TeamWorks
Travel and Expense

Powered By Concur Technologies

TTE User:

Request Handbook
2017

Table of Contents

Welcome to TeamWorks Travel & Expense 3
Section 1: Log on to TeamWorks Travel & Expense 3
Section 2: Create a Request 4
Section 3: Submit a Request 8
Section 4: Submit a Request to an Additional Approver 9
Section 5: Correct and Resubmit a Returned Request 11
Section 6: Recall a Submitted Request 13
Section 7: Link Requests to an Expense Report 15
Section 8: Detach Requests Linked to an Expense Report 18
Section 9: Cancel a Request 20
Appendix A: Buttons and Icons 22

DOCUMENT REVISION HISTORY

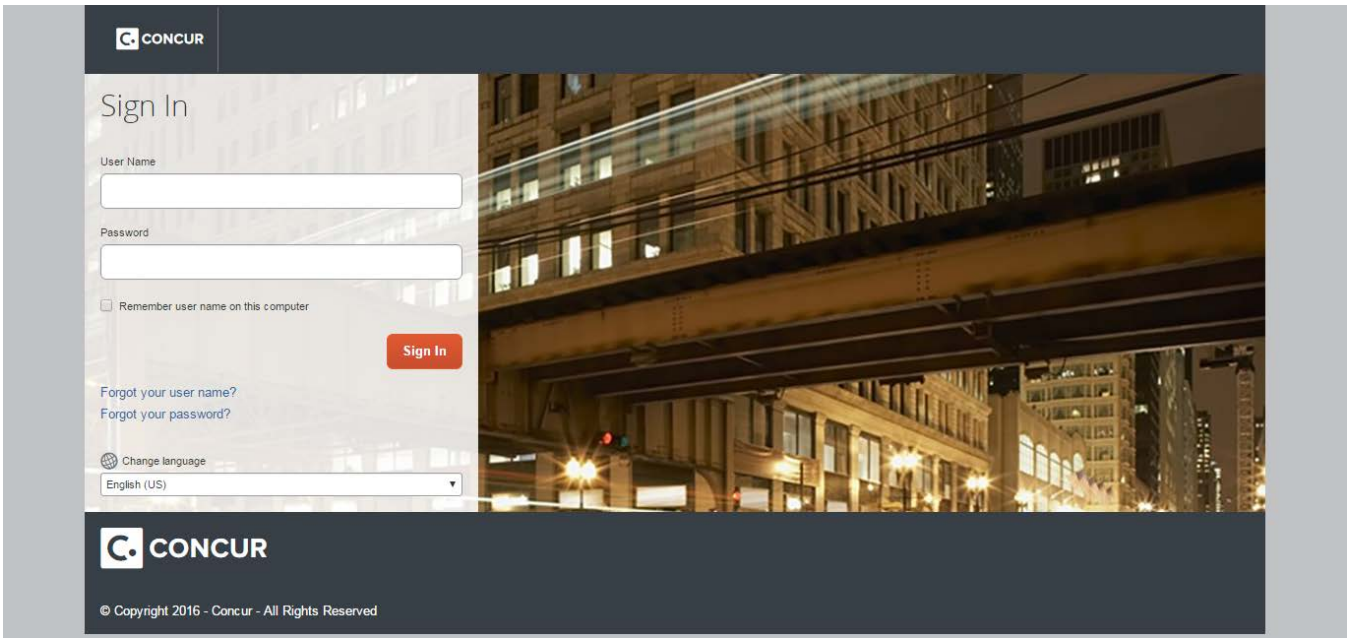
Date	Notes / Comments / Changes
01/05/12	Released to Web
2/12/13	Updated to correct GTE to TTE references; added section on Adding Additional Approvers
11/07/13	Corrected name from Request to Request and updated branding; did not change screenshots at this time as is title change only
11/12/13	Updated Footer
11/18/13	Updated screen shots; changed Delete a Request to Cancel a Request and updated section.
02/22/16	Updated for new UI
04/17/17	Minor SS updates

Welcome to TeamWorks Travel & Expense

TeamWorks Travel & Expense (TTE) integrates travel expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools traveling State of Georgia employees need to create and submit Requests, book travel as well as create and submit Expense Reports. Managers use the service to review and approve expense reports, Cash Advance Requests and Requests. Back-office employees use the service to produce audit reports, ensure Travel Policy compliance, and deliver business intelligence to help the State of Georgia manage its costs.

Section 1: Log on to TeamWorks Travel & Expense

How to...	Additional Information
1. Log on to TeamWorks Travel & Expense with the username and password provided by your Local TeamWorks Travel & Expense Administrator.	Your password is case sensitive. If you are not sure how to log on, check with your Local TeamWorks Travel & Expense Administrator or contact the SAO Customer Service Center.



Section 2: Create a Request

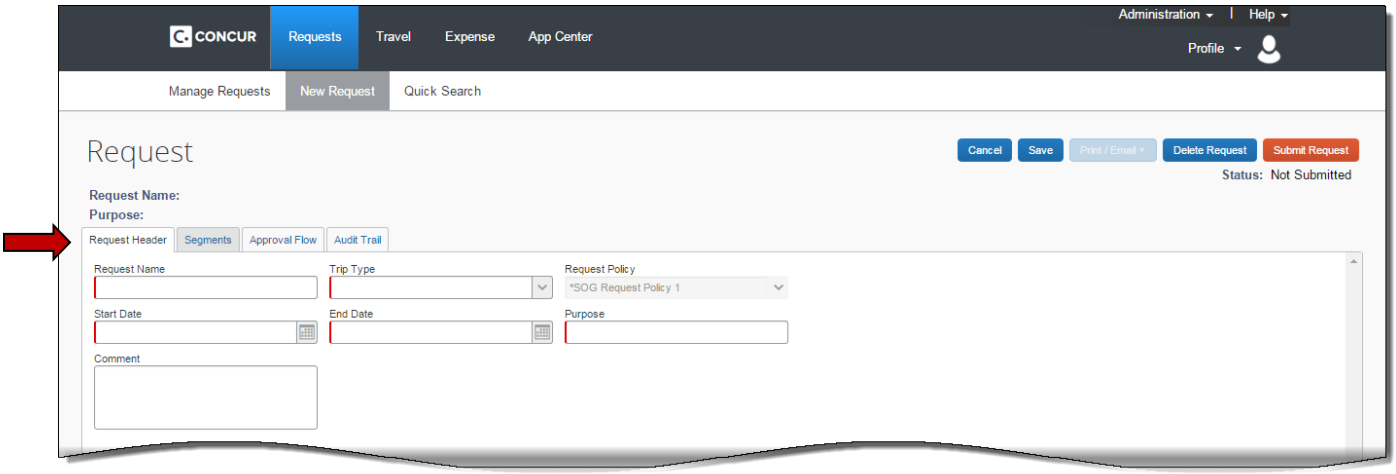
Depending on Agency policy, employees may be required to submit a Request to get pre-trip authorization before incurring travel expenses. Request allows you to create and submit pre-trip authorization requests as well as attach that information to Expense Reports - all online. If Request (Request) does not appear as a tab or section accessible from the My Concur page then the Agency has not elected to use this option. Contact the Local Travel Administrator for additional questions.

How to...

1. Click on the Request tab on the menu bar.
2. Select **New Request**.

Additional Information

The **Request** area opens.
A new **Request Header** opens.



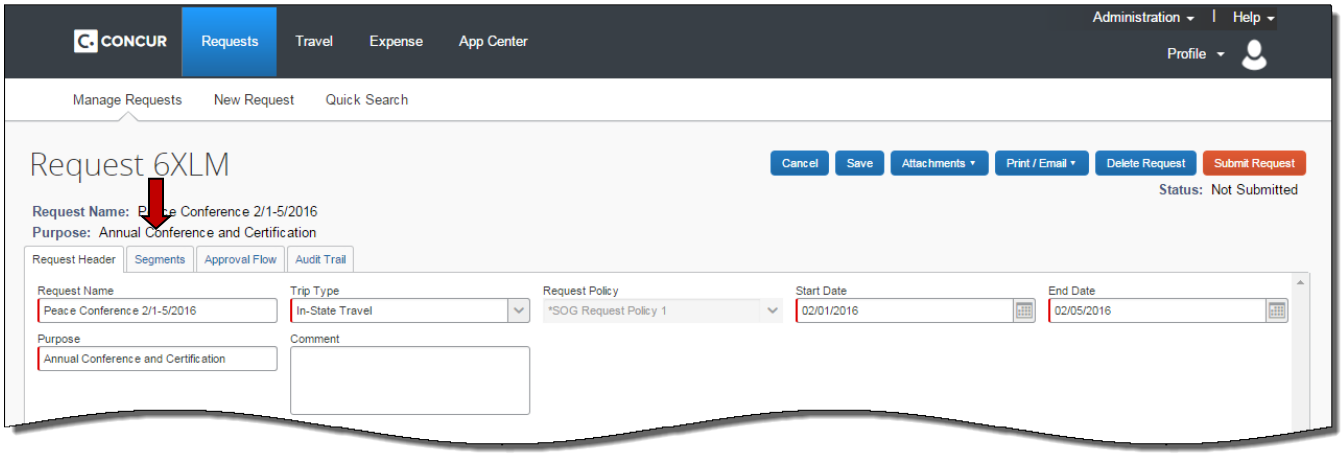
Note: Required fields are marked with a red bar

3. Complete the required fields on the **Request Header**.

4. Use the **Comment** field to enter any information your approver will need to approve the Request.
5. Click on the **Segments** tab.

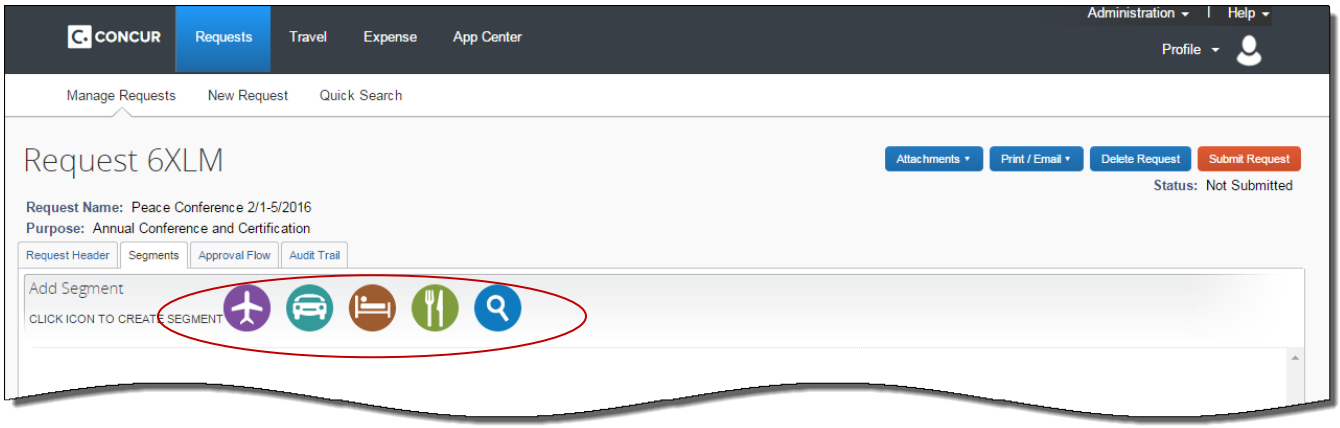
- **Request Name** - Enter a name for the Request.
- **Trip Type** – Select **In-State**, **Out-Of-State** or **International** from the drop down menu.
- **Start Date** – Enter the start date for your trip
- **End Date** – Enter the end date for your trip
- **Purpose** – Enter the purpose for the trip

The **Comment** field can hold quite a bit of information.



Section 2: Create a Request (Continued)

How to...	Additional Information
	The **Segments** Section opens.



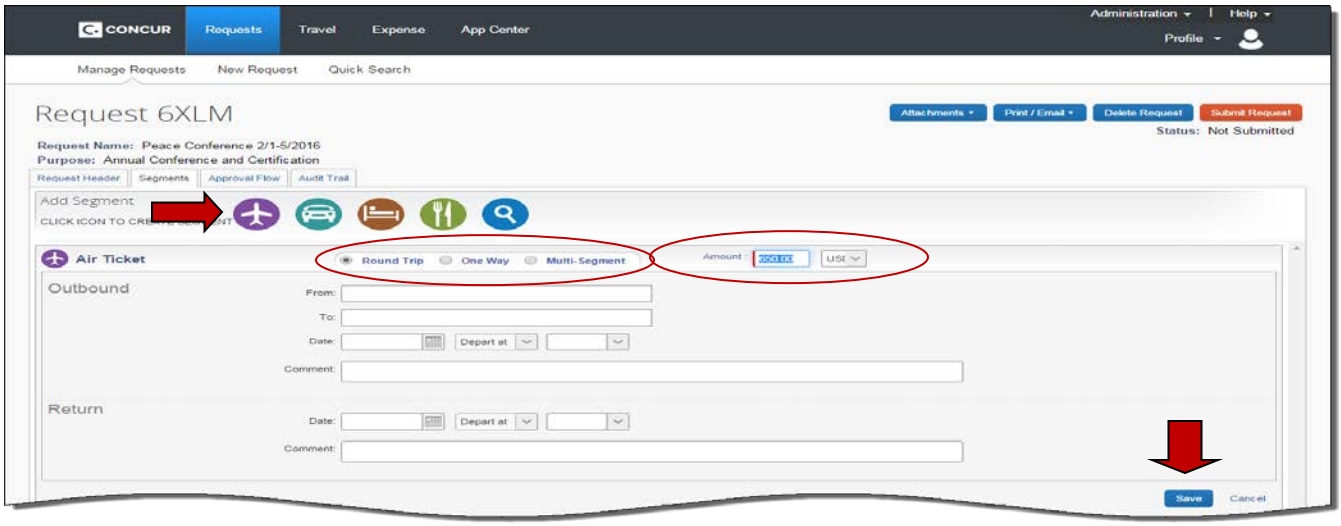
3. Click on the icon representing a Request type.

Each icon represents a different request type for pre-trip authorization: airfare, car rental, hotel, meals and miscellaneous.

You can have multiple segment types and multiples of the same segment type.

A. Click on the **Airfare** icon.

The **Air Ticket** segment opens.



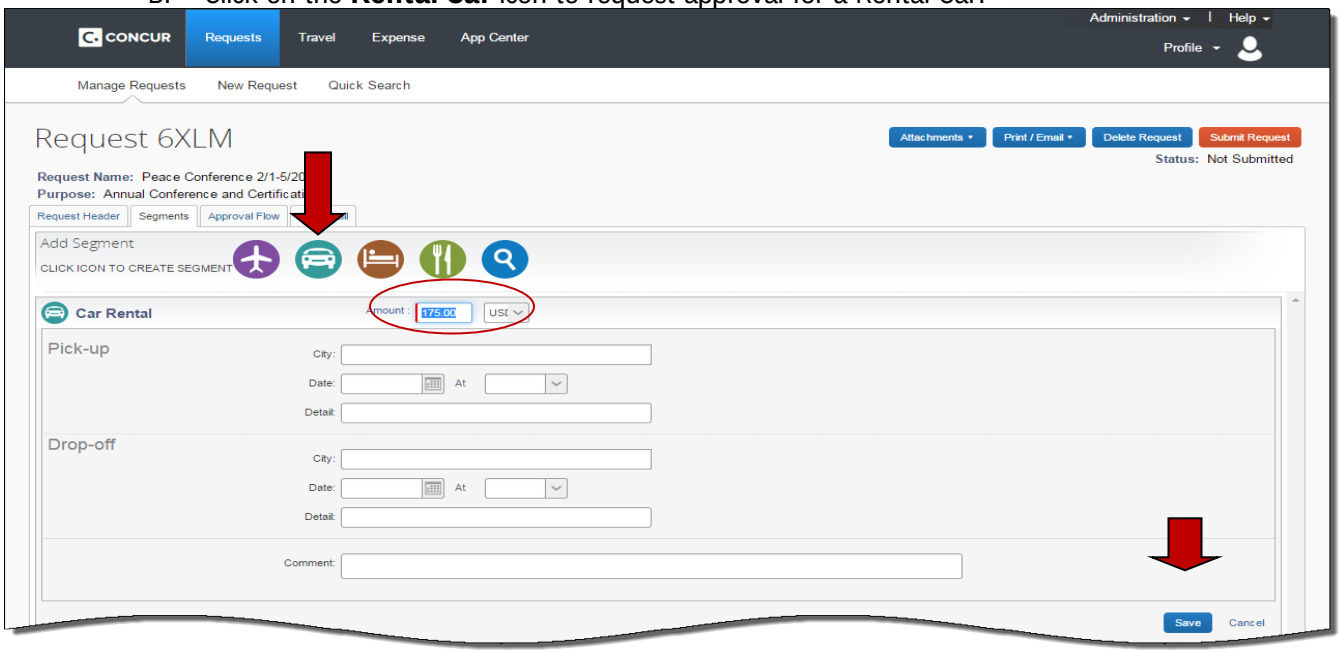
1. Select Round Trip, One Way or Multi-segment
2. Enter the estimated cost of your airfare in the **Amount** field.
3. All the other fields are optional. Enter what you feel your approver will need to see to make the approval.
4. Enter any comments regarding the airfare segment in the **Comments** field.
5. Click **Save**.

Comments are not required but may provide information necessary to have the travel approved.

Section 2: Create a Request (Continued)

How to...	Additional Information

B. Click on the **Rental Car** icon to request approval for a Rental Car.



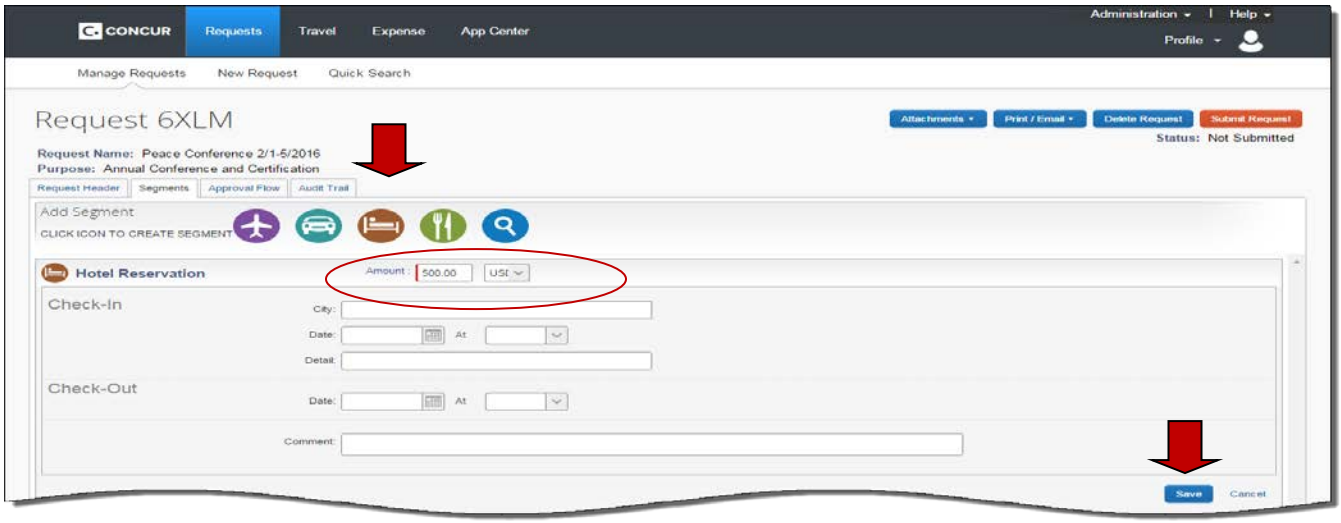
1. Enter the estimated amount for a rental car in the **Amount** field. This is a required field.
2. All the other fields are optional. Scroll down and enter any necessary comments in the **Comments** field.
3. Click **Save**.

The **Rental Car** segment opens.

Enter as much information as necessary in optional fields to provide your approvers the information they need to approve the travel.

C. Click on the **Hotel** icon to request approval for a hotel stay.

The **Hotel** segment opens.

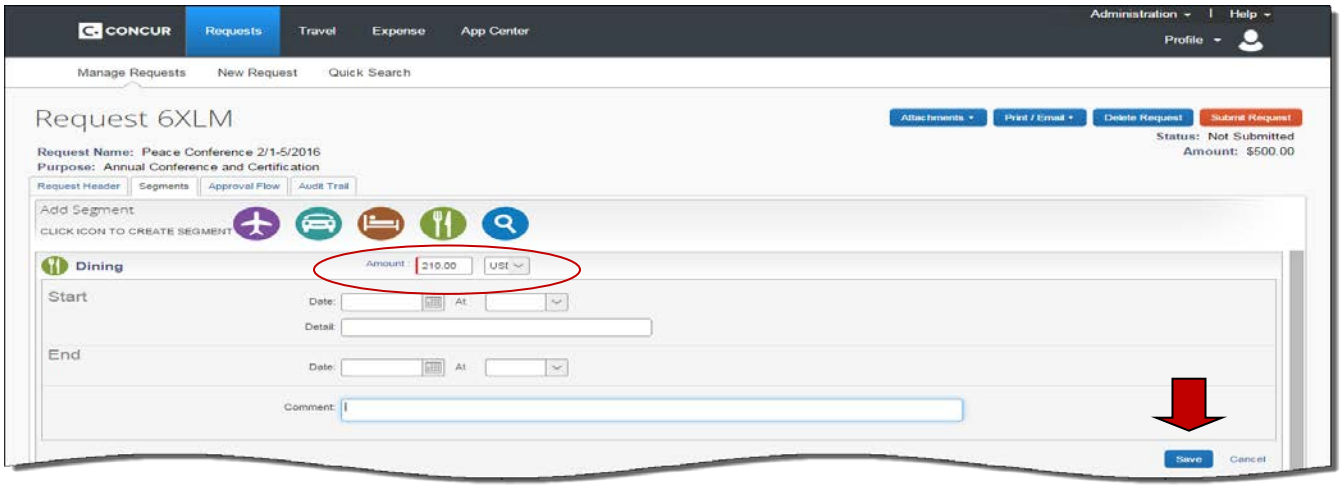


Section 2: Create a Request (Continued)

How to…	Additional Information
1. Enter the estimated amount for hotel charges in the **Amount** field. 2. All the other fields are optional**.** 3. Click **Save.**	This is a required field. Provide as much information as you feel your approver will need.

D. Click on the Meals icon if you are required to request Per Diem or Meals.

The **Meals** segment opens.

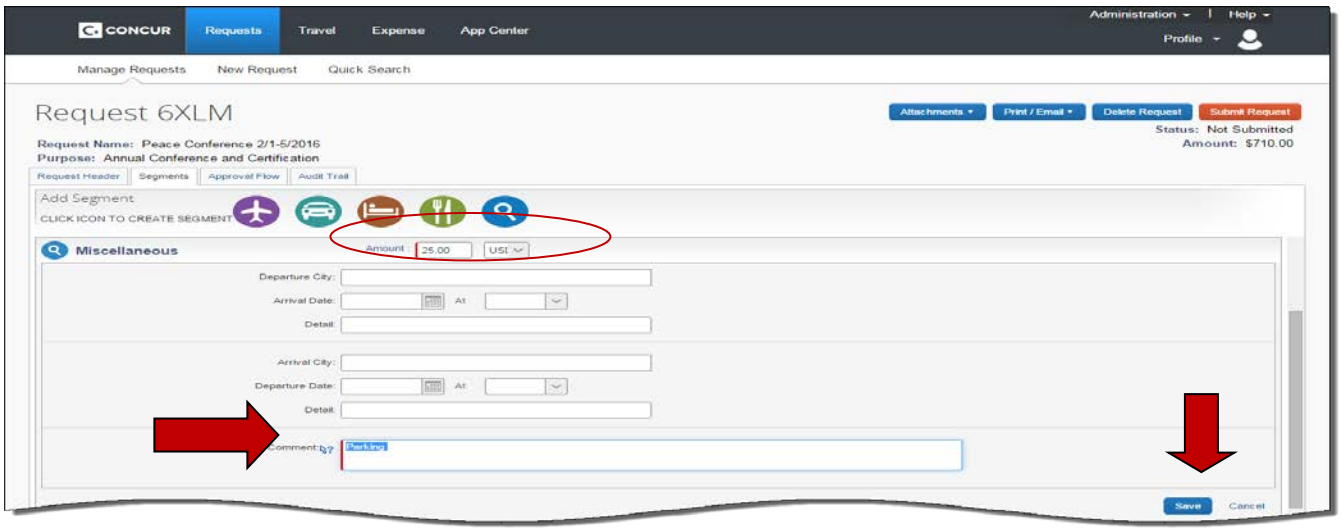


1) Enter the estimated amount for Per Diem in the **Amount** field.
2) Click **Save.**

Amount is a required field.
Comments are optional.

E. Click on the **Misc** icon.

The **Misc** segment opens.



1) Enter the estimated amount for any miscellaneous expense in the **Amount** field.
2. Scroll down to the **Comments** field and

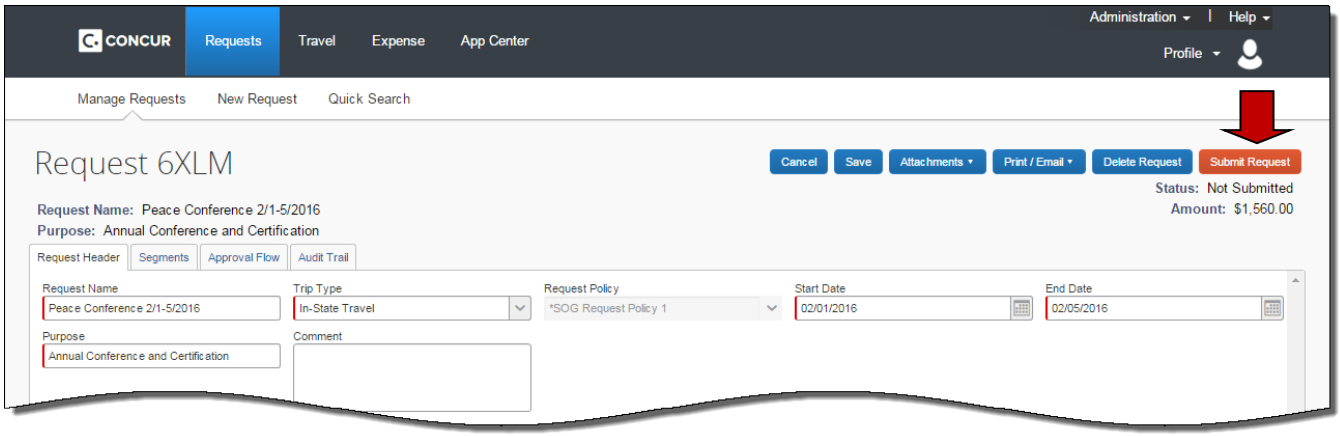
The Amount and Comments fields are required.

Section 2: Create a Request (Continued)

How to...	Additional Information

detail what the request is for.

3) Click **Save.**
4) Review your Request before submitting for approval**.**



Section 3: Submit a Request

How to...	Additional Information

1. Open the **Request**
2. Click **Submit Request**

3. Click **Submit Request** in Final Review.

The **Final Review** dialogue box opens.
Once you submit your Request you can only Recall a Request if your Approver has not started the Approval Process.

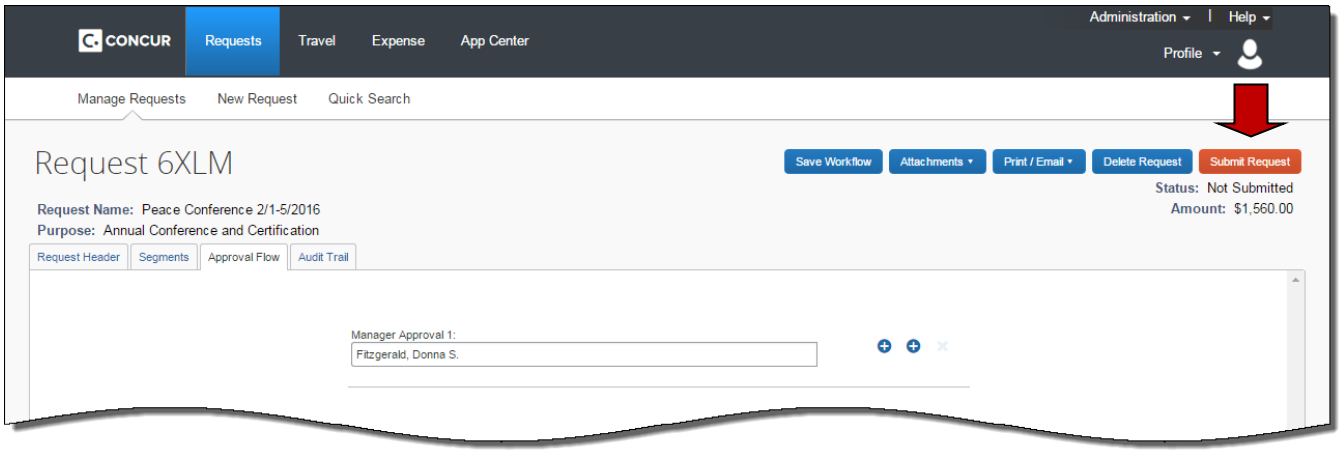
NOTE: If you click Cancel, the Request is not deleted, it just isn't sent for approval at this time. You can go back and send it later.

4. Click **Accept & Submit**.

The **Approval Flow** tab opens. If your assigned Approver is out on Leave or unavailable, select a different Approver by typing their last name in the Manager Approval field or using *and selecting from the list that appears below the field.

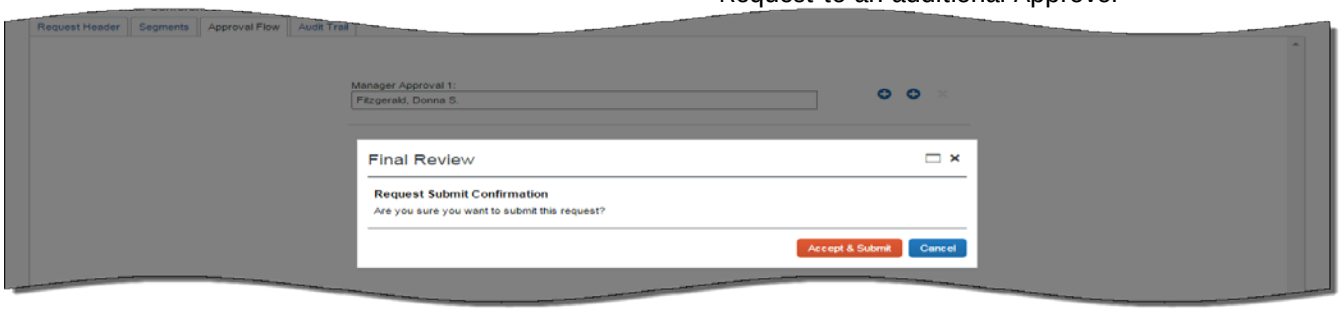
Section 3: Submit a Request (Continued)

How to...	Additional Information



5. Click **Submit Request** again to send for Approval.

The **Request** has now been sent to your approver. Note: See section 4 for instructions on sending your Request to an additional Approver



6. You will see a quick onscreen confirmation that your Request was submitted.

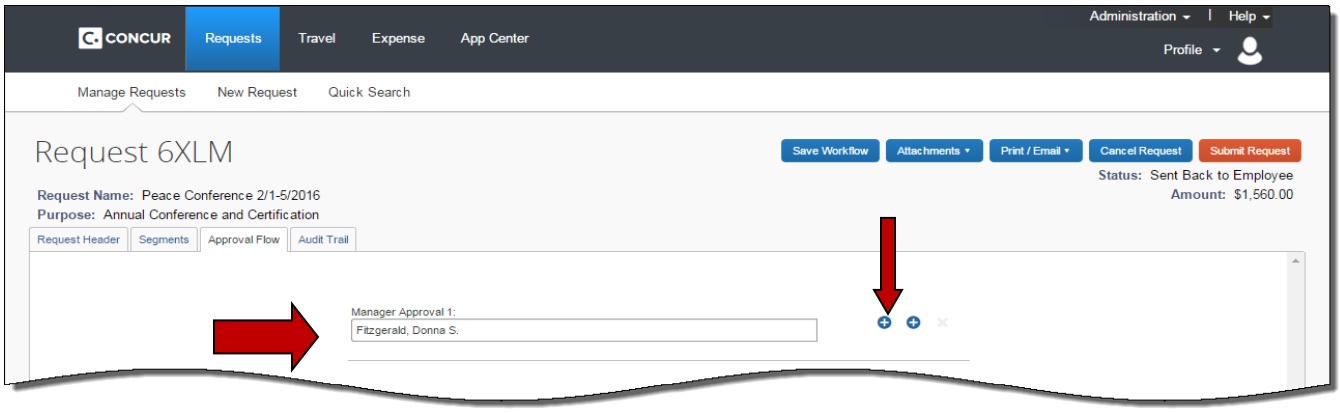
Section 4: Submit a Request to an Additional Approver

You have the option of adding a one-time additional Approver to your Request

How to...	Additional Information
1. Open the Request from the **Concur Home Page / Quick Task Bar** or **My Tasks** or the **Requests** tab.	The Request opens to the Request Header.
2. Click on the **Approval Flow** tab.	
3. Select the Left + or Right + icon to control where the additional approver will be added.	The Up arrow adds the approver before the step where the arrow appears. The down arrow will add the approver after the step where it appears.
4. A User- Added Approver option will be added.	In our example we chose to add the additional approver after it is routed to the 1st approver.

Section 4: Submit a Request to an Additional Approver (Continued)

How to...	Additional Information

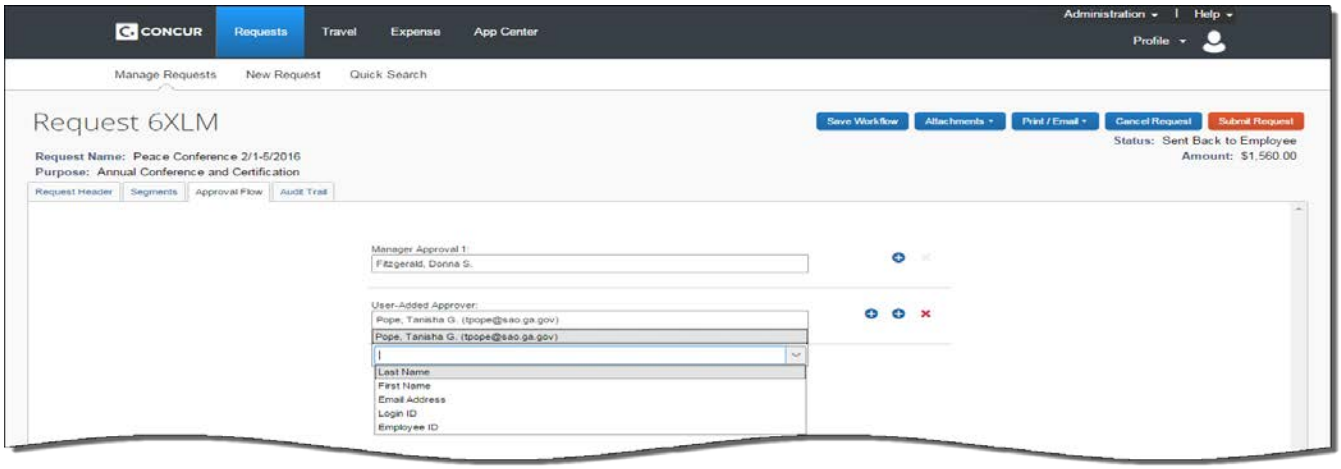


5. Begin typing the last name of the additional approver in the User-Adder Approver field.

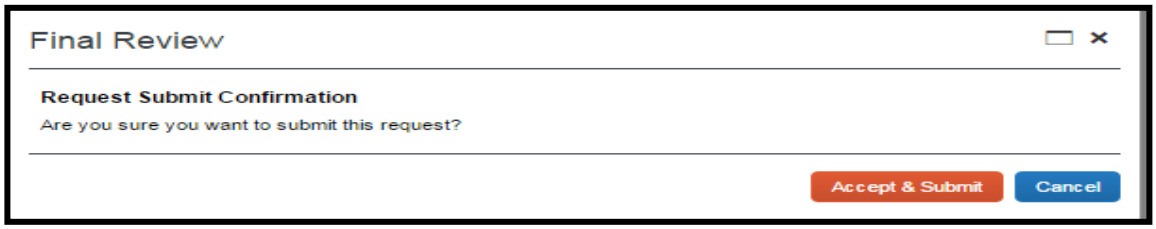
When you click in the new field a drop down arrow appears. Click it to select an option other than the last name to search by.

6. Select the additional approver and click Submit Request.

You can type an * in the new field to display a list of all the approvers in your Agency to select from.
To search for all the names beginning with a specific letter hold the Ctrl key down and enter a letter. In our example it was H. <u>You will see approvers in your agency only.</u>



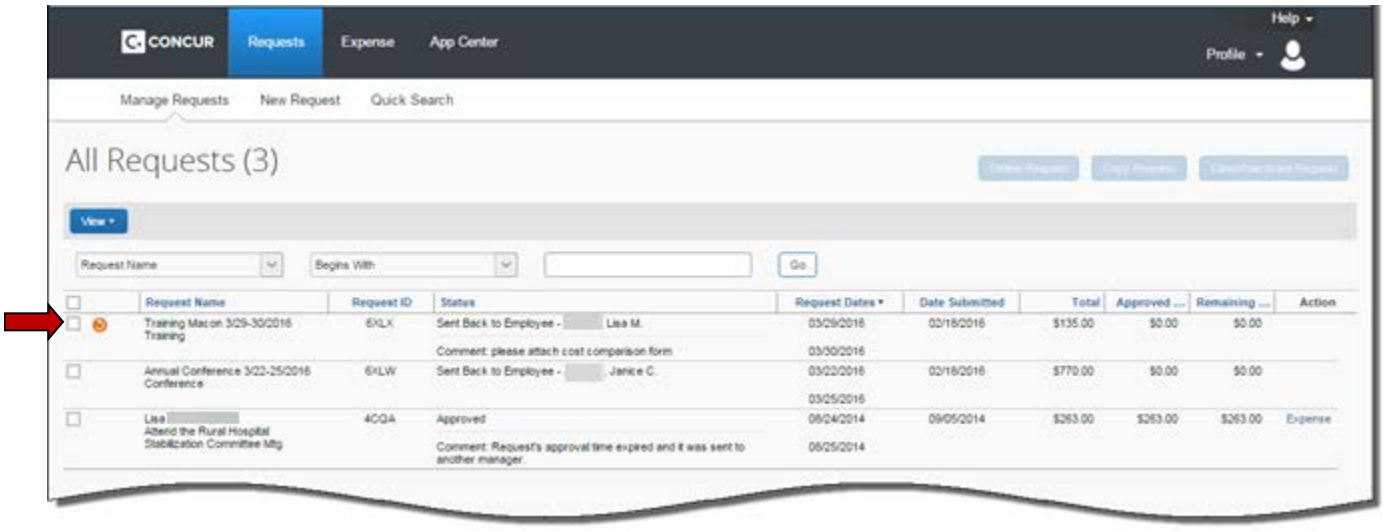
7. Click **Submit Request** in the Final Review dialogue box



Note: A brief confirmation appears on the screen and then automatically clears.

Section 5: Correct and Resubmit a Returned Request

All Requests whether sent, returned or approved will appear in the **My Concur / Active Work** tab or in **Request / View Request** tab. If an Approver or Back Office Processor has an issue with all or part of your Request, the entire Request will be returned to you for adjustment. The Request will be marked with an orange "returned" icon (see below).



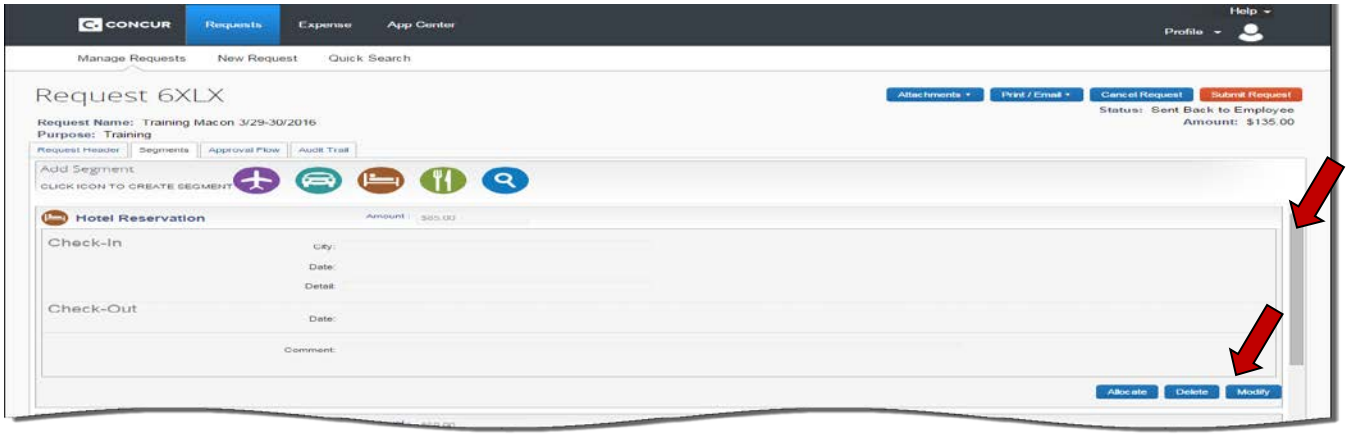
How to...

1. Open the Request requiring a correction
2. Click on the **Segments** tab.

Additional Information

The Request opens to the Request Header. Instructions on what you need to correct will be visible in the comments section.

Use the scroll bar to access the segment or segments you need to make corrections to.



Click the **Modify** button for the segment you need to adjust.

3. Click on the **Save.**

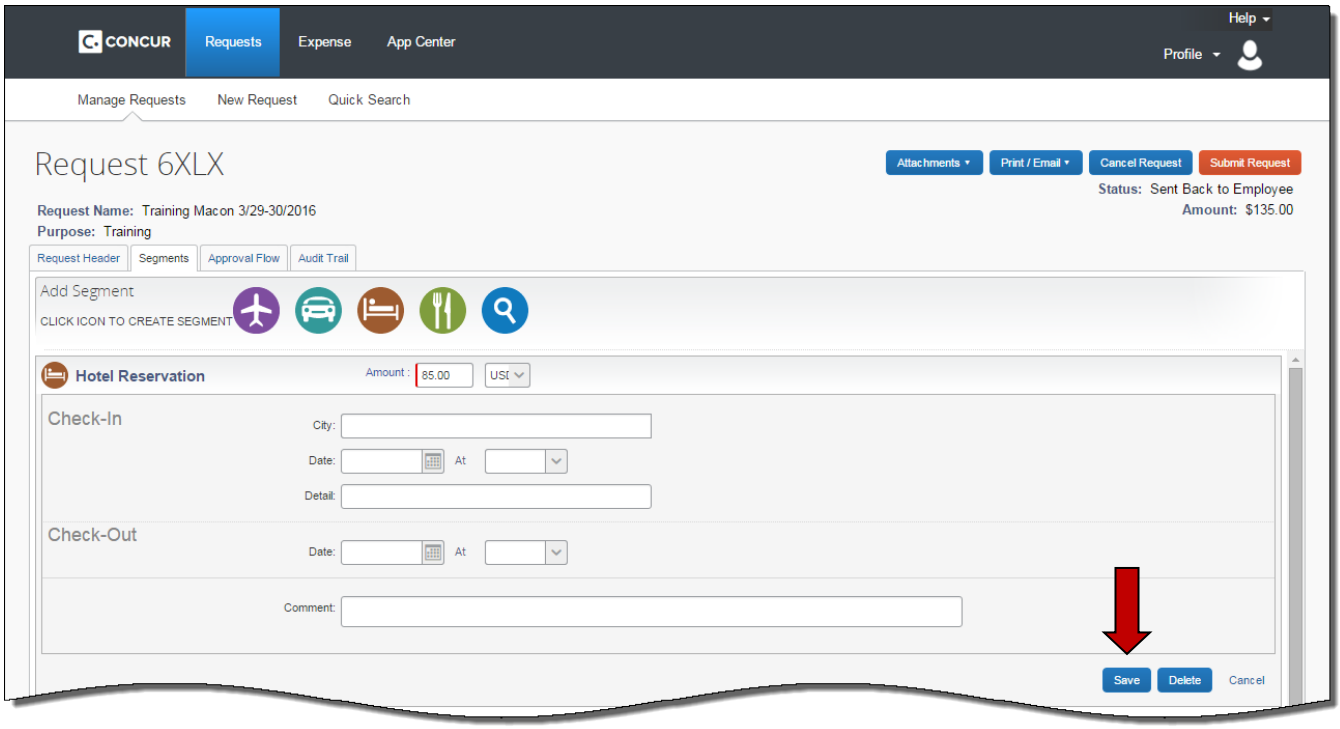
You modify each segment separately. To delete a segment, select the Delete button.

You may also add segments by selecting the appropriate segment icon and completing the information.

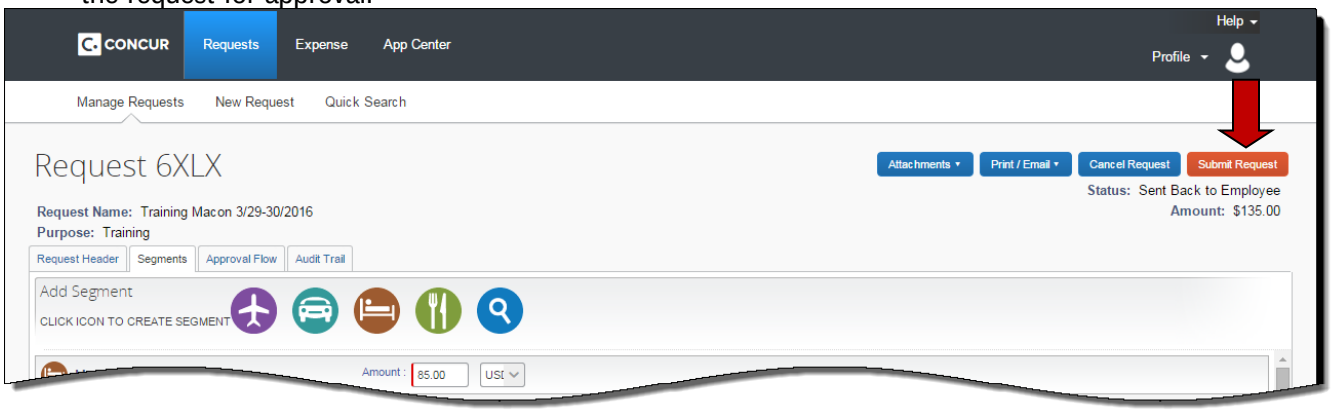
You must click **Save** for each segment you modify.

Section 5: Correct and Resubmit a Returned Request (Continued)

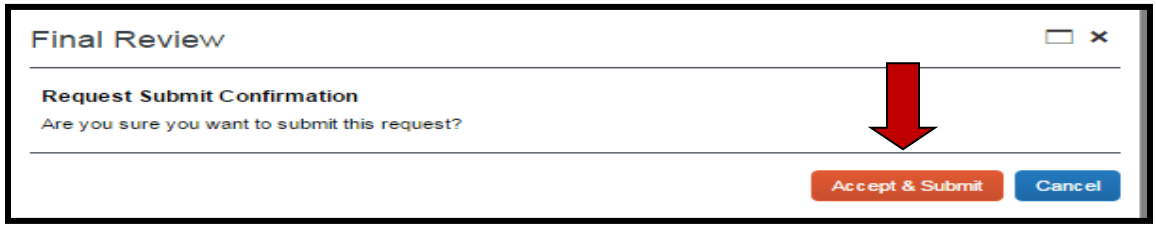
How to... | **Additional Information**



4. Click the **Submit Request** button to resubmit the request for approval.

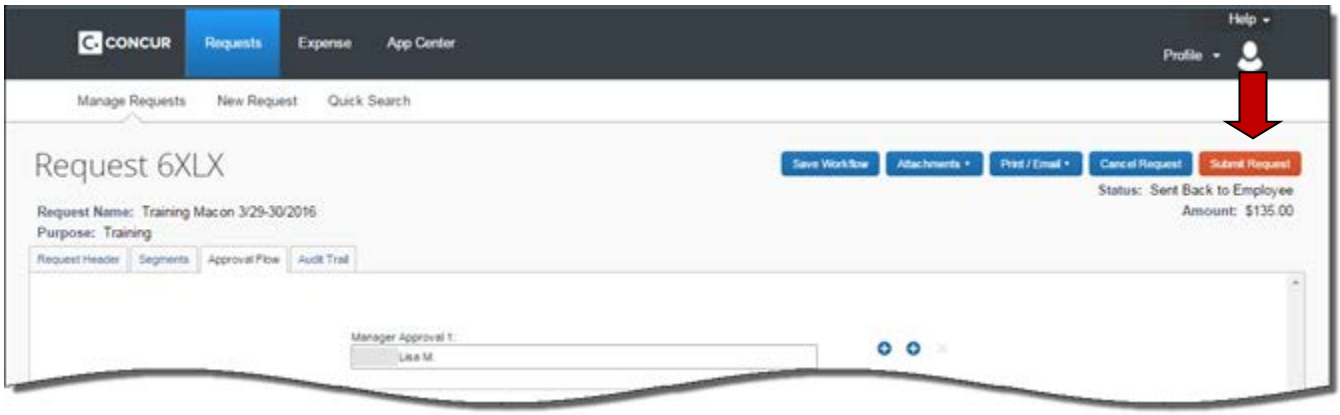


5. Click the **Submit Request** button in the Final Review dialogue box.



Section 5: Correct and Resubmit a Returned Request (Continued)

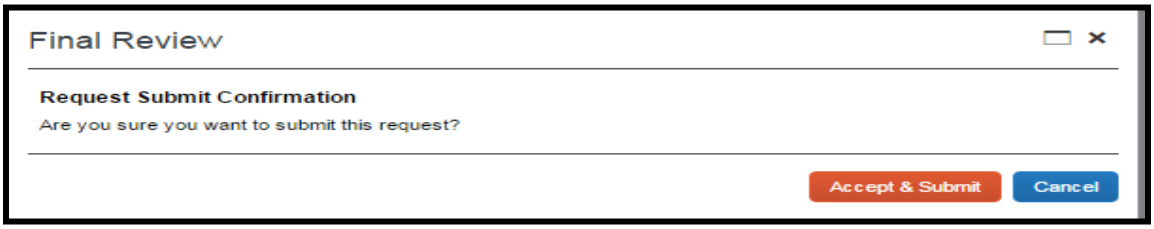
How to...	Additional Information



6. Click the **Submit Request** button in the **Approval Flow** dialogue box.
7. Click **Submit Request** in the Final Review dialogue box.

The **Request** will be resubmitted for approval with your changes.

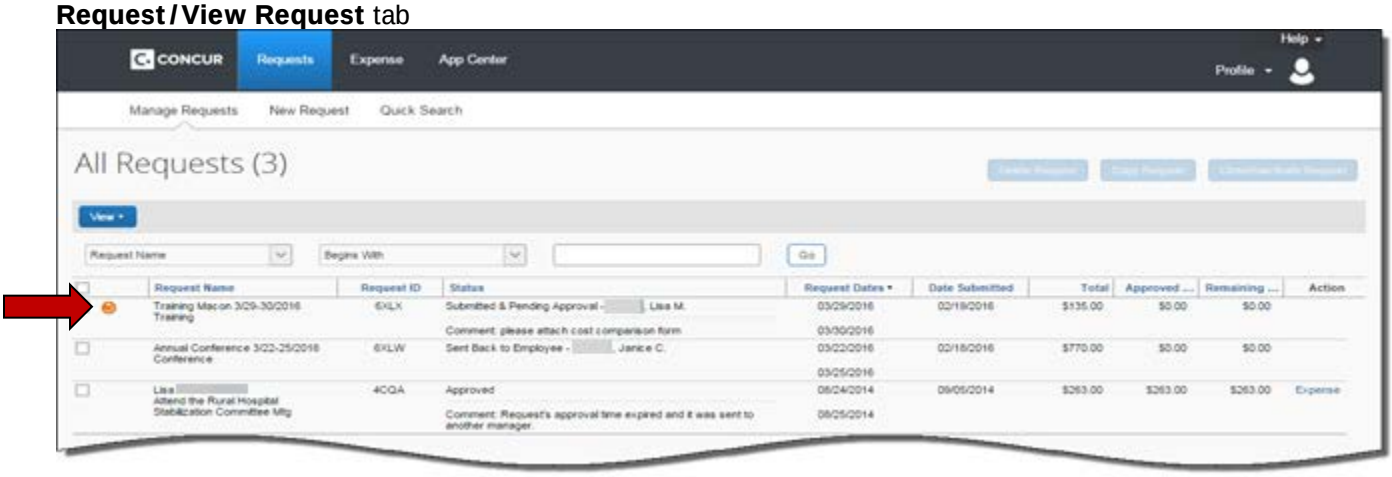
A brief confirmation of submission will appear on the screen and then clear.



Section 6: Recall a Submitted Request

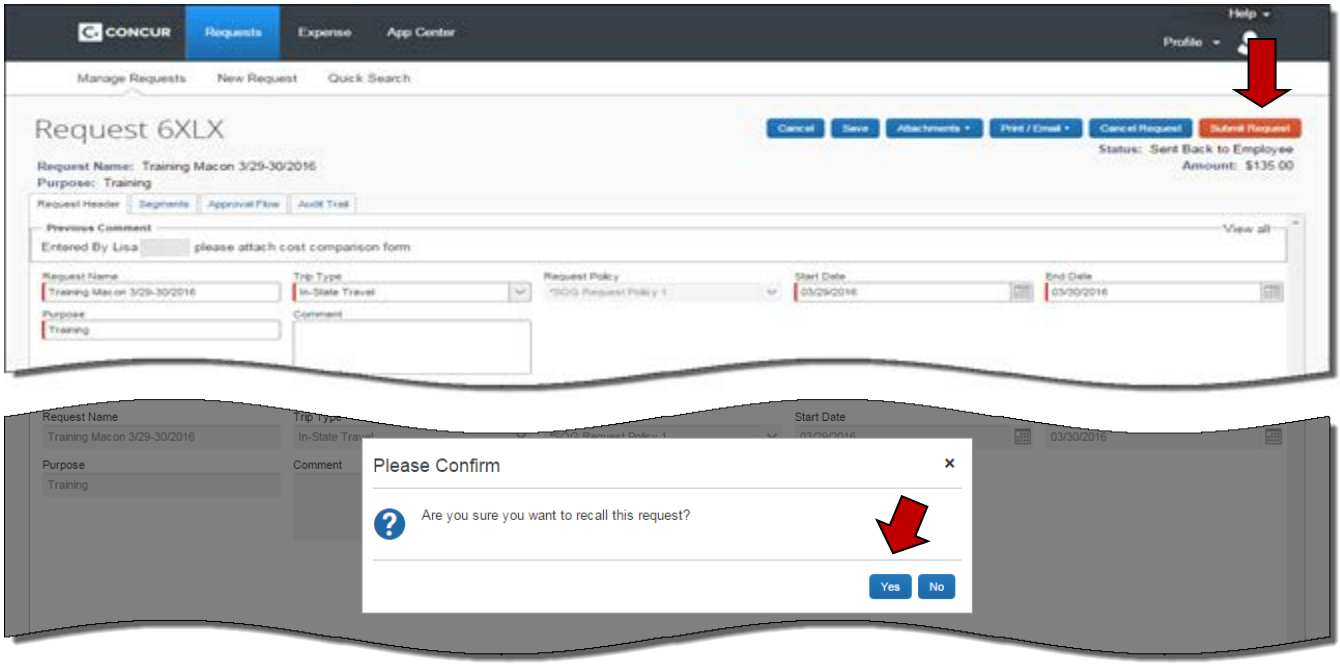
If you have submitted a Request for approval and it has not been processed you may be able to **Recall** it and make changes.

All Requests whether sent, returned or approved will appear in the **My Concur / Active Work** tab or in **Request / View Request** tab

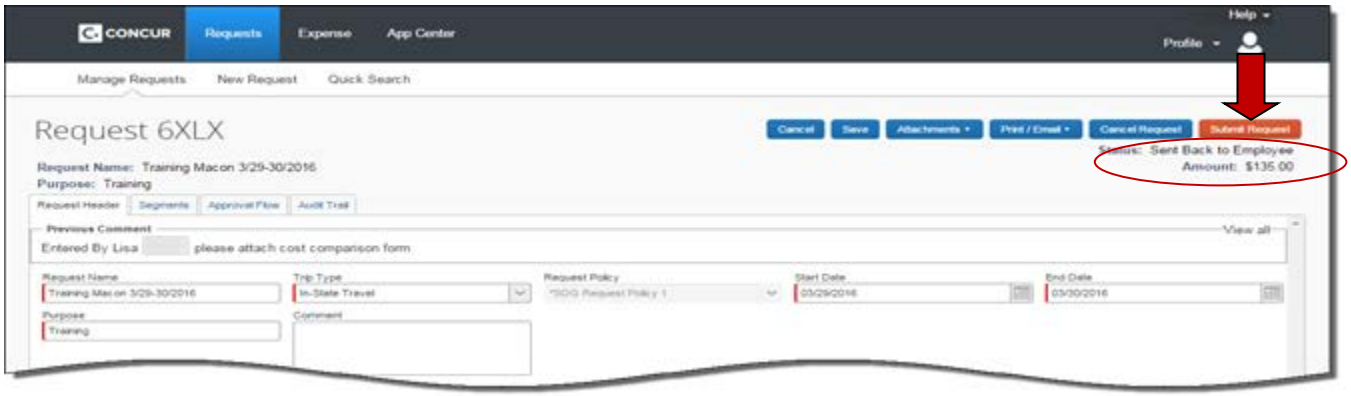


Section 6: Recall a Submitted Request (Continued)

How to...	Additional Information
1. Select the **Request** to be recalled by clicking on the **Request Name**. 2. Click on the **Recall** button. 3. The **Request** opens and a **Confirmation** dialogue box opens. 4. Click **Yes** to confirm recalling the **Request**.	The Request opens. You can only Recall a Request if it has not yet been approved.



5. The **Request** is now out of the approval flow and you may make any necessary changes to the header, segments or approval flow necessary..	You may correct any date in the **Request Header**. To, add or delete segments, click on **Segments.**

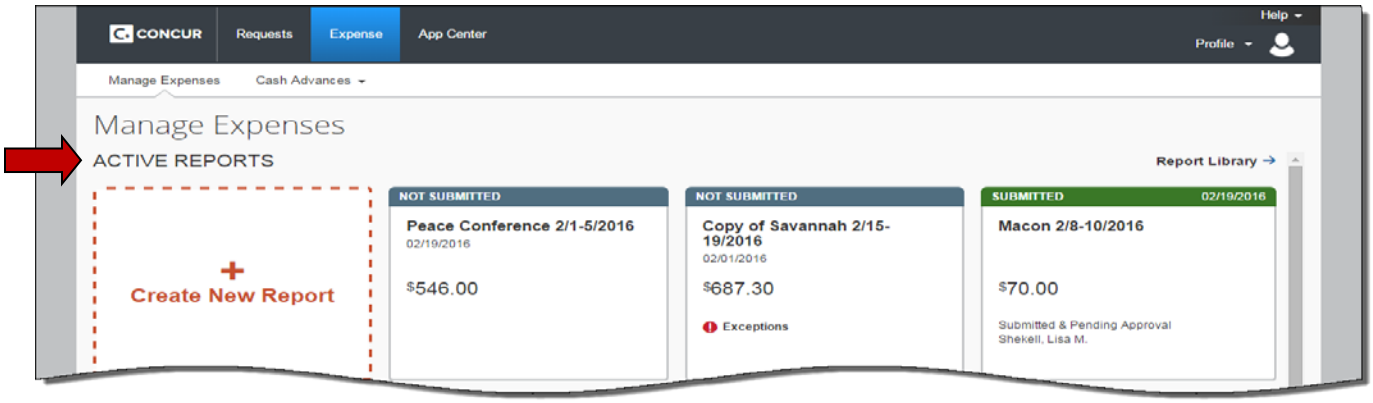


6. When you are ready you may submit the Request as you did originally.

Section 7: Link Requests to an Expense Report

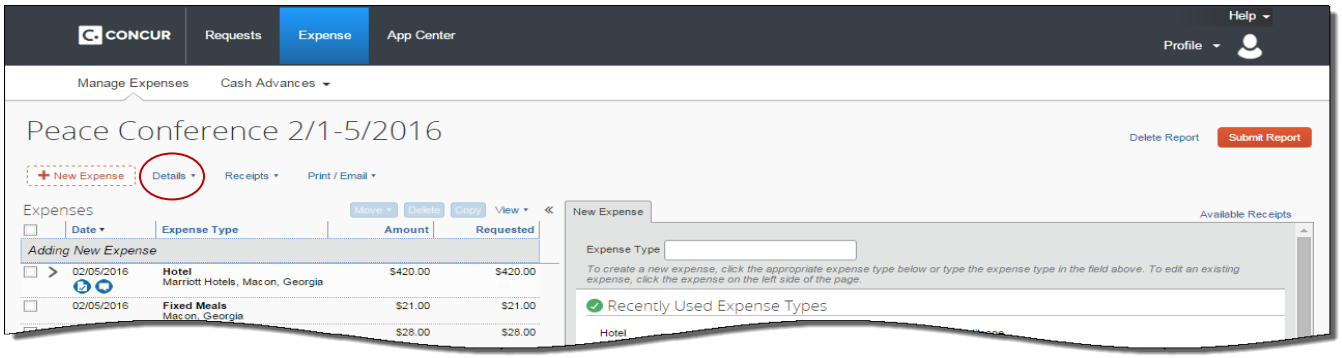
Requests are not linked to an Expense Report during the approval process because you control the Expense Report name. One of the following actions must be taken to link an approved Request to the Expense Report containing the actual expenses for that Request.

How to...	Additional Information
1. Select the Expense Report you want to link a Request to from the **Expense** tab in the **Active Reports section** or **Expense Report** section of the **My Concur Page**.	Click on the Expense Report to open it.

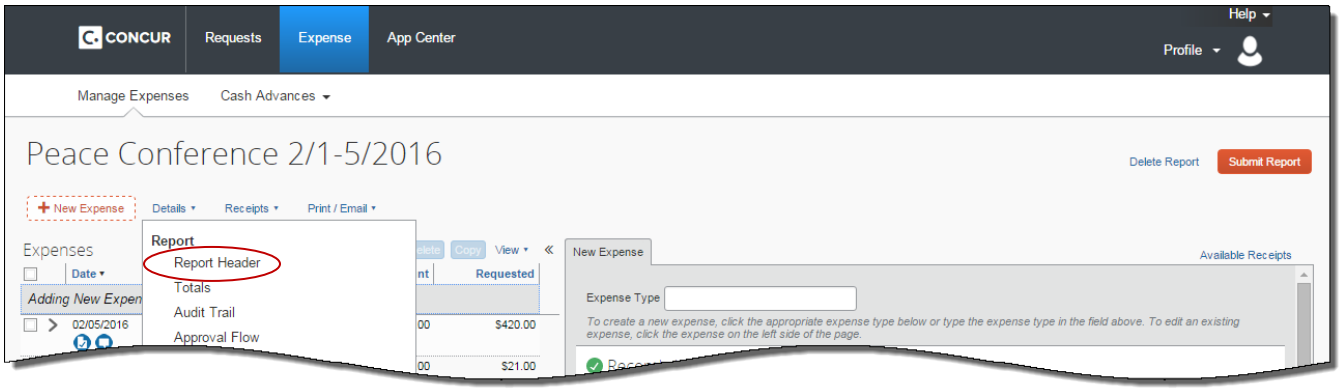


2. Click on the **Details** tab.

The **Details** tab options will appear.

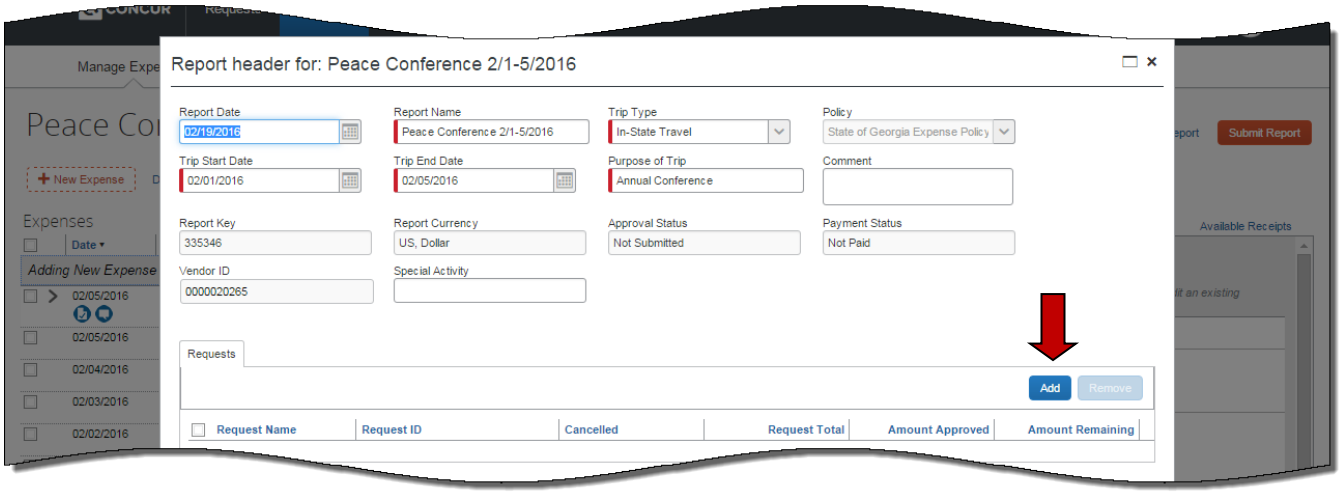


3. Select **Report Header** from the list that appears.

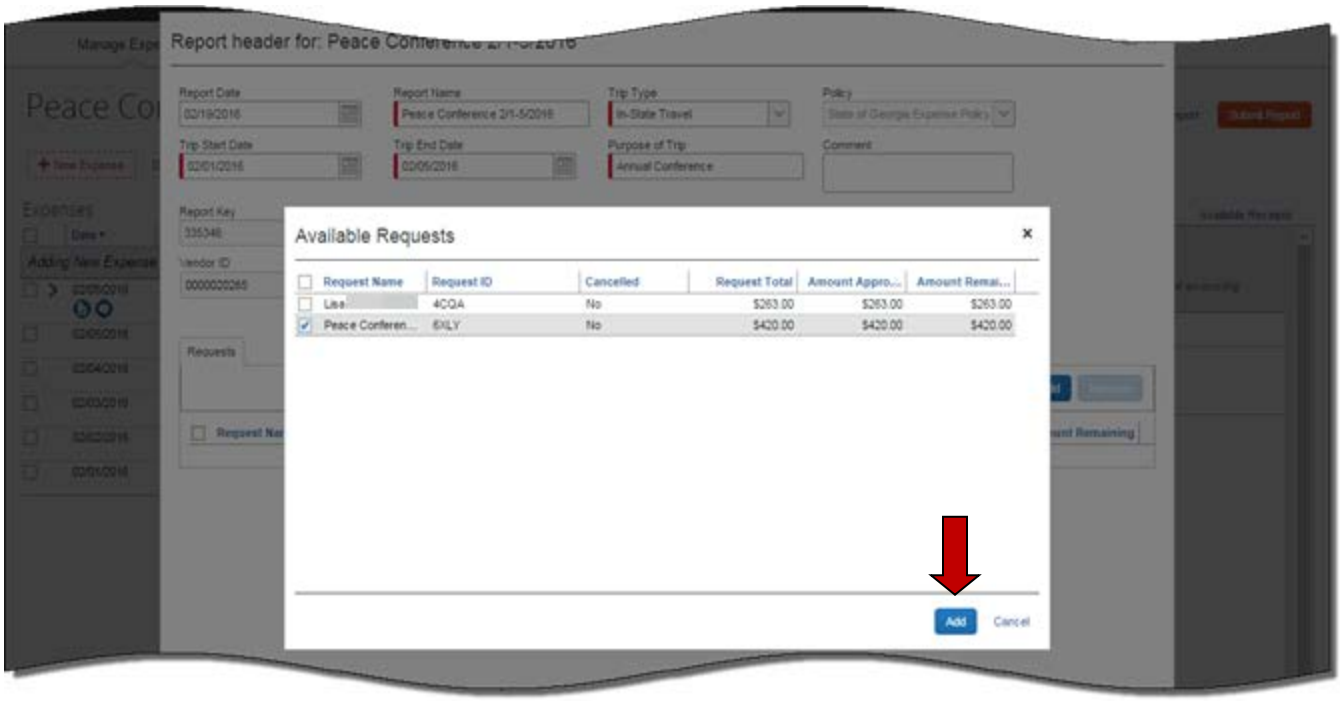


Section 7: Link Requests to an Expense Report (Continued)

How to...	Additional Information
4. Click on **Add** in the **Requests** section of the **Report Header**.	The **Report Header** opens. A list of available Requests appears.

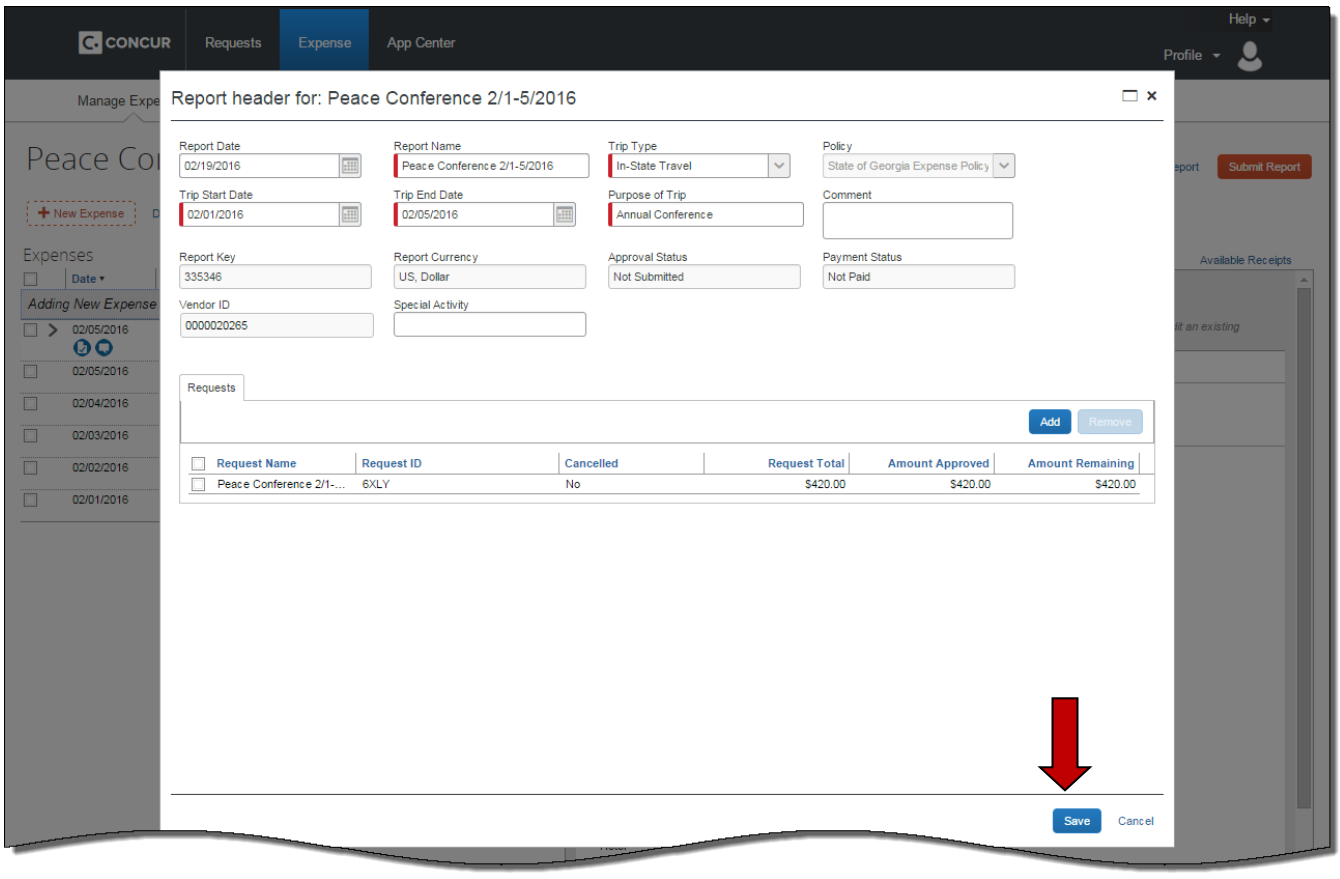


5. Select the appropriate **Request** by clicking on the check box next to the Request name.



Section 7: Link Requests to an Expense Report (Continued)

How to...	Additional Information
6. Click on **Add.**	The Request now appears in the **Request** section of the **Report Header**.
7. Click on **Save.**	The Request is now attached to the Expense Report. You may continue to add expenses and any additional expense information you need to this expense report. If you have multiple Requests attached to an expense Report you will have to select which Request goes to which item. The option only appears if multiple Requests are attached. Keep in mind that each expense report can only contain one travel type: In-state Travel, Out of State Travel or International Travel.



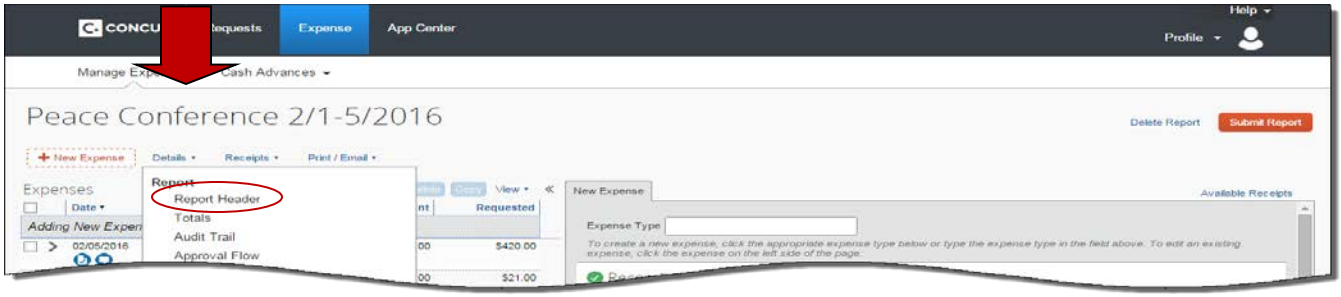
Section 8: Detach Requests Linked to an Expense Report

The following process is used if you attach a Request to the wrong Expense Report and need to remove it.

How to...

1. Access the Expense Report you wish to remove a Request from.

2. Click on the **Details** Tab and select **Report Header** from the **Report** section of the drop down menu.



The Report Header opens.

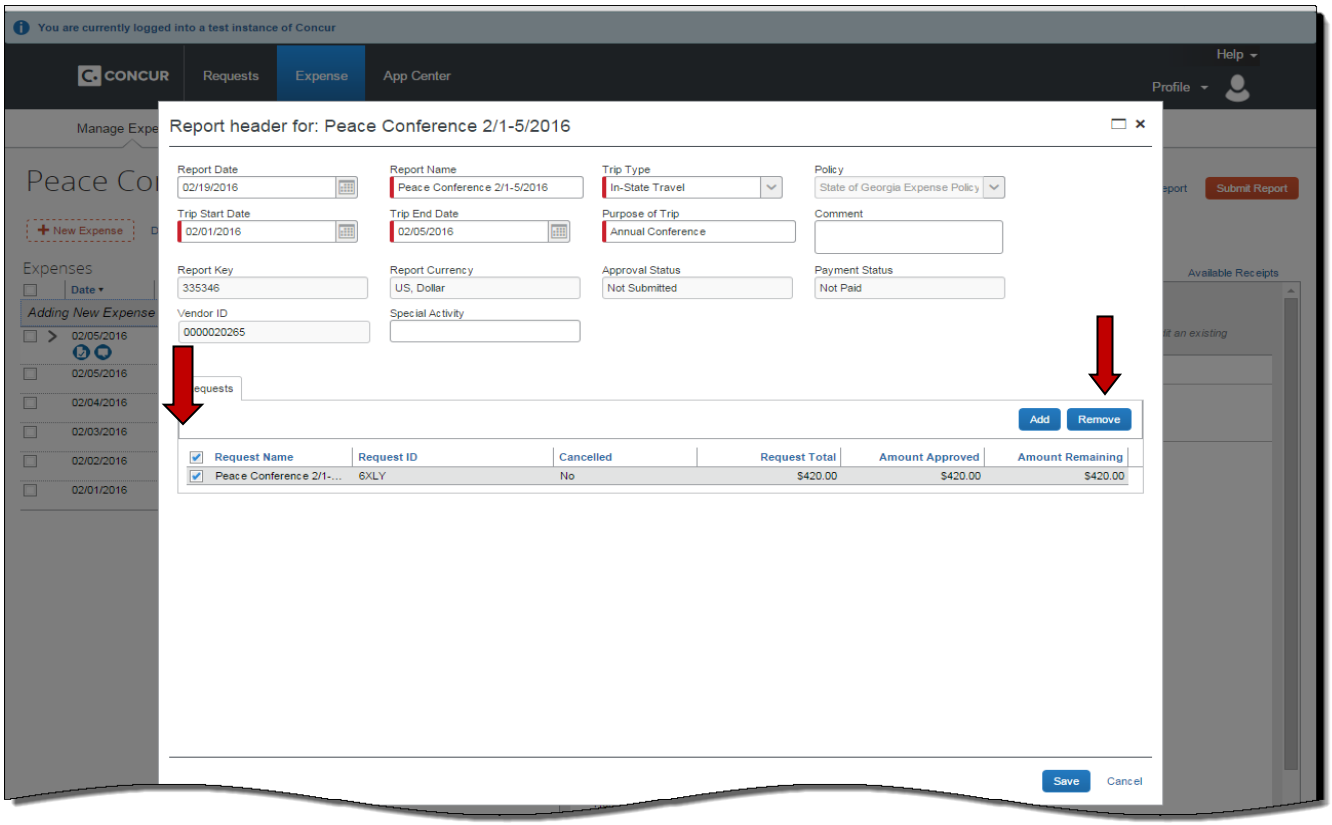
2. Click the check box next to the **Request(s)** you wish to detach from the Expense Report.

3. Click **Remove**.

Additional Information

You can access the Expense Report from the **Active Reports** section of the **Expense Tab** page by clicking on it to open it.

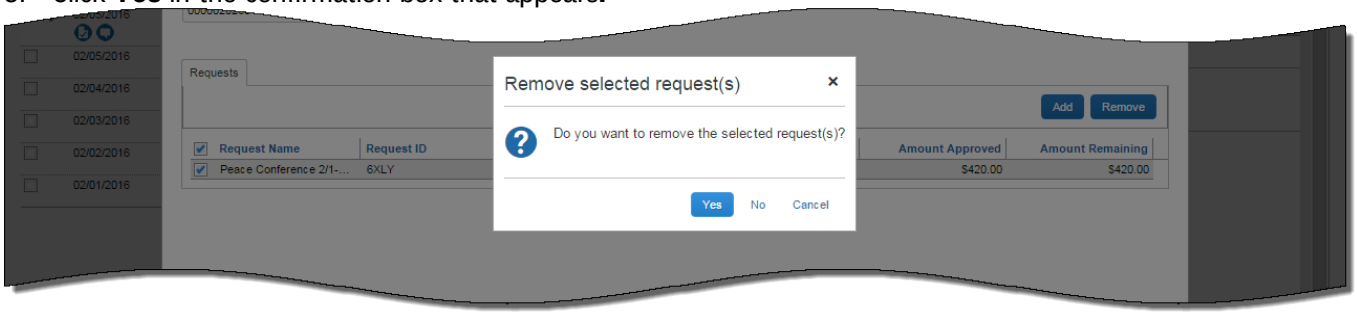
You may attach multiple Requests to an Expense Report and you may detatch one or multiple Requests from an Expense Report.



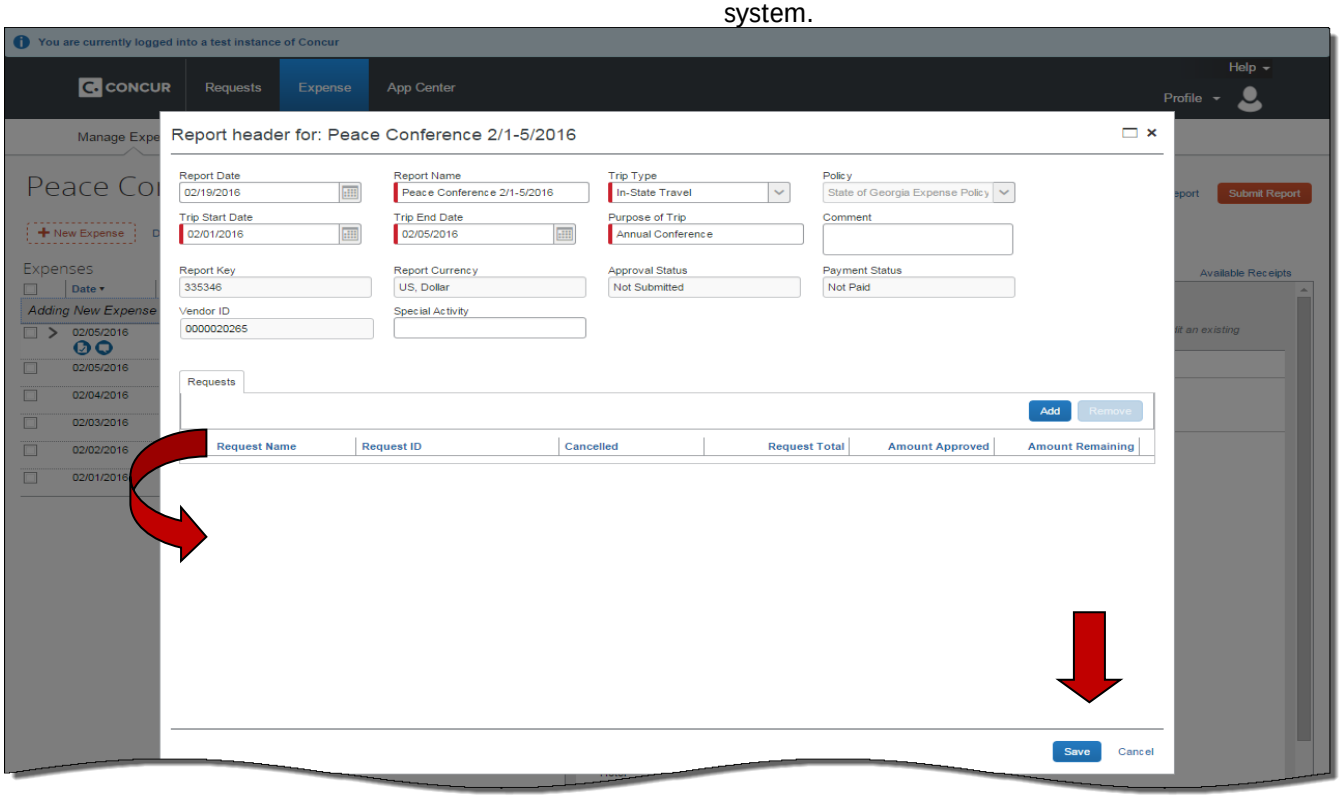
Section 8: Detach Requests Linked to an Expense Report (Continued)

How to...	Additional Information

5. Click **Yes** in the confirmation box that appears**.**



The **Expense Report Header** opens and the **Requests** selected for removal from the Expense Report no longer appear in the **Requests** section. **NOTE:** Detaching a Request from an Expense Report does NOT delete the Request from the system.



6. Click **Save.**

NOTE: The selected Request is no longer attached to the Expense Report. Detaching a **Request** from an **Expense Report** does NOT delete the **Request** from the system.

7. The **Expense Report** opens**.**

You can add expense items, edit the expense report or exit the system.

Section 9: Cancel a Request

The following process is used if you need to cancel a Request. For example, you submitted a Request and it was denied or you had a request with a small balance on it that you could not use. Cancelling a request does not affect any Expense Reports the Request was already attached to. If you don't cancel it, it will remain in your open Requests.

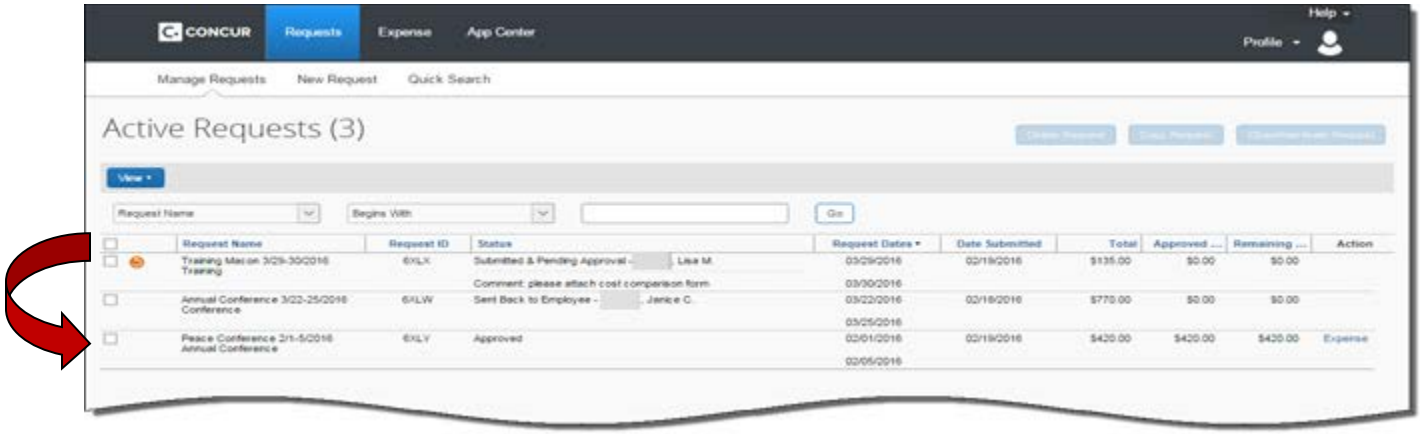
How to...

1. Select an unapproved **Request** from the **Request** tab on the Active Work section of the **My Concur** page.

Additional Information

If you have already submitted a request at least once your only option to remove it is Cancel Request. If it has never been submitted the Delete option will appear.

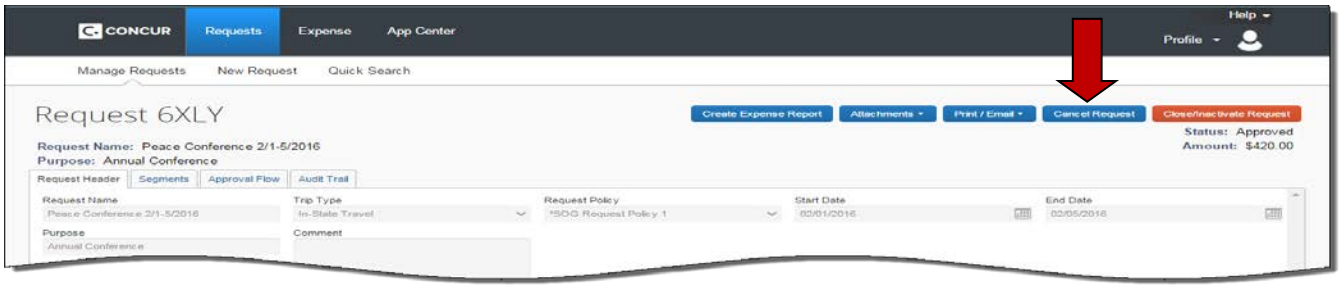
The **Request** opens.



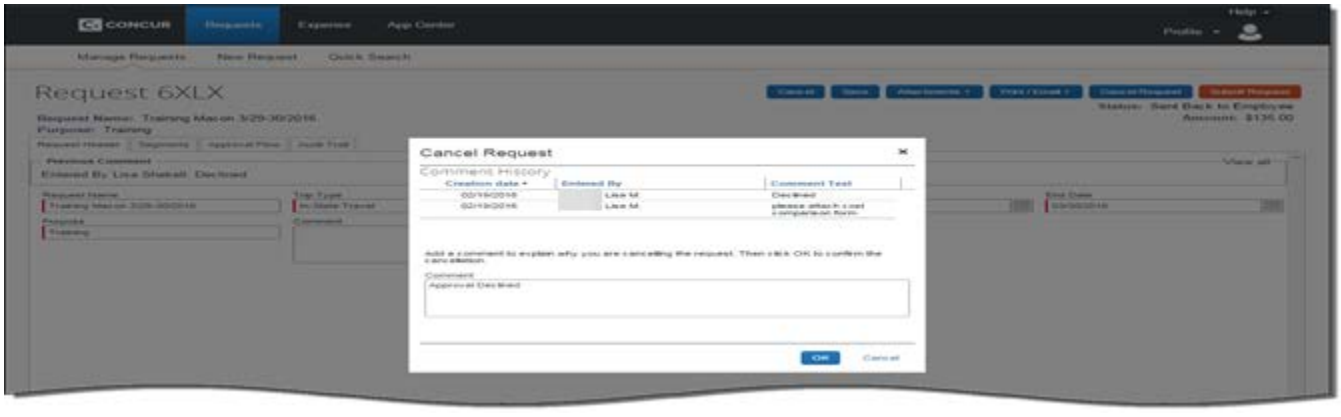
2. Click on the **Request**.

The **Request** opens.

3. Click on **Cancel Request**



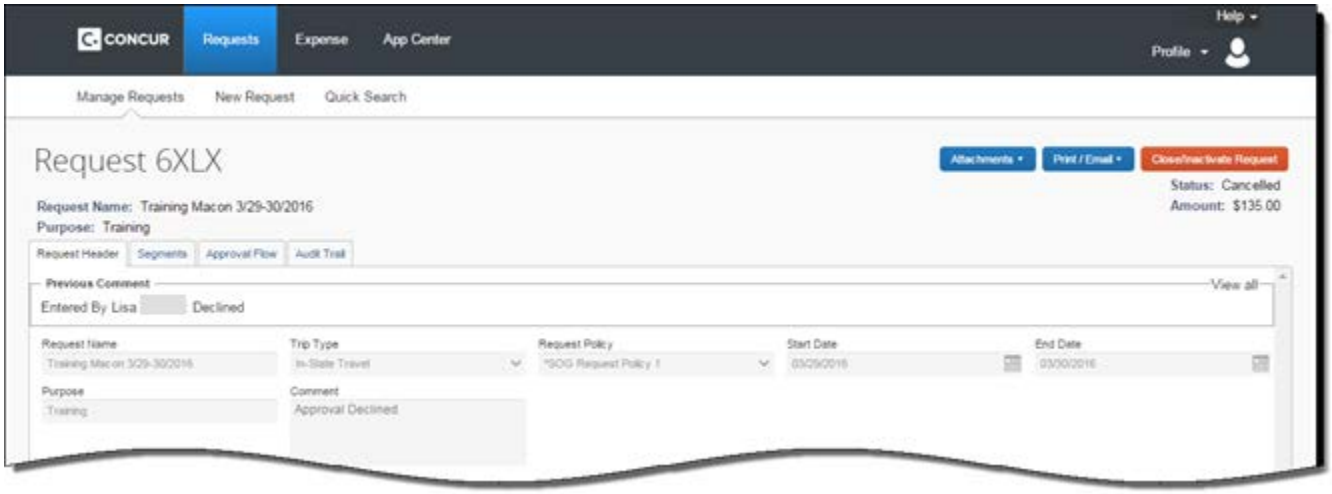
4. Enter the reason for cancelling the Request



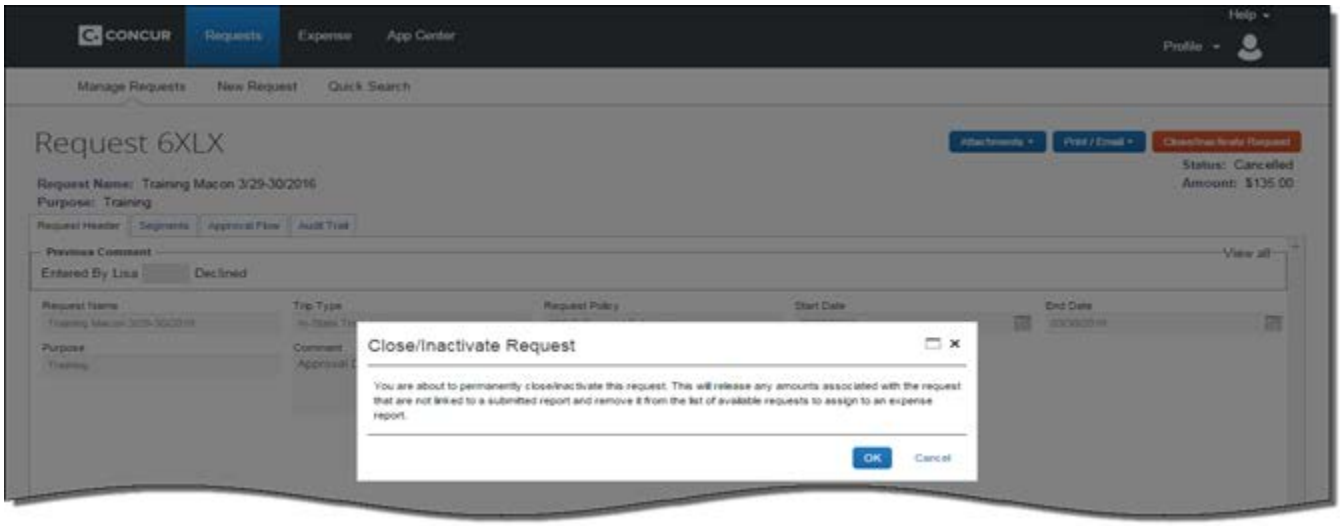
Section 9: Cancel a Request (Continued)

How to... | **Additional Information**

5. Click on **OK on the Cancel Request**

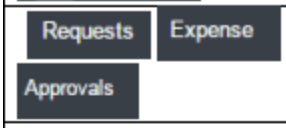
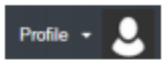
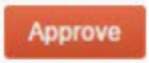
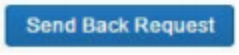
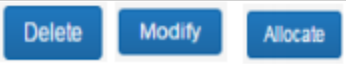


6. Click on **Close / Inactivate Request**



7. Click on **OK** to close the request and remove any amounts available on the Request from the system and from appearing in the open Requests.

Appendix A: Buttons and Icons

Button/Icon Description	
General:	
	Tabs: Click to return to the Home page
	**Tabs:** To access specific functions
	**Tabs:** To access traveler profile settings or administer for another user (delegate/travel assistant)
Approver:	
	**Approve:** Approve for processing
	Approve & Forward: Add additional review steps for an expense report
	Send Back to Employee: Return the Report or Cash Advance to the employee unapproved; requires Comments from the Approver
Request:	
	Air Ticket: Indicates Air Reservation on Request
	Car Rental: Indicates Car Rental on Request
	Dining: Indicates Per Diem/ Meals on a Request.
	Lodging: Indicates Hotel/Lodging on Request.
	Misc: Indicates Miscellaneous Expenses on a Request
	Calendar: Brings up a calendar to select transaction date
	Attachments: Check or add attachments to a Request
	Print/Email: Print or email the Request
	**Send Back Request:** Return the Request to the employee unapproved; requires Comments from the Approver
	**Delete, Modify, Allocate:** Select to delete, modify or allocate a saved Request segment
	Resubmitted: This icon indicates a Request was returned to the traveler by an approver at least once and remains with the report from that point forward.

Button/Icon Description	
Submit Request	**Submit Request:** Submit the Request for approval
Recall	**Recall:** Allows you to recall a submitted Request if it has not been approved.
Expense Reports:	
+ New Expense	**New Expense:** Add a new expense entry to an Expense Report.
+ Create New Report	**+ Create New Expense Report:** Create a new expense report
+ New	**+ New:** Access to Start a Request, Start a Report, New Cash Advance or Upload Receipts from the Quick Task Bar
+ Upload New Receipt Upload	**Upload:** **+ Upload New Receipt:** Upload a new receipt (support document or receipt)
Attach Receipt	**Attach Receipt:** Attach a receipt to an expense item
Receipts ▾	**Receipts:** Access to attach receipt images or view previously attached receipts.
	Receipt Required: Statewide Travel Policy requires a receipt for this item
	Receipt: Statewide Travel Policy requires a receipt for this item and it is attached to the expense line item
Add New Allocation	**Add New Allocation:** Add a new allocation row.
Allocate By: ▾	**Allocate By:** Select between allocating by percentage or amount.
Allocate Selected Expenses	**Allocate Selected Expenses:** To open the allocation window
Clear Selections	**Clear Selections:** Clear the items selected for allocation
Delete Selected Allocations	**Delete Selected Allocations:** Delete on or more allocation rows
Select Group ▾	**Select Group:** To select a group of allocations previously entered to review or edit
	Allocations: Indicates that an expense entry has been allocated.
New Attendee	**New Attendee:** Add a new attendee to an expense report.
	Attendees: Indicates that an expense entry has associated attendees.

Button/Icon Description	
<< Previous Next >>	**Next>>:** **<<Previous:** Navigate to next or previous step in the process
Save Itineraries	**Save Itineraries:** Save Single Day Itineraries entry
Create Expenses	**Create Expenses:** Creates Fixed Meal Expenses on an expense report
Update Expenses	**Update Expenses:** Add new or corrected Meals Per Diem to an expense report with existing Fixed Meal entries
	Mobile Expense: Indicates that the expense was entered in Concur Mobile
	Multiply: Reverses the exchange rate when working with foreign out of pocket transactions
Print / Email	**Print/Email:** Access the fax cover page or detail report for the current expense report
	Resubmitted: This icon indicates the expense report was returned to the traveler by an approver at least once and remains with the report from that point forward.
Notify Employee	**Notify Employee:** Used by Delegate to notify an employee of a change made to an expense report
Save	**Save:** Save an expense item
Submit Report	**Submit Report:** Submit the Report for approval
Recall	**Recall:** Allows you to recall a submitted Expense Report if it has not been approved.
Travel:	
Select Select	**Select:** Selects the selected travel item for booking. A green reserve indicates the reservation is within Policy, Yellow indicates out of policy but you can book it. Red indicates out of policy and you will not be allowed to make the reservation.
Search	**Search:** Search in Trip Search
Search	**Search:** Search for an off-airport rental car location
	Seat map: Click to view the flight seat map
	Travel Search Air Fare Legend: Flight has least cost logical airfare
R	**Travel Search Air Fare Legend:** Refundable Fare
	Travel Search Air Fare Legend: Arrives on a different day than departure
	Travel Search Air Fare Legend: Short or long connection time
	Travel Search Air Fare Legend: Turboprop aircraft used

Button/Icon Description	
	Travel Search Air Fare Legend: Flight is Fly America Act compliant
	Travel Search Air Fare Legend: Flight has 50-90% Go-Go Wi-Fi coverage
	Travel Search Air Fare Legend: Flight has 100% Go-Go Wi-Fi coverage
	Check Flight Status: Click to check the current status of a booked flight.
	Peaches: Preferred Vendor with special pricing for State of Georgia
	Yellow Diamond(s): Northstar Travel Rating for hotels
choose room	**Choose Room:** Select to view hotel rooms and rates available a the selected hotel
View rates	**View Rates:** Click to view lowest hotel room rate and make the choose room option available
more info	**More Info:** Click to view hotel detail information such as cancellation, amenities, etc.