

TeamWorks

Travel and Expense

Powered By Concur Technologies

**Local TTE
Administrator:**
Handbook Binder 2015



Includes the following sections:

- TTE Shared User Administration Handbook
- TTE Proxy Logon Handbook
- TTE Cash Advance Handbook
- TTE Reporting Handbook
- Reconciliation Overview PPT

TeamWorks

Travel and Expense

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TTE Local Admin:
Shared User
Administration Handbook
2015



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Document History

Date	Notes/Comments/Changes
02/07/12	First release of SOG Local Administrator Shared User Administration Handbook. Adapted from Concur Technologies, Inc. materials.
03/31/12	Updated for software updates: new Report Detailing Changes Made to an Employee , change in Delegate window in screenshots, new note on Expense Cash Administrator role. Also, enhanced Document History section, updated and increased screen shots in Section 4: User Permissions to improve clarity.
11/07/13	Updated branding, changed references from Travel Request to Request, renamed document TTE Local Administration: Shared User Administration Handbook.
12/31/14	Added information about: <ul style="list-style-type: none"> • UI Preview role/permission • Two user interfaces

Section 1: Permissions

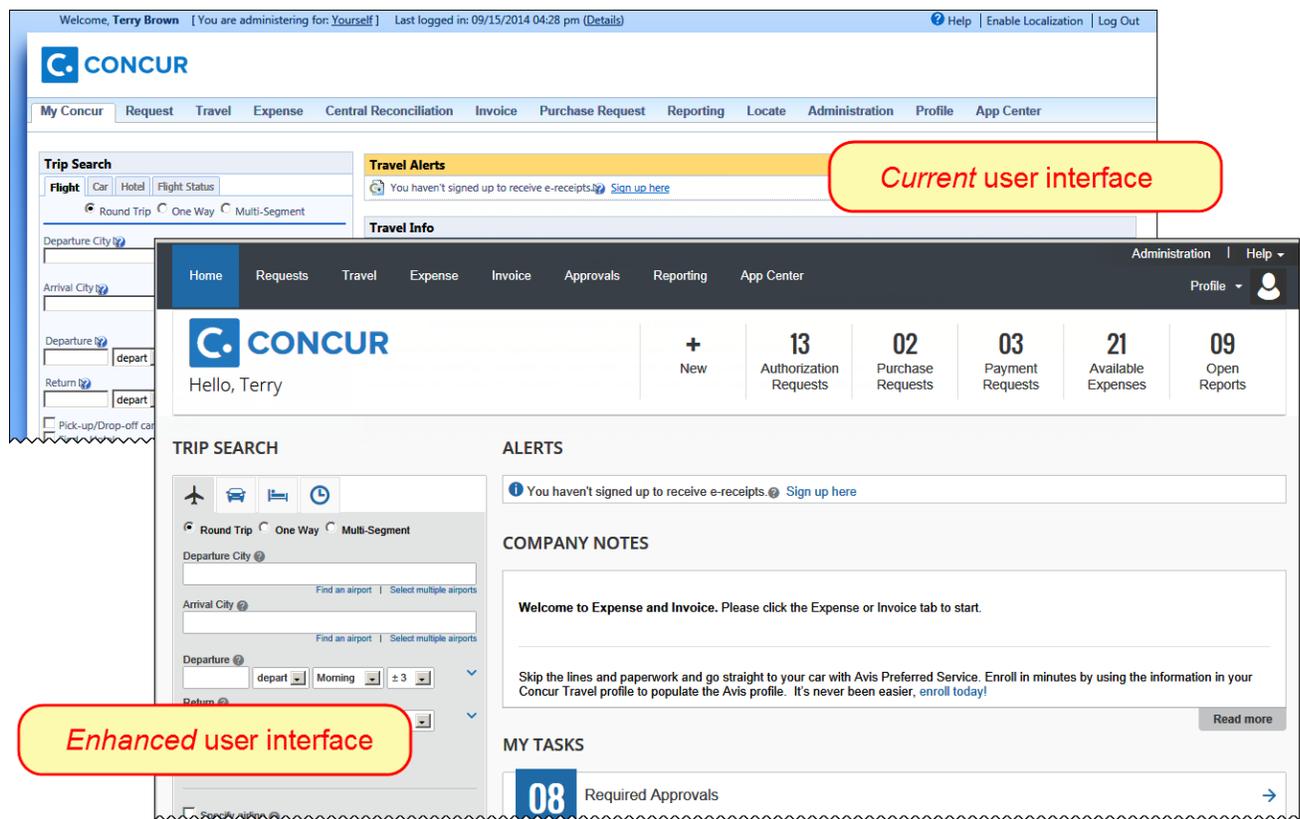
A local agency administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a local agency administrator needs to use this feature and does not have the proper permissions, he/she should contact the SAO Global Administrator at the SAO Customer Service Center.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with the SAO Global Administrator at the Customer Service Center.

Section 2: Two User Interfaces

Concur is in the process of transitioning from the *current* user interface to the *enhanced* user interface.



The enhanced UI brings some long-awaited usability enhancements – some are significant (perhaps involving navigation changes) while others are minor (involving only look-and-feel).

This Guide – Sample Screens and Menu Navigation

For screen samples, this guide may show the *current* UI, the *enhanced* UI, or both. Over time, all screen samples will appear only in the *enhanced* UI. These screens are generic samples from Concur, some items shown on screenshots (such as tabs) may not be configured

In those cases where the menu navigation is different, both sets of steps are shown. Example:

1. In the *current* UI, click **Profile > Other Settings** (left menu).
– or –
In the *enhanced* UI, click **Profile > Profile Settings > Other Settings** (left menu).

Section 3: Overview

The user administration section of Company Administration is used by Travel, Expense, and Request administrators to add new users and modify user profiles. The user administration page contains the fields used on the Employee Profile form in Expense and/or the Travel Preferences fields from Travel. The fields displayed will vary depending on the user role selected for the new user.

NOTE: The User administrator can be restricted from editing his/her own user profile. To enable this setting, contact Concur Client Support to have the appropriate module property updated.

The User Permissions functionality allows administrators to assign Travel, Expense, Concur Insight (formerly Analysis/Intelligence), and Request user roles. This feature is available to users with the Role Administrator Expense role or Permissions Administrator or Company Administrator (Travel) roles.

NOTE: This guide covers the functionality of the User Administration – **Add a User** and **User Permissions** links. For information on the other links under User Administration, refer to the *Concur Travel: Company Administration User Guide*.

User Administration in Travel, Expense, and Request

Administering users can now be controlled by the *type* of user, allowing for administrators that can access only Travel users, and administrators that can access only Expense, or Request users.

NOTE: This feature does *not* prevent the client from administering all types of users at one time under a single role; instead this feature provides an *additional* method of dividing the responsibility of administering users.

User Administration Related Roles and Access

The user assigned the Employee Administrator role has access to the **User Administration** menu and access to the Expense, Invoice, and Request-related users and functions:

- Expense/Request user search
- Expense/ Request User role check boxes*
- Expense/ Request Approver role check boxes*
- Expense/ Request Settings
- Primary fields on the user details page
- Can view users from their assigned employee groups and employee group configurations when using the Expense Advanced Filters
- Can view and optionally edit and register a car on behalf of a user
- Can be restricted to read-only access for auditing purposes

* Check boxes can be removed from display to prevent assignment by the role – refer to *Suppressing Assignment of Roles Using Role Check Boxes in User Details* in this document for more information.

The user assigned the User Administration role has access to the **User Administration** menu and access to the Travel-related functions:

- Travel user search
- Travel Wizard User role check box
- Travel Settings
- Primary fields on the user details page
- Can view users from all groups unless the Divisional View setting restricts them to only employees in groups they are a member of
- Can be restricted to read-only access for auditing purposes

TIP: Provide *both* the Employee Administrator and the User Administration roles for administrators that need access to Travel, Expense, and/or Request users.

Role Assignment: Access and Related Product Assignments

When assigning either the Role Administrator or Permissions Administrator roles, keep in mind the following logic used by the system to assign the role within other modules as well.

- **Role Administrator:** A user with the Role Administrator role has access to the **User Permissions** menu and access to the **Expense, Request, and Reporting** tabs.
 - ◆ **ASSIGN:** Assign from the **Expense**, or **Request** tab. Assigns Role Administrator to the specified user, and additionally assigns the Permissions Administrator role under Travel.
 - ◆ **REMOVE:** Remove from the **Expense**, or **Request** tab. Removes the role from all excepting the Permissions Administrator role under Travel.

- **Permissions Administrator:** A user with the Permissions Administrator role has access to the **User Permissions** menu and access to the **Travel** tab.
 - ◆ **ASSIGN:** Assign from the **Travel** tab. Assigns Permissions Administrator to the specified user, Travel only.
 - ◆ **REMOVE:** Remove from the **Travel** tab. Removes Permissions Administrator from the specified user, Travel only.

TIP: Provide *both* the Employee Administrator and the User Administration roles for administrators that need access to Travel, Expense, and/or Request users.

Segregating the User Administration Duties

Best Practice for user security is to segregate the duties for:

- Creating users
- Assigning roles to users
- Maintaining user roles and preferences
- Auditing records under read-only roles

! **IMPORTANT:** An administrator should *not* be able to create a user *and* assign the extended user roles. The basic user roles (Expense User, Invoice User, etc.) can be assigned on the user details page by the Employee/User Administrator.

These roles allow segregation of these duties:

- **Employee Administrator/User Admin:** Provides access to the User Administration function. The user can assign only the basic user roles (Expense User, Travel User), using the check boxes in the user details page that appears when you open a user for administration.

TIP: You can have these check boxes removed from display, preventing assignment of these roles – see *Suppressing Assignment of Roles Using Role Check Boxes in User Details* in this document for more information.

- **Role Administrator/Permission Admin:** Provides access to the User Permissions function.
- **User Maintenance/Employee Maintenance** (Travel and all else, respectively): Provides access to the User Permissions function, but without the ability to create a new user account.

Two Frameworks for User Permissions

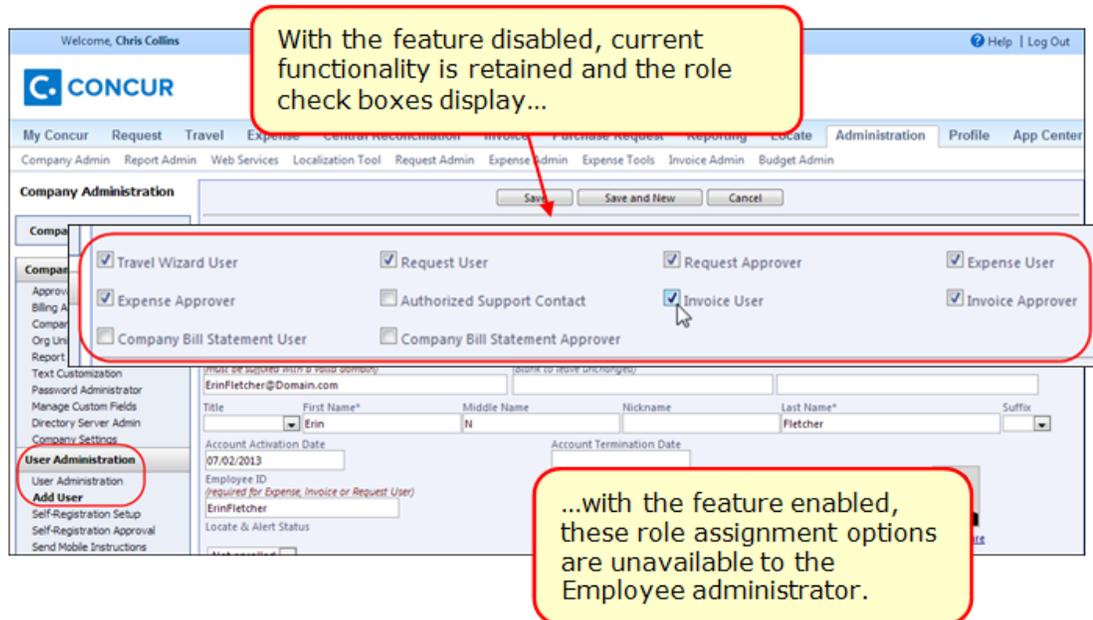
How user permissions are named and managed depends on the module:

- **Permissions:** Travel and Meeting related roles are called *permissions* and are managed from the **Travel** tab in the user permissions section.
- **Roles:** Expense, Invoice, Concur Insight (formerly Analysis/Intelligence), and Request-related roles are called *roles* and are managed from the **Expense, Request, Reporting** tabs in the user permissions section.

Suppressing Assignment of Roles Using Role Check Boxes in User Details

The user assignment check boxes can be removed from display to allow tighter security control of role assignment, preventing a scenario where approval of a substantial amount via a purchase order or expense is granted by way of role assignment with intent to defraud.

The feature works by suppressing the display of the check boxes. To do this, contact Global Travel Administrator at the SAO Customer Service Center,, requesting that the **Allow User Admin to Add/Update Expense Roles** Console (HMC) setting be set to *No*.



Two Methods of Managing Roles in User Permissions

Roles can be managed by two different methods:

- **By User Name:** The administrator searches for the desired user, then selects the user and the roles to assign.
- **By Role:** The administrator searches for the desired role, then selects the users to assign the role to.

The interface in the user permissions section changes depending on the method selected. However, it always contains the following elements:

- Method selection box
- Search area
- User/Role selection box
- Dual lists of roles or users
- Group area

The Password Manager Roles

Some agencies need a user role that can update user passwords but does not have other user administration access. To answer this need, two standard roles are available, both called Password Manager. One role is available to clients with Travel, and one is available to clients with Expense/Request.

Agencies with Travel and Expense/Request can choose how to limit access to users by assigning one or both roles:

- The role on the **Travel** tab in the user permissions section will grant access to the users with the Travel feature enabled. If the Travel settings are set to use Divisional Access, the user will only be able to view and update users in their divisions.
- The role on the **Expense**, or **Request** tab in the user permissions section will grant access to the users with Expense, or Request enabled. The administrator can select the Expense group (Request uses Expense groups) the user has access to when assigning the role.
- If both roles are assigned, the user will be able to view and update users that match their Travel divisional access (if enabled) and selected Expense or Invoice group (Request uses Expense groups).

NOTE: The users with Travel and either Expense/Request have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications.

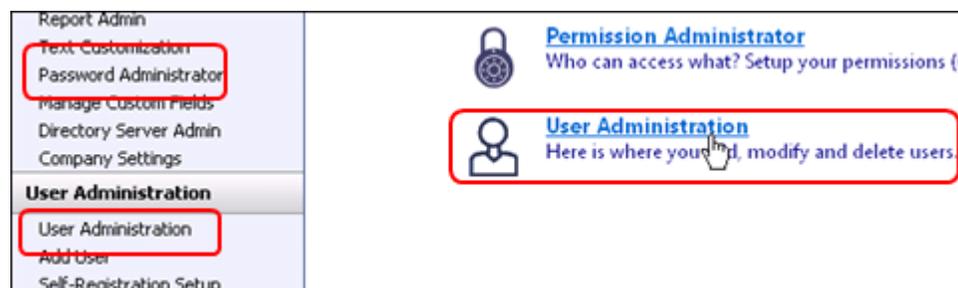
Users with these roles will see the **Password Manager** link on the **Company Administrator** page. These roles have the following access in Password Manager:

- User search functionality found in the user administration section
- Modify access to the Password fields on the user details page
- Read-only access to the Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email fields on the user details page

All other fields on the user details page are hidden.

Suppressing Access to the Password Function

A module property is available that can prevent any password changes within Concur. If the property setting is ON, all password fields in Company Admin (User Administration or Password Administrator) become non-editable (deactivated):



When a new user is added – via the import – the system provides a randomly generated 20-character password.

Section 4: Available Permissions and Roles

The following lists contain the available permissions and roles for Expense, Travel, and Concur Insight (formerly Analysis/Intelligence). The roles are separated into tables based on the tabs in User Permissions.

Expense Tab

Expense Tab		
Role	Description	Product Area
Attendee Administrator	The user assigned this role can view, modify, and activate or inactivate any attendee record in the system. Group-aware: When assigning this role, one or more groups must be selected.	Expense
Attendee Administrator (Read only)	The user assigned to this role is considered a read-only auditor. The user can access and view but not modify and activate or inactivate an attendee record in the system. Group-aware: When assigning this role, one or more groups must be selected.	Expense
Authorized Approver	This is special approver role, which is not assigned the same way as other roles.  Refer to the <i>Expense: Workflow - Authorized Approvers Setup Guide</i> .	Expense
Concur Mobile User	Do not use; is not associated with Concur's mobile app.	
Employee Administrator (Read Only)	The user assigned to this role is considered a read-only auditor. The user can view but not add or edit employee records. Group-aware: When assigning this role, one or more groups must be selected.  Refer to the <i>User Administration in Travel, Expense, and Request</i> section of this guide for more information about assigning roles.	Shared with two or more Concur products
Expense Approver	The user assigned this role can approve expense reports within an assigned group. NOTE: This approver is also automatically assigned as the Travel Approver if the employee is a Travel user.	Expense

Expense Tab		
Role	Description	Product Area
Employee Administrator	<p>The user assigned this role can add and manage employees, including assigning roles, delegates, and preferences. The user can only assign the basic user roles (Expense User, Travel User), using the check boxes on the User Details page. They may also view and optionally edit and register cars on behalf of a user.</p> <p>Group-aware: When assigning this role, one or more groups must be selected.</p> <p> Refer to the <i>User Administration in Travel, Expense, and Request</i> section of this guide for more information about assigning roles.</p> <p> Refer to <i>Expense: Car Configuration Setup Guide</i> for information about configuration and managing cars for the user.</p>	Shared with two or more Concur products
Employee Maintenance	<p>The user assigned this role can manage employees, including assigning roles, delegates, and preferences. However, they cannot create a new user account.</p> <p>Group-aware: When assigning this role, one or more groups must be selected.</p> <p> Refer to the <i>User Administration in Travel, Expense, Invoice, and Request</i> section of this guide for more information about assigning roles.</p>	Shared with two or more Concur products
Expense Cash Advance Administrator	<p>The user assigned this role can view, issue, and manage cash advance requests.</p> <p>Group-aware: When assigning this role, one or more groups must be selected.</p>	Expense
Expense Processor	<p>The user assigned this role:</p> <ul style="list-style-type: none"> • Can view and update expense reports within Expense Processor • Cannot delete expense reports <p>The Access for Processor field limits the reports the processor can view to these options:</p> <ul style="list-style-type: none"> • Display all reports excluding returned reports • Display all reports including returned reports • Display only reports pending processor step and beyond <p>Group-aware: When assigning this role, one or more groups must be selected.</p>	Expense

Expense Tab		
Role	Description	Product Area
Expense Processor (Audit)	<p>The user assigned this role:</p> <ul style="list-style-type: none"> • Can view expense reports within Expense Processor • Cannot update or delete expense reports <p>Group-aware: When assigning this role, one or more groups must be selected.</p>	Expense
Expense Proxy Logon	<p>The user assigned this role can log on to Expense and act as a proxy user for other employees within an assigned group.</p> <p>Group-aware: When assigning this role, one or more groups must be selected.</p>	Expense
Expense User	<p>The user assigned this role can create and submit expense reports and cash advances if those features are used by the user's company.</p>	Expense
Password Manager	<p>The user assigned this role can update passwords for Expense users.</p> <p>User will have read only access to the following fields on the User Details page in User Administration: Title, First Name, Middle Name, Nickname, Last Name, Suffix, and Email.</p> <p>Preventing Access: A module property is available to restrict this role from changing passwords - contact Concur directly to have the <i>Password Access Restriction</i> feature activated.</p> <p>NOTES:</p> <ul style="list-style-type: none"> • The users with Expense and either Travel or Invoice have one password for all applications. When any of the Password Manager roles changes a password, it changes for all applications. • Group-aware: When assigning this role, one or more groups must be selected. 	Shared with two or more Concur products
Role Administrator	<p>A user assigned this role is granted access to the Expense, and Request tabs through User Permissions.</p> <p>Group-aware: When assigning this role, one or more groups must be selected.</p> <p> Refer to the <i>User Administration in Travel, Expense, Invoice, and Request</i> section of this guide for more information.</p>	Shared with two or more Concur products
Travel and Expense Pilot User	Do not use - this role is retired.	

Expense Tab		
Role	Description	Product Area
Travel and Expense User	The user assigned this role can access Concur. The user requires an additional role (Expense User, Travel User, etc.) to access Concur's products.	Shared with two or more Concur products
UI Preview	The user assigned this role can preview the <i>enhanced</i> user interface.	Shared with two or more Concur products

Request Tab

Request Tab	
There are several other roles available on the Request tab that are shared with other Concur products. For a definition of each, refer to the Expense roles.	
Role	Description
Request Approver	The user assigned this role can approve requests within his/her assigned group.
Request Proxy Logon	The user assigned this role can log on to Request and act as a proxy user for other employees within an assigned group. Group-aware: When assigning this role, one or more groups must be selected.
Request User	The user assigned this role can create and submit requests.

Section 5: User Administration Page

This feature requires the User Administrator employee role.

Before You Begin

Before using the user administration section, the Employee Profile form must be configured.



Refer to the *Expense: Forms and Fields Setup Guide* for more information on configuring the employee form.

Accessing User Admin

1. In the *current* UI, click **Administration > Company Admin**.
 – or –
 In the *enhanced* UI, click **Administration > Company** (on the sub-menu) > **Company Admin**.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration**.

2. Click **User Administration** (left menu).

The screenshot displays the 'User Administration' page. The top navigation bar includes 'My Concur', 'Request', 'Travel', 'Expense', 'Central Reconciliation', 'Invoice', 'Reporting', 'Locate', 'Administration', 'Profile', 'App Center', and 'Purchase Request'. Below this, a secondary bar lists 'Company Admin', 'Report Admin', 'Web Services', 'App Center Listings', 'Request Admin', 'Expense Admin', 'Expense Tools', 'Invoice Admin', and 'Budget Admin'. The left sidebar, titled 'Company Administration', lists various administrative tasks, with 'User Administration' highlighted and circled in red. The main content area features a search interface for 'User List for company: VerbThresher'. It includes options to 'Add New User' and 'Import Users', a 'Show Filters' checkbox, and radio buttons for 'Use Travel Advanced Filters' (selected) and 'Use Expense Advanced Filters'. Search criteria include 'Manager' (set to 'All Managers'), 'Org. Unit', and 'Location' (set to 'All Locations'). There are also dropdowns for 'User Status' (set to 'Active') and 'Max Results' (set to '25'). A 'Search Text' field is present, along with a 'Search What' dropdown (set to 'Name, Email, Log-in'). Below these are checkboxes for 'Columns To Display' (Login ID, Manager, Org Unit, Job Title). At the bottom, there is a 'Search' button, a 'Reset' button, and an alphabetical navigation bar (A-Z). A message at the bottom reads: 'Please search for an employee. You can click on a letter to find all employees with that last name.'

Searching for Existing Users

The User administrator can search for existing Travel or Expense users. Users with access to both applications will appear in either search.

Searching for Employees Without Managers

The **Managers** field in the search options is used to find employees that do not have a manager/approver assigned.

- When **Expense Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have an Expense manager/approver to display.
- When **Travel Advanced Filters** is selected, the **No Manager** option in the **Managers** field will cause users who meet all the other search criteria and do not have a Travel manager/approver to display.
- Select the **All Managers** option in the **Managers** field to display users regardless of whether they have a manager assigned.

Searching for Test Users

The Expense Test Users field in the search options is used to include or exclude employees of type *Test User* if any users of this type exist in the system (that is, it will not appear if the system does not detect one or more Test Users).

- **All Users:** The filter is ignored, and all test users are returned.
- **Exclude Test Users:** Return the search results without including any Test Users.
- **Only Test Users:** Include only Test Users in the results of the search.

► **To search for Expense users:**

1. On the user administration page, select (enable) the **Show Filters** check box to view the search fields.

The screenshot shows the user administration interface. At the top, there are links for 'Add New User' and 'Import Users'. Below these, the 'Show Filters' checkbox is checked and highlighted with a red box. Underneath, there are sections for 'Filters', 'User Status', 'Search Text', and 'Columns To Display'. The 'Filters' section includes radio buttons for 'Use Travel Advanced Filters' and 'Use Expense Advanced Filters'. The 'User Status' section has a dropdown for 'Active' and a 'Max Results' dropdown set to '25'. The 'Search Text' section has a text input field containing 'fletcher' and a 'Search What' dropdown set to 'Name, Email, Log-in'. The 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Org. Unit', and 'Job Title', all of which are checked. At the bottom right, there are 'Search' and 'Reset' buttons.

2. Select **Use Expense Advanced Filters**.

The screenshot shows the user administration interface with the 'Show Filters' checkbox checked. In the 'Filters' section, the 'Use Expense Advanced Filters' radio button is selected and highlighted with a red box. The 'Manager' dropdown is set to 'All Managers', the 'Employee Group Configuration' dropdown is set to 'All Users I Can Access', and the 'Expense Test Users' dropdown is set to 'All Users'. The 'User Status' section remains the same. The 'Search Text' section remains the same. The 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID', all of which are checked. At the bottom right, there are 'Search' and 'Reset' buttons.

NOTE: The Expense Employee Administrator role is required in order to see the Expense search filters.

3. Enter the search criteria.
4. Select (enable) the check boxes next to the desired columns to display.

The screenshot shows a close-up of the 'Columns To Display' section. It contains five checkboxes, all of which are checked: 'Login ID', 'Manager', 'Employee Group Configuration', 'Email', and 'Employee ID'. A mouse cursor is pointing at the 'Employee ID' checkbox.

5. Click **Search**.

► **To search for Travel users:**

6. On the user administration page, select (enable) the **Show Filters** check box to view the search fields.

The screenshot shows the user administration interface. At the top, there are links for 'Add New User' and 'Import Users'. Below these, the 'Show Filters' checkbox is checked and highlighted with a red box. The 'Filters' section includes radio buttons for 'Use Travel Advanced Filters' (selected) and 'Use Expense Advanced Filters'. There are dropdown menus for 'Manager' (All Managers), 'Org. Unit' (All), and 'Location' (All Locations), with an 'Add' button. Below this, there are dropdowns for 'User Status' (Active) and 'Max Results' (25). A 'Search Text' field contains 'fletcher' and a 'Search What' dropdown is set to 'Name, Email, Log-in'. At the bottom, the 'Columns To Display' section has checkboxes for 'Login ID', 'Manager', 'Org. Unit', and 'Job Title', all of which are checked. 'Search' and 'Reset' buttons are at the bottom right.

7. Select **Use Travel Advanced Filters**.

This screenshot is identical to the previous one, but the 'Use Travel Advanced Filters' radio button is now selected and highlighted with a red box. The 'Use Expense Advanced Filters' radio button is unselected.

8. Enter the search criteria.
9. Select (enable) the check boxes next to the desired columns to display.

This is a close-up of the 'Columns To Display' section from the previous screenshot. It shows four checkboxes, all of which are checked: 'Login ID', 'Manager', 'Org. Unit', and 'Job Title'.

10. Click **Search**.

Adding New Users

New Users are automatically added to TTE during the nightly (business days) update process between TTE and the TeamWorks HCM System.

Modifying Existing Users

Update General Information

► **To update general information:**

1. On the user administration page, locate the desired user.

The screenshot shows a user administration form with the following fields and options:

- Buttons: Save, Save and New, Cancel
- Role Checkboxes: Travel Wizard User, Request User, Request Approver, Expense User, Expense Approver, Invoice User, Invoice Approver, Company Bill Statement User, Company Bill Statement Approver
- General Settings**
 - CTE Login Name* (must be suffixed with a valid domain): PatDavis@verbthrasher.com
 - Password* (Blank to leave unchanged):
 - Verify Password*:
 - Title: [Dropdown]
 - First Name*: Pat
 - Middle Name: R
 - Nickname:
 - Last Name*: Davis
 - Suffix: [Dropdown]
 - Account Activation Date: 03/18/2013
 - Account Termination Date:
 - Employee ID (required for Expense, Invoice or Request User): PatDavis
 - Email Address: PatDavis@verbthrasher.com
 - Locate & Alert Status: [Dropdown] (Not enrolled)
 - Add Picture button

NOTE: The role check boxes (Expense User, Approver, etc.) may be hidden to prevent assignment by the administrator – consult your Concur administrator for more information.

2. Review the user's information and make any needed updates.

Update Mobile Settings

► **To update mobile settings:**

While editing user information (not while adding a new user), the **Mobile Settings** section may appear.

Select the check box as appropriate.

Note the following:

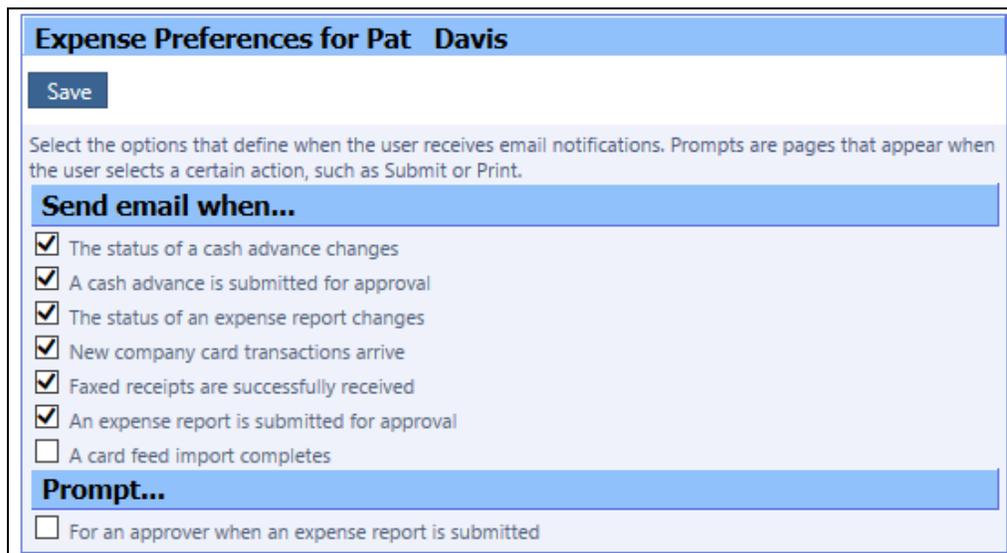
The screenshot shows the **Mobile Settings** section with a single checkbox: Remote wipe mobile device

- The **Remote wipe mobile device** check box (in the **Mobile Settings** section) appears only for users who have completed the **Mobile Registration** page (entered a PIN).
- If an administrator selects this check box, the user's PIN is set to null (blank). The next time the user tries to log in, all cached device data is cleared.
- This flag will also be set automatically by the system if the user enters the wrong PIN five times. Consecutive failed attempts are tracked on the device. If the user exceeds five, the PIN is set to null (blank) and all cached device data is cleared.

Add or Change Expense Preferences

▶ ***To add or change Expense preferences:***

1. On the user administration page, click **Expense Preferences** (in the **Expense and Invoice Settings** section). The **Expense Preferences** window appears.



2. Select (enable) or clear (disable) the desired check boxes.
3. Click **Save**.

Add or Change Request Preferences

▶ ***To add or change Request preferences:***

1. On the user administration page, click **Request Preferences** (in the **Request Settings** section).
2. Select (enable) or clear (disable) the desired check boxes.
3. Click **Save**.

Add Expense and Request Delegates

Delegates are shared between Expense and Request. Any additions, deletions, or changes you make in Expense will affect Request, and vice versa.

► **To add Expense and Request delegates:**

1. On the user administration page, click **Expense Delegates**. The **Expense Delegates** window appears.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can Submit Requests	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Receives Approval Emails
No records found.									

2. Click **Add**.

<input type="checkbox"/>	Name	Can Prepare	Can Submit Reports	Can Submit Requests	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary
--------------------------	------	-------------	--------------------	---------------------	-------------------	-----------------	-------------	-----------------------

3. In the **Search by employee name, email address or logon id** field, type in the details of the desired delegate. The list displays possible matches.
4. Select the desired delegate and configure as required.

5. Click **Save**.
6. On the user detail page, click **Save**.

Reactivating a User

The administrator can activate a user that was previously deactivated on the User Details page. There are two common requirements:

- The existing user account needs to be reactivated. This means this employee will have one user account in Travel & Expense.
- A new user account needs to be created, using the original login and email address but keeping the original, now deactivated user. This means this employee will have two user accounts in Travel & Expense.

► **To reactivate a user account:**

1. On the user administration page, locate the desired user.

The screenshot shows a user administration form with the following fields and values:

- Buttons:** Save, Save and New, Cancel
- Role Checkboxes:**
 - Travel Wizard User
 - Request User
 - Request Approver
 - Expense User
 - Invoice User
 - Invoice Approver
 - Company Bill Statement User
 - Company Bill Statement Approver
- General Settings:**
 - CTE Login Name* (must be suffixed with a valid domain): cc@verbthrasher.com
 - Password* (Blank to leave unchanged):
 - Verify Password:
 - Title: [Dropdown]
 - First Name*: Chris
 - Middle Name:
 - Nickname:
 - Last Name*: Collins
 - Account Activation Date: 03/18/2013
 - Account Termination Date: [Red Circle]
 - Employee ID (required for Expense, Invoice or Request User): ChrisCollins
 - Email Address: cc@verbthrasher.com
 - Locate & Alert Status: [Dropdown] Not enrolled

NOTE: The role check boxes (Expense User, Invoice Approver, etc.) may be hidden to prevent assignment by the administrator – consult your Concur administrator for more information.

2. Clear the **Account Termination Date** field.

A process runs during the Overnight Processing Period that will activate the user. The user will be able to log in after the process has run.

NOTE: You cannot use the Concur Standard Employee Import to reactivate a terminated user. Reactivation must be done using the User Administration tool. Attempting to reactivate an employee using the Concur Standard Import where the imported employee has the same Login ID or Email address as an existing terminated user will result in a failure in the import process. Once you reactivate the employee using the User Administration tool, you may use the Concur Standard Employee Import to make updates to the user's information.

Section 6: User Permissions

The User Administrator can assign basic user permissions using the User Role check boxes on the user details page. The administrator can assign the full list of permissions using the user permissions page.

Accessing the User Permissions Page

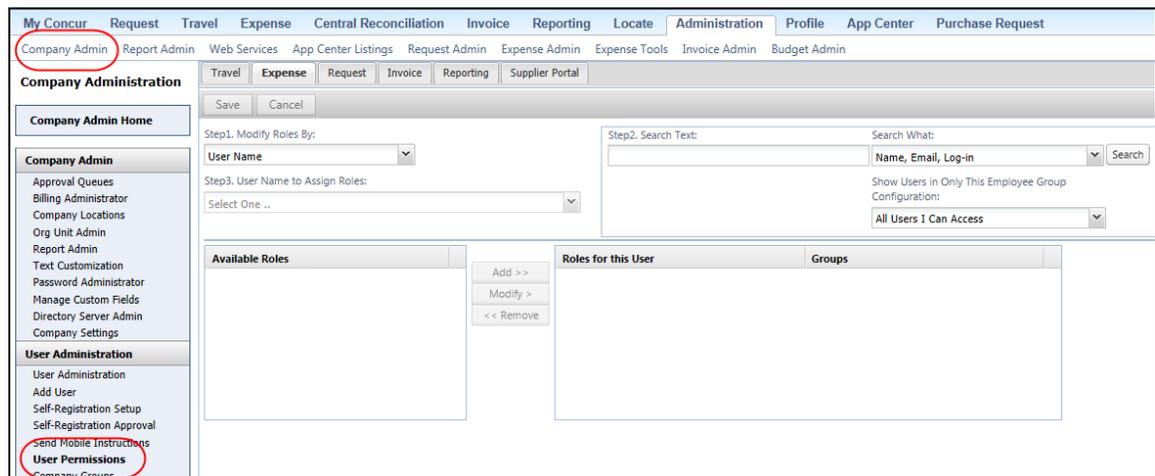
The user permissions page displays tabs for all configured Concur products, such as Travel, Expense, or Invoice.

▶ **To access the user permissions page:**

1. In the *current* UI, click **Administration > Company Admin**.
– OR –
In the *enhanced* UI, click **Administration > Company** (on the sub-menu) > **Company Admin**.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration**.

2. In the left menu, click **User Permissions**.

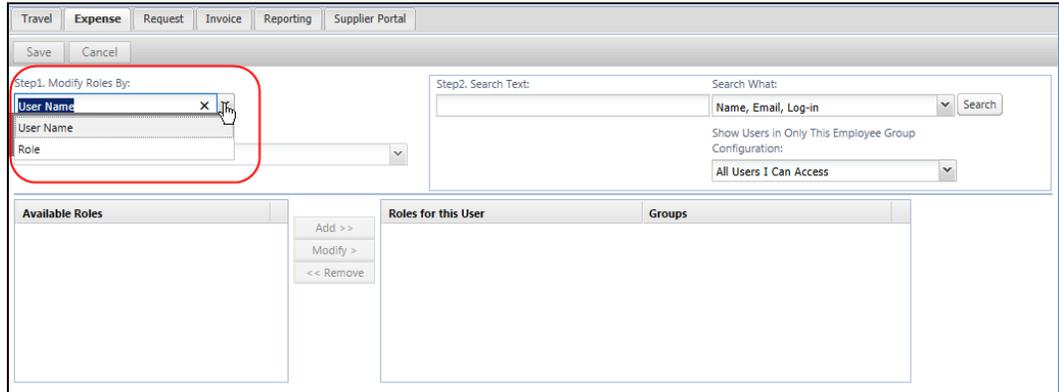


Managing Roles by User Name

The Permissions administrator can select users by name, then assign or remove the available roles.

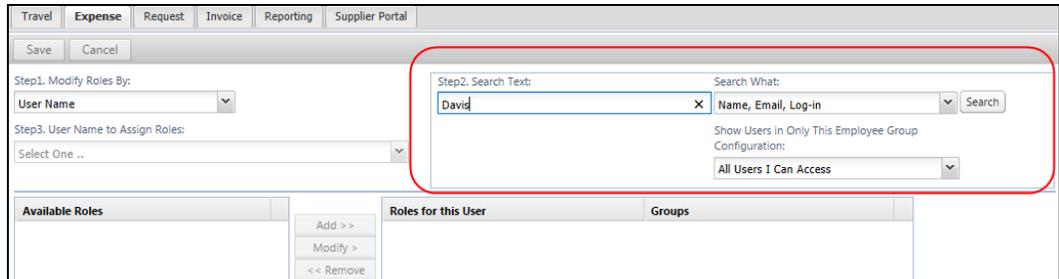
▶ **To add a role by user name:**

1. On the user permissions page, in the **Modify Roles By** list, select *User Name*.



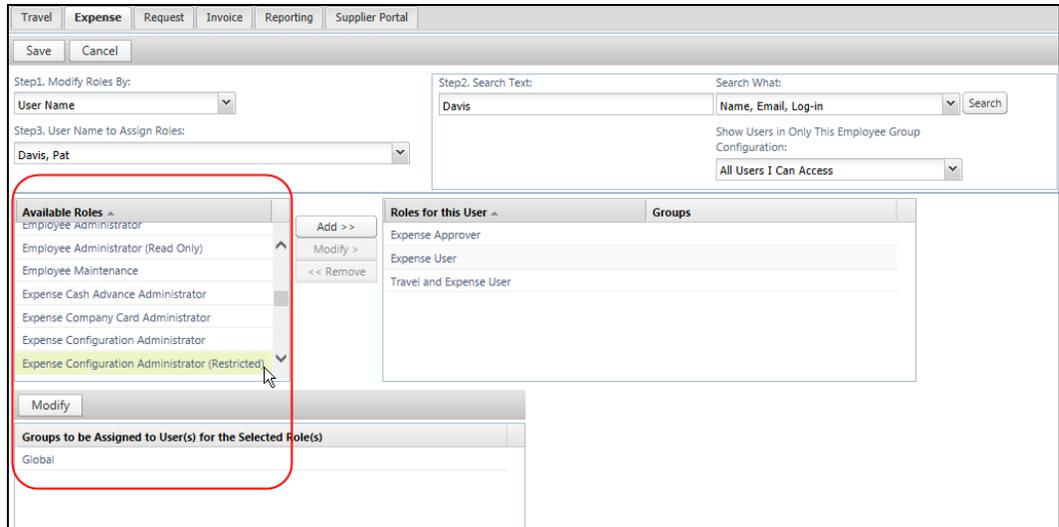
The screenshot shows the 'Step1. Modify Roles By:' section of the interface. A dropdown menu is open, showing 'User Name' selected and 'Role' as an option. The 'Step2. Search Text:' field is empty. The 'Search What:' dropdown is set to 'Name, Email, Log-in'. The 'Show Users in Only This Employee Group Configuration:' dropdown is set to 'All Users I Can Access'. The 'Available Roles' and 'Roles for this User' sections are empty.

2. In the **Search** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list.

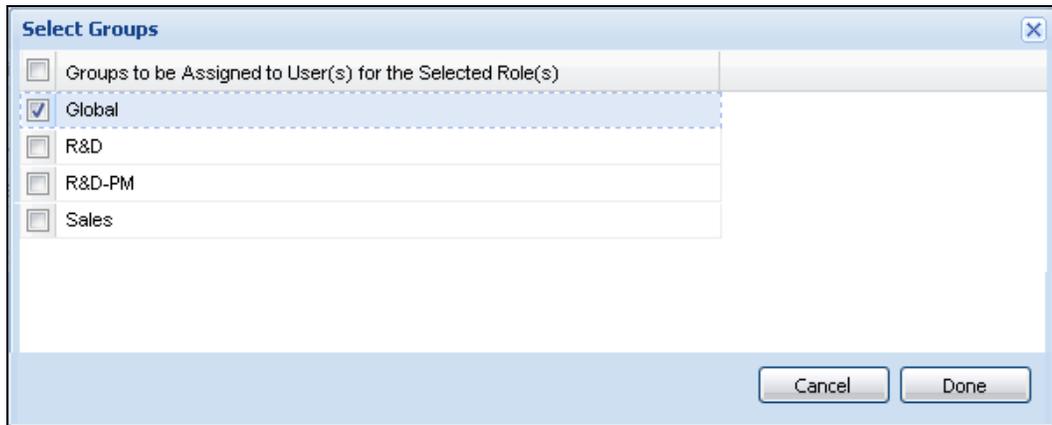


The screenshot shows the 'Step2. Search Text:' field with 'David' entered. The 'Search What:' dropdown is set to 'Name, Email, Log-in'. The 'Show Users in Only This Employee Group Configuration:' dropdown is set to 'All Users I Can Access'. The 'Step1. Modify Roles By:' dropdown is set to 'User Name'. The 'Step3. User Name to Assign Roles:' dropdown is set to 'Select One ..'. The 'Available Roles' and 'Roles for this User' sections are empty.

3. Click **Search**.
4. In the **User Name to Assign Roles** field, select the desired user (if there is more than one).
5. Select the desired role(s) in the **Available Roles** field. You can select more than one non-group aware role to assign. Only one group aware role can be assigned at a time.



6. If the role is group-aware then the **Groups to be Assigned to User(s) for the Selected Role(s)** list appears. The list defaults with the Global group configuration name. If want to modify this, click **Modify** in the Groups area to select the group that the role applies to. The **Select Groups** window appears. It lists available group configuration names that can be applied to the role. The group configuration can include one or more groups that use the configuration. It is the group configuration that actually controls what groups this role applies to.

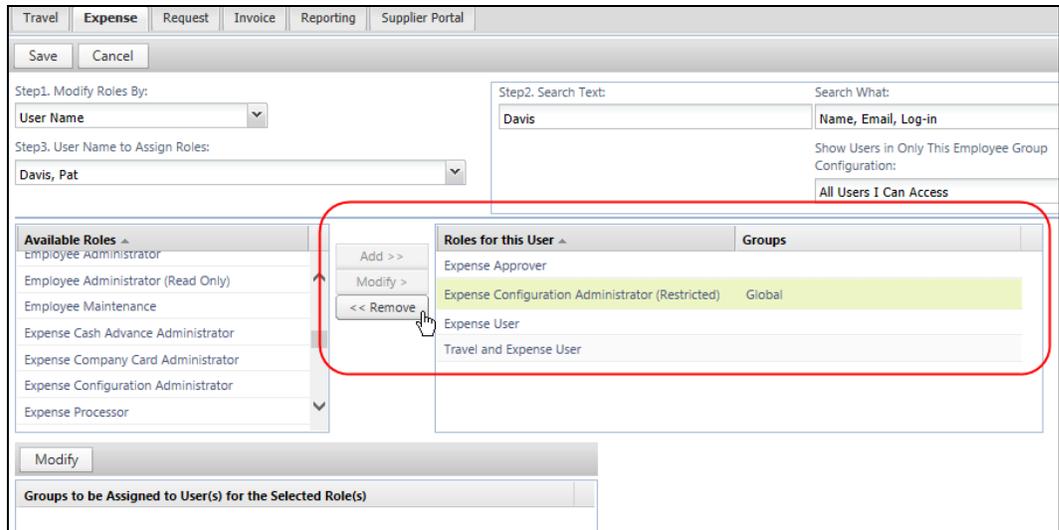


7. Select the desired group configuration name.
8. Click **Done**.
9. Click **Add** to assign the role(s) to the user.

► **To remove a role by user name:**

1. On the user permissions page, in the **Modify Roles By** list, select *User Name*.

2. In the **Search** area, enter the desired user's information. Entering one letter will cause the system to search for data in the selected fields that start with that letter. Entering a comma separated list will search for any value in the list.
3. Click **Search**. This populates the **User Name to Assign Roles** field.
4. In the **User Name to Assign Roles** field, select the desired user.
5. Select the desired role in the **Roles for This User** field.

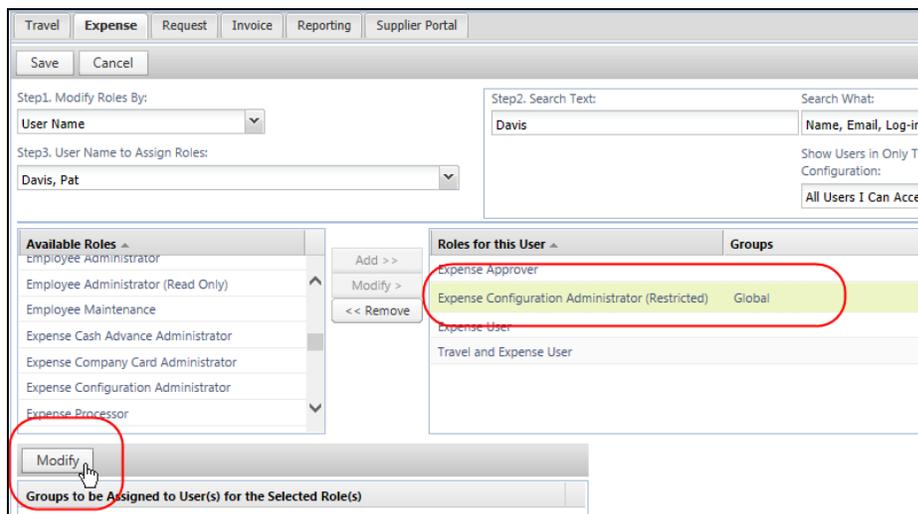


6. Click **Remove** to remove the role from the user.

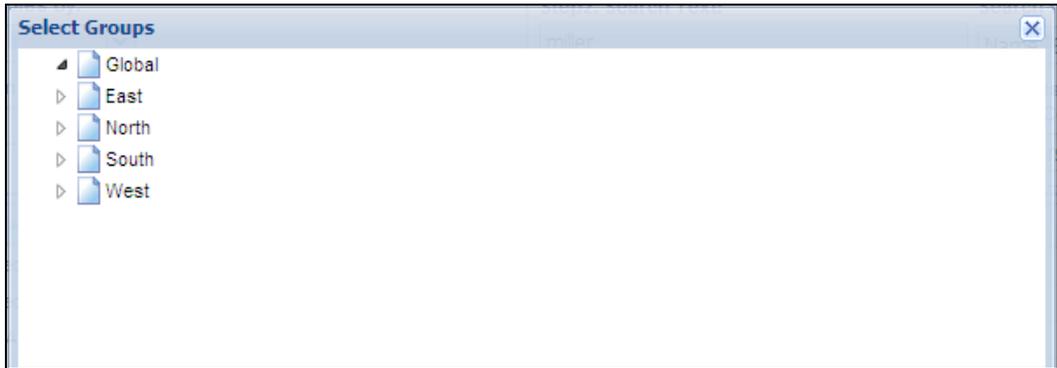
► **To change the group assignment for a role:**

The administrator can change the groups that a role is assigned, without removing the role.

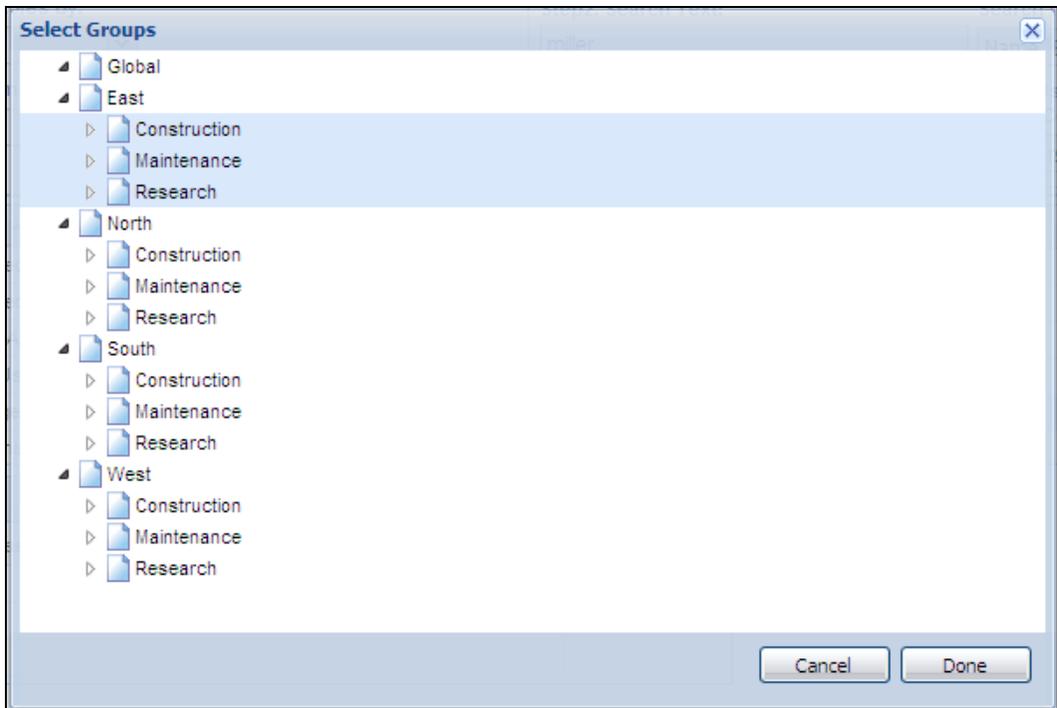
1. In the user permissions section, select the desired role.



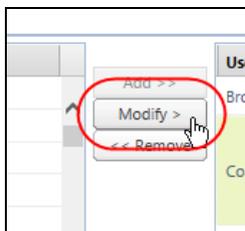
2. Click **Modify** in the groups area. The group selection window appears:



3. Select the appropriate groups.



4. Click **Done**.
5. Click **Modify**.



6. Click **Save**.

Managing Roles by Role

The Permissions administrator can select roles by name, view all users with the role, and assign users to the role.

▶ **To add a role by role:**

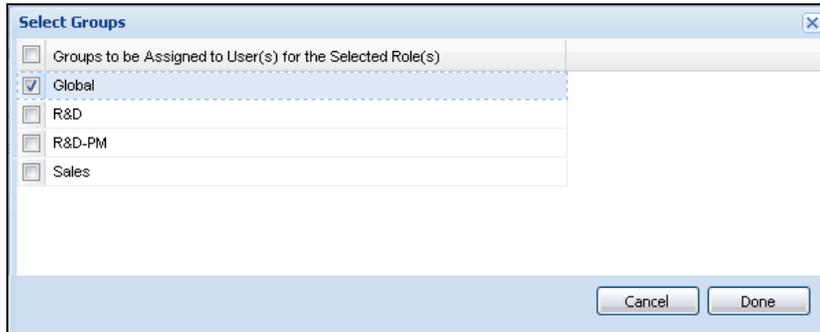
1. In the user permissions section, in the **Modify Roles By** list, select *Role*.

The screenshot shows a web interface with tabs for Travel, Expense, Request, Invoice, Reporting, and Supplier Portal. Below the tabs are 'Save' and 'Cancel' buttons. The main area is titled 'Step1. Modify Roles By:' and contains a dropdown menu with 'Role' selected. A red circle highlights this dropdown. To the right, there is a 'Step3. Search Text:' field with 'Davis' entered. Below these fields are two columns: 'Users without this Role' and 'Users with this Role', with 'Add >>', 'Modify >', and '<< Remove' buttons between them.

2. In the **Role to Assign to Users** area, select the desired role.
3. Click **Search**. The **Users without this Role** and **Users with this Role** fields are populated.
4. Select the desired user(s) in the **Users without this Role** field. More than one user can be selected when assigning the role.

The screenshot shows the same web interface as the previous one. The 'Step1. Modify Roles By:' dropdown is still 'Role'. The 'Step2. Role to Assign to Users:' dropdown is now 'Expense Approver'. The 'Step3. Search Text:' field is empty. The 'Users without this Role' list is populated with names: Fuentes, Jim; Hill, Phil; Keaton, Tammy; Kensington, Sam; Kerry, Turner (highlighted with a red circle); King, Susan; Mainard, Sebastien. The 'Users with this Role' list is empty. The 'Add >>' button is highlighted with a red circle. The 'Groups' column is also visible.

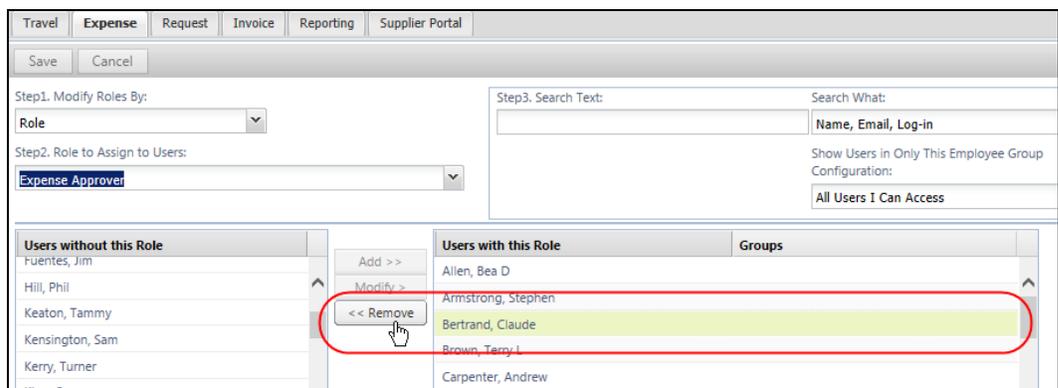
5. If the role is group-aware then the **Groups to be assigned to User(s) for the Selected Role(s)** list appears. The list defaults with the Global group configuration name. If want to modify this, click **Modify** in the Groups area to select the group that the role applies to. The **Select Groups** window appears. It lists available group configuration names that can be applied to the role. The group configuration name can include one or more groups that use the configuration. It is the group configuration that actually controls what groups this role applies to.



6. Select the desired group configuration name.
7. Click **Done**.
8. Click **Add** to assign the role to the user.

► **To remove a role by role:**

1. In the user permissions section, in the **Modify Roles By** list, select *Role*.
2. In the **Role to Assign to Users** field, select the desired role.
3. Click **Search**. The **Users without this Role** and **Users with this Role** fields are populated.
4. Select the desired user in the **Users with this Role** field.

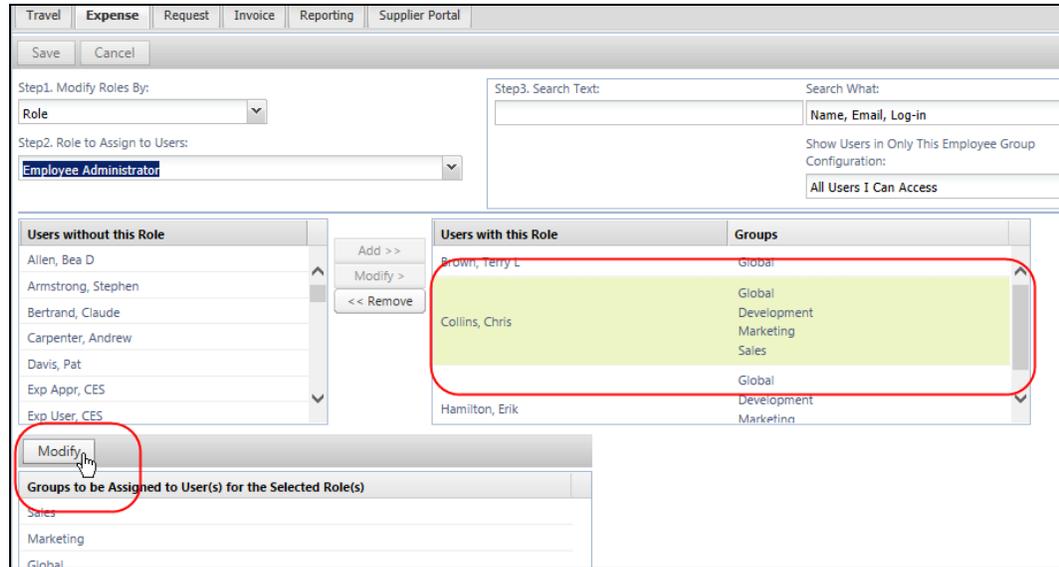


5. Click **Remove** to remove the role from the user.

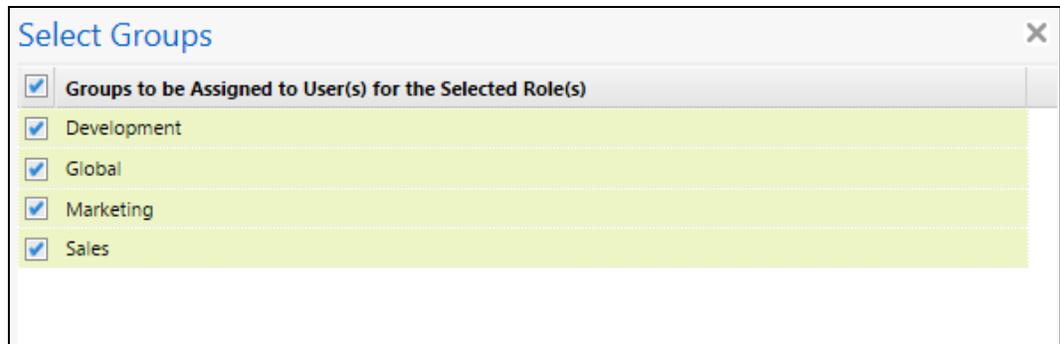
► **To change the group assignment for a role:**

The administrator can change the groups that a role is assigned, without removing the role.

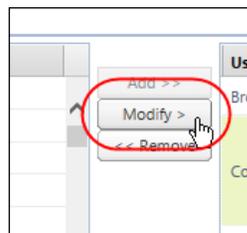
1. In the user permissions section, select the desired user.



2. Click **Modify** in the groups area. The group selection window appears:



3. Select the appropriate groups.
4. Click **Done**.
5. Click **Modify**.
6. Click **Save**.



Section 7: Viewing a History of Changes Made to an Employee

Reporting on User Changes

Changes to user details and roles are logged and reportable. You can view the history of changes through reports created in Concur Insight Essentials (formerly Analysis).

- To view user detail changes, create a report using the fields in the **Expense > Lists > Travel Employee History** table.
- To view user role changes, create a report using the fields in the **Expense > Lists > Employee Role History** table.



Refer to the *Data Model - Expense Folder* chapter of the Concur Insight (formerly Analysis/Intelligence) guide for more details.

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Cash Advance
Administration 2015



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Revision History

Date	Notes / Comments / Changes
December 31, 2014	Updated for new user interface.
November 7, 2013	Made branding corrections; updated reference names but no functional changes.
April 3 3012	Removed all references to the <i>legacy</i> Authorization Request feature in Concur Expense Changed any references to Concur's Travel Request service to either Request or to Authorization Request, depending on the situation No other content changes
Sept 14 2012	The Cash Advance administrator can now: <ul style="list-style-type: none"> Issue a cash advance on behalf of an employee Record the amount of cash returned by an employee using the Cash Advance Admin tool
January 20 2012	Added note that Cash Advance admin can receive email notifications for pending cash advance issuance via the User Admin setup for this role

Cash Advance Admin

Section 1: Permissions

You may or may not have the correct permissions to use this tool. You may have limited permissions, for example, you can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If you need to use this tool, are eligible for the tool and do not have the proper permissions, contact the SAO Customer Care Center (404) 657-3956 (888) 896-7771 or email sao_travel@sao.ga.gov.

Section 2: Two User Interfaces

Concur has transitioned to an *enhanced* user interface.

The image displays two versions of the Concur user interface side-by-side. The top interface, labeled "Current user interface", features a blue header with the Concur logo and a navigation menu with tabs for My Concur, Request, Travel, Expense, Central Reconciliation, Invoice, Purchase Request, Reporting, Locate, Administration, Profile, and App Center. Below the menu is a "Trip Search" section with fields for Flight (Car, Hotel, Flight Status), Round Trip/One Way/Multi-Segment, and Departure/Arrival/Departure/Return cities. A "Travel Alerts" section contains a message about e-receipts. The bottom interface, labeled "Enhanced user interface", has a dark grey header with a navigation menu (Home, Requests, Travel, Expense, Invoice, Approvals, Reporting, App Center) and a user profile dropdown. It includes a dashboard with a "Hello, Terry" greeting and several data cards: "+ New", "13 Authorization Requests", "02 Purchase Requests", "03 Payment Requests", "21 Available Expenses", and "09 Open Reports". Below the dashboard are sections for "TRIP SEARCH" (with icons for flight, car, train, and clock), "ALERTS" (with an e-receipt message), "COMPANY NOTES" (with a welcome message and a link to "Read more"), and "MY TASKS" (with a "08 Required Approvals" card and a link).

The enhanced UI brings some long-awaited usability enhancements – some are significant (perhaps involving navigation changes) while others are minor (involving only look-and-feel).

This Guide – Sample Screens and Menu Navigation

For screen samples, this guide may show the *current* UI, the *enhanced* UI, or both. Over time, all screen samples will appear only in the *enhanced* UI.

In those cases where the menu navigation is different, both sets of steps are shown. Example:

1. In the *current* UI, click **Profile > Other Settings** (left menu).
– or –
In the *enhanced* UI, click **Profile > Profile Settings > Other Settings** (left menu).

Section 3: Overview

Typical Cash Advance Process

Depending on agency policy, employees may be able to request a cash advance before going on a trip or incurring an expense. Requesting a cash advance is typically a three-step process:

1. If an employee is allowed to use cash advances, the employee creates and submits the cash advance request in Expense.
2. Once submitted, the request is routed to the employee's cash advance approver.

NOTE: The cash advance approver may or may not be the employee's manager and can be different from the employee's expense report approver.

3. Once approved, the cash advance request is sent to a Cash Advance administrator who reviews it and then either issues it or returns the request to the user (for example, for more information).

NOTE: In this case, the term "issue" means final approval in Expense.

Once the Cash Advance administrator "issues" the cash advance, the company disburses the advance to the employee. The employee must create an expense report to account for the cash advance within the time specified in the policy in effect..

Note the following about the cash advance workflow:

- Like Expense, there may be more than one cash advance approver identified in a cash advance workflow.
- Workflow is determined for the agency during the TTE Implementation Process. Not all agencies offer Cash (Travel) Advances.

Receiving Email Notifications of a Cash Advance Pending Issuance

This feature can be configured so the Cash Advance admin receives emails of pending cash advances using **Company Admin > User Administration > User Permissions**. Assign the Expense Cash Advance Administrator role to one or more users. On the bottom of that same page (below the group assignment area) select (enable) the **Send Cash Advance Pending Issuance Emails** check box.



Refer to the TTE *Local Administrator: Shared User Administration Handbook* for more information.

Section 4: Cash Advance Admin Tool

The Cash Advance Admin tool is used by an user/administrator with the Cash Advance Administrator role. With the Cash Advance Admin tool, the administrator can:

- Review cash advance history of employees
- Issue cash advances
- Send cash advance requests back to the user (perhaps for more information)
- Record manually-returned cash amounts from an employee
- View employee balances

Section 5: Procedures

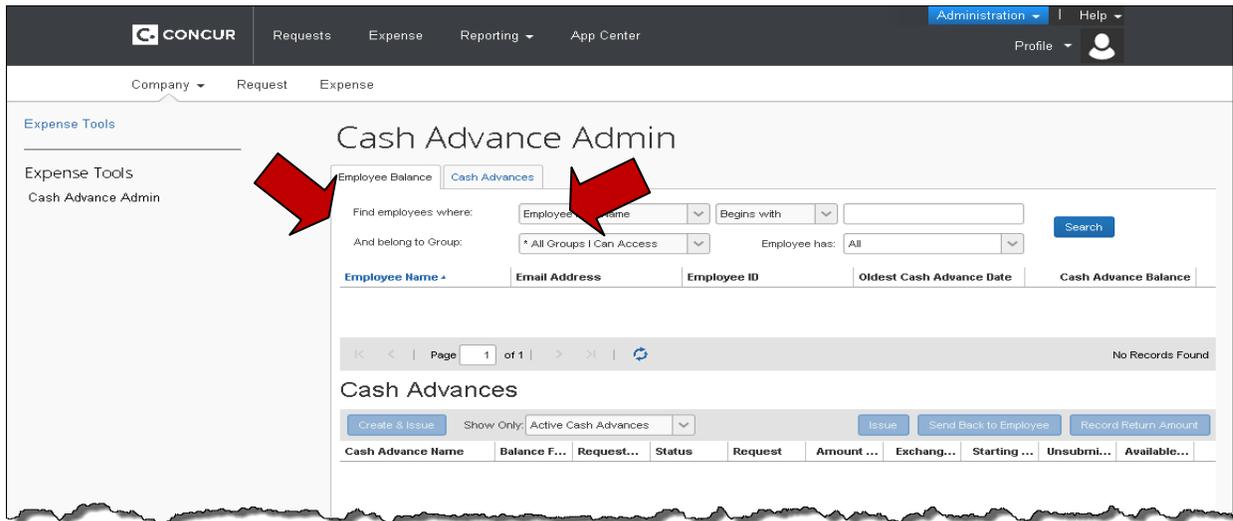
Accessing Cash Advance Admin

▶ **To access Cash Advance Admin:**

1. In the *current* UI, click **Administration > Expense Tools**.
– or –
In the *enhanced* UI, click **Administration > Company** (on the sub-menu) > **Tools**.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration**.

- In the left menu, click **Cash Advance Admin**. The **Employee Balance** tab of the **Cash Advance Admin** page appears.



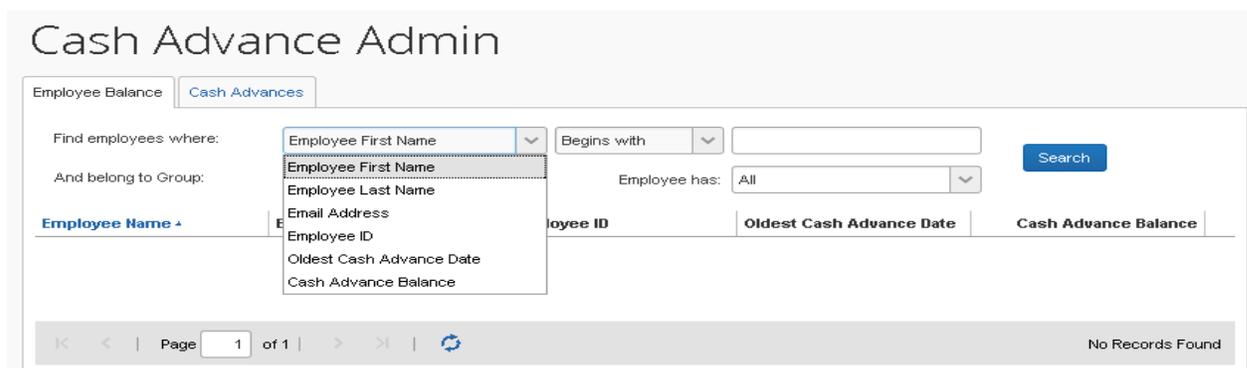
- ◆ Use the **Employee Balance** tab to search for employees with cash advances – with or without outstanding balances – and to create and issue a cash advance (if configured for your site).
- ◆ Use the **Cash Advances** tab to search for cash advances that have not yet been issued.

Searching for Employees

You can search for employees using the following parameters:

- Specific employee information (such as employee name)
- Oldest Cash Advance Date
- Cash Advance Balance

Employees that match these parameters will appear in the search results, regardless of whether they have an outstanding cash advance balance.



Viewing an Employee's Balance and the Cash Advance Details

▶ **To view cash advance details:**

1. Search for an employee, using the steps described in the *Search for Employees* section in this guide.
2. Click the name of the employee. The employee's active cash advances appear at the bottom of the page.

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Arnold, Sherry B.

Create & Issue
Show Only: Active Cash Advances
Issue
Send Back to Employee
Record Return Amount

Cash Advance Name	Requested Disburs...	Status	Starting Balance	Unsubmitted Usage	Available Balance
Annual Training 12/15-19	12/11/2014	Pending Approval		\$0.00	\$0.00
ABC Conference		Issued	\$400.00	\$0.00	\$0.00
Travel 11/20-23	11/15/2014	Issued	\$300.00	\$0.00	\$0.00
Training 11-1 to 6	10/27/2014	Pending Expense Cas...		\$0.00	\$0.00

3. Use the **Show Only** area to change the results.

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Arnold, Sherry B.

Create & Issue
Show Only: Approved Cash Advances
Issue
Send Back to Employee
Record Return Amount

Cash Advance Name	Disburs...	Status	Starting Balance	Unsubmitted Usage	Available Balance
Training 11-1 to 6		Pending Expense Cas...		\$0.00	\$0.00
COnference 8/15 to 19		Pending Expense Cas...		\$0.00	\$0.00
Orlando 7/27 to 30		Pending Expense Cas...		\$0.00	\$0.00
Orlando Trip 4/20-26		Pending Expense Cas...		\$0.00	\$0.00

Field	Description
Active Cash Advances	All cash advances that are not Cancelled or Completed
Approved Cash Advances	All cash advances with the status of Approved
Issued Cash Advances	Cash advances that have been marked as Issued
Cancelled Cash Advances	All cash advances which you have chosen not to issue
Completed Cash Advances	All cash advances which have been approved, issued, fully utilized or returned
All Cash Advances	All cash advances

4. To view the details, either:
 - ◆ Select the desired cash advance and then click **View Details**.
 - or -

- ◆ Double-click the desired cash advance.

The **Cash Advance Details** window appears.

✕
Cash Advance Details: Annual Training 12/15-19

Employee Name: Arnold, Sherry

Name Annual Training 12/15-19	Cash Advance Amount 500.00 USD	Purpose	Cash Advance Comment
Travel Start Date 12/15/2014	Travel End Date 12/19/2014	Requested Disbursement Date 12/11/2014	City

Comments History | Expenses | Audit Trail

Date	Entered By	Comment Text

Save Cancel

The **Cash Advance Details** page displays the following fields:

Field	Description
Employee Name	The name of the employee requesting the cash advance.
Cash Advance Amount	The amount of the cash advance request.
Purpose	The purpose of the cash advance.
Exchange Rate	<p>The exchange rate at which the cash advance was issued if the amount requested was in a currency other than the employee's reimbursement currency.</p> <p>- OR -</p> <p>Provides the default exchange rate to the Cash Advance administrator when issuing cash advances in a foreign currency</p> <p>NOTE: The second option above appears only when the <i>Provide Default Exchange Rate for Cash Advance Issuance</i> option in Site Settings is enabled.</p> <p> Refer to <i>Expense: Site Settings Setup Guide</i> for more information.</p>
Starting Balance	The original balance of the cash advance in the employee's reimbursement currency.

Field	Description
Available Balance	The unused amount in the employee's reimbursement currency. This is based on all submitted reports.
Travel Start Date	The date the user's trip is scheduled to begin.
Travel End Date	The date the user's trip is scheduled to end.
Requested Disbursement Date	The date that the user requested the funds be disbursed.

5. View the tabs:

- **Comments History:** Comments entered by all approvers, the employee, and the admin for this cash advance. You can add additional comments to a cash advance when you issue or cancel it. The admin cannot add comments to a cash advance once it is issued.
- **Expenses:** Expenses (if any) associated with this cash advance.
- **Audit Trail:** Activity associated with this cash advance.

Issuing or Not Issuing a Cash Advance

Cash advances can be created in three ways:

- A Cash Advance Request comes from an employee via the approval process. If a Cash Advance is requested by an employee, it goes through an approval process and then on to the Cash Advance Administrator. At that time, the administrator can issue or not issue the cash advance (meaning it has been cancelled for some reason, such as the trip was cancelled and the cash advance was not needed).
 - A Cash Advance may be included as part of a Request (formerly Travel Request), this then initiates the cash advance workflow and subsequently arrives in the Cash Advance administrator's queue for review and issuance. **Note:** This is currently NOT configured for TTE Agencies.
 - A Cash Advance Administrator may enter and issue the cash advance directly, bypassing the cash advance approval process.
- ▶ **To issue or not issue a cash advance:**
1. Locate the desired Cash Advance as described in *Viewing an Employee's Balance and the Cash Advance Details* in this guide.
 2. Select the desired Cash Advance.

Cash Advance Details: Training 11-1 to 6 ✕

Employee Name: Arnold, Sherry

Name Training 11-1 to 6	Cash Advance Amount 200.00 USD	Purpose	Cash Advance Comment
Travel Start Date 11/01/2014	Travel End Date 11/06/2014	Requested Disbursement Date 10/27/2014	City

Comments History | Expenses | Audit Trail

Date	Entered By	Comment Text
2014-11-04 18:18:35...	Austin, Leslie	I will only approve \$200 not \$350.

Save
Issue
Send Back to Employee
Cancel

3. Click **Issue** or **Send Back to Employee**. If you select **Send Back to Employee**, you are required to provide a reason.

If you issue the Cash Advance, the information will be passed to the Agency Accounting System during the nightly extract for payment to the employee. Later, the employee must create an expense report to account for the cash.

Entering and Issuing a Cash Advance in One Step

The Cash Advance administrator can use options in **Employee Balance** to search for an employee and then create and issue a cash advance on their behalf. This bypasses the workflow used for approval when the advance is requested by the user, allowing for a simplified process.

Creating and Issuing the Cash Advance

This feature is available only to the Cash Advance Administrator, and this role is prevented from generating advances to themselves.

▶ ***To create and issue the cash advance:***

1. The Cash Advance administrator first searches for the employee they will issue the cash advance to using options in **Employee Balance**.
2. With the employee selected, click **Create & Issue**:

Page 1 of 1 | Displaying 1 - 1 of 1

Cash Advances: Arnold, Sherry B.

Create & Issue
Show Only: All Cash Advances
Issue
Send Back to Employee
Record Return Amount

Cash Advance Name	Requested Disburs...	Status	Starting Balance	Unsubmitted Usage	Available Balance
Annual Training 12/15-19	12/11/2014	Pending Approval		\$0.00	\$0.00
ABC Conference		Issued	\$400.00	\$0.00	\$0.00
Travel 11/20-23	11/15/2014	Issued	\$300.00	\$0.00	\$0.00
Training 11-1 to 6	10/27/2014	Pending Expense Cas...		\$0.00	\$0.00

- The **Create and Issue Cash Advance** dialog box opens - using options in this dialog box, the administrator then names the advance, specifies the amount and currency, and adds a comment as needed:

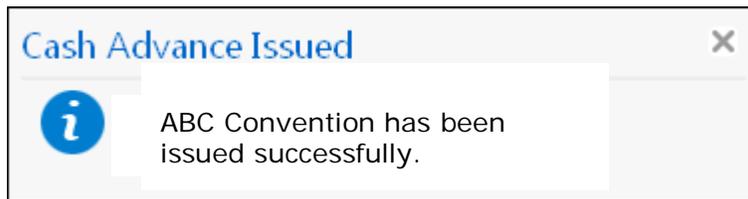
Create a New Cash Advance ✕

Employee Name: Arnold, Sherry

<input type="text" value="Name"/>	<input type="text" value="Cash Advance Amount"/> USD	<input type="text" value="Purpose"/>	<input type="text" value="Cash Advance Comment"/>
<input type="text" value="Travel Start Date"/>	<input type="text" value="Travel End Date"/>	<input type="text" value="Requested Disbursement Date"/>	<input type="text" value="City"/>

Issue Cancel

- Click **Issue** and a brief confirmation message will appear:



In this example, the employee will now see the cash advance in the **Quick Task Bar**, the **Expense** tab under **Cash Advances** and in **My Tasks** under **Open Requests**:

Recording Cash Returned Manually by the Employee

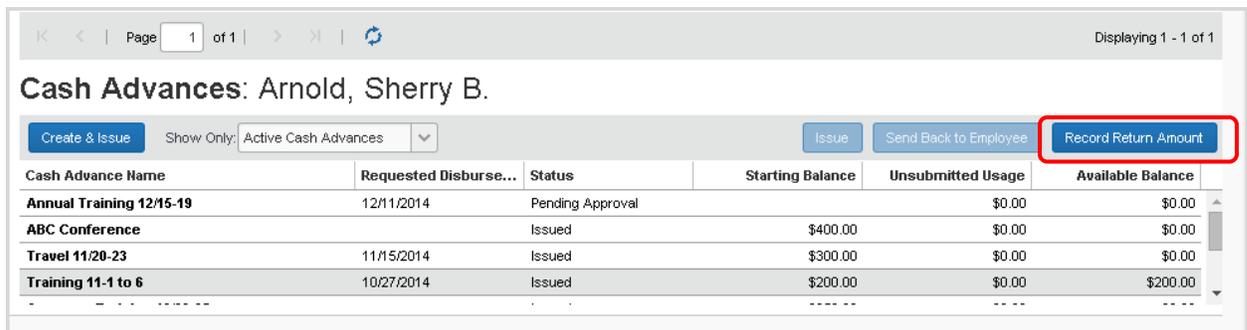
If all or part of a cash advance is turned in to the cash advance administrator by the employee, this information can be recorded against the cash advance. The outstanding balance of the cash advance is immediately updated to reflect this return of funds. This is done using the **Record Return Amount** button.

The cash advance must be in the following state to use this feature:

- The cash advance is in an Issued state
- The cash advance balance is above a balance of zero
- The Payment Type value is Cash

Using the Feature

When receiving a return of funds from the user, the Cash Advance administrator searches for the employee in the **Employee Balance** tab, clicking the name directly to populate rows in the **Cash Advances** section:



Cash Advances: Arnold, Sherry B.

Buttons: Create & Issue, Show Only: Active Cash Advances, Issue, Send Back to Employee, Record Return Amount

Cash Advance Name	Requested Disburse...	Status	Starting Balance	Unsubmitted Usage	Available Balance
Annual Training 12/15-19	12/11/2014	Pending Approval		\$0.00	\$0.00
ABC Conference		Issued	\$400.00	\$0.00	\$0.00
Travel 11/20-23	11/15/2014	Issued	\$300.00	\$0.00	\$0.00
Training 11-1 to 6	10/27/2014	Issued	\$200.00	\$0.00	\$200.00

Selecting the row under Cash Advance Name, the administrator clicks **Record Return Amount** (this button is activated) to display the **Cash Advance Details** window.

Cash Advance Details: Training 11-1 to 6 ✕

Employee Name: Arnold, Sherry B. Comment:

Amount Requested: \$200.00

Exchange Rate:

Available Balance: \$200.00

Amount Returned: USD ▼

Date Issued: 12/19/2014

Date	Entered By	Comment Text
2014-11-04 18:...	Austin, Leslie	I will only approve \$200 not \$350.

The amount is entered in **Amount Returned**, and an optional comment is added. If the cash advance was originally issued in a currency other than the user's reimbursement currency, the amount returned may be recorded in either currency.

What the User Sees

The user can review the status of the cash advance by clicking **View Cash Advances > Expense List**. The **Cash Advance Expenses** window shows the returned amount and the balance amount.

Cash Advance Expenses ✕

Date	Report Name	Expense	Amount Claimed	Amount Utilized	Balance
07/24/2012	Starting Balance				\$300.00
07/25/2012	Returned To Company			\$100.00	\$200.00

The user receives an email notification (if configured) when the system notes the change in cash advance balance due to the returned cash amount.

Note the following when using this feature:

- The currency of the returned amount is of cash advance or cash advance request currencies only
- This data is recorded with a status of *Reverse Issuance in the accounting extract file*

TeamWorks

Travel and Expense

Powered By Concur Technologies

TTE Local Admin:

Expense Proxy Logon
Handbook 2015



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Document History

Date	Notes/Comments/Changes
01/23/12	SAO-TTE Training issued document.
11/06/13	SAO-TTE Training updated document for branding only. No other changes
12/31/14	Updated for two user interfaces, no other changes

Proxy Logon

Permissions

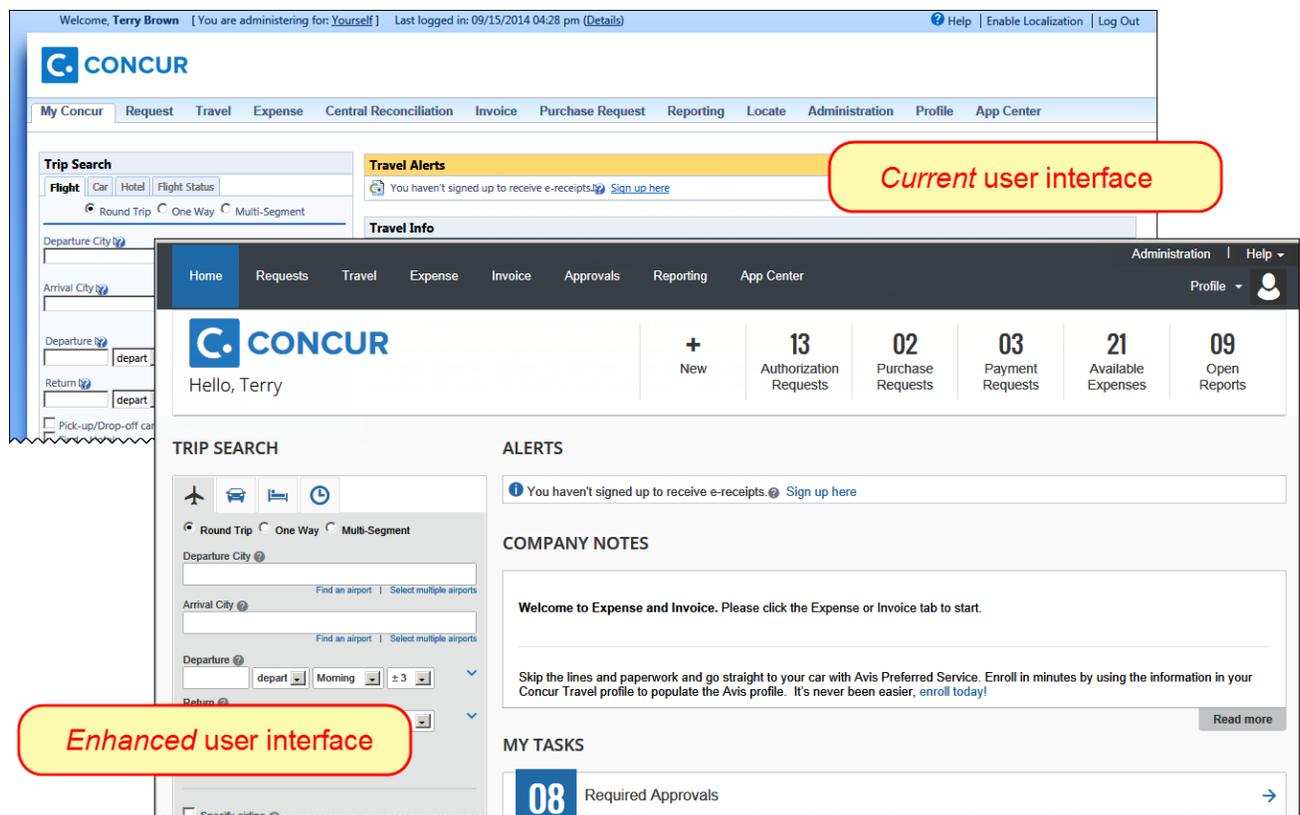
A company administrator may or may not have the correct permissions to use this feature. The administrator may have limited permissions, for example, he/she can affect only certain groups and/or use only certain options (*view* but not *create* or *edit*).

If a company administrator needs to use this feature and does not have the proper permissions, he/she should contact the company's Concur administrator.

Also, the administrator should be aware that some of the tasks described in this guide can be completed only by Concur. In this case, the client must initiate a service request with Concur Client Support.

Two User Interfaces

Concur is in the process of transitioning from the *current* user interface to the *enhanced* user interface.



The enhanced UI brings some long-awaited usability enhancements – some are significant (perhaps involving navigation changes) while others are minor (involving only look-and-feel).

This Guide – Sample Screens and Menu Navigation

For screen samples, this guide may show the *current* UI, the *enhanced* UI, or both. Over time, all screen samples will appear only in the *enhanced* UI.

In those cases where the menu navigation is different, both sets of steps are shown. Example:

1. In the *current* UI, click **Profile > Other Settings** (left menu).
– or –
In the *enhanced* UI, click **Profile > Profile Settings > Other Settings** (left menu).

Overview

The Expense Proxy Logon tool allows an employee, assigned the role of Expense Proxy Logon, to act as a proxy (stand-in) for another employee, to perform tasks for either centralized data entry or Helpdesk support. Using the Expense Proxy Logon tool, the proxy may sign on to the system as any employee that is assigned the role of Expense User. The proxy and the employee(s) must belong to the same hierarchical group(s) in order for the proxy to perform expense-related tasks on behalf of the employee(s).

What is an Expense Proxy?

An Expense Proxy may perform these tasks:

- Create an expense report and cash advance request
- View, edit, and delete expense reports
- Submit an expense report and cash advance request
- Print an expense report
- Modify an employee's information within Profile

The role is restricted to the features and tasks that the employee for whom the proxy is acting, can perform.

NOTE: The Expense Proxy cannot approve reports or requests regardless of permissions or role assignment.

Before You Begin

Before the proxy can work on behalf of another employee, the following steps must occur:

- Employees must be entered into the system, either through the Employee Import process, or manually by using User Administration.



The import process is not mandatory, as the Employee administrator can manually enter employee data into the system; however, depending on company size, this process could be time consuming. For information about the employee import process, contact your Expense administrator. For information about User Administration, refer to the *Shared: User Administration User Guide* or contact your Expense administrator.

- The Global and Group Shared Configuration administrators must configure the employee groups, within the Group Configurations area of the Shared Configuration Administrator.
- The Global and Group Expense Configuration administrators must configure the expense-related and cash advance related groups, within the Group Configurations area of the Expense Configuration Administrator.



Adding groups to the system can be done manually, or as part of the employee load process. For more information on manual group configuration, refer to the *Shared: Feature Hierarchies and Group Configurations Setup Guide*, or contact your Expense administrator. For more information on the employee import process, refer to the *Shared: User Administration User Guide*, or contact your Expense administrator.

- The Employee administrator must assign the Expense Proxy Logon role to the employee, and select the hierarchical group(s) for which the employee can act.



For more information on assigning roles to an employee using User Permissions, refer to the *Shared: User Administration User Guide*.

What the Employee Administrator Sees

The Expense Proxy Logon role must be granted to an employee before the Expense Proxy Logon tool can be accessed. The Employee administrator uses **User Permissions** to grant this assignment.



For more information on how to add, edit, or delete user roles by using User Permissions, refer to the *Shared: User Administration User Guide* or contact your Expense administrator.

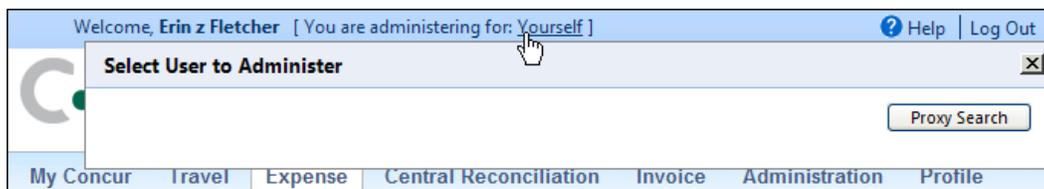
Proxy Logon Tool

Multiple employees may be assigned the Expense Proxy Logon role, with each employee assigned to all employees within a group or several groups. The only limit on who an Expense Proxy can act for is the hierarchical group that the proxy is configured to support.

Accessing the Expense Proxy Logon Tool – Current UI

▶ ***To access the Expense Proxy Logon tool:***

1. On My Concur, click **You are administering for: Yourself**.



Then click **Proxy Search**: the proxy search field appears:



2. Type in the name or email address of the employee for whom you are to act on behalf of. A list will automatically populate with matching names:

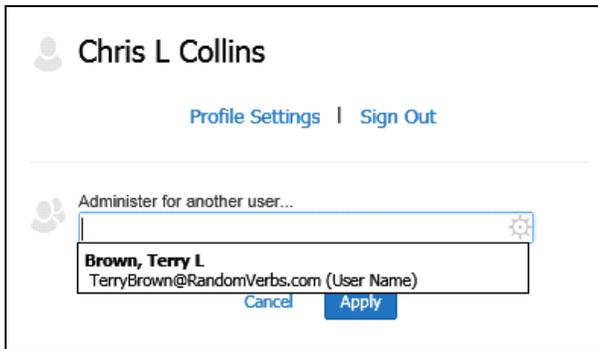


3. Click **Choose Proxy** to log in as the selected user.

Accessing the Expense Proxy Logon Tool – Enhanced UI

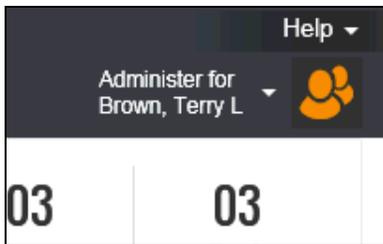
▶ ***To access the Expense Proxy Logon tool:***

1. Click **Profile**.



2. Select the desired user, and click **Apply**.

The Profile menu option then becomes **Administer for <name>** and the single "user" icon becomes a double "user" icon.



Creating and Submitting Expense Reports or Cash Advance Requests

As an Expense Proxy, you have the ability to create and submit expense reports and cash advance requests for another employee within the company. This is useful in locating problems or working in a centralized data entry situation. Once you access the employee's account, you will be able to perform the following actions:

- Create expense reports or cash advance requests
- View, edit, and delete expense reports
- Submit expense reports or cash advance requests
- Print expense reports
- Modify an employee's information from the Profile area

Creating an Expense Report or Cash Advance Request

This process behaves the same as when you create a personal expense report or cash advance request. The information appears in the following areas, for the employee you are acting on behalf of:

- The created expense reports appear for the employee you are acting on behalf of on both the **Active Work** section of My Concur and the **View Reports** page.



For more information about creating an expense report, refer to the **Expense Reports** section of Expense online help.

- The created cash advance requests appear for the employee you are acting on behalf of, on the **Cash Advance List** page.



For more information about creating a cash advance request, refer to the **Cash Advances** section of Expense online help.

Viewing, Editing, and Deleting Expense Reports or Cash Advance Requests

This process is the same as viewing, editing, and deleting personal expense reports or cash advance requests. You will only be able to delete expense reports or cash advance requests that have not yet been submitted.



For more information about viewing, editing, or deleting expense reports, refer to the **Expense Reports** section of Expense online help. For more information about viewing, editing, or deleting cash advance requests, refer to the **Cash Advances** section of Expense online help.

Printing an Expense Report

This process behaves the same as when you print a personal expense report. You have the option to print a Detailed Report or Receipt Report for any of the expense reports listed within the employee's **View Reports** page.



For more information on how to print an expense report, refer to the **Expense Reports** section of Expense online help.

Modifying Profile for an Employee

This process behaves the same as when you modify your own Profile. The only differences are that you will be unable to change the password on behalf of the employee, and certain fields may be read-only based on the configuration.

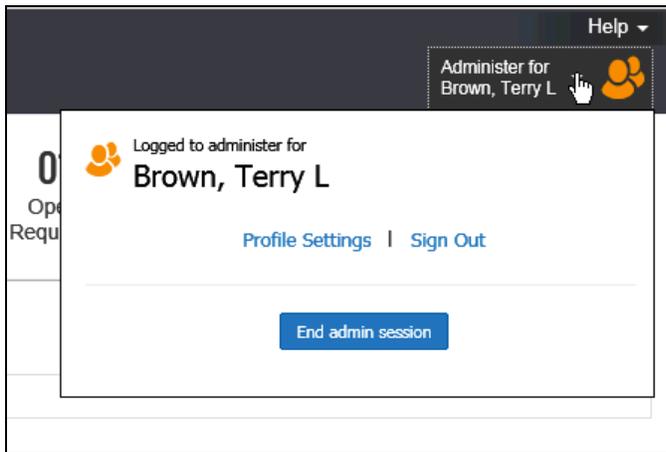
Exiting Expense Proxy Logon

Current UI

If you are done working as an Expense Proxy, you can return to your own information by returning to the **My Concur** page.

Enhanced UI

To return to working for himself/herself, the user clicks **Administer for <name>** and then clicks **End admin session**.



Auditing Proxy Actions

While an Expense Proxy is acting on behalf of another employee, Expense provides a data trail of the actions being performed. The following actions are permanently recorded:

- The name of the person who last modified the expense report, cash advance request, or expense
- The name of the person who submitted the expense report or cash advance request, in addition to the time it was submitted

TeamWorks

Travel and Expense

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TTE Local Admin:
Reporting Handbook
2015



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Date	Notes / Comments / Changes
05/17/12	Document Release
06/18/13	Added How to Edit TTE Vouchers in TeamWorks Financials and updated Custom Report Catalog; updated cover graphics
06/21/13	Added Generic Year End Procedures
11/08/13	Added Travel Payments Reconciliation section
11/15/13	Added Hotel Reconciliation
01/06/14	Updated GLXXX0902 and APXXX0855 and Detail Report Extracted Reconciliation Report in Section 8; Added Section for Departing Employees; moved Year End Financial information to end of manual and renumbered sections 7-9 for better flow.
1/8/14	Added a section for Determining Taxability of Employee Expenses including the IRS report and instructions. Made this as section 9 and renumbered General Year End Procedures to Section 10
1/17/14	Updated Reconciling Transactions Extracted from TTE into TeamWorks for new Detail Report-Extracted; updated formatting
02/04/14	Updated doc for name change of Detail Report-Extracted and minor date changes
02/10/14	Added IRS report to Report Catalog List
12/31/14	Updated for new UI

Section 1: Who can Access Reporting

This document presents an overview of reports customized by the State of Georgia Accounting Office.

The primary TTE Local Travel Administrator is granted permission to access TTE System Reports. If the TTE Local Travel Administrator does not have the proper permissions, he/she should contact the GA Travel Global Administrator through the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

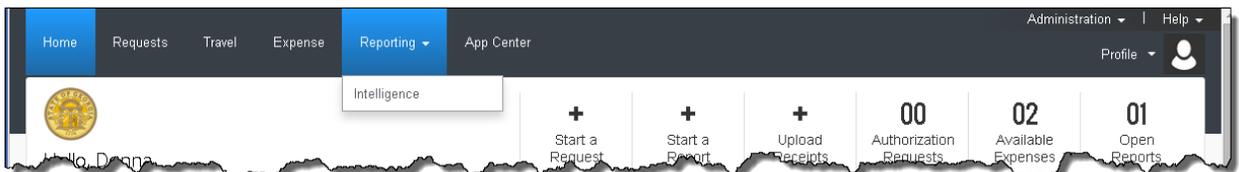
Access is restricted to data for your agency. Agencies cannot create new reports or modify existing reports. Questions, issues or requests for reporting changes should be referred to the Customer Service Center [404-657-3956 Option 9, or 1-888-896-7771 (Option 9) or email sao_travel@sao.ga.gov].

Section 2: Reporting

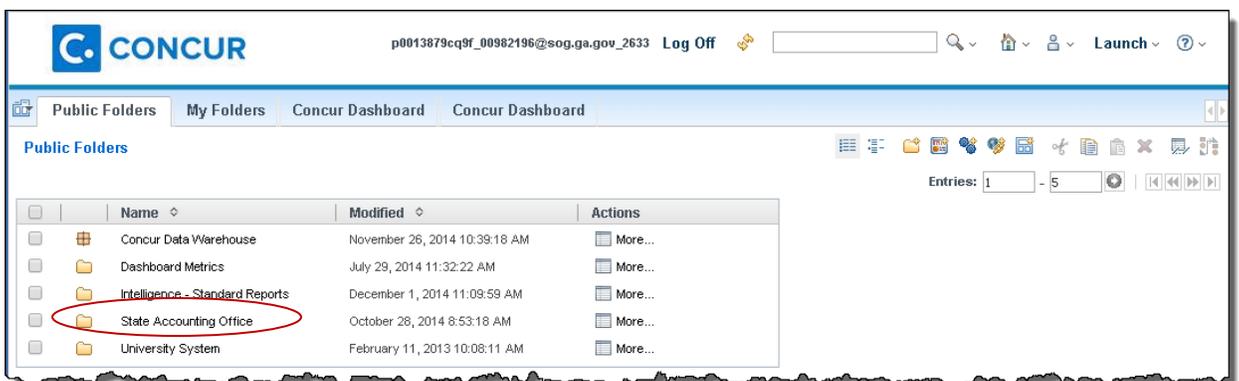
Accessing the Reporting Tool

The Reporting tool is accessed from My Concur.

1. Log in to Concur. Click on the **Reporting** tab.

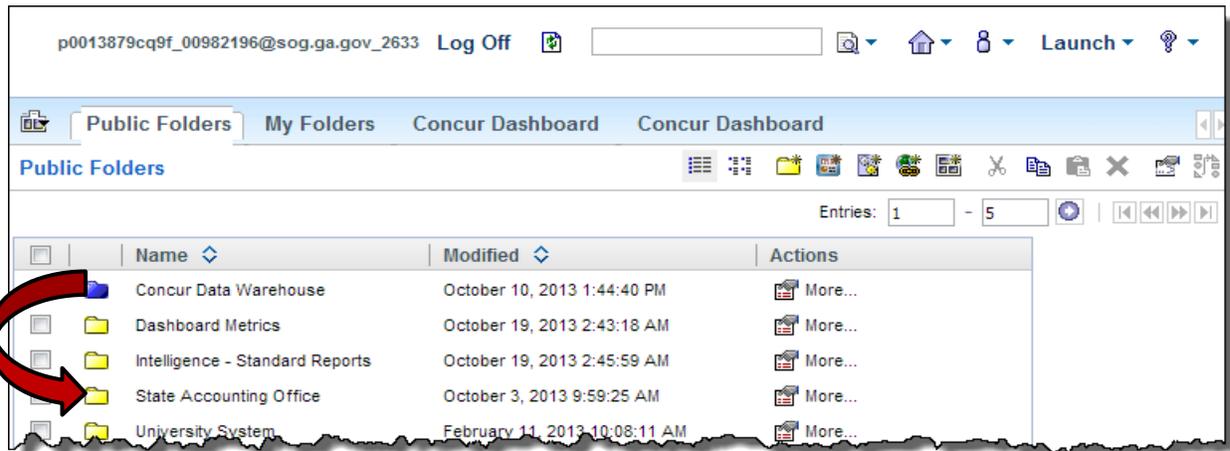


2. The Public Folders tab opens. Click on **State Accounting Office**.

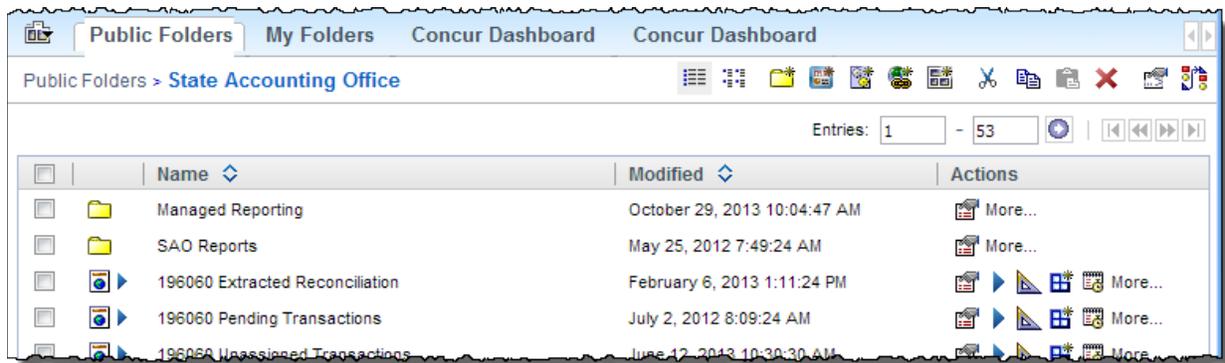


Accessing SAO Custom Reports

1. Select **State Accounting Office** in the **Public Folders** tab.

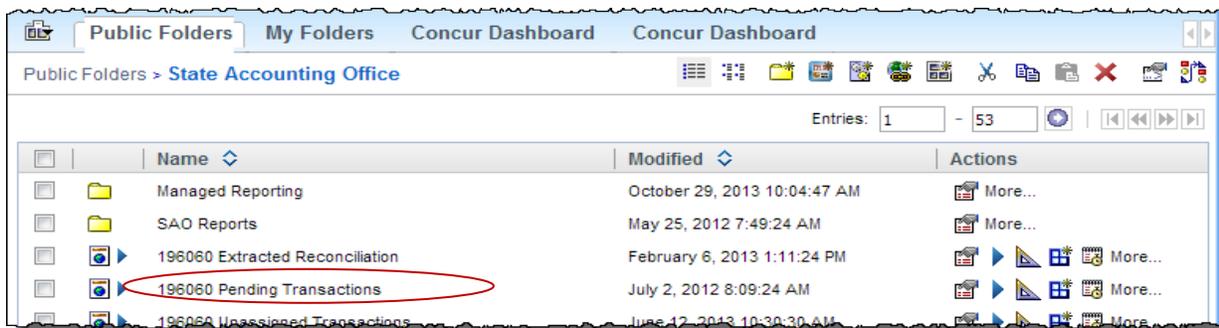


2. A list of reports customized for State of Georgia appears.



Running SAO Custom Reports

1. Choose a report by clicking on the name listed.



2. Prompts for criteria selection may appear depending on the report selected. Enter the appropriate requested information for the prompts and click **OK** or **Finish**.

Employee Exceptions - Details

Prompts

Date Range

Sent for Payment Date: From: Apr 10, 2013 To: Apr 10, 2013

Options

Keywords: Type one or more keywords separated by spaces. Search

Results: [List Box] [Insert] [Remove]

Choice: [List Box]

Employees: [List Box] [Select all] [Deselect all]

Cancel < Back Next > Finish



3. The report displays according to the default output selection.

Employee Exceptions - Details
Sent for Payment Date Between Apr 10, 2013 and Apr 10, 2013

Employee	Employee ID	Report Date	Report Name	Purpose	Exception Event	Exception Level	Exception Code	Exception Text
Anadu, Uzoma Jane	00897384	Apr 8, 2013	Week of April 1, 2013	Site Visits	Report Submit	1	UNUSEDCC	You have unassigned AirPlus or Wright Express transactions that exceed 30 days.
Artese, Brian P	0202821	Mar 27, 2013	Louisville, KY 2/21-2/23/2013	Louisville Conf. on Lit & Cult	Report Submit	1	TRIP45	Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
Battles, Greco R	00301036	Apr 1, 2013	March Travel	Daily Work Travel	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.
Gardner, Alice O	00763838	Apr 2, 2013	February & March 2013	Client intakes, meetings	Report Submit	51	MILEFUEL	Please review to ensure report should contain both Mileage and Fuel expenses. Mileage amount includes fuel reimbursement.

4. Click the  icon to return to the Report Listing.

196060 Extracted Reconciliation - IBM Cognos Viewer - Google Chrome

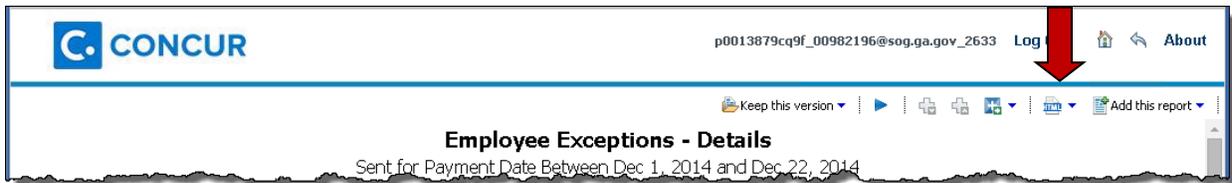
https://reporting2.concursolutions.com/cognos/cgi-bin/cognosisapi.dll?b_action=cognosViewer&ui.action=run

Extracted Airplus
196060 Reconciliation
Extracted Between May 8, 2013 and May 8, 2013

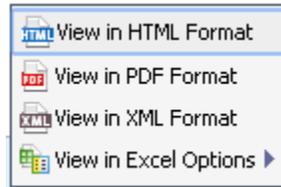


Changing the output format of an open report

1. With the report open click on the current format icon

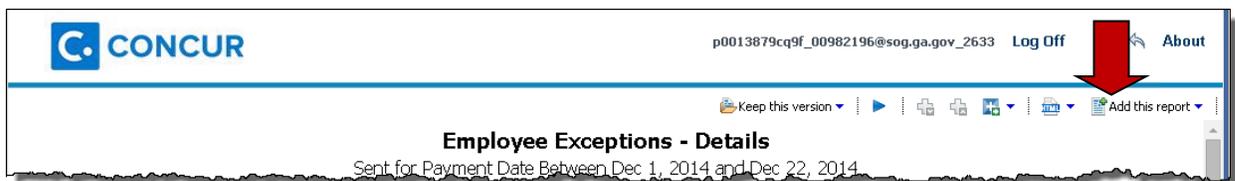


2. Select the new format desired from the drop down list. **Note:** You may have to hold down the **Ctrl** key when opening a report in Excel.

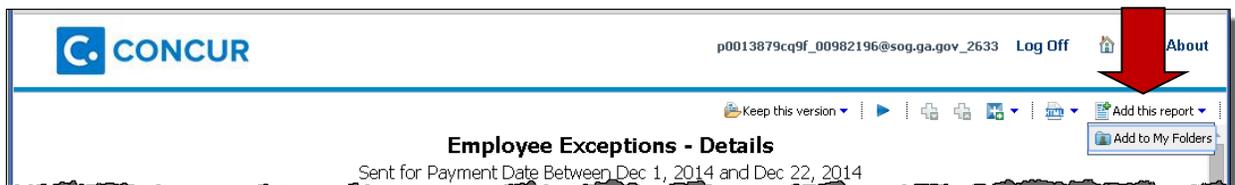


Create a Shortcut to a Report in My Folders

1. With the report open click on the drop down arrow next to the Add this report icon



2. Select the **Add to My Folders** option.

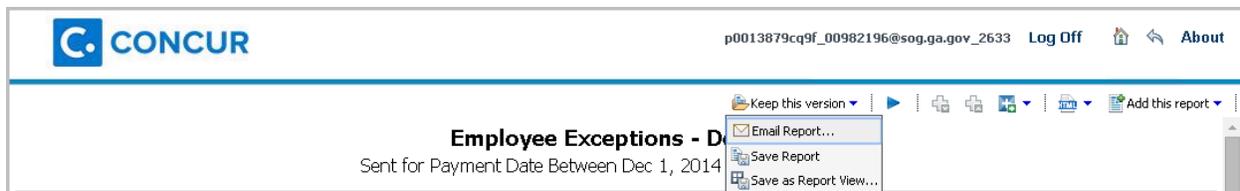


3. Specify a name and description for the shortcut. You can also add information about the report in the **Description** field as well as add a screen tip for this report.

4. Click **Finish**.

Save Report View or Email Copy of A Report

1. With the report open click on the drop down arrow next to the **Keep this version** icon  Keep this version ▾
2. Select **Email Report**, **Save Report** or **Save as Report View**



3. If you selected Email Report the **Email Options** dialogue box opens:

Set the email options - Employee Exceptions - Details Help 

Specify the recipients and contents of the email. To add recipients, click Select the recipients or type the email addresses separated by semi-colons. To include an HTML report as the message body, leave the Body box empty and select the report as the only attachment.

To:

Subject:

Body:

Attach the report

- a. Enter the email address of the recipients
- b. The subject defaults to the report name.
- c. Use the **Body:** section to add a note to the email.
- d. Click **OK**.

4. If you selected **Save this report as a view** the **Save as a report view** dialog box opens.

Save as report view Help 

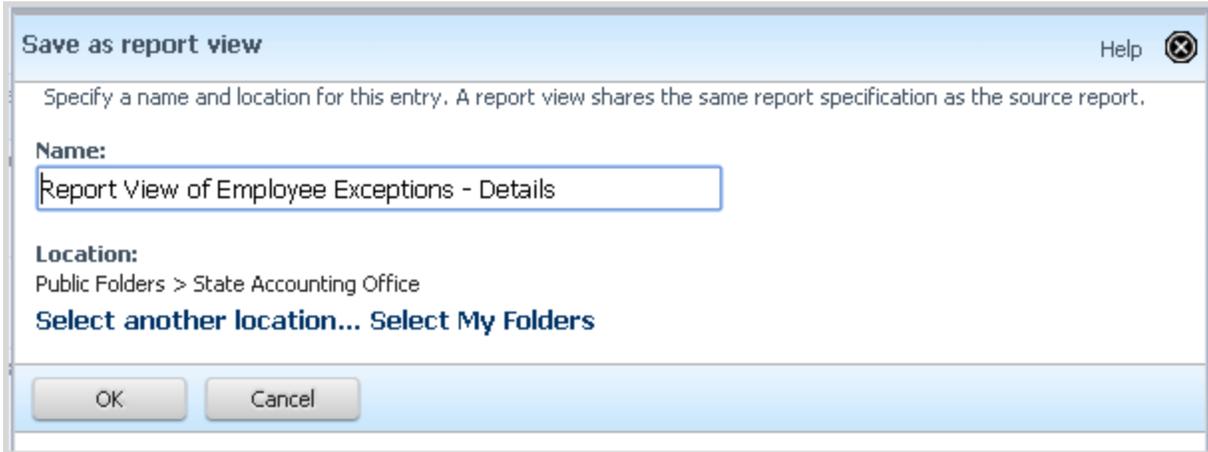
Specify a name and location for this entry. A report view shares the same report specification as the source report.

Name:

Location:
 Public Folders > State Accounting Office
[Select another location...](#) [Select My Folders](#)

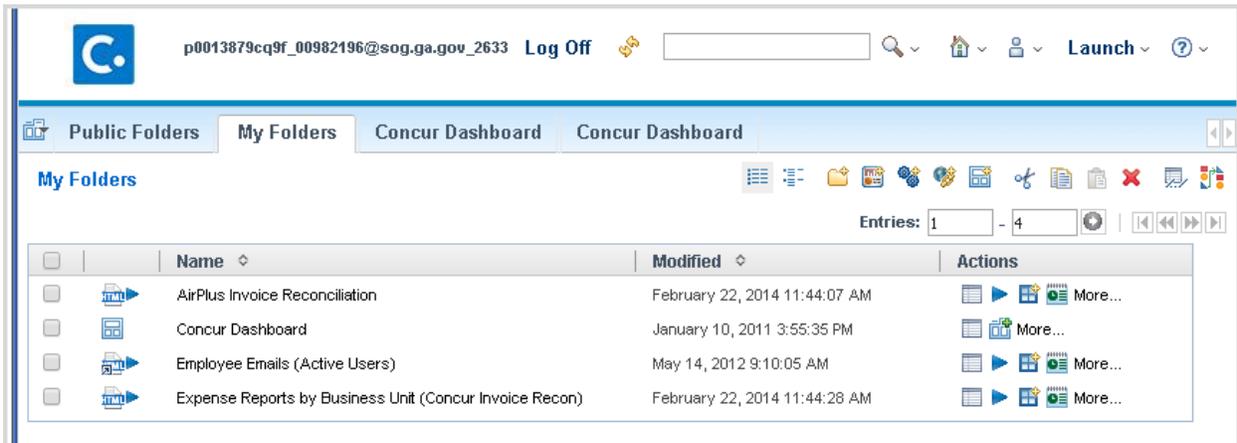
- a. Enter a name for the Report View

- b. Select a location for the report
 - i. Use **Select My Folders** to add the view to your My Folders or **Select another location** to save to a an existing folder or add a new folder in My Folders..

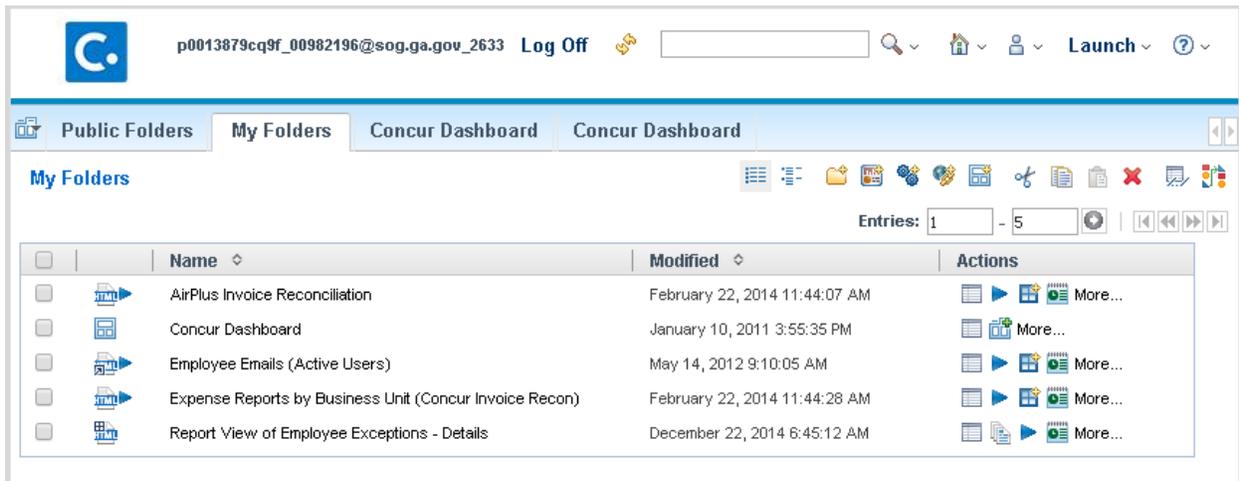


To View Saved Report Views

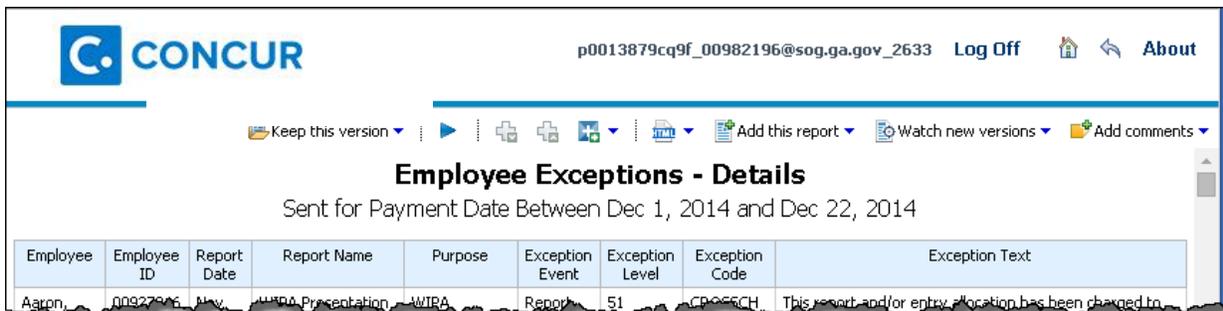
1. Click on the **My Folders** tab.



2. Select the Report View or Sub-Folder that contains the Report View you wish to review.
3. Click on the **Report View**

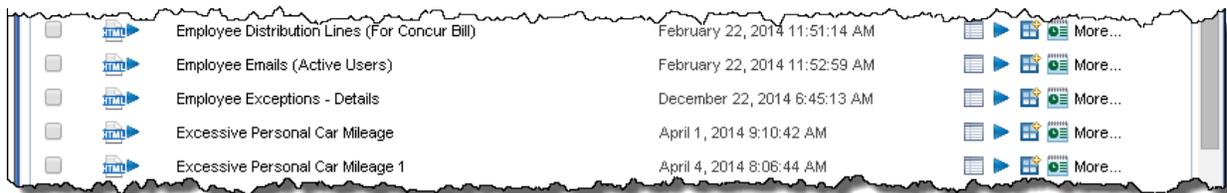


4. The report will display in the format you have defaulted.



Creating Excel output from a Concur Report

1. Locate the report you wish to export to Excel and click on the **Run with Options** icon  next to the report you want to run.



2. The **Run with options menu** appears.

Run with options - Employee Exceptions - Details Help

Select how you want to run and receive your report.

Format:
HTML

Accessibility:
 Enable accessibility support

Language:
English

Delivery:
 View the report now
 Save the report

Prompt values:
 No values saved
 Prompt for values

Run Cancel

To specify a time to run the report, or for additional formats, languages, or delivery options, use **advanced options**.

3. Click on the dropdown arrow in the **Format** field and select the **Delimited text (CSV)** report format type and click **Run**.

Run with options - Employee Exceptions - Details Help

Select how you want to run and receive your report.

Format:
 HTML
 HTML
 PDF
 Excel 2007
 Excel 2007 Data
 Excel 2002
 Delimited text (CSV)
 XML

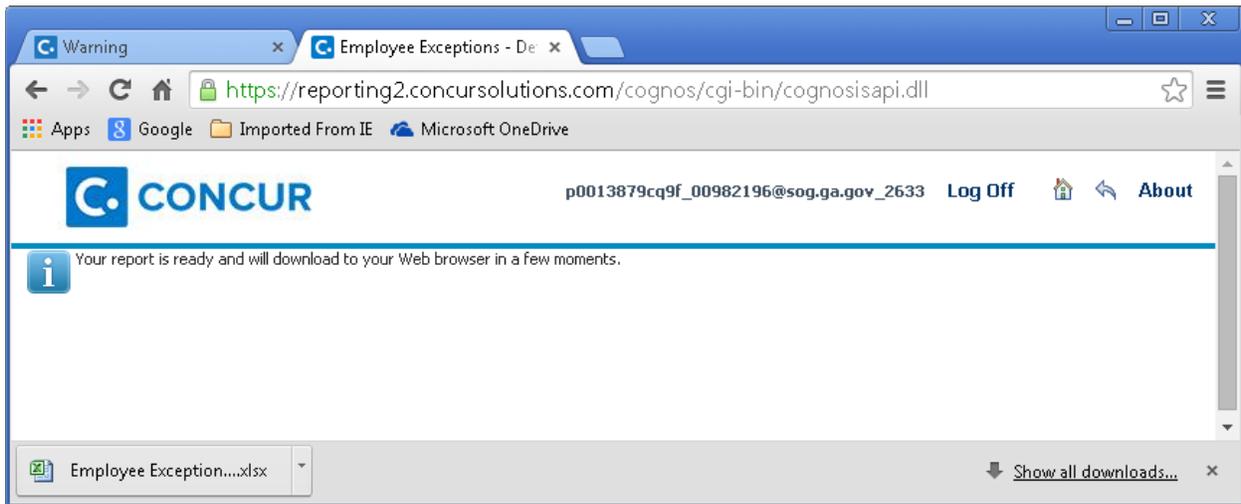
Delivery:
 View the report now
 Save the report

Prompt values:
 No values saved
 Prompt for values

Run Cancel

To specify a time to run the report, or for additional formats, languages, or delivery options, use **advanced options**.

4. Enter any prompts required for the report you have chosen and click on **Finish**.
5. The system will provide information on retrieving your report and your browser will give you access to the report.
 - a. Click on the Excel report name that displays to open the report in Excel. We used Google Chrome so the report name appears at the bottom; the location of the report on your screen is browser dependent.
 - b. Click on the drop down arrow to access additional options

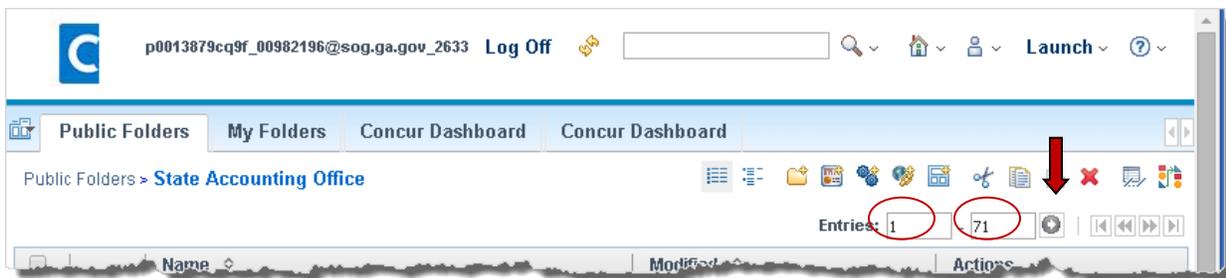


- c. Save the report in a location of your choice (outside of TTE-Concur).

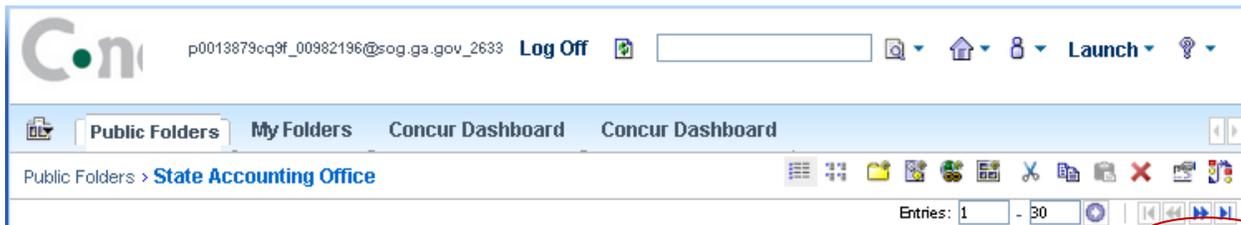
Section 3: Setting Preferences

Override Default Number of Reports in a list View:

1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window.



4. In the Entries boxes you can override the default number range of reports you want to display on a single page in list view.
 - a. Enter 1 in the first box
 - b. Enter a number (i.e., 20) in the second box
 - c. Click  to make the change.
 - i. **NOTE:** If you want to list to always display a specific range of reports such as 3 through 9, enter 3 and then 9 in the second box. Viewing in display mode does not use this field.
 - d. To set the default number, see **Set Personal Preferences**.
5. To access any reports in excess of the preferred number use the double arrows to move forward or backward a single page or the arrow and line to go to the first or last page of the list.

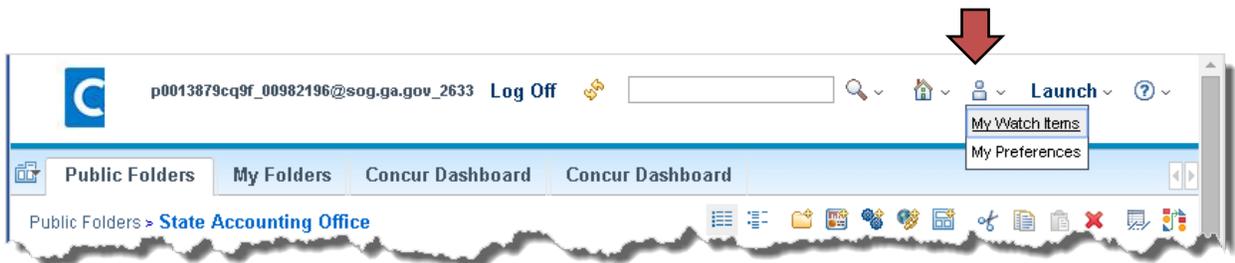


Set Personal Preferences

1. Log into Concur and select the **Reporting** tab.
2. Select **State Accounting Office**.
3. Scroll to the far right of the window and click on the down arrow next to the



icon.



4. Click on **My Preferences**.

The **General** tab opens to display your default options for the State Accounting Office folder.

Set preferences Help 

General | Personal | Portal Tabs

Specify your settings.

Number of entries in list view:

Report format:

Separators in list view:

Show the Welcome page at startup
 Show a summary of the run options
 Enable accessibility support for reports I run or schedule

Style:
 Preview

Portal

Default view:
 List
 Details

Regional options

Product language:
 Use the default language
 Use the following language:

Content language:
 Use the default language
 Use the following language:

Time zone:
 Use the default time zone
 Use the following time zone:

Enable bidirectional support
Base text direction for content:

- i. **Number of entries in List View:** Set the default number of reports you want to display on a screen when viewing reports in the list view.
- ii. **Report Format:** Click on the down arrow and select your default report output preference
 1. **HTML** – display on screen
 2. **PDF** – PDF formatted output
 3. **Excel 2007** – Excel 2007 formatted output
 4. **Excel 2007 Data** – Excel 2007 unformatted output
 5. **Excel 2002** – Excel 2002 formatted output
 6. **Delimited text** – CSV format output
 7. **XML** – XML formatted output
- iii. **Separators in list view** – click on the dropdown for options
- iv. **Portal:**
 1. **Default view:** Select the view your prefer – list or details
- v. **Regional Options, Time Zones** – defaulted options should be fine
- vi. Click **OK**.

b. Click on the **Personal** tab.

Set preferences Help

General **Personal** Portal Tabs

View the summary of your authentication information and manage your credentials. You can also view the groups and roles whose access permissions you have in this session and the capabilities available to you.

Primary logon
The primary logon represents the namespace that you first logged on to in this session and the credentials that you used.

Namespace:
Concur

User ID:
p0013879cq9f_00982196@sog.ga.gov_2633

Given name:

Surname:

Email:

Alerts
Specify the email address to use for your alerts about new versions.

Email:

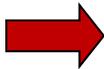
Credentials
Specify the users, groups or roles that can use the credentials to run activities. You can also renew the credentials. [Renew the credentials](#)

Entries: 1 - 2

<input type="checkbox"/>	...	Name
<input type="checkbox"/>		Directory Administrators
<input type="checkbox"/>		p0013879cq9f_00982196@sog.ga.gov_2633 (p0013879cq9f_00982196@sog.ga.gov_2633)

Add... Remove

Groups and roles



- i. **Email:** enter the email address you want the system to use for notification of new versions.
- ii. Click **OK**.

Switch from List to Details view

1. Click on the Details view icon .

The screenshot shows the application's navigation bar with the user ID 'p0013879cq9f_00982196@sog.ga.gov_2633' and a 'Log Off' button. Below the navigation bar, there are tabs for 'Public Folders', 'My Folders', and 'Concur Dashboard'. The 'Concur Dashboard' tab is active. In the toolbar below the tabs, there are several icons, including a list view icon and a details view icon. A red arrow points to the details view icon. The breadcrumb path 'Public Folders > State Accounting Office' is visible. At the bottom right, there is a pagination control showing 'Entries: 1 - 71'.

Section 4: Custom Reports Catalog

Report	Short Description
196060 Extracted Reconciliation	Shows all AirPlus (196060 account) detail extracted to TeamWorks by date range.
196060 Pending Transactions	Shows all AirPlus (196060) detail NOT extracted to TeamWorks.
196060 Unassigned Transactions	Shows transactions with missing data such as a Record Locator Number, Business Unit, Employee which prevent the transaction from processing.
196061 AirPlus Invoice Reconciliation	Gives details on Airfare and Travel Agent fees which are included in the AirPlus bill. For invoice reconciliation.
Adoption (Air, Car, Hotel)	Tracks number of Concur booked trips vs. number of trips booked through the agent at a higher fee.
Airfare Booked But Not Yet Expensed	Shows users what airline tickets have not yet been expensed. This will allow finance departments to identify liabilities and plan appropriately.
Airfare Expensed Not Booked in Concur Travel	Shows users airline expenses not booked through Concur Travel.
Airfare Expensed Not Booked in Concur Travel (detail)	Shows users airline expenses not booked through Concur Travel with added detail.
Approval Workflow - Details	Shows details of approval workflow by Manager or Process with employee details
Approved Travel Requests by Employee	Shows details of approved Requests with some detail , by Employee.
Approved Travel Requests by Employee-Details2	Report in progress. See Global Travel Administrator.
Attendee Details	Shows the spending by employees and attendee information for expenses that have associated attendees, typically for meal or entertainment expense types. This report can be run to provide the total picture or for a selected set of expense reports that represent money being spent by an employee to cover expenses for fellow employees or non-employee clients or prospective clients.
Authorized Approver List	Shows designated authorized approvers with their agency group.
Billed Transaction Reconciliation – Detail	Concur transactions by month included deleted expense reports.

(Calendar Month)	
Billed Transaction Reconciliation – Detail (Calendar Month) with Program	Concur transactions by month included deleted expense reports. See Global Administrator for more detail.
Car Rental Details	Shows detail of Car Rentals by date range.
Car Rental Expensed Not Booked in Concur Travel	Shows detail of Car Rental Expenses not booked through Travel.
Car Rental Expensed Not Booked in Concur Travel (Details)	Shows detail of Car Rental Expenses not booked through Travel. See Global Travel Administrator for more information.
Cash Advance Analysis	Shows the amount and status of cash advances by employee and issue data, including any returned amount.
Cash Advance Analysis w/Aging	Shows the amount and status of cash advances by employee and issue data, including any returned amount with days outstanding aged from issue date.
Completed Travel Requests Without Expense Reports	Shows Requests not attached to Expense Reports
Concur Dashboard	Available but in development.
Detail Report - Extracted	For a specified date range, this report includes chart-field details for expense reports extracted to TeamWorks including date release by Back Office and Concur Extract dates. The report runs by Extract date.
Detail Report – Extracted (sent for payment date)	For a specified date range, this report includes chart-field details for expense reports extracted to TeamWorks including date release by Back Office and Concur Extract dates. This report runs by Date Submitted for Payment. This report is used for reconciling AP and GL data extracted from TTE into TeamWorks.
Detail Report – Extracted 1	See Global Administrator for more information on this report.
Detail Report- Non-Extracted	This report includes ALL chart-field details for expense reports NOT extracted to TeamWorks.
Detail Report-Submitted (for Concur Bill)	Chart field details by date range for submitted Expense Reports for Concur Invoice Reconciliation. Concur billings cut off is 5 days prior to the last day of the month.
Employee Distribution Lines (for Concur Bill)	Provides Chart field details for employee defaults for deleted Expense Reports. (Relates to the Detail Report-Submitted)

Employee Emails (Active Users)	List of active employee travelers with Employee ID, names, email and date last expense report was submitted.
Employee Exceptions - Details	Id all report level exceptions by employee for date range specified.
Employee Excessive Personal Car Mileage	Report on personal car mileage with flexible break even mileage
Employee Excessive Personal Car Mileage 1	See Global Administrator for more information on this report.
Expense Entry Analysis	Lists report entry detail grouped by Individual or Expense Type over specified dates.
Expense Entry Analysis Details (grouped by employee)	Lists report entry detail grouped by Individual or Expense Type over specified dates.
Expense Reports by Business Unit (Concur Invoice Recon)	Includes a listing of reports submitted by individual by day along with the related transaction fee. Developed to be used in Concur invoice reconciliation. This report does not include deleted reports and may not reconcile 100% with Concur bill.
Expense Summary 1	See Global Administrator for more information on this report.
Expense Summary 2	See Global Administrator for more information on this report.
Expense Summary by Employee and Year	This report shows summary of expenses by employee and year.
Expense Summary by Expense Type and Year	This report shows summary of expenses by type and year.
Extracted Reports	Includes a list of reports extracted to TeamWorks by employee, with total amount and extracted date.
Extracted Reports (Employee vs. Company Paid)	Reports extracted to TeamWorks by employee, with total amount and extracted date, grouped and sub-totaled by payment type: AirPlus, Company Paid, and Out of Pocket
Extracted Reports (Employee vs. Company Paid) Detail Report 1	Reports extracted to TeamWorks by employee, with total amount and extracted date, grouped and sub-totaled by payment type: AirPlus, Company Paid, and Out of Pocket with added detail of Record Locator Number and Ticket ID
Extracted Reports w/detail	See Global Administrator for more information on this report.
Hotel Stays Expensed Not	Shows hotel expenses with no matching reservation in Concur Travel.

Booked in Concur Travel	
Hotel Stays Expensed Not Booked in Concur Travel (Details)	Shows hotel expenses with no matching reservation in Concur Travel.
IRS Report	Identifies if employee has any taxable expense reports
IRS Report w/detail	Identifies if employee has any taxable expense reports
Mileage over 100 Per Day	Shows reports with average mileage expense reimbursements over 100 miles per day.
Report View of 196060 Unassigned Transactions	Shows unassigned credit card transactions.
Reports by Approver	List of approved expense reports sorted by approver.
Reports by Approver – Delegated	List of approved expense reports processed by a delegate sorted by approver.
Shortcut to Detail Report - Extracted	Shows extracted transaction detail by a date range.
Top 10 Longest to Approve	Ranks and shows approvers who took the longest to approve transactions by date range
Top Spend By Airline	Ranks by airline costs for airline tickets with subtotals by agency in a date range.
Top Spend By Rental Car Company	Ranks by rental car company costs rentals with subtotals by agency in a date range.
Top Spend by Vendor	Ranks vendors with the highest amount of submitted expenses during a specified timeframe.
Top Spenders by Employee	This report lists of employees with the highest amount of posted entries.
Top Spenders by Expense Type	This report lists employees with the highest amount of submitted expenses within expense types during a specified timeframe.
Travel Policy Exceptions	Details travel policy exceptions including segment type, booked date, travel date, days booked in advance, exception code and description
TTE Cash Advance Analysis	
Unsubmitted Expense Entry	This report shows a list of expenses grouped by employee that have

Analysis Details (Grouped by Employee)	been entered on expense reports but not submitted during a specified timeframe.
Unsubmitted Expense Reports	Sorts the list of unsubmitted expense reports from oldest to newest, with amount.
Unsubmitted Expense Reports with Cash Advances	Sorts the list of unsubmitted expense reports from oldest to newest, with amount and any attached Cash Advances
User Concur Travel History	Includes a list of travel reservations booked in Concur travel during specified dates.
Voided Air Tickets	Shows voided tickets; date range and other options available.
Workflow Cycle Times–Details 2	Options of date range and Manager or Processor to show workflow process details and performance.

Section 5: TeamWorks Financial Reports

GL Reports:

GLXXX0902	GL Offline Travel Interface Report	The Local Travel Administrators will need to review the GLXXX0902 (GL Offline Interface) report daily to ensure all transactions have posted into TeamWorks. This report will provide General Ledger Journal Entries created for Company Paid transactions that were extracted from Concur.
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AP Reports

APXXX0401	Budget Exceptions	This report lists vouchers and provides an error description of each voucher line that did not pass budget checking.
APXXX0402	Daily Input Report	This report lists vouchers that were processed through AP including regular vouchers, PO vouchers, Labor, Payroll and regular offline transactions.
APXXX0404	Payables Due Proof Report	This report lists payables selected for payment based on the vouchers scheduled due date.

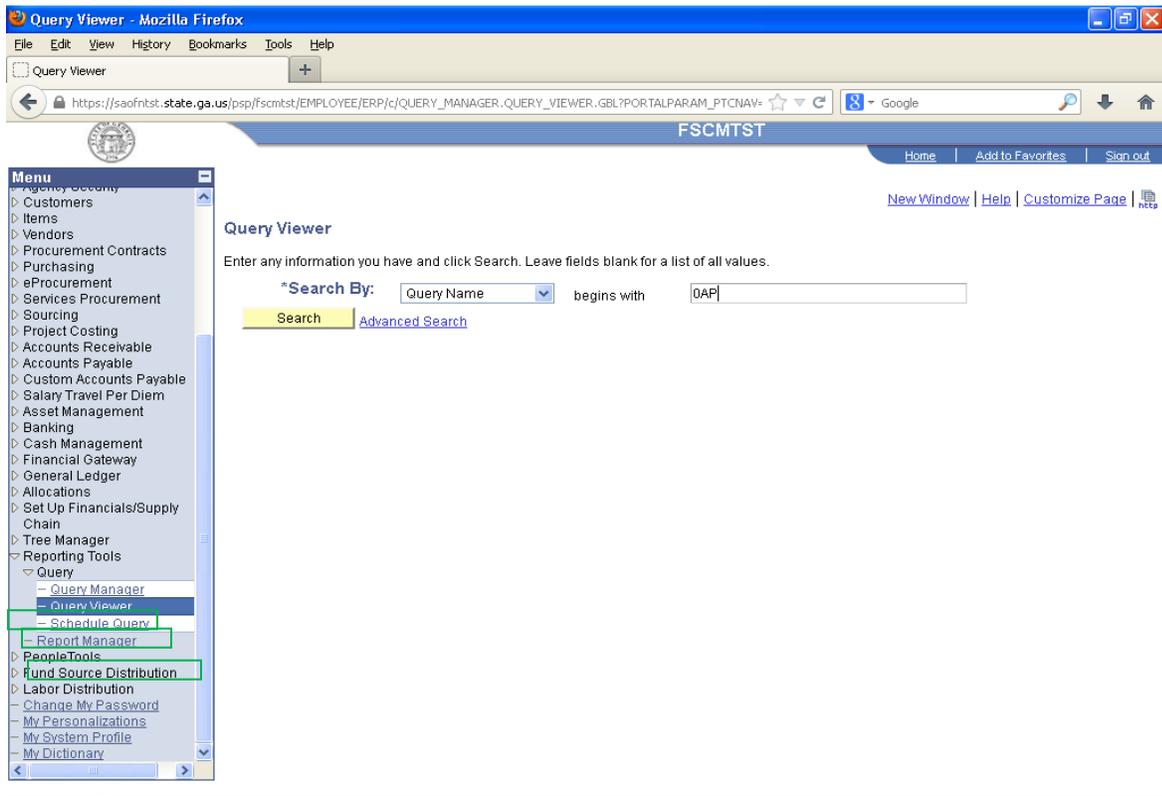
APXXX0408	Payment Activity Report	This report lists detailed payment information sorted by Voucher ID for system checks, manual checks, express checks, EFT payments, and wire transfers.
APXXX0419	Travel Expense Report	This report lists vouchers for Travel Payments. Monthly report will be produced automatically at each month-end close.
APXXX0855	Offline Travel Voucher Interface Report	This report will provide Accounts Payable vouchers created for employee travel reimbursements that were extracted from Concur.

Section 6: How to Edit TTE Vouchers in TeamWorks Financials

After the nightly data extract from TTE and the file is import into TeamWorks completes, the system runs a Voucher Build. On that day you have the ability to edit the vouchers created from TTE transactions.

Step 1: Access the Query Viewer

TW Navigation: *Reporting Tools > Query > Query Viewer*



Step 2: Run [Query OAP042A_VCHRS_NOT_POSTED_DISTR](#) in TeamWorks Financials (This query will show all transactions extracted from TTE on the prior day)

Step 3:

Enter the **Agency's Business Unit**.

Enter the **Accounting Date From** = day after extraction from TTE

Enter **Accounting Date To** = date after extraction from TTE

For our Example: TTE transaction extracted for business day 06/13/13; Extract processed in TW 06/14/13

Agency Business Unit: 42700

Accounting Date From: 06/14/2013

Accounting Date To: 06/14/2013

Step 4:

Once the query runs in Excel, filter: **Origin** "TRV". The query will show all travel payments extracted the prior day.

Agencies may review any of the vouchers listed and edit invoice information, payment information, or place vouchers on hold.

Section 7: Travel Payments and Reconciliation

Rental Cars

When a traveler books a rental car using TTE, the payment type for the car rental defaults to “company paid” and no out of pocket expense is incurred by the employee. However, the employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.

The screenshot shows the TTE interface with the following details:

- Table of Expenses:**

Date	Expense	Amount	Requested
11/05/2013	Rental Cars Only Hertz, Atlanta, Georgia	\$60.66	\$60.66
- Expense Form Fields:**
 - Expense Type: Rental Cars Only
 - Transaction Date: 11/05/2013
 - Number of days the vehicle was rented: [Empty]
 - Purpose of Trip: Site visits
 - Vendor: Hertz
 - City: Atlanta, Georgia
 - Payment Type: Company Paid
 - Amount: 60.66 USD
 - Personal Expense (do not reimburse): [Unchecked]
 - Trip Type: In-State Travel
 - Reservation Number: [Empty]
 - Comment: [Empty]

When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

Debit 640XXX – Travel – Rental Car

- 640006 Travel – In State Rental Car
- 640025 Travel – Out of State Rental Car
- 640039 Travel – International Rental Car

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel).

Each agency receives an invoice from the rental car company directly. (Hertz and Enterprise are the current State contracted vendors). When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their rental car expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for rental cars timely

- All invoices being paid are coded properly
- Balances in the clearing account are justified

Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

Direct Bill Hotels

When a traveler enters an expense for a direct billed hotel in TTE, the payment type for the hotel needs to be adjusted to “Company Paid” as no out of pocket expense has been incurred by the employee. The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge and did not make the reservation through the TTE system.

The screenshot shows the TTE system interface for an expense report. The top navigation bar includes 'My Concur', 'Request', 'Expense', 'Reporting', and 'Profile'. Below this, there are links for 'View Reports', 'New Expense Report', 'View Receipt Store', 'Approve Reports', 'View Cash Advances', and 'New Cash Advance'. The main heading is 'Weekly Travel 11/4 to 8' with 'Delete Report' and 'Submit Report' buttons. A sub-header shows 'Expenses' with 'Move', 'Delete', 'Copy', and 'View' options. A table lists two expenses: 'Rental Cars Only' for \$60.66 and 'Hotel' for \$375.00. The 'Hotel' expense is selected, and its details are shown in a form on the right. The form includes fields for 'Expense Type' (Hotel), 'Transaction Date' (11/05/2013), 'Purpose of Trip' (Site visits), 'Vendor' (La Quinta), 'City' (Savannah, Georgia), 'Amount' (375.00), and 'Payment Type' (Out of Pocket). A red arrow points to the 'Company Paid' option in the 'Payment Type' dropdown menu. The form also includes a 'Comment' field with the text 'Had to call to get room.'

When the travel expense statement is approved and extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

- Debit 640XXX – Travel – Hotel
- 640003 Travel – In State Hotel
 - 640022 Travel – Out of State Hotel
 - 640036 Travel – International Hotel

Credit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

Each agency receives an invoice from the hotel directly. When the agency pays the invoice in TeamWorks, the agency should use the following as the expense account for payment:

Debit 200006 – Travel Clearing Account - Direct Bill (Rental Car/Hotel)

In the above scenario, the expense is properly recorded and the clearing account balance is zero. Each agency should be monitoring their direct bill hotel expenditures and reconciling their clearing account quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for direct bill hotels timely
- All invoices being paid are coded properly
- Balances in the clearing account are justified

Please note that any reservations made outside the TTE system will not follow the same accounting entries as what is described above. Reservations made outside the TTE system will result in the invoice being coded to the appropriate travel account, directly, and not the 200006 account.

AirPlus (Airfare)

When a traveler books airfare using TTE, the payment type for the airfare is “company paid.” The employee is required to include this expense on his/her travel expense statement in TTE even though the employee is not being reimbursed for the charge.

When the travel expense statement is extracted to TeamWorks nightly, the following accounting entries occur in the General Ledger module:

- Debit 640XXX – Travel – Commercial Transportation
- 640005 Travel – In State Commercial Transportation
 - 640024 Travel – Out of State Commercial Transportation
 - 640038 Travel – International Commercial Transportation

Credit 196060 – Travel Clearing Account (Distributed)

The State Accounting Office (SAO) receives a consolidated invoice from AirPlus and is responsible for paying AirPlus on behalf of the TTE agencies. The AirPlus invoice includes charges for airfare, as well as all fees assessed by the travel agency (Travel Incorporated) for any reservation made using the TTE system. When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 196061 – Travel Clearing Account (Undistributed)

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process.

Each impacted agency receives a copy of the AirPlus invoice, along with supporting documentation for their files.

In the above scenario, the expense is properly recorded and the clearing accounts (196060 and 196061) should net to zero. Each agency should be monitoring their airfare expenditures and reconciling their clearing accounts quarterly (at a minimum) to ensure that:

- Employees are filing their expense reports for airfare timely
- Balances in the clearing accounts can be justified

TTE/Concur

SAO receives a consolidated invoice from Concur monthly and is responsible for paying Concur on behalf of the TTE agencies. The Concur invoice includes charges for all travel expense reports that have been submitted in Concur. When SAO pays the invoice in TeamWorks, A/P vouchers are set up for each impacted agency and A/P vouchers are coded as follows:

Debit 651010 – Per Diem & Fees – Other Fees

SAO uses default chart field information including Department, Program, Fund, Funding Source, and Project that is supplied by the agency during the TTE onboarding process. Agencies are authorized to enter Adjustment Vouchers, as needed, if an agency desires to reallocate expenditures for Concur.

Each impacted agency receives a copy of the Concur invoice, along with supporting documentation for their files.

Queries and Reports

Agencies can run the following queries in TeamWorks to assist with the reconciliation process:

- OAP005 – VERIFY_EXP
- OGL076 – 4092X GG REPORT

Agencies can run the following report in Concur to assist with the reconciliation process:

- 196060 Extracted Reconciliation

Agencies can also use the AirPlus and Concur supporting documentation (provided by SAO) to assist with the reconciliation process.

Reconciling Transactions Extracted from TTE into TeamWorks

Document Direct Reports and the TTE Detail Report – Extracted (sent for payment date) to Reconcile Accounts

1. Run the Detail Report- Extracted (sent for payment date) from Reporting in Concur.

Enter the business date or date range you want to reconcile. The Date Sent for Payment is the date the Back Office releases the items for payment. The Extracted Date is the date TTE/Concur extracted the data to make it available for processing into TeamWorks.

TTE Entries cut off at 6pm daily. Any transaction after 6pm will not be extracted by TTE until the next business day.

The report date shown in Document Direct represents the date the items were processed by SAO and not the date the transactions were released or extracted from TTE. Most times there is a one business day lag between the Date Extracted in TTE and the Document Direct report date. There can be exceptions.

- Although TTE extracts data daily, SAO does not process any data on holidays or weekends
 - The SAO process for Document Direct documents runs between 7am and 10am Monday through Friday except for Holidays.
- The Sent for Payment Date and the Extracted Date may not be the same in the Detail Report-Extracted (sent for payment date).
- The Document Direct report date will generally be the next business day after the Extracted Date in the TTE Detail Report-Extracted (sent for payment date) if no holiday was involved.

- TTE data from Friday's activity would usually have a Monday date in Document Direct as long as Monday was not a holiday and would also contain any Saturday through Sunday data extracted by TTE.
- Data from Friday, when Monday is a holiday, would have a Tuesday report date in Document Direct and would also contain any Saturday through Monday TTE data extracted by TTE.
- IF SAO is closed for any reason during the normal work week data is processed the next business day and reports would have that business date.
- On very rare occasions the Document Direct report date can be the same as the Extracted Date in the TTE report.

The Detail Report-Extracted (sent for payment) as displayed in TTE Reporting does not have subtotals or grand totals.

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Agent (In-State Travel)	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kimberly R	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car Mileage	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23

View the report in Excel by clicking on the  icon and selecting the appropriate Excel options.

Business Unit	Vendor ID	Employee ID	Employee	Report Legacy Key	Report Name	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Ag	AirPlus	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fu	Out of Pocket	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Di	Company Paid	01	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640010	For Travel Ag	AirPlus	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68
41900	E001001832	01001832	Caldwell, Kin	102914	120113-121513	2013-12-02	2013-12-15	640001	Personal Car	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	50.14

Save the report to your PC or Laptop with the appropriate date.

2. Obtain Document Direct GLXXX0902 and APXXX0855 reports

Open the **GLXXX0902** (GL Offline Travel Interface-General Ledger Report) for a specific date from Document Direct.

Print or export the report. Then do the same with the **APXXX0855** (Offline Travel Voucher Interface – Accounts Payable Report).

Note: XXX=Agency Business unit number, 404, 419, 427, etc.

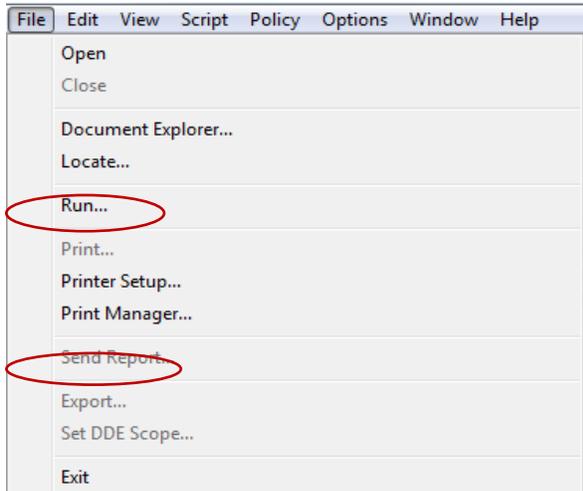
You may Print or Export these reports in Document Direct by selecting **File**.

Note: Generally the Print function should be fine.



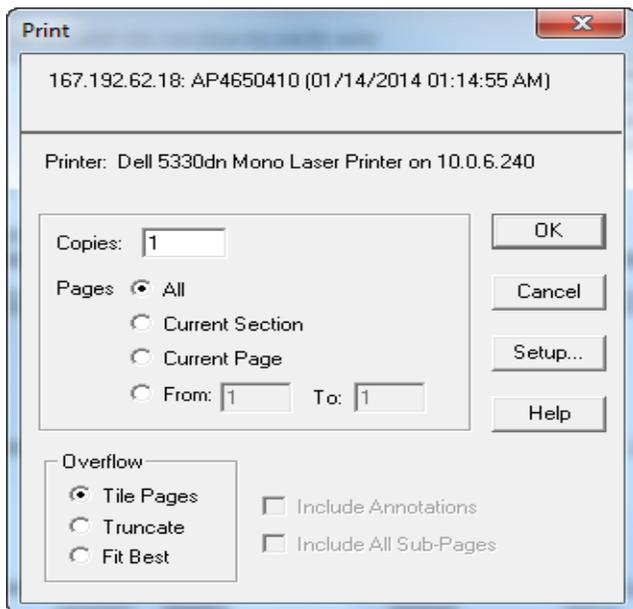
Document Direct - Print or Export option

- Select the Print or Export Option

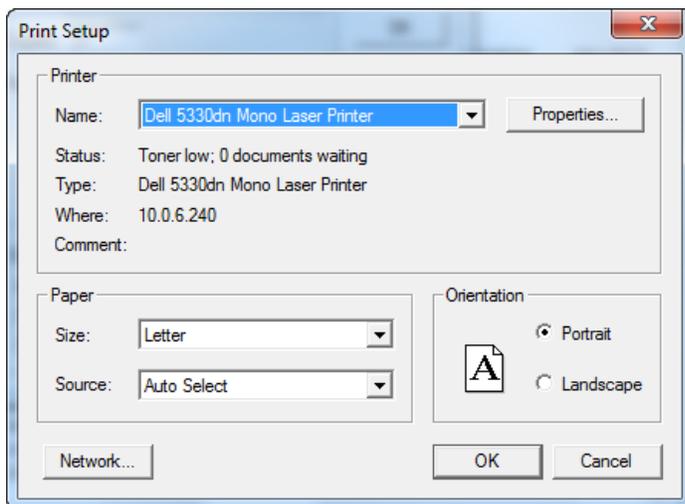


Note: A document must be open or the Print and Export functions are grayed out and not available.

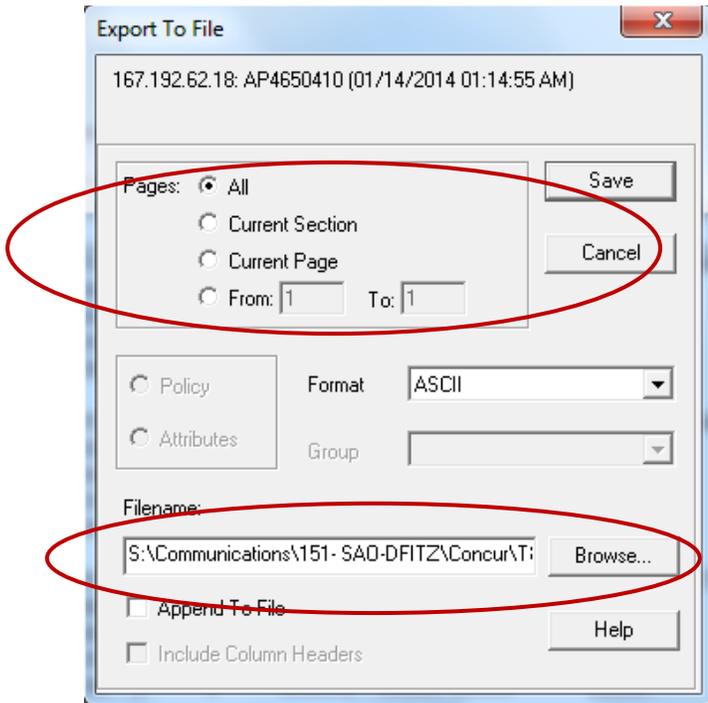
- To Print the report:
 - Select **Print**
 - Verify the **Copies** and **Pages** options



- Click **OK** or select **Setup** to use a different printer



- Choose the desired printer
- Click **OK**
- Click **OK** again to print
- To Export the report:
 - Select **Export**
 - Verify the **Pages** option. If in doubt, select **All** to ensure you export the entire report.
 - Specify the location to export to in **Filename:** and alter the name of the document if desired.

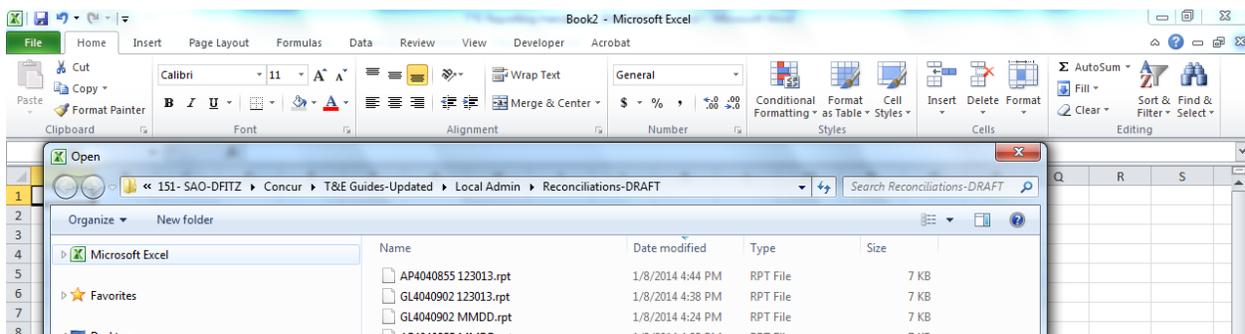


Note: Document Direct exports documents with the file extension .RPT

To manipulate the exported data, import it into Excel.

- Open Excel and then select the GLXXX0902.rpt or APXXX0855.rpt report from the saved location.

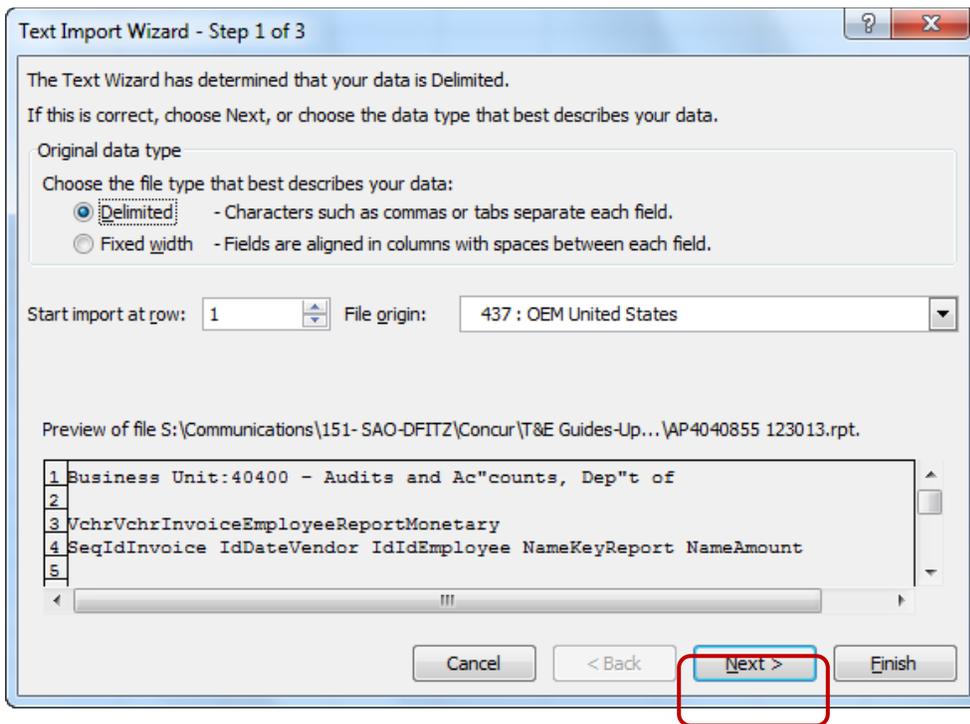
Note: XXX= Agency Business Unit Number 404, 419, 427, etc.



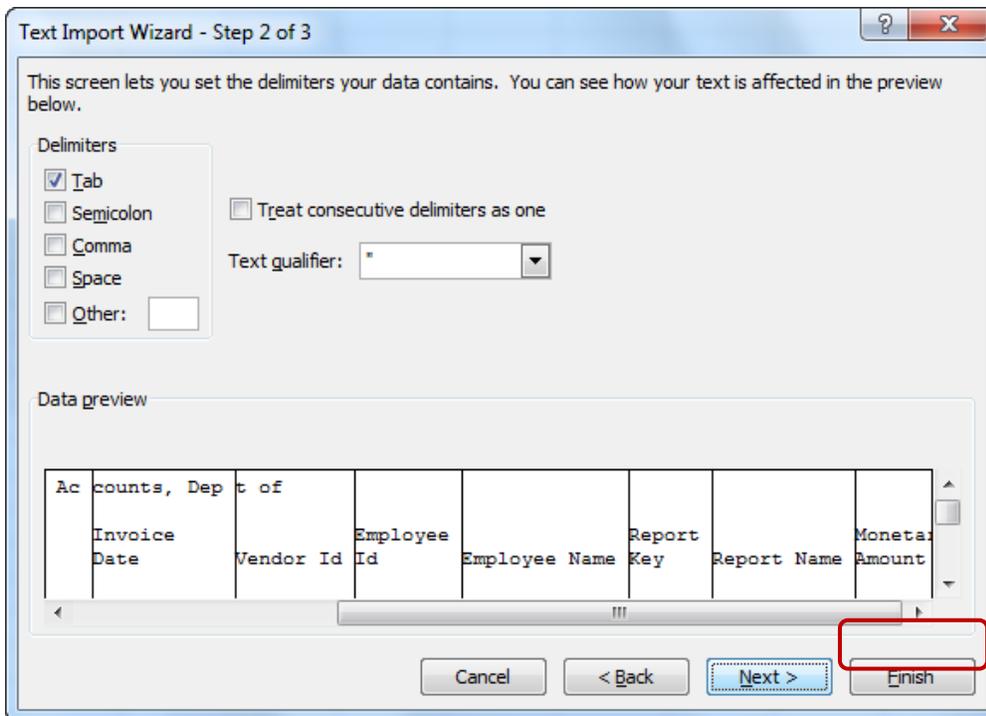
- The documents exported from Document Direct will have an extension of RPT.

Example Excel Import process when APXXX0855.rpt (Offline Travel Voucher Interface – Accounts Payable) is selected

- Click on the report to open the Text Import Wizard



- Click **Next**



- Click **Finish**.

The data imports into Excel and you can manipulate the data as you need. You have the full functionality of Excel once the report is in Excel.

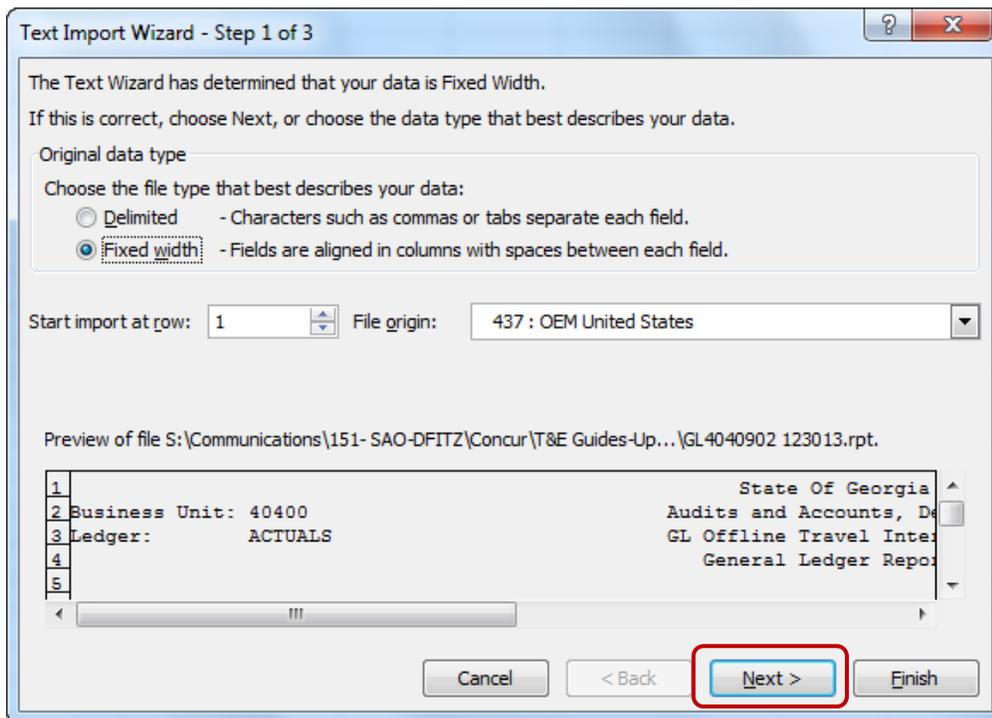
Note: If there is a large amount of data you will see sections for page headers, you can simply delete these lines in Excel to make working with the data easier.

A1 Busine										
A	B	C	D	E	F	G	H	I	J	
1	Busine	ss Unit:	40400 - Accounts, Dept of							
2										
3	Vchr	Vchr	Invoice	Employee	Report	Monetary				
4	Seq	Id	Invoice Id Date	Vendor Id Id	Employee Key	Report Na	Amount			
5										
6										
7	105788	NEXT	105788 11/7/2013	339835	885578	Bibby,Am	105788	Augusta	409.28	
8	105791	NEXT	105791 11/15/2013	339835	885578	Bibby,Am	105791	Milledge	54.24	
9	104221	NEXT	104221 12/11/2013	482675	970942	Schuenen	104221	Towns Co	100.4	
10	104288	NEXT	104288 12/12/2013	522437	995448	Morton,Je	104288	Atlanta Pu	10	
11	105846	NEXT	105846 12/19/2013	E00101128	1011288	Bruder,Eri	105846	KRISHNA	491.5	
12	105807	NEXT	105807 12/19/2013	E00101128	1011289	Lam,Victo	105807	COAM AU	442.75	
13										
14										
15				Total Mo	netary Am	ount for a	Vouchers	=	1,508.17	
16				St	ate Of Ge	orgia				
17				Audits and	Account s,	Dept of		Report ID:	AP4040855	
18				Offline Travel	Voucher Interface			Print Date	1/6/2014	
19				Account s	Payable s	Report		Page:	2	
20								PS ID:	APS8055X	
21										
22	Busine	ss Unit:	40400 - Accounts, Dept of							
23										
24	Vchr	Vchr	Invoice	Employee	Report	Monetary				
25	Seq	Id	Invoice Id Date	Vendor Id Id	Employee Key	Report Na	Amount			
26										
27										
28										
29	=====	=====	=====							
30	4040	0 TRANSA	CTION TOTALS							
31	=====	=====	=====							
32										
33	Total	Number Cf	Voucher es	6						
34	Total	Number Cf	Lines Processed:	6						
35	Total	Number Cf	Distribut rocessed:	54						
36										
37	Total	Number Cf	Voucher rted:	6						
38	Total	Number Cf	Lines Inserted:	6						

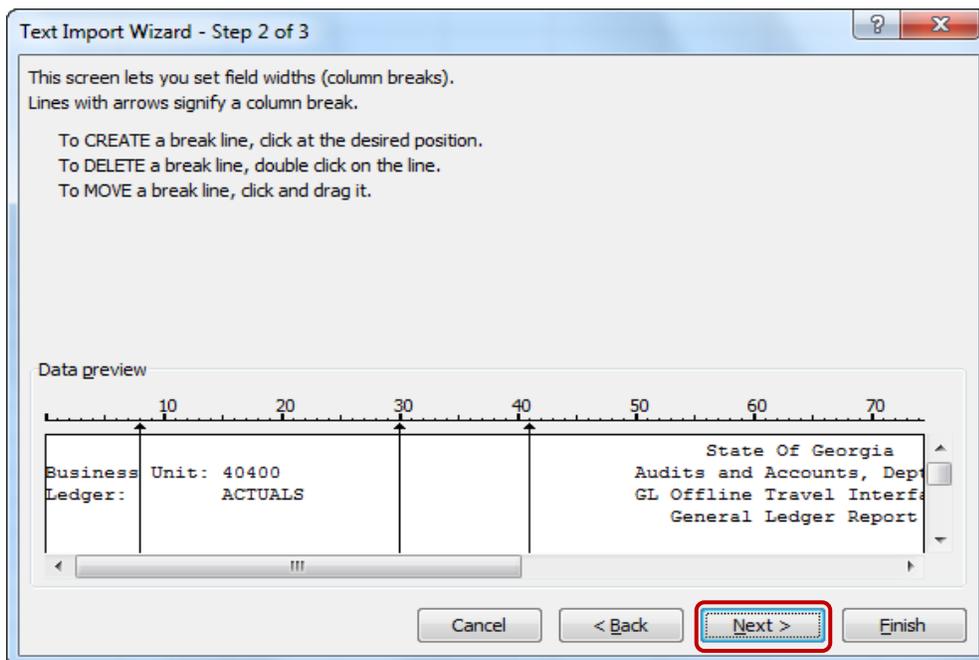
Note the Total of the vouchers created. In this example it is \$1,508.17 which represents the total of the AP Vouchers created from the TTE/Concur Extract.

Example Excel Import process when GLXXX0902 - GL Offline Travel Interface/General Ledger Report is selected:

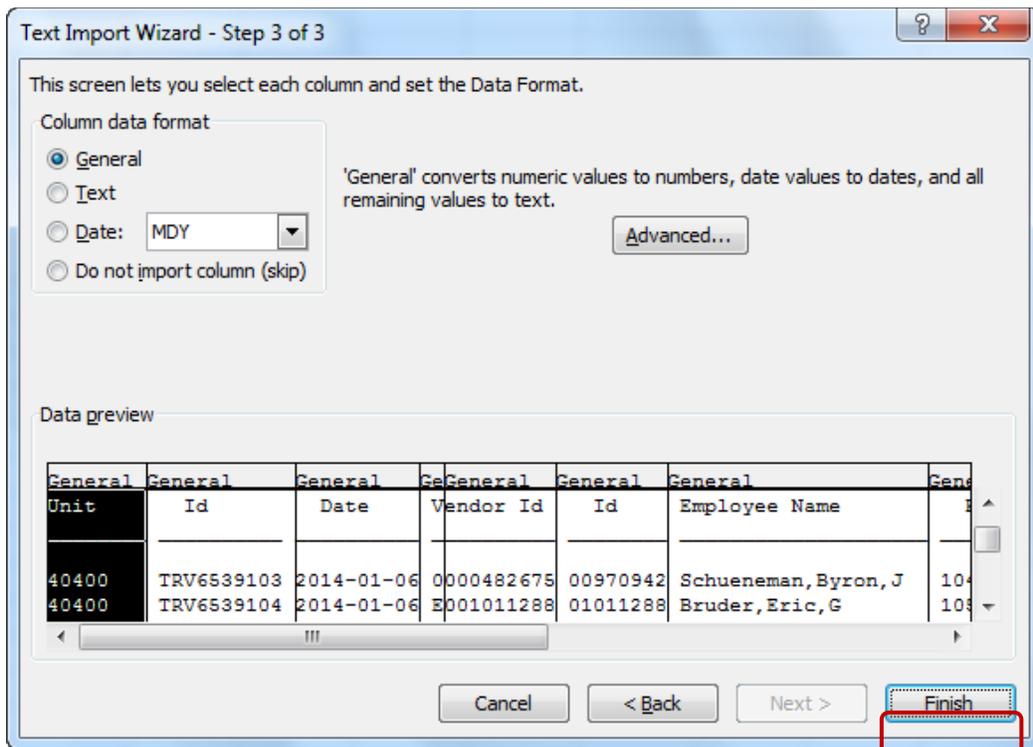
- The Text Import Wizard – Step 1 opens.



- You can start the import at row 1 or a lower row to bypass the report header information if you choose.
- Click **Next**



- Scroll down past the header information and a cross to verify that the columns are correct. You can add, delete or move (change) a column as detailed in the Text Import Wizard – Step 2.
- We suggest adding a column between **ID** and **Date**, between **ID** and **Employee name**, and between **Employee Name** and **Key**.
- Click **Next**
- Step 3 of the Text Import Wizard appears



Click **Finish**

The data is now in Excel and you can manipulate it using any of the Excel functionality as needed.

	A	B	C	D	E	F	G	H	I	J	K
1						State Of Ga					
2	Business	Unit: 40400				Audits and Dept of			Report ID: GL4040902		
3	Ledger:	ACTUA	LS			GL Offline erface			Print Date 1/6/2014		
4						General Lort			Page: 1		
5									PS ID: GLS9002X		
6											
7	Bus	Journal	Journal		Employee		Report				
8	Unit	Id	Date	Vendor Id	Id	Employee Key	Report Na	Monetary Amount			
9											
10											
11	40400	TRV65391	1/6/2014	482675	970942	Schuenem	104221	Towns Cor	4.27		
12	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
13	40400	TRV65391	1/6/2014	E00101128	1011288	Bruder,Eri	105846	KRISHNA	4.27		
14	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
15	40400	TRV65391	1/6/2014	E00101128	1011289	Lam,Victo	105807	COAM AU	4.27		
16											
17											
18						Total Mont for all	Passed Jor		21.35		
19						State Of Gia					
20	Business	Unit: 40400				Audits and Dept of			Report ID: GL4040902		
21	Ledger:	ACTUA	LS			GL Offline erface			Print Date 1/6/2014		
22						General Lort			Page: 2		
23									PS ID: GLS9002X		
24											
25	Bus	Journal	Journal		Employee		Report				
26	Unit	Id	Date	Vendor Id	Id	Employee Key	Report Na	Monetary Amount			
27											
28											
29											
30											
31	=====	=====	=====								
32	40400	TRANSACTION	TOTALS								
33	=====	=====	=====								
34	Journal	Headers =	5								
35	Journal	Lines =	3								
36	Journal	Unknown	0								
37		--	-----								
38	Total Re	cords =	8								

Note the total of the GL Entries made. In this example it is \$21.35. This represents Cash Advance Returns, Air Plus and Company Paid Payment Type items on the expense reports extracted from TTE/Concur.

3. Open the Excel report you created in #1

After you export the Detail Report-Extracted (sent for payment) into Excel you can add a couple of totals that will make reconciliation of transactions from TTE into TeamWorks relatively easy.

Business Unit	Vendor ID	Employee ID	Employee	Report Name	Report Date	Trip Start Date	Trip End Date	Account Code 1	Expense Type	Payment Type	Fund Source	Department	Program	Project	Fund	Class	Sent for Payment Date	Extracted Date	Payment Status	Expense Amount
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	20.90
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640000	For Travel Agency	AirPlus	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.79
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	69.72
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	4.88
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640001	Personal Car Fuel	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	145.23
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640009	Rental Car Fuel	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	11.97
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640006	Rental Cars Company Paid	Out of Pocket	0101	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	44.42
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640002	Fixed Meals	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	7.21
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640000	For Travel Agency	AirPlus	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	0.62
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	24.07
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640003	Hotel Tax	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	1.68
41900	E00000832	01000832	Caldwell, Kin	102394	120113-121513	2013-12-02	2013-12-15	640001	Personal Car Fuel	Out of Pocket	01004	4195750002	1073102	12501422	10100	301	Jan 8, 2014	Jan 9, 2014	Extracted for Payment	60.14

What Do I Do If My Balances Do Not Tie?

Reporting imbalances between AP/GL report totals and the TTE Detail Report-Extracted (sent for payment) report is simple:

- Identify the issue using the TTE Detail Report – Extracted (sent for payment) from TTE and the GLXXX0902 and APXXX0855 Reports from Document Direct. You must document the transactions that did not appear in the GLXXX0902 or APXXX0855 report but were on the TTE Detailed Report-Extracted.
- Contact SAO Customer Care via phone at 404-657-3956 (Option 9) or 888-896-7771 (Option 9) or email to sao_travel@sao.ga.gov.
- Have the TTE and Document Direct Reports and the detailed documentation of the issue ready to transmit to SAO immediately when requested or include with the email if issue emailed to SAO Travel.

Once SAO TTE Support receives this detailed information, they will investigate and advise you of any corrective action necessary.

Section 8: Important Information to Consider for Departing Employees

Per the Statewide Travel Policy, travel expenses and advances must be reconciled within the TTE system as soon as possible, but no later than 45 calendar days after the completion of the trip or event. If your agency allows travel advances, any portion of an advance that was not used must be returned to the State, via check, within this same timeframe.

For agencies using the TTE System, travelers must submit all expenses in the TTE system, “matching” the expenses to the approved advance. Refer to the State’s [TTE System User Reference Guide](#) for detailed procedures. To remain compliant with the [Statewide Travel Policy](#) regarding both expenses and travel advances TeamWorks Travel and Expense agencies have some important considerations to make before any full or part time employee leaves their agency.

In order to ensure accurate expense reconciliations, reimbursements of possible travel advances and to avoid unexpected budget impact, the TTE team recommends the following:

- Encourage Managers and/or HR to notify the TTE administrator before the employee leaves, when possible.
- Notify Managers and HR that TTE expense submissions **must** be made before the employee leaves or transfers out of your agency.
- Consider adding this reminder to your agency exit checklist.
- Run the following reports to identify outstanding expenses and unreconciled travel fees as well as cash advance balances (if applicable) which may be due.
 - ✓ **196060 Unassigned Transactions** - Detail of all AirPlus transactions not extracted into TeamWorks.
 - ✓ **Unsubmitted Expense Reports** - Detail of expense reports started but not submitted (no cash advances included).
 - ✓ **Cash Advance Analysis** - Identifies outstanding cash advance balances.
 - ✓ **Unsubmitted Expense Reports with Cash Advances** - Detail of expense reports with cash advances attached but not submitted.
 - ✓ **IRS Report** – Identifies if employee has any taxable expense reports.

Section 9: Determining Potential Taxability of Employee Expenses

Statewide Travel Policy Reference

Pursuant to Section 7: Reimbursement for Travel Expenses of the policy effective 07/01/13:

7.1 General

Employees are expected to exercise good stewardship of funds when traveling on official business. Any expenditure disallowed by the State is the responsibility of the employee.

7.2 Expense Reimbursement Timing

Travelers should submit all expenses for reimbursement and reconciliation within 10 days of the completion of the event or trip but **no later than 45 calendar days**. However, a reimbursement request will preferably be held (not entered into the TTE system) until an amount of at least \$10 is due.

IRS regulations state the traveler must adequately account to the employer and submit travel expense reimbursement requests within 60 days of the end of the trip. Such expenses, if reimbursed after 60 days, become taxable income to the traveler.

All expense reimbursement requests must be submitted as soon as possible, in conjunction with an employee's last day of employment, when applicable, but no later than 45 calendar days after the last day of employment. Outstanding requests not submitted after this time period will not subsequently be reimbursed. The Office

of Planning and Budget *OPB Policy Memorandum No. 1 (Revision 5, May 2013)* provides further guidance for recovering unrecovered Travel Advances, post-employment.

TTE IRS Report

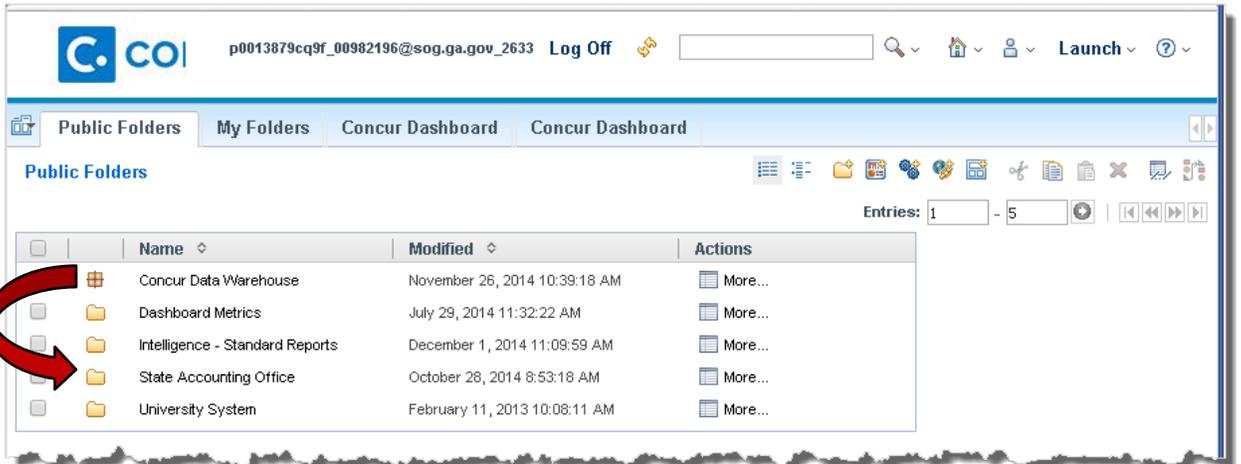
The Local Travel Administrator can determine expenses submitted in excess of 60 days from the completion of the trip by running and evaluating the TTE **IRS Report**. This report should be run weekly. Also, consider running this report if someone is leaving the agency as well.

Local Travel Administrators with reporting access to the TTE System should run the IRS Report weekly as follows:

Log in to Concur and click on the Reporting tab



Select the State Accounting Office Folder



Scroll down to the IRS Report:



From the IRS (Number of Days to Submit Report) Prompt window:

- o Enter the date range to be reviewed
- o Select the Business unit
- o Click **Finish**

Number of Days to Submit Report - Prompts

<p>Sent for Payment Date Range :</p>	<p>From: <input type="text" value="Dec 22, 2014"/> </p> <p>To: <input type="text" value="Dec 22, 2014"/> </p>
<p>Business Unit(s) (Optional) :</p> <div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> <p>40400</p> <p>40600</p> <p>40700</p> <p>40800</p> <p>41400</p> <p>41800</p> <p>41900</p> <p>42000</p> <p>42200</p> <p>42700</p> <p>42800</p> </div> <p style="text-align: right; font-size: small;">Select all Deselect all</p>	<p>Employee(s) (Optional) :</p> <p>Keywords: Type one or more keywords separated by spaces. <input type="text"/> <input type="button" value="Search"/></p> <p>Options ▾</p> <p>Results:</p> <div style="border: 1px solid gray; min-height: 100px;"></div> <p style="text-align: right; font-size: small;">Select all Deselect all</p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Insert"/> <input type="button" value="Remove"/> </p> <p>Choice:</p> <div style="border: 1px solid gray; min-height: 100px;"></div> <p style="text-align: right; font-size: small;">Select all Deselect all</p>

The report will display:

p0013879cq9f_00982196@sog.ga.gov_2633 [Log Out](#) [Home](#) [About](#)

Number of Days to Submit Report
 by Sent for Payment Dates Between Dec 1, 2014 and Dec 22, 2014

Business Unit	Employee Name	Employee ID	Report Name	Report Key	Date First Submitted	Total Amount Approved	Default Approver	Trip Start Date	Trip End
									7, View in Excel 2007 Data
									1, View in Excel 2007 Format
									6, View in Excel 2002 Format
									6, View in CSV Format

Add this report ▾
 View in HTML Format
 View in PDF Format
 View in XML Format
 View in Excel Options ▾
 View in Excel 2007 Data
 View in Excel 2007 Format
 View in Excel 2002 Format
 View in CSV Format

To view this report in Excel, click the alternate view icon , select **View in Excel Options** and then select the Excel format desired and then open the report. Where the report appears to open depends on the browser you are using.

The report will export to Excel and you will have the full functionality of Excel to sort or manipulate the report data as needed. Sorting the data to include the # days to submit will bring potentially taxable instances to attention.

	A	B	C	D	E	F	G	H	I	J	K
1	Number of Days to Submit Report										
2	by Sent for Payment Dates Between Oct 1, 2013 and Dec 31, 2013										
3	Business Unit	Employee Name	Employee ID	Report Name	Report Key	Date First Submitted	Total Amount Approved	Default Approver	Trip Start Date	Trip End Date	# Days to Submit
4	40700	Doe, Jane	00999999	FMC Conference	88239	Sep 26, 2013	543.61	Approver, The	Sep 22, 2013	Sep 25, 2013	1

It is recommended that you evaluate the trip dates and submit dates. The employee may have made an error which resulted in a negative number or a HUGE number in the # days to submit field. Examples would be entering an incorrect year in the start or end dates or submitting the report before the end date of the expense report which would create a negative number.

Once you determine that there are one or more taxable expense reports (60 days or greater listed in the days to submit field), provide a copy of the report to your HR/Payroll office as soon as possible. The HR/Payroll office will handle the process from this point.

HR/Payroll enters the total amount of the expense report on the employee's payline in TeamWorks HCM, using earnings code TAI. The information will be added to the employee's payline during the normal "on-cycle" process. The "on-cycle" process depends on the pay cycle the agency is using – semi-monthly, weekly, or monthly.

Section 10: General Year End Procedures

Reports Agencies can run in TTE

Agencies on TTE are encouraged to run and monitor any of the following reports below in Cognos Reporting to determine outstanding travel expense reports. These reports should be reviewed prior to year-end close out to ensure all current year travel reports are processed in the current fiscal year.

- **Unsubmitted Expense Reports:** Detail of unsubmitted expense reports with amounts.
- **Unsubmitted Expense Reports with Cash Advances:** Detail of unsubmitted expense reports with amounts and cash advances.
- **196060 Pending Transactions:** Detail of AirPlus transactions (196060) NOT extracted to TeamWorks.
- **Cash Advance Analysis:** Shows the status of cash advance by employee.
- **IRS Report:** Identifies any employees with taxable expense reports.

Processing Travel Reports When Two Accounting Periods are open

In order to facilitate year-end processing, the 'trip end date' in TeamWorks Travel & Expense (TTE) will be used to determine the accounting period in TeamWorks for travel expenses.

All expense reports that are submitted between June 1st and July 10th, 2014 (Dates will vary depending on the fiscal year)	Should have a June or July 'trip end date' to determine the appropriate accounting period in TeamWorks.
Employees submitting reports with expenses prior to June	Need to change the 'trip end date' to a June date on the report header, before the report can be submitted.
From July 1-11 (Dates may vary for each fiscal year)	Agencies will need to determine the appropriate accounting period and revise

the 'trip end date' accordingly.

NOTE: To ensure that expense reports are approved and extracted before TeamWorks year-end processing, no travel expense reports should be submitted by employees after July 10, 2014. The date depends on the fiscal year. The dates shown are for Fiscal 2014.

<p><i>What Do Agencies Need to Do if Users Receive the Audit Rule Below?</i></p> <p>SAO has created an audit rule specifically for year-end processing. The audit rule does not trigger until the traveler has "submitted" their expense report. If an approver or back office processor receives an expense report with the following audit rule:</p> <p><i>"Expense reports submitted or extracted in July must have trip end date in June or July to determine the correct fiscal year. Please modify the trip end date in report header and resubmit."</i></p>

Please return the report to the employee so that the 'trip end date' can be changed to an open period (either June or July).
--

Company Paid Reconciliation for Car Rental and Direct Bill Hotel

Please review account 200006 (Company Paid Car Rental/Hotel) to ensure that the account has a zero balance at year-end. If a balance exists, the agency should prepare a reconciliation between TeamWorks and Concur using existing queries in TeamWorks and reports in Cognos reporting.

Note: The Detail Report – Extracted (sent for payment date) and the Detail Report-Not Extracted would be helpful here.

General Procedures for Control/Clearing Accounts

1. As stated in the [Accounting Policy for Control/Clearing Accounts](#) on the SAO website, *"Travel clearing accounts may have balances in each individual account if, at the fund type level, the activity will offset over time by agency... At year-end, the balances are not required to net to zero by agency or fund type level."*
2. For BCR/CAFR reporting, the SWAR group will reclassify the net balance for air travel and the net balance for hotel activity to the appropriate prepaid asset, expenditure/expense, or accrued liability, at the consolidated fund type level. **NOTE** - If your agency prepares separate financial reports (e.g. CPA audited organizations), you will need to make these reclassifications in your financial statements.

Tips for Reconciling Clearing Accounts

To reconcile your clearing accounts, agencies can use the following:

Existing queries in TeamWorks	Queries can be used to review general ledger journals created from the extract from Concur to TeamWorks (196060 account) and used to review payment activity to AirPlus (196061 account)
TTE Reporting	Used to run the report for unsubmitted expense reports

	(196060 Extracted Reconciliation, 196060 Pending Transactions, 196060 Unassigned Transactions) and Detail Reports – Extracted (sent for payment date) and Detail Report -Not Extracted
TTE AirPlus payment detail reports	Used to identify payment detail for payments made to AirPlus (196061 Air Plus Reconciliation)

TeamWorks Travel & Expense System

Reconciliation Webinar

12/22/2014

TeamWorks Travel & Expense System

1

AGENDA

- ✓ **Concur Reconciliation**
- ✓ **Airplus Reconciliation**
- ✓ **Rental Cars/Hotels (Direct Bill)**
- ✓ **TTE vs. PS Reconciliation**
- ✓ **Departing Employees**
- ✓ **Questions**

Concur Reconciliation

- ✓ **Concur sends SAO 1 invoice for all TTE agencies**
- ✓ **Charges are based on submitted expense reports**
- ✓ **Agencies get charged for “Deleted Expense Reports”**
- ✓ **SAO runs the “Billed Transaction Recon Detail” report in Concur to determine each agency’s portion**
- ✓ **SAO will code the invoice to the appropriate agency’s books, account 651010 class 312**
- ✓ **SAO will release payment to Concur**

Airplus Reconciliation

- **Airplus sends SAO 1 invoice for all TTE agencies**
- **Airplus invoice includes air and travel agency fees only**
- **SAO will reconcile the two clearing accounts (196060/196061)**
- **Billing report details will be sent to agencies**
- **Most reconciling items will be AirPlus billed, but no traveler expense report submitted**
- **SAO will code the invoice to the appropriate agency's books**
- **SAO will release payment to AirPlus**

Airplus Reconciliation

Entry that is created when a employee submits a expense report

(Airfare and air tax – Out of State - \$400)

DR – 40700.407011.6180101.10100.01000.01.640024 \$400

CR – 40700.407011.6180101.10100.01000.01.196060 \$400

(Travel Inc. Agency Fees - \$4.27)

DR – 40700.407011.6180101.10100.01000.01.640004 \$4.27

CR – 40700.407011.6180101.10100.01000.01.196060
\$4.27

Entry that is created when SAO pays the Airplus bill

(Includes airfare and travel agency fee)

DR – 40700.407011.6180101.10100.01000.01.196061 \$404.27

CR – 40700.CASH

\$404.27

Car/Hotel Reconciliation

Entry that is created when a employee submits a expense report

(Hotel– Out of State - \$250)

DR – 40700.407011.6180101.10100.01000.01.640003 \$250

CR – 40700.407011.6180101.10100.01000.01.200006 \$250

Entry that is created when SAO pays the Hotel bill

DR – 40700.407011.6180101.10100.01000.01. 200006 \$250

CR – 40700.CASH \$250

Departing Employees

- ✓ Encourage managers and/or HR department to notify the TTE administrator before an employee leaves
- ✓ Notify managers and/or HR that TTE expense submissions must be made before the employee leaves or transfers
- ✓ Establish internal process regarding departing employees and add this reminder to your agency exit checklist
- ✓ Agencies should be running the following reports every week to identify outstanding expenses, unreconciled travel fees, and travel advance balances which may be due:
 - 196060 Unassigned Transactions
 - Unsubmitted Expense Reports
 - Cash Advance Analysis
 - Unsubmitted Expense Reports with Cash Advances
 - IRS Report

Q & A



12/22/2014