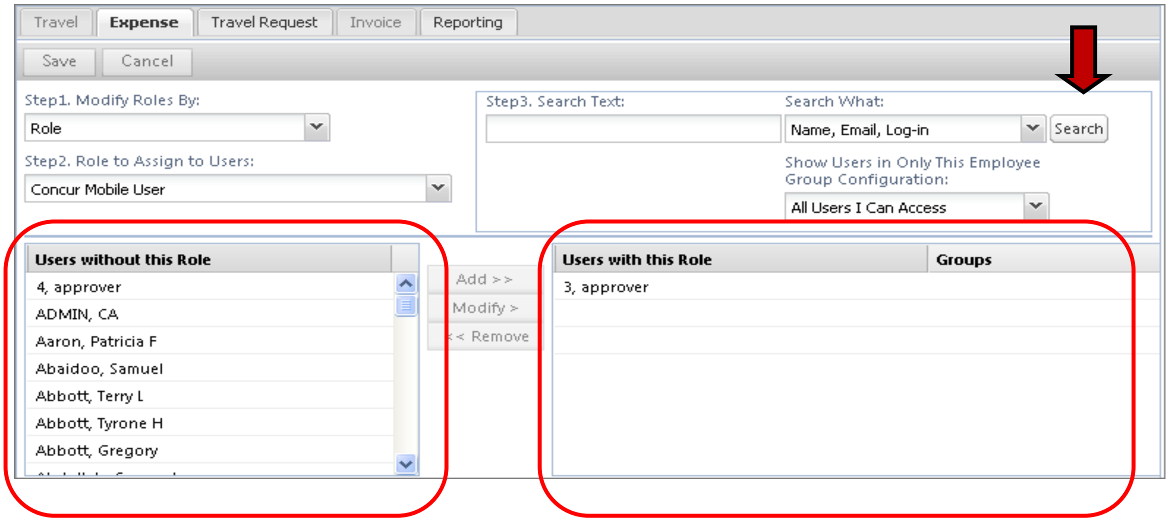
1. On the **User Permissions** page, select **Modify Roles By:** > **Role**.



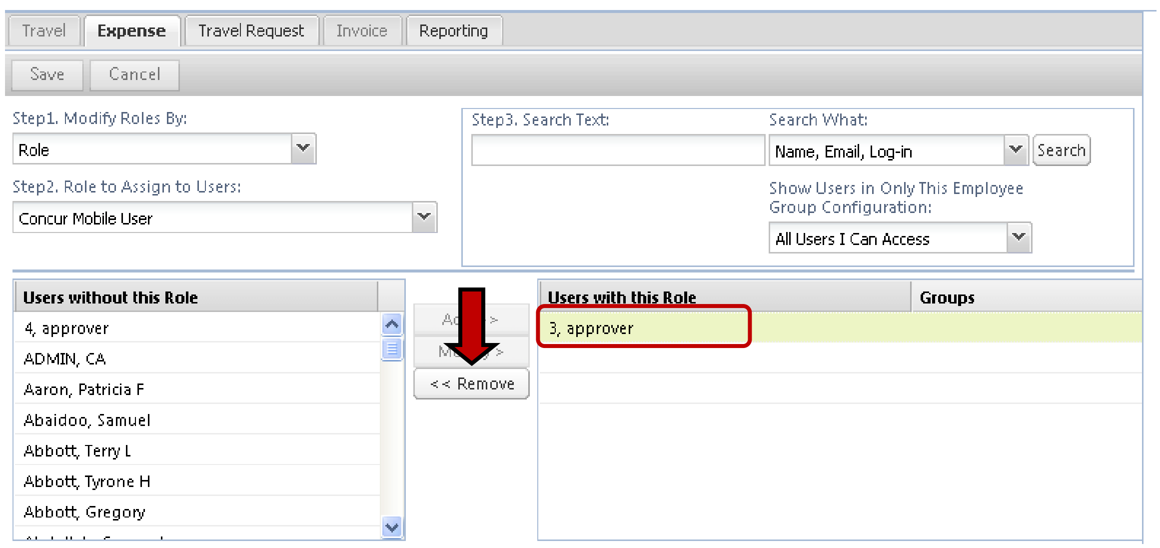
2. In the **Role to Assign to Users** field, click the drop down and select the desired role to be removed.



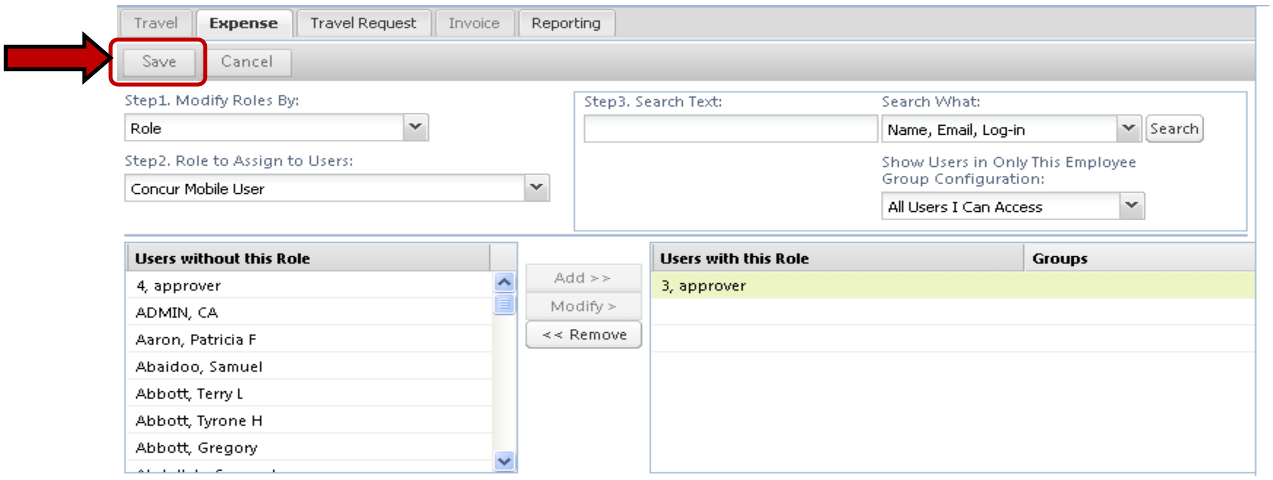
3. Click **Search.** The **Users without this Role** and **Users with this Role** fields are populated.



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.


Travel
Expense
Travel Request
Invoice
Reporting
Save
Cancel
Step1. Modify Roles By:
Role
Step2. Role to Assign to Users:
Concur Mobile User
Step3. Search Text:
Search What:
Name, Email, Log-in
Search
Show Users in Only This Employee Group Configuration:
All Users I Can Access
Users without this Role
4, approver
ADMIN, CA
Aaron, Patricia F
Abaidoo, Samuel
Abbott, Terry L
Abbott, Tyrone H
Abbott, Gregory
Add >>
Modify >
<< Remove
Users with this Role
Groups
3, approver

TeamWorks
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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 Tool 8
Auditing Proxy Actions 8

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

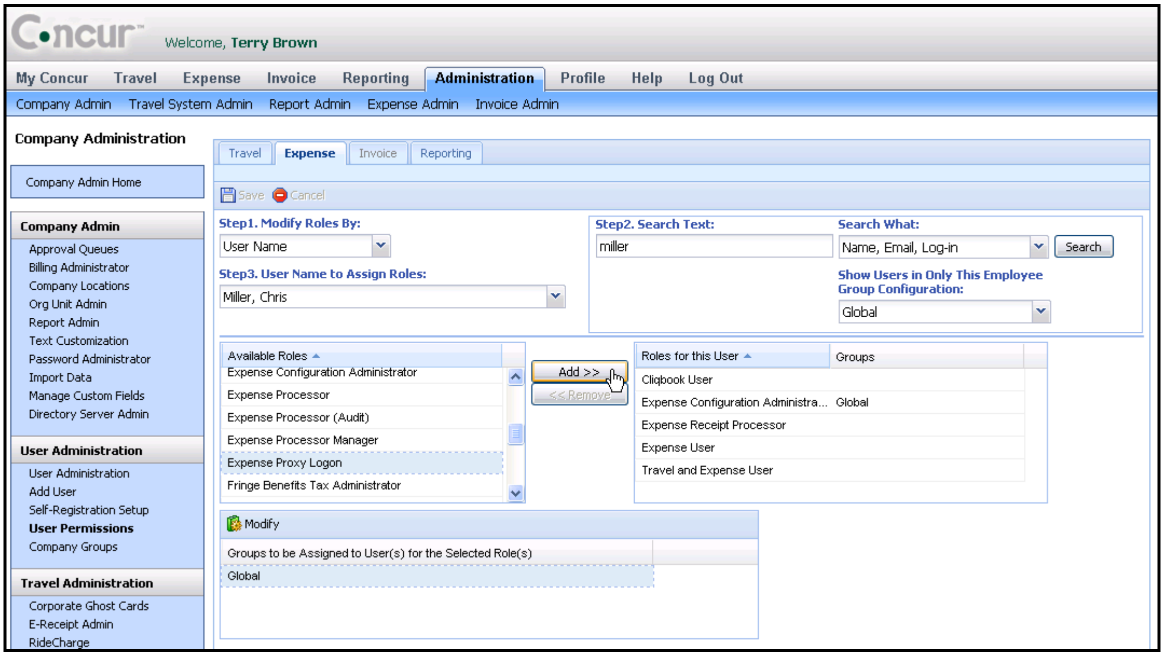
Before the proxy can work on behalf of another employee, the following steps must occur:

- 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**.



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.

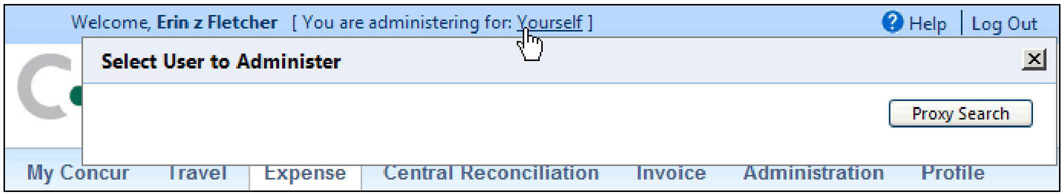
NOTE: Any employee that belongs to a specific agency only has access to that agency's employee profile information.

Accessing the Expense Proxy Logon Tool

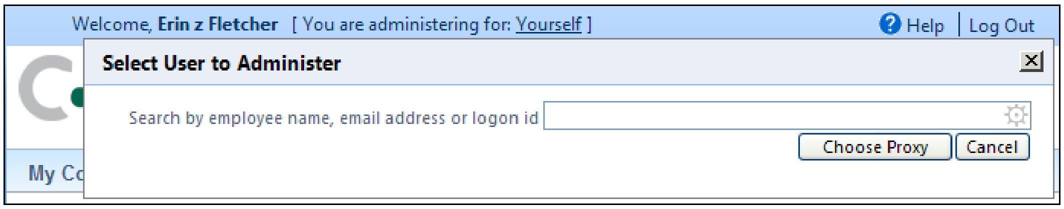
The Expense Proxy Logon tool is accessed from My Concur.

To access the Expense Proxy Logon tool:

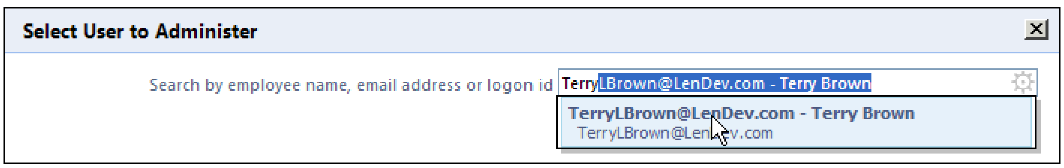
1. On My Concur, click **You are administering for: Yourself**.



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.

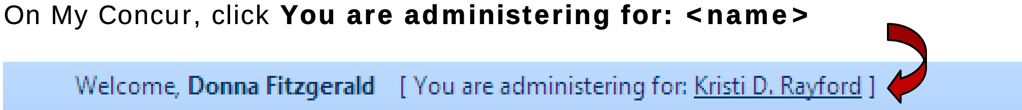
For more information on how to modify the information in Profile, refer to the **Quick Reference Guide** available on the SAO website, the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Changing the Employee for Expense Proxy Logon

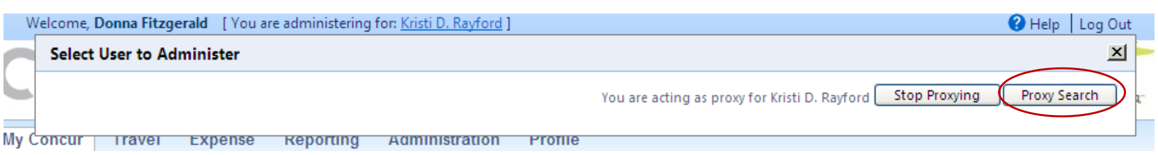
An Expense Proxy may need to act on behalf of several employees.

To change the employee for proxy:

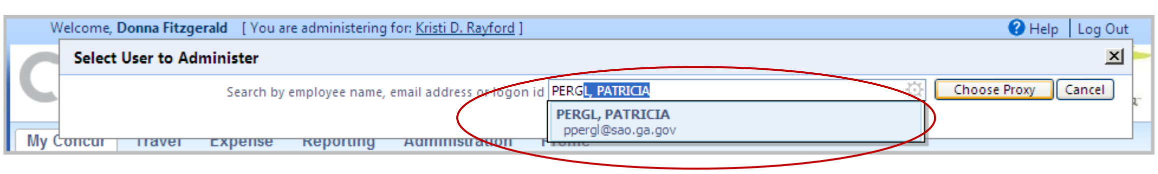
1. On My Concur, click **You are administering for: <name>**



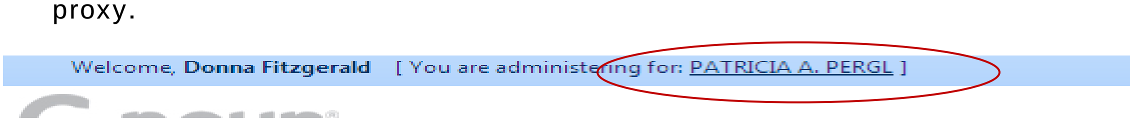
2. To change the employee you are a proxy for, click on **Proxy Search**.



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:

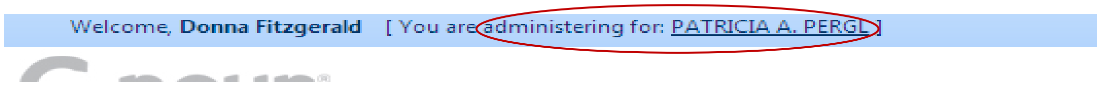


4. Click on the desired person in the list and you will be automatically logged in as proxy.

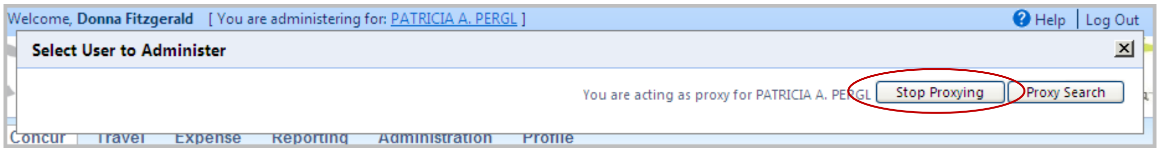


Log Out of Expense Proxy Logon Tool

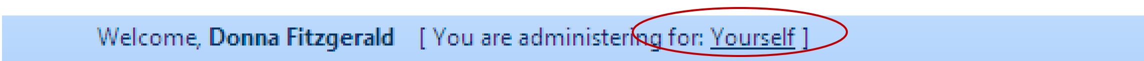
1. Click on the name after **"You are administering for:"**



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 *legacy* 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: • 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:

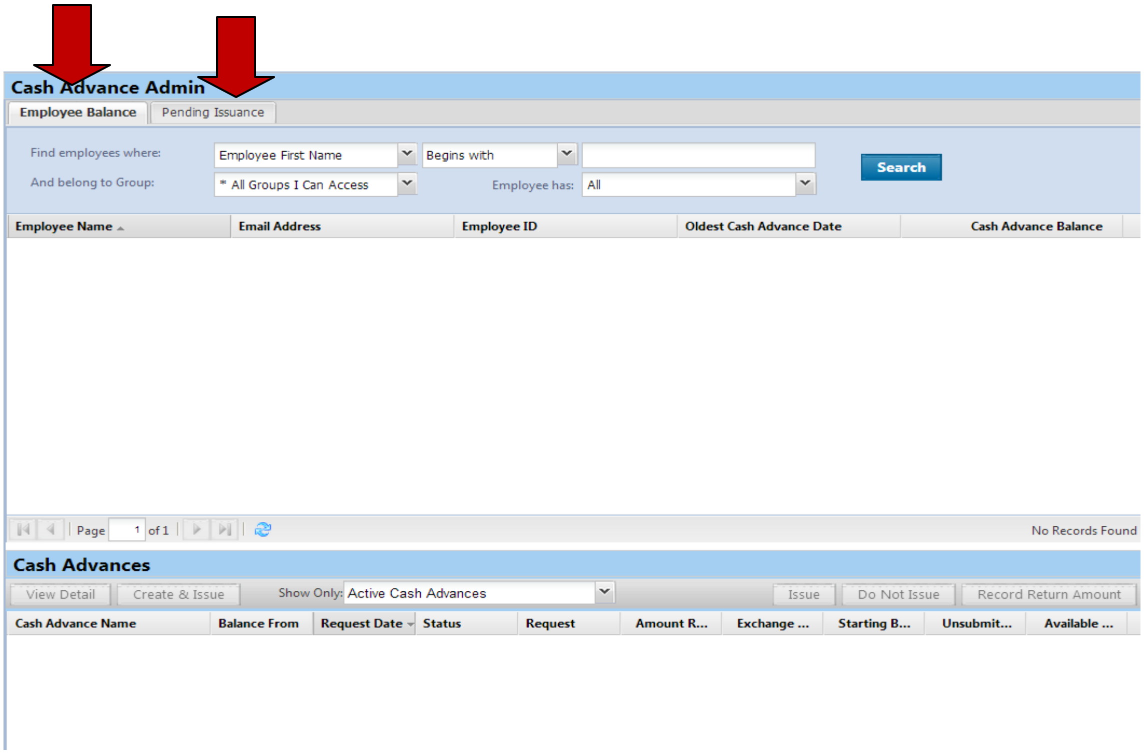
- Review cash advance history of employees
- Issue cash advances
- Cancel cash advance requests
- Record manually-returned cash amounts from an employee
- View employee balances

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.

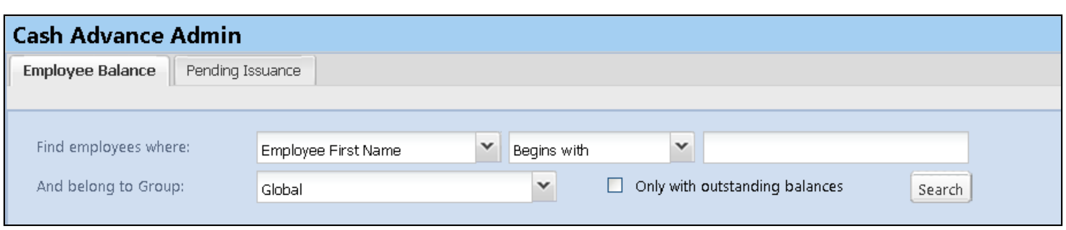
Use the **Pending Issuance** tab to search for cash advances that have not yet been issued.

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.

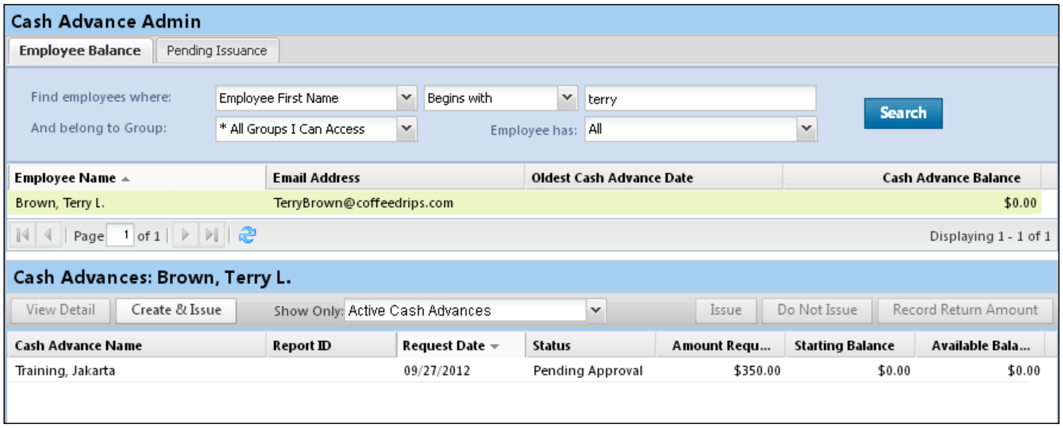


Viewing an Employee's Balance and the Cash Advance Details

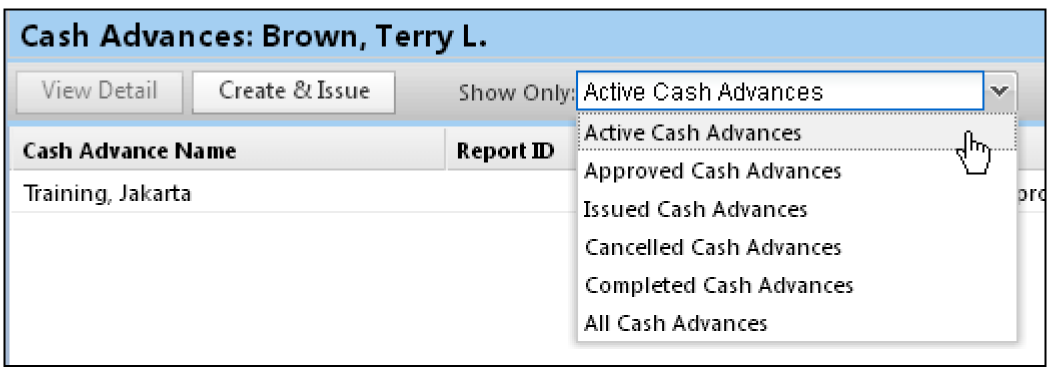
To view cash advance details:

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.



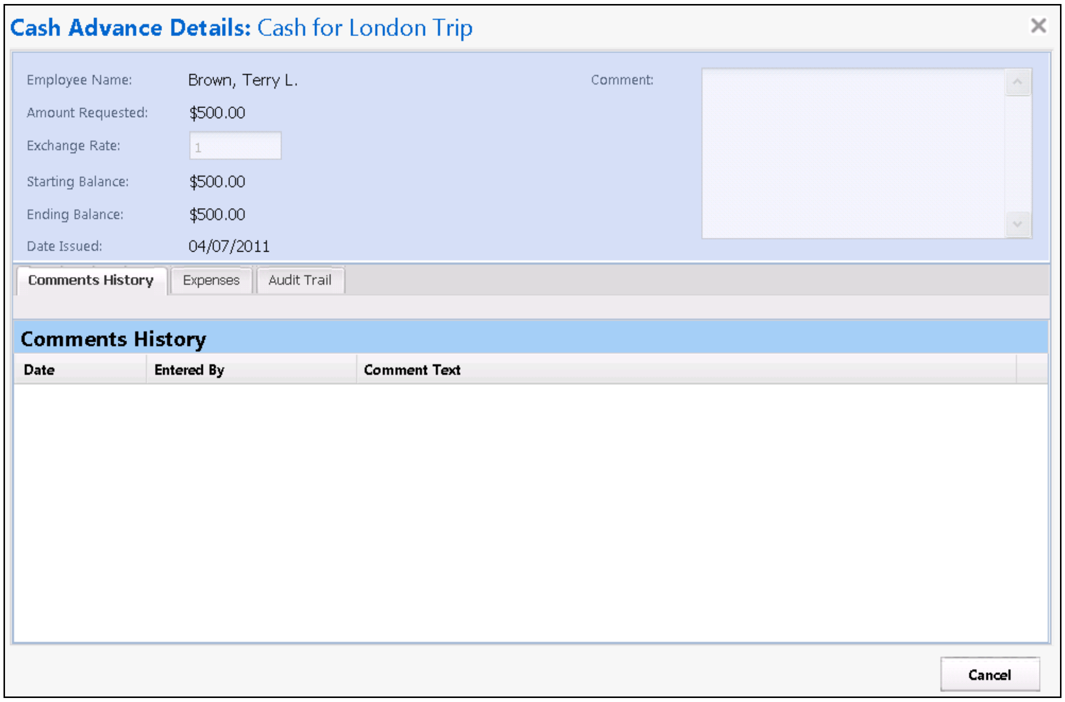
3. Use the **Show Only** area to change the results.



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

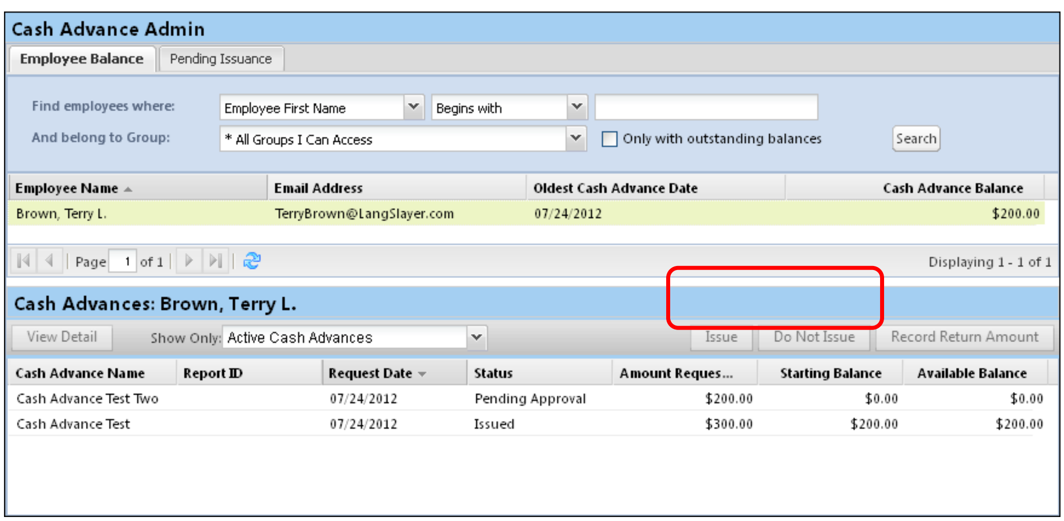
Cash advances can be created in three ways:

- 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.



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

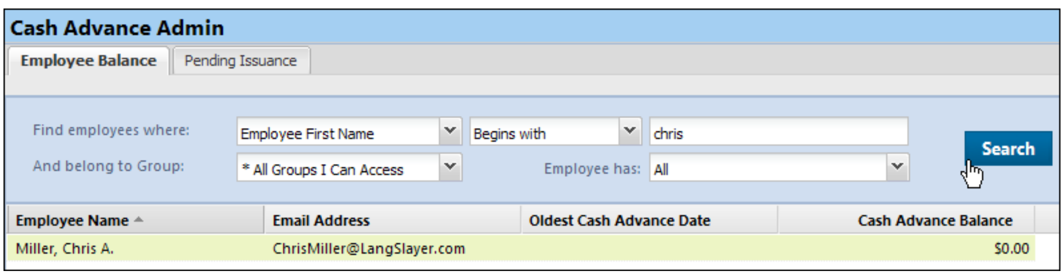
The Cash Advance administrator can use options in **Employee Balance** to search for an employee and then create and issue a cash advance on their behalf. This bypasses the workflow used for approval when the advance is requested by the user, allowing for a simplified process.

Creating and Issuing the Cash Advance

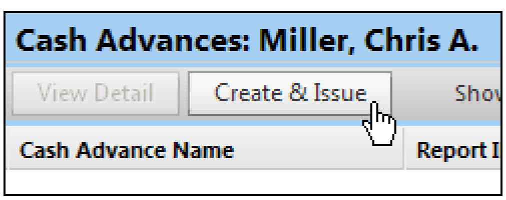
This feature is available only to the Cash Advance Administrator, and this role is prevented from generating advances to themselves.

To create and issue the cash advance:

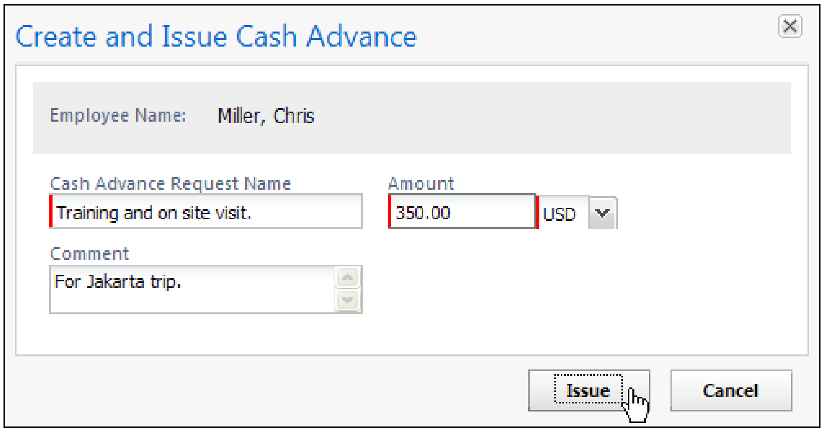
1. The Cash Advance administrator first searches for the employee they will issue the cash advance to using options in **Employee Balance**:



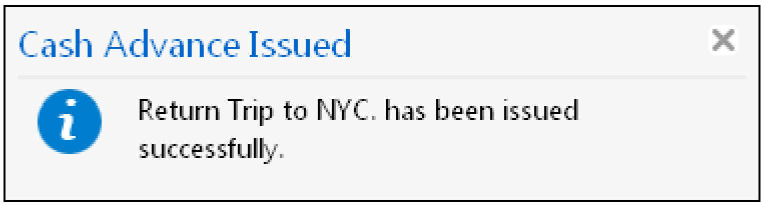
2. With the employee selected, click **Create & Issue**:



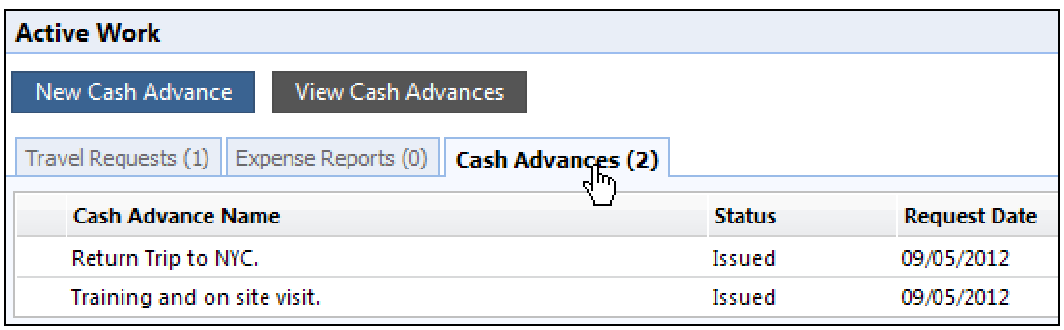
3. The **Create and Issue Cash Advance** dialog box opens - using options in this dialog box, the administrator then names the advance, specifies the amount and currency, and adds a comment as needed:



4. Click **Issue** causes a confirmation message to appear:



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**:



Recording Cash Returned Manually by the Employee

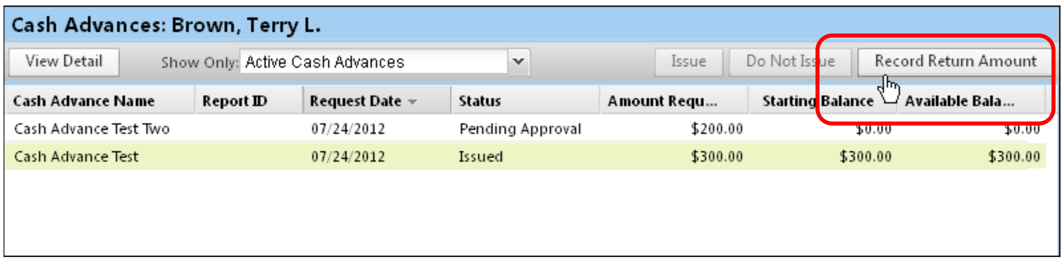
If all or part of a cash advance is turned in to the cash advance administrator by the employee, this information can be recorded against the cash advance. The outstanding balance of the cash advance is immediately updated to reflect this return of funds. This is done using the **Record Return Amount**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

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

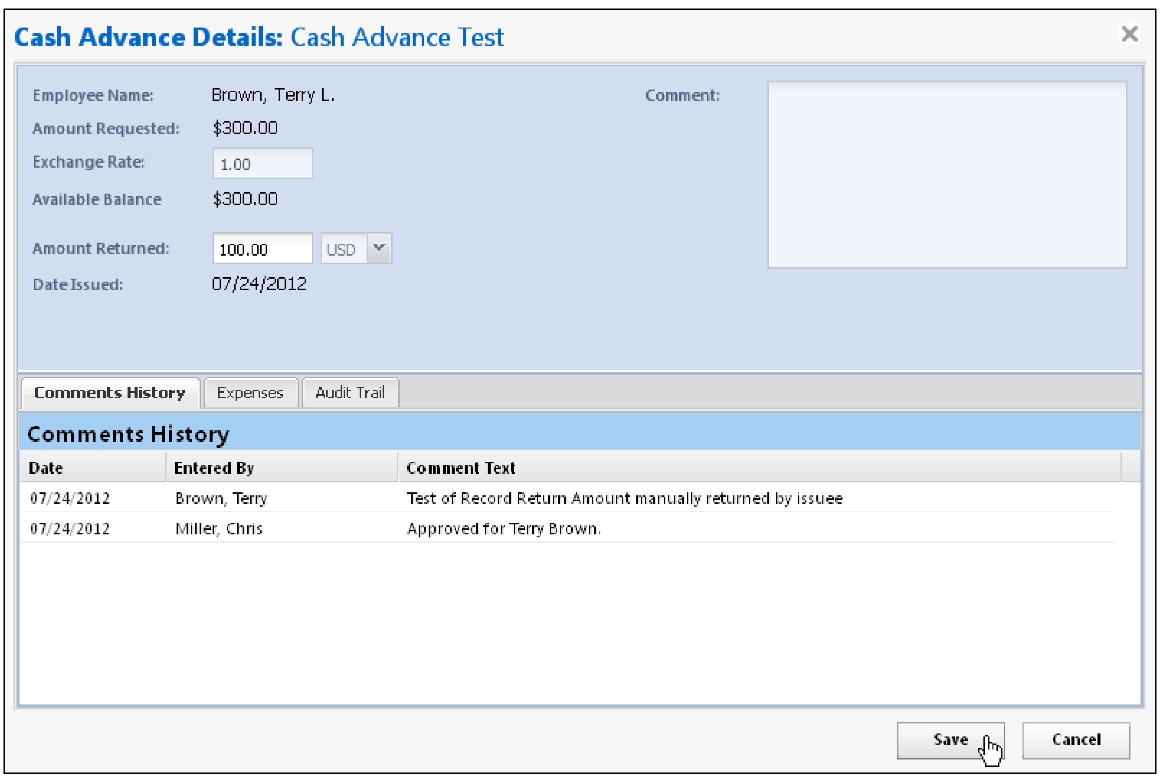
- The cash advance is in an Issued state
- The cash advance balance is above a balance of zero
- The Payment Type value is Cash

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:



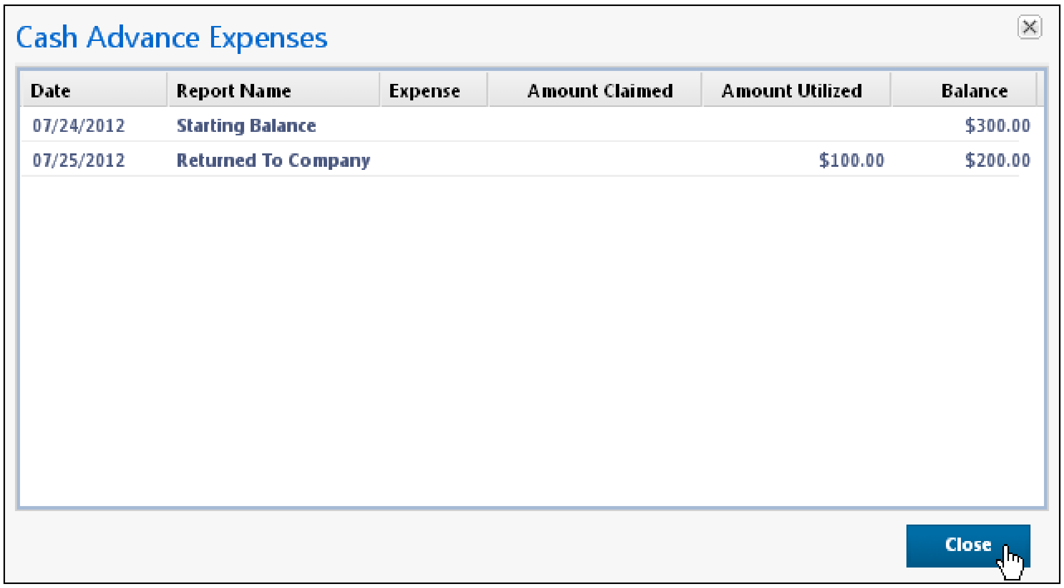
Selecting the row under Cash Advance Name, the administrator clicks **Record Return Amount** (this button is activated) to display the **Cash Advance Details** window.



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.



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*