Lead Employer Trust Self Service Expenses Guide

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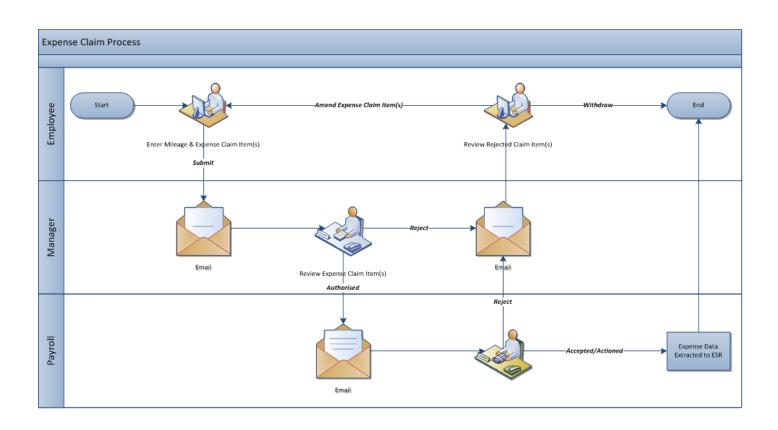
What to expect

By the end of this guide you will be able to:

- Understand the process your claims undergo
- Make an Expenses claim
- Track the status of your submitted claims
- Respond to the rejection of your claims

The claiming process – Where do my claims go?

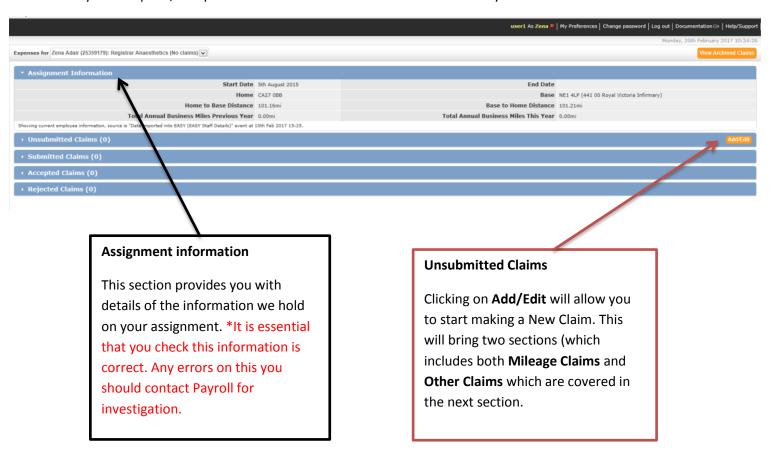
When you complete and submit your expenses, they undergo a process that will result in the authorisation and payment, or the rejection for further information/editing to be done by yourself. Please see the diagram below, which shows the process of where your claims go after you have submitted them. The basic paper based system is very similar, in that your manager will authorise before they come into Payroll for acceptance/rejection from us.



Making an Expense Claim



Clicking on this will bring you to the page below. Clicking on each of the sections header will allow you to expand/collapse each section in order to focus on the entries you wish to view.



Mileage Claims

Expense Type & Vehicle

You will need to select the correct expense type depending on the journey you are undertaking. This is covered in the **Expense type & Journey reason** section.

Some journey's you undergo require your vehicles information. Select the correct vehicle for this.

Mileage

The mileage column shows two fields – the top is Calculated Mileage from Google Maps for the journey you have selected.

The bottom shows Claimed Mileage. You can amend this figure should the distance travelled be slightly higher or lower.



Journey start & End

This section will allow you to select one of the following from a drop down box – each is explained below:

<u>Base</u> – Selecting this will add your current placement location into the field.

<u>Location</u> – If you wish to select a location such as a hospital or clinic covered by your job. The \(\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\exititt{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\}}\exitt{\$\text{\$\text{\$\text{\$\text{\$\text{\$\}\exititt{\$\text{\$\text{\$\text{

<u>Post Code</u> – Selecting this will allow you to enter a UK post code, you can type this in the field that will appear to the right of your selection.

Home – This selection will display your home postcode.

Favourite places – You can select one of your saved favourite locations. See further on for more information on this.

Icons

At the end of a mileage claim row there are a number of icons that perform the following actions:

- Add Row by selecting this icon a blank row is added above the current row to enable you to enter the details of a new journey.
- Additional Information when you select this icon a text box appears to enable you to provide additional information in support of your claim, e.g. the additional mileage claimed may be the result of a road closure, or details of the passenger(s) being claimed for.



The sicon is used to indicate that you have provided additional information in support of this claim.

- Continue Journey using this icon pre-fills a new row with most of the values from the current row so that it can be used as a continuation of the current journey, e.g. where you are returning to base or travelling on to another location.
- View Map selecting this icon will obtain the journey's route using Google Maps.
- Return Journey selecting this icon completes a new row with the return journey details.
- Clear this Row This just clears the entries on this row.

Expenses Type & Journey Reasons

Expense Types

Placement Mileage – This expense type should be selected if you are travelling from your Home to you current placement and back when you are **NOT** carrying out clinical duties elsewhere that day.

Mandatory Training Mileage – This expense type should be used when attending teachings, inductions, training, meetings or carrying out admin duties.

Business Mileage – This should be selected when carrying out clinical duties anywhere that is **NOT** your current placement. For example, home visit, clinic, theatre, patient visit etc.

Home to Base & Base to Home – this expense type should <u>ONLY</u> be selected when you are travelling from Home to your current place of work, <u>but then go on to do a Business Mileage journey on the same day.</u>

Pedal Cycle Business Mileage – When carrying out a journey on a Pedal Bike, rather than a vehicle then this option should be selected.

Journey Reasons

Alongside each expense type, you will be given a drop down list to select the reason for the journey. Please see below which journey reasons apply to each expense type:

Placement Mileage - Daily Commuting

Mandatory Training Mileage – Attend Teaching; Attend Training; Attend Meeting; Induction; Admin

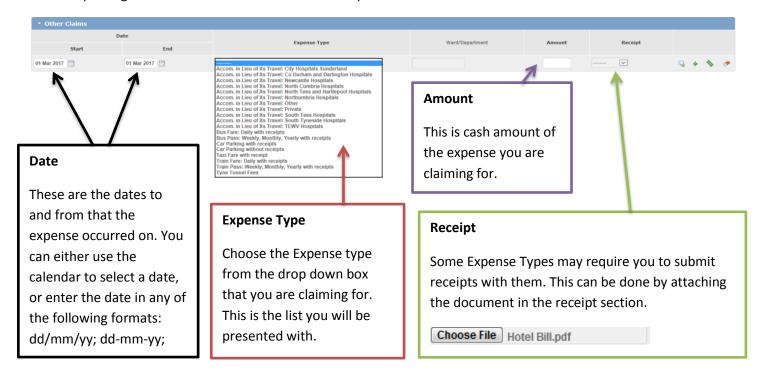
Business Mileage – Home visit; Clinic; Emergency Call Out; Court Visit; Prison Clinic; Theatre; Patient Visit; Out of Hours

Home to Base & Base to Home – Reason Journey cannot be selected for this as the expense type can only be used in one situation (explained above in <u>Expense Types</u> section)

Pedal Cycle Business Mileage - No journey reason needed for this expense type.

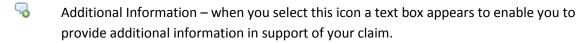
Other Claims

The Other Claims section enables you to claim for expenses such as accommodation, bus tickets, parking tickets etc. Please see below for examples.



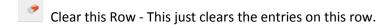
Icons

At the end of other claim row there are a number of icons that perform the following actions:



The sicon is used to indicate that you have provided additional information in support of this claim.

- Add Row by selecting this icon a blank row is added above the current row to enable you to enter the details of a new journey.
- Repeat Claim using this icon pre-fills a new row with most of the values from the current row. By using the current row as a template for the next claim item it is hoped that the number of keystrokes will be kept to a minimum. For example, if you incurred car park charges on two separate occasions you could use the fill down but may only need to amend the date or amount.



Entering Claims

As you start to enter claims you will become familiar with what each field and icon does.

You will notice that when you select items from lists the full description is not visible; this is due to the limited space available on the screen. However, when you hover over the field with the mouse pointer the full text of the field appears below the pointer.



You may even encounter some new icons, and one of these is shown on the sample screen above. The exclamation icon indicates that a warning condition has been triggered, which in this case means that the number of miles claimed (or amount claimed) is considered to be higher than would be expected even though it is still below the maximum allowable. This can be saved, but an explanation should be provided and once saved this will change to T.B.D (To Be Determined) in the payable column. See Below.

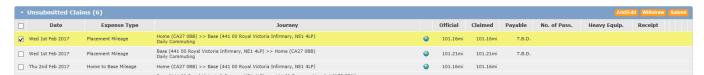
There may be occasions when an error coron appears. This indicates that the value claimed exceeds the maximum allowed by the Organisation. Whenever this type of icon appears you must correct the amount claimed before the system will allow you to save the screen. If you hover over the icon it will indicate the maximum allowable. Note that you cannot save this screen until you correct this amount.

When you are finished entering all the claim items, you can use the Save button at the top right-hand side of the screen to save what you have done and add more items later. Alternatively, you

can submit your claim to your designated approver for authorisation by clicking on the Submit button that is at the top right-hand side of the screen. For Internet Explorer users, the Submit button will not be available where a receipt has been attached to a claim.

Editing a Claim

Once you have saved a claim (not submitted) it remains available for editing.



You can select the item you wish to edit by clicking in the box at the left of the item then clicking the Add/Edit Button.

When you are finished entering all the claim items, you can use the Save button at the top right-hand side of the screen to save what you have done and add more items later. Alternatively, you can submit your claim to your designated approver for authorisation by clicking on the Submit button that is at the top right-hand side of the screen.

The Reset button will remove any items that have been entered since the screen was last saved.

For now we will assume that you have saved the screen, and that you are back on the Self Service Expenses screen.

Unsubmitted Expense Claims

Once you have saved the items that you entered on the Claims screen you will be returned to the Self Service Expenses screen. You will see that the claim items that you saved now appear in the Unsubmitted Claims section.



Some claims may need adjustments made to them. In this case you will see T.B.D. in the Payable column. Once submitted you will be able to view the adjustment reason. (See below under submitted claims).

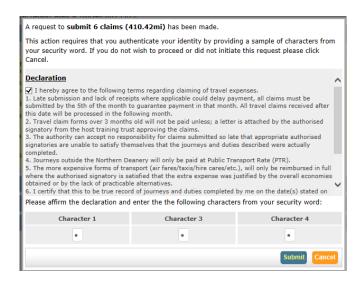
At the top right-hand side of the Unsubmitted Claims there are three buttons. The Add/Edit button takes you the Claims screen where you add new claims or change any of the items that you have entered previously.

The Withdraw and Submit buttons are used in conjunction with tick boxes on the left of the claim item row. If you select the Withdraw button, you are in effect removing the claim items

marked with a tick from the claims process altogether. To verify that you are certain that you wish to withdraw the claim items marked, the following message will be displayed.



The process of submitting your expense claims here follows the same process if you had selected the Submit button on the Claims screen. As part of the submission process you are required to verify your claim by completing the Expenses Declaration which appear as shown below.



You will need to put a tick in the box that is part of the Declaration by Claimant, and enter the required characters from your <u>security word</u>. When you select the <u>Submit</u> button, an email will be sent to your designated approver and the submitted claims will now appear in the Submitted Claims section on the Self Service Expenses screen.

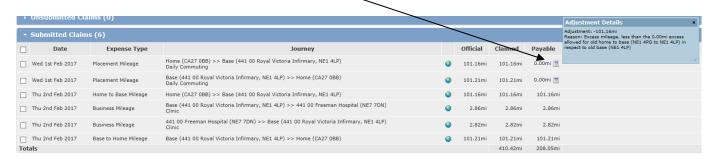
Submitted Expense Claims

Often there is a time lag between you submitting your expense claims and your designated approver processing these claims. During that period, you have the opportunity of amending claim items or withdrawing them from the claims process.



To amend claim items, you must put a tick in the box at the left of the claim item row and select the Unsubmit button. This will move the claim item(s) back into the Unsubmitted Claims section using the Add/Edit button to take you to the Claims screen.

You can view the actual amount that is payable net of any adjustments and also the reason for the adjustment by clicking on the adjustment tab.



Accepted Expense Claims

Claims will first need authorised by a designated approver at your host training organisation before coming to Payroll. Once in Payroll these will be checked over again before being accepted. If claims are rejected – they will be supported with a message explaining why. Once expense claim(s) have been accepted they are moved from the Submitted Claims Section to the Accepted Claims section, which ensures that you are aware of their current status.



The accepted claims can be stored in your own expense claim archive by selecting the Archive button on the top right-hand side of the Accepted Claims section. If you need to refer back to an expense claim, you can do so by selecting the View Archived Claims button at the top right-hand side of the screen.

Once an expense claim has been accepted it goes into a queue waiting to be extracted in the next payment run.

Rejected Expense Claims

If for some reason your manager or the Payroll has rejected an expense claim, you will receive an email and the rejected claims will appear in the Rejected Claims section.



To view the reason why the claim was rejected you will need to click on the exclamation icon on the right of the claim item row. You can then elect to unsubmit the claim item, which will give you the opportunity of making a change or adding a comment to the claim before resubmitting the claim (Edit). Alternatively, you can withdraw the claim items that are marked with a tick by selecting the Withdraw button. This deletes the item.

Archived Expense Claims

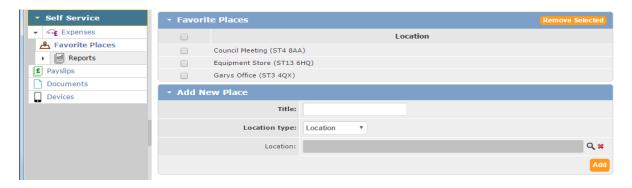
As mentioned earlier, you can archive expense claims that have been accepted. To view the Claims History screen, you would select the View Archived Claims button at the top right-hand side of the Self Service Expense screen.



The expense claims are grouped according to the month and year to which they relate. You can expand and collapse those groups by clicking on the group header.

Favourite Places

There are often a number of places that you visit regularly such as to attend meetings, and you may find it easier to store these under a more familiar name, which is where the favourite places are useful. By selecting this option from the main Self Service menu you can set up a favourite location using either an organisations location (site) or by postcode.



Once you have entered a place, click ADD to save it to your lists.

When making entries to Mileage you will be able to select these by choosing the Start or End point by Favourite Places rather than the other options.

