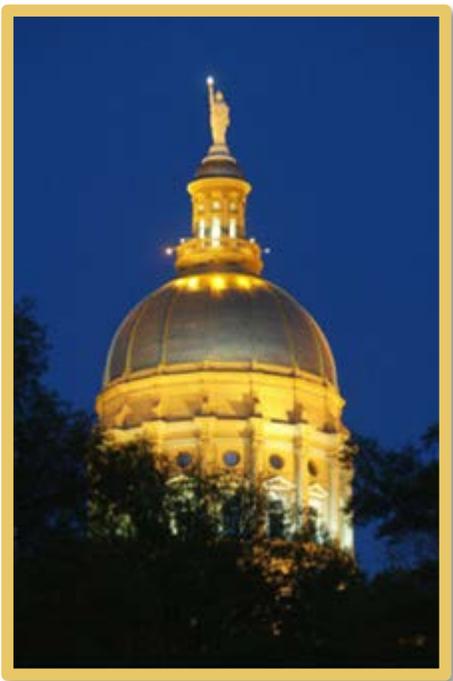


# 2015

## TTE FAQ Spotlight – June-August



### Top 5 Support Questions Last Month

1. I get an “account deactivated” error when I try to log into TTE. What do I do?.
2. My supervisor doesn't show up in the drop down box as my approver. What do I do?
3. How do I account for a Cash Advance I received on an existing Expense Report?
4. How do I add a Request to my Expense Report?
5. How do I attach a Document to a Cash Advance?

## TABLE OF CONTENTS

1.	I get an “account deactivated” error when I try to log into TTE. What do I do? .....	3
2.	My supervisor doesn’t show up in the drop down box as my approver. What do I do? .....	3
3.	How do I account for a Cash Advance I received on an existing Expense Report? .	3
4.	How do I add a Request to my Expense Report?.....	7
5.	How do I Attach a Document to a Cash Advance?.....	7

# TTE FAQ Spotlight

June-August 2015

## 1. 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 a Vendor ID does not appear in your TTE profile. A vendor ID is required to receive travel reimbursements through TTE.

- If you do not have a vendor ID:
  - From the Home page of the SAO website ([sao.georgia.gov](http://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
- If you have a vendor ID and had been receiving travel reimbursements, and it no longer appears in TTE, please contact your TTE Local Administrator or the TTE Help Desk 404-654-3956 or 888-896-7771 Option 3.

## 2. My supervisor doesn't show up in the drop down box as my approver. What do I do?

If you have a new supervisor, this change will not be reflected in TTE until Payroll records the change. HCM transmits this information with each nightly processing. This may also be a configuration error.

You can click in the field that should contain your approver's name and type in your approver's last name. If a match appears. Select it and finish submitting your expense report. If it does not you cannot submit the expense report until this is corrected.

Next, please contact your TTE Local Administrator or the TTE Help Desk at 404-657-3956 or 888-896-7771 Option 3 and report this problem.

## 3. How do I account for a Cash Advance I received on an existing Expense Report?

### Step 1: Assign Cash Advance to the Expense Report

- If you attached Cash Advances when you created your expense report go to Step 2 now
- If you did not attach the Cash Advance when you created the Expense Report:
  - a. Open the expense report with the applicable expenses and click on the **Details** tab
  - b. Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

# TTE FAQ Spotlight

## June-August 2015

Manage Expenses Cash Advances ▾

### Weekly Travel (0801 to 15)

+ New Expense Details ▾ Receipts ▾ Print / Email ▾

Expenses

<input type="checkbox"/>	Date ▾	Amount	Requested
Adding New Expense			
<input type="checkbox"/>	08/13/2015		
<input type="checkbox"/>	08/12/2015		
<input type="checkbox"/>	> 08/11/2015		
<input type="checkbox"/>	08/10/2015		
<input type="checkbox"/>	08/09/2015		
<input type="checkbox"/>	08/08/2015		
<input type="checkbox"/>	08/07/2015		
<input type="checkbox"/>	08/03/2015		
<input type="checkbox"/>	08/03/2015		
<input type="checkbox"/>	08/02/2015	\$36.00	\$36.00

**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
- Fixed Meals**
  - Augusta (Single Day), Georgia

- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report  
**NOTE:** You may assign multiple Cash Advances to a Single Expense Report
- Click on **Assign Cash Advance to Report**

### Cash Advances

<input checked="" type="checkbox"/>	Cash Advance ...	Date Issued	Foreign Amount	Exchange Rate	Amount	Balance
<input checked="" type="checkbox"/>	ZIP Training 7/2...	08/17/2015	\$350.00	1.00000000	\$350.00	\$350.00
<input checked="" type="checkbox"/>	Birdie Training 0...	08/17/2015	\$200.00	1.00000000	\$200.00	\$200.00

Assign Cash Advance to Report Cancel

# TTE FAQ Spotlight

## June-August 2015

### Step 2: Account for the Cash Advance

- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under **Cash Advances**.
- When you have entered all the expenses applicable to the Cash Advance(s) and are ready to reconcile any balances, select it.

Manage Expenses Cash Advances ▾

### Weekly Travel (0801 to 15)

+ New Expense Details ▾ Receipts ▾ Print / Email ▾

Expenses

<input type="checkbox"/>	Date ▾	Expense	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	08/13/2015	Personal Car Mileage	\$77.63	\$77.63
<input type="checkbox"/>	08/12/2015	Fixed Meals Rome (Single Day), Georgia	\$21.00	\$21.00
<input type="checkbox"/>	08/11/2015	Hotel ABC Hotel, Valdosta, Georgia	\$300.00	\$300.00
<input type="checkbox"/>	08/10/2015	Fixed Meals Decatur (Single Day), Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/09/2015	Fixed Meals Valdosta, Georgia	\$16.50	\$16.50
<input type="checkbox"/>	08/08/2015	Fixed Meals Valdosta, Georgia	\$22.00	\$22.00
<input type="checkbox"/>	08/07/2015	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<input type="checkbox"/>	08/03/2015	Parking ABC Parking, Morrow, Georgia	\$5.25	\$5.25
<input type="checkbox"/>	08/03/2015	Tolls	\$3.25	\$3.25

New Expense

Expense "

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

Recently Used Expense Types

- Hotel
- Parking
- Cash Advance Return

All Expense Types

Business Promotions

- Other Promotional Expense
- Trade Shows
- Cash Advance
- Cash Advance Return

...Other

- Laundry
- Miscellaneous
- Notary Costs
- Office Supplies
- Other Operating Expenses - Pass

- The **Cash Advance Return** expense type opens:

New Expense Available Receipts

Expense Type: Cash Advance Return Date: 08/14/2015 Description: Normal biz

Amount: 305.37 USD

Cash Advances Assigned to Report

Cash Advance ...	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Birdie Training 0...	\$200.00	1.00000000	\$200.00	\$200.00	\$0.00
ZIP Training 7/2...	\$350.00	1.00000000	\$350.00	\$105.37	\$244.63

Save Attach Receipt Cancel

- Review the information in the **Cash Advances Assigned to Report** section
  - If an amount appears in the **Balance** column, this needs to be returned to your Agency per the OPB Travel Advances Policy.
  - In our example, two Cash Advances were reconciled on this expense report. The balance due is the total of the balances.

# TTE FAQ Spotlight

June-August 2015

- Enter the amount of the balance due in the **Amount** field. If there is no balance due, enter 0.00 in the **Amount** field.
  - NOTE: You cannot submit an expense report with an attached cash advance without entering this item, even if it is zero
- Enter the date you returned any funds due to your Agency or the Expense Report date if there is no balance due in the **Date** field.
- Attach a copy of any receipt of the returned funds attach it to the item by clicking on **Attach Receipt**. This is the same as attaching a receipt to any item.
- Click **Save**
- The **Cash Advance Return** now shows on the Expense Report.
  - The **Total Amount** displayed is the amount of the Cash Advance Return plus the expenses reported and the **Total Requested** is the total of the Expenses reported on this Expense Report.
    - ❖ In our example, the \$305.37 due back to the Agency was entered as a **Cash Advance Return** so the **Outstanding Advance** is zero, the **Total Amount** is the total of expenses plus the cash advance returned to the agency, and **Total Requested** is the total of the expenses. If no money had been due back to the Agency the last two totals would be the same.

Weekly Travel (0801 to 15)

+ New Expense

Click to edit report name and other details

Details Receipts Print / Email

Expenses

<input type="checkbox"/>	Date	Expense	Amount	Requested
<input type="checkbox"/>	08/14/2015	Cash Advance Return	\$305.37	\$0.00
<input type="checkbox"/>	08/13/2015	Personal Car Mileage	\$77.63	\$77.63
<input type="checkbox"/>	08/12/2015	Fixed Meals Rome (Single Day), Georgia	\$21.00	\$21.00
<input type="checkbox"/>	08/11/2015	Hotel ABC Hotel, Valdosta, Georgia	\$300.00	\$300.00
<input type="checkbox"/>	08/10/2015	Fixed Meals Decatur (Single Day), Georgia	\$36.00	\$36.00
<input type="checkbox"/>	08/09/2015	Fixed Meals Valdosta, Georgia	\$16.50	\$16.50
<input type="checkbox"/>	08/08/2015	Fixed Meals Valdosta, Georgia	\$22.00	\$22.00
<input type="checkbox"/>	08/07/2015	Fixed Meals Savannah, Georgia	\$27.00	\$27.00
<input type="checkbox"/>	08/03/2015	Parking ABC Parking, Morrow, Georgia	\$5.25	\$5.25
<input type="checkbox"/>	08/03/2015	Tolls Morrow, Georgia	\$3.25	\$3.25
<input type="checkbox"/>	08/02/2015	Fixed Meals Augusta (Single Day), Georgia	\$36.00	\$36.00

OUTSTANDING ADVANCE \$0.00

TOTAL AMOUNT \$850.00

TOTAL REQUESTED \$544.63

- NOTE: When you create a new expense report, TTE will automatically give you the opportunity to attach the unused Cash Advance.

# TTE FAQ Spotlight

June-August 2015

- NOTE: This information is being posted to the Cash Advance category of the How to Documents section of the TTE Training page of the SAO website.

## 4. How do I add a Request to my Expense Report?

The following are links to documents available in the How To section of the TTE Training Section of the SAO website:

[Link a Request to an Expense Report](#)

If you have a problem with the link::

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

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

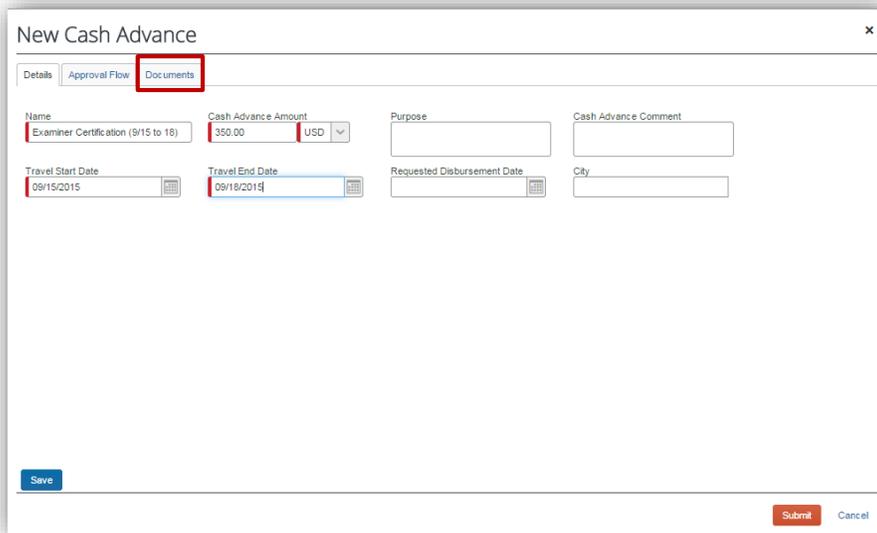
Select *How to Documents*

Select *Request*

Select *Link a Request to an Expense Report*

## 5. How do I Attach a Document to a Cash Advance?

- Create a Cash Advance Request as Usual

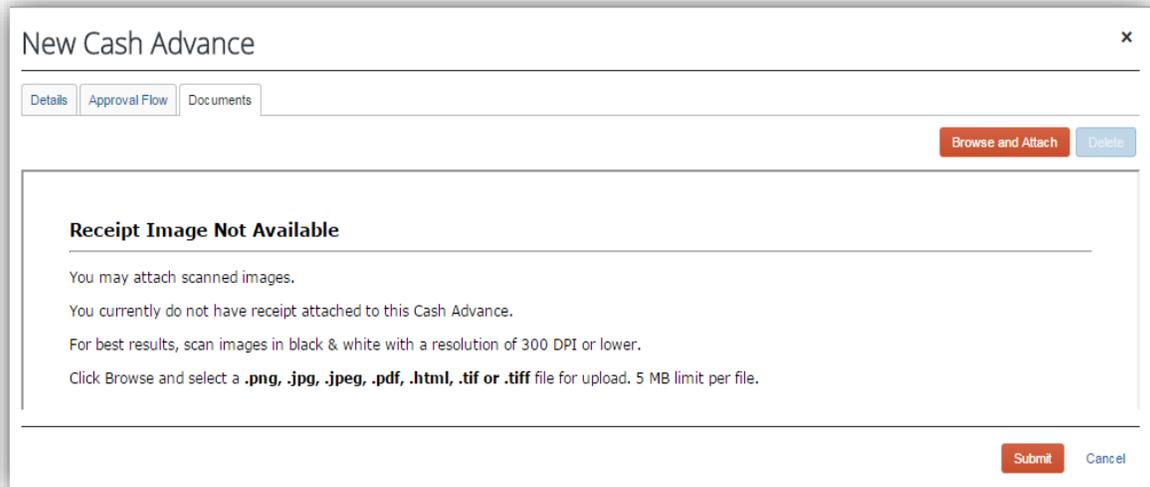


The screenshot shows a web application window titled "New Cash Advance". At the top, there are three tabs: "Details", "Approval Flow", and "Documents". The "Documents" tab is highlighted with a red box. Below the tabs, the form contains several input fields: "Name" (with the value "Examiner Certification (9/15 to 18)"), "Cash Advance Amount" (with the value "350.00" and a currency dropdown set to "USD"), "Purpose", "Cash Advance Comment", "Travel Start Date" (with the value "09/15/2015"), "Travel End Date" (with the value "09/18/2015"), "Requested Disbursement Date", and "City". At the bottom left, there is a "Save" button, and at the bottom right, there are "Submit" and "Cancel" buttons.

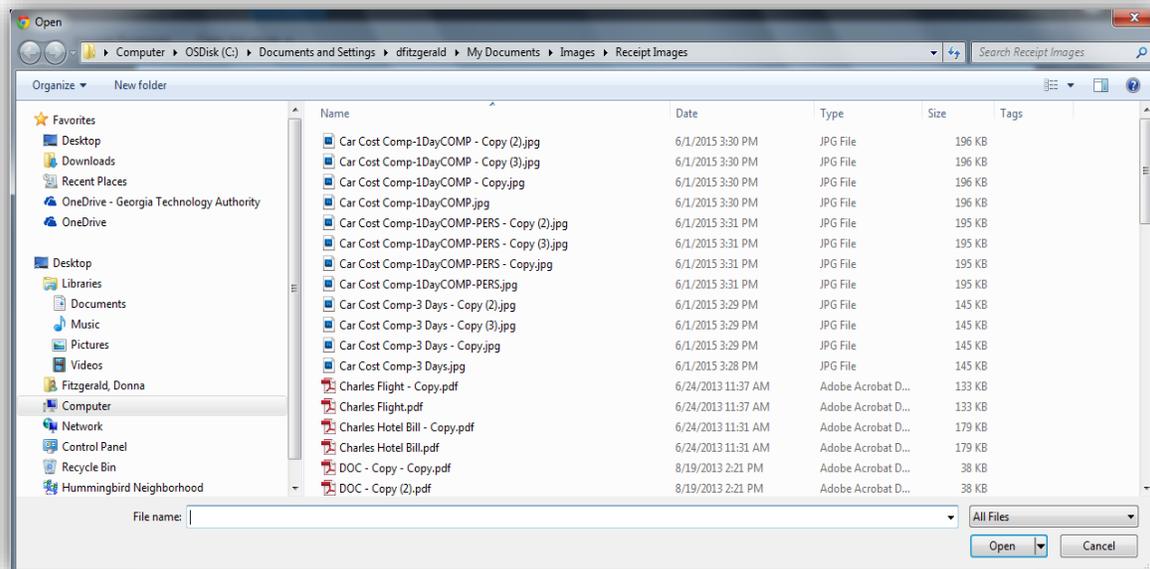
- BEFORE submitting the request, click on the Documents tab

# TTE FAQ Spotlight

## June-August 2015



- The information regarding image requirements, file types, etc., appears on the screen.
- Click on **Browse and Attach**



- Navigate your PC to locate the file to attach, select it and click on **Open**.
- The file will attach to the Cash Advance Request
  - You may attach more than one document to the request.

# TTE FAQ Spotlight

## June-August 2015

### New Cash Advance

Details | Approval Flow | Documents

Browse and Attach | Delete



#### Car Rental Cost Comparison Results

Number of business miles you plan to drive: 425.  
Number of days for which you plan to rent the vehicle: 3.  
Reimbursement for driving your personal car is 425 miles x \$0.575 per mile equals: \$244.37.

Pickup Location	Compact
Hertz Capitol Hill Location	\$114.25

Hertz Capitol Hill Location--Compact \$114.25 **Best Value**  
Reimbursement for driving your personal car \$244.37 **Second Best Value**

Submit | Cancel

- Click **Submit** to send the Cash Advance Request for approval.