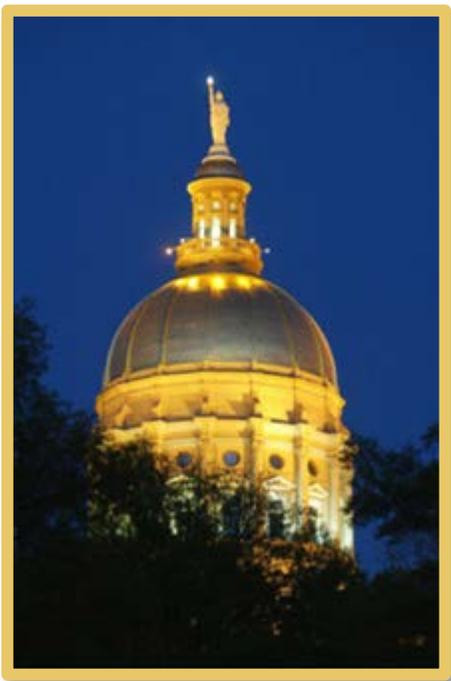


2015

TTE FAQ Spotlight – January



Top 5 Support Questions Last Month

1. [What does a single line itinerary row error mean? How do I fix it?](#)
2. [I get an “account deactivated” error when I try to log into TTE. What do I do?](#)
3. [How do I cancel airfare reservations made in the TTE system?](#)
4. [What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses?](#)
5. [How do I import Smart Expenses into my Expense Report?](#)
6. [What’s NEW in TTE?](#)

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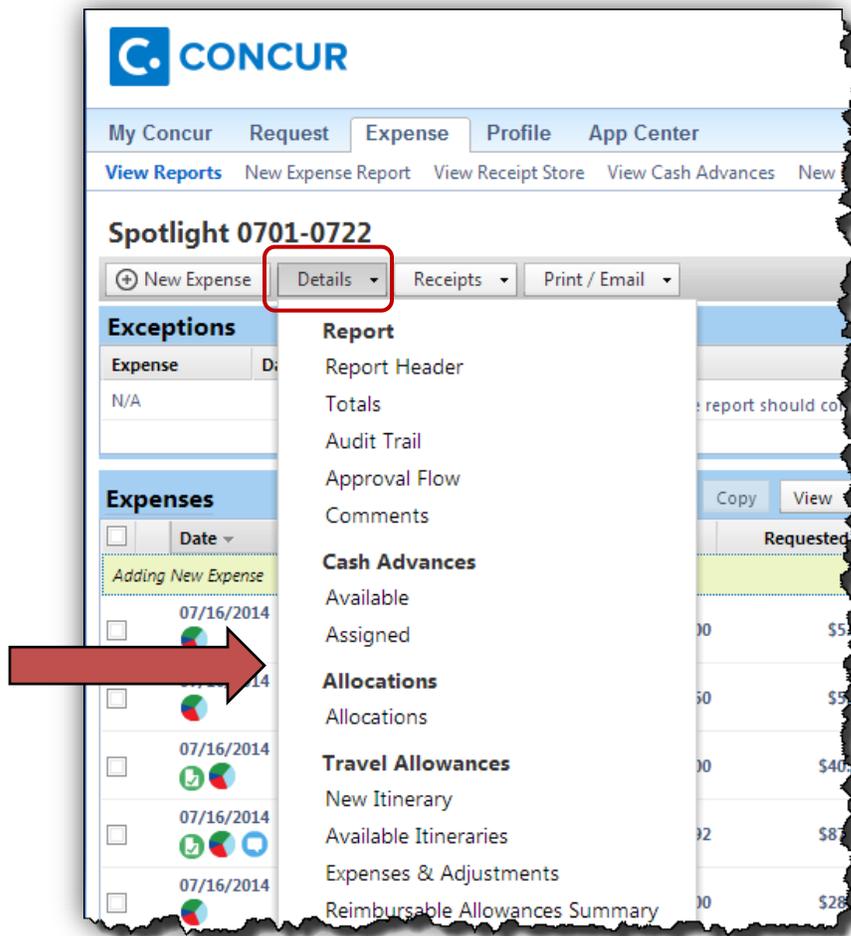
January 2015

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.

Inside the Expense Report with the error:

- Click on the **Details** tab
- Select **Available Itineraries**



- Locate the Travel Allowance in the Assigned Itineraries section with only 1 line and select it.
- Click on **Edit**.

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Travel Allowances For Report: Spotlight 0701-0722

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Q&A 071814				
Atlanta, Georgia	07/11/2014 07:00 AM	Savannah, Georgia	07/11/2014 11:00 AM	CHATHAM COUNTY, US-GA, US
Savannah, Georgia	07/13/2014 08:00 AM	Vidalia, Georgia	07/13/2014 09:00 AM	US-GA, UNITED STATES
Vidalia, Georgia	07/13/2014 04:00 PM	Atlanta, Georgia	07/13/2014 07:00 PM	FULTON COUNTY, US-GA, US
Itinerary: 07/15/2014 Augusta (Single Day)				
Atlanta (Single Day), Georgia	07/15/2014 07:00 AM	Decatur (Single Day), Georgia	07/15/2014 02:00 PM	Decatur (Single Day), US-GA, US
Decatur (Single Day), Georgia	07/15/2014 06:15 PM	Atlanta (Single Day), Georgia	07/15/2014 07:30 PM	Atlanta (Single Day), US-GA, US
Itinerary: 07/16/2014 Rome (Single Day)				
Alpharetta (Single Day), Georgia	07/16/2014 06:30 AM	Rome (Single Day), Georgia	07/16/2014 03:30 PM	Rome (Single Day), US-GA, US

Available Itineraries

Current Itineraries [v] Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: 06/18/2014 (Single Day)				

- The **Edit Itinerary** window will open.
- Add the missing leg of the trip in **New Itinerary Stop**.
 - **NOTE:** If this was a request for Travel Allowance for travel NOT associated with an overnight stay, you **MUST** choose locations that have (Single Day) in the location name.
- Click **Save**

Travel Allowances For Report: Spotlight 0701-0722

Edit Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
07/16/2014 Rome (Single Day)

Add Stop Delete Rows

Departure City	Arrival City	Arrival Rate Location
Alpharetta (Single Day), Georgia 07/16/2014 06:30 AM	Rome (Single Day), Georgia 07/16/2014 03:30 PM	Rome (Single Day), US-GA, US

New Itinerary Stop

Depart from (city)
Rome (Single Day), Georgia

Date
07/16/2014

Time
5:30 PM

Arrive in (city)
Alpharetta (Single Day), Georgia

Date
07/16/2014

Time
7:00 PM

Save

Go to Single Day Itineraries Next >> Done

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- The Travel Allowance for that day will then have all the necessary components to process the Travel Allowance.
- Click **Next**

Travel Allowances For Report: Spotlight 0701-0722

Edit Itinerary | Available Itineraries | Expenses & Adjustments | Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
07/16/2014 Rome (Single Day)

Add Stop | Delete Rows

<input type="checkbox"/>	Departure City	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Alpharetta (Single Day), Ge... 07/16/2014 06:30 AM	Rome (Single Day), Georgia 07/16/2014 03:30 PM	Rome (Single Day), US-GA, US
<input type="checkbox"/>	Rome (Single Day), Georgia 07/16/2014 05:30 PM	Alpharetta (Single Day), Ge... 07/16/2014 07:00 PM	Alpharetta (Single Day), US...

New Itinerary Stop

Depart from (city)
Alpharetta (Single Day), Georgia

Date
Time

Arrive in (city)
Date
Time

Save

Go to Single Day Itineraries | **Next >>** | Done

- The Expense and Adjustment window opens

Travel Allowances For Report: Spotlight 0701-0722

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"/>	07/11/2014 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	07/12/2014 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	07/13/2014 Vidalia, Georgia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$15.75
<input type="checkbox"/>	07/15/2014 Decatur (Single Day), Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	07/16/2014 Rome (Single Day), Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$28.00

Update Expenses | Cancel

TTE FAQ Spotlight

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- Mark any provided meals if necessary and click **Update Expenses** to update the Expense Report.

2. I get an “account deactivated” error when I try to log into TTE. What do I do?

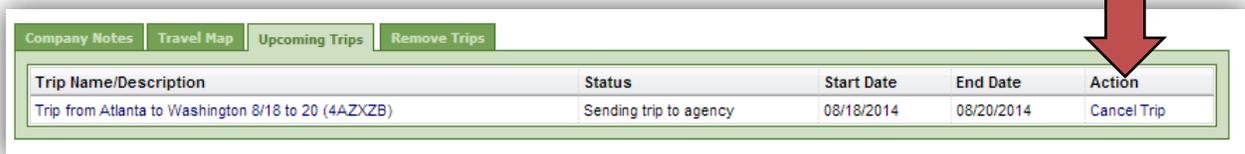
If you try to log into TTE and get the error message “your account has been deactivated” it means you do not have a Vendor ID in TeamWorks. A vendor ID is required to receive travel reimbursements through TTE.

- From the Home page of the SAO website (sao.georgia.gov) select **TeamWorks**, select **Financials**; Select **Vendor Payment Management**; then under **Employee Expense Reimbursement Resources and Training Tools** at the bottom of the page click on the **ESS Employee Expense Reimbursement Job Aid** to view complete instructions.
- If you are still having difficulty, contact the Vendor Group at SAO.

3. How do I cancel airfare reservations made in the TTE system?

Employees have two options:

- A. Call Travel Inc. directly to cancel the existing flight reservation and apply towards new reservation.
 - There is an additional fee to your agency to do this.
- B. The employee can cancel the flight reservation TTE system:
 - Navigate to the trip in **Trip List** on the My Concur Tab or **Upcoming Trips**, or **Trip Library** located in the **Travel** tab
 - To cancel everything on the reservation
 - Click on **Cancel Trip** on the same line as the Trip Name

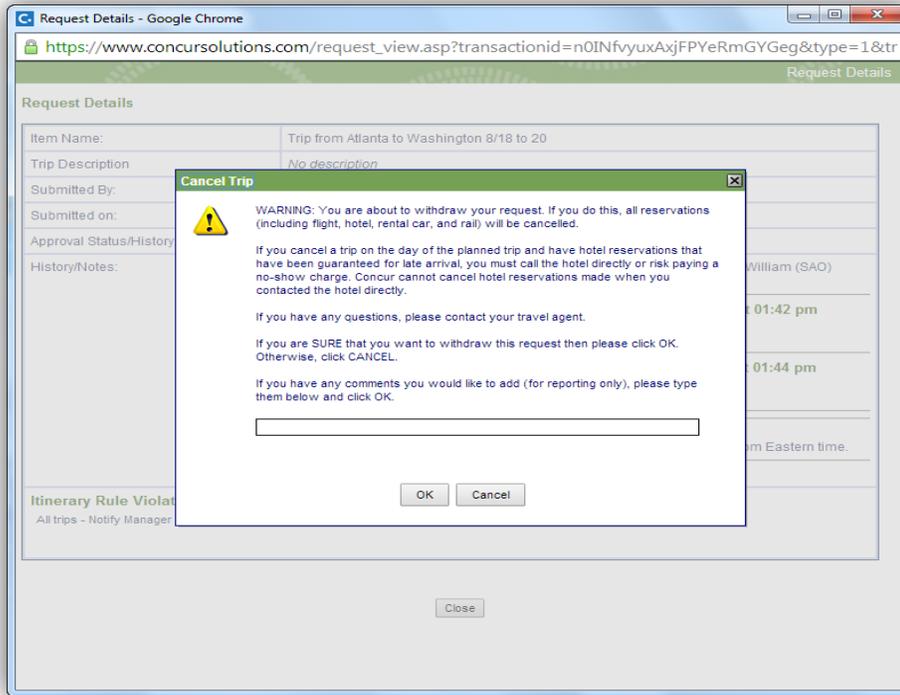


Trip Name/Description	Status	Start Date	End Date	Action
Trip from Atlanta to Washington 8/18 to 20 (4AZXZB)	Sending trip to agency	08/18/2014	08/20/2014	Cancel Trip

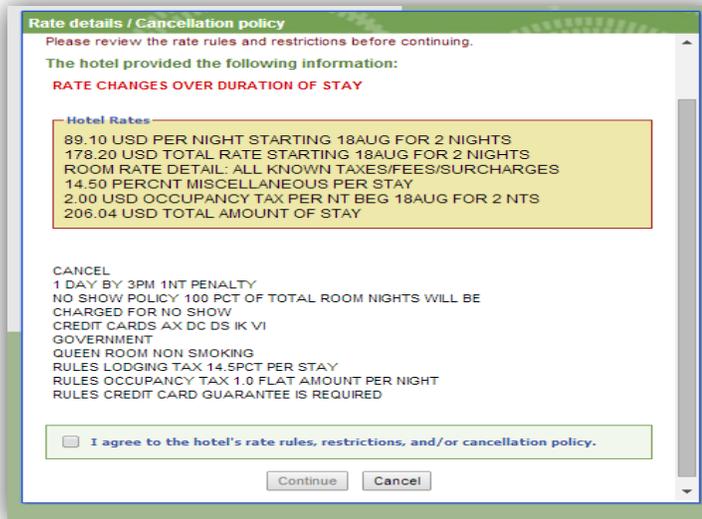
- Click on **OK** to confirm that you want to withdraw the entire trip
- Everything on that trip reservation will be cancelled

TTE FAQ Spotlight

January 2015



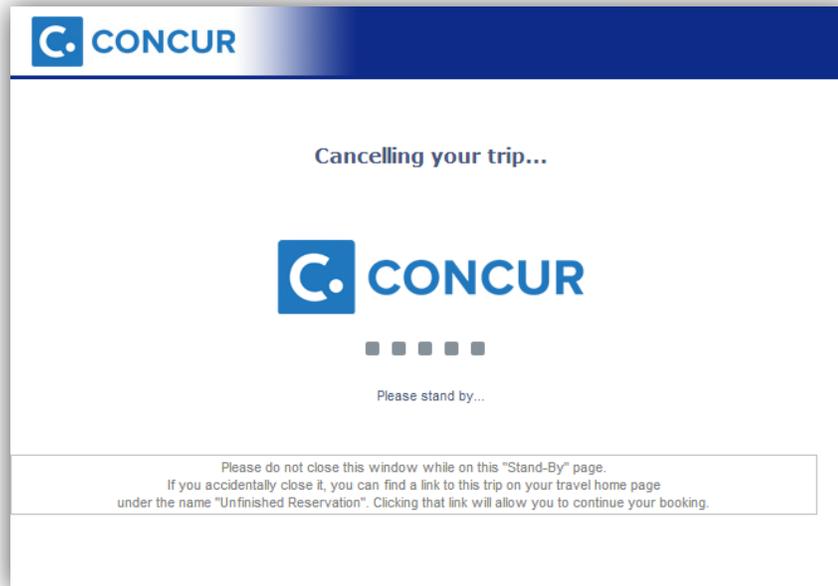
- If there was a hotel reservation on the trip you just cancelled you will need to click on the box next to I agree and then click Continue
 - Currently only hotels require this additional step when cancelling a complete reservation



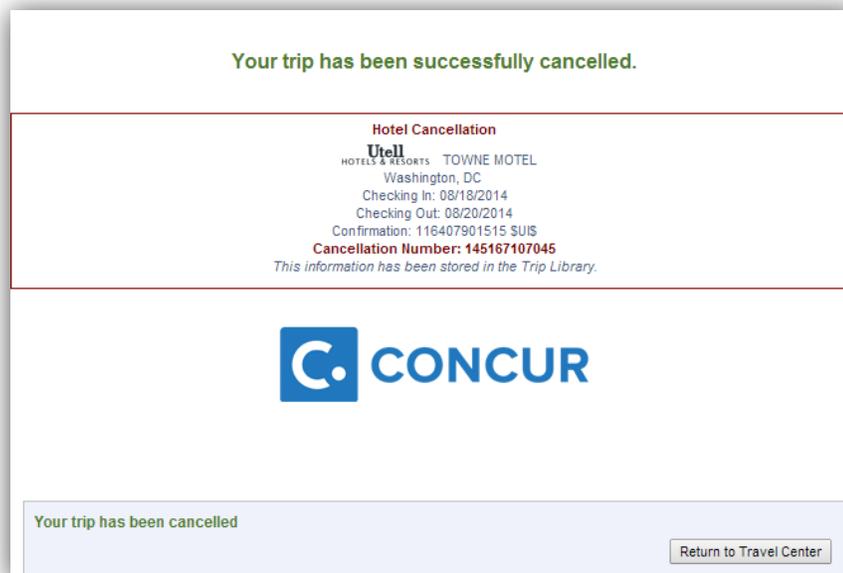
- TTE will begin cancelling your trip

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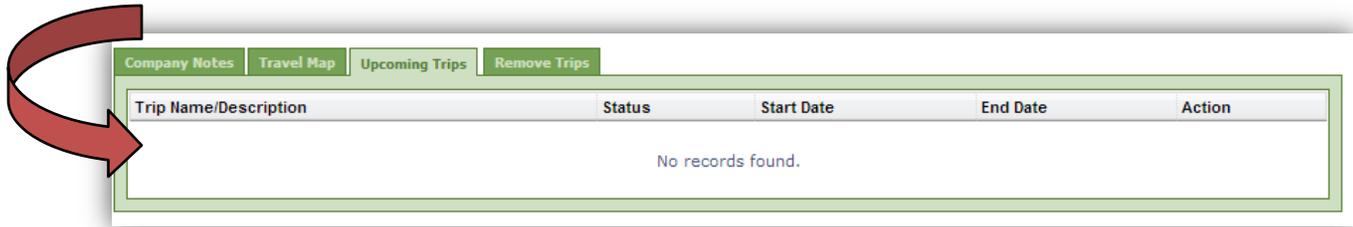
- TTE will advise when the cancellation is complete. Click on **Return to Travel Center**



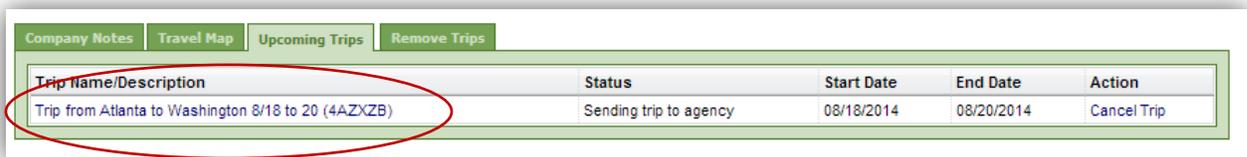
- The trip will no longer appear in the *Trip List* or *Upcoming Trips* but will appear in the Trip Library as a withdrawn trip.

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- To cancel ONLY the airfare and leave the remainder of the reservation intact (car and/or hotel)
 - Click on the Trip Name to open the Travel Itinerary



- Select **Cancel All Air** on the first air segment to completely cancel all airline reservation on this booking or click on **Cancel** next to the air segment you wish to cancel and leave the other air segments intact.
 - You will be asked to confirm that you want to withdraw the specific segment selected.
 - TTE will cancel what you have selected, update the itinerary and email you an updated itinerary.
- The next time you make an airline reservation, the system will review the “unused” ticket and automatically apply that unused ticket to the new reservation as long as all fare rules apply and the same airline is being used..
 - Employees have 1 year to apply unused tickets from the original date it was purchased (not from the date the travel was for!!)
- ✓ **NOTE:** *Even if the reservation is cancelled, the employee incurs the travel agency fee which should be imported to the next expense report.*

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4. What do I do if the Corporate Card Charges and Trip Charges for the same trip appear as different items in Smart Expenses?

The screenshot shows the Concur Expense Center interface for January 2013. It displays two side-by-side tables: 'Expenses' and 'Smart Expenses'. The 'Expenses' table lists items such as Parking, Fixed Meals, and Personal Car M. The 'Smart Expenses' table lists Corporate Card Charges and Trip charges. A red arrow points to the 'Match' button in the Smart Expenses section, and a red box highlights the 'Airtran Airw...' charge and the 'Airfare Jackso...' trip item.

Normally these appear as one item. However, if they should be unmatched you can correct the problem. In this example we have two charges and trips where the data was split for some reason.

- Click on the checkbox next to the item you want to match to the expense report.
 - In our example we selected the Airtran Airways charge appearing in the section **Corporate Card Charges** on 1/9/13 for \$234.20.
- Then click on the matching **Trip:** item. The dollar amount should be the same.
 - In our example it is Airfare Jacksonville to Atlanta 1/07/13 for \$234.20 in the Trip section.
- Then click on the **Match** button.
- You will have two options: **Into current report** or **Into new report**. Select **Into current report**.
- The items will be matched and imported as one item into your expense report.
- If you have multiple items, do this for each item.

NOTE: Do not use the Import button or each item will import separately!

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January 2015

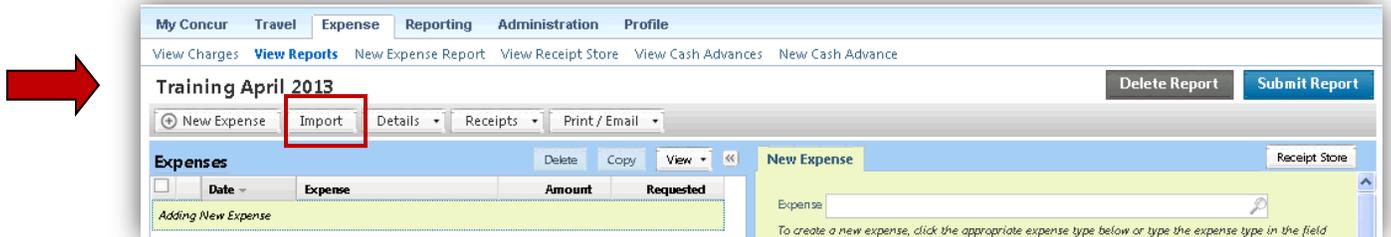
5. How do I import Smart Expenses into my Expense Report?

- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.



Report Name	Status	Payment Status	Report Date	Requested Amount
Training April 2013	Not Submitted	Not Paid	06/05/2013	\$0.00
Training Test				

- The Expense Report Opens
- Click on the **Import** tab



My Concur Travel Expense Reporting Administration Profile

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

Training April 2013 Delete Report Submit Report

New Expense **Import** Details Receipts Print / Email

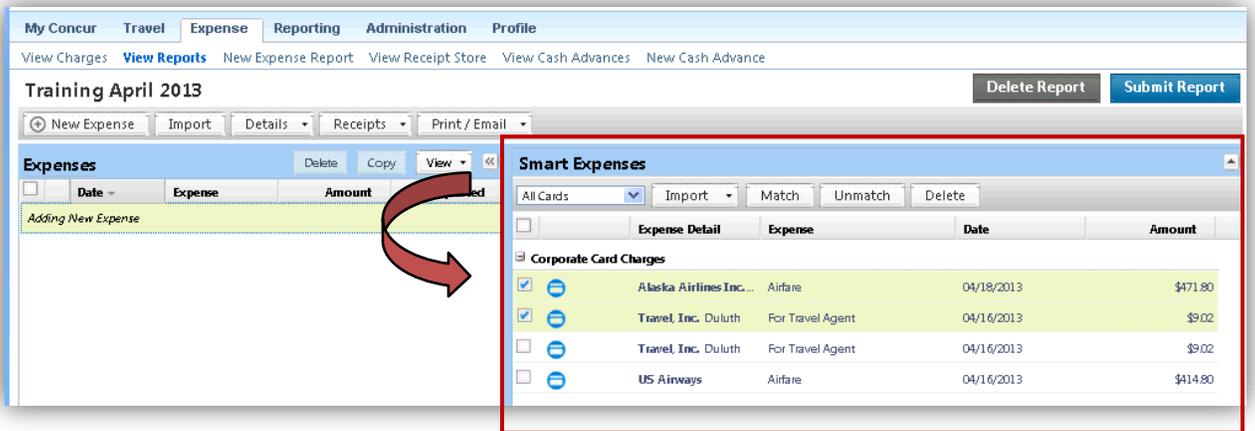
Expenses Delete Copy View << Receipt Store

Date	Expense	Amount	Requested
Adding New Expense			

New Expense Receipt Store

To create a new expense, click the appropriate expense type below or type the expense type in the field

- The **Smart Expense** window opens
- Click on the check box next to the expenses you wish to add to this expense report
 - In our example we are selecting two of the four Smart Expenses



My Concur Travel Expense Reporting Administration Profile

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

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View << Receipt Store

Date	Expense	Amount	Requested
Adding New Expense			

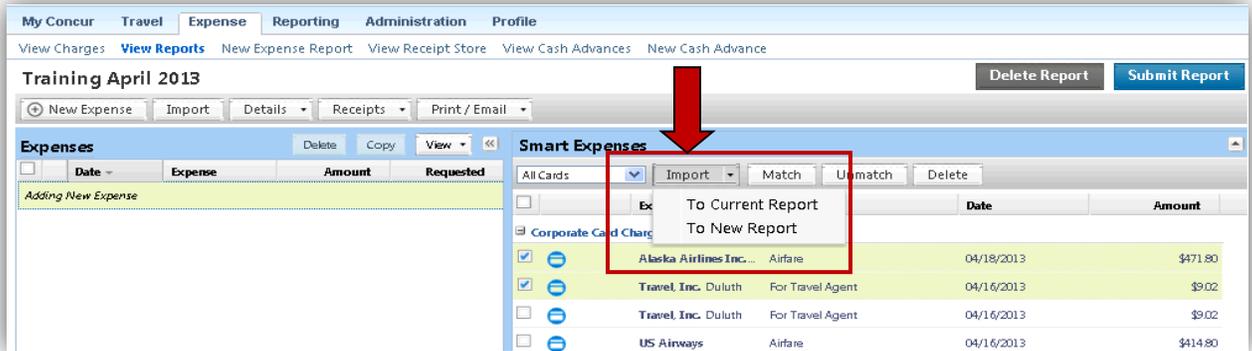
Smart Expenses All Cards Import Match Unmatch Delete

Expense Detail	Expense	Date	Amount
<input checked="" type="checkbox"/>	Alaska Airlines Inc... Airfare	04/18/2013	\$471.80
<input checked="" type="checkbox"/>	Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	Travel, Inc. Duluth For Travel Agent	04/16/2013	\$9.02
<input type="checkbox"/>	US Airways Airfare	04/16/2013	\$414.80

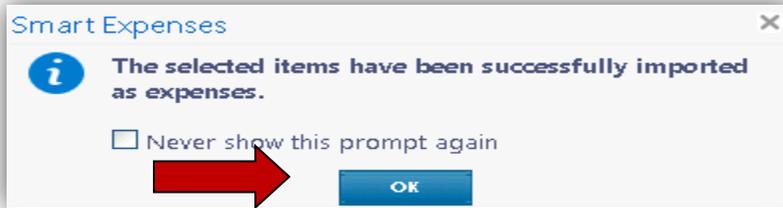
- Click on the **Import** tab in the **Smart Expenses** box
 - If you clicked on the drop down arrow in the Import Tab here you will see two options
 - To New Report
 - To Current Report
 - **Select To Current Report**
 - If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report

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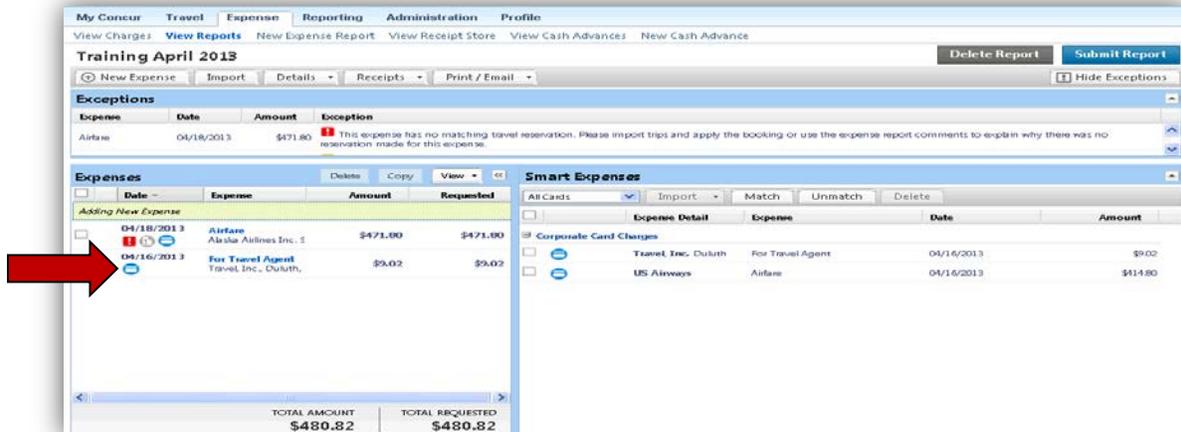
January 2015



- Click **OK** on the Smart Expenses dialogue box that pops up



- The selected Smart Expenses are now assigned to this Expense Report
- If you see a Red Exception Flag  on any expense, you must resolve the issue or the expense report cannot be submitted
- Click on the item with the red flag you wish to correct



- The Expense data for that item will appear
- Enter any missing required data.
 - In our example the City was missing. **City** is a required data field in this example. For this expense it is looking for the city where the flight originated. If it had been a hotel, it would be the city where the hotel is located.

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- If you did not have a matching Travel Reservation you **must** enter an explanation why the reservation was not made through TTE.
 - This could be a ticket you purchased at the airport for an unscheduled trip and you had no access to TTE. For a hotel this could be that the only way you could reserve the room and get the special rate was booking directly through the hotel or conference management company.
 - Whatever the reason, be specific in your explanation.
- Attach any required receipts
- Click on **Save** to update the Expense Entry.

6. What's New in TTE?

A new streamlined, modernized and simpler user interface will be released 2/1/15. A pre-recorded training session is available in the Basic Training Webinar Series section of the TTE Training page on the SAO website. Overview documents are available in the Reference Materials section and the What's New in TTE link on the TTE Training Page on the SAO website has been updated as well. Additionally a new Approver Handbook, TTE System User Reference Guide, and TTE Buttons and Icons documents are available in the Reference Materials section. Stay tuned. We hope you like it as much as we do!!!!