TTE LOCAL ADMIN FAQ's 2015

This document references frequently asked questions based on the 2015 TTE Local Administrator Refresher training. Additional questions can be submitted via e-mail to sao_travel@sao.ga.gov

1. **How do Agency Head workflows work in Concur?**

   If your agency reports to State CFO, the agency head workflow process will be as follows:

   Step 1: Enter travel expense statement in TTE system
   Step 2: Click "submit" and route the expense report to appropriate "internal" delegate
   Step 3: Authorizing approver will select "Approve & Forward" button on top right
   Step 4: Authorizing approver should enter "Teresa McCartney" name in the field
   Step 5: Select submit, and this report will be forwarded appropriately
   Step 6: Once approved by State CFO, the report will automatically route to the agency's BackOffice processor

   If your agency **does not** report directly to State CFO, the agency head workflow process will be as follows:

   Step 1: Enter travel expense statement in TTE system
   Step 2: Click "submit" and route the expense report to appropriate "internal" delegate
   Step 3: Once "approved" by the internal delegate, the expense report will automatically route to David Werner as the "State Head Approver".
   *Please be mindful that the internal delegate will **NOT** see a name displayed until **after** the expense report has been submitted.*
   Step 4: Once approved by the "State Head Approver", the report will automatically route to the agency's BackOffice processor

   ****Elected officials are exempt from either of these approver processes.**

2. **What does the new Hotel Direct Bill Policy mean? Can travelers take agency checks with them to Hotels?** The new Direct Bill policy allows agencies that have a relationship with a hotel to invoice them directly, allowing travelers the opportunity to not incur out of pocket expenses. Agencies will no longer be allowed to take agency checks with them to the hotel. The hotel should bill the agency **after the trip** has occurred.

3. **When should new employees register for Vendor ID's and what is the process?** Any employee that is new to a State entity must register for a vendor ID after 48 hours of start date. New employees will need to create a vendor ID and enter banking information into the Employee Self Service system. Please refer to the Employee Expense Reimbursement Instructions on the SAO website.

4. **What is the process for adding new chart fields in the TTE System?** Agencies are responsible for adding the new chart fields to their budget trees. The TTE system will automatically interface with PeopleSoft Financials daily.

5. **How can travelers change their default approvers to someone else?** The traveler can delete the "default" approver's names from drop down box and slowly types in last name of preferred approver until it appears in drop down box to select.

6. **How often should our agency run the "Detail Report – Extracted"?** SAO Travel recommends running this report at least once a month. Some agencies have found it helpful to run it weekly in order to "stay on top" of these transactions.

7. **How do we reconcile clearing accounts?** See Section 7 of Reporting Handbook accessible on the Local Administrator resource page.

8. **What is the process for LA's to add "Approvers" in Concur?** This is a two part process:

   i. Local Administrators should go into the profile of the "approver" and check the boxes for "expense approver" and/or "request approver".

   ii. Then, the Local Administrator should email sao_travel mailbox to request the approver be added to the system. The Travel Specialist that receives this request with complete the 2nd part of this process and add approver to the system.