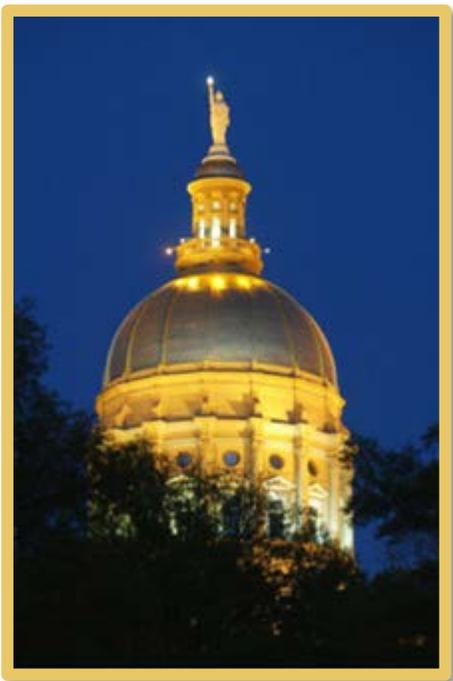


2015

TTE FAQ Spotlight – March



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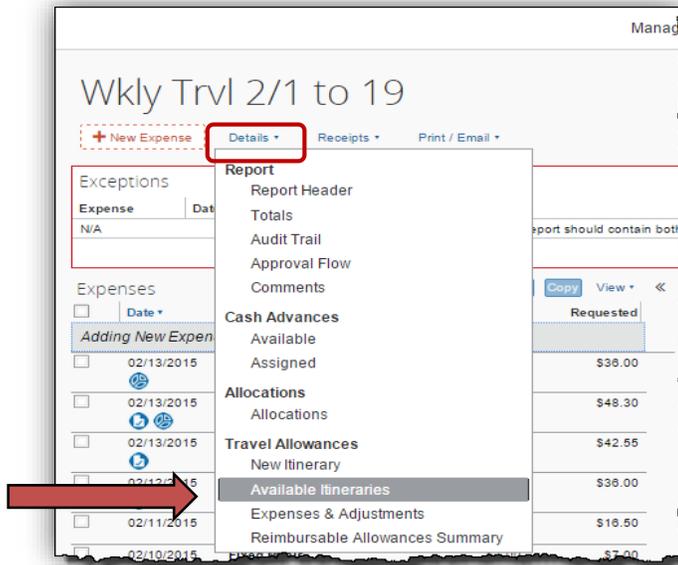
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1. What does a single line itinerary row error mean? How do I correct it?

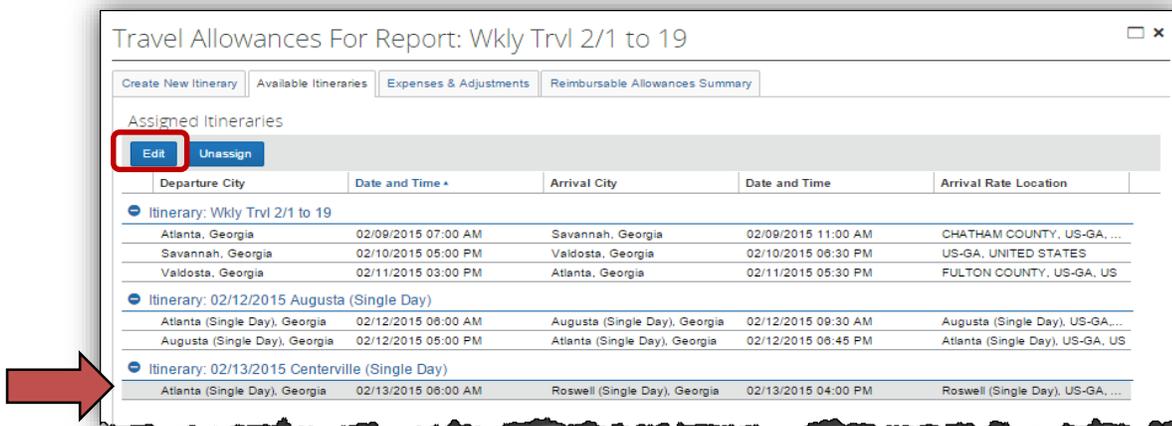
This error message means you didn't complete a Travel Allowance Entry. Each Request for meals Per Diem (Travel Request) has at least two lines. If it does not, you will receive an error. To fix the problem, edit the incorrect entry.

Open 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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- 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: Wkly Trvl 2/1 to 19

Edit Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
02/13/2015 Centerville (Single Day)

Add Stop Delete Rows

	Departure City +	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Atlanta (Single Day), Geor... 02/13/2015 08:00 AM	Roswell (Single Day), Geo... 02/13/2015 04:00 PM	Roswell (Single Day), US...

New Itinerary Stop

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

Date
02/13/2015

Time
5:30 PM

Arrive in (city)
Atlanta, Georgia

Date
02/13/2015

Time
6:30 PM

Save

Go to Single Day Itineraries Next >> Done

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

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Travel Allowances For Report: Wkly Trvl 2/1 to 19

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

Itinerary Info

Itinerary Name
02/13/2015 Centerville (Single Day)

Add Stop | Delete Rows

<input type="checkbox"/>	Departure City *	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Atlanta (Single Day), Geor... 02/13/2015 08:00 AM	Roswell (Single Day), Geo... 02/13/2015 04:00 PM	Roswell (Single Day), US-...
<input type="checkbox"/>	Roswell (Single Day), Geo... 02/13/2015 05:30 PM	Atlanta, Georgia 02/13/2015 08:30 PM	FULTON COUNTY, US-G...

New Itinerary Stop

Depart from (city)
Atlanta, 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: Wkly Trvl 2/1 to 19

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"/>	02/09/2015 Savannah, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	02/10/2015 Valdosta, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$7.00
<input type="checkbox"/>	02/11/2015 Valdosta, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$16.50
<input type="checkbox"/>	02/12/2015 Augusta (Single Day), Ge...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	02/13/2015 Roswell (Single Day), Geor...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00

Update Expenses | Cancel

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

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

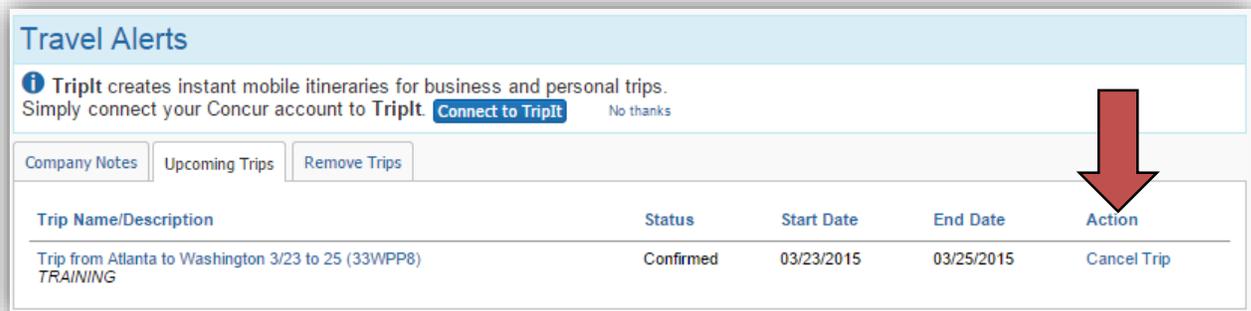
If you try to log into TTE and get the error message “your account has been deactivated” it means you do not have a Vendor ID in TeamWorks. A vendor ID is required to receive travel reimbursements through TTE.

- 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 three options:

1. 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.
2. The employee can cancel the ENTIRE reservation TTE system:
 - Navigate to the trip in **My Trips** on the Home 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



The screenshot shows the 'Travel Alerts' interface. At the top, there is a notification about Triplt. Below that are tabs for 'Company Notes', 'Upcoming Trips', and 'Remove Trips'. A table lists a trip with the following details:

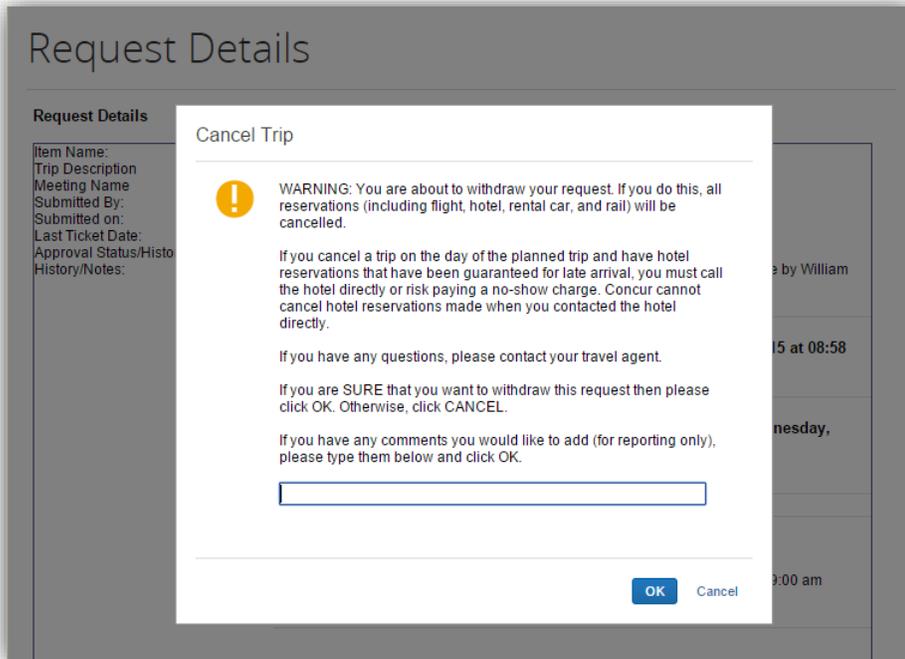
Trip Name/Description	Status	Start Date	End Date	Action
Trip from Atlanta to Washington 3/23 to 25 (33WPP8) TRAINING	Confirmed	03/23/2015	03/25/2015	Cancel Trip

A red arrow points to the 'Cancel Trip' link in the 'Action' column.

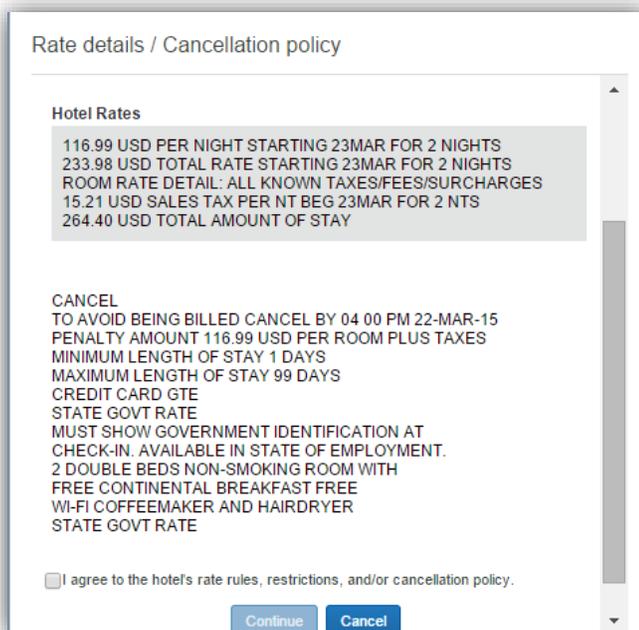
- Click on **OK** to confirm that you want to withdraw the entire trip
- Everything on that trip reservation will be cancelled

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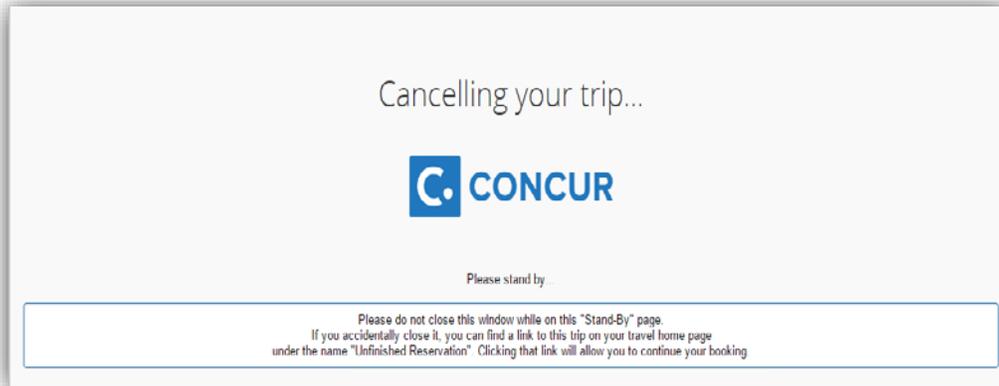
- If there was a hotel reservation on the trip you just cancelled you will need to click on the box next to I agree and then click Continue
 - Currently only hotels require this additional step when cancelling a complete reservation



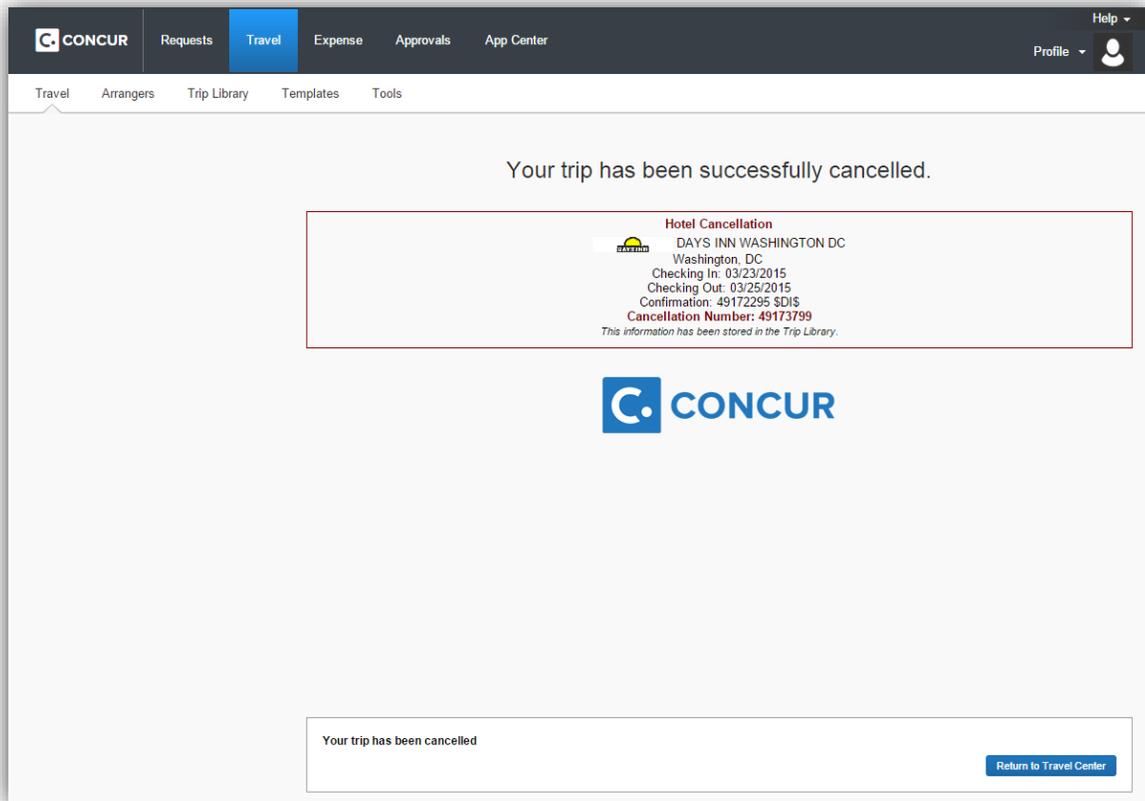
- TTE will begin cancelling your trip

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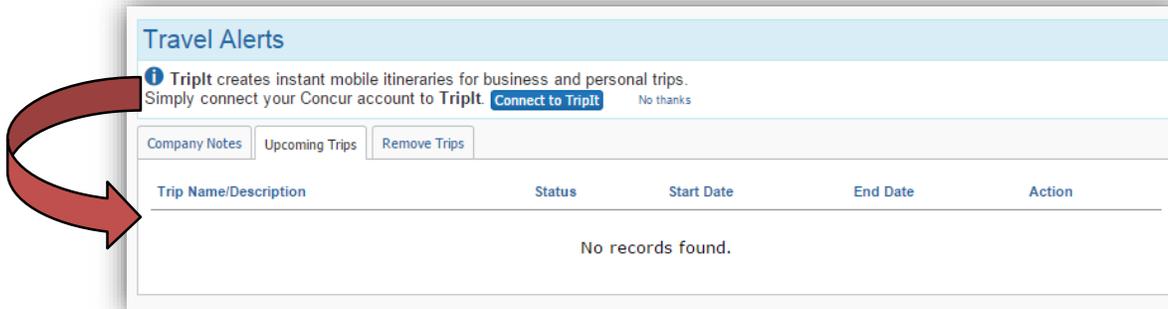
- TTE will advise when the cancellation is complete. Click on **Return to Travel Center**



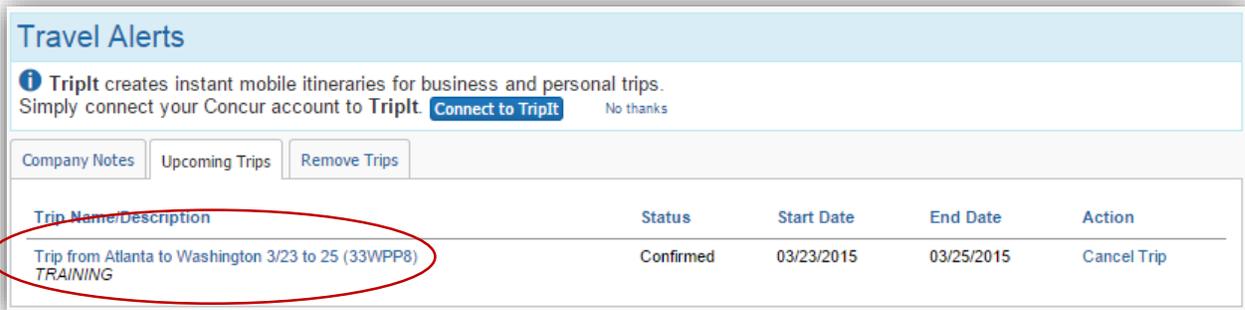
- The trip will no longer appear in the *Trip List* or *Upcoming Trips* but will appear in the Trip Library as a withdrawn trip.

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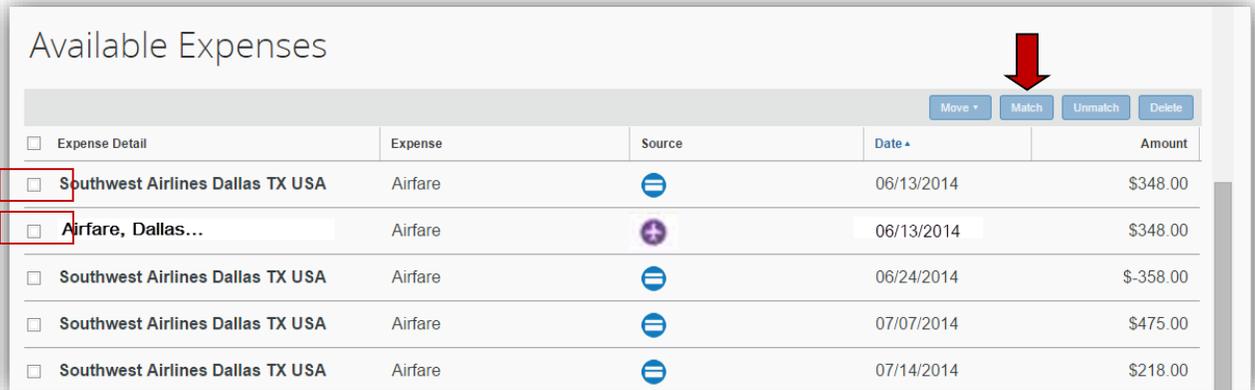
3. The employee can cancel ONLY the airfare and leave the remainder of the reservation intact (car and/or hotel)
 - Click on the Trip Name to open the Travel Itinerary



- Select **Cancel All Air** on the first air segment to completely cancel all airline reservations 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. (Note: For Southwest, call Travel, Inc. to book the reservation and use the open ticket.)
 - 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.*

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

Available Expenses



<input type="checkbox"/> Expense Detail	Expense	Source	Date	Amount
<input type="checkbox"/> Southwest Airlines Dallas TX USA	Airfare	=	06/13/2014	\$348.00
<input type="checkbox"/> Airfare, Dallas...	Airfare	+	06/13/2014	\$348.00
<input type="checkbox"/> Southwest Airlines Dallas TX USA	Airfare	=	06/24/2014	\$-358.00
<input type="checkbox"/> Southwest Airlines Dallas TX USA	Airfare	=	07/07/2014	\$475.00
<input type="checkbox"/> Southwest Airlines Dallas TX USA	Airfare	=	07/14/2014	\$218.00

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.

You can do this from Available Expenses or inside an existing expense report

- Click on the checkbox next to the Corporate Card item you want to match to a trip
 - In our example we selected the Southwest Airlines charge appearing for 06/13/2014 for \$348.00.
- Then click on the matching **Trip**: item. The dollar amount should be the same but the date may not be.
 - In our example it is Airfare, Dallas 06/13/2014 for \$348.00.
- Once you select the items, the Match button will activate; click on the **Match** button.
- You will have two options: **To New Report** or *select an existing un-submitted report from the list that appears*
- The items will be matched and imported or moved as one item into your expense report.
- If you have multiple items, do this for each item.

NOTE: Do not use the Move or Import button or each item will remain separate!

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

- You may Import Available Expenses into a report directly from Available Expenses or Move Available Expenses into a report inside an open report
- Move from Available Expenses:
 - Access **Available Expenses** from the *Home Page* or from the *Expenses Tab*
 - Select the expenses you wish to move to a report
 - Click on **Move**

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Available Expenses

<input type="checkbox"/>	Expense Detail	Expense	Source	Date	Amount
<input checked="" type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare		06/13/2014	\$348.00
<input checked="" type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare		06/19/2014	\$348.00

- Select **To New Report** to create a new report to move the expenses to or select an existing report from the list that displays. These could be airfare, rental car, hotels and/or Travel Agency Fee. For our example, we chose an existing report

The screenshot shows the 'Training-Jan-Feb' report interface. At the top, there are buttons for 'New Expense', 'Import', 'Details', 'Receipts', and 'Print / Email'. Below this, there are sections for 'Exceptions', 'Expenses', and 'Available Expenses'. The 'Available Expenses' window is open, showing a list of expenses with columns for 'Expense Detail', 'Expense', 'Source', 'Date', and 'Amount'. A red circle highlights the 'Import' button in the 'Available Expenses' window.

- Open any airfare, hotel or rental car expenses with a critical error and enter any missing required information.
- Import Available Expenses into an existing report:
 - Open an existing report from the *Home Page* or from the *Expenses Tab*
 - Click on **Import**

This screenshot shows the 'Training-Jan-Feb' report interface with the 'Import' button highlighted by a red box. The 'Import' button is located in the top navigation bar, between the 'New Expense' and 'Details' buttons.

- Click on the check box next to any expenses you wish to import (airfare, rental car, hotel, and/or travel agency fees)

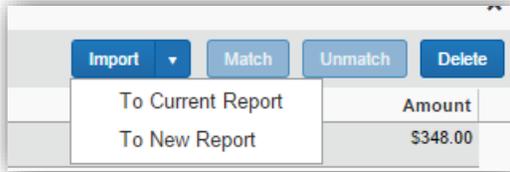
The screenshot shows the 'Available Expenses' window with a red arrow pointing to the check box next to the first expense. The table contains the following data:

<input type="checkbox"/>	Expense Detail	Expense	Source	Date	Amount
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare		06/13/2014	\$348.00
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare		06/19/2014	\$348.00

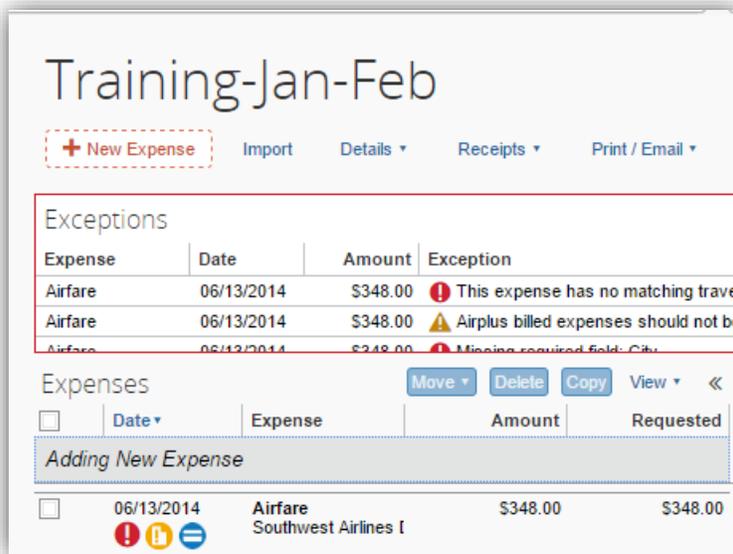
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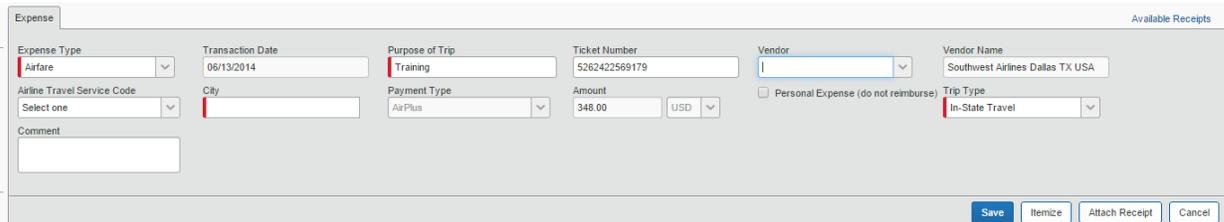
- When you select an item, the Import button activates; click on **Import**.
 - If you click on the drop down arrow instead of the button, choose **To Current Report**



- The expenses will be added to your expense report



- If you see a Red Exception Flag  on any expense, you must open the expense item and complete any required fields that do not have data or the expense report cannot be submitted
 - Click on the item with the red flag you wish to correct



- Enter any missing required data.
 - In our example the City was missing. **City** is a required data field in this example. Airfare, Rental Car and Hotel expenses have different required fields that must have data entered but that do

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not import from the travel vendor's reservation information. The information is available on the expense receipt.

- Hotels additionally require you to itemize the nightly charges.
- Click on **Save** to update the Expense Entry.

6. What's New in TTE?

*A new streamlined, modernized and simpler user interface was 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 in the *What's New in TTE* link on the TTE Training Page on the SAO website. Additionally a new Approver Handbook, TTE System User Reference Guide, and TTE Buttons and Icons documents are available in the Reference Materials section. Updated, pre-recorded Basic Training Webinars are being posted to the Basic Training Webinar Series section.*