



# User Impact Notice #1

May 10, 2019

**Overview:** The Citibank feed contains ALL transactions, both DTS and DTM (SAP Concur). Any time a traveler uses the GTCC, transactions will show up in DTM, even when the traveler is using DTS for travel. As a result, DTS travelers who may have never used DTM will receive these emails when using their GTCC.

## Email Reminder: “DTM: Outstanding Credit Card Transactions”

- Reminder sent for available GTCC transactions to be assigned to an expense report
- **Three ways to stop the emails:**
  1. Assign the transaction to an expense report if it's a valid DTM travel transaction  
**It takes 2-5 business days for GTCC transactions to appear**
  2. \*Turn OFF “New company card transactions arrive” emails, under your Expense Preferences in your Profile Settings (**Attachment #1**)  
**\*CONSIDER THIS:** Users may find that as they travel more in DTM, and less in DTS, that these emails are very convenient. A cool feature that lets you know when your transactions are ready to expense!
  3. Delete/Hide DTS travel transactions as they arrive (**Attachment #2**)  
**MYTH:** Deleted transactions are gone forever  
**FACT:** Deleted transactions remain in Citibank and DTM and can be restored by the Travel Manager

## System-Generated Email: “User Name has received new Company Card Transactions”

- System generated for all new GTCC transactions, regardless of travel system used
- Currently cannot opt out or turn off; the DTM team is reviewing as a user story
- Delete/Hide your DTS transactions (**Attachment #2**)

## Do Not Delete/Hide Meals

- Assign your meal transactions along with all your official travel expenses to your report
- Meals are reimbursed through M&IE, so the expense is auto-marked PERSONAL and grayed out
- “PERSONAL” means no additional money is reimbursed for that meal
- Just like DTS, if you need to move reimbursement money over to your GTCC from your EFT to account for your meals, you can “redirect funds” on the expense report header (**See attachment #3**)

### DID YOU KNOW?

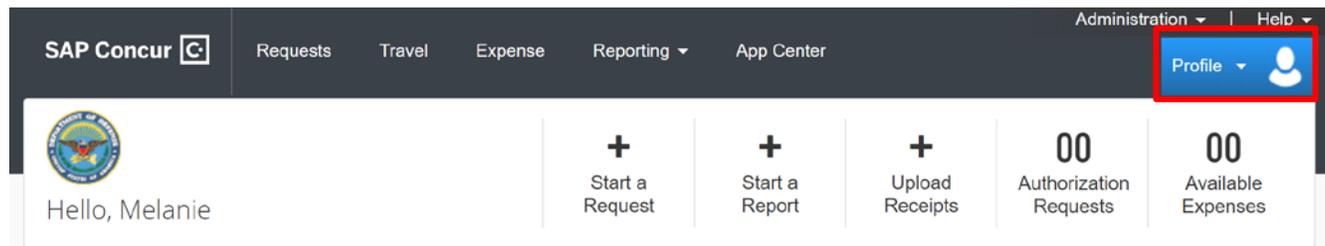
Approving Officials can change the LOA on a request themselves!  
**IMPORTANT: Verify funds in the new LOA's budget before approving.**



# Attachment #1 – Profile Settings: Turning OFF GTCC Emails

User Impact Notice – May 10, 2019

## 1. Click on your Profile



## 2. Under your Profile Settings, click Expense Preferences

Your Information

- Personal Information
- Company Information
- Contact Information
- Email Addresses
- Emergency Contact
- Credit Cards

Travel Settings

- Travel Preferences
- International Travel
- Frequent-Traveler Programs

Request Settings

- Request Information
- Request Delegates
- Request Preferences
- Request Approvers
- Favorite Attendees

Expense Settings

- Expense Information
- Expense Delegates
- Expense Preferences**
- Expense Approvers

### Profile Options

Select one of the following to customize your user profile.

**Personal Information**  
Your home address and emergency contact information.

**Company Information**  
Your company name and business address or your remote location address.

**Credit Card Information**  
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

**Travel Profile Options**  
Carrier, Hotel, Rental Car and other travel-related preferences.

**Request Preferences**  
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

**Personal Car**  
Personal Car

**System Settings**  
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

**Contact Information**  
How can we contact you about your travel arrangements?

**E-Receipt Activation**  
Enable e-receipts to automatically receive electronic receipts from participating vendors.

**Expense Delegates**  
Delegates are employees who are allowed to perform work on behalf of other employees.

**Expense Preferences**  
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

**Concur Mobile Registration**  
Set up access to Concur on your mobile device



## Attachment #1 - Profile Settings - Turning OFF GTCC Emails *(continued)*

User Impact Notice – May 10, 2019

### 3. Uncheck the box next to “New Company card transactions arrive”

The screenshot shows the 'Expense Preferences' form. On the left is a navigation menu with categories: 'Your Information' (Personal Information, Company Information, Contact Information, Email Addresses, Emergency Contact, Credit Cards), 'Travel Settings' (Travel Preferences, International Travel, Frequent-Traveler Programs), and 'Request Settings' (Request Information, Request Delegates, Request Preferences, Request Approvers, Favorite Attendees). The main content area is titled 'Expense Preferences' and has 'Save' and 'Cancel' buttons. Below the buttons is a text block: 'Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.' There are three sections: 'Send email when...' with four checkboxes (the second, 'New company card transactions arrive', is unchecked and highlighted with a red box), 'Prompt...' with one unchecked checkbox, and 'Display...' with one unchecked checkbox.

### 4. Make sure you “Save.”

This screenshot is identical to the previous one, but the 'Save' button is highlighted with a red box. The 'New company card transactions arrive' checkbox remains unchecked.

### 5. You did it! Your changes have been saved.

The screenshot shows the 'Expense Preferences' form after saving. The 'Save' button is still highlighted. A blue information banner at the bottom of the form area contains an information icon and the text: 'Your changes have been saved.'



# Attachment #2 - Deleting/Hiding DTS GTCC Transactions

User Impact Notice – May 10, 2019

## 1. Click “Available Expenses” on your Homepage

The screenshot shows a user interface with three main sections: 'MY TRIPS (12)', 'MY TASKS', and 'Available Expenses'. The 'Available Expenses' section is highlighted with a red box and contains a list of transactions:

| Date  | Transaction      | Amount   |
|-------|------------------|----------|
| 12/10 | Office Warehouse | \$68.23  |
| 12/10 | Days Inn         | \$245.53 |
| 12/10 | Cafe Monte       | \$45.76  |
| 11/27 | Office Warehouse | \$68.23  |
| 11/27 | Cafe Monte       | \$45.76  |

## 2. Check the boxes next to your DTS transactions and hit “Delete”

The screenshot shows the 'Manage Expenses' page in SAP Concur. A table of 'AVAILABLE EXPENSES' is displayed with the following data:

| <input type="checkbox"/>            | Expense Detail    | Expense Type | Source | Date       | Amount   |
|-------------------------------------|-------------------|--------------|--------|------------|----------|
| <input type="checkbox"/>            | Alaska Airlines   | Airfare      |        | 03/18/2019 | \$423.30 |
| <input checked="" type="checkbox"/> | American Airlines | Airfare      |        | 03/11/2019 | \$314.00 |
| <input type="checkbox"/>            | American Airlines | Airfare      |        | 03/11/2019 | \$280.60 |
| <input type="checkbox"/>            | American Airlines | Airfare      |        | 03/12/2019 | \$303.80 |

The 'Delete' button in the top right corner of the table is highlighted with a red box.

## 3. Click OK and you’re all set!

The screenshot shows a confirmation dialog box titled 'Remove Selected Items?'. The text inside reads: 'Selected events, trips and credit card charges will be removed and no longer available for import. Would you like to proceed?'. The 'OK' button is highlighted with a red box.

**OOPS!**  
 Accidentally deleted an expense and need to restore it?  
 Contact your Travel Manager.



# Attachment #3 - Meal Transactions on your Expense Report

User Impact Notice – May 10, 2019

1. Assign your meals to your expense report with all your official GTCC transactions.
2. The “Requested” amount of reimbursement is automatically set to \$0 for meals.

The screenshot shows the SAP Concur interface for an expense report titled "TDY to Omaha". The "Expense" tab is selected. A table lists expenses with columns for Date, Expense Type, Amount, and Requested. Two rows are highlighted with red boxes: "Individual Meals Charged on G" for 08/16/2019 and 08/14/2019, both with a Requested amount of \$0.00. A summary row at the bottom shows a Total Amount of \$733.98 and a Total Requested of \$505.60. A sidebar on the right lists categories for "New Expense" such as TDY Parking, Lodging, Meals, Fees, and Other.

| Expenses                  | Date       | Expense Type  | Amount              | Requested              |
|---------------------------|------------|---|---------------------|------------------------|
| <b>Adding New Expense</b> |            |   |                     |                        |
| <input type="checkbox"/>  | 08/16/2019 | Non Reimbursable/Personal Ex Office Warehouse, Omaha, Nebr. | \$68.23             | \$0.00                 |
| <input type="checkbox"/>  | 08/16/2019 | Individual Meals Charged on G Cafe Monte, Omaha, Nebraska   | \$45.76             | \$0.00                 |
| <input type="checkbox"/>  | 08/16/2019 | Hotel/Lodging Best Western International, Omaha             | \$291.39            | \$217.00               |
| <input type="checkbox"/>  | 08/14/2019 | Individual Meals Charged on G                               | \$40.00             | \$0.00                 |
| <input type="checkbox"/>  | 05/03/2019 | Airfare Delta Air Lines, Washington, Dist                   | \$288.60            | \$288.60               |
|                           |            |   | <b>TOTAL AMOUNT</b> | <b>TOTAL REQUESTED</b> |
|                           |            |   | <b>\$733.98</b>     | <b>\$505.60</b>        |

3. Click on “Details” dropdown, and then on “Expense Report Header” to redirect funds to your GTCC. Enter the total amount charged for meals under “Redirect Funds to Card Account.”

The screenshot shows the "Create a New Expense Report" form in SAP Concur. The "Report Header" section is visible, with fields for Report Name, Policy, Report Date, Trip Start Date, and Trip End Date. The "Redirect Funds to Card Account" field is highlighted with a red box, showing a dropdown menu and an input field for the amount.