

## FAQ EMPLOYEE

**Q1** I have tried to save (or submit) a claim and I have got a confirmation message to try again later. Do I need to re-input all the details again?

**Q2** Can my private miles be higher than my actual miles?

**Q3** I have submitted a claim and my line manager has authorised it but I have not received a confirmation e-mail, will my claim still be paid?

**Q4** Can I change my claim after I have submitted it but before it has been authorised?

**Q5** If the person who normally authorises my claim is going on holiday, is ill or leaves the Council, who will authorise my claim?

**Q6** What happens if I have left, go on long term sick or maternity/paternity leave but have a saved claim form but have not submitted it?

**Q7** If I need to make a claim but no longer have access to the system, how can I make my claim?

**Q8** What happens if I have transferred posts or my department has undergone a restructure and my post number has changed and I need to make a claim against my old post?

**Q9** Can I use more than one line to enter journeys on the same day?

**Q10** How many lines can I have on any saved claim before I have to submit?

**Q11** What happens if I do not have a receipt for my expenses?

**Q12** What if I have two posts and two different line managers. Who will authorise my claims?

**Q13** What if I am unable to get a receipt because they are not issued at the place of business where I incurred my expenditure

**Q1** I have tried to save (or submit) a claim and I have got a confirmation message to try again later. Do I need to re-input all the details again?

**A1** If you were trying to save a claim all the information will be lost. You will need to create a new claim and re-input all details again. Before you attempt to do this please contact the helpline to ensure that your record has been cleared. If you were trying to submit a saved claim then the claim will still be saved. You will need to try again at a later point in time. If you continue to get the same message then please contact the backoffice.

**Q2** Can my private miles be higher than my actual miles?

**A2** No! In these circumstances you are not entitled to make a claim. You have travelled less than you would normally have done and therefore not incurred additional travelling costs

**Q3** I have submitted a claim and my line manger has authorised it but I have not received a confirmation e-mail, will my claim still be paid?

**A3** Have you changed your e-mail account or is this your first claim? It may be that we do not have the correct e-mail address for you. Contact the backoffice to ensure we hold the correct details. If your line manager has authorised the claim then it should be paid.

**Q4** Can I change my claim after I have submitted it but before it has been authorised.

**A4** Yes. You will need to firstly "withdraw" the claim (go to your claims and under "Submitted" claims click on the form to "reopen") and then you can make the necessary changes and then submit. Care needs to be taken with regards to processing deadlines.

**Q5** If the person who normally authorises my claim is going on holiday, is ill or leaves the Council, who will authorise my claim?

**A5** In these circumstances your manager would have contacted the MyView in box to arrange for an alternative authorisation route. Should you be aware that this is not the case, then contact Payroll Services straight away

**Q6** What happens if I have left, go on long term sick or maternity/paternity leave but have a saved claim form but have not submitted it?

**A6** You can access MyView from any internet connection that you have access to. If this is not possible contact your authorising officer as soon as possible

**Q7** If I need to make a claim but no longer have access to the system, how can I make my claim?

**A7** You will need to send a paper claim form to your Authorising Officer who will then send it to the Payroll Office for input.

**Q8** What happens if I have transferred posts or my department has undergone a restructure and my post number has changed and I need to make a claim against my old post?

**A8** You will need to complete a paper claim and send it to your old line manager for authorisation. They will then need to send this to the backoffice for processing. You need to be aware that this process takes longer and therefore the payment may be delayed.

**Q9** Can I use more than one line to enter journeys on the same day?

**A9** Yes.

**Q10** How many lines can I have on any saved claim before I have to submit?

**A10** The number of lines is not limited. You will need to discuss with your authorising officer as to when they will require you to submit each form and what period they will cover. Where infrequent business travel is undertaken, they may be happy for you to submit a form after each journey. Other authorising officers where there is a lot of mileage undertaken may wish you to submit your forms weekly. Whatever the frequency is decided, it must take into account the deadline dates where claims need to be authorised for payment that month.

**Q11** What happens if I do not have a receipt for my expenses?

**A11** Sorry but under the Council's Travel and Expenses policy, you are not able to claim for any expenses that you do not have a receipt for. This includes a VAT receipt to support mileage claims. All receipts for single item expenses over £25.00 need to be submitted before your claim can be authorised.

**Q12** What if I have two posts and two different line managers. Who will authorise my claims?

**A12** The system automatically recognises the different authorising officers for different posts. When creating a claim you must ensure you choose the correct post from the dropdown menu to ensure that the claim goes to the correct person to authorise. If you do not and the claim goes to the wrong person, your claim will be rejected and may be delayed in being paid.

**Q13** What if I am unable to get a receipt because they are not issued at the place of business where I incurred my expenditure

**A13** In exceptional circumstances only, and with agreement from your authorising officer, you may reclaim the expenditure if the vender is not able to issue you with a receipt. The amount must remain within the limits and guidelines contained within the Council travel policy. You must make reference to the reason for the lack of receipt in the "Description" box on the expenses part of the form