



Delivered by The NextGen Project

Travel Success:

From Booking to Boarding

Speaker



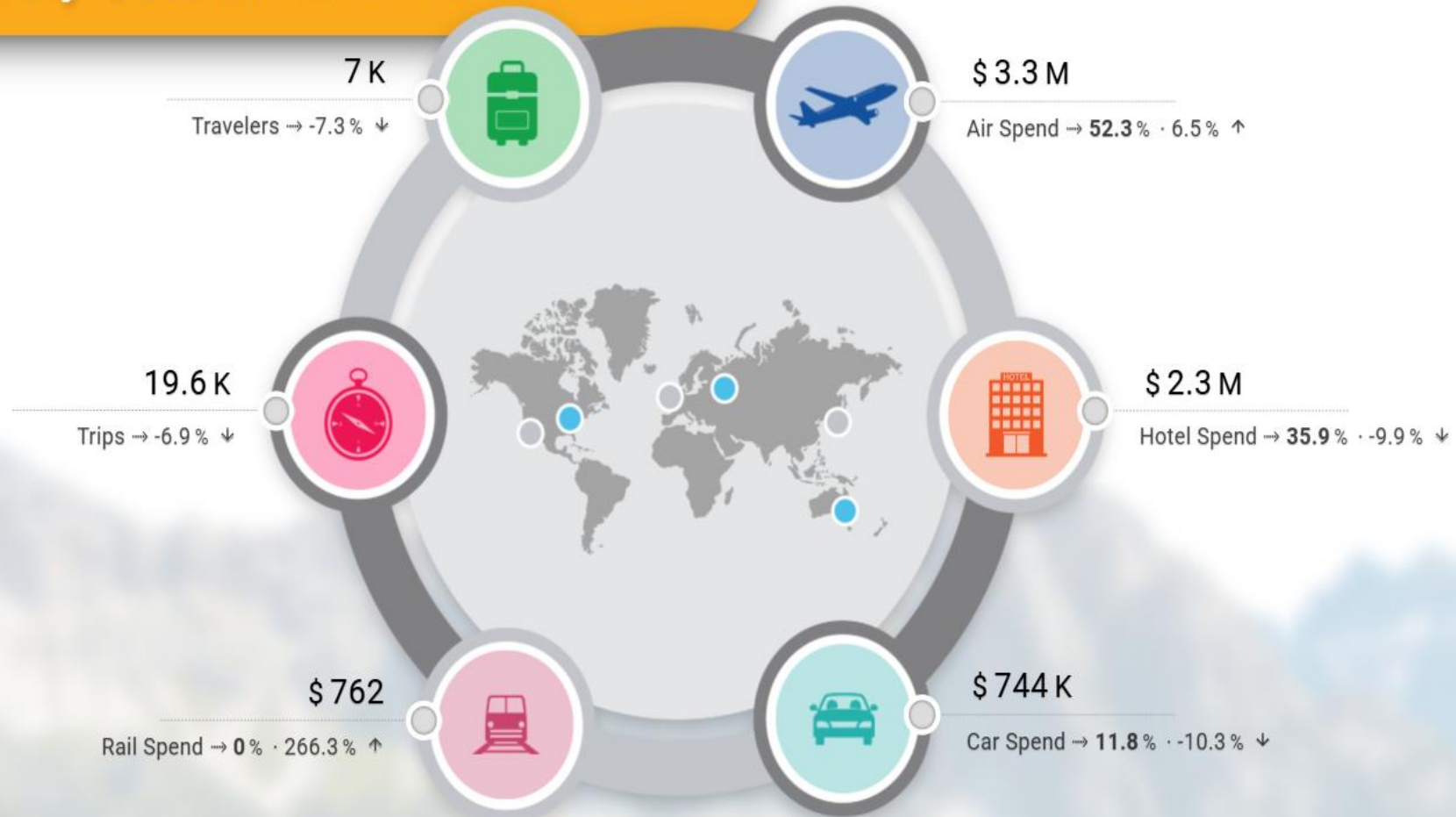
Kristi Johnson

Travel Director,
State Accounting Office

Agenda

- 1 Travel Reports
- 2 Travel Policy
- 3 Concur vs GA@WORK
- 4 Travel Policy
- 5 GA@WORK Support Portal

Travel Summary \$6.3 M Semi-Annual 2026



Air Summary \$3.3 M Global Spend 6.5 %



Domestic



International



Global

#	Description	 Jan 25 - Jun 25	 Jan 26 - Jun 26	Variance
Air Summary				
1.	Domestic Air Spend	\$ 2 M	\$ 2.2 M	8.6 % 
2.	Domestic Number of Tickets	4.7 K	4.8 K	2.9 % 
3.	Domestic Average Ticket Price	\$ 438	\$ 463	5.6 % 
4.	Domestic Tickets Exchanged	\$ 43.7 K	\$ 53.4 K	22.4 % 
5.	% of Domestic Tickets Exchanged	10.1 %	19 %	8.9 % 
6.	Domestic Void Amount	\$ 47 K	\$ 63.8 K	35.7 % 
7.	Domestic Void Count	114	114	0.0 % 
8.	Domestic Traveler Count	3.5 K	3.3 K	-5.6 % 
9.	Domestic Trip Count (by Booking Record)	4.1 K	3.9 K	-4.4 % 

Compliance Refunds & Savings

📍 Jan 25 - Jun 25

#

Description

8.

Class of Service

1.

Business

0 %

0 %

2.

Economy



99 % \$ 2.1 M

3.

First

0 %

0 % \$ 6.2 K

4.

Premium

0 %

0 % \$ 7.2 K

Advance Purchase

1.

0-2 Days



6 % \$ 78 K

2.

3-6 Days



7 % \$ 166.5 K

3.

7-13 Days



12 % \$ 282.4 K

4.

14+ Days



75 % \$ 1.5 M

Hotel Summary \$2.3 M Global Spend -9.9 % ↓

 Domestic

 International

 Global

Description

 Jan 25 - Jun 25

 Jan 26 - Jun 26

Variance

Hotel Summary

1.	Domestic Hotel Spend	\$ 2.4 M	\$ 2.2 M	-9.7 % ↓
2.	Domestic Rooms Booked	8.4 k	7.4 k	-12.3 % ↓
3.	Domestic Room Nights	16 k	14.2 k	-11.3 % ↓
4.	Domestic Avg. Daily Rate	\$ 152	\$ 155	1.9 % ↑
5.	Domestic Avg. Hotel Stay	\$ 289	\$ 298	3.1 % ↑
6.	Domestic Avg. Length of Stay	2	2	0.0 % ←
7.	Domestic Guest	3.7 k	3.3 k	-11.2 % ↓
8.	Domestic Stays	8.4 k	7.4 k	-12.3 % ↓

Hotel Summary \$2.3 M Global Spend -9.9 % ↓

 Domestic

 International

 Global

Description

 Jan 25 - Jun 25

 Jan 26 - Jun 26

Variance

Hotel Summary

#	Top Hotel Chains		Spend	Average	Nights	Online Auto-Ticketed	Market
1.	(Hilton) Hilton Worldwide		\$ 753.8 K	\$ 154	4.9 K	96.9 % 99.0 %	34.3 %
2.	(Marriott) Marriott International		\$ 607.7 K	\$ 176	3.5 K	93.9 % 99.0 %	27.7 %
3.	(IHG) Intercontinental Hotels Gr		\$ 436.6 K	\$ 130	3.4 K	96.9 % 99.0 %	19.9 %
4.	(Hyatt) Hyatt Hotels		\$ 129.1 K	\$ 184	702	94.5 % 99.0 %	5.9 %
5.	(WR) Wyndham Hotel Group		\$ 52.5 K	\$ 116	452	97.2 % 100.0 %	2.4 %
6.	(Choice) Choice Hotels Internati		\$ 34.2 K	\$ 109	312	96.1 % 100.0 %	1.6 %

Top Hotel Properties

1.	(HX) Hampton Inn Forsyth Ga	
2.	(HI) Holiday Inn Express Forsyth	
3.	(HI) Holiday Inn Exp Tifton By Ih	
4.	(HX) Hampton Inn And Suites De	
5.	(LQ) La Quinta Inn Ste Forsyth	
6.	(TX) Hotel Forty Five Macon	

Car Summary \$744 K Global Spend -10.3 % ↓

 Domestic

 International

 Global

Description

 Jan 25 - Jun 25

 Jan 26 - Jun 26

Variance

Car Summary

1.	Domestic Car Spend	\$ 826.2 K	\$ 741 K	-10.3 % ↓
2.	Domestic Cars Rented	6.9 K	6.4 K	-6.8 % ↓
3.	Domestic Rental Days	18.2 K	16.1 K	-11.3 % ↓
4.	Domestic Avg. Daily Rate	\$ 45	\$ 46	1.1 % ↑
5.	Domestic Avg. Car Rentals	\$ 120	\$ 115	-3.7 % ↓
6.	Domestic Avg. Rentals Days	3	3	0.0 % ←
7.	Domestic Renters	2.1 K	1.9 K	-9.2 % ↓
8.	Domestic Rentals	6.9 K	6.4 K	-6.8 % ↓

Car Summary \$744 K 🚗 Global Spend -10.3 % ↓

🎯 Jan 25 - Jun 25

Description

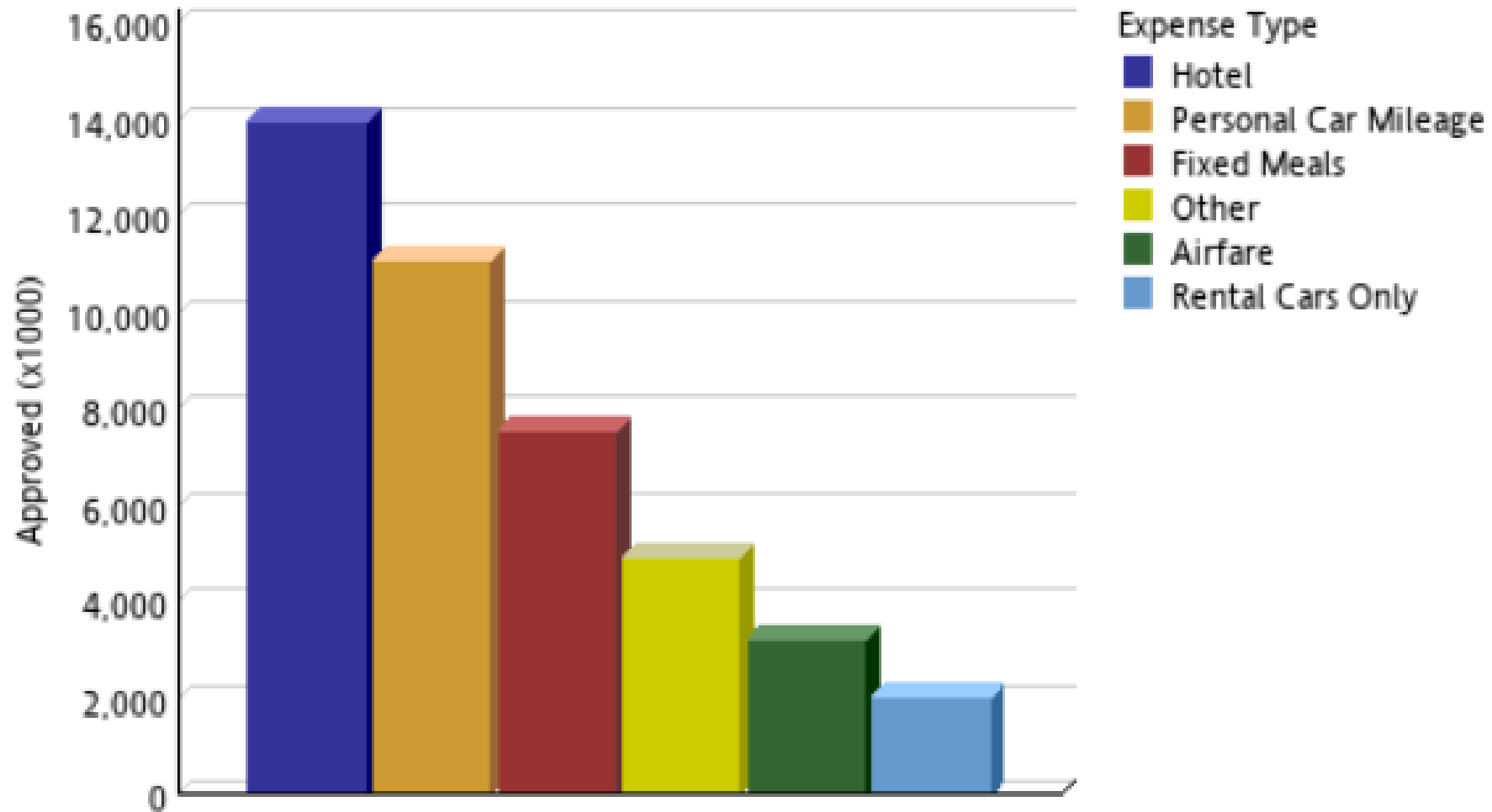
7. Domestic Renters

2.1 K

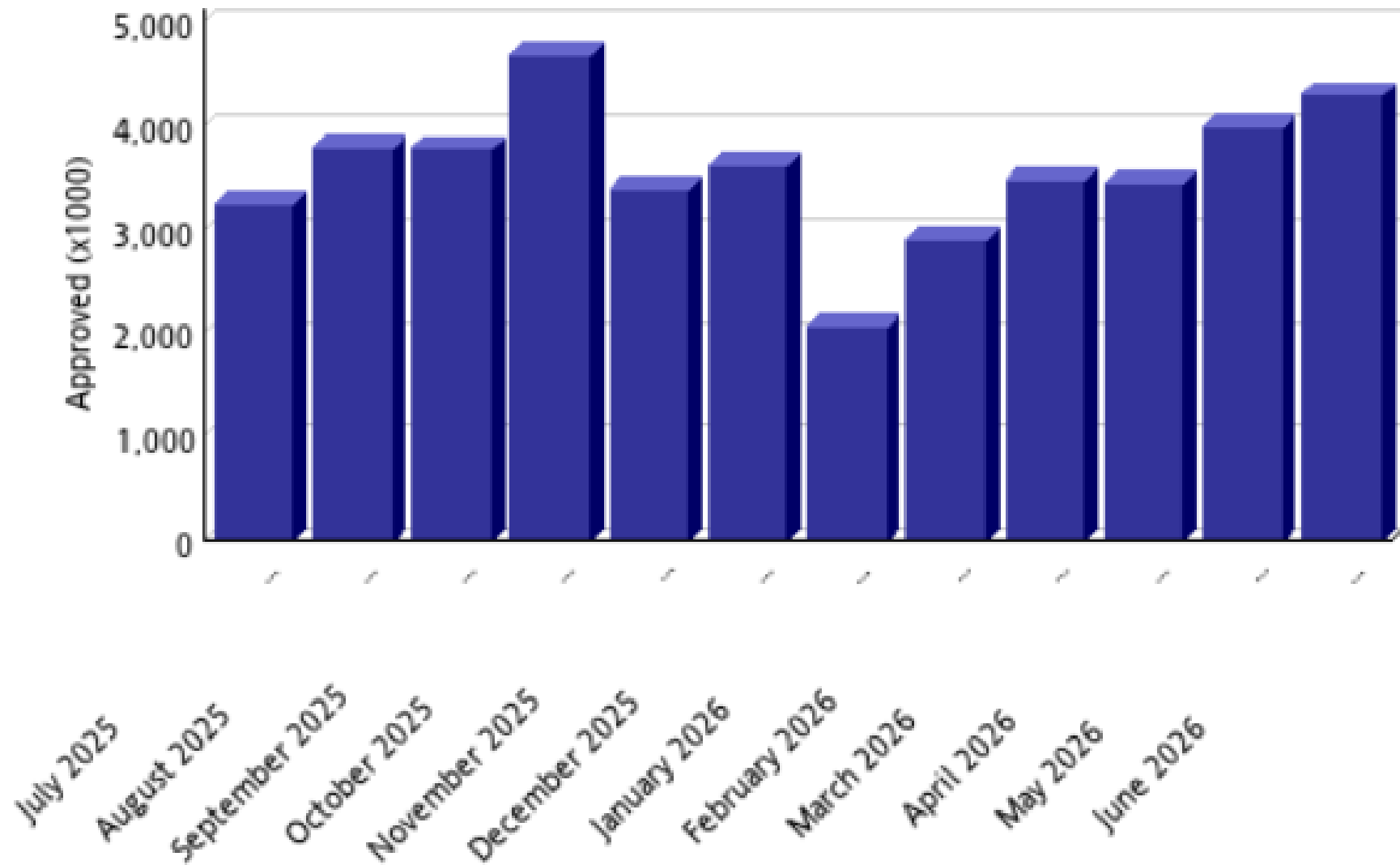
#	Top Car Providers		Spend	Average	Days	Online Auto-Ticketed	Market
1.	(ET) Enterprise		\$ 658.2 K	\$ 47	14.1 K	96.5 % 99.0 %	88.8 %
2.	(ZE) Hertz		\$ 81.9 K	\$ 40	2 K	89.6 % 99.0 %	11.1 %
3.	(ZL) National		\$ 363	\$ 52	7	33.3 % 100.0 %	0.1 %
4.	(ZI) Avis		\$ 430	\$ 72	6	0.0 %	0.1 %

Total Spend by Expense Type

Top 5 Expense Types (balance grouped as 'Other')



Total Spend by Month



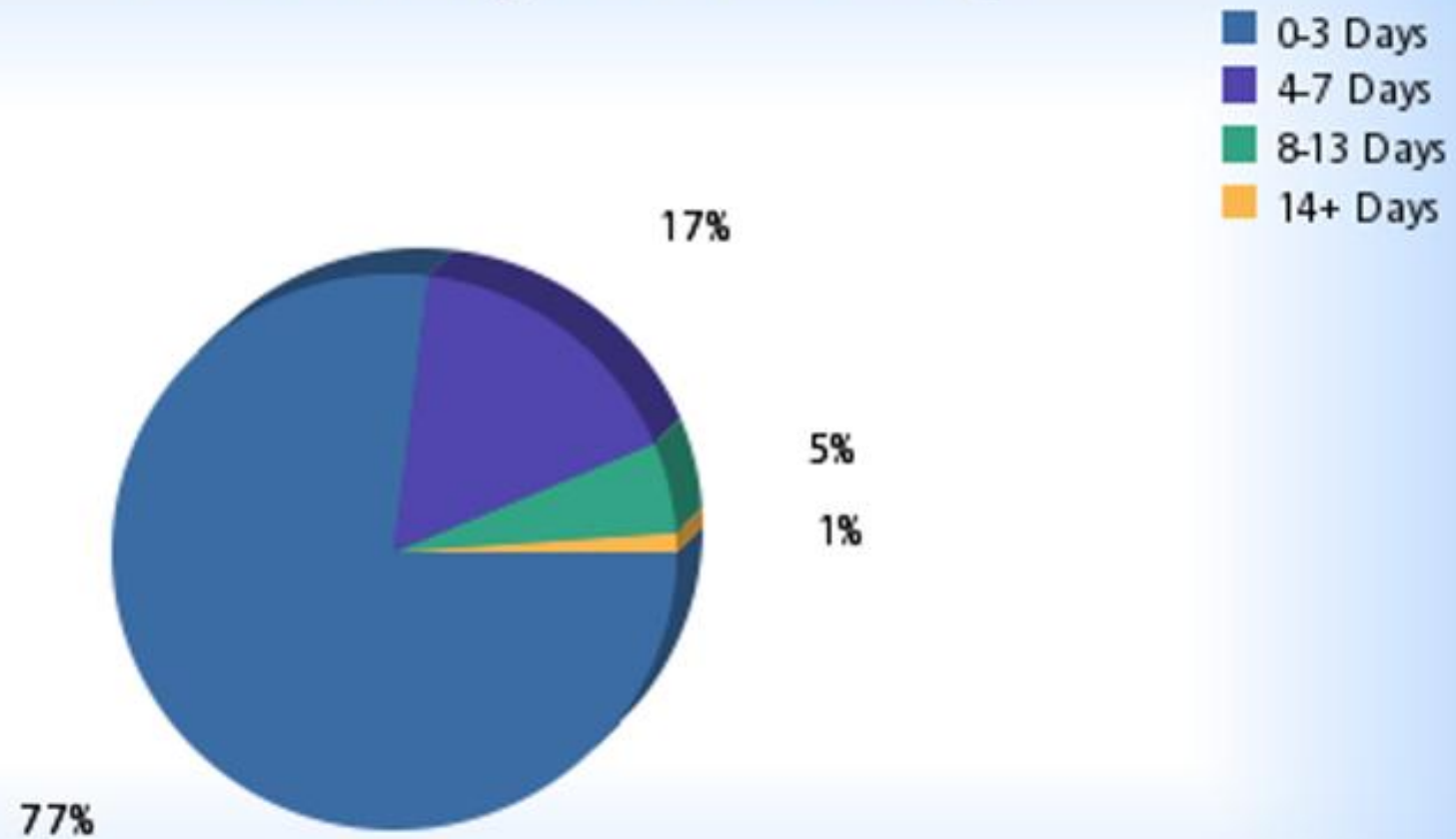
REPORTS APPROVED BUT RECEIPTS NOT VIEWED

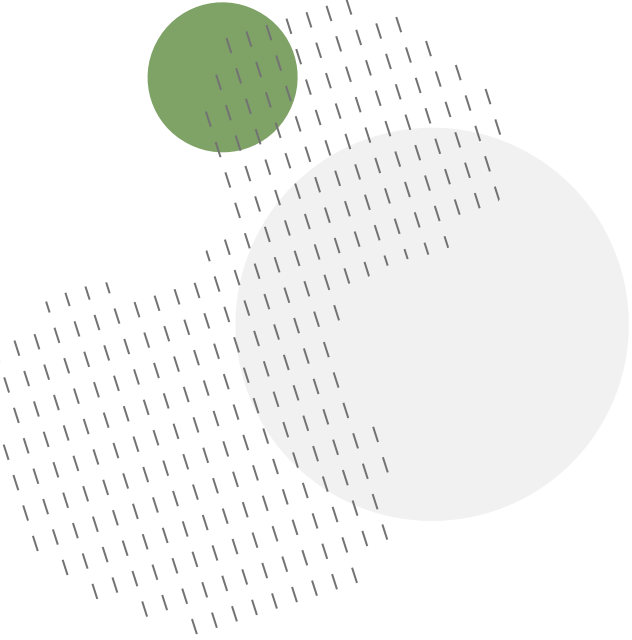
Sent for Payment Date: Between May 1, 2026 and Jun 30, 2026
Reporting Currency:USD

Approver	Approver ID	Report Name	Report ID	Sent for Payment Date	Employee	Employee ID	Total Report Amount (rpt)	Report Receipt Viewed	All Entry Receipts Viewed
		2026 NORDP Conf. 4/26-4/29	85B117DF149049F4A35A	May 12, 2026			1,297.11	No	No
		AERA 2026 (supplement w/SEE23)	942F13367CC747898829	May 13, 2026			2,154.22	No	No
		Global Collaboration Grant	C6F7F0B3FA6B473A95AD	May 13, 2026			4,249.90	No	No
		ISTANBUL/Ankara04/09-4/22/2026	1ACF2FF882DB41579548	May 1, 2026			4,020.00	No	No
		NSF CAREER Workshop (5/11)	2D54ADC1442847F395F3	May 18, 2026			1,130.46	No	No
		26-0602 Las Vegas 05/04-05/08	1711B4663B8348AEAF37	May 19, 2026			2,908.53	No	No
		April 2026 Report	C3E144AB2A3B4B77B3B3	May 21, 2026			277.31	No	No
		June 2026 Report	BF1EC59F852D4C20AE88	Jun 12, 2026			614.54	No	No
		2025 IAMRA Conference	67EB6DDEFE6D4C62BF7B	Jun 26, 2026			4.27	Yes	No
		2026 FSMB Annual Conference	9DC59E1AD2314FD69A6E	Jun 4, 2026			2,012.18	Yes	No
		2026 FSMB Annual Conference	BF01C28A89B84A4090DD	Jun 12, 2026			485.33	Yes	No
		2026 GPhA Annual Convention	5A4F9122559E46759076	Jun 26, 2026			1,827.21	No	No
		2026 SALGBA Conference	217B7EEA039649E9A913	Jun 17, 2026			1,541.15	Yes	No
		2026 SALGBA Conference	89CCA9E0834B40C68166	Jun 18, 2026			1,427.20	Yes	No
		Americus	AB033B9F6F3C413DAAC9	May 22, 2026			180.54	Yes	No
		Columbus	663E2106D5F74174A4B0	Jun 8, 2026			199.97	Yes	No
		FSMB Annual Conference	310E4D6634554E0C8F02	Jun 3, 2026			2,081.44	Yes	No
		FSMB Annual Conference	6D1EBBA41E1F45B0B0EC	Jun 1, 2026			2,138.38	Yes	No
		GPHA	68DB55C66F1B48899DF3	Jun 26, 2026			187.10	Yes	No
		GPSTC Level I Instructor Class	17DD910265274D379EED	Jun 10, 2026			763.27	Yes	No

Expense Report Approval Aging

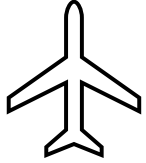
Submit to Last Approval In Calendar Days





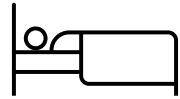
Travel Policy

Travel Policy Reminders



Airfare

Involuntary airfare is not allowed.



Lodging

Use of Airbnb or similar home rentals are prohibited by policy.



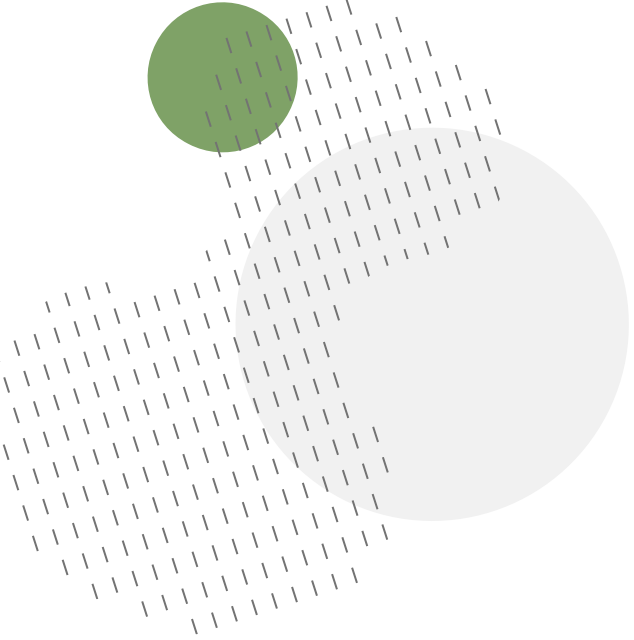
Per diem

- Per diem is set at \$50 per day for employees traveling in Georgia
- Per diem rates for travel outside of Georgia is based on GSA
- Receipts are not required



EV Vehicles

- Current Rental Contract does not allow for EV Vehicles
- Currently there is not a reimbursement mechanism for personal EV. Travelers should use existing mileage reimbursement rates.



Hotel Taxes

Hotel Taxes

- ✓ Occupancy Tax (*Exempt*)
- ✓ Local Tax (*Exempt*)
- ✓ Motel/Hotel Fee (*NOT Exempt- \$5.00*)
- ✓ City Occupancy Fee (*NOT Exempt- \$1-\$3*)
- ✓ State Tax (**Only Exempt if paid for with State Card or direct bill**)

Local/Motel Excise Tax



STATE OF GEORGIA CERTIFICATE OF EXEMPTION OF LOCAL HOTEL/MOTEL EXCISE TAX

ATTENTION: GEORGIA HOTEL AND MOTEL OPERATORS

Effective April 2, 1987, Act Number 621 amending Official Code of Georgia Annotated Section 48-13-51 provides that Georgia state or local government officials or employees traveling on official business should not be charged county or municipal excise tax on lodging, often referred to as local hotel/motel tax.

Upon verification of the identity of the government official or employee identified below, Georgia hotel and motel operators are required to exempt the individual from any applicable tax(es), as outlined below.

Tax	Acceptable Payment Methods	Required Form(s) – Provided by the Traveler
Occupancy Tax (local, county, or municipal lodging, or excise tax)	ALL payment methods accepted (Personal or Government payment)	State of GA Certificate of Exemption of Local Hotel/Motel Excise Tax

A copy of this exemption form must be maintained with hotel tax records to document the individual's status as a government official or employee traveling on official business. If you have any questions, please contact the traveler's accounting or fiscal office contact, identified below.

CERTIFICATION:

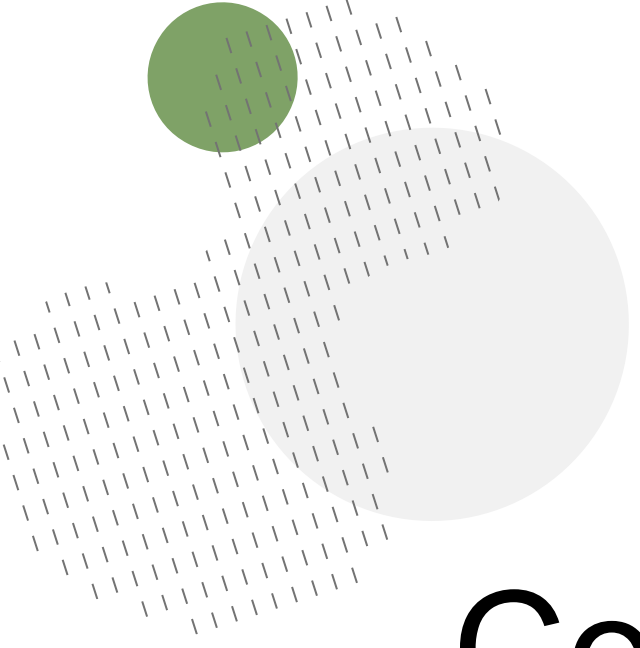
This is to certify that the lodging obtained on the date(s) identified below was required in the discharge of my official duties for the named agency, and qualifies for exemption of the local hotel/motel excise tax under Official Code of Georgia Annotated Chapter 48-13 (as amended by Act 621, Georgia Laws 1987).

Signature of Official or Employee _____ Date _____

Hotel Invoice

Commitment No. 10000000		Window Folio No.	
Group Name	Georgia Fiscal Management Council		
Date	Description	Charges	Credits
09-20-26	Accommodation	239.00	
09-20-26	State Tax	16.73	
09-20-26	Occupancy Tax	19.12	Only this charge should be removed
09-20-26	Occupancy Fee	1.00	
09-20-26	State Hotel-Motel Fee	5.00	
09-21-26	Accommodation	239.00	
09-21-26	State Tax	16.73	
09-21-26	Occupancy Tax	19.12	Only this charge should be removed
09-21-26	Occupancy Fee	1.00	
09-21-26	State Hotel-Motel Fee	5.00	
09-22-26	Accommodation	239.00	
09-22-26	State Tax	16.73	
09-22-26	Occupancy Tax	19.12	Only this charge should be removed
09-22-26	Occupancy Fee	1.00	
09-22-26	State Hotel-Motel Fee	5.00	
Total		842.55	
Guest Signature	Balance	842.55	

Valet
Parking
\$40



Concur vs GA@WORK

Concur or GA@WORK?

Concur

All Employee Booking & Travel Reimbursements

Book travel reservations
Hotels
Meals
Mileage
Parking
Uber/Ride Share
Board Member (travel)
Cash Advance Request

GA@WORK

All Non-Travel Related Reimbursements

Spend Authorization
Registration
Conference Fees
Training
Operational Expense
Board Member (Per Diem)
Governor Declared Emergency

Travel Changes -Concur

(Employee Perspective)

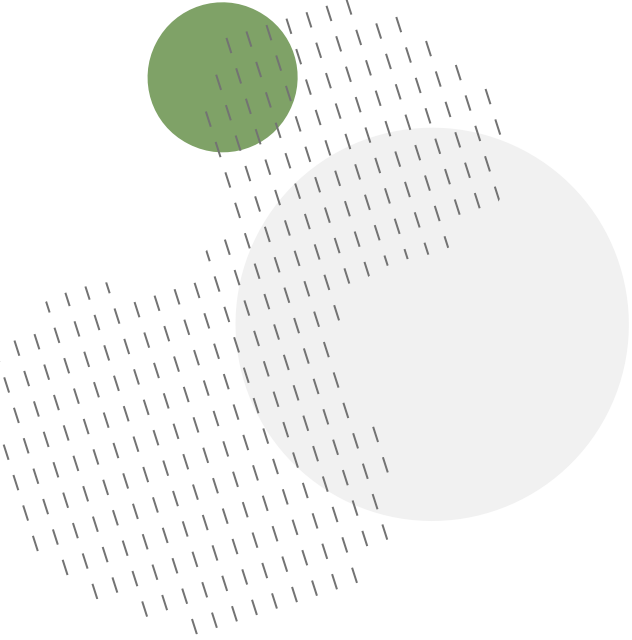
Employees will only need to submit out of pocket expenses in Concur.

Airplus fees will no longer be visible to the employee in Concur.

Vendor Id's will no longer be required to access to Concur.

Request is no longer available in Concur

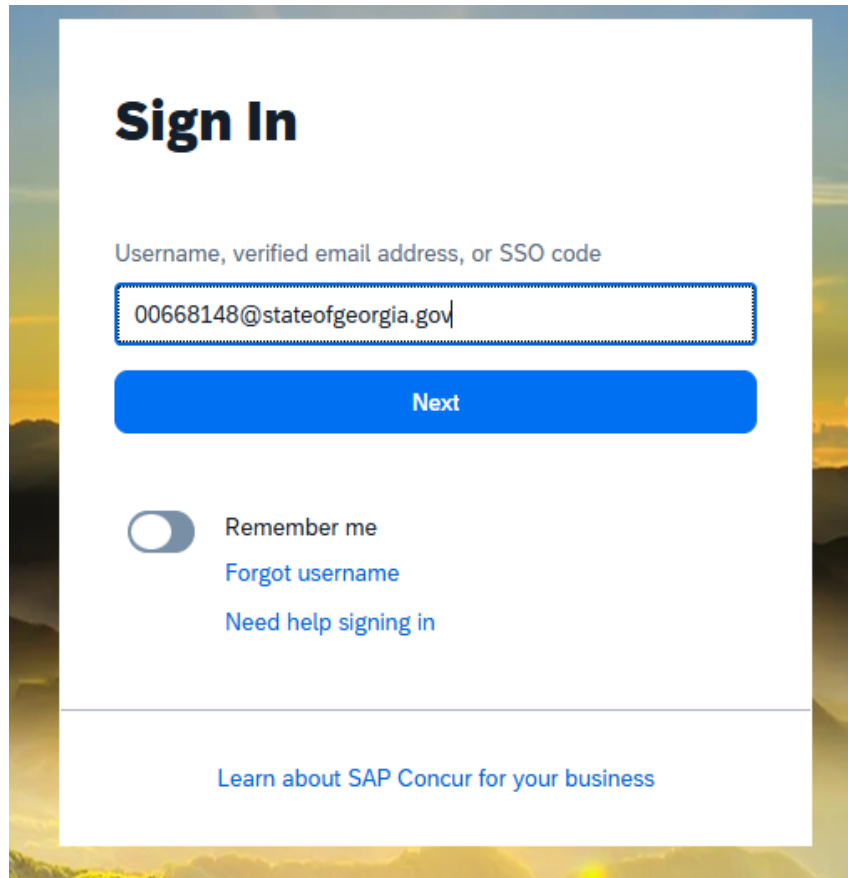
The Spend Authorization serves as the approval to incur the business expense and provides charging information.



Concur

New Concur Login Credentials

EMPLOYEEID@STATEOFGEORGIA.GOV



Sign In

Username, verified email address, or SSO code

00668148@stateofgeorgia.gov

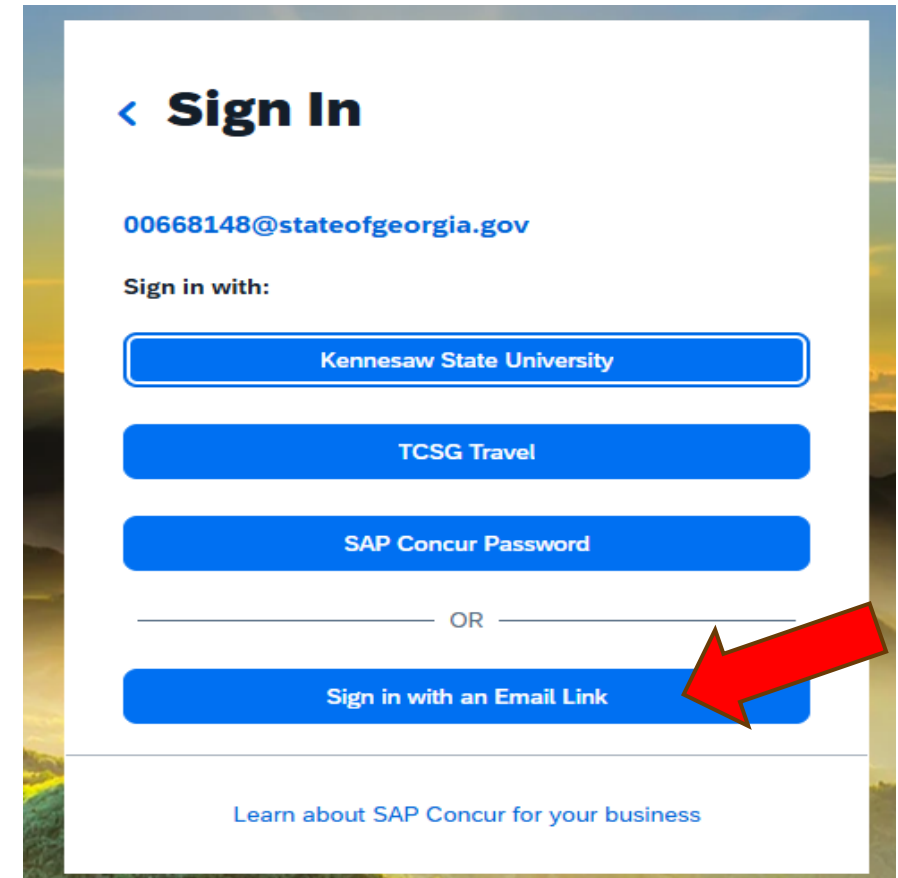
Next

☐ Remember me

[Forgot username](#)

[Need help signing in](#)

[Learn about SAP Concur for your business](#)



< Sign In

00668148@stateofgeorgia.gov

Sign in with:

Kennesaw State University

TCSG Travel

SAP Concur Password

OR

Sign in with an Email Link

[Learn about SAP Concur for your business](#)

New Concur Login Credentials



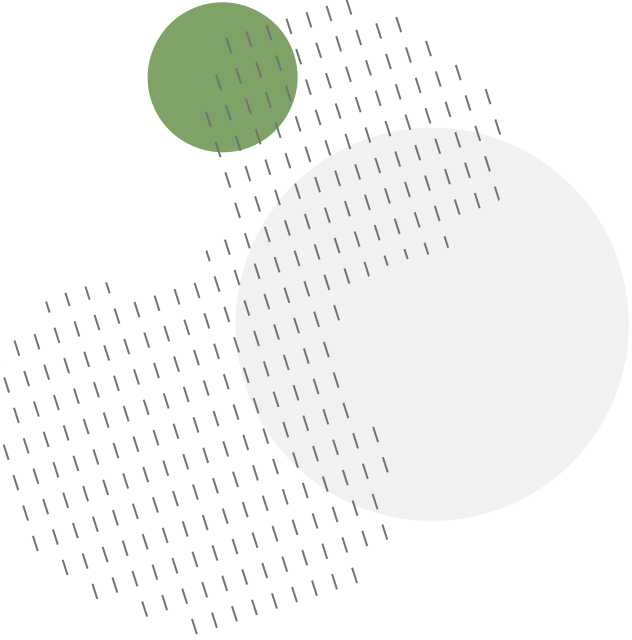
Users will receive a one-time link to the email listed in your Concur profile. The sign-in link will expire after one hour.



Users should have a work email configured in “Email 1” of their Concur profile.



This feature only works for web browser sign-in and is NOT available when using a mobile device to sign in or the Concur Mobile app.



GA@WORK

Spend Authorization

It is highly recommended that pre-approvals be provided prior to employee bookings for **company paid** items.

Things to remember:

- Provide agency's back office with associated Worktags to use when processing the supplier invoice
- Spend Authorization are only estimates
- No accounting associated with spend authorization (no encumbrance)
- Spend Authorizations be requested on behalf of another worker

What are Company Paid Items?

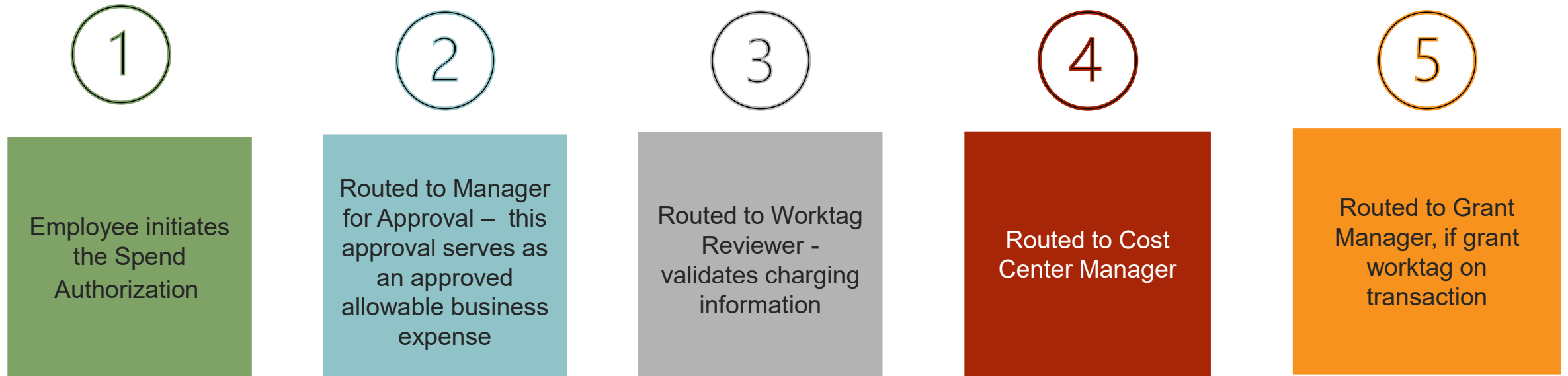


AIRFARE

RENTAL CAR

HOTEL (DIRECT BILL)

Business Process for Spend Authorization



Spend authorization search

Q my spend auth

Simplified Search is Enabled

Top Results

People (0)

Tasks and Reports (2)

Articles (13)

Learning (0)

All Categories

Tasks and Reports

My Spend Authorizations

Report

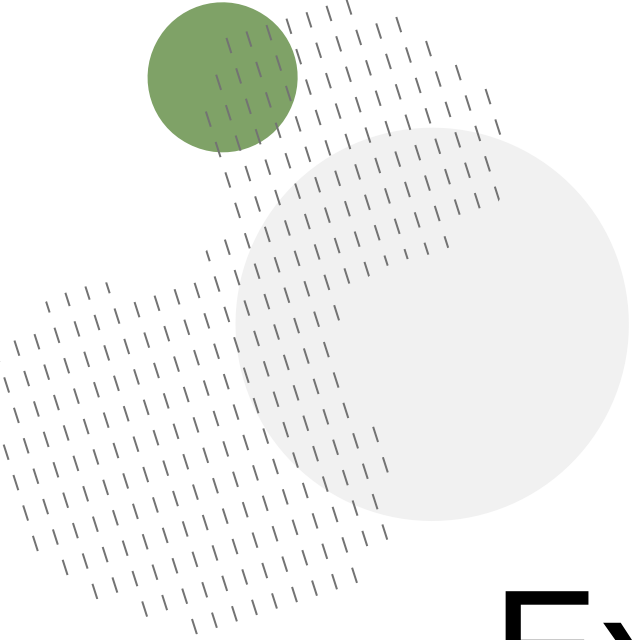
Enables a worker to manage their requests for future spending. You can create new spend authorizations, as well as view, change, or cancel existing ones of any status.

My Spend Authorizations Denise Vlasak

Create Spend Authorization

My Spend Authorizations 7 items

Spend Authorization	Actions	Start Date	End Date	Spend Authorization Status	Description	Spend Authorization Remaining Balance	Spend Authorization Total	Currency	Company	Related Expense Reports
41500SPA8	Actions	05/19/2026	05/21/2026	Approved	GA@Work Conference	200.00	200.00	USD	Technical College System of Georgia	
41500SPA6	Actions	05/18/2026	05/22/2026	Approved	FMC Conference	267.00	267.00	USD	Technical College System of Georgia	
41500SPA12	Actions	05/04/2026	05/06/2026	Approved	GA@Work Testing Conference	500.00	500.00	USD	Technical College System of Georgia	
41500SPA1	Actions	03/30/2026	03/31/2026	Approved	test spend	45.00	45.00	USD	Technical College System of Georgia	
41500SPA2		03/26/2026	03/26/2026	Canceled	Test2	200.00	200.00	USD	Technical College System of Georgia	
41500SPA3		03/26/2026	03/26/2026	Canceled	testing multi expense	124.27	124.27	USD	Technical College System of Georgia	
41500SPA4	Actions	03/26/2026	03/26/2026	In Progress	test multi	250.00	250.00	USD	Technical College System of Georgia	



Expense Transactions

Concur Transactions Requiring Action

Concur creates certain transactions in GA@WORK, including **ad hoc payments** and **accounting journals**, that may require agency follow-up.



Ad hoc payments to reimburse employees for expense report as submitted in Concur

1. These payments will need to be settled by the Spend Settlement Specialists in GA@WORK to pay out to the employee.
2. Certain payments will populate in draft status as certain Worktags may need to be updated. **View [Worktag Requirements for Concur Expense Reports](#) on the following slide for more information.**
3. There may be an integration error that requires the agency to directly enter an ad hoc payment in GA@WORK to pay the employee. For this situation, SAO will reach out to directly to the agency with additional guidance.



Accounting journals to record certain travel activity

Worktag Requirements for Concur Reports

Reminders

- ✓ If a federal fund source is used, a grant must also be included on the Concur expense report. If the grant is missing, the ad hoc payment must be manually edited in GA@WORK.
- ✓ If Grants or Projects are set up in GA@WORK with specific allowed cost centers, then 'Employee Withholdings' cost center must be included as an allowed cost center.
 - ✓ Missing Worktags will cause the transaction to error and not integrate into GA@WORK.
- ✓ If Grants or Projects are set up in GA@WORK with required Worktags, such as Activity, then the Concur expense report must include any required Worktags.
 - ✓ Missing Worktags will cause the transaction to error and not integrate into GA@WORK.

Improvement Opportunities



ACCOUNTING FOR AD HOC PAYMENTS

APPROVERS

ALLOCATIONS

Expense Reports

The definitions of each report can be found in GA@WORK to determine which report you need:



**CRPROC - EXP - Find
Expense Reports**



**CRPROC –
Find Payments**



**CRPROC - EXP - Find
Spend Authorizations**



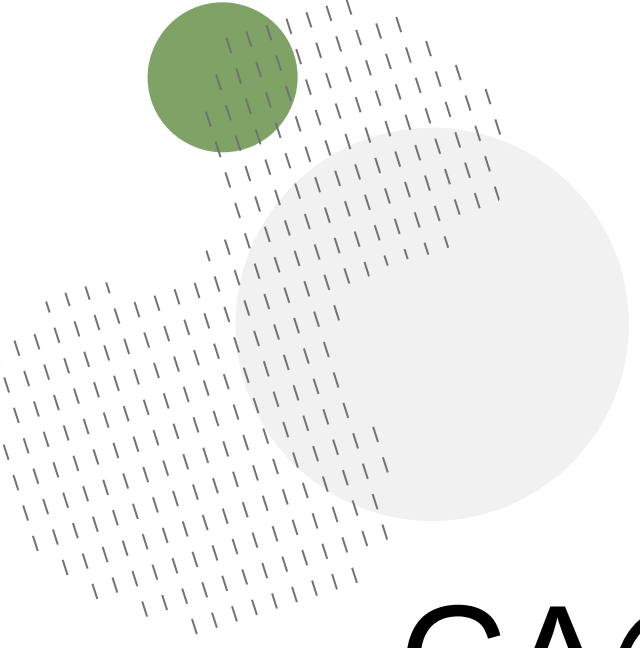
**CRPROC - EXP - Find
Cash Advances**



**CRPROC – Due Proof-
Expense Report**

Travel Administrators

- First line of support for agency
- Assist Users of Agency Internal Policies
- Responsible for adding/removing roles
- Communicate approvers to be added
- Proxy Logon for troubleshooting
- Edit employee information
- Advises SAO when roles change



GA@WORK Support Portal

GA@WORK Support Portal

GA@WORK
SUPPORT PORTAL

Travel and Expense

Support Portal Home

Travel Support

State Travel Policy

Travel and Expense

Travel Resources

Recycle bin

GA@WORK Travel & Expense Support

The GA@WORK Travel and Expenses Workstream is dedicated to designing and implementing a streamlined, user-friendly process for managing employee travel and expense activities within the GA@WORK system. This workstream aims to simplify expense reporting, improve policy compliance, and ensure timely reimbursement, while also providing visibility and control over travel and expense spend.

Key focus areas include:

- Expense policy configuration and automation
- Receipt capture and mobile functionality
- Approval workflows and audit controls
- Reimbursement processes and integration with payroll/finance
- Reporting and analytics for spend management

This workstream collaborates closely with HR, Finance, Payroll, and internal Audit teams to ensure that the Travel and Expenses solution is compliant, efficient, and tailored to organizational needs.



State Travel Policy



Travel & Expense



Travel Resources

Q&A

Let us know what questions you have.

What do you need help with?

What can we clarify?





*thank
you!*