TeamWorks
Travel and Expense

Powered by Concur Technologies

TTE System User Reference 2015

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DOCUMENT REVISION HISTORY

Date	Notes / Comments / Changes
11/14/11	Minor Corrections to Personal Mileage and Travel Request
1/27/12	Section 6: Cancel or Change Airline, Car Rental or Hotel Reservation – Corrected final step #. Section 7: Create an Expense Report from a Completed Trip-Itinerary in Upcoming Trips – Changed title and added clearly identified steps to simplify entry. Entire section renumbered. Section 8: Create a New Expense Report – No Travel Itinerary in Upcoming Trips – Updated title and added separate step for Travel Request for ease in user entry. Added New Section – Import Company Card Transactions into an Existing Expense Report – This is now section 9. Renumbered previous Sections 9-17 to 10-18 to accommodate the new section. Added Document Revision History to Table of Contents area section.
1/29/12	Corrected reference to reimbursement of checked bag fees to 1 bag.

5/15/12	Section 3, Step 4 and Step 6 – made optional. Section 5 – update policy notes for approved Travel Policy. Update Section 7 - Step 2 to add Selection option which required a renumbering of the section; updated Policy Notes to reflect approved Travel Policy. Update Section 8 - Changed heading description; Step 2 to add Selection option which required a renumbering of the section; updated Policy Notes to reflect approved Travel Policy. Step 3 updated notes. Update Section 9 - for specific colors for Air and Hotel company paid charges. Section 10 – drop the Travel Allowance Itinerary Error section as the audit rule was disabled; Cash Advance sections updated to Travel (Cash) Advance and Policy notes updated; Attach Scanned Images – verbiage on note changed. Section 14 – updated Cash Advance to Travel (Cash) Advance
5/29/12	Added Allocation Favorites to Section 11. Added Copy Expense Report to Section 11
9/25/12	Added View Receipts to Section 16 and renumbered section. Updated Section 12 Fax or Attach Receipts to include multiple receipts for the same expense item. Updated document for name change from GTE to TTE.
7/10/13	Updated design. Added New Section Change Password which caused a renumbering of all sections starting at Section 3. Updated Profile, Travel Allowances, Allocate Expenses, Receipt Store, Allocations. Requests, Cash Advances. Removed Approver details and referenced Approver's Handbook; rearranged sections and subsections. Deleted Creating an Expense Report from a Completed Trip. Changed order of options in Using Special Features. Minor renaming in many sections for clearer presentation.
10/11/13	Updated Section 11, Step 2 (Travel Allowance Entry) of Create an Expense Report for updated data entry format and requirements.
04/14/14	Restructured to match new process flows and software updates. Sections renumbered. Added How to Enter Rental Car Expense, Added Submit Expense Report to a Different Approver. Major changes to Profile sections.
05/07/14	Added references to How To documents in the TTE website where applicable; moved Request and Cash Advance Request earlier in the document and renumbered the subsequent sections, reversed Submit, Print and Recall and Review or Edit an Unsubmitted Expense Report sections..
11/12/14	Updated for new TTE UI going live 02/01/2015; added new item to Section 6: Request: Close and Inactivate a Request and to Section 18: To Submit an Expense Report to an Additional Approver.

Section 1: Logging In to TTE

Log on to TTE Travel & Expense

1	In the **User Name** field, enter your ***EmployeeID@domain*** *(i.e., 00123456@sog.ga.gov) Your User Name and initial password will be provided.*
2	In the **Password** field, enter your ***password***.
3	Click **Login**.

NOTE: *If you are not sure how to access TTE Travel & Expense, contact a TTE Local Travel Administrator for your agency.*

Section 2: Home Page

Appears when login to TTE

1	The ***Menu Bar*** contains: **Home, Request, Approvals, Reporting** and **App Center** tabs. **Administration, Help** and **Profile icons** appear to the far right of the **Menu Bar.**

NOTE: *When you login you are automatically directed to the **Home** page. When you select and open a different tab, the **Home** tab appears as the Concur logo. Click on it to return to the Home page from any of the tab selections.*

2	The ***Quick Task Bar***: below the main tabs provides access to existing documents (expense reports, requests, cash advances) and + icons to allow creating new documents. The existing number of unsubmitted documents displays in each section. The contents of the Quick Task Bar will vary based on your agency configuration.
3	There are permanent ***Sections*** below the ***Quick Task Bar*** for **Trip Search** and **My Trips** on the left, which allow you to create reservations and view existing reservations on the Home pare. There are also permanent sections on the right for **Alerts**, **Company Notes**, **My Tasks** and **Facts & Stats.** **Alerts, Company Notes** and **Facts & Stats** provide general information. **My Tasks** provides shortcuts to access information also available in the ***Menu Bar*** and ***Quick Task Bar***.
4	Locate **Trip Search** which can be used to book travel
5	Locate **My Trips** below **Trip Search to** update**,** edit or delete existing reservations
6	Locate **Alerts** for pertinent travel information
7	Locate **Company Notes** for system information. Click ***Read More*** to see the complete section and to access TTE Training.
8	Locate **My Tasks** and the **Open Requests**, **Available Expenses** and **Open Reports** section within it to open new or existing documents. Each will display the number of unsubmitted documents.. **Note: Open Requests** only appear if your agency is configured to allow Cash Advances
9	Locate the ***Quick Task Bar*** which may display a **+ Start a Request**, **+ New Cash Advance**, **+ Start a Report** to directly open a new document or the **+ Upload Receipts** to upload receipts to TTE. Available Expenses indicates expenses from reservations are available. If you already have open reports you will see one **+** icon that opens a drop down to choose the document type you want to open. Note that the **Authorization Request**, **Available Expenses, Open Reports** and/or **Cash Advances** will show the number of un-submitted documents for each. Each of these is a clickable link.
10	Locate **Facts & Stats** to view helpful information. Use the **<** and **>** at each side to scroll through the information.
11	If you are an Approver, locate the **Approvals Tab** to access items ready for Approval. **Note:** *This section appears only if you have Approver permissions.*

Section 3: Profile: Change Password

	At the top of the ***any*** page, click **Profile,** the Profile drop down arrow or the profile picture icon and select ***Profile Settings*.**
1	Select ***Change Password***.
2	Enter the **Old Password** in the current password field.
3	Enter the **New Password** in the new password field.
4	**To confirm the new password Re-enter the Password**.
5	In the **Password Hint** field, enter a phrase or sentence that will remind you of your password. This is NOT a question that you have to answer but a hint to jog your memory. **Note:** *Without this hint you cannot use the prompts on the TTE login page.* *You do not have to change your password to change your hint.*

6	Click **Submit**.

Note: *For additional instructions with screenshots regarding* ***How Change Your TTE Password*** *please visit the* [*How To Documents Section*]() *of the SAO website.*

Section 4: Profile: Verify System Settings

Step 1: Verify Calendar Settings

1	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon and select ***Profile Settings***.
2	Select **System Settings**.
3	Verify the **Calendar Settings**.
4	Click **Save**

Section 5: Profile: Personal Information

Step 1: Verify Company, Home, Work and Contact Information

	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon and select ***Profile Settings***.
1	Click **Personal Information.**
2	Verify that your Employee ID is correct **Company Information;** if it is not contract your Locate Travel Administrator immediately.
3	Verify **Work Address** and if no address is listed, click in the address field and select or enter the address.
4	Verify **Home Address** and update if none is listed.
5	Enter **Contact Information.** You must enter a home or office number.
6	Click **Save**

Step 2: Enter and Verify Email Address

	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	*Click* ***Email Addresses***
2	Click **+ Add an Email Address** to add a new email address. Select **Yes** to **Contact for Travel Notifications.**
3	Click **OK**
4	Click **Verify**

Note: *Check the email account you just added for a verification email from Concur containing a code and instructions. The email will arrive in less than five minutes.*

Note: *For additional instructions with screenshots regarding* ***How to Verify My Email Address for Receipt Store*** *please visit the* [*How To Documents Section*]() *of the SAO website.*

5	Enter the code into the available box in the Email section of the Profile and click **OK**.
6	You will then be able to email receipt images to your Receipt Store at receipts@concur.com

Note*: You may verify more than one email address such as you state email address and a personal email address.*

Note: *Receipt Store will allow you to email receipts and documents one at a time into TTE to be used for Expense Reports. These receipts and documents can be accessed from the Receipt Store in Expense*

Step 3: Enter Emergency Contact Information

	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings*** *and then* ***Emergency Contact.***
1	Enter the Emergency Contact information
2	Click **Save**

Step 4: Enter Travel Preferences

	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings***
1	Select **Travel Preferences**
2	You **MUST** select the Government option or you will not see government rates. AAA, Military and Senior options may be selected as well.
3	Enter **Air Travel Preferences**
4	Enter **Hotel Preferences**.
5	Enter **Car Rental Preferences**.
6	Enter **Frequent Traveler Programs**. Click on **+ Add a Program** under **Frequent Traveler Programs** to enter Frequent Traveler Programs for air, car and/or hotel. Select program type and enter personal program ID #. Click **Save** **NOTE:** *You can enter up to 5 accounts at once. If you have more, enter them in two batches.*
7	**Southwest Ticket Credits** You must

	contact Travel Inc. to report any canceled flights or to use any unused tickets.
8	**TSA Secure Flight Information** You must enter TSA Secure Flight information even if you think you will never make flight reservations.
Note: *If you do not have DHS Redress Number or TSA Pre-Check #, leave it blank.*	
9	Click **Save**
Step 5: International Travel: Passports and Visas	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Select **International Travel**
2	Enter your passport information or check I do not have a passport. To add a passport, click on [+] Add a passport or to edit an existing passport click on the pencil icon at the end of the passport data.
3	Enter any Visas. To add a Visa click **+ Add a Visa** and add the requested information.
4	Click **Save**
Step 6: Set up a Travel Arranger or Assistant - Optional	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Select **Assistants/Arrangers**
2	Click **[+] Add an Assistant**

3	In the **Search Criteria** field, type the last name of the person you wish to add as an assistant/travel arranger.
4	From dropdown menu, select the appropriate assistant.
5	Select **Can Book Travel for Me**.
6	OPTION: Select **Is my primary assistant for travel**, if you have multiple Travel Assistants and this person is the primary person to book travel for you.
7	Click **Save**.
Step 7: Set up Credit Card to Hold Hotel Reservations	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Select **Credit Cards**
2	Click on **[+] Add a Credit Card**
3	Enter a Display Name (nickname) for your personal Credit Card.
4	This is a secure site and your information is secure. Only the last four digits of the card number will display
5	Enter you name as it appears on the credit card, select the credit card type from the drop down, enter the credit card number, enter the expiration month and year and select the checkbox next to **Use this card as the default for Hotels**
6	Enter all the statement billing information in the bottom box for the credit card you are entering.
7	Click **Save**

Step 8: Verify Expense Information	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Under **Expense Settings** on the left side of the page, select **Expense Information**.
2	On the **Expense Information** page, verify the pre-populated information.
NOTE: *Contact the TTE local travel administrator for your agency if any Expense Information is incorrect.*	
Step 9: Set up an Expense Delegate – Optional	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Under **Expense Settings** menu on the left side of the page, select **Expense Delegates**.
2	Select **Add**
3	Type the last name of the person you want to add as a delegate in the search box
4	Select that person from the list of matches
5	Select the responsibilities you wish this delegate to perform on your behalf.
6	Click **Save**.
Step 10: Update Expense Preferences	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***

1	Under **Expense Settings** on the left side of the page, select **Expense Preferences**.
2	In the **Send email when**… section, all should be selected
3	In the **Prompt** section, check **For an approver when an expense report is submitted** to have access to the agency authorized approvers list when your supervisor is not available.
4	Click **Save**.
Step 11: Add Personal Car	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Under **Expense Settings** on the left side of the page, select **Personal Car**.
2	On the **Personal Car** page, click **New**.
3	In the **Vehicle ID** field, enter the name *Personal Car Tier I*. **NOTE:** *You are opening access to a specific mileage reimbursement table and not linking to a specific personal vehicle.*
4	Click on the **Vehicle Type** drop down arrow and choose *Car – Tier I*.
5	Click **Save.**
6	Click **New.**
7	In the **Vehicle ID** field, enter the name *Personal Car Tier II*.
8	Click on the **Vehicle Type** drop down arrow and choose *Car – Tier II*. **NOTE:** *You are opening access to a specific mileage reimbursement table and not linking to a specific personal vehicle.*
9	Click **Save.**
Note: *If you are authorized to report mileage expense for a motorcycle or personal aircraft, add them as well* making the **Vehicle ID** the name same as the **Vehicle Type**.	
Step 12: Verify Expense Approvers	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	On the **Expense Settings** menu on the left side of the page, click **Expense Approvers**.
2	On the **Expense Approvers** page, verify that your default expense approver is correct.
NOTE: *If the approver name listed for the Expense Approver is incorrect or if the field is blank, contact the TTE Local Administrator for your agency immediately.*	
Step 13: Add a Favorite Attendee - Optional	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	On the **Expense Settings** menu on the left side of the page, click **Favorite Attendees** and select **New Attendee**
Note: *Attendees are used to identify participants at Group Meal functions. See Policy.*	
2	From the **Type** dropdown menu, select the appropriate Attendee Type.
3	In the **Last Name** field, enter the last name of the new attendee.
4	In the **First Name** field, enter the first name of the new attendee.
5	In the **Attendee Title** field, enter the job title of the attendee.
6	In the **Company** field, enter the company where the attendee is employed.
7	Click **Save** or **Save & Add Another**
Step 14: Update Request Preferences	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	On the **Request Settings** menu on the left side of the page, click **Request Preferences**
2	In the **Send email when**… section, select the email notifications you prefer.
3	In the **Prompt** section, check **For an approver when an expense report is submitted** to have access to the agency authorized approvers list when your supervisor is not available.
4	Click **Save**
Step 15: Mobile Registration	
	If you are not in the Profile Settings, at the top of any page, click **Profile**, the profile drop down arrow or the profile icon, select ***Profile Settings.***
1	Select **Mobile Registration** (for iPhone, iPad, Android or Windows phone)
2	To send a text with the link to the app to your smartphone enter your phone number; to send an email with a link to the app to your smartphone or tablet for

	an email you can check on that device.
3	Click **Send Link**
	NOTE: *If you forget to do this, you can check the app store for your device and search for the Concur free app and download it.*
4	Go to the smartphone or device and open the text, email or appropriate application store and select the link to the Concur app

Section 6: Request (Travel Authorization)

Note: *If your Agency is not configured for Request (Pre-Trip Authorization) through TTE, it will not appear as an option in TTE.*

Create Request

	On the **Home** page**,** select one of the following: • In the ***Quick Task Bar*** select **Authorization Requests** or the **+New** icon <u>OR</u> • Select the **Request** tab from any window.
1	Click **New Request**
	NOTE: *Required fields are noted with a red bar.*
2	Enter a meaningful name for the Request in **Request Name** and include the travel dates in the name. (i.e. Banking Conference 0612 to 0618)
3	Select the Trip Type: In-State Out of State or International Travel from the drop down...
4	Enter the **Start Date, End Date** and the **Purpose** for the travel**.** Enter any comments to benefit the approver in the Comments field. These are optional.
5	Click **Submit Request** to forward for Approval.

Modify Request Returned by Approver

	On the **Home** page**,** select one of the following: In the ***Quick Task Bar*** select **Authorization Requests <u>OR</u>** In ***My Tasks*** under ***Open Requests*** select **Authorization Requests** Select the **Requests** tab and select **Manage Requests**
1	Click on the **Request Name** that has been returned by an Approver. The return is indicated in the Status field as well as with an orange icon **Note:** *You only see this icon in the All Reports listings.*
2	Make any necessary changes requested by the approver in the Comments. You can change header or segment information or even delete the request.
3	Click on the **Segments** tab to update segment information. Scroll through the entries. You will see a **Modify** and **Delete** button for each segment. **Modify** allows you to change a segment and **Delete** allows you to delete a segment. You can also add a new segment, by clicking on one of the segment icons (Air, Car, Hotel, etc.)
4	Click **Submit Travel Request** to resubmit the request with the required changes. OR To delete an unapproved Request, click on **Delete** to remove it completely from the system.

Close and Inactivate a Request

	On the **Home** page**,** select one of the following: In the ***Quick Task Bar*** select **Authorization Requests <u>or</u>** In ***My Tasks*** under ***Open Requests*** select **Authorization Requests** Select the **Requests** tab and select **Manage Requests**
1	Click on the **Request Name** you wish to inactivate.
2	Click on **Close/Inactivate Request** and then **OK** to remove it from appearing on any available Request lists.

NOTE: *If you have a balance on a Request that you have <u>already</u> attached to an expense report, inactivating it will remove it from appearing on lists to be attached to an expense report. You could have a positive or negative balance depending on whether your expenses we more than or less than the actual approved Request.*

Section 7: Cash Advance Request

On the **Home** page**,** select one of the following:

- In the ***Quick Task Bar*** select **Cash Advances** <u>OR</u>
- Select **Cash Advances** from ***My Tasks*** <u>OR</u>
- From the **Expense** tab select **Cash Advances**

1	Click **New Cash Advance.**
2	Enter a meaningful name including the travel dates for the Cash Advance in the **Name** field. (i.e., Banking Conference 0612 to 0618)
3	Enter the remaining required information in the **Amount, Travel Start Date** and **Travel End Date** fields.
4	Use the **Purpose, Cash Advance Comment, Requested Disbursement Date** and **City** fields to provide any additional information to the Cash Advance Approver.
5	Click **Submit** at the bottom right of the entry window.
6	Monitor the status of the Cash Advance from the **Home** page by selecting **Cash Advances** or by selecting **Expense** and then **Cash Advances** and **View Cash Advances** from any page**.**

Section 8: Travel: Make a Travel Reservation for Air, Car and Hotel

Step 1: Make a Flight Reservation

	On the **Home** tab in the ***Trip Search*** section <u>OR</u> From the **Trave**l tab
1	Select one of the following • Round Trip • One Way • Multi-Segment
2	In the **Departure City** and **Arrival City** fields, enter the departure and destination cities for your travel**.**
3	In the **Departure** and **Return** fields, select the preferred travel dates and times. **NOTE:** *The system defaults to schedules +/- 3 hours from your preferred time, You can increase this number, but it will increase the number of flights displayed for you to review. Remember, you can adjust the displayed flight times once the data is appears without starting the search over.*
4	If you need a rental car, select **Pick-up/Drop-off car at airport**.
5	If you need a hotel, select **Find a Hotel** and select the search parameters.

Policy Note: *Refundable fares should be within $150 of a Non-Refundable fare. To search and compare pricing on Refundable and Non-Refundable fares select **Refundable**.*

Policy Note: *Choose lower cost flights within +/- 2 hours of preferred flight times.*

Policy Note: *You should choose connecting flights over non-stop if it adds 2 hours or less to travel time and saves $200 or more.*

Policy Note: *Domestic flights – coach class only. Upgrades after booking are at traveler's expense. International flights: Business class is allowable for international travel when approved in advance by the respective Agency head or designee*

6	In the **Search Flights By** field, **Price** is the default view. You will be able to view by schedule on a secondary tab in the results.
7	Click **Search** to display the available flights based on your search criteria.
8	Flight search parameters can be changed in the panel to the left of the flight matrix to refine your search.
9	Select a desirable flight from the flight matrix that appears. Click **Show Details or Show Fares** for more flight data and to preview seat availability **Note***: Flight matrix includes inbound and outbound flight. Click the More Like This + link on a flight to see additional inbound/outbound options.*
10	Click the **View Seat Map** icon next to the flight to preview the availability of seats. You can only view the seat map at this point. The seat will default to the setting in your profile. You will be able to correct this in the Trip Summary before you finalize the trip. **Note***: Not all airlines allow seat preview. There will be a seat icon in Show Details or Show Fares if that airline allows it.*

Note: *There is a Baggage Fee Policy link on between the fight matrix and the flight listing on the search page.*

11	Click **Select**.

Note: Note: *Access the airline website directly to process baggage. Usually less expensive if done online.*

Note: *Air Travel Insurance is <u>automatically</u> included at no cost when you book your company paid reservation through TTE. You **do not** need to purchase it separately*.

12	Flights selected with a gold Select button will pop up a window requiring you to select a reason for booking out of policy and also to enter more detail. Your actual flight cost and the least logical fare you did not choose will display. Click **Save.**

NOTE*: Reservations within Statewide Travel Policy guidelines will display a green Select button, those outside policy a gold Select button. You can book out of policy, but will need to explain why in the reservation process. A red Select button will not allow you to book the flight without approval. This is*

Audited by the State.

13	In the ***Review and Reserve a Flight*** section: Review flight and verify Primary Traveler Information. You can view the seat map if desired. The method of payment defaults to the TTE SAO Office Credit Card Review the fare Rules and Restrictions
14	.Click on **Reserve Flight and Continue**.

Step 2: Reserve a Rental Car

1	If you specified that you need a car on the **Flight** tab, you will see car results for the car search.

Policy Note: *Hertz and Enterprise rental car are under contract statewide. Hertz on airport rentals are under contract in and out of state. Hertz and Enterprise are under contract for off airport rentals in state. Off airport car rentals out of state are not under contract and no Contract Waiver Request is needed. Renting outside the Statewide vendor contract requires an <u>approved</u> Statewide **Contract Waiver Request (SPD-NI005)** which must be attached to your Expense Report.*

2	Select the appropriate rental car from the car matrix, and then click **Reserve**.

Note: *Book the car rental through the booking tool. For pick-up/return call the renting location directly to make arrangements. The number appears on your Travel Itinerary.*

Note: *Reservations within Statewide Travel Policy guidelines will display a green Select button, those outside policy a gold Select button. You can book out of policy, but will need to explain why in the reservation process. A red Select button will not allow you to book the reservation. This is Audited by the State.*

Step 3: Reserve a Hotel

1	If you selected the **Find a Hotel** option on the **Flight** tab and entered the search criteria, the hotel results are displayed after you choose your rental car. Hotels with special State of GA rates are marked with one or two peaches.
2	Use the filter options to narrow your search by **Amenity**, **Neighborhood**, or **Chain**.

Policy Note: *Travelers are required to submit a copy of the Occupancy Tax Exemption Form to lodging vendors in the State of Georgia at registration. Link to form pops up during registration process. Link to form is also on the [SAO Website Online Booking Tool]() page.*

3	Click **Show Details** for a specific hotel to view more detailed information.
4	Click **Choose Room** to view rates and details about the rooms.
5	When ready to reserve your room, click the radio button to the left of the rate, and then click the green **Select** button.
6	The itinerary appears. Review the hotel room, enter any preferences for the hotel, verify the guest information, select or add a frequent hotel program if needed, verify the method of payment (personal credit card from Profile) and click the check box to accept the rate details and cancellation policy for the selected hotel.
7	Click **Reserve and Continue**.

NOTE: *The method of payment selected is to hold the room. You may use this or any other form of payment the hotel allows when you check out.*

Step 4: Trip Summary

1	Review the reservation components in your Itinerary. Make necessary changes or cancellations to any segment of your travel.
2	Your current assignment shows as an orange box with a check mark. To select a different seat click **Change Seat**... You can do this for each flight segment.
3	Click **Next.**

Step 5: Trip Booking Information

1	Enter a name for your trip in **Trip Name** (<u>include travel dates in name</u>) and optionally add any additional information in the **Description** field.
2	You can send a copy of the itinerary to another person from here. You will automatically receive an email at the email address in the profile.
3	Click **Next**.

Step 6: Trip Confirmation

1	Verify information such as travel dates, cars, hotels, cancellation policy.
2	To make any changes, click **Previous**.
3	To complete the booking, click **Purchase Ticket**.

Step 7: Finished!

	The booking is complete when you see the **Finished** message and the unique **Trip Record Locator** number.

Note: *Options to print or email another copy of your itinerary are located at the bottom of the page.*

1	Click **Return to Travel Center**. Your trip will appear in Upcoming Trips on the ***My Concur*** Page.

Section 9: Travel: Make an Air Only Reservation

Step 1: Select Flight

NOTE: *If you have a Southwest Airlines Unused Ticket Credit, you MUST call and speak directly to a Travel Agent at 770 291-5190 or 877 548 2996 to book your flight.*

	On the **Home** tab in the ***Trip Search*** section OR From the **Travel** tab
1	Select one of these: • Round Trip • One Way • Multi-Segment
2	In the **Departure City** and **Arrival City** fields, enter the departure and destination cities for your travel**.**
3	In the **Departure** and **Return** fields, select the preferred travel dates and times. **NOTE:** *The system defaults to schedules +/- 3 hours from your preferred time, You can increase this number, but it will increase the number of flights displayed for you to review. Remember, you can adjust the displayed flight times once the data is appears without starting the search over.*

Policy Note: *Refundable fares should be within $150 of a Non-Refundable fare**.** To search and compare pricing on Refundable and Non-Refundable fares select **Refundable**.*

Policy Note: *Choose lower cost flights within +/- 2 hours of preferred flight times.*

Policy Note: *You should choose connecting flights over non-stop if it adds 2 hours or less to travel time and saves $200 or more.*

Policy Note: *Domestic flights – coach class only. Upgrades after booking are at traveler's expense. International flights: Business class is allowable for international travel when approved in advance by the respective Agency head or designee*

4	In the **Search Flights By** field, **Price** is the default view. You will be able to view by schedule on a secondary tab in the results.
5	Click **Search** to display the available flights based on your search criteria.
6	Flight search parameters can be changed in the panel that appears left of the flight matrix to refine your search.
7	Select a desirable flight from the flight matrix that appears. Click **Show Details or Show Fares** for more flight data and to preview seat availability **Note***: Flight matrix includes inbound and outbound flight. Click the More Like This + link on a flight to see additional inbound/outbound options.*
8	Click the **View Seat Map** icon next to the flight to preview the availability of seats. You can only view the seat map at this point. The seat will default to the setting in your profile. You will be able to correct this in the Trip Summary before you finalize the trip.

Note*: Not all airlines allow seat preview. There will be a seat icon in Show Details or Show Fares if that airline allows it.*

Note: *There is a Baggage Fee Policy link between the fight matrix and the flight listing on the search page.*

9	Click **Select**.

Note: *Access the airline website directly to process baggage. Usually it is less expensive if done online. Some Travel Programs on Personal Credit Cards will allow free bags even if the airfare was not purchased on that card.*

Note: *Air Travel Insurance is <u>automatically</u> included at no cost when you book your company paid reservation through TTE. You **do not** need to purchase it separately*.

10	Flights selected with a gold Select button will pop up a window requiring you to select a reason for booking out of policy and also to enter more detail. Your actual flight cost <u>and</u> the least logical fare you did not choose will display. Click **Save.**
11	Click **Reserve**.

NOTE*: Reservations within Statewide Travel Policy guidelines will display a green Select button, those outside policy a gold Select button. You can book out of policy, but will need to explain why in the reservation process. A red Select button will not allow you to book the flight without approval. This is Audited by the State.*

12	In the ***Review and Reserve a Flight*** section: Review flight and verify Primary Traveler Information. You can view the seat map if desired. The method of payment defaults to the TTE SAO Office Credit Card and is paid directly by the state. Review the fare Rules and Restrictions.
13	Click on **Reserve Flight and Continue**.

Note: *Access the airline website directly to process baggage. It is usually less expensive if done online.*

Step 2: Travel Details

1	Review the reservation data in your Itinerary.

2	Your current seat assignment shows as an orange box with a check mark. To select a different seat click **Change Seat**. You can do this for each flight segment.
3	Click **Next.**
Step 3: Trip Booking Information	
1	Enter a name for your trip in **Trip Name** (include travel dates in name) and optionally add any additional information in the **Description** field.
2	You can send a copy of the itinerary to another person from here. You will automatically receive an email at the email address in your TTE profile.
3	Click **Next.**
Step 4: Trip Confirmation	
1	Verify travel information.
2	To make any changes, click **Previous**.
3	To complete the booking, click **Purchase Ticket**.
Step 5: Finished!	
	The booking is complete when you see the **Finished** message and the unique **Trip Record Locator** number are displayed.
Note: *Options to print or email another copy of your itinerary are located at the bottom of the page.*	
1	Click **Return to Travel Center**. Your trip will appear in Upcoming Trips on the **Travel tab *or My Trips*** *on the* **Home** Page.

Section 10: Travel: Make A Car Only Reservation

Step 1: Select Rental Location	
Policy Note: *Hertz and Enterprise rental car are under contract statewide. Hertz has the on airport contract in and out of state. Hertz and Enterprise are under contract for off airport rentals in state.* *Renting vehicles outside the Statewide vendor contract requires an approved Statewide* ***Contract Waiver Request (SPD-NI005)*** *which must be attached to your Expense Report.* *Off airport car rentals out of state are not under contract and no Contract Waiver Request is needed.*	
	On the **Home** tab in the ***Trip Search*** section OR From the **Travel** tab
1	Click on the **Car** tab.
2	Enter **Pick-up Date** and **Drop-off Date** and select the respective times for each from the drop downs.
3	Select **Airport Terminal** or **Off Airport** pickup filters. • For Airport, enter the Airport name. The system will help you by displaying the closest matches as you type the name in.
	• For Off Airport click the blue Search to display the search filters. Enter the desired options and click on **Search**. Click **Choose**. Click on the *Choose This Car Location* link for the desired pickup location. Click **Search**. Click **Continue**.
4	Select the appropriate rental car from the car matrix, and then click **Select**.

Note: *Reservations within Statewide Travel Policy guidelines will display a green select button, those outside policy a /gold select button. You can book out of policy, but will need to explain why in the reservation process. A red select button will not allow you to book the reservation. This is Audited by the State.*	
Note: *Book the car rental through the booking tool. For car pick-up/return call the renting location directly to make arrangements. The number appears on your Travel Itinerary.*	
Step 2: Review and Reserve Car	
1	Review the reservation components in your Itinerary.
2	Enter any ***Rental Car Preferences***,
3	Review and edit if necessary information in ***Enter Driver Information***
4	Click **Reserve Car and Continue**
Step 3: Travel Details	
1	Review reservation information and make any changes necessary.
2	Click **Next.**
Step 4: Trip Booking Information	
1	Enter a name for your trip in **Trip Name** and include travel dates in name such as Savannah Conference 11/3-5 and optionally add any additional information in the **Description** field.
2	You can send a copy of the itinerary to another person or email from here.
3	Click **Next** to continue or click **Previous** to make changes.
Step 5: Trip Confirmation	
1	Review reservation information such as travel dates, times and rates.

2	Click **Previous** to make changes or **Confirm Booking** to complete the reservation.
Step 6: Finished!	
	The booking is complete when you see the **Finished** message and the unique **Trip Record Locator** number displays. The trip will now appear in ***Upcoming Trips*** on the **Travel** tab or ***My Trips*** on the **Home** page.
1	Click **Return to Travel Center**.

Section 11: Travel: Make a Hotel Only Reservation

Step 1: Select Hotel	
	On the **Home** tab in the ***Trip Search*** section OR From the **Travel** tab
1	Click on the **Hotel** tab
2	Enter **Check-in Date** and **Check-out Date** and respective times.
3	Enter Search criteria choosing Airport, Company Location, Address or Reference Point. • Each option has additional filters
4	Click **Search** Click **Choose** if requested to confirmation the location Click **Continue**

Policy Note: *Travelers are required to submit a copy of the Occupancy Tax Exemption Form to instate lodging vendors at registration. A link to the form pops up during registration process. A link to the form is also on the SAO Website Online Booking Tool page.*

5	A hotel matrix displays. To the left of the hotel matrix editable search criteria appears allowing you to **Change** the criteria, modify the results by changing the **Price Range** of selected hotels, select a specific **Neighborhood**, **Hotel Chain** or specific **Hotel Amenities**.
36	Click **Show Details** for a specific hotel to view more detailed information.
7	Click **Choose Room** to view rates and details about a specific hotel or click on the **Expand All** icon to see the rooms for all the hotels displayed.
8	When ready to reserve your room, click the radio button to the left of the room and rate of the specific hotel you desire, and then click the green **Select** button.
Step 2: Review and Reserve Hotel	
1	Review the ***Hotel Room*** information, provide any ***Hotel Room Preferences***, and enter any ***Guest Information***.
2	Select a **Method of Payment** and click the check box to **Accept Rate Details and Cancellation Policy** for the hotel chosen.
3	Click the **Reserve Hotel and Continue** button.
Step 3: Travel Details	
1 2	Review the reservation components in your Itinerary and the estimated cost. Make any necessary changes or corrections. Click Next
Step 4: Trip Booking Information	
1	Enter a name for your trip in **Trip Name** (include travel dates in name) and optionally add any additional information in the **Description** field.
2	You can send an additional copy of the itinerary to another person from here. You will automatically receive the itinerary via the email address listed in your TTE Profile.
3	Click **Next** to continue or click **Previous** to make changes.
Step 5: Trip Confirmation	
1	Verify information such as travel dates, rates, cancellation policy.
2	Click **Previous** to make changes or **Confirm Booking** to complete the reservation.
Step 6: Finished!	
	The booking is complete when you see the **Finished** message and the unique **Trip Record Locator** number displays. The trip will now appear in ***Upcoming Trips*** on the **Travel** tab or ***My Trips*** on the **Home** page.
1	Click **Return to Travel Center**.

Section 12: Travel: Cancel or Change Airline, Car Rental, or Hotel Reservations

Note: *Flight changes are available for e-tickets with a single carrier. You can change the time or date of a ticketed flight that has not yet occurred with the same airline and routing.*

Direct contact with the State TMC Travel Consultant (Travel, Inc.) to book reservations may incur additional charges.

To Cancel an ENTIRE trip already booked

On the **Home** page in the ***My Trips*** section click on the ***More*** dropdown for the trip and select **Cancel This Trip**
OR

From the **Home** page in the ***My Trips*** section click on the name of the trip or one of the icons shown below the name of the trip and select **Cancel Entire Trip** under ***I want to:***

OR

From the **Travel** page in the ***Upcoming Trips*** section click on the **Cancel Trip** link on the same line as the trip being cancelled.

OR

From the **Travel** page click on ***Trip Library*** *and click on* **Cancel Trip** link on the same line as the trip being cancelled.

1	Go to Complete the Change, Cancel the Segment or Cancel Trip Action

To Cancel or Change a single or multiple SEGMENTS of a trip already booked

On the **Home** page in the ***My Trips*** section click on the name of the trip or one of the icons shown below the name of the trip to open the Itinerary.

OR

From the **Travel** page in the ***Upcoming Trips*** section click on the name of the trip to open the Itinerary.

OR

From the **Travel** page click on ***Trip Library*** and click on the name of the trip to display the Itinerary.

1	The existing Itinerary will open. You may ADD a new leg to the trip by selecting the air, car or hotel icon. You may CANCEL a leg of the trip by clicking on the Cancel link for the segment or you may CHANGE a segment by clicking on the Change link for the segment. Follow the prompts for thee Add, Change or delete segment.

NOTE*: At the top of the Trip Itinerary you also have the option to:*

- *Print*
- *Email Itinerary*
- *Open in Outlook*
- *View Trip History*
- *Create Template (make it easier to book the same trip regularly)*
- *Clone Trip (make it possible to book the same trip for others you make arrangements for)*
- *Share Trip (share trip information with another)*
- *Cancel the Entire Trip*

Complete the Change, Cancel Segment of Cancel Trip Action

1	Follow prompts depending on the action chosen until you see the **Return to Travel Center** button and click it.

Policy Note: Air *cancellations, Voids and Exchanges – see Travel Policy.*

Note: *If you completely cancel a reservation there is still going to be an agency booking fee that needs to be expensed. You can import this expense to your next expense report.*

Note: *If a hotel is being cancelled you must accept the cancellation policy again to complete the cancellation.*

Section 13: Expense: Create a New Expense Report

Note: *DO NOT combine in-state, out-of-state and international travel expenses.*

Required fields are marked with a red band.

Step 1: Create a NEW report

On the **Home** page from the ***Quick Task Bar*** select **+ New** and **Start New Report** OR **Start New Report** OR

Click on **Open Reports** and click the **+Create New Report** tile OR

Click on the **Expense** tab and then click the **+Create New Report** tile

1	The current system date defaults in the **Report** Date field.
2	In the **Report Name** field, enter a name for the expense report and include the travel dates in the Report Name. (i.e. Banking Conference 0612 to 0618)
3	Click on the arrow in the **Trip Type** field and select the appropriate trip type: In-State Travel, International Travel or Out Of State travel from the drop down menu.
4	Enter the start date for the expense period for this report as MM/DD/YYYY or use the calendar icon in the **Trip Start Date** field.
5	Enter the end date for the expense period for this report as MM/DD/YYYY or use the calendar icon in the **Trip Start Date** field.
6	In the **Purpose of Trip** field, enter the business purpose for the expense report.
7	Enter any necessary comments in the **Comments** box.

Step 1b: Attach Approved Request (if required by agency)

1	If your agency uses Requests, to link any approved Request to the Expense Report. click on **Add** in the Request section; otherwise go to #1C.
2	Select the applicable Travel Request from the list and click **Add**.

Step 1c: Complete Report Creation (Required by all agencies)

1	Click **Next**.

Step 2: Assign Cash Advance (If your agency does not have Cash Advances go to Step 3.	
1	Any unassigned Cash Advances will automatically display if your agency is configured for Cash Advances.
2	To assign a Cash Advance to the new Expense Report, select it and click **Assign Cash Advance to Report**. To assign it later, DO NOT select a Cash Advance and click **Next**.
Step 3: Enter Meals Per Diem (Travel Allowance)	
Note: *For additional instructions with screenshots regarding **How to Enter Travel Allowances – No Overnight Stay, How to Enter Travel Allowances – Overnight Stay, How to Correct Travel Allowances** and **How to Edit Provided Meals** please visit the* *How To Documents Section of the SAO website.*	
1	A **Travel Allowance** window opens: Will this report include meals per diem? Select **Yes** if Meals Per Diem applies and you want to enter them now or enter **No** *if you prefer to enter them later*.
Note: *For overnight trips begin here. For Single day trips go to #2b.*	
Note: *If you selected no to entering Travel Allowance when you created the report, to access Travel Allowance on an existing Expense Report select **Details** then select **New Itinerary** under **Travel Allowance***	
2	Move scroll bar to top of New Itinerary box. If this is a multiple day trip you should be using **Standard Itinerary**. Enter departure city in **Depart From** and enter your departure time in **Time** (i.e. 6:30 am). ***Note:*** *To enter Single Day Per Diem go to **Single Day Itineraries** at #3b*
3	Enter your destination city for the first day in **Arrival** and enter your arrival time in **Time.** Click **Save.** This builds the first leg of your trip.
4	Now you enter the final leg of your trip. The departure city will default to your last stop. If this isn't correct, enter the city where you spent the night in **Departure**. Enter the time you left in **Time**.
Note: *Overnight Per Diem rates are determined by where you spent the night. If you spent the night in more than one location you would have more than two legs to your itinerary. Enter one leg for each location you spent the night.*	
5	Enter your arrival destination for the last day of travel which is likely home in **Arrival**. Enter the time you arrived in **Time**. Click **Save.**
6	Click **Next**
7	Click **Next** again
8	Click **Create Expenses**
Note: *For Single Day Per Diem-No Overnight begin here.*	
Note: *If you said no to entering Travel Allowance when you created the report, to access Travel Allowance entry in an open and existing Expense Report select **Details** and under **Travel Allowance** select **New Itinerary***	
2b	**Single Day Trips:** Select **Go To Single Day Itineraries** at the bottom of the window if the Single Day Entry does not appear.
3b	Enter a start date **in choose start date** and press **Go.**
4b	In **Start Location** next to the correct date enter your starting point for the day trip. You MUST choose locations with (Single Day) in the location name. Enter the time you left in **Depart**.
5b	Enter the last business stop of the day in **End Location.** You must choose a city with **(Single Day**) in the name**.** Enter the time you arrived in **Arrive**. ***Note****: Don't be concerned with stops in between. The Per Diem is determined by the final business location of the day and the number of hours you were on Travel Status.*
6b	In the next **Depart** field enter the time you left your last business stop and in the **Back** field enter the time you arrived home. Press **Tab** to display the total hour's calculation.
7b	When you have completed entering your Itineraries for this date range in Travel Allowance click on **Save Itineraries**. *See policy note*.
8b	Click **Next**
9b	Click **Next** again
10b	Click **Create Expenses**
Policy Note: *Single Day Per Diem: Per diem rate is calculated on your last business travel location of the day. Per Diem will calculate if you travel 50 miles or greater from your home and office, are gone for 12 hours or greater and there is no associated overnight stay. You MUST choose locations with (Single Day) in the name! If the criteria are met, you will be eligible for 100% of the allowable Per Diem rate based on the last business stop location.* *Multiple Per Diem Days: Travel with associated overnight stay(s) the Travel Allowance is calculated at 75% for 1st and last day of travel and 100% on days*	

in between. Per diem rate is based on where you spend the night. If your hotel is in Pooler, GA but you were working in Savannah, GA Pooler, GA would be the final destination of the day. Departure and arrival time are not used in calculating the allowable Per Diem rate for Per Diem with an associated overnight stay. **<u>Travel Policy Note:</u>** *Effective 7/1/13 incidental expenses are no longer included in Out of State Per Diem.*	
Step 4: Add expenses without associated Travel Reservations made in TTE. Required fields have red bars	
1	Click + **New** Search or scroll to locate the appropriate expense type and click on it.
2	Click on the calendar icon in the **Transaction Date** field, and then use the calendar to select the date of the transaction or enter MM/DD/YYYY.
3	The purpose of the trip is populated from entering Step 1, Section 7.
4	Enter the merchant name for the expense in **Vendor Name** (i.e. Staples, FedEx)
5	Start entering the name of the city where the merchant was located in the **City** field. When the correct city and state (or country) appears select it
Note: *This field acts like a search field. To restrict the search to the US click the arrow next to "all countries" and select United States.*	
1	Verify the **Payment Type** is correct. Click the arrow in the **Payment Type** field to choose from Out of Pocket or Company Paid
7	In the **Amount** field, enter the amount spent on the expense.
8	If you emailed, uploaded or faxed your receipt to Concur, you may click **Receipt Store** and drag the receipt to attach it to the expense item or add it later...
9	If a Request is attached to this report, verify the correct one is linked to the expense or select none from the dropdown if it doesn't apply...
9	Click **Save.**
Step 5: See Section 15 for how to use Special Features of specific expense types,	
Step 6: Import travel reservations (air, car or hotel) made in TTE, please see Section 14	
Note: *If your Agency uses Travel (Cash) Advances please see Section 15 Using Special Features-Attach Travel Advances to an Expense Report.*	

Section 14: Expense: Importing Available Expenses into an Expense Report

Method A - Pull an Available Expense into an open Expense Report	
Open an existing Expense Report or create a new one from the **Home** page, the ***Quick Task Bar*** or from the **Expense** tab.	
1	Click on **Import**
2	The ***Available Expenses*** window opens.
3	Click the check box next to the Company Paid charges you want to add to the Expense Report. **Note:** *This could be a car rental, hotel, air and/or travel agency fee***.**
4	Click on **Move.**
5	If prompted, select the "**To Current Report**" option.
6	The expenses are imported to the Expense Report and are visible on the left side of the open Expense Report.
Method B – Push an Available Expense to an Expense Report	
1	Select the expense or multiple expenses you want to push to a single expense report from ***Available Expenses*** *in the* ***Quick Task Bar*** *or* ***from My Tasks.*** ***NOTE:*** *Currently only Air, Rental Car, Hotel reservations and Travel Agency Fees for those reservations are available from the TTE On Line Booking system.* ***NOTE:*** *It may take 72 business hours after the transaction is completed before expenses will appear in Available Expenses.*
2	Select an expense report in ***Active Reports*** <u>OR</u> Click on **All Reports** to display more expense reports and select the report from that list **<u>OR</u>** Son elect **Move** to select an existing Expense Report or **To New** to open a new expense report to push the expense(s) to,
3	A Smart Expenses (Available Expenses) confirmation popup may display. If it does, click **OK**
4	The expense(s) will display as expenses on the Expense Report you chose.
5	Air, Rental Car and Hotel expense will be flagged with a red exception icon. You will need to open those expenses

	and enter the required information. Imported Travel Agency Fees do not require any further action on your part.

Note: *For additional instructions with screenshots regarding **How to Import Smart Expenses** please visit the How To Section of the SAO website.*

Note: *You will have to enter the total reimbursable hotel charge to an Imported Hotel Expenses from your Hotel Receipt and itemize the charges. See Section 15, Using Special Features - Itemize Nightly Lodging Expense.*

Note: *You will have to add supplemental information from your Car Rental Receipt and itemize the Rental Car Only expense item. See Section 15 Using Special Features- Itemize Car Rental Expense.*

Note: *You may have to add supplemental information from your Travel Itinerary to the imported Airfare Expense.*

Section 15: Expense: Using Expense Special Features

Add Personal Car Mileage

Note: *For additional instructions with screenshots regarding **How to Enter Personal Car Mileage** please visit the How To Documents Section of the SAO website.*

Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **Open Reports** in **My Tasks** or from the **Expense** tab.

1	On the **New Expense** tab, select Personal Car Mileage from the **New Expense** list.
2	Click the **Transaction Date** field and enter the date you drove this mileage.
3	Leave the **From Location** and the **To Location** fields, blank. These fields will update from the **Mileage Calculator.**.
4	Verify the **Trip Type** from the Report Header.
5	Select the appropriate personal car in the **Vehicle ID** field; generally Personal Car-Tier I or Personal Car – Tier II
6	Click on the **Mileage Calculator** icon. Enter **all** possible waypoints for your trip that day – start to last travel location.

Note: *When entering one day of a trip with an associated overnight stay start is where you left from that travel day and end is where you spent the night that travel day.*

Note: *You can enter a city and state without an address. The system will calculate mileage to the center of the location. Adjust mileage on the actual expense if needed. See note at end of this section on mileage differences.*

7	Enter the final destination of the day or click **Make Round Trip** to show final destination the same as the starting destination in box A.
8	Click the box **Deduct Commute** to deduct one way personal commute miles.

Note: *The first time you enter Personal Car Mileage you will enter your home and office address in the Deduct Commute box. You only have to enter home and office data once.*

9	To deduct round trip personal commute miles, click **Deduct Round Trip**.
10	Click **Add Mileage To Expense** to update the expense report.

Note: *If your actual mileage was different than the calculated mileage due to detours, locations with no address, etc., add this mileage to the calculated distance in the expense amount box and make a note in the comments box. Failure to enter an explanation may result in your expense report being rejected.*

Please see the Statewide Travel Policy for details on personal commute exemptions.

Allocate Expenses

Note: *For additional instructions with screenshots regarding **How to Use Allocation Favorites, How to Correct Allocations** and **How to Enter Allocations** and **Create Allocation Favorites** please visit the How To Documents Section of the SAO website.*

Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **Open Reports** in **My Tasks** or from the **Expense** tab.

New Allocation

1	Complete all expenses as usual.
2	Click **Details** tab and select **Allocations** from the dropdown list.
3	Select the expense(s) you wish to allocate from the Expense List. You may choose multiple or all the expense items.
4	In the upper right hand corner of the window, click **Allocate Selected Expenses** to open the allocations entry.
5	In the **Allocate By** field, enter the appropriate **Percentage** or **Amount**.
	The coding information that appears on the line displayed is your default from the HCM system.
6	Click **Add New Allocation** to add a new line. You may adjust the amount or percentage to suit your needs.
7	Click in the fields requiring the coding adjustment (**Department, Program, Fund Source, etc.**) and then make the necessary adjustments. You may use the lookup or enter the information if you

	know it. **Note:** *Add new allocations as necessary. Default information is in the first row of the allocations.*
8	Click **Add New Allocation**, and then repeat steps 6-7 for each new allocation. **Note***: There is a running total of how much remains to be allocated to the right of the window title (Allocations).*
9	To save this allocation to reuse again click on the **Add to Favorites** tab
10	Enter a name for the Allocation in the **Add To Favorites** dialogue box that opens.
11	Click **Save**
12	Click **Save** again, click **OK**
13	In the **Allocate Report** window, click **Done**.
To use a saved Allocation to allocate expenses	
1	Complete all expenses as usual.
2	Click **Details** tab and select **Allocations** from the dropdown list.
3	Select the expense(s) you wish to allocate from the Expense List. You may choose multiple or all the expense items.
4	In the upper right hand corner of the window, click **Allocate Selected Expenses** to open the allocations entry.
9b	Click on the **Favorites** Tab
10b	Select the appropriate saved Allocation from the drop down list.
11c	Click **Yes** in the **Confirmation** dialogue box that opens.

12c	Click **Save** and then click **OK**.
13c	In the **Allocate Report** window, click **Done**.
Convert Foreign Currency Transactions	
Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **Open Reports** in **My Tasks** or from the **Expense** tab.	
1	Click **New Expense**
2	On the **New Expense** tab select the appropriate expense type.
3	Complete all required fields as usual *except* **Amount**.
4	In the **Amount** field, enter the amount spent on the expense.
5	Click on the dropdown arrow to the right of the **Amount** field and select the "spend" currency from the list that opens.
6	Click the appropriate mathematical symbol (multiply or divide) to change the conversion format, if required.
Note: *You can override the currency conversion rate to match the rate on your receipt by entering the correct data*	
7	Click **Save**
Itemize Nightly Lodging Expenses	
Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **Open Reports** in **My Tasks** or from the **Expense** tab.	
Step 1: Itemize nightly lodging expenses	
1	For an item imported into the Expense Report from Available Expenses click on the imported Hotel expense item to be

	itemized. **OR** To add a new hotel expense for a stay NOT reserved via the TTE system select the **Hotel** expense type from the **New Expense** tab.
2	Click on the **Transaction Date** field and use the calendar to add or correct the date of the transaction (invoice date.
3	Verify or select the vendor from the Vendor dropdown list.
4	Enter location of the hotel in **City**. (i.e. Moultrie, GA)
5	Verify the **Payment Type.** The normal expense type is **Out of Pocket.** However, if it was direct billed to your agency, select **Company Paid**.
6	In the **Amount** field, enter the **total** amount on the hotel receipt.
7	Click **Itemize**.
8	The Check Out date should be filled in. You can change it here.
9	Enter the **Check-in Date or the Number of Nights**. The system will complete the field you did not select**.**
10	In the **Room Rate** field, enter the amount you were charged per night for the room only.
11	In the **Room Tax** fields, enter the amount of each room tax that you were charged.
Note: *For In State lodging only, any Occupancy Tax charged is NOT entered in Taxes. See Step 12 for instructions.*	

12	Go to **Additional Nightly Charges** and from the drop down menu in **Expense Type** select **Occupancy Tax** (in the **Lodging** section) and enter the daily amount of the Occupancy Tax in the amount field.
13	Any **Additional Charges** (Daily recurring charges) are added in the next available field. From the **Expense Type** drop down menu, select the appropriate expense type.
14	In the **Amount** field, enter the amount of the expense.
15	Click **Save Itemizations**.
Step 2: Add any remaining lodging itemizations	
1	If the **Amount Remaining** displayed at the top of the **Expense** tab on the right is more than zero, you have amounts not itemized. You may have expenses that were charged but were not nightly charges to enter this way.
2	Click the **Expense Type** dropdown arrow, and then select the appropriate expense from the dropdown list.
3	Enter the amount of the expense in the **Amount** field. Check the **Personal Expense** box if this is a personal non-reimbursable expense on the receipt.
4	Click **Save.**
5	Repeat steps 1-4 until the **Remaining Amount** equals $0.00

Note: *For additional instructions with screenshots regarding* ***How to Itemize a Hotel Expense with Multiple Room Rates*** *please visit the* *How To Documents Section* *of the SAO website.*

Car Rental Expense	
Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **My Tasks** or from the **Expense** tab.	
1	Import the Car Rental Smart Expense into the expense Report. **NOTE**: *See Section 14: Importing Available Charges to an Expense Report* **OR** If your expense was for an off airport out of state Rental Car Vendor that was not direct billed to Hertz or Enterprise, select **Rental Cars Only** as the Expense Type
2	Click on the **Rental Cars Only Expense** Item to open it.
3	Click on the **Transaction Date** field and verify or add the date of the transaction (invoice date). Use the calendar icon or enter MM/DD/YYYY.
4	Enter the **Number of Days the vehicle was rented**
3	Verify or select the vendor from the **Vendor** dropdown list.
4	Verify or enter the **City** the car was rented from. (i.e. Moultrie, GA)
5	Verify the **Payment Type** is Company Paid. (For Hertz or Enterprise only)
6	In the **Amount** field, verify or enter the total amount on the car rental receipt.
7	Calculate the average daily rate by dividing the invoice total by the number of days the car was rented. Enter this result in the **Avg. Daily Rate** field.

8	Select the **Car Class** from the field dropdown.
9	Click **Save**

Note: *For additional instructions with screenshots regarding* ***How to Enter Rental Car Expenses*** *please visit the* *How To Documents Section* *of the SAO website.*

Attach Cash Advances to an Expense Report	
Note: Not all Agencies offer Cash Advances.	
When you create a new Expense Report you will have the option to attach the approved Cash Advance or to add it later **OR** Open an existing Expense Report on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab and click on the **Details** tab and under ***Cash Advances*** heading on the menu, select **Available**	
1	Click the box next to any Cash Advances applicable to this Expense Report. Multiple Cash Advances can be applied.
2	Click **Assign Cash Advance to Report**.

Note: *The Cash Advance does not appear in expenses at this point. You can see any unused balance at the bottom left of the expense report.*

Note: *Please read the Statewide Travel Advance Policy – OPB. A link to this OPB Policy is on the* *SAO website*

Account for a Cash Advance
Open an existing Expense Report on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab

1	Once a Cash Advance is assigned to the Expense Report the **Cash Advance Return** expense item appears in the Expense Types list on the New Expense tab. Before submitting the Expense Report, select the **Cash Advance Return** expense type.
2	A grid appears displaying the amount of the Cash Advance and the amount due back to the State.
3	Enter the date you returned the unused portion to your Agency in the **Transaction Date** field and the amount returned in the **Amount** field. You <u>must</u> enter either the amount you returned or a zero to indicate all funds were accounted for.

Note: *Unless you enter the Cash Advance Return Expense Type you will not be able to submit the Expense Report - even if the return amount is zero!*

4	Attach any documentation for the return of the unused portion utilizing the Attach Receipt button or from Receipt Store.
5	Click **Save.**

Note: *Please read the Statewide Travel Advance Policy – OPB. A link to this OPB Policy is on the [SAO website.](#)*

Detach Cash Advance from an Expense Report

Open the existing Expense Report on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	Click on the **Details** tab and under ***Cash Advances*** select **Assigned**.
2	Click the box next to the Cash Advance to be detached and click **Remove From Report.** **Note:** *This <u>does not</u> delete the Advance, just removes it from association with this Expense Report.*

Add Attendees to Group Meals

Open an existing Expense Report or create a new one on the **Home** page from the ***Quick Task Bar***, **My Tasks** or from the **Expense** tab

1	On the **New Expense** tab, select the Group Meals expense.
2	Click the **Transaction Date** field, and then enter the date (mm/dd/yyyy) or use the calendar icon to select the date of the transaction.
3	The Purpose of Trip field should be populated.
4	Enter the merchant name on the receipt into the **Vendor** field. Verify the **City** field is correct.
5	In the **Amount** field, enter the amount of the expense.
6	Scroll down to the **Attendees** Section.
7	To add a new attendee, click the » icon and select **New Attendee**. Complete the required fields, and then click **Save** or **Save & Add Another.** –OR- Click **Favorites,** select the attendees for this expense, and then click **Add to Expense.** -OR- Click the **Search** button. Enter your search criteria, select the attendee. Click **Add to Expense.**
8	Click **Save**.

Copy a Single Expense

Open the existing Expense Report on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	Click **Copy**
2	Click on the new expense created.
3	Make all the necessary changes to the new expense including the date. The date will increment one day from the date of the item you copied.
4	Click **Save**.

Copy an Expense Report

Note: *If you have repetitive travel, or repeat a previous trip this can save you time. For some TTE users this will not be a viable tool.*

Locate the existing Expense Report on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	Click the check box next to the Expense Report you wish to copy.
2	Click **Copy Report**,
3	Enter a name for the new Expense Report. **Note:** *The old name will be displayed but will be overwritten with the new name.*
4	Enter the earliest date you will be entering expenses for on the new Expense Report in the **Starting Date for Expense Entries on the New Report** field.
5	Click **OK.**

Note: *Some expenses will NOT copy – such as Travel Allowances, Travel Requests, Cash Advances and receipts. You will see a brief message indicating whether all expenses copied or not.*

6	The new Expense Report opens.
7	Click on the **Details** tab and select the **Report Header**.
8	Correct the **Trip Start Date** and T**rip End Date**.
9	Correct any other fields in the **Report Header** that need adjustment.
10	Attach any approved **Requests** needed.
11	Click **Save**
12	The new Expense Report opens.
13	Add any Travel Allowances by clicking on the Details Tab and selecting New Itinerary and enter as usual. See Section 13, Step 3 of this document for details.
14	Look at the details on all expenses that copied. Make any corrections necessary. For example, dates, adjust the stops on personal car mileage, dates on hotel stays, etc.
15	Attach any receipts necessary. See Section 16: Attaching Receipts.
16	Attach and account for any applicable Cash Advances. See **Attach Cash Advances** section above in this Section.

Section 16: Expense: Attach Receipts

Note: Individual items requiring a receipt per the Statewide Travel Policy will have a yellow receipt icon displayed. .

Fax receipts

Open the existing Expense Report you want to fax receipts to on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab...

1	Click the **Print/Email** tab and select ***SOG Fax Receipt Cover Page.**
2	Click **Print**.
3	Fax the printed cover page and receipts to the fax number on the page. **Note:** *<u>The Fax Cover page cannot be used for other expense reports</u>. The bar code generated is exclusively for the Expense Report you generated the Cover Page from. Complete instructions and the Fax Number are on the page. Allow 10-15 minutes for the receipts to process.*
4	To verify the receipts were successfully attached, go back to that expense report and click the **Receipts** tab then select **Check Receipts**.

Attach scanned images of receipts from an Open Expense Report

Open the existing Expense Report you want to attach receipts to on the **Home** page from the ***Quick Task Bar***, **My Tasks** or from the **Expense** tab.

Note: *Recommended that you create a folder on your PC to store your scanned receipts so you can easily locate them.*

1	Click on **Receipts** and then select **Attach Receipt Images**.
2	Click **Browse**. Locate the files you want to attach.
3	Click the file, and then click on **Open.**
4	Repeat Step 2-3 for each file you want to attach.
5	Click **Close** when finished
6	To view the attached receipts, click on the **Receipts** tab and select **View Receipts.**

Note: *You can add multiple expense images to a single expense item. Each one is added separately using the Attach button or via Receipt Store. The system will ask if you want to append the image, say Yes.*

Attach Line Item Receipts from Receipt Store

Open the existing Expense Report you want to attach receipts to on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	Click on **Receipt Store.**
2	Click on the appropriate receipt and drag it to the expense item you wish to attach it to and drop it. If this was a required receipt the receipt icon will change from yellow to blue. If it is not, the receipt icon will appear blue.
3	Repeat Step 2 to add additional receipts to the same expense entry or to add receipts to other expense entries.

Manually Upload Receipts to Receipt Store

From the ***Quick Task Bar*** on the **Home** tab select **+ icon** and select **Upload Receipts** OR

Select **Open Reports** and click the **+ Upload New Receipt** tile <u>OR</u>

From **My Tasks select Open Reports** and scroll down to the **+ Upload New Receipt** tile.

1	Click on **Browse**

2	Locate the receipt image file you wish to attach and click **Open**.
3	Click **Upload**.
4	Repeat steps 2-5 for each receipt image you want to add.
5	When done, click **Close**. The receipts are available for use on any Expense Report. When you drag a receipt from Receipt Store to an Expense Item, the file no longer appears in Receipt Store. You can upload receipts anytime **Receipt Store** is open, whether inside an Expense Report or not.
Email Receipts into Receipt Store	
1	Verify your email address in Profile if you have not already done so.
2	Send the receipt (one at a time) via email to receipts@concur.com.
3	In a few minutes the receipts will appear in ***Available Receipts*** in the **Expense** tab **or** ***Open Reports*** in the **Home** tab **or** ***Receipt Store*** inside an individual unsubmitted expense report For more details, please refer to the Receipt Store Handbook in the Reference Materials section of the TTE Training page on the SAO website.
Delete a receipts from a single expense item	
Open the existing Expense Report you want to detach receipts from on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.	
1	Hover over the blue receipt icon to display the attached receipt images for that item. Click on **Detach From Entry**.
2	Click **Yes** in the confirmation box.
3	The image is detached. **Note**: *Items with multiple receipt images attached will act as one image with multiple pages. Deleting will delete all the images attached to the item. You can add back any receipt images you do want attached.*
Delete attached receipts from a SINGLE expense item	
Open the existing Expense Report you want to detach receipts from on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.	
1	Hover the mouse over the receipt icon of the item you wish to delete receipts for <u>OR</u> Click on the expense item to open it and then click on the **Receipt Image** Tab
2	Scroll to the Detach From Entry button and click it
3	Click **Yes** on the Please Confirm message box.
4	All receipts attached to this single expense item are now deleted.
Delete ALL attached receipt images from an Expense Report	
Open the existing Expense Report you want to detach receipts from on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.	
1	Click on the **Receipts** tab and select **Delete Receipt Images.**
2	Click **Yes** in the confirmation window.

Note: *Do not try to delete <u>individual</u> attached receipt images from here.*

Deleting will delete ALL attached images. Detach an individual receipt from the expense entry line.

Section 17: Expense: Review or Edit an Unsubmitted Expense Report

Open the existing Expense Report you want to review on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.	
1	Click on the expense item you want to edit or click **+ New Expense** to add a new expense item.
2	Make the change in the expense details or enter the new expense item data and **click Save.**
3	To delete an expense item, click the checkbox next to the item and click on the **Delete** button. Click **Yes** to confirm the item delete in the confirmation pop-up window...
4	To correct details for the overall Expense Report (such as reporting dates, etc.) click on the report name at the top of the open report **or** Select **Details**, and then select **Report Header** from the dropdown menu. Make any changes and **Save**.
35	Click **Save**.

Section 18: Expense: Print, Submit or Recall Expense Reports

To print a hard copy of your Expense Report	
Open the existing Expense Report you want to review on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.	

1	Click the **Print/Email** tab and select ***SOG Detail Report.**
2	Click **Print** to create a hard copy if desired.

Note: ACH *Reimbursements should be in the traveler's account, if on ACH, within 3 business days after the expense report has been released for payment by the Back Office.*

To Submit an Expense Report

Open the existing Expense Report you want to submit on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	In the upper right of the Expense Report page, click **Submit Report**.
2	In the **Final Review** dialogue box, click **Accept and Submit Report.**
3	In the **Report Submit Status** window, click **Close**.

To Submit an Expense Report to a Different Approver

Open the existing Expense Report you want to submit on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	After selecting **Submit** on an Expense Report the Approver box will appear displaying your assigned Approver's name.
2	Delete your approver's name and begin typing in the last name of the alternate approver. As matches are found they will display. Select the alternate approver. **OR** To select an approver from the entire list of approvers in your agency, delete your assigned approver's name and enter and asterisk (*). You can then scroll through the list and choose the correct approver.
3	Click **Submit** and follow the prompts

Note: *Your assigned approver will receive an email notification that you selected an alternate approver and the alternate approver will receive an email advising they have an expense report to approve.*

Note: *For additional instructions with screenshots regarding **How to Add an Additional Approver to the Workflow** please visit the How To Documents Section of the SAO website.*

To Submit an Expense Report to an Additional Approver

Open the existing Expense Report you want to submit on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	In the upper right of the Expense Report page, click **Submit Report**.
2	Click **Accept and Submit** on the confirmation window.
3	Your ***Authorized Approver*** will display.
4	Click on the appropriate arrow to add the additional approver before or after the Authorized Approver.
5	In the **User Added** box that appears, start typing the additional approver last name and click on the matching name from the list that appears.
6	Click on **Submit Report** and follow the prompts.

Correct and resubmit an Expense Report sent back by an approver

Open the existing Expense Report you want to submit on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab.

1	Make the necessary corrections.
2	Click **Save.**
3	Click **Submit Report**
4	In the **Final Review** dialogue box, click **Accept and Submit Report.**
5	In the **Report Submit Status** window, click **Close**.

Recall a Submitted and Unapproved Expense Report

Open the existing Expense Report you want to submit on the **Home** page from the ***Quick Task Bar***, ***My Tasks*** or from the **Expense** tab

1	Click on the **Recall** tab.
2	The Expense Report is removed from the Approver's queue. You can make any changes and submit the report when done.

APPROVERS ONLY

Section 19: Review & Approve Expense Reports, Requests or Cash Advances.

Please see the **Approver's Handbook** available in the Reference Materials section of the **TeamWorks Travel and Expense Training** page of the SAO website.