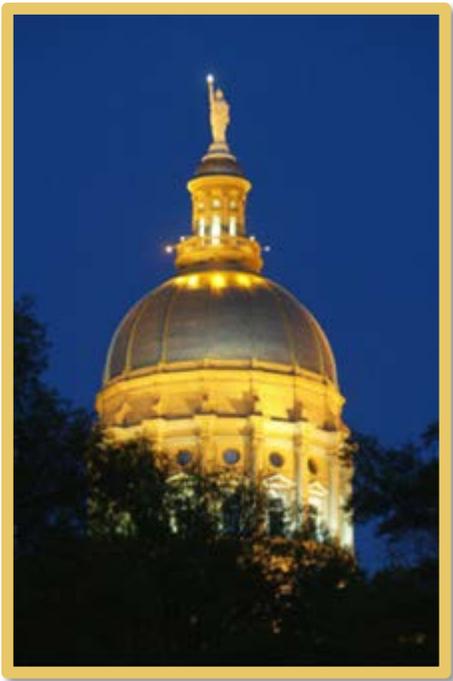


# 2015

## TTE FAQ Spotlight – May



### Top 5 Support Questions Last Month

1. What does a single line itinerary row error mean? How do I fix it?
2. How do I enter meals per diem?
3. How do I access training materials on the SAO website?
4. Can I reserve airfare for non-employees?
5. When reserving my rental car the system said I was confirmed. Why did my reservation cancel?

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## 1. What does a single line itinerary row error mean? How do I correct it?

This error message means you didn't complete a Travel Allowance Entry. Each Request for meals Per Diem (Travel Request) has at least two lines. If it does not, you will receive an error. To fix the problem, edit the incorrect entry.

The following link is to a document detailing this issue available in the TTE Training Section of the SAO website:

[How to Fix a Single Line Itinerary Row Error for Travel Allowances](#)

Manual navigation details:

[www.sao.georgia.gov](http://www.sao.georgia.gov)

Select *TeamWorks Travel and Expense Training* from the Travel section

Select *How to Documents*

## 2. How do I enter meals per diem?

The following are links to documents available in TTE Training Section of the SAO website detailing entering Travel Allowances which are meals per diem:

[How to Enter Travel Allowances – With an Overnight Stay](#)

[How to Enter Travel Allowances – No Overnight Stay](#)

Manual navigation details:

[www.sao.georgia.gov](http://www.sao.georgia.gov)

Select *TeamWorks Travel and Expense Training* from the Travel section

Select *How to Documents*

## 3. How do I access training materials on the SAO website?

Manual navigation details:

[www.sao.georgia.gov](http://www.sao.georgia.gov)

Select *TeamWorks Travel and Expense Training* from the Travel section

From the TTE Training homepage you can:

- Register for any of the monthly live training webinars
- Test your PC, laptop or other device's ability to connect to the TTE webinar platform
- Troubleshoot webinar sound issues
- Access *How to Documents*
- Access *Quick Look Documents*
- Access *Reference Materials* (such as the TTE System User Guide!!)
- Access Mobile TTE information
- Access *Frequently Asked Questions* (FAQ's)
- Access *TTE Videos and Simulations*
- Access *TTE Basic Training Webinar Series* (pre-recorded training sessions)

## 4. Can I reserve airfare for non-employees?

No. Currently, you can only book travel for employees through the TTE system.

# TTE FAQ Spotlight

## May 2015

### 5. When reserving my rental car, the system said I was confirmed. Why did my reservation cancel?

When making ANY travel reservation you must go all the way to the Finished screen or the reservation will auto cancel.

The steps in the reservation

process are:

1. Enter search criteria
  - a. Select search type

**TRIP SEARCH**

Hertz is the MANDATORY state contract vendor for all AIRPORT locations, both in-state and out-of-state facilities. Hertz and Enterprise Car Rental are the contracted vendors for in-state, non-airport locations. If Hertz does not have vehicles available at an airport location at time of booking, please contact Travel Inc. at 770-251-5130 or 877-548-2596. No other rental car vendors should be booked at AIRPORT locations without contacting Travel Inc. for assistance.

**Car Search**

Pick-up date: 06/09/2015 09:00 am

Drop-off date: 06/09/2015 04:00 pm

Pick-up car at:  
 Airport Terminal  Off-Airport

Off-Airport Location:  Search

Return car to another location

[More Search Options](#)

**Search**

- b. Select vendor:

Search for an off-airport car location

Find car locations within 5 Distance Units miles of

Airport  Address  
 Company Location  Reference Point / Zip Code

Reference Point / Zip Code  
(e.g. "Statue of Liberty", "50012" or "Alexandria, VA")

30009

**Search**

11 locations found

- Show All
- Most Preferred
- Preferred
- Less Preferred
- Not Preferred

**AVIS** Show On Map  
Choose this car location  
0.42 miles  
Alpharetta  
281 South Main St Ste 103a  
Alpharetta, GA 30004  
Mon-Fri: 08:00 am-06:00 pm  
Sat: 09:00 am-03:00 pm  
Sun: 11:00 am-05:00 pm

**Hertz** Show On Map  
Choose this car location  
0.47 miles  
Alpharetta Hie  
11030 Alpharetta Hwy  
Alpharetta, GA 30076  
Mon-Fri: 07:30 am-06:00 pm  
Sat: 09:00 am-12:00 pm  
Sun: Closed

**Enterprise** Show On Map  
Choose this car location  
0.75 miles  
Alpharetta Hembree  
1805 Hembree Rd Ste A  
Alpharetta, GA 30009  
Mon-Fri: 07:30 am-06:00 pm  
Sat: 09:00 am-12:00 pm  
Sun: Closed

**Enterprise** Show On Map  
Choose this car location  
1.22 miles  
Alpharetta

# TTE FAQ Spotlight

## May 2015

- c. Search availability (car, hotel or air)
2. Trip Summary: Select the car (air or hotel) from the results of the search criteria you entered

### Trip Summary

**Select a Car**

Days: 1  
Hertz  
11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN36)

Pick-up: Mon, 06/08/2015  
Drop-off: Tue, 06/09/2015

**Finalize Trip**

Hertz and Enterprise are the State contracted vendors for all IN-STATE, OFF-AIRPORT locations. Travelers are responsible for securing the lowest cost rental available at time of booking, considering all reasonable associated factors (rates, delivery time, distance and mileage, etc.)

Travel Inc. Online Support ~ for Concur Travel technical assistance dial 866-738-6444.

**PICK UP: HERTZ -- 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN36)** Print / Email

**(ATL) ON MON, JUN 8 09:00 AM**

**RETURN: TUE, JUN 9 04:00 PM** Hide matrix

All 5 results	Compact Car	Intermediate Car	Full-size Car	Mini Van	Intermediate SUV
	28.00	29.00	32.00	55.00	52.00

Sorted By: Policy - Most Compliant

Displaying: 1 out of 5 results.

**Compact Car (Worldspan)**

---

**\$28.00 per day**  
(Corporate rate)

Select

Unlimited miles  
Pick-up: N of ATL  
Automatic transmission  
Total cost **\$59.92\***

Total cost: Rates and total cost do not include charges for optional services such as fuel and insurance waivers. These and any additional fees or surcharges may be applied at the time of rental. Any currency conversion is based on the exchange rate for that day. The final price at the time of rental may be different.

3. Review and Reserve the car (air or hotel)

CONCUR

[Requests](#)
[Travel](#)
[Expense](#)
[Approvals](#)
[App Center](#)

[Help](#)  
[Profile](#)

[Travel](#)
[Arrangers](#)
[Trip Library](#)
[Templates](#)
[Tools](#)

### Trip Summary

**Car Selected**

Days: 1  
Hertz  
11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN36)

Pick-up: Mon, 06/08/2015  
Drop-off: Tue, 06/09/2015

**Finalize Trip**

## Review and Reserve Car

### REVIEW RENTAL CAR

Hertz Car Rental

Type	Pick-up	Drop-off
Compact Car	Off-Airport	Off-Airport
Features	ALPHARETTA	ALPHARETTA
	09:00 am Mon, 06/08/2015	04:00 pm Tue, 06/09/2015

### PROVIDE RENTAL CAR PREFERENCES

Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)

Ex: Need early pick-up (10am)  Include ski rack

### ENTER DRIVER INFORMATION

Ensure the name below matches the I.D. you have with you on the day of pick-up.

**DRIVER** Edit | Review all

**Name:** William Never **Phone:** (404) 463-0999 dfitzgerald@sao.ga.gov

Rental Car Agency Program [Add a Program](#)

No Program selected

### REVIEW PRICE SUMMARY

Description	Daily Rate	Dates	Total
Hertz Car Rental	\$28.00	Jun 08 - Jun 09	\$28.00
<b>Total Estimated Cost: \$59.92*</b>			
<b>Total Due Now: \$0.00†</b>			

\* Does not include additional fees incurred during time of travel.  
† Remaining amount due at rental location.

Back
Reserve Car and Continue

# TTE FAQ Spotlight

## May 2015

### 4. Travel Details (Review)

The screenshot shows the 'Travel Details' page. On the left is a 'Trip Summary' sidebar with a 'Finalize Trip' button and options to 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. The main content area is titled 'Travel Details' and contains two sections: 'TRIP OVERVIEW' and 'RESERVATIONS'. The 'TRIP OVERVIEW' section lists trip details: Trip Name (Car Reservation at HERTZ -- 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN36)), Start Date (Jun 8, 2015), End Date (Jun 9, 2015), Created (May 11, 2015), Description (No Description Available), Agency Record Locator (78Q9P4), Reservation for (William Never), and Total Estimated Cost (\$59.92 USD). The 'RESERVATIONS' section shows a reservation for 'Monday, June 8, 2015' for 'Hertz Car Rental at: Atlanta US (ATL)'. It includes pick-up and return times (09:00 AM and 04:00 PM), location (11030 ALPHARETTA HWY, ALPHARETTA, GA, 30076 US), and confirmation details (Confirmation: G5673739803, Status: Confirmed, Frequent Guest Number: XXXXXX1759, Rate Code: CR).

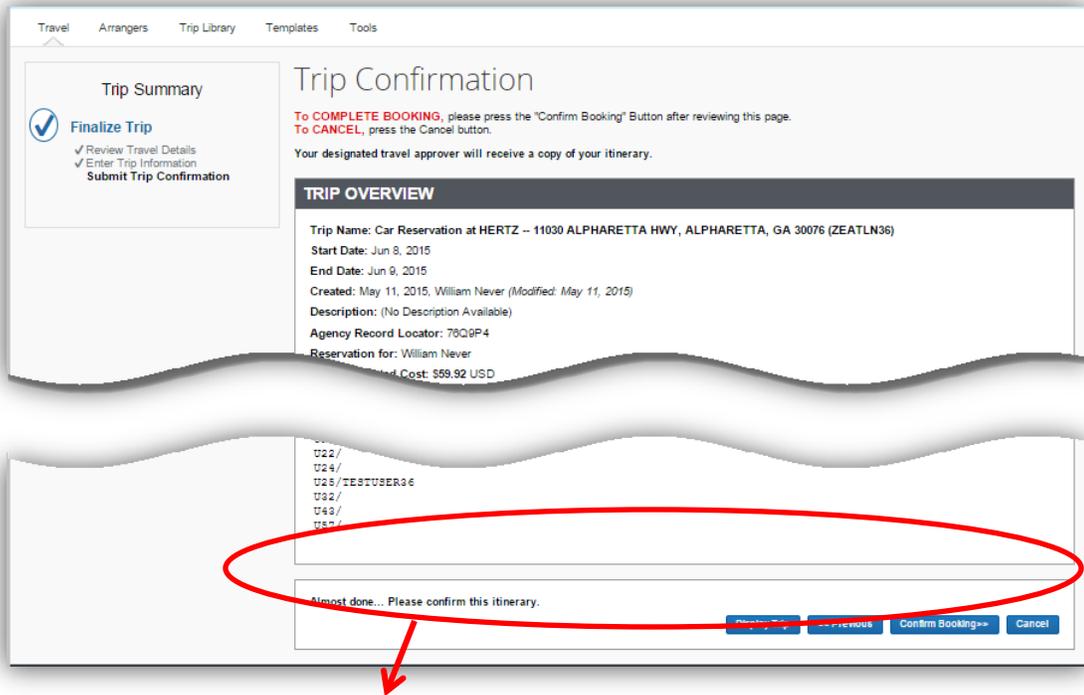
### 5. Trip Booking Information (Enter travel dates in Trip Name)

The screenshot shows the 'Trip Booking Information' page. On the left is a 'Trip Summary' sidebar with a 'Finalize Trip' button and options to 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. The main content area is titled 'Trip Booking Information' and contains a text box for the trip name and a text box for the trip description. The trip name is 'Car Reservation at HERTZ -- 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN36)'. Below the text boxes is a section for 'Send a copy of the confirmation to:' with an email address input field and a section for 'Send my email confirmation as' with radio buttons for 'HTML' and 'Plain-text'.

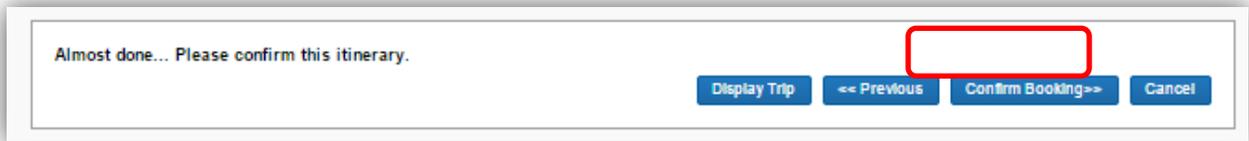
### 6. Trip Confirmation (Overview)

# TTE FAQ Spotlight

## May 2015

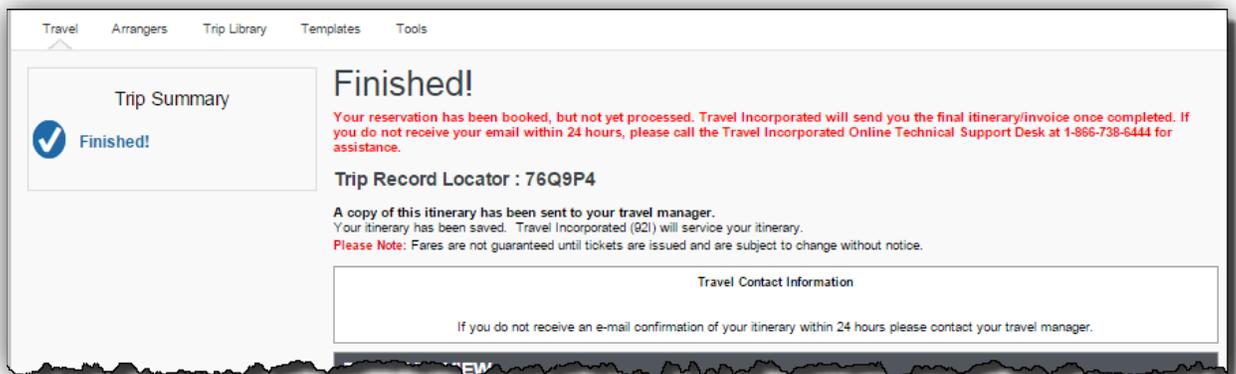


Expanded Note:



If you do not click on **Confirm Booking** (or purchase ticket for air reservations) to go to the final step....your reservation will cancel!!

7. Finished – you have not completed the reservation if you do not see the Finished screen:



# TTE FAQ Spotlight

## May 2015

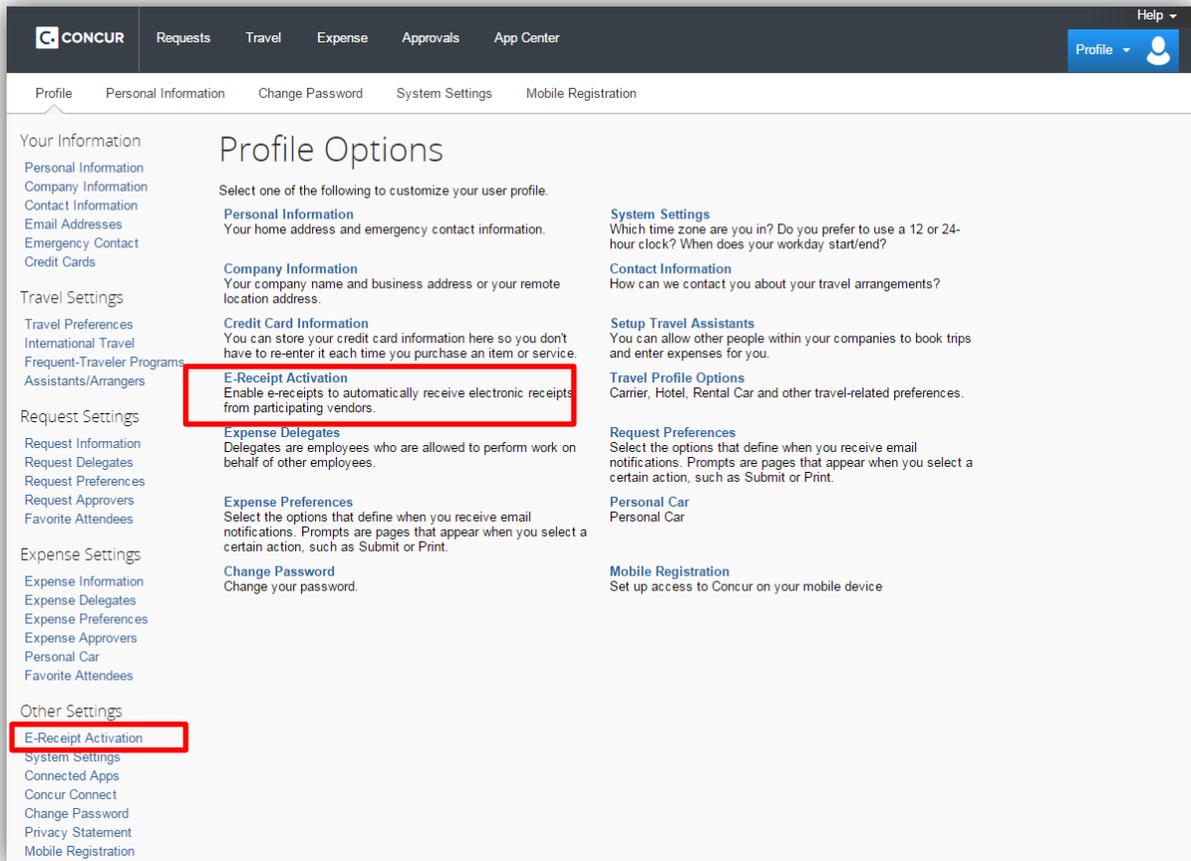
### 6. What's New in TTE

#### E-Receipt Activation

You may now activate e-receipts to automatically receive electronic receipts from participating vendors.

Log in to TTE and go to the Profile Settings

You can select E-Receipt Activation from the Other Settings on the left menu bar or from the shortcuts on the page:



Simply click on the link to enable:

### E-Receipt Activation

**Enable the automatic collection of electronic receipts and folio data, or "e-receipts", from participating suppliers!**

Click here to enable the automatic collection of electronic receipts and folio data, or "e-receipts", from participating suppliers!  
[E-Receipt Activation](#)

Once you complete the e-receipt activation, the e-receipts generated by your transaction with a participating supplier will be automatically collected and matched with your itineraries and expense reports. You can access and print these e-receipts at any time from your Trip Library. If your company uses Expense, then your e-receipts will be automatically matched with your itineraries and expense reports, as applicable, so you can avoid keying in folio data and submitting paper receipts for your expense reports. Participating suppliers of our e-receipt program are identified by our icon during the online booking process:

View sample e-receipts: [Car](#) [Hotel](#) [Taxi](#)

# TTE FAQ Spotlight

May 2015

Once activated your profile displays:

## E-Receipt Activation

 You are already opted in and will receive e-receipts from participating vendors. If you need to stop receiving e-receipts for a particular credit card, you may do so on the profile **credit card editor**. Please contact a company administrator if you need to opt out of this program entirely.

A new icon appears for any enabled credit card in your profile:

### Credit Cards

You currently have the following credit cards saved with your profile. [+] Add a Credit Card

		Hotel Only	xxxx-xxxx-xxxx-3007	Exp: 01/2020		
---	---	------------	---------------------	--------------	---	---

You may turn off E-Receipts for linked credit cards by editing the credit card:

## Edit Credit Card

Edit your credit card information as necessary and click **Save Changes** when finished. **All fields are required.**

Display Name (e.g., My Corporate Card)	Your name as it appears on this card	
<input type="text" value="Hotel Only"/>	<input type="text" value="John Doe"/>	
Card Type	Credit Card Number	Expiration Date
<input type="text" value="American Express"/>	<input type="text" value="xxxx-xxxx-xxxx-3007"/>	<input type="text" value="1"/> <input type="text" value="2020"/>
Use this card as the default card for:		
<input type="checkbox"/> Car Rentals <input checked="" type="checkbox"/> Hotel Reservations		
<input checked="" type="checkbox"/> Receive e-receipts for this card: <input checked="" type="checkbox"/>		

If you want to completely opt out of any E-Receipt program participation AFTER you enabled it, please contact the TTE Help Desk at the SAO Customer Service Center.