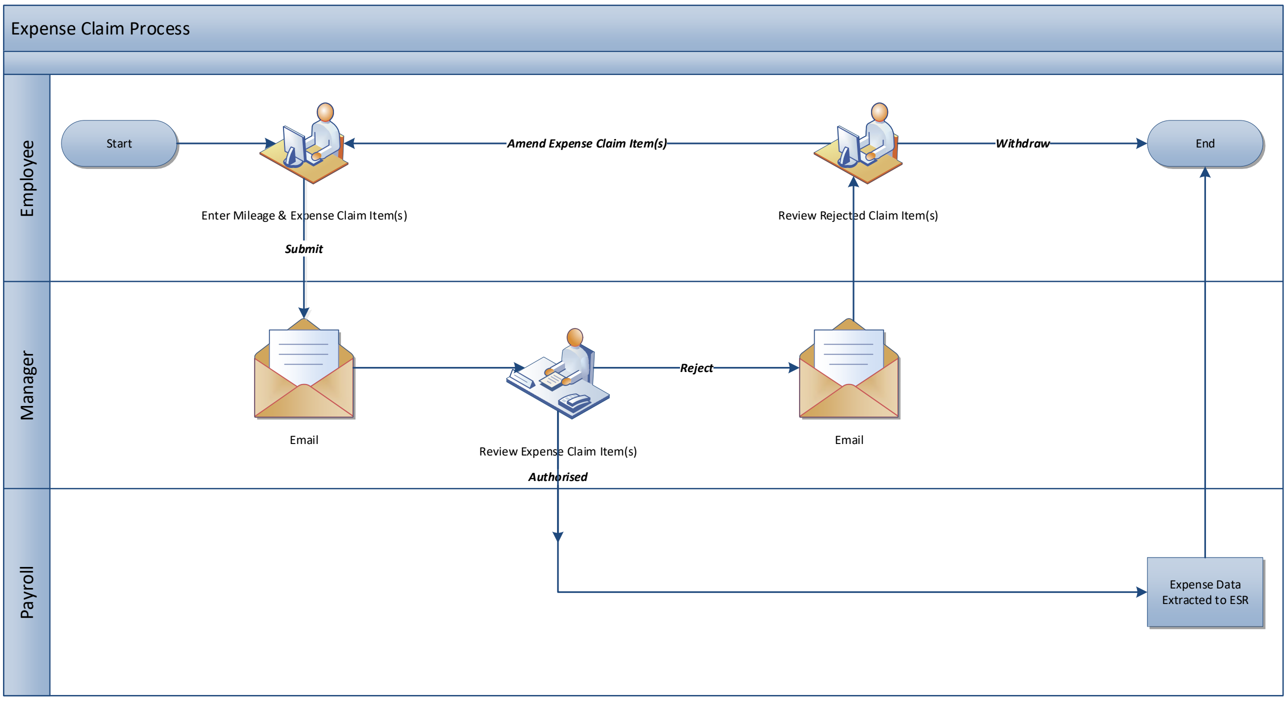
NHS Blood and Transplant

EASY System

Self Service – Expense Claims

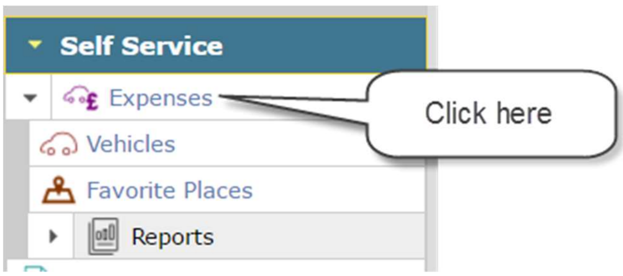
Expenses Workflow

The diagram shows the processes involved when you of complete an expense claim.



Making an Expenses Claim

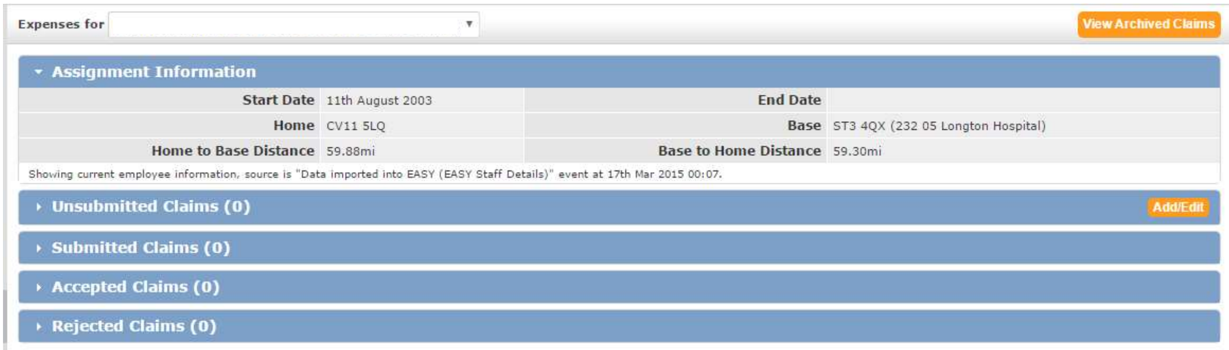
Expenses incurred are claimed via the Self-Service Expenses screen. To display the Self-Service Expenses page, you click on Expenses under the Self-Service heading in the Navigation menu.



Your name and current assignment will normally appear in the list box at the top of the Self-Service Expenses screen. If the list box does not show your name, this normally indicates that you have more than one assignment (job). Click on the list box to select the job (assignment) in which you incurred the expenses that you wish to claim reimbursement for.

Once you have selected the appropriate assignment, the screen will show your assignment information (Job and Base) as well as the current progress with any expense claims for that assignment. You can expand and collapse the sections by clicking on the header to focus on the entries you wish to view.

We will cover each of these sections in more detail later in this chapter.



The View Archived Claims is explained later in this guide.

Assignment Information

This section provides you with details of the information held on the Electronic Staff Record System (ESR) in relation to your assignment. If you have multiple assignments, then this information may change depending on the assignment you selected.

Important Note - This information is essential and is used to calculate any adjustments to mileage claimed so it is essential that you check the information is correct. Any errors should be notified to your manager for investigation. If you change your home address, you should not claim expenses until the change has been reflected in ESR otherwise any adjustment calculations may be incorrect.

Making a Claim

To make a claim for expenses, click on the **Add/Edit** button at the top right-hand side of the Unsubmitted Claims section to open the New Claims screen.

The New Claims screen has two sections covering Mileage Claims and Other Claims respectfully. The following looks at these sections in greater detail.

Mileage Claims

This section is designed to enable you to claim the appropriate mileage allowance whenever you use a vehicle on official business.

The Mileage Claims section has a blank row to enable you to start entering your claim for mileage reimbursement.

There are several fields and icons that are used in the process and these are explained in more detail below.

Date

This is the date that the journey occurred on. You can either enter the date in the field or select the date from the calendar that appears when you click on the date picker icon on the right-hand side of the field.

Expense Type

The list of expense types available varies according to your job and whether you are registered as a vehicle user. The correct selection of the expense type will enable correct payment.

Vehicle

For certain expense types you are required to specify the vehicle that you used for the journey. Click on the Vehicle list box to select the vehicle that you used. If your vehicle is not there you need to have it registered.

Organisation/ Department

Do not use

Alternative Base

This allows the user to select an alternative base. This is used when the user has two different bases.

Journey Reason

For certain expense types you may be required to provide a reason for the journey, e.g. Internal Meeting. This has no impact on your payment but is used for reporting and clarification purposes. Select the most appropriate journey reason.

Journey Start and End

The journey start and end fields are controlled by selecting from the list box on the left-hand side of the field. Here is what the items represent (note that not all these may be available to you):

- Base – when you select this icon your designated work base will appear in the adjoining field.
- Location – this indicates that you wish to select a NHSBT location, venue or clinic. When you select location the magnifying glass icon will appear to indicate that you can search the locations available. By clicking on the magnifying glass icon, a separate window appears with the list of Trust locations.
- Post Code – when you select this icon it indicates to the system that you wish to enter a UK post code, and the field to the right of the icon list box will become enabled to allow you to enter the post code.
- Home – selecting this icon will display your home post code in the field to the right of the icon list box.
- Odometer Reading – this indicates to the system that you wish to enter the odometer reading for the start and end of your journey.
- Favourite Places - You can select one of your saved favourite places. See near the end of the guide for more information on favourite places.

The EASY system can use the post code of the start/end location to obtain the distance involved.

Mileage

The Mileage column has two mileage fields, the top one is the Calculated Mileage field and the bottom one is the Claimed Mileage field. The following sections explain how they operate.

Calculated Mileage

The system checks the options selected in the Journey Start/End fields to determine how it should calculate the mileage for the journey.

Where the Odometer Reading is entered it is simply a case of deducting the start reading from the end reading.

For all other journeys, the system will use the start/end post code to determine the distance. The system will obtain mileage using one of the following methods:

- By checking the internal journey matrix.
- By obtaining the distance from Google Maps. The system will pass the start and end post codes to Google Maps to obtain the distance based on the fastest route.

The calculated mileage is used as the baseline by the system when checking that the mileage claimed is within NHSBT's designated limits.

Claimed Mileage

The system will populate this field with the calculated mileage. However, this figure can be amended should the distance involved be higher or lower than the calculated mileage.

The figure entered in this field will be checked against the calculated mileage to ensure that the difference between the two is within the designated limits of NHSBT.

No. of Pass

This is the number of other NHSBT employees that were conveyed in the same vehicle while on NHSBT business (Passengers cannot be claimed for if using lease car). By entering the number of passengers in this field you are claiming the passenger allowance for that journey.

Heavy Equip.

If you are claiming for the carriage of heavy equipment under your terms and conditions for the journey, you need to tick this box.

Icons

At the end of a mileage claim row there are several 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 icon 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.

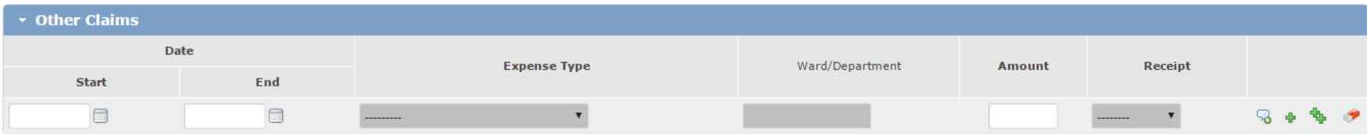
Return Journey – selecting this icon completes a new row with the return journey details.

Clear this Row - This just clears the entries on this row.

Other Claims

The Other Claims section enables you to claim for the reimbursement of expenses and charges necessarily incurred whilst on official business.

The Other Claims section has a blank row to enable you to start entering your claim for these expenses.



The fields and icons that are used in this process are explained in more detail below.

Date Start/End

This is the date(s) on which the expense was incurred. In the case of an overnight stay, for example, you would enter the arrival and departure dates in the start and end date fields respectively.

You can either enter the date in the field or select the date from the calendar that appears when you click on the date picker icon on the right-hand side of the field.

Expense Type

The list of expense types available may vary according to your job or some other factor.

Ward / Department

This functionality is currently not used by the Organisation.

Amount

This is the figure that you wish to claim for payment in respect of the expense incurred.

Receipt

If this field remains grey you do not require a receipt. Most types of expense are only reimbursed if you provide proof of the expenditure. Where that is the case, you will be required to indicate that you have *Attached* a copy of the receipt, a button will appear that enables you to attach the receipt involved.

Icons

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

 Additional Information – when you select this icon a text box appears to enable you to provide additional information in support of your claim.

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

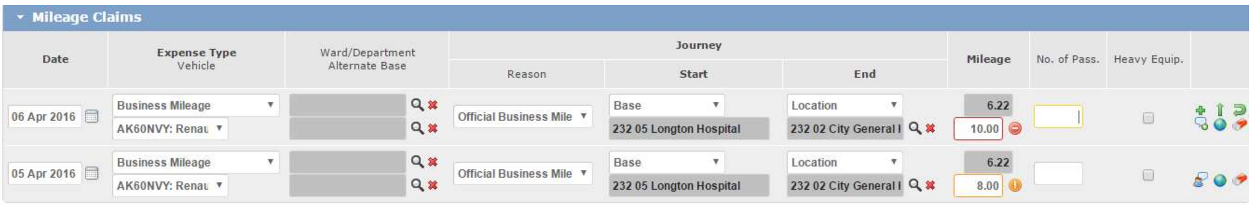
Add Row – by selecting this icon a blank row is added above the current row to enable you to enter the details of a new journey.

Repeat Claim – using this icon pre-fills a new row with most of the values from the current row, reducing the number of keystrokes required. For example, if you incurred parking on two separate occasions you could use the fill down and only need to amend the date or amount.

Clear this Row - This just clears the entries on this row.

Entering Claims

When you select items from lists the full description is not visible; this is due to the limited space available on the screen. Hovering over the field with the mouse the full text of the field appears. You may see some new icons (see above).



The exclamation icon means that a warning condition has been triggered, which in this case means that the number of miles claimed (or amount) is higher than expected but 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.

The error icon means that the value claimed exceeds the maximum allowed by the Organisation. You must correct the amount claimed before the system will allow you to save the screen. Hovering over the icon will indicate the maximum allowable. *Note: 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.

Editing a Claim

Once you have saved a claim it remains available for editing.

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

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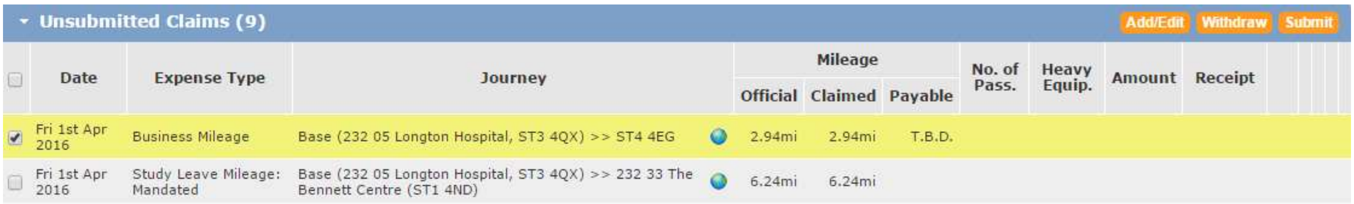
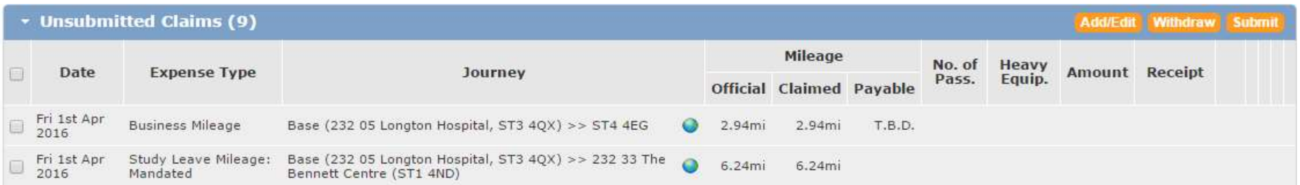


When you are finished entering all the claim items, you can use the **Save** button at the top right-hand side of the screen to save what you have done and add more items later.

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

Unsubmitted Expense Claims

Saved claim items that you entered and saved now appear in the Unsubmitted Claims section.



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 removing the claim items marked with a tick from the claims process altogether. Click OK to confirm withdrawal of the claim items.

Submitting Expense Claim lines

To submit your expense claim lines, highlight the lines you wish to submit for approval by clicking on the small tick box to the left of 'Date' (all lines will be highlighted in yellow) or click on the small box at the side of each claim line.

Click on 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 will look like the one shown below.

A request to **submit 5 claims (350.70mi, £136.00)** has been made.

This action requires that you authenticate your identity by providing a sample of characters from your security word. If you do not wish to proceed or did not initiate this request please click Cancel.

Declaration by Claimant

☑ I certify that the amounts claimed are in respect of expenses actually and necessarily incurred whilst engaged on the business stated, and that any vehicle used on official business was in a roadworthy condition and covered by an insurance policy providing full third party insurance cover against risk of injury to or death of passengers and damage to property.

Please affirm the declaration and enter the the following characters from your security word:

Character 1	Character 5	Character 6

Submit Cancel

Put a tick in the box under the Declaration by Claimant and enter the required characters from your **security word**. Click on the **Submit** button, an email will be sent to your manager and the submitted claims will now appear in the Submitted Claims section on the Self-Service Expenses screen.

Submitted Expense Claims

Before your claim lines are approved, you have the opportunity of amending claim items or withdrawing them from the claims process.

Submitted Claims (13) Unsubmit Withdraw

	Date	Expense Type	Journey	Mileage			No. of Pass.	Heavy Equip.	Amount	Receipt	Status
				Official	Claimed	Payable					
☐	Thu 24th Mar 2016	Business Mileage	Base (232 05 Longton Hospital, ST3 4QX) >> 232 XX Stoke Health Centre (ST4 7JB)	4.79mi	4.79mi	3.35mi					Submitted
☐	Thu 24th Mar 2016	Business Mileage	232 XX Stoke Health Centre (ST4 7JB) >> Home (CV11 5LQ)	57.86mi	57.86mi	0.00mi					Submitted

To amend claim items, 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 - use the **Add/Edit** button to take you to the Claims screen.

Approved Expense Claims

Your manager will either authorise or reject your expense claim line(s). Once expense claim(s) have been approved they are moved from the **Submitted** to the **Accepted** Claims section, which ensures that you are aware of their status.

Accepted Claims (3) Archive

	Date	Expense Type	Journey	No. of Pass.	Mileage	Amount	Receipt
☑	Mon 2nd Aug 2010	Business Miles	Base (796 Bramcote Hospital) >> 796 Ellen Badger Hospital		40.70mi		
☑	Tue 3rd Aug 2010	PTR Miles	Home (CV21 4LJ) >> HG1 5LA		132.00mi		
☑	Thu 5th Aug 2010	PTR Miles	HG1 5LA >> Home (CV21 4LJ)		132.00mi		
Totals					304.70mi		

Mark All | Unmark All

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

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 to an expense claim, select the **View Archived Claims** button at the top right-hand side of the screen.

Rejected Expense Claims

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

Rejected Claims (1) — Unsubmit | Withdraw

	Date	Expense Type	Journey	No. of Pass.	Mileage	Amount	Receipt
☑	Mon 2nd Aug 2010	Business Miles	796 Ellen Badger Hospital >> Base (796 Bramcote Hospital)		46.00mi		
Totals					46.00mi		

Mark All | Unmark All

To view the reason why the claim item was rejected, click on the exclamation icon on the right of the claim item row. You can then Unsubmit the claim item, make a change or add a comment to the claim item before resubmitting. Or you can withdraw the claim item 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, select the **View Archived Claims** button at the top right-hand side of the Self-Service Expense screen.

Historical claims for Nigel Bowen (29144993) between 01 Apr 2016 and 10 May 2016 Refresh — View Active Claims

April 2016

Date	Expense Type	Journey	Mileage			No. of Pass.	Heavy Equip.	Amount	Receipt	Status	Extraction
			Official	Claimed	Adjust.						
Fri 1st Apr 2016	Business Mileage	Base (232 05 Longton Hospital, ST3 4QX) >> ST4 4EG	2.94mi	2.94mi	-2.94mi					Accepted	Pending
Fri 1st Apr 2016	Study Leave Mileage: Mandated	Base (232 05 Longton Hospital, ST3 4QX) >> 232 33 The Bennett Centre (ST1 4ND)	6.24mi	6.24mi						Accepted	Pending
Fri 1st Apr 2016	Study Leave Mileage: Mandated	232 33 The Bennett Centre (ST1 4ND) >> Base (232 05 Longton Hospital, ST3 4QX)	5.97mi	6.50mi						Accepted	Pending

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