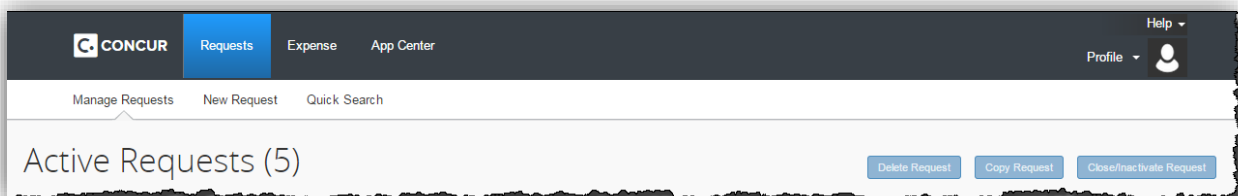# How to Close or Inactivate a Request

<u>After</u> you submit an Expense Report with an attached Request, a plus or minus balance may remain on the Request. You may have had travel approved and then the trip was cancelled. Either way, those requests will continue to show up in *View Requests* and when you add new Requests to an Expense Report Header. With a little housekeeping, you can keep this list uncluttered. Make certain you have submitted all the expenses related to the Request in question on an Expense Report before you perform this function as the Close/Inactivate Request is permanent and cannot be reversed.

- Log into the TTE System
- Click on the **Requests** tab

- Select the Request you want to close or inactivate by clicking on the check box to the left of the *Request Name*. This item will have an amount in the *Remaining* column that is NOT equal to the *Total* and *Approved* amounts.
  - o If you have a long list, you may use the View options in combination with the three query options to reduce the data being displayed

View and Query Options

- The following is a close-up view of the *Total, Approved* and *Remaining* columns from above

    NOTE: The Request we have selected here had been approved for $700 but the actual expenses submitted on the Expense Report were $80.00 <u>more</u> than the approved amount. If the actual expenses were <u>less</u> than the approved amount the amount in the Remaining column would be a *positive number*. If the approved

T e a m W o r k s   T r a v e l   &   E x p e n s e
State of Georgia   Version Date: 04/10/2017

Request will not be used due to cancellation of the trip, all three columns will be the same.

Request Dates ▾	Date Submitted	Total	Approve...	Remaini...	Action
02/15/2015	02/02/2015	$700.00	$700.00	$-80.00	Expense
02/18/2015					

- Click on **Close/Inactivate Request**

- Click on **Yes** in the Confirmation box

- The Request will no longer appear in the View Request list or appear as a Request when attaching Requests to the Expense Report Header.

CONCUR | Requests | Expense | App Center

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Manage Requests   New Request   Quick Search

Active Requests (4)

Delete Request   Copy Request   Close/Inactivate Request

View ▾

Request Name		Begins With			Go

		Request Name	Request ID	Status	Request Dates ▾	Date Submitted	Total	Approve...	Remaini...	Action
☐		Annual Cert 4/7 to 9 Annual Certification for XYZ	3MMD	Submitted & Pending Approval - Austin, Leslie	04/07/2015 04/09/2015	03/03/2015	$340.00	$0.00	$0.00	
☐		YTZ Certification 4/1 to 7 osehnrtf;osnf	3MM9	Approved	04/01/2015 04/07/2015	02/20/2015	$725.00	$725.00	$725.00	Expense
☐		YYY Trip 3/14 to 18 PUrpose	3MM6	Sent Back to Employee - Arnold, Sherry B.	03/14/2015 03/18/2015	02/16/2015	$827.00	$0.00	$0.00	
☐	🔶	BBY Conference 3/1 to 7 AmusI Certification	3MLY	Submitted & Pending Approval - Austin, Leslie Comment: WHy is the rental car so high? PLease adjust or advise then resubmit.	03/01/2015 03/07/2015	03/30/2015	$625.00	$0.00	$0.00	