

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

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TTE Local Admin:

Shared User
Administration Handbook



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Document History

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

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[11/07/13]

User Administration

Section 1: Permissions

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

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

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

Section 2: Overview

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

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

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

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

User Administration in Travel, Expense and Request

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

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

User Administration Related Roles and Access

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

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

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

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

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

Role Assignment Related Roles and Access

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

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

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

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

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

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

Segregating the User Administration Duties

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

- Assigning roles to users
- Maintaining user roles and preferences

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

These roles allow segregation of these duties:

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

Two Frameworks for User Permissions

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

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

Two Methods of Managing Roles in User Permissions

Roles can be managed by two different methods:

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

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

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

- Dual lists of roles or users
- Group area

The Password Manager Roles

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

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

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

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

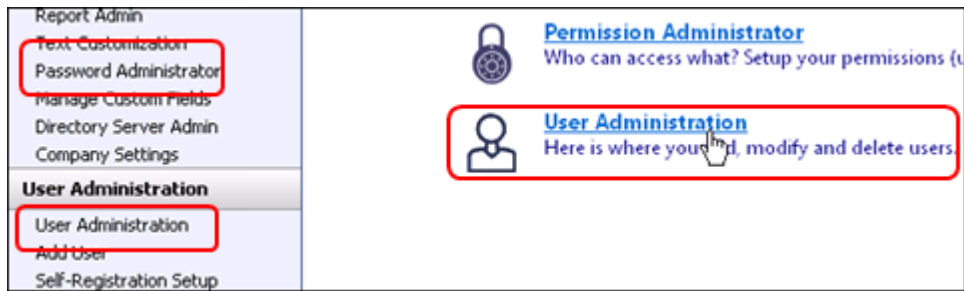
Users with these roles will see the **Password Manager** link on the **Company Administrator** page. These roles have the following access in **Password Manager**:

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

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

Suppressing Access to the Password Function

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



Available Standard Permissions and Roles

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

Expense Tab:

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

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

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

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

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

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

Reporting on User Changes

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

Viewing as Report Detailing Changes Made to an Employee

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

Before You Begin

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

Section 3: User Administration Page

This feature requires the User Administrator employee role.

Accessing User Admin

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

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

2. Click **User Administration**.

The screenshot displays the 'Company Administration' page. The top navigation bar includes tabs: My Concur, Request, Travel, Expense, Central Reconciliation, Invoice, Reporting, Locate, Administration, Profile, App Center, and Purchase Request. The 'Administration' tab is selected. Below it, a sub-navigation bar lists: Company Admin, Report Admin, Web Services, App Center Listings, Request Admin, Expense Admin, Expense Tools, Invoice Admin, and Budget Admin. The left sidebar menu shows 'Company Admin Home' and 'Company Admin' with sub-items: Approval Queues, Billing Administrator, Company Locations, Org Unit Admin, Report Admin, Text Customization, Password Administrator, Manage Custom Fields, Directory Server Admin, Company Settings, **User Administration** (circled in red), Add User, Self-Registration Setup, Self-Registration Approval, Send Mobile Instructions, User Permissions, and Company Groups. The main content area has 'Add New User' and 'Import Users' links. It includes a 'Show Filters' checkbox, radio buttons for 'Use Travel Advanced Filters' (selected) and 'Use Expense Advanced Filters', dropdowns for 'Manager' (All Managers), 'Org Unit' (All), and 'Location' (All Locations), a 'User Status' dropdown (Active), a 'Max Results' dropdown (25), a 'Search Text' field, and a 'Search What' dropdown (Name, Email, Log-in). Below these are checkboxes for 'Columns To Display': Login ID, Manager, Org Unit, and Job Title. At the bottom, there is a 'Search' button, a 'Reset' button, and a row of letters A through Z. A prompt at the bottom reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

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

Searching for Existing Users

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

Searching for Employees Without Managers

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

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

Searching for Test Users

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

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

- **Exclude Test Users:** Return the search results without including any Test Users.
- **Only Test Users:** Include only Test Users in the results of the search.

► **TO SEARCH FOR EXPENSE USERS:**

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

The screenshot shows the 'User List' interface for a company. At the top, there are links for 'Add New User' and 'Import Users'. The 'Show Filters' checkbox is checked and highlighted with a red box. Below this, the 'Filters' section is expanded, showing options for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters'. The 'Manager' dropdown is set to 'All Managers' and the 'Employee Group Configuration' dropdown is set to 'All Users I Can Access'. The 'User Status' dropdown is set to 'Active' and the 'Max Results' dropdown is set to '25'. The 'Search Text' field is empty and the 'Search What' dropdown is set to 'Name, Email, Log-in'. The 'Columns To Display' section shows checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. At the bottom, there are 'Search' and 'Reset' buttons, and a row of letters from A to Z for filtering by last name.

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

The screenshot shows the 'User List' interface for a company. At the top, there are links for 'Add New User' and 'Import Users'. The 'Show Filters' checkbox is checked. Below this, the 'Filters' section is expanded, and the 'Use Expense Advanced Filters' radio button is selected and highlighted with a red box. The 'Manager' dropdown is set to 'All Managers' and the 'Employee Group Configuration' dropdown is set to 'All Users I Can Access'. The 'User Status' dropdown is set to 'Active' and the 'Max Results' dropdown is set to '25'. The 'Search Text' field is empty and the 'Search What' dropdown is set to 'Name, Email, Log-in'. The 'Columns To Display' section shows checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. At the bottom, there are 'Search' and 'Reset' buttons, and a row of letters from A to Z for filtering by last name.

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

3. Enter the search criteria.

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

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

This screenshot is similar to the previous one, but with a red box highlighting the 'Columns To Display' section. This section contains five checked checkboxes: 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID'. A large red arrow points from this section towards the 'Search' and 'Reset' buttons located below it. The rest of the interface, including the filters and the alphabetical letter row, remains the same as in the previous screenshot.

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



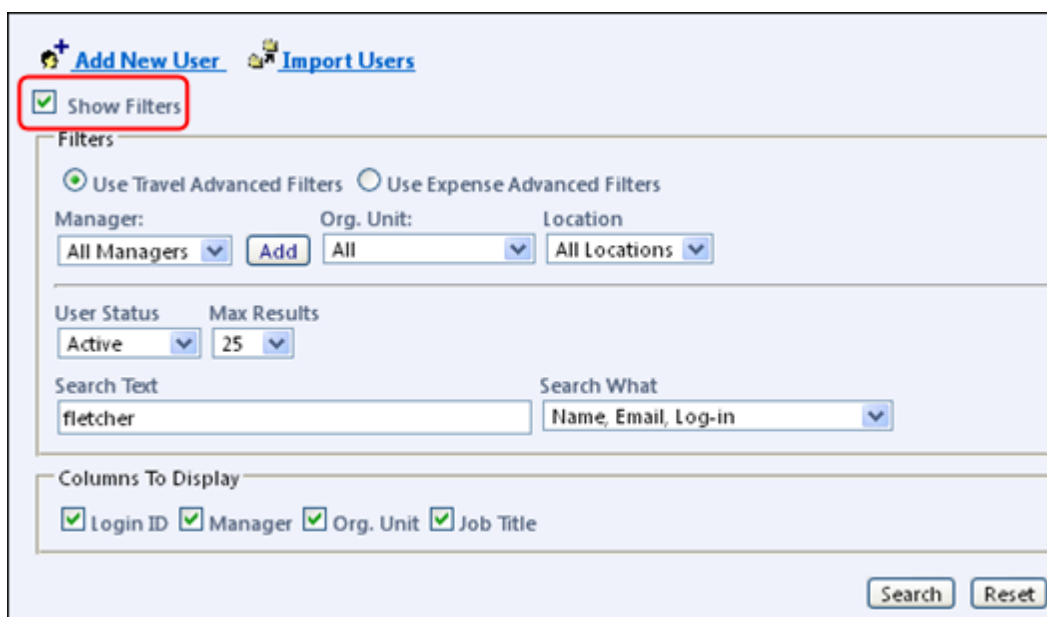
Search Reset

Records 1 - 2 of 88 Records
[Next 25 >>](#) [Get All](#)

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

► **To search for Travel users:**

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



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

☒ **Show Filters**

Filters

☒ Use Travel Advanced Filters ☐ Use Expense Advanced Filters

Manager: Org. Unit: Location:

User Status: Max Results:

Search Text: Search What:

Columns To Display

☒ Login ID ☒ Manager ☒ Org. Unit ☒ Job Title

2. Select **Use Travel Advanced Filters**

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

☒ Show Filters

Filters

☒ Use Travel Advanced Filters ☐ Use Expense Advanced Filters

Manager: All Managers Add Org. Unit: All Location: All Locations

User Status: Active Max Results: 25

Search Text: fletcher Search What: Name, Email, Log-in

Columns To Display

☒ Login ID ☒ Manager ☒ Org. Unit ☒ Job Title

Search Reset

3. Enter the search criteria.

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

Columns To Display

☒ Login ID ☒ Manager ☒ Org. Unit ☒ Job Title

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

Search Reset

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

Records 1 - 2 of 88 Records [Next 25 >>](#) [Get All](#)

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

Adding New Users:

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

Modifying Existing Users

Update General User Information

► *To update general User information:*

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

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

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

This screenshot is similar to the previous one, but the 'Use Expense Advanced Filters' radio button is selected and highlighted with a red box. All other elements, including the 'Show Filters' checkbox, dropdown menus, search fields, and column selection, remain the same. The 'Search' and 'Reset' buttons and the alphabetical filter row are also present at the bottom.

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

3. Enter the search criteria.

The screenshot shows the 'User List for company: Your Agency Name Appears Here' interface. A red box highlights the 'Filters' section, which includes:

- ☒ Show Filters
- ☐ Use Travel Advanced Filters ☒ Use Expense Advanced Filters
- Manager: All Managers (dropdown)
- Employee Group Configuration: All Users I Can Access (dropdown)
- User Status: Active (dropdown)
- Max Results: 25 (dropdown)
- Search Text: (text input)
- Search What: Name, Email, Log-in (dropdown)

Below the filters, the 'Columns To Display' section shows checkboxes for Login ID, Manager, Employee Group Configuration, Email, and Employee ID, all of which are checked. Search and Reset buttons are located below the columns. At the bottom, there is a row of letters A through Z for alphabetical sorting and a prompt: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

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

This screenshot is identical to the previous one, but with a red box highlighting the 'Columns To Display' section, which contains checkboxes for Login ID, Manager, Employee Group Configuration, Email, and Employee ID, all of which are checked. A large red arrow points from this section to the 'Search' button. The 'Search' and 'Reset' buttons are located below the columns. At the bottom, there is a row of letters A through Z for alphabetical sorting and a prompt: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

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

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

User List for company: Your Agency Name Appears Here

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

☒ Show Filters

Filters

☐ Use Travel Advanced Filters ☒ Use Expense Advanced Filters

Manager: Employee Group Configuration:

User Status: Max Results:

Search Text: Search What:

Columns To Display

☒ Login ID ☒ Manager ☒ Employee Group Configuration ☒ Email ☒ Employee ID

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

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

Last / First	Employee Group Configuration	Email	Employee ID	Login ID	Manager	Profile
3. approver	State Accounting Office	approver3@SOG.GA.GOV	approver3	approver3@SOG.GA.GOV	4. approver	
Admin. IT	State Accounting Office	itadmin@SOG.GA.GOV	itadmin	itadmin@SOG.GA.GOV	-none-	
ADMIN. CA	State Accounting Office	CAADMIN@SOG.GA.gov	CAADMIN	CAADMIN@SOG.GA.gov	-none-	
admin2@SOG.GA.GOV	State Accounting Office	admin2@SOG.GA.GOV	admin2	admin2@SOG.GA.GOV	approver	

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

☐ Travel Request User ☐ Travel Request Approver ☒ Expense User ☒ Expense Approver

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

Title First Name* Middle Name Nickname Last Name* Suffix

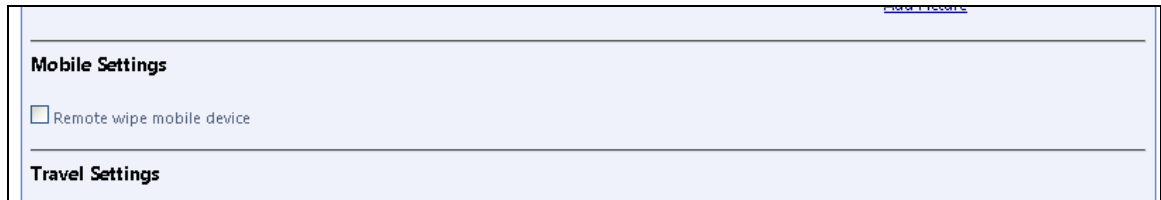
Account Activation Date Account Termination Date

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

Update Mobile Settings –

To update mobile settings:

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



The screenshot shows a light blue rectangular box with a thin border. Inside, the text "Mobile Settings" is at the top. Below it is a checkbox labeled "Remote wipe mobile device". At the bottom of the box, the text "Travel Settings" is visible.

Select the check box is appropriate.

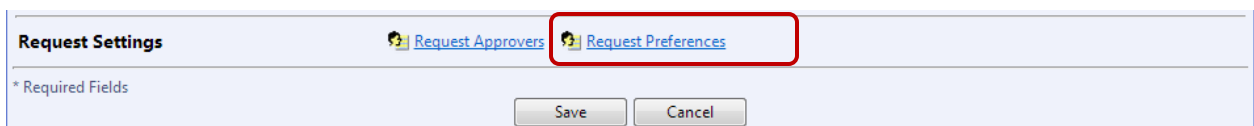
Note the following:

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

Add or Change Request Preferences

► To add or change Travel Request preferences:

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



The screenshot shows a light blue rectangular box. On the left, it says "Request Settings". In the center, there are two links: "Request Approvers" and "Request Preferences". The "Request Preferences" link is highlighted with a red rectangular box. Below the links, there is a small text "* Required Fields". At the bottom right, there are two buttons: "Save" and "Cancel".

2. Select or clear the desired check boxes.

Travel Request Preferences for Terry Brown

[Save](#)

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

Send email when...

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

Prompt...

- ☒ For an approver when a request is submitted

4. Click **Save**.

Add or Change Expense Preferences

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

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

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

Expense Preferences for Daniel Brown

[Save](#)

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

Send email when...

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

Prompt...

- ☒ For an approver when an expense report is submitted

Display...

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

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

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

3. Click **Save**.

Add Expense Delegates

► **To add Expense delegates:**

1. Click **Expense Delegates**.



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

Delegates

Delegate For

Expense Delegates for Terry Brown

Add

Save

Delete

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

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

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

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

Delegates

Delegate For

Expense Delegates for DaTerry Brown

Add

Save

Delete

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

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

Add

Cancel

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

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

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

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

Expense Delegates for Terry Brown

Add

Save

Delete

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

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

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

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

Reactivating a User

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

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

► **To reactivate a user account:**

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

The screenshot shows the Concur User Administration interface. The top navigation bar includes 'My Concur', 'Travel', 'Expense', 'Invoice', 'Reporting', 'Administration' (selected), 'Profile', 'Help', and 'Log Out'. Below this is a sub-navigation bar with 'Company Admin', 'Travel System Admin', 'Report Admin', 'Expense Admin', 'Expense Tools', and 'Invoice Admin'. The main content area is titled 'Company Administration' and contains a sidebar with various administrative tasks and a main form for user details. The user details form includes fields for 'CTE Login Name*', 'Password*', 'Verify Password*', 'First Name*', 'Middle Name', 'Nickname', 'Last Name*', and 'Suffix'. The 'Account Termination Date' field is highlighted with a red box. The 'Employee ID' field is also visible. The user's email address is 'BeaAllen@TechPubs-AUTO-SEL-26-1093534.com'.

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

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

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

Section 4: User Permissions

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

Accessing the User Permissions Page

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

► To access the User Permissions page

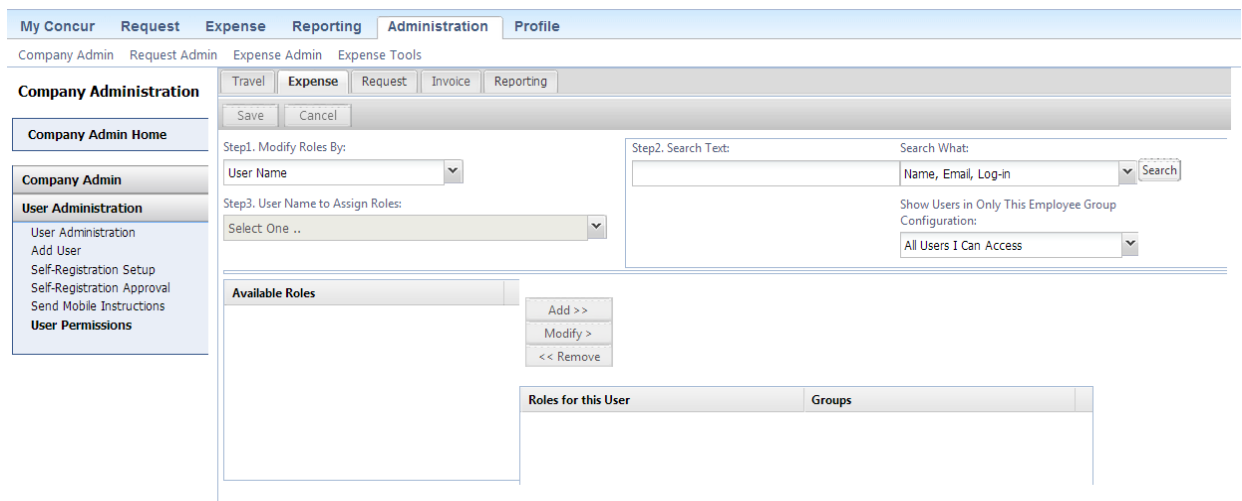
1. Select **Administration** tab.



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



The **User Permissions** page appears.



Managing Roles by User Name

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

► **To add a role by user name:**

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

The screenshot shows the 'User Permissions' page with tabs for Travel, Expense, Request, Invoice, and Reporting. The 'Expense' tab is selected. Below the tabs are 'Save' and 'Cancel' buttons. The 'Step1. Modify Roles By:' dropdown is set to 'User Name' and is highlighted with a red box. Below it is 'Step3. User Name to Assign Roles:' with a 'Select One ..' dropdown. To the right, 'Step2. Search Text:' is an empty text field, and 'Search What:' is a dropdown set to 'Name, Email, Log-in' with a 'Search' button. Below these is 'Show Users in Only This Employee Group Configuration:' with a dropdown set to 'All Users I Can Access'. At the bottom, there is an 'Available Roles' section with 'Add >>', 'Modify >', and '<< Remove' buttons, and a table with columns 'Roles for this User' and 'Groups'.

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

This screenshot shows the same 'User Permissions' page as the previous one, but with the 'Search What:' dropdown menu open. A red arrow points to the 'Search Text' field, and another red arrow points to the 'Search What:' dropdown. The dropdown menu is open, showing options: 'Name, Email, Log-in' (selected), 'Name, Email, Log-in', 'Email (exact match)', 'Last Name (exact match)', 'Log-in ID (exact match)', and 'Employee ID (exact match)'. The 'Available Roles' section and the table at the bottom are also visible.

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

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

The screenshot shows the 'Expense' configuration window. At the top, there are tabs for 'Travel', 'Expense', 'Request', 'Invoice', and 'Reporting'. Below these are 'Save' and 'Cancel' buttons. The window is divided into three steps:

- Step1. Modify Roles By:** A dropdown menu with 'User Name' selected.
- Step2. Search Text:** A text field containing 'Fitzgerald' and a 'Search' button. To the right, 'Search What:' is set to 'Name, Email, Log-in'.
- Step3. User Name to Assign Roles:** A text field containing 'Fitzgerald, Donna S'.

Below the steps, there is a section for 'Available Roles' with a list of roles: Attendee Administrator, Attendee Administrator (Read Only), Central Reconciliation Processor, Company Info Administrator, Employee Administrator (Read Only), Employee Maintenance, and Expense Approver. To the right of this list are 'Add >>', 'Modify >', and '<< Remove' buttons. Below the 'Available Roles' list is a table titled 'Roles for this User' with columns 'Roles for this User' and 'Groups'. The table contains two rows: 'Cliqbook User' and 'Concur Mobile User'. A red box highlights the 'Search' button in Step 2, the 'User Name' field in Step 3, and the 'Show Users in Only This Employee Group Configuration' dropdown, which is set to 'All Users I Can Access'.

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

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

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

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

The screenshot shows the 'Expense' configuration window. At the top, there are tabs for 'Travel', 'Expense', 'Request', 'Invoice', and 'Reporting'. Below these are 'Save' and 'Cancel' buttons. The window is divided into three steps:

- Step1. Modify Roles By:** A dropdown menu with 'User Name' selected.
- Step2. Search Text:** A text field containing 'daniel' and a 'Search' button. To the right, 'Search What:' is set to 'Name, Email, Log-in'.
- Step3. User Name to Assign Roles:** A text field containing 'Arrington, Daniel K'.

Below the steps, there is a section for 'Available Roles' with a list of roles: Expense Configuration Administrator (Read Only), Expense Processor, Expense Processor (Audit), Expense Processor Manager, Expense Proxy Logon, Expense Receipt Processor, and Fringe Benefits Tax Administrator. To the right of this list are 'Add >>', 'Modify >', and '<< Remove' buttons. Below the 'Available Roles' list is a table titled 'Roles for this User' with columns 'Roles for this User' and 'Groups'. The table contains three rows: 'Cliqbook User', 'Expense User', and 'Travel and Expense User'. A red box highlights the 'Expense Processor' role in the 'Available Roles' list. A red arrow points to the 'Save' button at the top of the window. Another red arrow points to the 'User Name' field in Step 3.

► **To remove a role by user name:**

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

The screenshot shows the 'User Permissions' interface. At the top, there are tabs for 'Travel', 'Expense', 'Travel Request', 'Invoice', and 'Reporting'. Below these are 'Save' and 'Cancel' buttons. The main area is divided into several sections. On the left, 'Step1. Modify Roles By:' has a dropdown menu with 'User Name' selected, which is highlighted by a red rectangle. Below this is 'Step3. User Name to Assign Roles:' with a 'Select One ..' dropdown. On the right, 'Step2. Search Text:' has an empty text input field. Next to it is 'Search What:' with a dropdown menu showing 'Name, Email, Log-in' and a 'Search' button. Below the search fields is 'Show Users in Only This Employee Group Configuration:' with a dropdown menu showing 'All Users I Can Access'. At the bottom, there are two large empty boxes labeled 'Available Roles' and 'Roles for this User', with 'Add >>', 'Modify >', and '<< Remove' buttons between them.

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

Click **Search**.

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

- 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,

Travel Expense Travel Request Invoice Reporting

Save Cancel

Step1. Modify Roles By:
User Name

Step2. Search Text: adm Search What: Name, Email, Log-in Search

Step3. User Name to Assign Roles:
Admin, IT

Admin, IT
ADMIN, CA
admin2, admin2
Attendee Administrator
Attendee Administrator (Read Only)
Authorization Request Administrator
Authorization Request Approver
Central Reconciliation Processor
Cliqbook User
Concur Mobile User

Add >>
Modify >
<< Remove

Roles for this User Groups

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

Travel Expense Travel Request Invoice Reporting

Save Cancel

Step1. Modify Roles By:
User Name

Step2. Search Text: adm Search What: Name, Email, Log-in Search

Step3. User Name to Assign Roles:
admin2, admin2

Available Roles

Add >>
Modify >
<< Remove

Roles for this User Groups

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

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

Managing Roles by Role

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

► To add a role by role:

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

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

Travel **Expense** Travel Request Invoice Reporting

Save Cancel

Step1. Modify Roles By: Role

Step2. Role to Assign to Users:

- Authorization Request Administrator
- Authorization Request Approver
- Central Reconciliation Processor
- Cliqbook User
- Company Info Administrator
- Concur Mobile User
- Employee Administrator
- Employee Maintenance
- Expense Approver
- Expense Cash Advance Administrator
- Expense Company Card Administrator
- Expense Configuration Administrator (Restricted)
- Expense Processor
- Expense Processor (Audit)
- Expense Processor Manager

Step3. Search Text: Search What: Name, Email, Log-in Search

Show Users in Only This Employee Group Configuration: All Users I Can Access

Users with this Role Groups

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).

Users without this Role

- Arnold, Jeff
- Bickers, Rebecca L
- Caldwell, Jared A
- Cowan, Cecil G
- Hollis, Paul C
- Hoover, Charles M
- Johnson, Chris I

Add >>

Users with this Role Groups

- Abercrombie, William A
- Abraham, Janna C
- Al-Treky, Yasser A
- Allen, James M
- Almand, Joseph S
- Amos, Dominic D
- Anderson, Christina A

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**.

The screenshot shows a web application window with a title bar and a menu bar. Below the menu bar, there are three main sections: Step 1, Step 2, and Step 3. Step 1 is labeled 'Step1. Modify Roles By:' and has a dropdown menu with 'Role' selected. Step 2 is labeled 'Step2. Role to Assign to Users:' and has a dropdown menu with 'Select One ..' selected. Step 3 is labeled 'Step3. Search Text:' and has a text input field and a 'Search' button. There are also checkboxes for 'Show Users in Only This Employee Group Configuration:' and 'All Users I Can Access'. At the bottom, there are two panels: 'Users without this Role' and 'Users with this Role', each with a table and buttons for 'Add', 'Modify', and 'Remove'.

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

This screenshot shows the same interface as the previous one, but with the dropdown menu for Step 2 open. A red arrow points to the dropdown menu. The menu lists various roles, and 'Concur Mobile User' is highlighted with a red box. The 'Search' button in Step 3 is also visible.

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

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	Users with this Role	Groups
4, approver	3, approver	
ADMIN, CA		
Aaron, Patricia F		
Abaidoo, Samuel		
Abbott, Terry L		
Abbott, Tyrone H		
Abbott, Gregory		

Add >> Modify > << Remove

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

Travel **Expense** Travel Request Invoice Reporting

Save Cancel

Step1. Modify Roles By:
Role

Step2. Role to Assign to Users:
Concur Mobile User

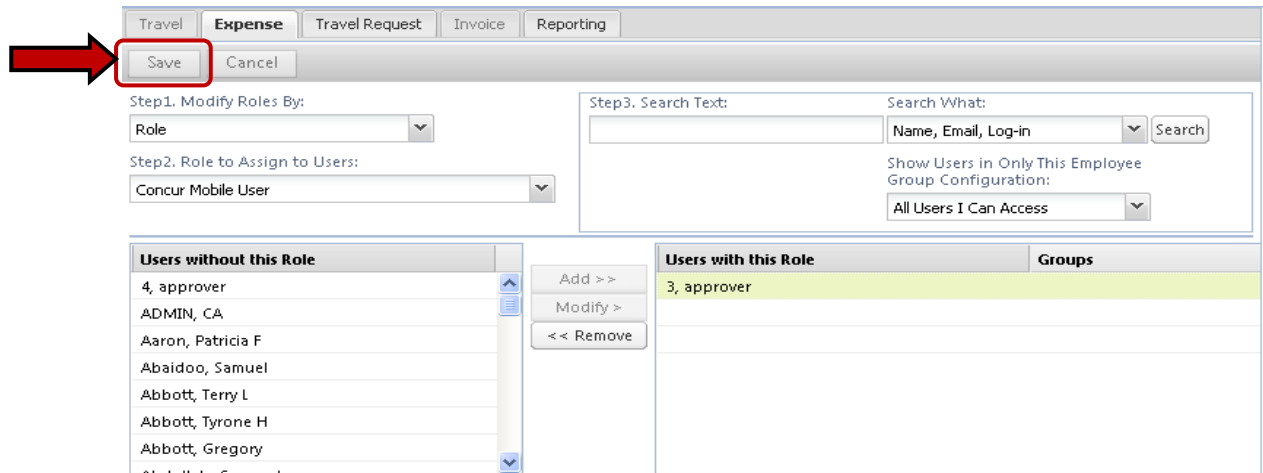
Step3. Search Text: Search What: Name, Email, Log-in Search

Show Users in Only This Employee Group Configuration:
All Users I Can Access

Users without this Role	Users with this Role	Groups
4, approver	3, approver	
ADMIN, CA		
Aaron, Patricia F		
Abaidoo, Samuel		
Abbott, Terry L		
Abbott, Tyrone H		
Abbott, Gregory		

Add >> Modify > << Remove

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



The screenshot displays the 'Expense' tab in the TTE Local Administration interface. A red arrow points to the 'Save' button. The interface includes several steps for user administration:

- Step1. Modify Roles By:** A dropdown menu set to 'Role'.
- Step2. Role to Assign to Users:** A dropdown menu set to 'Concur Mobile User'.
- Step3. Search Text:** A text input field.
- Search What:** A dropdown menu set to 'Name, Email, Log-in' with a 'Search' button.
- Show Users in Only This Employee Group Configuration:** A dropdown menu set to 'All Users I Can Access'.

Below these steps are two tables:

Users without this Role	Users with this Role	Groups
4, approver	3, approver	
ADMIN, CA		
Aaron, Patricia F		
Abaidoo, Samuel		
Abbott, Terry L		
Abbott, Tyrone H		
Abbott, Gregory		

Between the tables are three buttons: 'Add >>', 'Modify >', and '<< Remove'.

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Expense Proxy Logon
Handbook



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Document History

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

Section 1: Permissions

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

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

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

Section 2: Overview

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

What is an Expense Proxy?

An Expense Proxy may perform these tasks:

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

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

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

Before You Begin

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

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

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

What the Employee Administrator Sees

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

The screenshot shows the Concur Administration interface. The top navigation bar includes 'My Concur', 'Travel', 'Expense', 'Invoice', 'Reporting', 'Administration' (selected), 'Profile', 'Help', and 'Log Out'. Below this is a sub-navigation bar with 'Company Admin', 'Travel System Admin', 'Report Admin', 'Expense Admin' (selected), and 'Invoice Admin'. The main content area is titled 'Company Administration' and has tabs for 'Travel', 'Expense' (selected), 'Invoice', and 'Reporting'. On the left is a sidebar with 'Company Admin' and 'User Administration' sections. The 'Expense' tab contains a 'Step1. Modify Roles By:' section with a 'User Name' dropdown set to 'Miller, Chris'. A 'Step2. Search Text:' section has a text input 'miller' and a 'Search' button. A 'Step3. User Name to Assign Roles:' section has a dropdown set to 'Miller, Chris'. Below these are two lists: 'Available Roles' and 'Roles for this User'. The 'Available Roles' list includes 'Expense Configuration Administrator', 'Expense Processor', 'Expense Processor (Audit)', 'Expense Processor Manager', 'Expense Proxy Logon', and 'Fringe Benefits Tax Administrator'. The 'Roles for this User' list includes 'Clickbook User', 'Expense Configuration Administra...', 'Expense Receipt Processor', 'Expense User', and 'Travel and Expense User'. There are 'Add >>' and '<< Remove' buttons between the lists. At the bottom, there is a 'Modify' section with a table for 'Groups to be Assigned to User(s) for the Selected Role(s)'.



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.



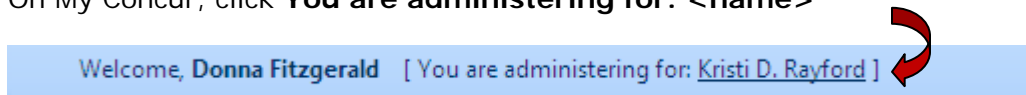
For more information on how to modify the information in Profile, refer to the **Quick Reference Guide** available on the [SAO website](#), the GA Training Portal (see link on Company Info section of My Concur) or your local Intranet.

Changing the Employee for Expense Proxy Logon

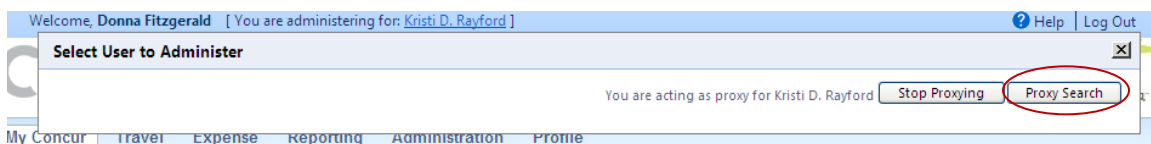
An Expense Proxy may need to act on behalf of several employees.

► To change the employee for proxy:

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



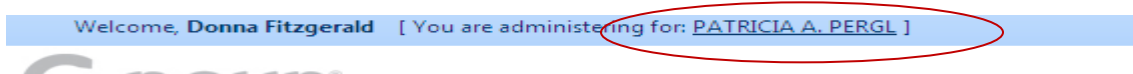
2. To change the employee you are a proxy for, click on **Proxy Search**.



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:

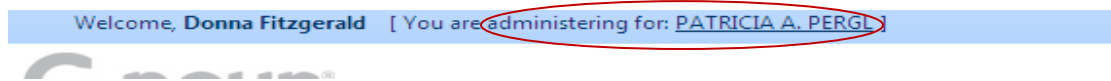


4. Click on the desired person in the list and you will be automatically logged in as proxy.

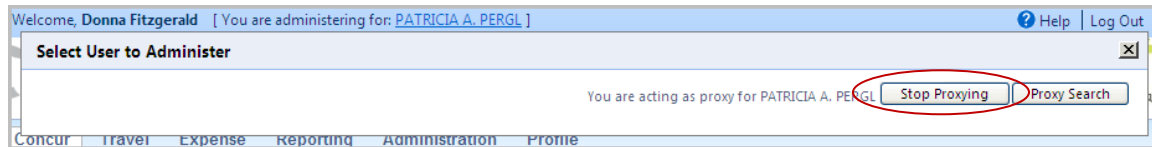


Log Out of Expense Proxy Logon Tool

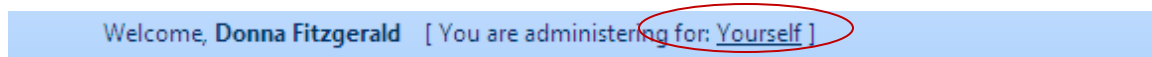
1. Click on the name after “You are administering for:”



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

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TTE Local Admin:

Cash Advance
Administration



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Revision History

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

Cash Advance Admin

Section 1: Permissions

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

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

Section 2: Overview

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

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

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

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

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

Note the following about the Cash Advance workflow:

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

Receiving Email Notifications of a Cash Advance Pending Issuance

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



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

Section 3: Cash Advance Admin Tool

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

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

Section 4: Procedures

Accessing Cash Advance Admin

► **To access Cash Advance Admin:**

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

Cash Advance Admin

Employee Balance | Pending Issuance

Find employees where: Employee First Name Begins with

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

Search

Employee Name	Email Address	Employee ID	Oldest Cash Advance Date	Cash Advance Balance
No Records Found				

Page 1 of 1

Cash Advances

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

Cash Advance Name	Balance From	Request Date	Status	Request	Amount R...	Exchange ...	Starting B...	Unsubmit...	Available ...
-------------------	--------------	--------------	--------	---------	-------------	--------------	---------------	-------------	---------------

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.

Cash Advance Admin

Employee Balance | Pending Issuance

Find employees where: Employee First Name Begins with

And belong to Group: Global

☐ Only with outstanding balances

Search

Viewing an Employee's Balance and the Cash Advance Details

► To view cash advance details:

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

Cash Advance Admin

Employee Balance | Pending Issuance

Find employees where: Employee First Name Begins with terry

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

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

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Brown, Terry L.

Show Only: Active Cash Advances

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

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

Cash Advances: Brown, Terry L.

Show Only: Active Cash Advances

Cash Advance Name: Training, Jakarta

Report ID:

Active Cash Advances

Approved Cash Advances

Issued Cash Advances

Cancelled Cash Advances

Completed Cash Advances

All Cash Advances

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

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

The **Cash Advance Details** window appears.

The screenshot shows a window titled "Cash Advance Details: Cash for London Trip". It contains the following fields:

- Employee Name: Brown, Terry L.
- Amount Requested: \$500.00
- Exchange Rate: 1
- Starting Balance: \$500.00
- Ending Balance: \$500.00
- Date Issued: 04/07/2011
- Comment: (empty text area)

Below the fields are three tabs: "Comments History" (selected), "Expenses", and "Audit Trail". The "Comments History" tab displays a table with the following columns: "Date", "Entered By", and "Comment Text". The table is currently empty. A "Cancel" button is located at the bottom right of the window.

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.

Cash Advance Admin

Employee Balance | Pending Issuance

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

And belong to Group: * All Groups I Can Access [v] ☐ Only with outstanding balances [Search]

Employee Name	Email Address	Oldest Cash Advance Date	Cash Advance Balance
Brown, Terry L.	TerryBrown@LangSlayer.com	07/24/2012	\$200.00

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Brown, Terry L.

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

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

- 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:

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

The screenshot shows the 'Cash Advance Admin' interface. At the top, there are two tabs: 'Employee Balance' (selected) and 'Pending Issuance'. Below the tabs, there are search filters: 'Find employees where:' with a dropdown for 'Employee First Name' and a text input for 'Begins with' containing 'chris'; and 'And belong to Group:' with a dropdown for '* All Groups I Can Access' and a dropdown for 'Employee has:' set to 'All'. A blue 'Search' button is on the right. Below the search filters is a table with the following data:

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

- With the employee selected, click **Create & Issue**:

The screenshot shows a dialog box titled 'Cash Advances: Miller, Chris A.'. It has three buttons: 'View Detail', 'Create & Issue' (which is highlighted with a mouse cursor), and 'Show'. Below the buttons, there is a table with the following data:

Cash Advance Name	Report I

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

Create and Issue Cash Advance

Employee Name: Miller, Chris

Cash Advance Request Name: Training and on site visit.

Amount: 350.00 USD

Comment: For Jakarta trip.

Issue Cancel

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

Cash Advance Issued

Return Trip to NYC. has been issued successfully.

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

Active Work			
New Cash Advance		View Cash Advances	
Travel Requests (1)	Expense Reports (0)	Cash Advances (2)	
Cash Advance Name	Status	Request Date	
Return Trip to NYC.	Issued	09/05/2012	
Training and on site visit.	Issued	09/05/2012	

Recording Cash Returned Manually by the Employee

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

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

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

Using the Feature

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

Cash Advances: Brown, Terry L.

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

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

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

Cash Advance Details: Cash Advance Test

Employee Name: Brown, Terry L. Comment:

Amount Requested: \$300.00

Exchange Rate: 1.00

Available Balance: \$300.00

Amount Returned: 100.00 USD

Date Issued: 07/24/2012

Comments History Expenses Audit Trail

Comments History

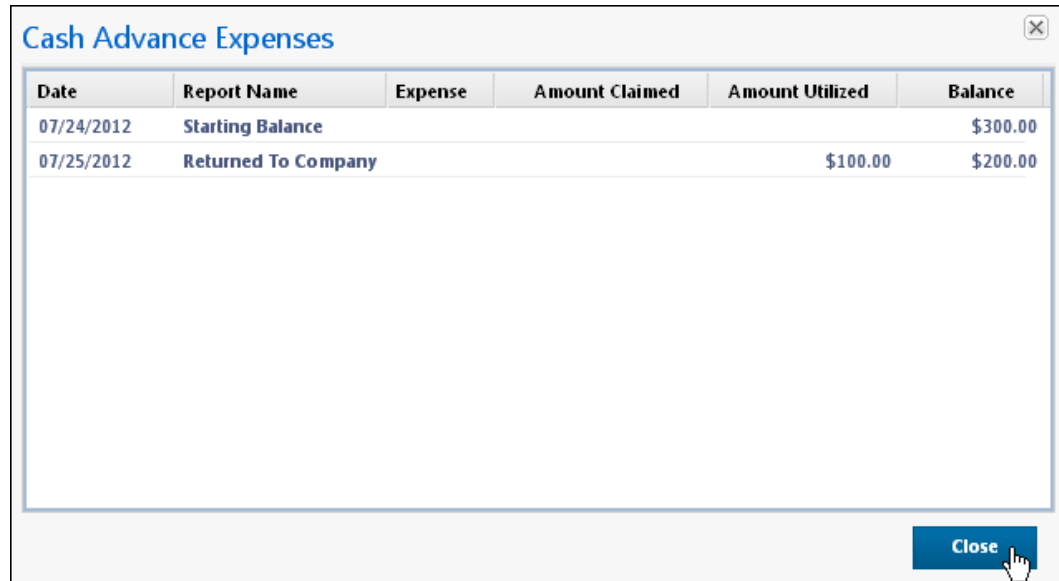
Date	Entered By	Comment Text
07/24/2012	Brown, Terry	Test of Record Return Amount manually returned by issuee
07/24/2012	Miller, Chris	Approved for Terry Brown.

Save Cancel

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

What the User Sees

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



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

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

Note the following when using this feature:

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