

FAQ MANAGER

- Q1** What if my employee does not have access to either the internet or intranet?
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- Q10.** What are the sanctions if I authorise the claim without the receipts?

Q1 What if my employee does not have access to either the internet or intranet?

A1. They can use any computer connected to the internet. To make this easier we have developed a generic username and password so that staff can securely and safely use any computer connected to the Council's network. To access the account:

username - STAFF

Password - Payslips1 (Capital P)

Q2 How can I reduce the need to check too many claims when ensuring there are no duplicate journeys/expenses?

A2 by ensuring all your staff regularly submits their claims within one month of the journey, you will reduce the number of claims you will need to check. In addition you team members must enter the date of the first journey next to the name of their line manager. This will show on the claims summary screen, as so long as you only authorise claims where the journeys are not before that date, you will not need to go into the claims.

Q3 What happens if I fall sick and have outstanding claims to authorise?

A3. The system is set to forward the claims you have outstanding to the authorising officer in the hierarchy above your post.

Q4 I have tried to authorise a claim but received the message that I can not authorise because someone is in the team members' record?

A4. Try again later, when the person who is in their record is no longer using it. If it is urgent that you authorise the claim then please contact the helpline who will investigate the matter for you.

Q5 .The claim has several lines of mileage and expenses, only one journey has an error, do I have to reject the whole claim?

A5. Yes. You cannot amend the claim form in any way! You must reject it and send it back to the employee clearly telling them the problem.

Q6 One of my team members has left and has an open claim which I want to pay. How can I authorise the payment?

A6. You can open the claim and if it is correct and you have the corresponding receipts, you may "Submit" the claim on their behalf. Again you can not amend the claim form. If there are errors on the form or you do not have receipts you **MUST NOT** submit the claim but contact the ex-employee who will need to submit a paper claim.

NOTE: - If you submit the claim on their behalf it will go straight to payment, you will not need to authorise it.

Q7 My team are in the process of being restructured which will involve a change in post numbers. Will there be any issues in relation to creating and authorising travel/expenses claims?

A7. Yes! If the post numbers are changed and the effective date has passed, they will not be able to create a new claim. You should ensure that as part of the process that your Team members are notified to ensure all their claims under that post number are "submitted" before the post number changes.

Q8. My team member has more than one post, and the claim has been created against the wrong post number, does this matter?

A8. Yes. The costing is generated from the post. In addition the travel scheme/rates are also defaulted on to the claim form. If the wrong post number is used you **MUST** reject the claim. The Team member should then "Reset" the claim then select "Back" and create a new claim form

Q9. What do I do if the claim is submitted but the accompanying receipts are not available to support the authorisation process?

A9. Reject the claim.

Q10. What are the sanctions if I authorise the claim without the receipts?

A10: As a manager authorising claims you must ensure valid receipts are seen and retained for 5 years. Failure to follow this process could result in disciplinary action being taken against you.