

# 2012

## FAQ Spotlight – February



### GA Travel & Expense System

Most Frequently Asked Support  
Questions

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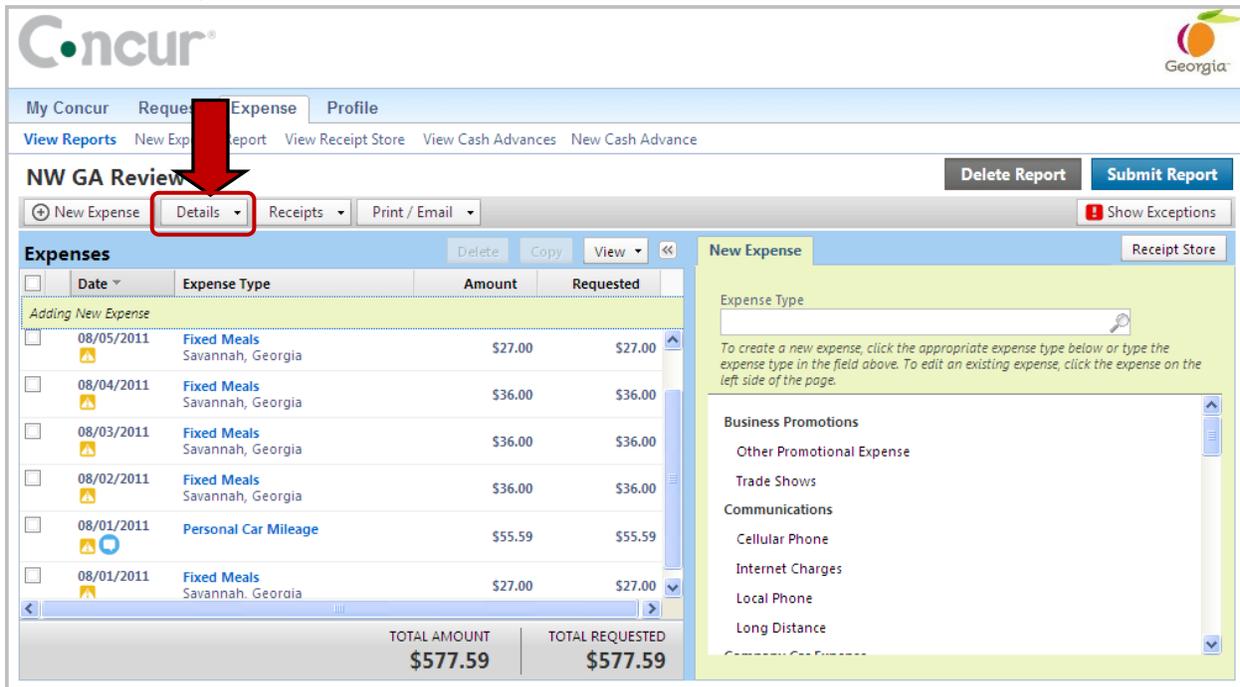


# FAQ Spotlight

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

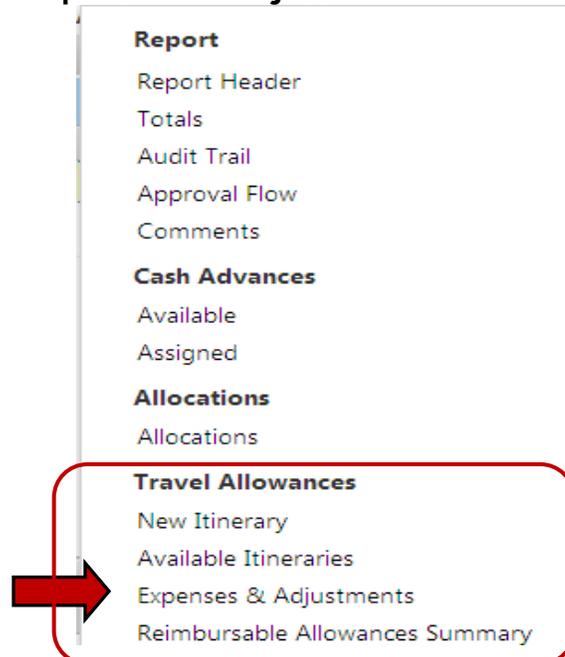
- A. To delete single meals from Per Diem Daily allowance requested
  - o On the *My Concur* page in the Expense Report or Active Work section click on an existing Expense Report to open it
  - o Returned Expense Reports are identified by the  icon
  - o Click on the **Details** tab



**Expenses**

Date	Expense Type	Amount	Requested
08/05/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
08/04/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/03/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/02/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/01/2011	Personal Car Mileage	\$55.59	\$55.59
08/01/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<b>TOTAL AMOUNT</b>		<b>\$577.59</b>	<b>\$577.59</b>
<b>TOTAL REQUESTED</b>		<b>\$577.59</b>	<b>\$577.59</b>

- o Select **Expenses and Adjustments** under the Travel Allowances section



- Report**
  - Report Header
  - Totals
  - Audit Trail
  - Approval Flow
  - Comments
- Cash Advances**
  - Available
  - Assigned
- Allocations**
  - Allocations
- Travel Allowances**
  - New Itinerary
  - Available Itineraries
  - Expenses & Adjustments**
  - Reimbursable Allowances Summary





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- The *Travel Allowances For:* report window opens
- Click on the check box next to any meal (breakfast, lunch or dinner) that is not being allowed

Travel Allowances For Report: NW GA Review 8-1

← Create New Itinerary Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary →

Show dates from  to  Go

Exclude   All <input type="checkbox"/>	Date/Location ^	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	08/01/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	08/02/2011 Savannah, Georgia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	08/03/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$16.00
<input type="checkbox"/>	08/04/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	08/05/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00

Update Expenses Cancel

- ✓ **Note:** Once you click on the box, the total Per Diem for the day automatically adjust.
- Click on **Update Expenses**.
- The expense report opens and the Per Diem request for the day/days and the expense report total reflect the change
  - ✓ **NOTE:** You can select the line item expense under Expenses and enter a note into the Comments to document your change and why you made it.  
OR  
You can click on the **Details** tab and select **Comments** under the Report section and add a comment to the report in general. Click **Save**.





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My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

NW GA Review 8-1 **Delete Report** **Submit Report**

New Expense Details Receipts Print / Email Show Exceptions

Expenses	Date	Expense Type	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	08/05/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<input type="checkbox"/>	08/04/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/03/2011	Fixed Meals Savannah, Georgia	\$16.00	\$16.00
<input type="checkbox"/>	08/02/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<input type="checkbox"/>	08/01/2011	Personal Car Mileage	\$55.59	\$55.59
<input type="checkbox"/>	08/01/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
			<b>TOTAL AMOUNT</b>	<b>TOTAL REQUESTED</b>
			\$548.59	\$548.59

New Expense Receipt Store

Expense Type

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

- Business Promotions
- Other Promotional Expense
- Trade Shows
- Communications
- Cellular Phone
- Internet Charges
- Local Phone
- Long Distance

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

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

- On the *My Concur* page in the Expense Report or Active Work section click on an existing Expense Report to open it
- Returned Expense Reports are identified by the  icon
- Click on the **Details** tab

My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

NW GA Review 8-1 **Delete Report** **Submit Report**

New Expense Details Receipts Print / Email Show Exceptions

Expenses	Date	Expense Type	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	08/05/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<input type="checkbox"/>	08/04/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/03/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/02/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/01/2011	Personal Car Mileage	\$55.59	\$55.59
<input type="checkbox"/>	08/01/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
			<b>TOTAL AMOUNT</b>	<b>TOTAL REQUESTED</b>
			\$577.59	\$577.59

New Expense Receipt Store

Expense Type

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

- Business Promotions
- Other Promotional Expense
- Trade Shows
- Communications
- Cellular Phone
- Internet Charges
- Local Phone
- Long Distance

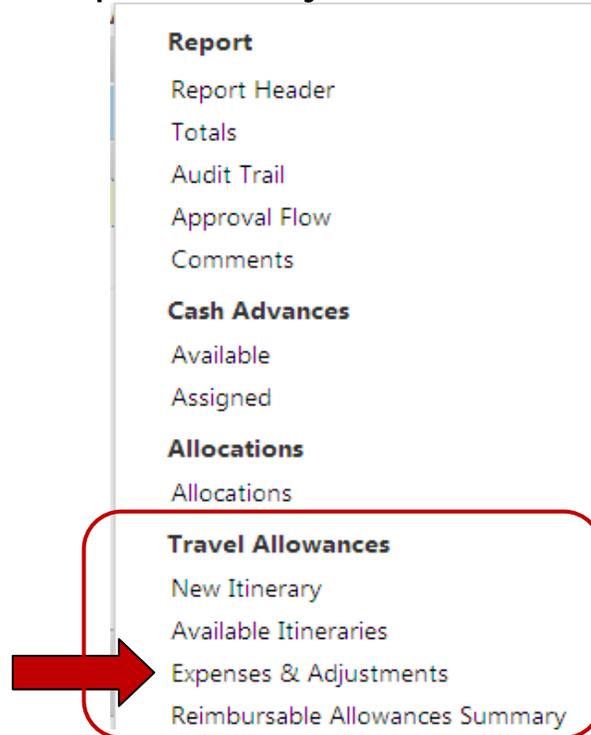




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- Select **Expenses and Adjustments** under the Travel Allowances section



- The *Travel Allowances For:* report window opens
- Click on the check box in the Exclude column for the day's Per Diem that is being disallowed

Travel Allowances For Report: NW GA Review 8-1

← Create New Itinerary Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary →

Show dates from  to  Go

Exclude   All <input type="checkbox"/>	Date/Location ^	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	08/01/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	08/02/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	08/03/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	08/04/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input checked="" type="checkbox"/>	08/05/2011 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00

Update Expenses Cancel

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





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

Date	Expense Type	Amount	Requested
08/05/2011	Hotel Clarion Hotels, Augusta, Georgia	\$360.00	\$360.00
08/04/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/03/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/02/2011	Fixed Meals Savannah, Georgia	\$36.00	\$36.00
08/01/2011	Personal Car Mileage	\$55.59	\$55.59
08/01/2011	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
TOTAL AMOUNT		\$550.59	\$550.59

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

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

### A. If you are using Internet Explorer:

- Open **Internet Explorer**
- Click on **Tools**
- Select **Internet Options**

Concur -- Login - Windows Internet Explorer

https://www.concursolutions.com/Default.asp

Concur -- Login

Welcome

If you experience difficulty logging into the site, please click on the **Forgot your pass** below.

Concur®

Tools

- Delete Browsing History...
- Pop-up Blocker
- Phishing Filter
- Manage Add-ons
- Work Offline
- Windows Update
- Full Screen F11
- Menu Bar
- Toolbars
- Windows Messenger
- Diagnose Connection Problem
- Send to OneNote
- Internet Options

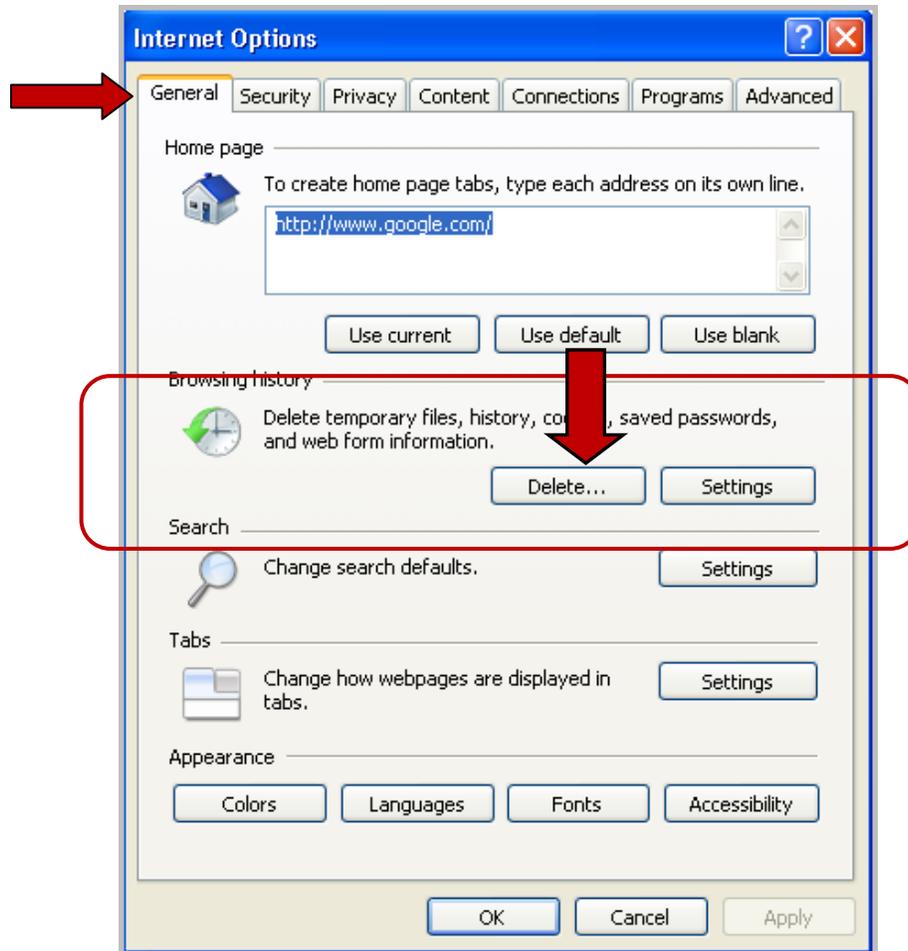




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- The **Internet Options** dialogue box opens
- In the **General** tab under the "*Browsing History*" section click on the **Delete** button



- The **Delete Browsing History** dialogue box opens
- In the "*Temporary Internet Files*" section click on **Delete Files**





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- The **Delete Browsing History** dialogue box opens
- In the "*Temporary Internet Files*" section click on **Delete Files**



- When the files quit deleting click on **Close** in the **Delete Browsing History** box
- Click on **OK** in the **Internet Options** box

## B. If you are using **Google Chrome 10**

- Open the Chrome browser
- In combination hold down the **Ctrl + Shift + Delete** keys on your keyboard
- The **Clear Browsing Data** dialogue box opens





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**Clear Browsing Data**

Obliterate the following items from: the past hour

- Clear browsing history
- Clear download history
- Empty the cache
- Delete cookies and other site and plug-in data
- Clear saved passwords
- Clear saved Autofill form data

Clear browsing data Cancel

- Click on the dropdown box arrow after "**Obliterate the following items from:**" and select **the beginning of time** option

**Clear Browsing Data**

Obliterate the following items from: the past hour

- Clear browsing history
- Clear download history
- Empty the cache
- Delete cookies and other site data
- Clear saved passwords
- Clear saved Autofill form data

[Adobe Flash Player storage settings...](#) Clear browsing data Cancel

- Make certain **Empty the cache** is selected at a minimum
- Click the **Clear browsing data** button

**Clear Browsing Data**

Obliterate the following items from: the beginning of time

- Clear browsing history
- Clear download history
- Empty the cache
- Delete cookies and other site data
- Clear saved passwords
- Clear saved Autofill form data

[Adobe Flash Player storage settings...](#) Clear browsing data Cancel

- Open a new browser window or click on an existing one

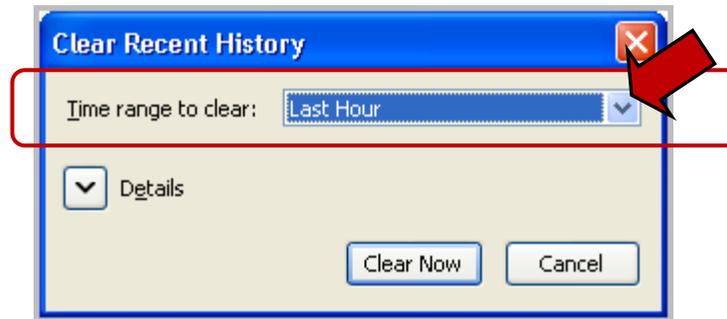




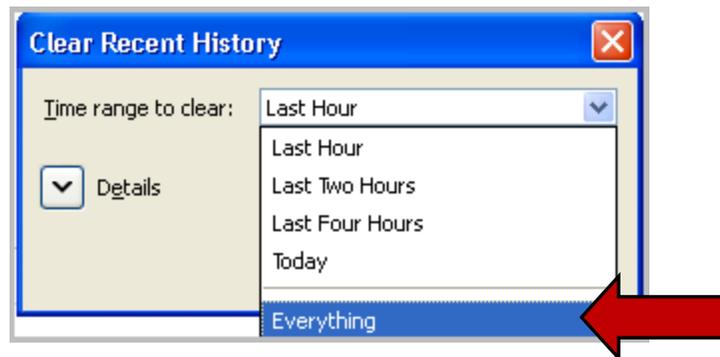
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- Access Concur and login
- C. If you are using **Mozilla Firefox 8**
  - Open the Firefox browser
  - In combination hold down the **Ctrl + Shift + Delete** keys on your keyboard
  - The **Clear Recent History** box opens



- From **Time range to clear**: click on the arrow
- Select **Everything** from the drop down menu



- Click **Clear Now**



- Access Concur and log back in





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- D. If this doesn't work?
  - o Download another browser such as Mozilla Firefox or Google Chrome
- E. If nothing works?
  - o Please submit a screenshot of the error message to [sao\\_travel@sao.ga.gov](mailto:sao_travel@sao.ga.gov)

### 3. What do I do if the Mileage Calculator doesn't recognize my address?

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

**NOTE:** Remember to enter waypoints as you drive them.

If you cannot enter an address close to your home as referenced above, you will have to manually adjust the total mileage for one way or round trip normal commute as well as the total mileage. For example, the waypoints you entered tally to 95 miles without entering mileage from or to your home. You left from home directly to your first business stop and returned home from your last business stop. You need to adjust the total mileage for the miles from home to your first stop and the miles from your last stop to home and then subtract your normal daily round trip commute miles to your office. Don't forget to enter a comment detailing the adjustment in the Comment box on any Personal Mileage entry so your expense report will not be sent back to you.

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

Check with your Local Travel Administrator or Accounting department

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

A specific descriptive name for the travel expenses incurred + start and end date the expense report covers should be in the Name field in the Report Header

- o If you have a single travel event on the report you can be very specific (i.e., GASB Conference NY 1-5 to 8)
- o If you submit weekly, semi-monthly or monthly you may need to be more generic (i.e., Field visits 3-15 to 30)
- o Doing this properly is very helpful when you when entering specific expenses

