

TeamWorks Travel and Expense

Powered By Concur Technologies

TTE User:
Request Handbook



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DOCUMENT REVISION HISTORY

Date	Notes / Comments / Changes
01/05/12	Released to Web
2/12/13	Updated to correct GTE to TTE references; added section on Adding Additional Approvers
11/07/13	Corrected name from Request to Request and updated branding; did not change screenshots at this time as is title change only
11/12/13	Updated Footer
11/18/13	Updated screen shots; changed Delete a Request to Cancel a Request and updated section.
02/22/16	Updated for new UI

Welcome to TeamWorks Travel & Expense

TeamWorks Travel & Expense (TTE) integrates travel expense reporting with a complete travel booking solution. This comprehensive Web-based service provides all of the tools traveling State of Georgia employees need to create and submit Requests, book travel as well as create and submit Expense Reports. Managers use the service to review and approve expense reports, Cash Advance Requests and Requests. Back-office employees use the service to produce audit reports, ensure Travel Policy compliance, and deliver business intelligence to help the State of Georgia manage its costs.

Section 1: Log on to TeamWorks Travel & Expense

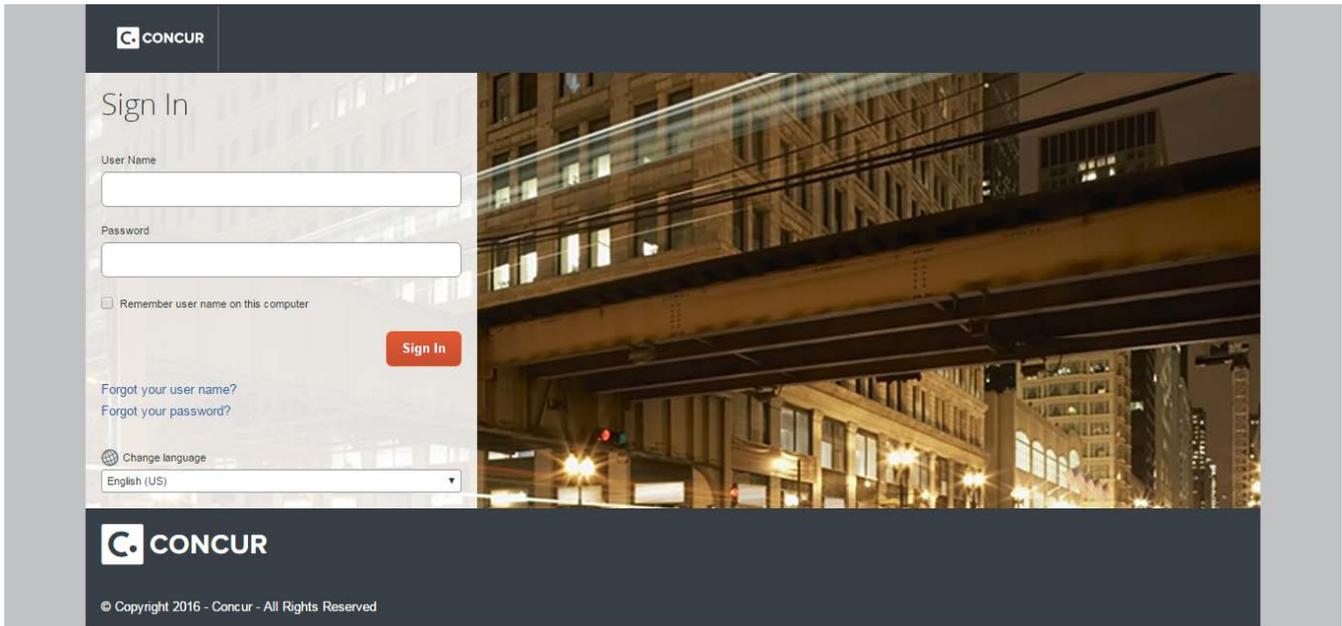
How to...

1. Log on to TeamWorks Travel & Expense with the username and password provided by your Local TeamWorks Travel & Expense Administrator.

Additional Information

Your password is case sensitive.

If you are not sure how to log on, check with your Local TeamWorks Travel & Expense Administrator or contact the SAO Customer Service Center.



Section 2: Create a Request

Depending on Agency policy, employees may be required to submit a Request to get pre-trip authorization before incurring travel expenses. Request allows you to create and submit pre-trip authorization requests as well as attach that information to Expense Reports - all online. If Request (Request) does not appear as a tab or section accessible from the My Concur page then the Agency has not elected to use this option. Contact the Local Travel Administrator for additional questions.

How to...

1. Click on the Request tab on the menu bar.
2. Select **New Request**.

Additional Information

The **Request** area opens.
A new **Request Header** opens.

The screenshot shows the Concur 'Request' form. The 'Request Header' tab is selected. The form includes fields for Request Name, Trip Type, Request Policy, Start Date, End Date, and Purpose. A red arrow points to the 'Request Name' field, which has a red bar indicating it is a required field. The 'Status' is 'Not Submitted'. Buttons for 'Cancel', 'Save', 'Print / Email', 'Delete Request', and 'Submit Request' are visible at the top right.

Note: Required fields are marked with a red bar

3. Complete the required fields on the **Request Header**.
4. Use the **Comment** field to enter any information your approver will need to approve the Request.
5. Click on the **Segments** tab.

- **Request Name** - Enter a name for the Request.
- **Trip Type** – Select **In-State**, **Out-Of-State** or **International** from the drop down menu.
- **Start Date** – Enter the start date for your trip
- **End Date** – Enter the end date for your trip
- **Purpose** – Enter the purpose for the trip

The **Comment** field can hold quite a bit of information.

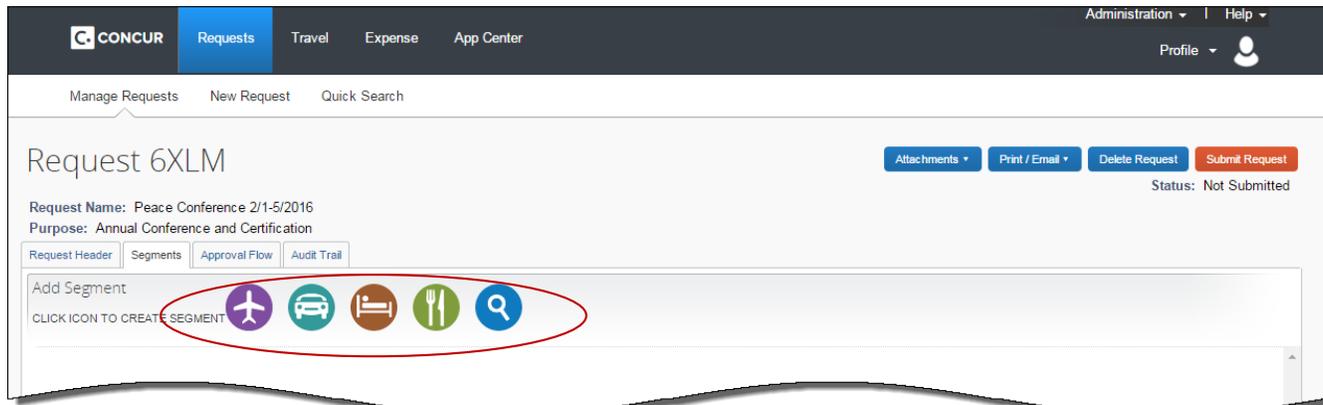
The screenshot shows the Concur 'Request' form with the 'Request Header' tab selected. The form is filled with data: Request Name is 'Peace Conference 2/1-5/2016', Trip Type is 'In-State Travel', Request Policy is '*SOG Request Policy 1', Start Date is '02/01/2016', End Date is '02/05/2016', and Purpose is 'Annual Conference and Certification'. A red arrow points to the 'Request Name' field. The 'Status' is 'Not Submitted'. Buttons for 'Cancel', 'Save', 'Attachments', 'Print / Email', 'Delete Request', and 'Submit Request' are visible at the top right.

Section 2: Create a Request (Continued)

How to...

Additional Information

The **Segments** Section opens.



Request 6XLM

Request Name: Peace Conference 2/1-5/2016
Purpose: Annual Conference and Certification

Attachments | Print / Email | Delete Request | Submit Request
Status: Not Submitted

Request Header | Segments | Approval Flow | Audit Trail

Add Segment
CLICK ICON TO CREATE SEGMENT

3. Click on the icon representing a Request type.

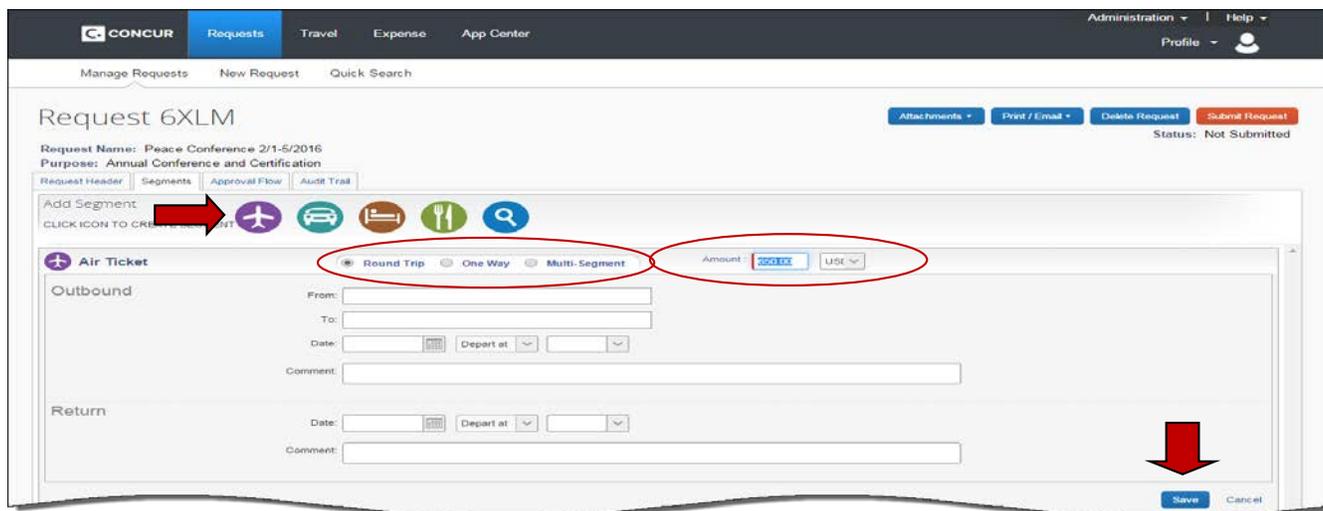
Each icon represents a different request type for pre-trip authorization: airfare, car rental, hotel, meals and miscellaneous.

A. Click on the **Airfare** icon.



You can have multiple segment types and multiples of the same segment type.

The **Air Ticket** segment opens.



Request 6XLM

Request Name: Peace Conference 2/1-5/2016
Purpose: Annual Conference and Certification

Attachments | Print / Email | Delete Request | Submit Request
Status: Not Submitted

Request Header | Segments | Approval Flow | Audit Trail

Add Segment
CLICK ICON TO CREATE SEGMENT

Air Ticket

Round Trip | One Way | Multi-Segment | Amount: 2000.00 | USD

Outbound: From: | To: | Date: | Depart at: | Comment:

Return: Date: | Depart at: | Comment:

Save | Cancel

1. Select Round Trip, One Way or Multi-segment
2. Enter the estimated cost of your airfare in the **Amount** field.
3. All the other fields are optional. Enter what you feel your approver will need to see to make the approval.
4. Enter any comments regarding the airfare segment in the **Comments** field.
5. Click **Save**.

Comments are not required but may provide information necessary to have the travel approved.

Section 2: Create a Request (Continued)

How to...

Additional Information

B. Click on the **Rental Car** icon to request approval for a Rental Car.



The screenshot shows the 'Request 6XLM' form in the CONCUR system. The 'Add Segment' section is active, and the 'Car Rental' segment is selected. The 'Amount' field is highlighted with a red circle and contains the value '175.00'. Below the segment, there are fields for 'Pick-up' and 'Drop-off' (City, Date, At, Detail) and a 'Comment' field. A red arrow points to the 'Save' button at the bottom right.

1. Enter the estimated amount for a rental car in the **Amount** field. This is a required field.
2. All the other fields are optional. Scroll down and enter any necessary comments in the **Comments** field.
3. Click **Save**.

The **Rental Car** segment opens.

Enter as much information as necessary in optional fields to provide your approvers the information they need to approve the travel.

C. Click on the **Hotel** icon to request approval for a hotel stay.



The **Hotel** segment opens.

The screenshot shows the 'Request 6XLM' form in the CONCUR system. The 'Add Segment' section is active, and the 'Hotel Reservation' segment is selected. The 'Amount' field is highlighted with a red circle and contains the value '500.00'. Below the segment, there are fields for 'Check-In' and 'Check-Out' (City, Date, At, Detail) and a 'Comment' field. A red arrow points to the 'Save' button at the bottom right.

Section 2: Create a Request (Continued)

How to...

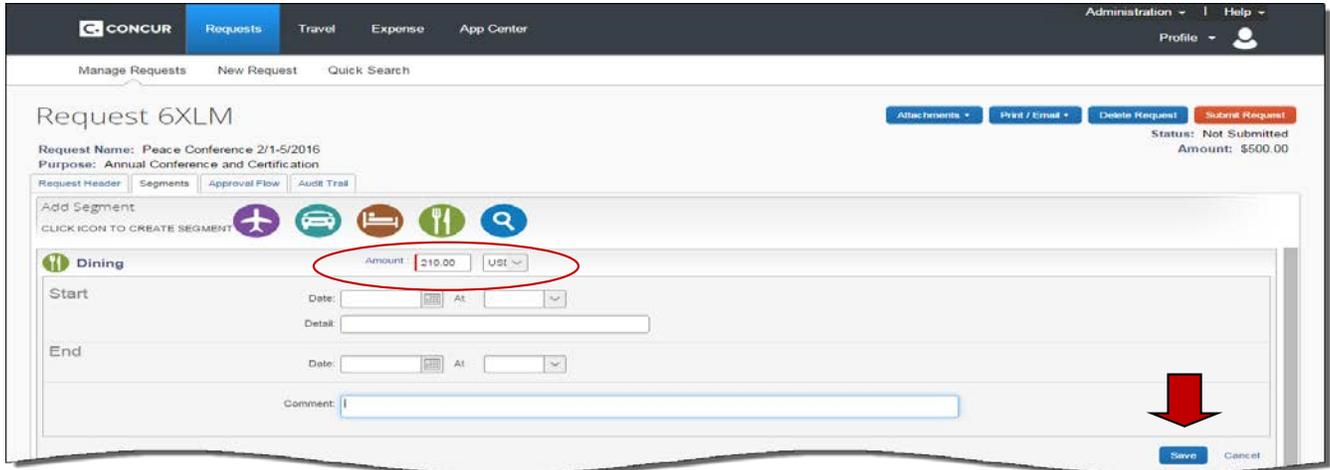
1. Enter the estimated amount for hotel charges in the **Amount** field.
2. All the other fields are optional.
3. Click **Save**.

D. Click on the Meals icon if you are required to request Per Diem or Meals. 

Additional Information

This is a required field.
Provide as much information as you feel your approver will need.

The **Meals** segment opens.



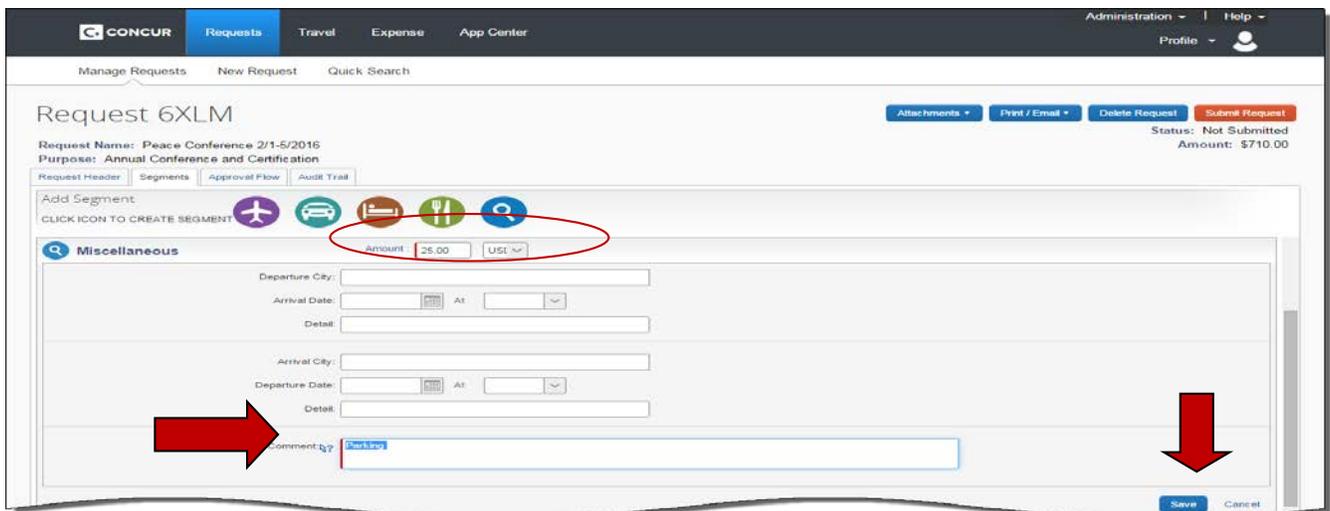
The screenshot shows the 'Request 6XLM' form in the Concur system. The 'Request Name' is 'Peace Conference 2/1-5/2016' and the 'Purpose' is 'Annual Conference and Certification'. The 'Status' is 'Not Submitted' and the 'Amount' is '\$500.00'. The 'Add Segment' section is active, and the 'Dining' segment is selected. The 'Amount' field is set to '210.00' and is circled in red. The 'Start' and 'End' date fields are empty. A red arrow points to the 'Save' button at the bottom right.

- 1) Enter the estimated amount for Per Diem in the **Amount** field.
- 2) Click **Save**.

Amount is a required field.
Comments are optional.

E. Click on the **Misc** icon. 

The **Misc** segment opens.



The screenshot shows the 'Request 6XLM' form in the Concur system. The 'Request Name' is 'Peace Conference 2/1-5/2016' and the 'Purpose' is 'Annual Conference and Certification'. The 'Status' is 'Not Submitted' and the 'Amount' is '\$710.00'. The 'Add Segment' section is active, and the 'Miscellaneous' segment is selected. The 'Amount' field is set to '25.00' and is circled in red. The 'Departure City', 'Arrival Date', and 'Departure Date' fields are empty. A red arrow points to the 'Save' button at the bottom right.

- 1) Enter the estimated amount for any miscellaneous expense in the **Amount** field.
2. Scroll down to the **Comments** field and

The Amount and Comments fields are required.

Section 2: Create a Request (Continued)

How to...

- detail what the request is for.
- 3) Click **Save**.
- 4) Review your Request before submitting for approval.

Additional Information

Request 6XLM

Request Name: Peace Conference 2/1-5/2016
Purpose: Annual Conference and Certification

Request Name: Peace Conference 2/1-5/2016
Trip Type: In-State Travel
Request Policy: *SOG Request Policy 1
Start Date: 02/01/2016
End Date: 02/05/2016
Purpose: Annual Conference and Certification

Buttons: Cancel, Save, Attachments, Print / Email, Delete Request, Submit Request

Status: Not Submitted
Amount: \$1,560.00

Section 3: Submit a Request

How to...

1. Open the **Request**
2. Click **Submit Request**
3. Click **Submit Request** in Final Review.

Additional Information

The **Final Review** dialogue box opens. Once you submit your Request you can only Recall a Request if your Approver has not started the Approval Process.

NOTE: If you click Cancel, the Request is not deleted, it just isn't sent for approval at this time. You can go back and send it later.

Request Name: Peace Conference 2/1-5/2016
Purpose: Annual Conference and Certification

Request Name: Peace Conference 2/1-5/2016
Trip Type: In-State Travel
Request Policy: *SOG Request Policy 1
Start Date: 02/01/2016
End Date: 02/05/2016
Purpose: Annual Conference and Certification

Status: Not Submitted
Amount: \$1,560.00

Final Review

Request Submit Confirmation
Are you sure you want to submit this request?

Buttons: Accept & Submit, Cancel

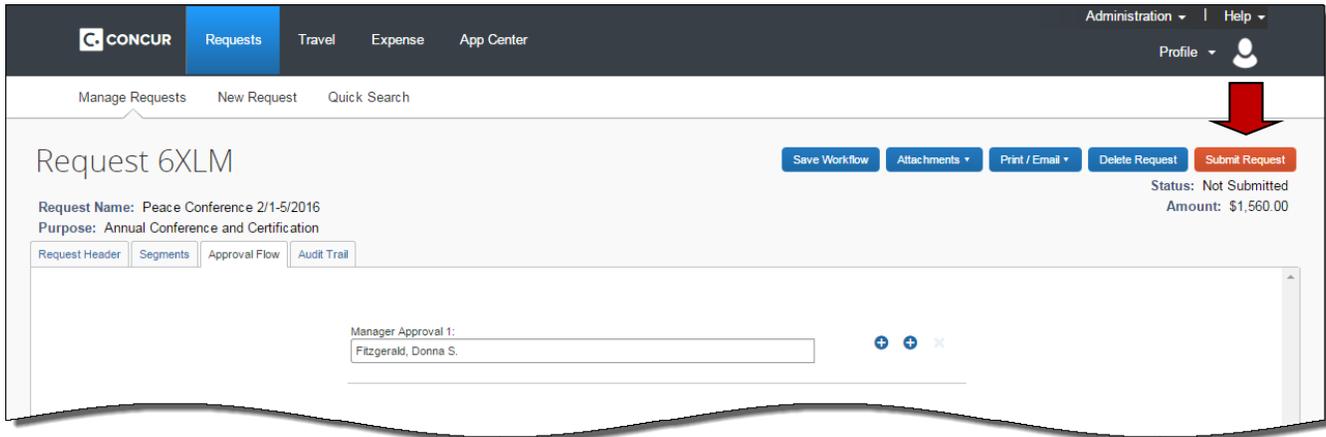
4. Click **Accept & Submit**.

The **Approval Flow** tab opens. If your assigned Approver is out on Leave or unavailable, select a different Approver by typing their last name in the Manager Approval field or using * and selecting from the list that appears below the field.

Section 3: Submit a Request (Continued)

How to...

Additional Information



5. Click **Submit Request** again to send for Approval.

The **Request** has now been sent to your approver. Note: See section 4 for instructions on sending your Request to an additional Approver



6. You will see a quick onscreen confirmation that your Request was submitted.

Section 4: Submit a Request to an Additional Approver

You have the option of adding an additional Approver to your Request

How to...

1. Open the Request from the **Concur Home Page/Quick Task Bar** or **My Tasks** or the **Requests** tab.
2. Click on the **Approval Flow** tab.
3. Select the Left + or Right + icon to control where the additional approver will be added.
4. A User- Added Approver option will be added.

Additional Information

The Request opens to the Request Header.

The Up arrow adds the approver before the step where the arrow appears.

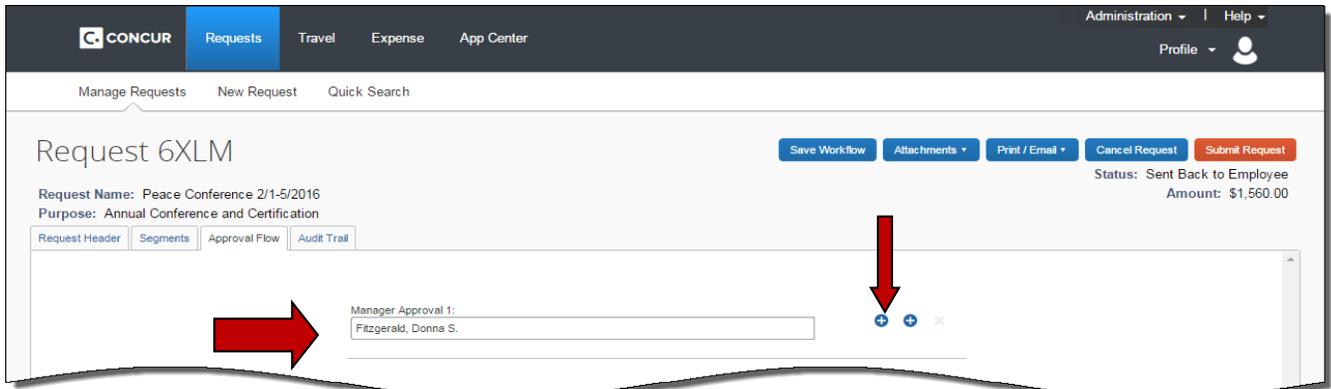
The down arrow will add the approver after the step where it appears.

In our example we chose to add the additional approver after it is routed to the 1st approver.

Section 4: Submit a Request to an Additional Approver (Continued)

How to...

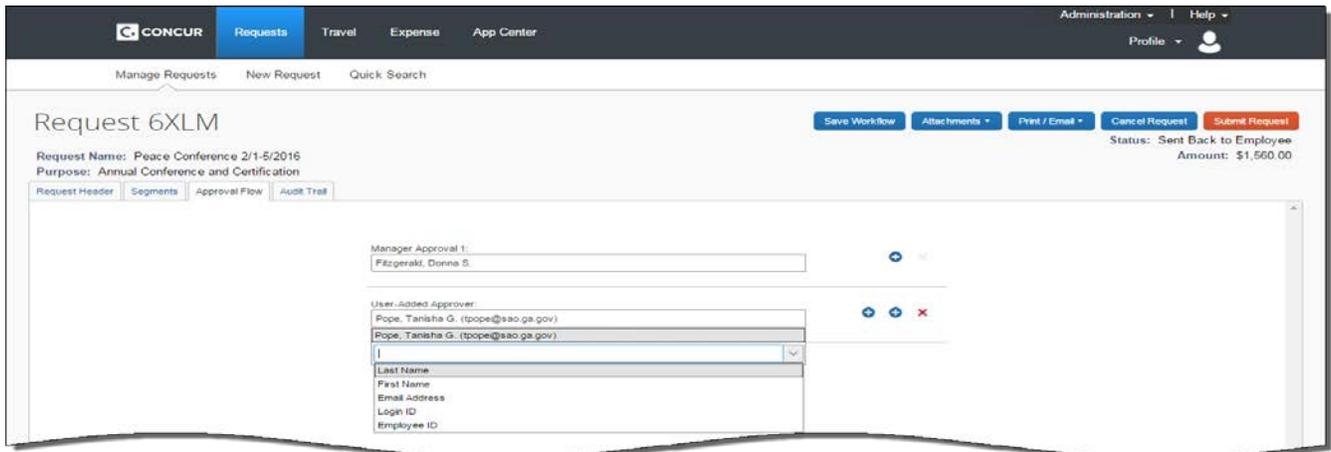
Additional Information



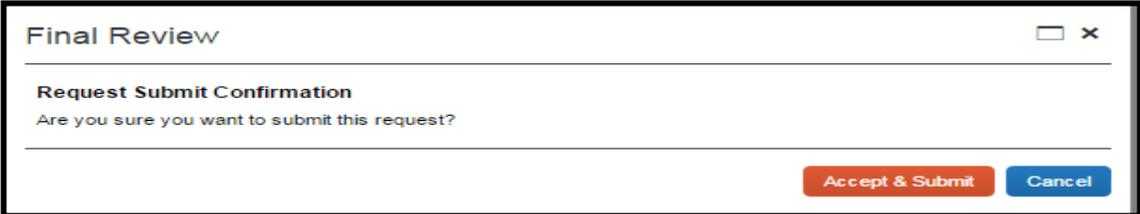
- 5. Begin typing the last name of the additional approver in the User-Adder Approver field.
- 6. Select the additional approver and click Submit Request.

When you click in the new field a drop down arrow appears. Click it to select an option other than the last name to search by.

You can type an * in the new field to display a list of all the approvers in your Agency to select from. To search for all the names beginning with a specific letter hold the Ctrl key down and enter a letter. In our example it was H. You will see approvers in your agency only.



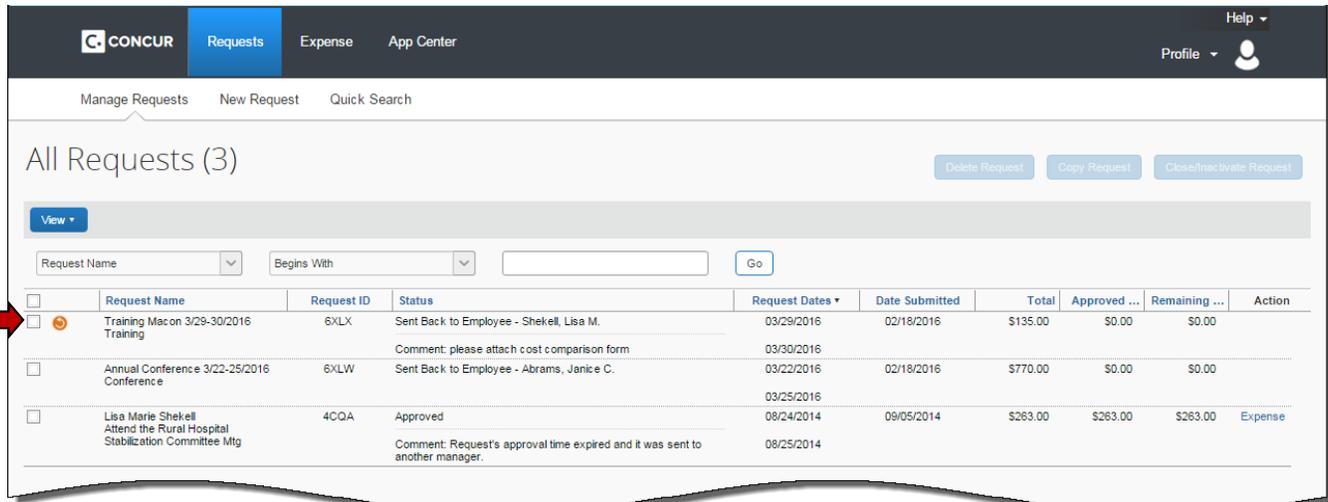
- 7. Click **Submit Request** in the Final Review dialogue box



Note: A brief confirmation appears on the screen and then automatically clears.

Section 5: Correct and Resubmit a Returned Request

All Requests whether sent, returned or approved will appear in the **My Concur/Active Work** tab or in **Request/View Request** tab. If an Approver or Back Office Processor has an issue with all or part of your Request, the entire Request will be returned to you for adjustment. The Request will be marked with an orange "returned" icon (see below).



	Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved ...	Remaining ...	Action
<input type="checkbox"/>	Training Macon 3/29-30/2016 Training	6XLX	Sent Back to Employee - Shekell, Lisa M. Comment: please attach cost comparison form	03/29/2016 03/30/2016	02/18/2016	\$135.00	\$0.00	\$0.00	
<input type="checkbox"/>	Annual Conference 3/22-25/2016 Conference	6XLW	Sent Back to Employee - Abrams, Janice C.	03/22/2016 03/25/2016	02/18/2016	\$770.00	\$0.00	\$0.00	
<input type="checkbox"/>	Lisa Marie Shekell Attend the Rural Hospital Stabilization Committee Mtg	4COA	Approved Comment: Request's approval time expired and it was sent to another manager.	08/24/2014 08/25/2014	09/05/2014	\$263.00	\$263.00	\$263.00	Expense

How to...

1. Open the Request requiring a correction
2. Click on the **Segments** tab.

Additional Information

The Request opens to the Request Header. Instructions on what you need to correct will be visible in the comments section.

Use the scroll bar to access the segment or segments you need to make corrections to.



Request Name: Training Macon 3/29-30/2016
Purpose: Training
Status: Sent Back to Employee
Amount: \$135.00

Request Header | Segments | Approval Flow | Audit Trail

Add Segment
CLICK ICON TO CREATE SEGMENT

Hotel Reservation Amount: \$205.00

Check-In City: Date: Detail:
Check-Out Date:
Comment:

Allocate Delete Modify

Click the **Modify** button for the segment you need to adjust.

3. Click on the **Save**.

You modify each segment separately. To delete a segment, select the Delete button.

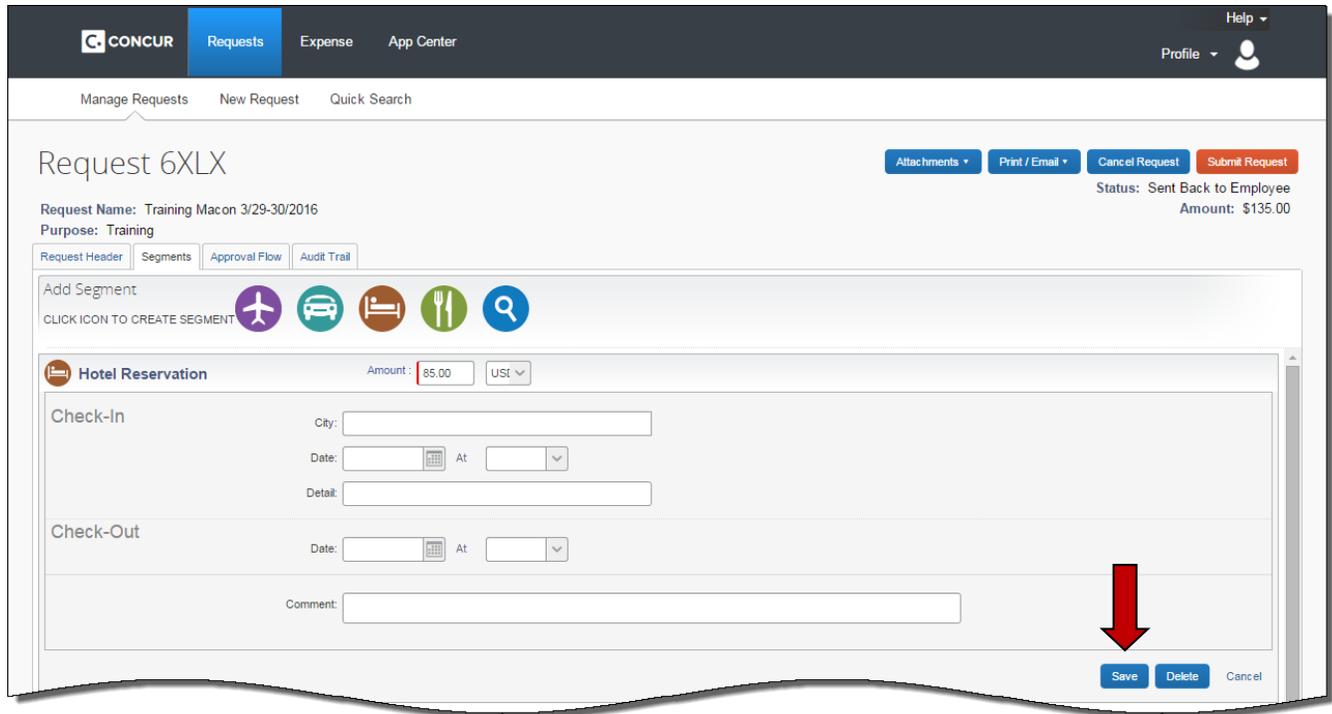
You may also add segments by selecting the appropriate segment icon and completing the information.

You must click **Save** for each segment you modify.

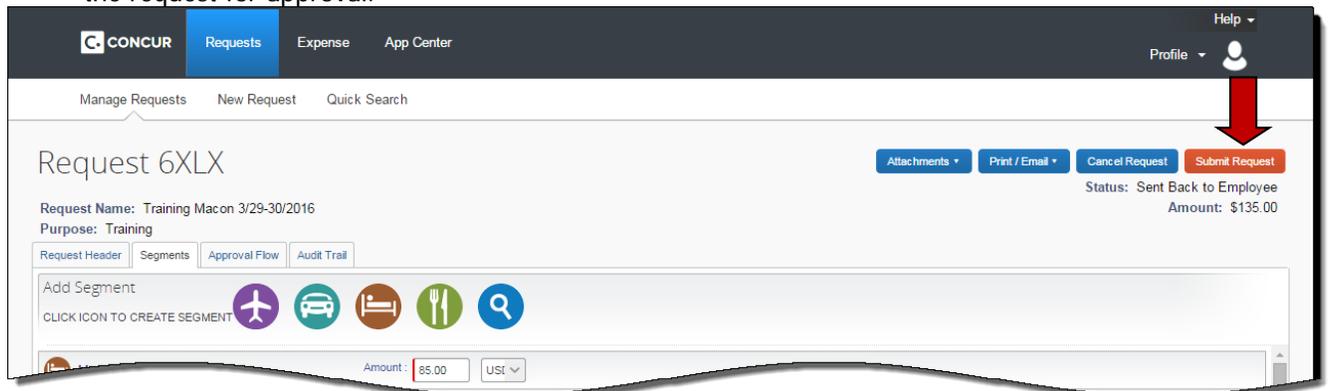
Section 5: Correct and Resubmit a Returned Request (Continued)

How to...

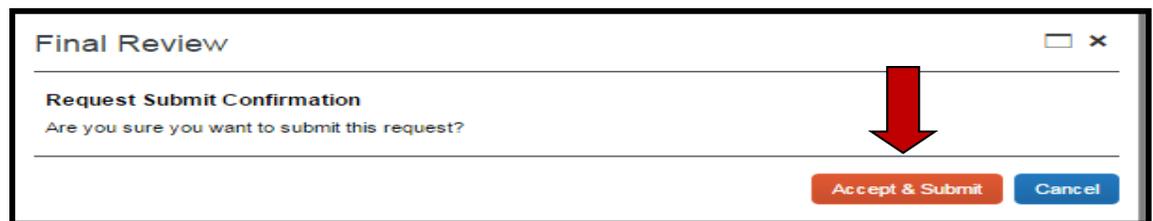
Additional Information



4. Click the **Submit Request** button to resubmit the request for approval.



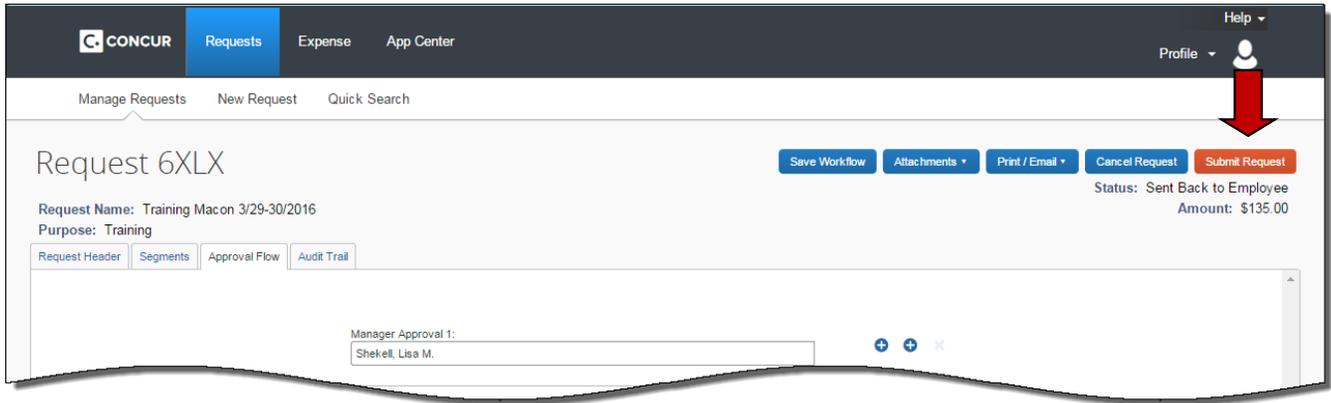
5. Click the **Submit Request** button in the Final Review dialogue box.



Section 5: Correct and Resubmit a Returned Request (Continued)

How to...

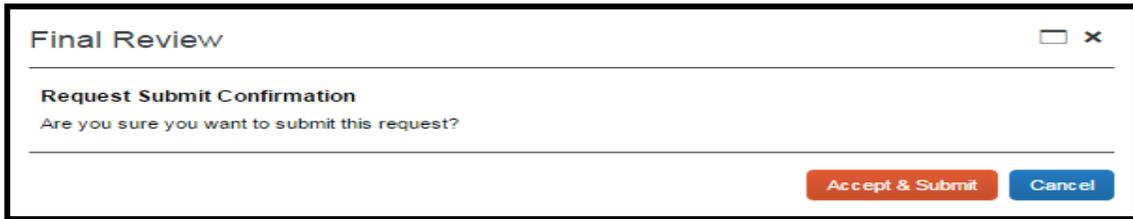
Additional Information



6. Click the **Submit Request** button in the **Approval Flow** dialogue box.
7. Click **Submit Request** in the Final Review dialogue box.

The **Request** will be resubmitted for approval with your changes.

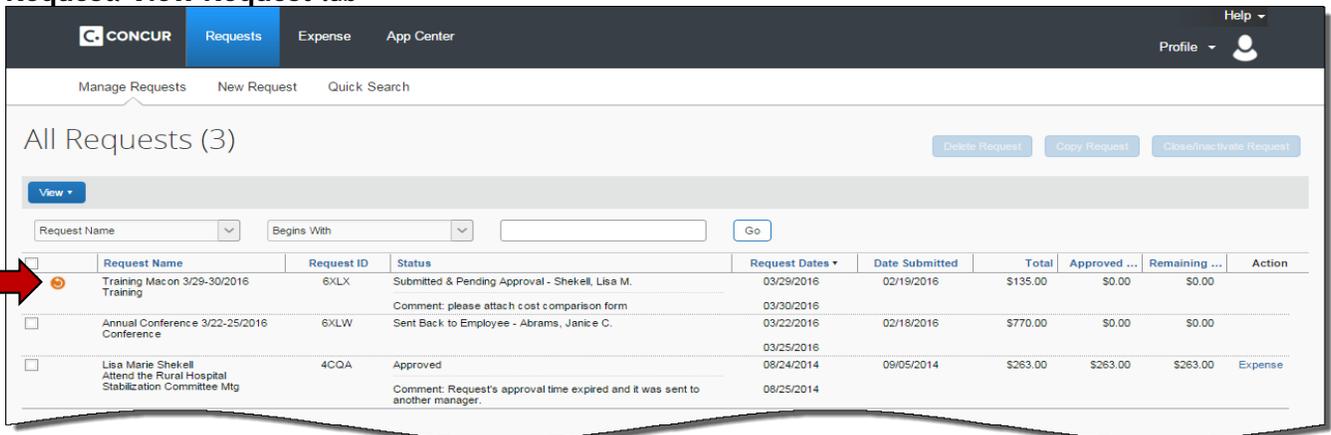
A brief confirmation of submission will appear on the screen and then clear.



Section 6: Recall a Submitted Request

If you have submitted a Request for approval and it has not been processed you may be able to **Recall** it and make changes.

All Requests whether sent, returned or approved will appear in the **My Concur/Active Work** tab or in **Request/View Request** tab



Section 6: Recall a Submitted Request (Continued)

How to...

1. Select the **Request** to be recalled by clicking on the **Request Name**.
2. Click on the **Recall** button.
3. The **Request** opens and a **Confirmation** dialogue box opens.
4. Click **Yes** to confirm recalling the **Request**.

Additional Information

The Request opens.

You can only Recall a Request if it has not yet been approved.

The screenshot shows the Concur 'Request 6XLX' page. The status is 'Submitted & Pending Approval' with an amount of '\$135.00'. A 'Recall' button is visible in the top right. A confirmation dialog box is open, asking 'Are you sure you want to recall this request?' with 'Yes' and 'No' buttons. A red arrow points to the 'Recall' button, and another red arrow points to the 'Yes' button in the dialog.

5. The **Request** is now out of the approval flow and you may make any necessary changes to the header, segments or approval flow necessary..

You may correct any date in the **Request Header**. To, add or delete segments, click on **Segments**.

The screenshot shows the Concur 'Request 6XLX' page after recall. The status is now 'Sent Back to Employee' with an amount of '\$135.00'. A 'Submit Request' button is visible in the top right. The 'Start Date' and 'End Date' fields in the request header are highlighted with red boxes. A red arrow points to the 'Submit Request' button.

- When you are ready you may submit the Request as you did originally.

Section 7: Link Requests to an Expense Report

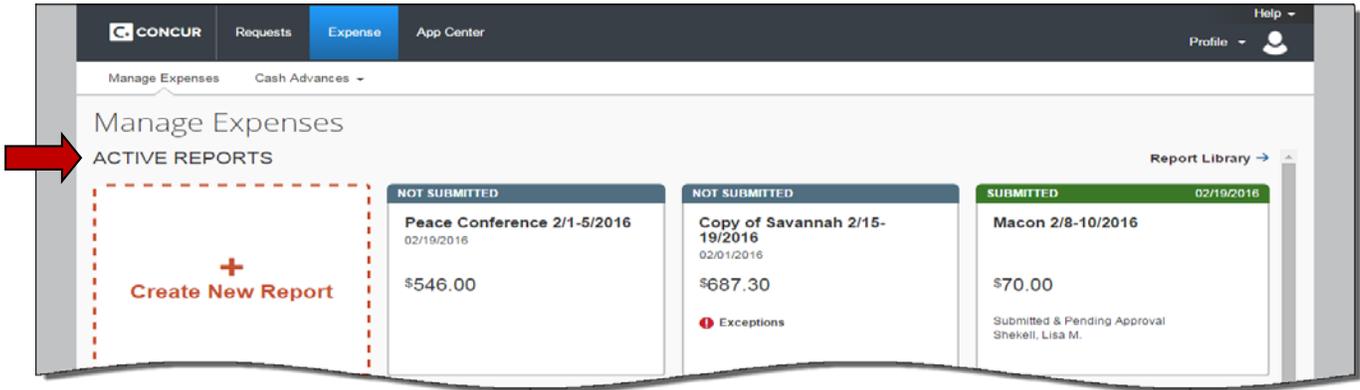
Requests are not linked to an Expense Report during the approval process because you control the Expense Report name. One of the following actions must be taken to link an approved Request to the Expense Report containing the actual expenses for that Request.

How to...

- Select the Expense Report you want to link a Request to from the **Expense Tab** tab in the **Active Reports** section or **Expense Report** section of the **My Concur Page**.

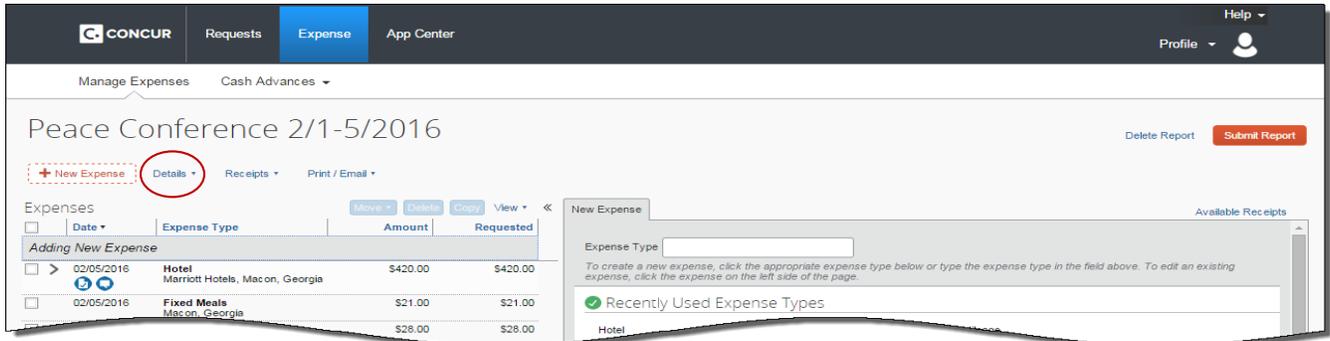
Additional Information

Click on the Expense Report to open it.

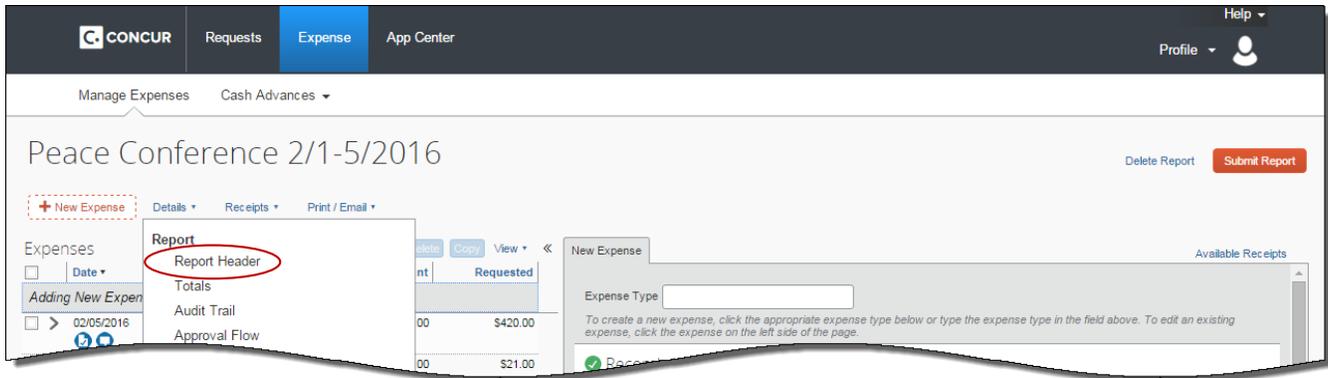


- Click on the **Details** tab.

The **Details** tab options will appear.



- Select **Report Header** from the list that appears.



Section 7: Link Requests to an Expense Report (Continued)

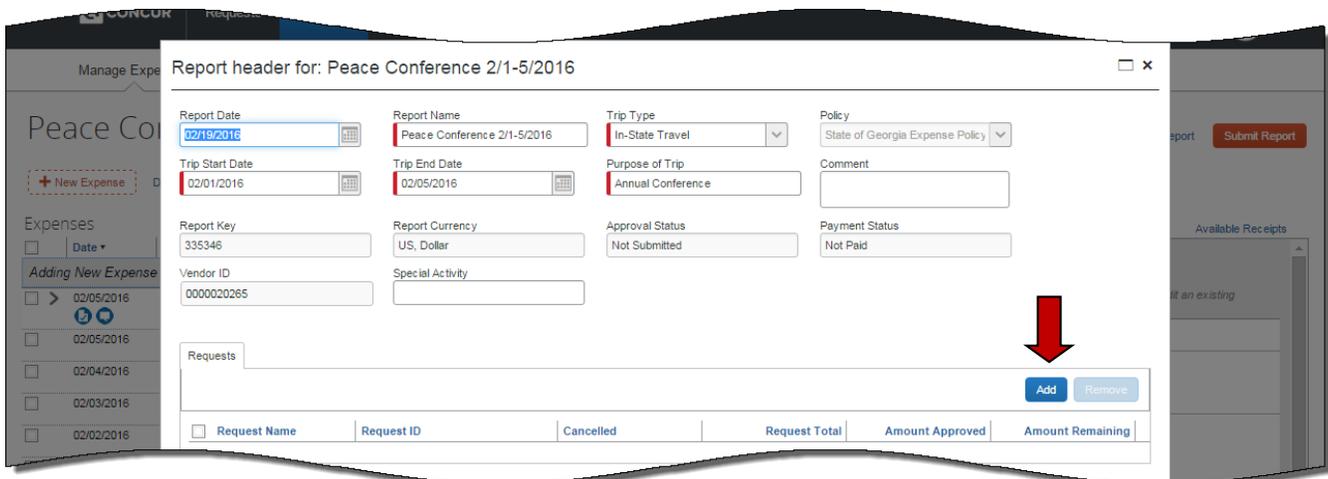
How to...

- Click on **Add** in the **Requests** section of the **Report Header**.

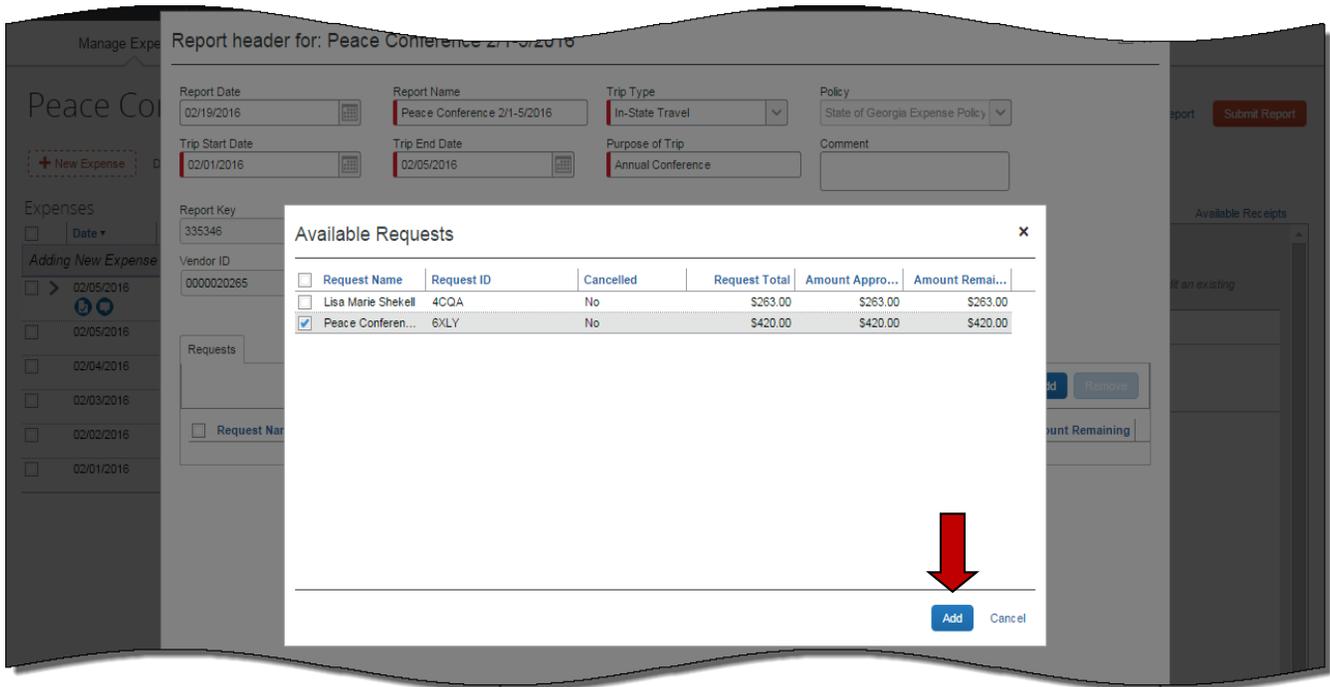
Additional Information

The **Report Header** opens.

A list of available Requests appears.



- Select the appropriate **Request** by clicking on the check box next to the Request name.



Section 7: Link Requests to an Expense Report (Continued)

How to...

- Click on **Add**.
- Click on **Save**.

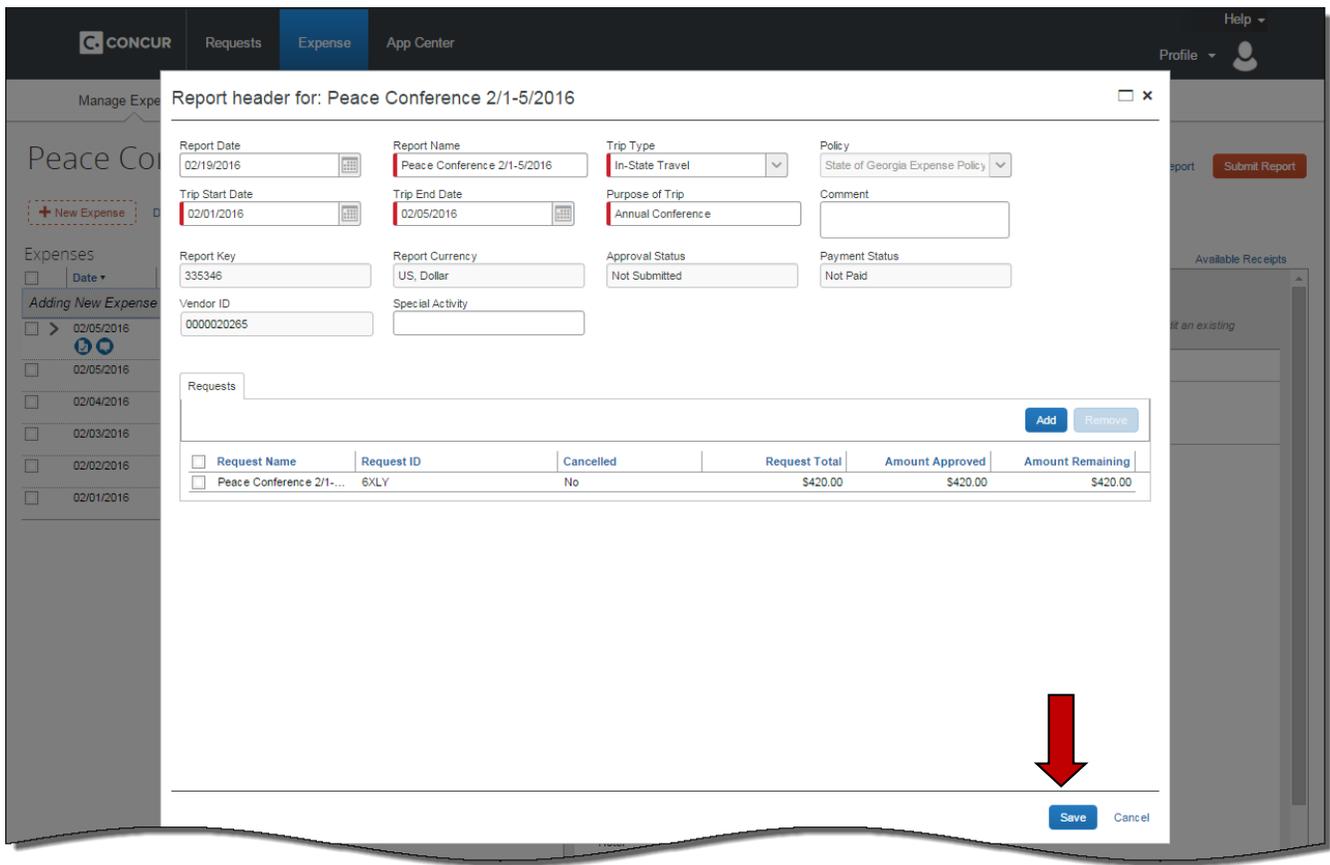
Additional Information

The Request now appears in the **Request** section of the **Report Header**.

The Request is now attached to the Expense Report. You may continue to add expenses and any additional expense information you need to this expense report.

If you have multiple Requests attached to an expense Report you will have to select which Request goes to which item. The option only appears if multiple Requests are attached.

Keep in mind that each expense report can only contain one travel type: In-state Travel, Out of State Travel or International Travel.



Section 8: Detach Requests Linked to an Expense Report

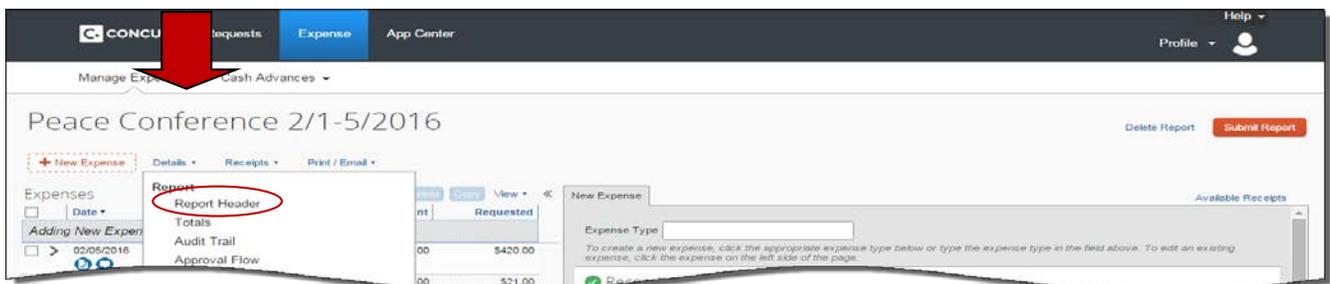
The following process is used if you attach a Request to the wrong Expense Report and need to remove it.

How to...

1. Access the Expense Report you wish to remove a Request from.
2. Click on the **Details** Tab and select **Report Header** from the **Report** section of the drop down menu.

Additional Information

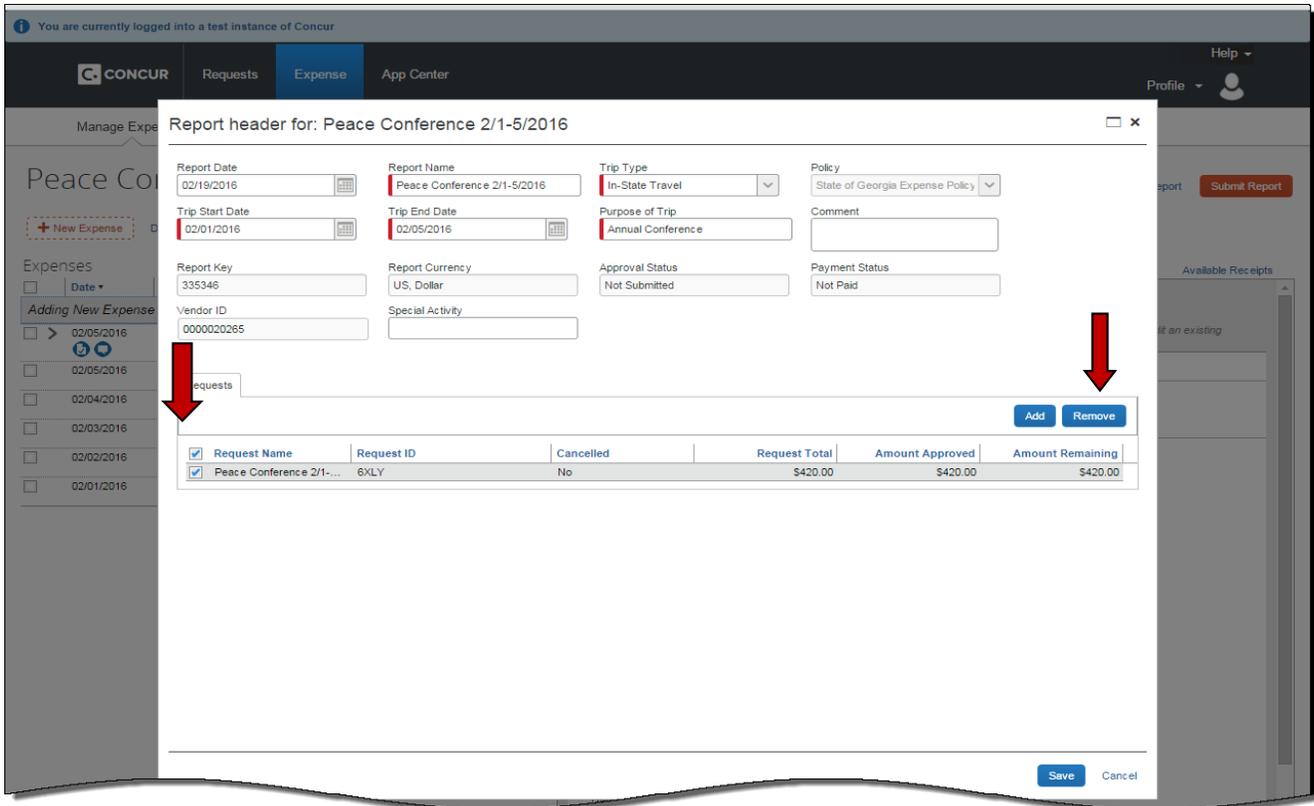
You can access the Expense Report from the **Active Reports** section of the **Expense Tab** page by clicking on it to open it.



The Report Header opens.

2. Click the check box next to the **Request(s)** you wish to detach from the Expense Report.
3. Click **Remove**.

You may attach multiple Requests to an Expense Report and you may detach one or multiple Requests from an Expense Report.

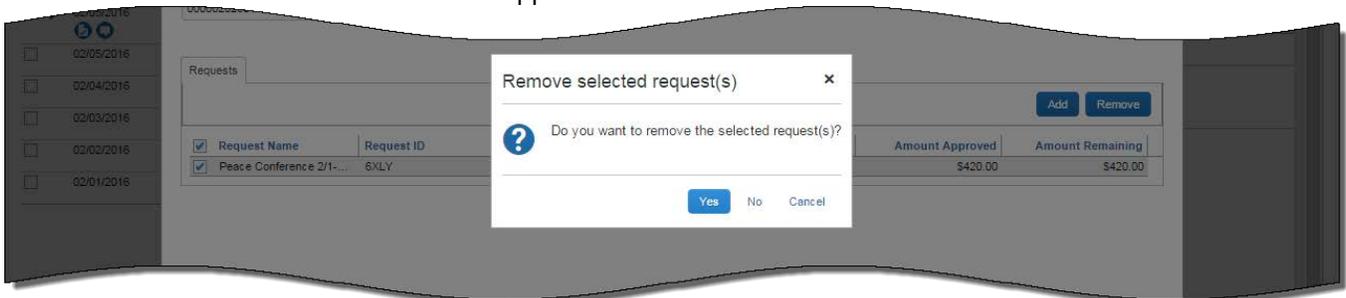


Section 8: Detach Requests Linked to an Expense Report (Continued)

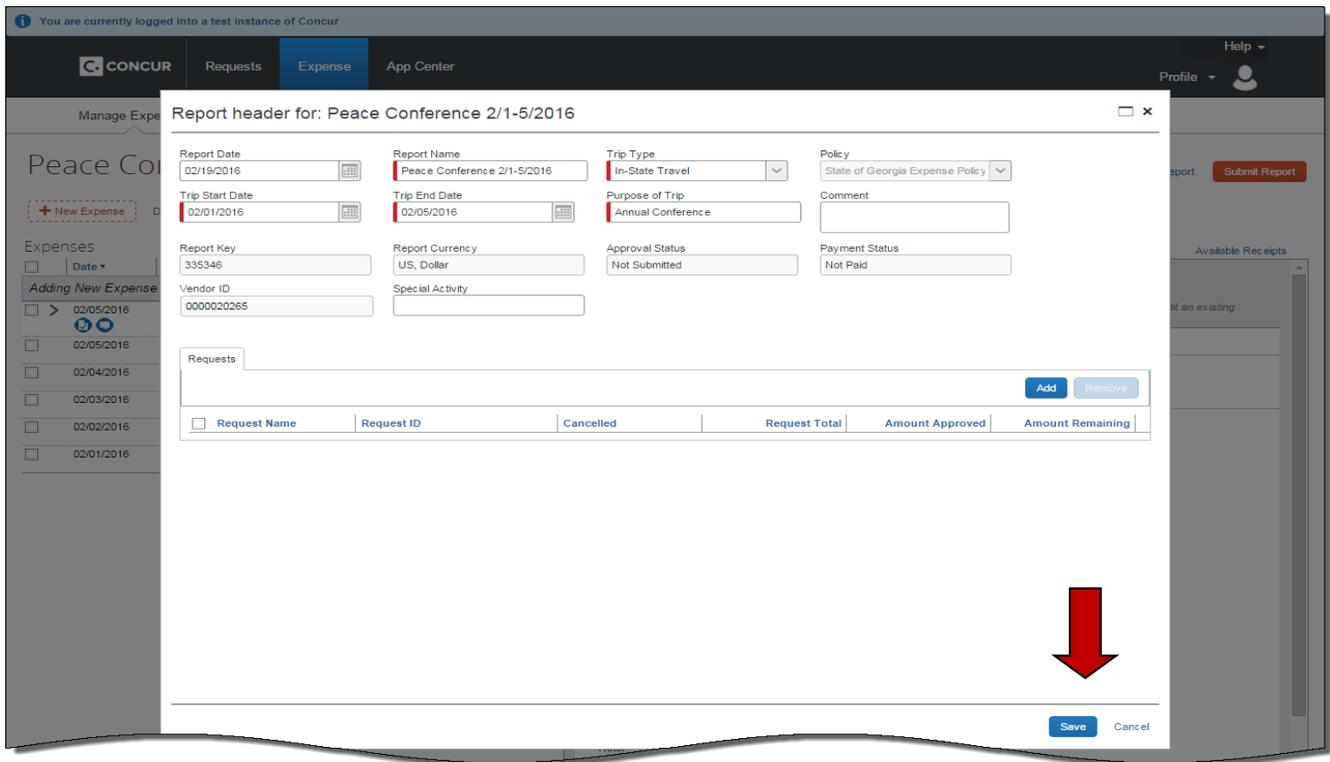
How to...

5. Click **Yes** in the confirmation box that appears.

Additional Information



The **Expense Report Header** opens and the **Requests** selected for removal from the Expense Report no longer appear in the **Requests** section. **NOTE:** Detaching a Request from an Expense Report does NOT delete the Request from the system.



6. Click **Save**.

NOTE: The selected Request is no longer attached to the Expense Report. Detaching a **Request** from an **Expense Report** does NOT delete the **Request** from the system.

7. The **Expense Report** opens.

You can add expense items, edit the expense report or exit the system.

Section 9: Cancel a Request

The following process is used if you need to cancel a Request. For example, you submitted a Request and it was denied or you had a request with a small balance on it that you could not use. Cancelling a request does not affect any Expense Reports the Request was already attached to. If you don't cancel it, it will remain in your open Requests.

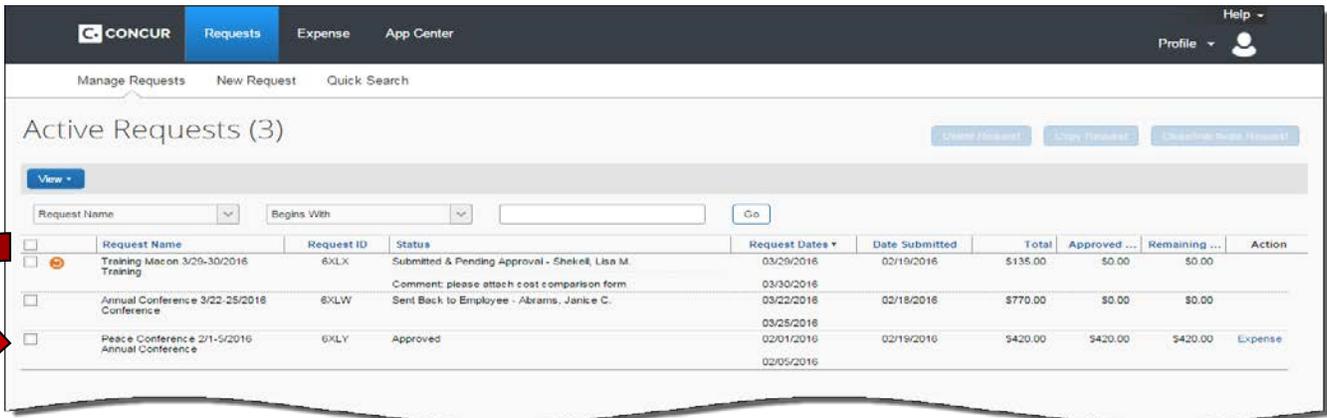
How to...

1. Select an unapproved **Request** from the **Request** tab on the Active Work section of the **My Concur** page.

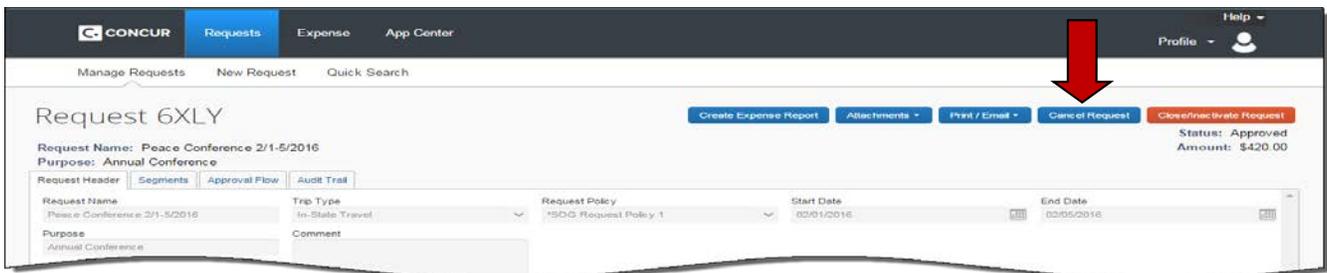
Additional Information

If you have already submitted a request at least once your only option to remove it is Cancel Request. If it has never been submitted the Delete option will appear.

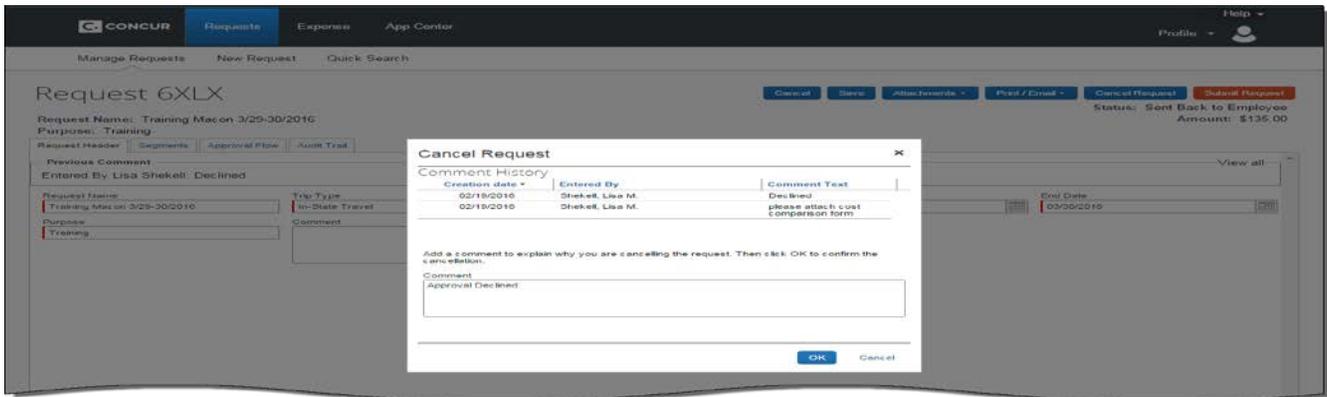
The **Request** opens.



2. Click on the **Request**. The **Request** opens.
3. Click on **Cancel Request**



4. Enter the reason for cancelling the Request

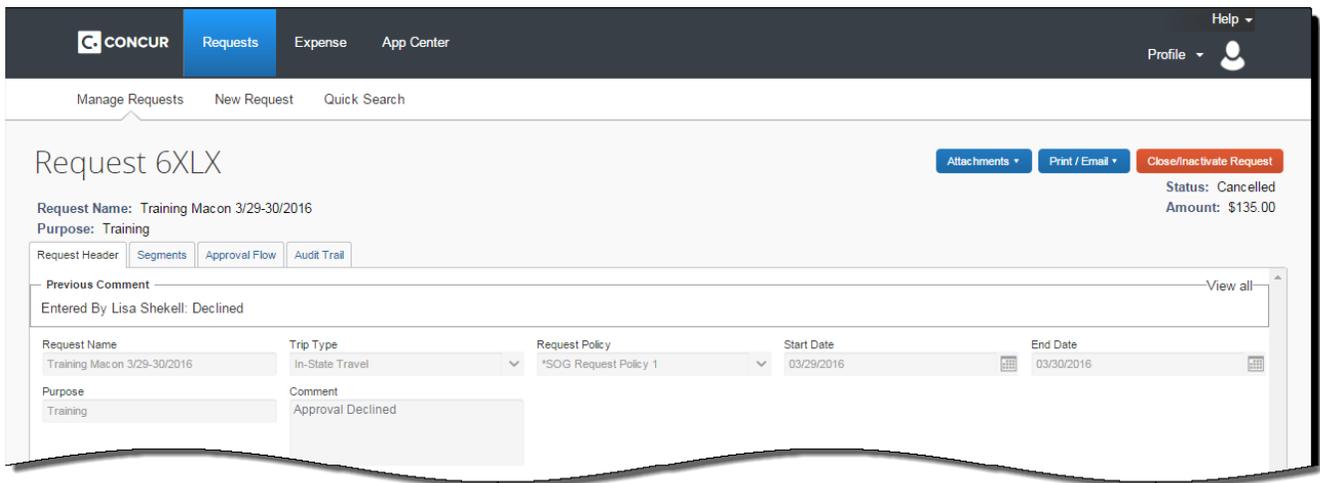


Section 9: Cancel a Request (Continued)

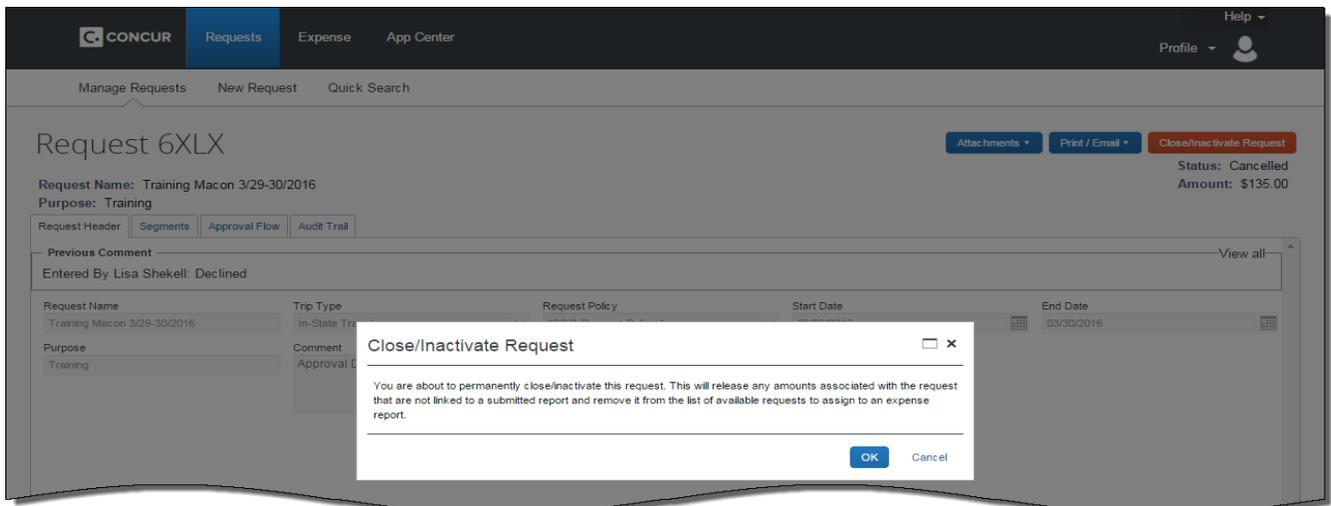
How to...

Additional Information

5. Click on **OK** on the **Cancel Request**

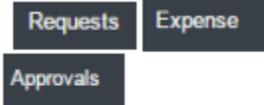
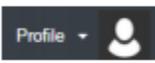
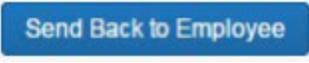
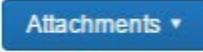
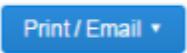
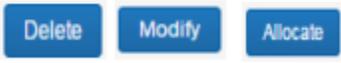


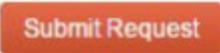
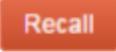
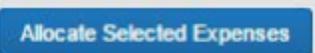
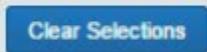
6. Click on **Close/Inactivate Request**

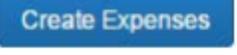
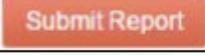


7. Click on **OK** to close the request and remove any amounts available on the Request from the system and from appearing in the open Requests.

Appendix A: Buttons and Icons

Button/Icon Description	
General:	
	Tabs: Click to return to the Home page
	Tabs: To access specific functions
	Tabs: To access traveler profile settings or administer for another user (delegate/travel assistant)
Approver:	
	Approve: Approve for processing
	Approve & Forward: Add additional review steps for an expense report
	Send Back to Employee: Return the Report or Cash Advance to the employee unapproved; requires Comments from the Approver
Request:	
	Air Ticket: Indicates Air Reservation on Request
	Car Rental: Indicates Car Rental on Request
	Dining: Indicates Per Diem/ Meals on a Request.
	Lodging: Indicates Hotel/Lodging on Request.
	Misc: Indicates Miscellaneous Expenses on a Request
	Calendar: Brings up a calendar to select transaction date
	Attachments: Check or add attachments to a Request
	Print/Email: Print or email the Request
	Send Back Request: Return the Request to the employee unapproved; requires Comments from the Approver
	Delete, Modify, Allocate: Select to delete, modify or allocate a saved Request segment
	Resubmitted: This icon indicates a Request was returned to the traveler by an approver at least once and remains with the report from that point forward.

Button/Icon Description	
	Submit Request: Submit the Request for approval
	Recall: Allows you to recall a submitted Request if it has not been approved.
Expense Reports:	
	New Expense: Add a new expense entry to an Expense Report.
	+ Create New Expense Report: Create a new expense report
	+ New: Access to Start a Request, Start a Report, New Cash Advance or Upload Receipts from the Quick Task Bar
	Upload: + Upload New Receipt: Upload a new receipt (support document or receipt)
	Attach Receipt: Attach a receipt to an expense item
	Receipts: Access to attach receipt images or view previously attached receipts.
	Receipt Required: Statewide Travel Policy requires a receipt for this item
	Receipt: Statewide Travel Policy requires a receipt for this item and it is attached to the expense line item
	Add New Allocation: Add a new allocation row.
	Allocate By: Select between allocating by percentage or amount.
	Allocate Selected Expenses: To open the allocation window
	Clear Selections: Clear the items selected for allocation
	Delete Selected Allocations: Delete one or more allocation rows
	Select Group: To select a group of allocations previously entered to review or edit
	Allocations: Indicates that an expense entry has been allocated.
	New Attendee: Add a new attendee to an expense report.
	Attendees: Indicates that an expense entry has associated attendees.

Button/Icon Description	
 	Next>>: <<Previous: Navigate to next or previous step in the process
	Save Itineraries: Save Single Day Itineraries entry
	Create Expenses: Creates Fixed Meal Expenses on an expense report
	Update Expenses: Add new or corrected Meals Per Diem to an expense report with existing Fixed Meal entries
	Mobile Expense: Indicates that the expense was entered in Concur Mobile
	Multiply: Reverses the exchange rate when working with foreign out of pocket transactions
	Print/Email: Access the fax cover page or detail report for the current expense report
	Resubmitted: This icon indicates the expense report was returned to the traveler by an approver at least once and remains with the report from that point forward.
	Notify Employee: Used by Delegate to notify an employee of a change made to an expense report
	Save: Save an expense item
	Submit Report: Submit the Report for approval
	Recall: Allows you to recall a submitted Expense Report if it has not been approved.
Travel:	
	Select: Selects the selected travel item for booking. A green reserve indicates the reservation is within Policy, Yellow indicates out of policy but you can book it. Red indicates out of policy and you will not be allowed to make the reservation.
	Search: Search in Trip Search
	Search: Search for an off-airport rental car location
	Seat map: Click to view the flight seat map
	Travel Search Air Fare Legend: Flight has least cost logical airfare
	Travel Search Air Fare Legend: Refundable Fare
	Travel Search Air Fare Legend: Arrives on a different day than departure
	Travel Search Air Fare Legend: Short or long connection time
	Travel Search Air Fare Legend: Turboprop aircraft used

Button/Icon Description	
	Travel Search Air Fare Legend: Flight is Fly America Act compliant
	Travel Search Air Fare Legend: Flight has 50-90% Go-Go Wi-Fi coverage
	Travel Search Air Fare Legend: Flight has 100% Go-Go Wi-Fi coverage
	Check Flight Status: Click to check the current status of a booked flight.
	Peaches: Preferred Vendor with special pricing for State of Georgia
	Yellow Diamond(s): Northstar Travel Rating for hotels
choose room ▶	Choose Room: Select to view hotel rooms and rates available a the selected hotel
View rates	View Rates: Click to view lowest hotel room rate and make the choose room option available
more info	More Info: Click to view hotel detail information such as cancellation, amenities, etc.