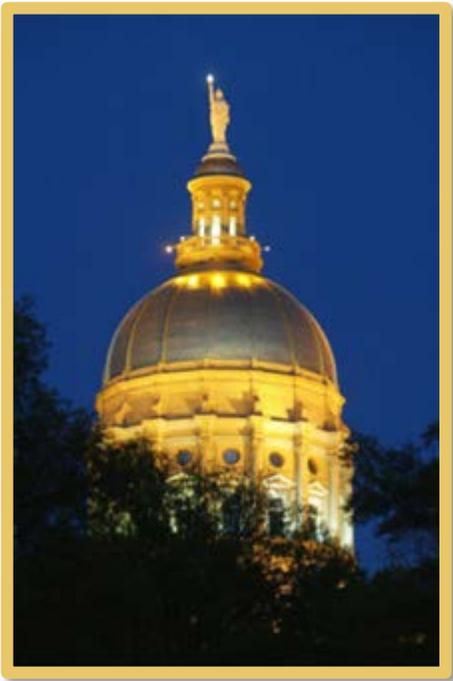


2015

TTE FAQ Spotlight – November



Top 5 Support Questions Last Month

1. What does a single line row itinerary error mean?
2. When reserving my rental car, the system said I was confirmed. Why did my reservation cancel?
3. How long does it take travel fees to show up in Available Expenses?
4. How do I itemize my hotel expenses?
5. How do I account for a Cash Advance in my expense report?

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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.

This issue has already been documented step by step with screen shots and is available on the following link to the TTE Training section of the SAO website:

[Fix a Single Line Itinerary Row Error](#)

Manual navigation details:

www.sao.georgia.gov

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

Select *How to Documents*

Select *Meals-Travel Allowances*

Select *Fix a single line itinerary row error*

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

When making ANY travel reservation you must select Confirm Booking to go all the way to the *Finished* screen or the reservation will automatically cancel. If your reservation automatically cancelled, that indicates you exited the reservation process BEFORE you completed the reservation process even though you may have received a Pre-Ticket Itinerary email. There are two emails for any reservation a Pre-Ticket Itinerary and a Ticketed Itinerary email once the reservation is confirmed.

This issue has already been documented step by step with screen shots and is available on the following link to the TTE Training section of the SAO website:

[Why did my confirmed car reservation cancel?](#)

Manual navigation details:

www.sao.georgia.gov

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

Select *How to Documents*

Select *Rental Cars*

Select *Why did my confirmed car reservation cancel?*

3. How long does it take travel fees to show up in Available Expenses?

Travel Agency Fees and reservations can generally take up to 72 hours to appear in Available Expenses. SO, you might not be able to complete and submit an expense report the same day you complete the travel.

4. How do I itemize my hotel expenses?

All hotel expenses must be itemized whether reserved through TTE Travel, Direct Billed to your agency, or not booked through TTE and paid out of pocket by the traveler.

This issue has already been documented step by step with screen shots and is available on the following link to the TTE Training section of the SAO website:

[Enter and Itemize Direct Billed Hotel Expenses](#)

[Enter and Itemize Out of Pocket Hotel Expenses with no Reservation in TTE](#)

[Itemize Hotel Expenses with Multiple Room Rates](#)

Manual navigation details:

www.sao.georgia.gov

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

Select *How to Documents*

Select *Hotel*

Select *Enter and Itemize Direct Billed Hotel Expenses*

Select *Enter and Itemize Out of Pocket Hotel Expenses with no Reservation in TTE*

Select *Itemize Hotel Expenses with Multiple Room Rates*

5. How do I account for a Cash Advance on my expense report?

Cash Advances requested and approved through TTE must be accounted for on the expense report that contains the actual expenses related to the advance.

This issue has already been documented step by step with screen shots and is available on the following link to the TTE Training section of the SAO website:

[Account for a Cash Advance on an Expense Report.](#)

Manual navigation details:

www.sao.georgia.gov

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

Select *How to Documents*

Select *Cash Advance*

Select *Account for a Cash Advance on an Expense Report.*