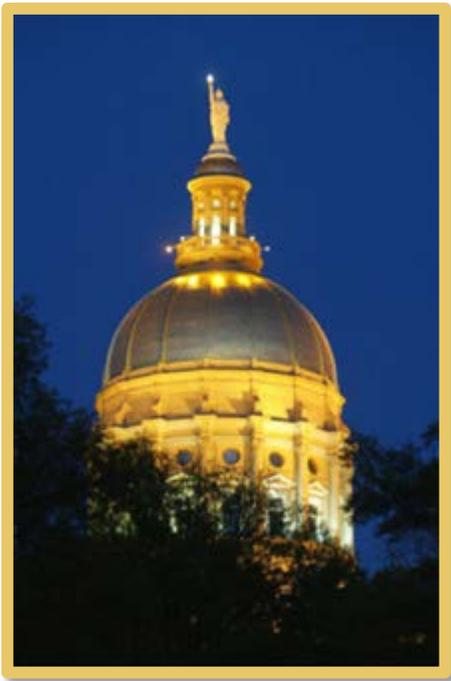


2014

TTE FAQ Spotlight – October



Top 5 Support Questions Last Month

1. What does a single line itinerary row error mean? How do I fix it?
2. My meals are not calculating properly. What do I do?
3. My supervisor doesn't show up in the drop down box as my approver. What do I do?
4. How do I account for a Cash Advance I received on an existing Expense Report?
5. How do I add an approved Request to my Expense Report?

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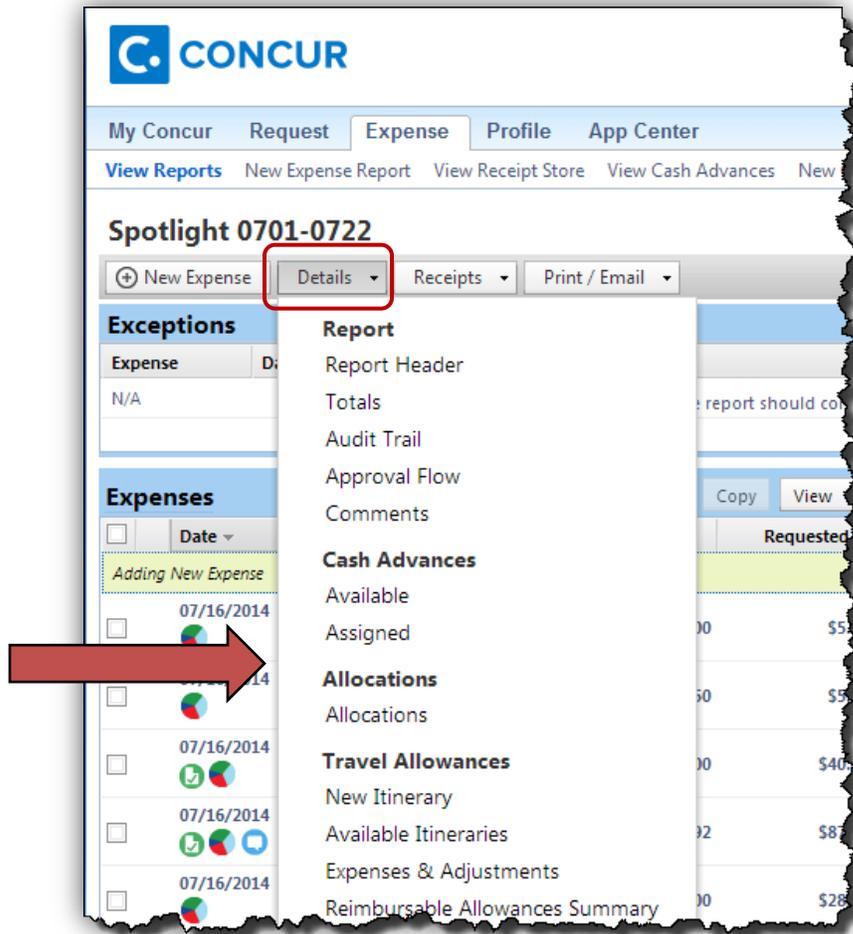
1.	What does a single line itinerary row error mean? How do I correct it?	3
2.	My meals are not calculating properly. What do I do?.....	6
3.	My supervisor doesn't show up in the drop down box as my approver. What do I do?.....	11
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5.	How do I add an approved Request to my Expense Report?	15

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:

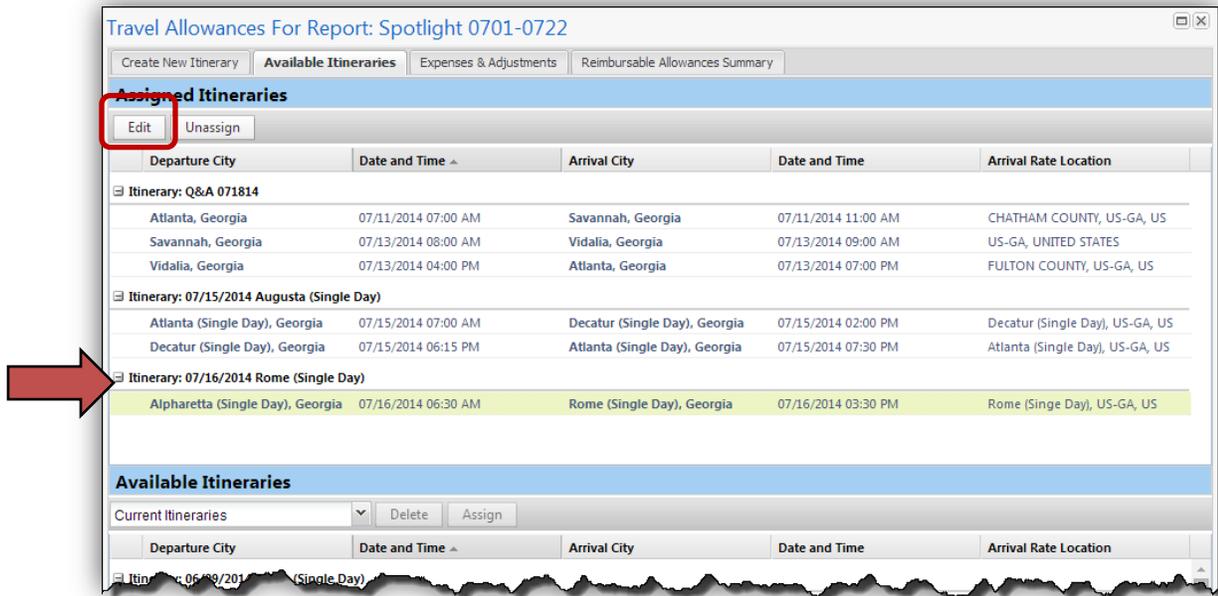
- Click on the **Details** tab
- Select **Available Itineraries**



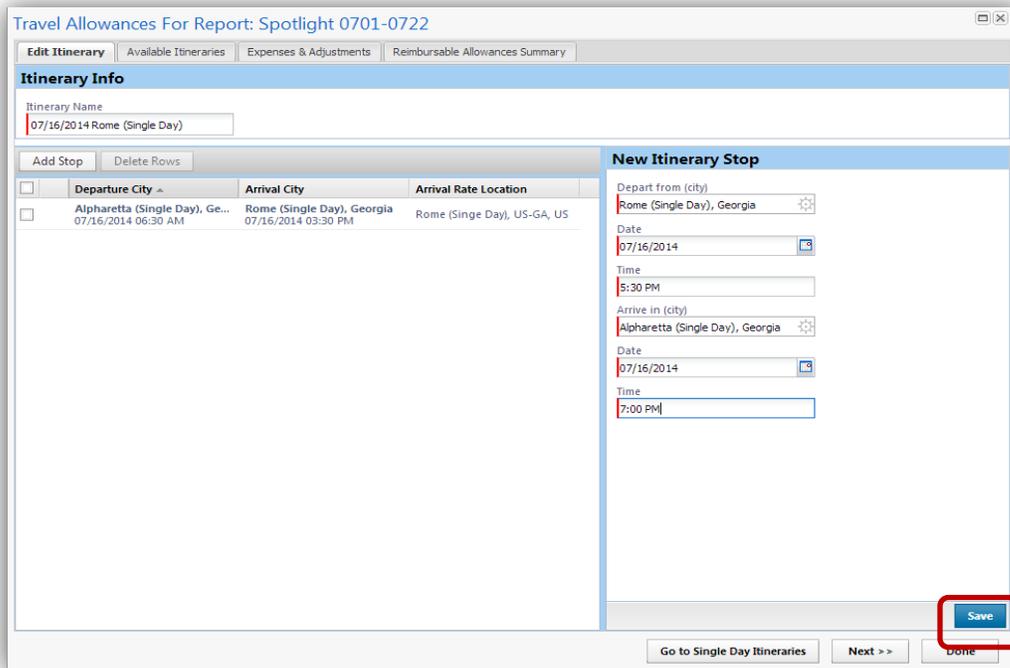
- Locate the Travel Allowance in the Assigned Itineraries section with only 1 line and select it.
- Click on **Edit**.

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- 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**



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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

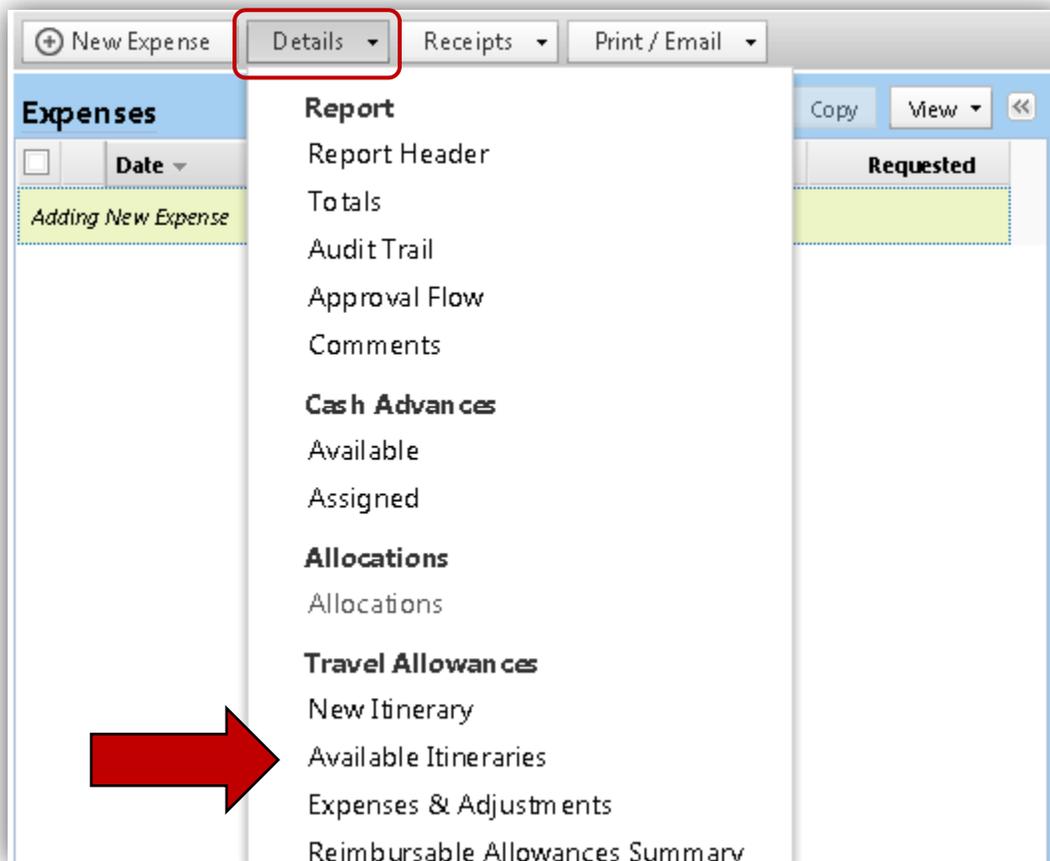
October 2014

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

2. My meals are not calculating properly. What do I do?

If meals are not calculating properly, it generally indicates that you have chosen an incorrect location type. When requesting meals NOT associated with an overnight stay, all locations must have (Single Day) in the location name and must be entered in the Single Day Itineraries form; when requesting meals associated with an overnight stay DO NOT choose locations with (Single Day) in the name and must be entered in the Standard Itinerary form.

To correct an entry you must edit the existing information. Open the expense report if not already open, click on **Details** and select **Available Itineraries**.to open Travel Allowance



To fix a location error on an existing Travel Allowance Itinerary item:

- Select the entry in **Assigned Itineraries**
- Click on **Edit**.

TTE FAQ Spotlight

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Travel Allowances For Report: InState Travel 9/1 to 15

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments 4 Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: 09/11/2013 Augusta (Single Day)				
Atlanta, Georgia	09/11/2013 07:00 AM	Augusta (Single Day), Georgia	09/11/2013 09:00 AM	Augusta (Single Day), US-GA...
Augusta (Single Day), Georgia	09/11/2013 06:00 PM	Atlanta, Georgia	09/11/2013 06:00 PM	FULTON COUNTY, US-GA, US
Itinerary: 09/12/2013 Moultrie (Single Day)				
Atlanta, Georgia	09/12/2013 06:00 AM	Moultrie (Single Day), Geor...	09/12/2013 09:00 AM	Moultrie (Single Day), US-GA...
Moultrie (Single Day), Geor...	09/12/2013 05:00 PM	Atlanta, Georgia	09/12/2013 08:00 PM	FULTON COUNTY, US-GA, US
Itinerary: 09/13/2013 Ringgold (Single Day)				
Atlanta, Georgia	09/13/2013 07:00 AM	Ringgold (Single Day), Geor...	09/13/2013 09:00 AM	Ringgold (Single Day), US-G...
Ringgold (Single Day), Geor...	09/13/2013 05:00 PM	Atlanta, Georgia	09/13/2013 07:00 PM	FULTON COUNTY, US-GA, US

- The Standard Itinerary from opens. Travel Allowances for Travel With and Without an Overnight Stay are edited on the Standard Itinerary.

Travel Allowances For Report: InState Travel 9/1 to 15

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments 4 Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
09/13/2013 Ringgold (Single Day)

Add Stop Delete Rows

	Departure City	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Atlanta, Georgia	Ringgold (Single Day), G...	Ringgold (Single Day), US...
<input type="checkbox"/>	09/13/2013 07:00 AM	09/13/2013 09:00 AM	
<input type="checkbox"/>	Ringgold (Single Day), G...	Atlanta, Georgia	FULTON COUNTY, US-GA...
	09/13/2013 05:00 PM	09/13/2013 07:00 PM	

New Itinerary Stop

Depart from (city)

Date

Time

Arrive in (city)

Date

Time

Save

Go to Single Day Itineraries Next >> Cancel

- Click on the checkbox next to entry to open it for editing

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- If a leg is missing enter the information in *New Itinerary Stop*.
- When editing meals for a single day, you must select only location names containing (Single Day) to calculate the correct allowance.
- The data for the item you checked will appear in **Edit Itinerary Stop**.
- Each Travel Allowance must have at least TWO lines of entry. Travel Allowances associated with an overnight stay may have more than two lines.

Travel Allowances For Report: InState Travel 9/1 to 15

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments 4 Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
09/13/2013 Ringgold (Single Day)

Add Stop Delete Rows

<input type="checkbox"/>	Departure City ^	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Atlanta, Georgia 09/13/2013 07:00 AM	Ringgold (Single Day), G... 09/13/2013 09:00 AM	Ringgold (Single Day), US...
<input checked="" type="checkbox"/>	Ringgold (Single Day), G... 09/13/2013 05:00 PM	Atlanta, Georgia 09/13/2013 07:00 PM	FULTON COUNTY, US-GA...

Edit Itinerary Stop

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

Date
09/13/2013

Time
05:00 PM

Arrive in (city)
Atlanta, Georgia

Date
09/13/2013

Time
07:00 PM

Save

Go to Single Day Itineraries Next >> Cancel

- Make the necessary corrections. Remember, you may have to correct more than one line to fix a location error!
 - For meals NOT ASSOCIATED with an overnight stay ALL Depart from and Arrive in locations MUST have (Single Day) in the location name.
 - For meals ASSOCIATED with an overnight stay, NO Depart from or Arrive in locations can have (Single Day) in the location name or the rate will not calculate correctly.
- Click **Save**
- Click **Next**

TTE FAQ Spotlight

October 2014

Travel Allowances For Report: InState Travel 9/1 to 15

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments 4 Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: 09/11/2013 Augusta (Single Day)				
Atlanta, Georgia	09/11/2013 07:00 AM	Augusta (Single Day), Georgia	09/11/2013 09:00 AM	Augusta (Single Day), US-GA...
Augusta (Single Day), Georgia	09/11/2013 06:00 PM	Atlanta, Georgia	09/11/2013 06:00 PM	FULTON COUNTY, US-GA, US
Itinerary: 09/12/2013 Moultrie (Single Day)				
Atlanta, Georgia	09/12/2013 06:00 AM	Moultrie (Single Day), Geor...	09/12/2013 09:00 AM	Moultrie (Single Day), US-GA...
Moultrie (Single Day), Geor...	09/12/2013 05:00 PM	Atlanta, Georgia	09/12/2013 08:00 PM	FULTON COUNTY, US-GA, US
Itinerary: 09/13/2013 Ringgold (Single Day)				
Atlanta, Georgia	09/13/2013 07:00 AM	Ringgold (Single Day), Geor...	09/13/2013 09:00 AM	Ringgold (Single Day), US-G...
Ringgold (Single Day), Geor...	09/13/2013 05:00 PM	Atlanta, Georgia	09/13/2013 08:00 PM	FULTON COUNTY, US-GA, US

Available Itineraries

Current Itineraries Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
No Available Itineraries Found				

<< Previous **Next >>**

- Click **Next**
- Adjust for provided meals if necessary.

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Travel Allowances For Report: InState Travel 9/1 to 15

1 Create New Itinerary 2 Available Itineraries 3 **Expenses & Adjustments** 4 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"/>	09/11/2013 Augusta (Single Day), Ge...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$36.00
<input type="checkbox"/>	09/12/2013 Moultrie (Single Day), Ge...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$28.00
<input type="checkbox"/>	09/13/2013 Ringgold (Single Day), G...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$28.00

<< Previous Next >> **Create Expenses** Cancel

- Click **Create Expenses** or **Update Expenses** (whichever one appears)
- The Expense Report will automatically be updated for the changes to the **Fixed Meals** expense entry.

TTE FAQ Spotlight

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Welcome, Donna Fitzgerald [You are administering for: Yourself] Help | Log Out

Concur Georgia

My Concur Request Expense Reporting Administration Profile

View Reports New Expense Report View Receipt Store Process Reports Process Receipts

InState Travel 9/1 to 15 Delete Report Submit Report

New Expense Details Receipts Print / Email

Expenses	Move	Delete	Copy	View	«
<input type="checkbox"/>	Date	Expense	Amount	Requested	
Adding New Expense					
<input type="checkbox"/>	09/13/2013	Fixed Meals Ringgold (Single Day), Georgia	\$28.00	\$28.00	
<input type="checkbox"/>	09/12/2013	Fixed Meals Moultrie (Single Day), Georgia	\$28.00	\$28.00	
<input type="checkbox"/>	09/11/2013	Fixed Meals Augusta (Single Day), Georgia	\$36.00	\$36.00	
			TOTAL AMOUNT	TOTAL REQUESTED	
			\$92.00	\$92.00	

New Expense Receipt Store

Expense

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

Recently Used Expense Types

- Personal Car Mileage
- Office Supplies
- Meals- Actual Meal Allowance (Domestic)
- Hotel
- Rental Cars Only

All Expense Types

Business Promotions

- Other Promotional Expense
- Trade Shows

Communications

- Cellular Phone
- Internet Charges
- Local Phone

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

Until your agency makes the supervisor change in Payroll, the system will reflect your previous supervisor. If your supervisor doesn't show up in the drop down list, contact your Local Travel Administrator immediately.

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

- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

TTE FAQ Spotlight

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The screenshot shows the 'New Expense' form in the TTE software. The 'Report' menu is open, and the 'Assign' option under 'Cash Advances' is highlighted. The form includes fields for 'Expense', 'Amount', and 'Date'. The 'Recently Used Expense Types' section is visible, listing various categories like Hotel, Cash Advance Return, and Personal Car Mileage.

- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**

The screenshot shows the 'Cash Advances' dialog box. The 'Savannah 1/15 to...' entry is selected, and the 'Assign Cash Advance to Report' button is highlighted.

<input type="checkbox"/>	Cash Advance N...	Date Issued	Foreign Amount	Exchange Rate	Amount	Balance
<input checked="" type="checkbox"/>	Savannah 1/15 to...	02/19/2014	\$500.00	1	\$500.00	\$500.00

- The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report
- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under **Cash Advances**. Select it.

TTE FAQ Spotlight

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Test 1/14-31 Delete Report Submit Report

Exceptions

Expense	Date	Amount	Exception
N/A			Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Fixed Meals	01/13/2014	\$27.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Expenses New Expense Receipt Store

Date	Expense	Amount	Requested
01/17/2014	Rental Cars Only Hertz, Atlanta, Geoi	\$125.00	\$125.00
01/17/2014	Hotel Ocean Hotel, Savan	\$500.00	\$500.00
01/17/2014	Fixed Meals Savannah, Georgia	\$21.75	\$21.75
01/16/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/15/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/14/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/13/2014	Fixed Meals Savannah, Georgia	\$27.00	\$27.00

OUTSTANDING ADVANCE: \$0.00
 TOTAL AMOUNT: \$803.75
 TOTAL REQUESTED: \$803.75

New Expense

Expense

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

Recently Used Expense Types

- Hotel
- Cash Advance Return
- Internet Charges
- Personal Car Mileage
- Rental Cars Only

All Expense Types

- Business Promotions
- Other Promotional Expense
- Trade Shows
- Cash Advance
- Cash Advance Return
- Communications
- ...Other
- Laundry
- Miscellaneous
- Notary Costs
- Supplies
- Other Operating Expenses-Passport & Visa

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

New Expense Receipt Store

Expense Type: Cash Advance Return Description: Normal Travel

Amount: USD

Cash Advances Assigned to Report

Cash Advance ...	Foreign Amount	Exchange Rate	Amount	Balance	Amount Used in Report
Savannah 1/15 t...	\$500.00	1	\$500.00	\$0.00	\$500.00

- 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.
- Enter the amount of the balance due in the **Amount** field. If there is no balance due, enter 0.00 in the **Amount** field. You cannot submit an expense report with an attached cash advance without entering this item, even if it is zero

TTE FAQ Spotlight

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- 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, there was no cash due back to the Agency so the **Total Amount** and **Total Requested** are the same. If money had been due back to the Agency they would not match.

Test 1/14-31

New Expense Details Receipts Print / Email

Exceptions

Expense	Date	Amount	Exception
N/A			Expense reports should be submitted
Fixed Meals	01/13/2014	\$27.00	The Transaction Date is Greater than

Expenses Move Delete Copy View

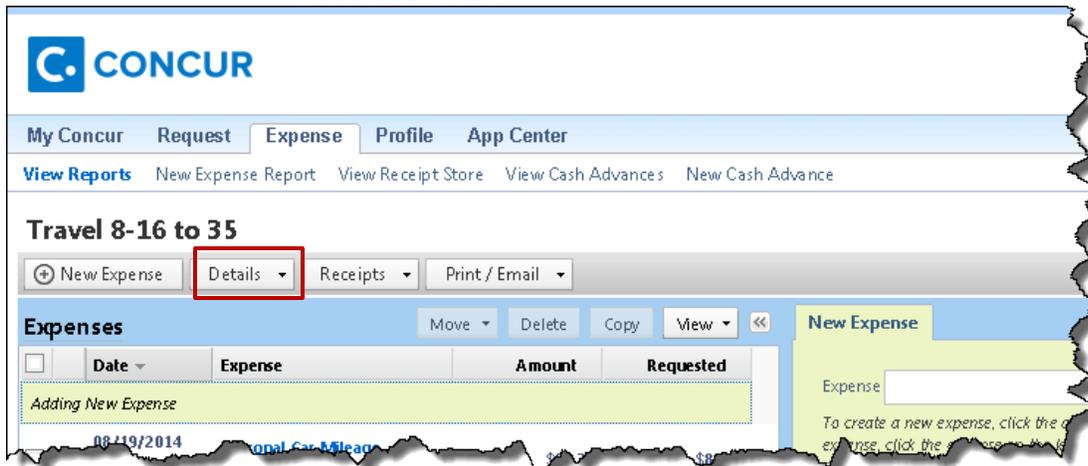
Date	Expense	Amount	Requested
01/31/2014	Cash Advance Return	\$0.00	\$0.00
01/29/2014	Personal Car Mileage	\$70.00	\$70.00
01/17/2014	Rental Cars Only Hertz, Atlanta, Georgia	\$125.00	\$125.00
01/17/2014	Hotel Ocean Hotel, Savannah	\$500.00	\$500.00
01/17/2014	Fixed Meals Savannah, Georgia	\$21.75	\$21.75
01/16/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00
01/15/2014	Fixed Meals Savannah, Georgia	\$20.00	\$20.00

OUTSTANDING ADVANCE \$0.00 **TOTAL AMOUNT** \$803.75 **TOTAL REQUESTED** \$803.75

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

5. How do I add an approved Request to my Expense Report?

- A. When creating a NEW Expense Report.
- When you create a new Expense Report you will have the opportunity to add Requests when the Report Header opens
 - The instructions are the same as for adding a Request to an EXISTING expense report in the following section starting at ** in B below
- B. To add a Request to an EXISTING Expense Report
- Open the Expense Report
 - Click on **Details**



- Click on **Report Header** in the drop down menu

TTE FAQ Spotlight

October 2014

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

- The Report header opens **
- Click on the blue **Add** button in the Requests section

TTE FAQ Spotlight

October 2014

Report header for: Travel 8-16 to 35

Report Date: 08/25/2014
 Report Name: Travel 8-16 to 35
 Trip Type: In-State Travel
 Policy: State of Georgia Expense Policy 1

Trip Start Date: 08/16/2014
 Trip End Date: 08/25/2014
 Purpose of Trip: Weekly Travel
 Comment:

Report Key: 70569
 Report Currency: US, Dollar
 Approval Status: Not Submitted
 Payment Status: Not Paid

Vendor ID: 0000073362
 Special Activity:

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input type="button" value="Add"/> <input type="button" value="Remove"/>					

- A list of the Available Requests will display
- Click in the check box to the left of each Request you wish to add to this expense Report.
- Click on the **Add** button

Available Requests

<input type="checkbox"/>	Request Name	Request ID	Cancelled	Request Total	Amount Appr...	Amount Rem...
<input type="checkbox"/>	ABC Conference 7...	3MCM	No	\$470.00	\$470.00	\$380.00
<input type="checkbox"/>	Conference 8/15 t...	3MDA	No	\$555.00	\$555.00	\$555.00
<input type="checkbox"/>	Orlando Confere...	3MAN	No	\$700.00	\$700.00	\$700.00
<input type="checkbox"/>	Savannah 3/3 to 6	3M4J	No	\$525.00	\$525.00	\$120.00
<input type="checkbox"/>	Savannah 7/10 to...	3MCF	No	\$665.00	\$665.00	\$665.00
<input type="checkbox"/>	Site Reviews 3/1 t...	3M4U	No	\$465.31	\$465.31	\$30.00
<input type="checkbox"/>	So GA Site Review...	3MAK	No	\$150.00	\$150.00	\$150.00
<input type="checkbox"/>	South GA Visits 0...	3MDD	No	\$390.00	\$390.00	\$390.00
<input type="checkbox"/>	Vidalia 2/23 to 25	3M4H	No	\$252.00	\$252.00	\$252.00
<input type="checkbox"/>	WashingtonDC 9/...	3MCR	No	\$903.00	\$903.00	\$903.00

NOTE: It is possible to have more than one approved Request assigned to an expense report. If you do, you will have to identify which Request goes to which Expense item when you enter expenses.