

## **Q&A – MyView Car Mileage & Travel Expenses Claims**

**Q** The Travel & Subsistence Policy and procedures on eric don't tell me what I need to know for on line claiming or checking of my team member's claims, where is this information?

**A** You can click on the links to the policies and procedures in MyView, the documents themselves are also available to view on eric.

**Q** When would I tick the "Taxable" box on the mileage claim?

**A** If you are travelling from home, and the lesser of has not been claimed, the mileage is taxable, you should click on the check box for Taxable Mileage. Please refer to the Travel & Subsistence Policy for further guidance on taxable mileage. A link to this document can be found on MyView.

**Q** As a Manager, I normally ask my admin staff to verify claims against timesheet, prior to me authorising them, can I still do this.

**A** Yes, the final stage of submitting a claim produces a "summary" which employees are advised to print off and to which they should attach their receipts. As a Manager, you can ask for sight of this prior to authorising claims on MyView. You can still ask your admin staff to verify these summaries for your comfort, prior to authorising the claims on MyView, however, you should bear in mind that you are the Authoriser, and as such you still have final responsibility for ensuring that any claims you authorise meet with the Council's policies and procedures.

**Q** Can I delegate authorisation rights for Car Mileage and Travel Expenses to another employee.

**A** Yes, you can do this through the Delegation module in MyView, however, you must ensure that the person you are delegating to is also a budget holder. You should never delegate authorisation rights to administrative staff who are not budget holders as you would be in breach of the Council's financial regulations.

**Q** I stayed in a hotel, arriving at 1900 on the first night and leaving at 0900 the next morning, I get an error message when I try to put these times in my form – what do I do?

**A** The form automatically checks to make sure the end time is later than the start time for all entries, so in this instance, even although it was not necessarily the case, you would need to ensure that you inserted a later end time than start time.

**Q** I have submitted a form, which my line manager has not yet authorised, but I realised after I submitted it that I had made an error on the form – how do I correct this?

**A** If the form is still showing in your “submitted” area, this confirms that it has not yet been authorised, you can **withdraw** the form, **reopen it**, change it then submit it again for authorisation. If it has been authorised, you would need to contact the Payroll Team on 475555 and select option 3.

**Q** What do I do with my receipts?

**A** Once you have clicked “submit” you will have the option to print a “Summary” of your claim. You should print this off and attach your receipts to this document. There is a requirement by Her Majesty’s Revenue & Customs to retain your claims and receipts for 7 years. You should therefore keep your claims and receipts in a safe place as they will be audited.

**Q** How do I number my receipts?

**A** This is at the employee’s discretion, however there are only 2 spaces in the receipt number field so we would suggest that you number them 01, 02, 03 etc for each month. As you are attaching the receipts to the relevant claim, you can replicate numbers on future claims, so you can start at 01 again the following month.

**Q** I used the underground and the machine kept my ticket, can I still claim for this?

**A** Yes, where the machine keeps tickets for underground, train or parking this can be claimed as normal under public transport, parking etc.

**Q** I have lost my parking ticket, can I still claim for this?

**A** Yes, but you should claim it in the expenses section category Parking – Receipt lost.

**Q** I can’t see the post that I have just left, but I need to submit a claim for mileage & expenses for it.

**A** The system is date driven, so will only allow you to input against a current post. If you need to claim for a post which you have left, you will need to complete a manual claim form.

**Q** I have entered incorrect information into a line and it won’t let me remove it. How do I undertake this?

**A** You need to hit **re-set** and anything unsaved will be removed from the form. We would advise that you **SAVE** frequently when completing your claim, particularly if it contains a large number of rows, so that if you do make an error, you won't lose too much if you need to hit [reset].

**Q** I am an employee and I want to submit a claim but there's no submit option showing on my screen – what am I doing wrong?

**A** Nothing! We have to switch the "submit" option off when we are processing the payrolls, so you should click "save", you can add further items to the claim s you go, then once the payroll calculation has been finished, we will switch "submit" on again.

**Q** I am a manager and I cannot see the authorise/reject options on screen. Why not?

**A** We have to switch the authorise/reject options off when we are processing the payrolls. You can view claims which have been submitted by your staff, then once the payroll calculation has been finished, we will switch authorise/reject on again.

**Q** I use public transport, ie buses and trains, can I claim for this through MyView?

**A** Yes, there's an area for public transport on the MyView claim under Expenses.