



NHS Scotland

eExpenses

Authoriser Guide AFC Conditions from 01.07.13

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VERSION MANAGEMENT

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1.9	25 th July 2016	Various screens updated due to changes	Elaine McLaughlan

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Authoriser Guide

1. Introduction

eExpenses is a web-based system that replaces the current paper based system. This document sets out hints, tips and best practice for employees of NHSS who need to authorise mileage and expenses incurred by NHSS employees. Existing claim payment details will remain in the Payroll system. New claims and associated payment details will be maintained in eExpenses following migration for 3 years plus the current financial year (still to be agreed).

2. Access to eExpenses

Initially, eExpenses will only be accessed via the NHS intranet and not via the Internet (i.e. it will not be possible to submit claims from home).

Access to eExpenses will be blocked if your employment has terminated effective from the date of termination.

If you experience any difficulties with the eExpenses system please contact your local payroll/expenses department.

3. Issue of Usernames and Passwords

If you already have access to SSTS or Workforce (SWISS) the security envelope will provide you with the access link to eExpenses and assigned role(s) only, because your current SSTS / SWISS password will permit access to eExpenses.

Thereafter, all new authorisers will have to be set up by the local System Administrator and the new access details, with Username and Password will be emailed directly.

Passwords last for 90 days. You will be prompted that the password is due to expire every time you log on from 14 days before the expiry date. Previous passwords cannot be used again.

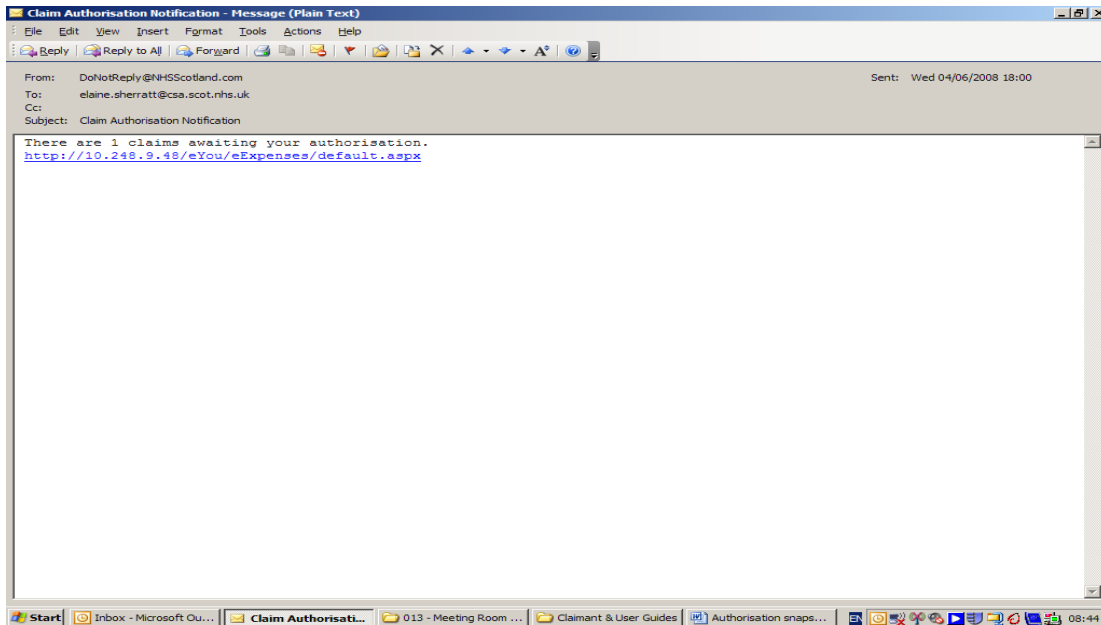
Passwords-

- must be a minimum of 8 characters
- must not exceed 30 characters
- must contain at least one numeric character
- must contain at least one upper case letter
- must contain at least one lower case letter
- may contain one of the following special characters [!@#%&*()_+{}";'>/<.,]
- must not contain a space within the password
- must not contain the account's username
- must not be the same as the previous 12 passwords
- must not include more than six matching characters in the same position as in the current password

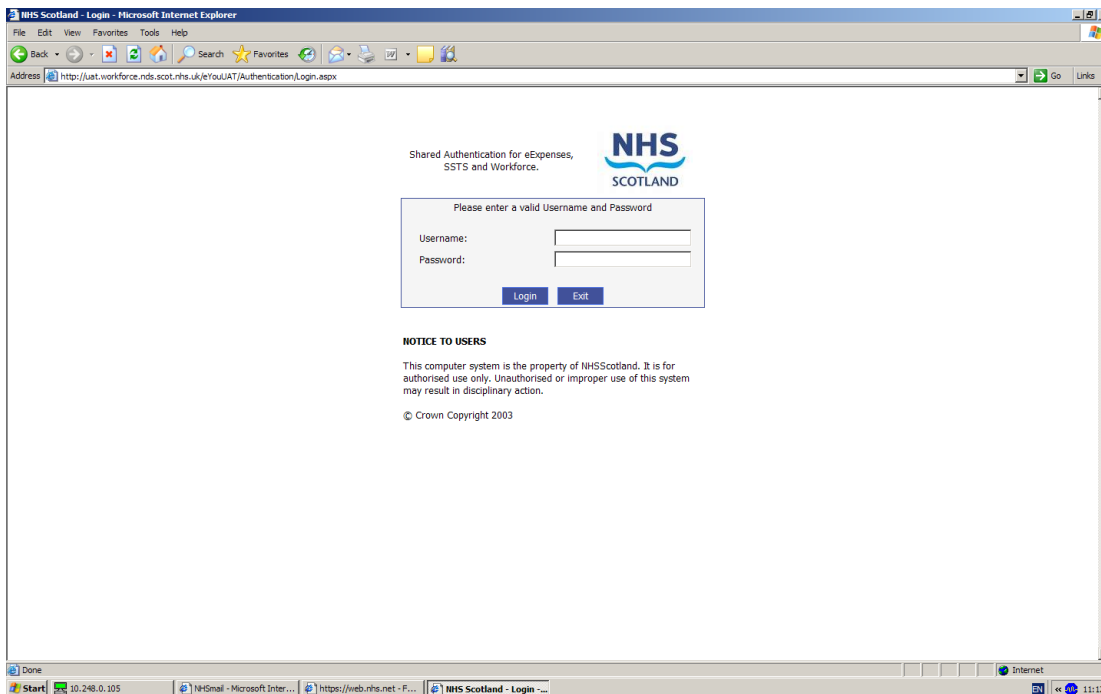
The email service will allow the system to communicate new passwords when authorisers are locked out or have forgotten passwords.

4. Notifying Authorisers

Authorisers will receive an email alerting them to the fact there is one or more expenses claims awaiting their authorisation. If the authoriser still has claims to be authorised or there are further claims, the authoriser will be notified on a daily basis there are still claims awaiting their authorisation. The email will include a link to the login screen of eExpenses. To access eExpenses, click on the link in the email and enter your user name and password:

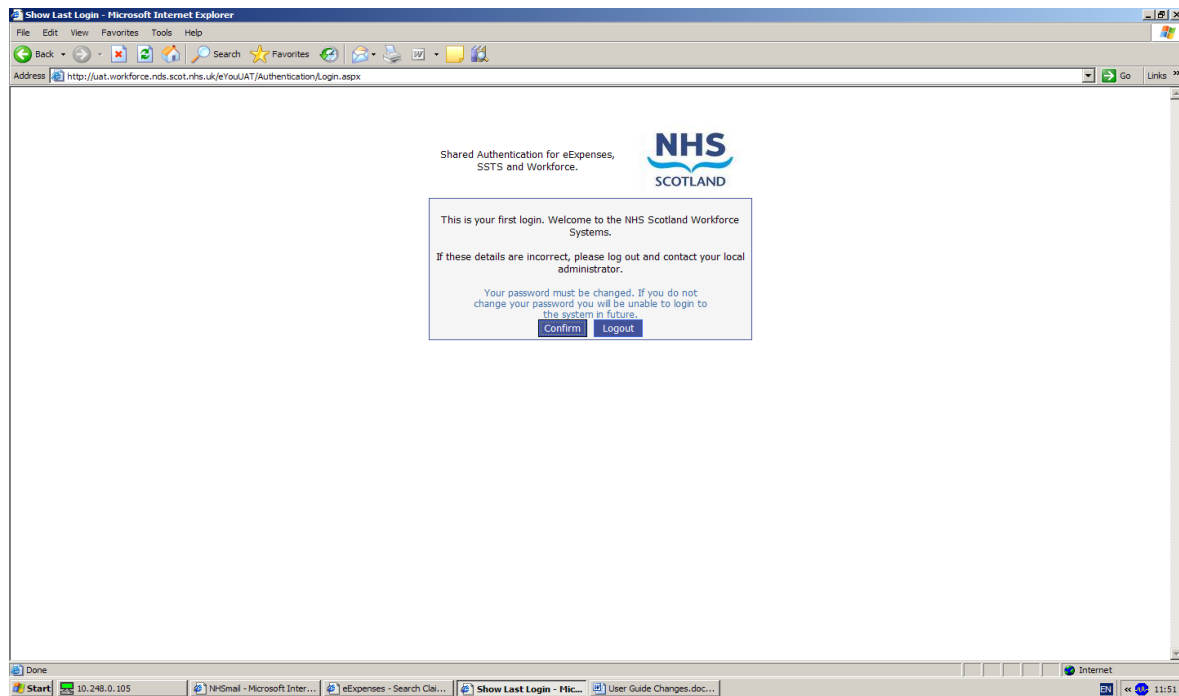


Login screen is shown below. Enter your username and password:

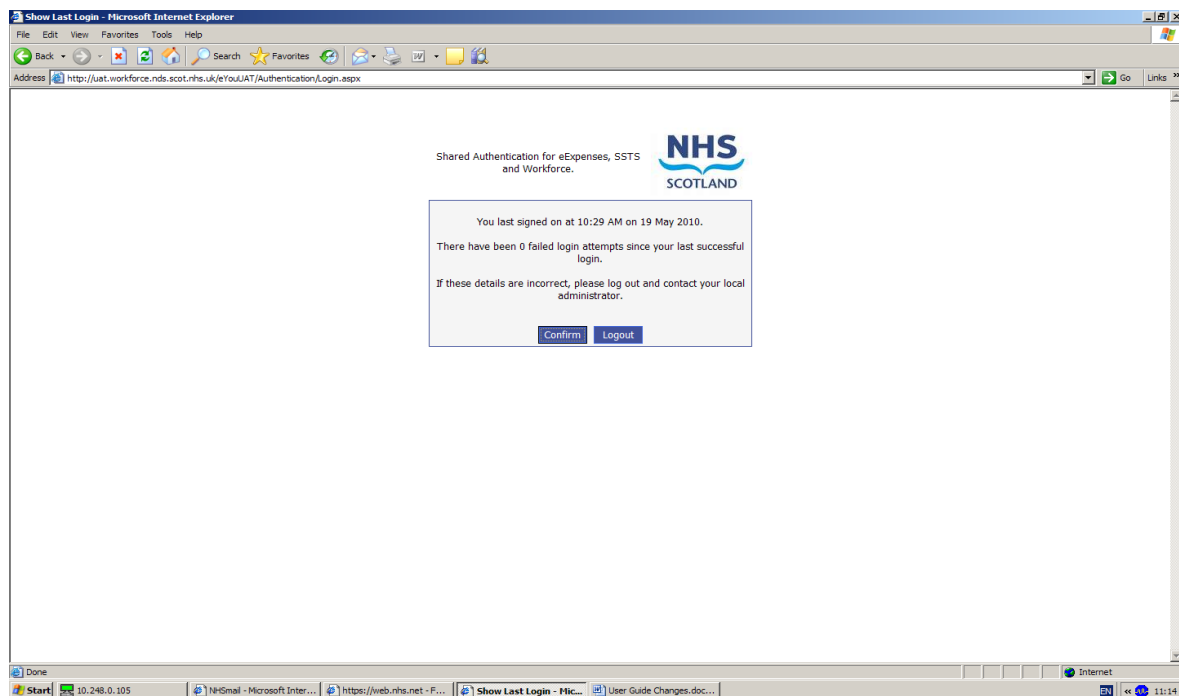


5. Standing Data

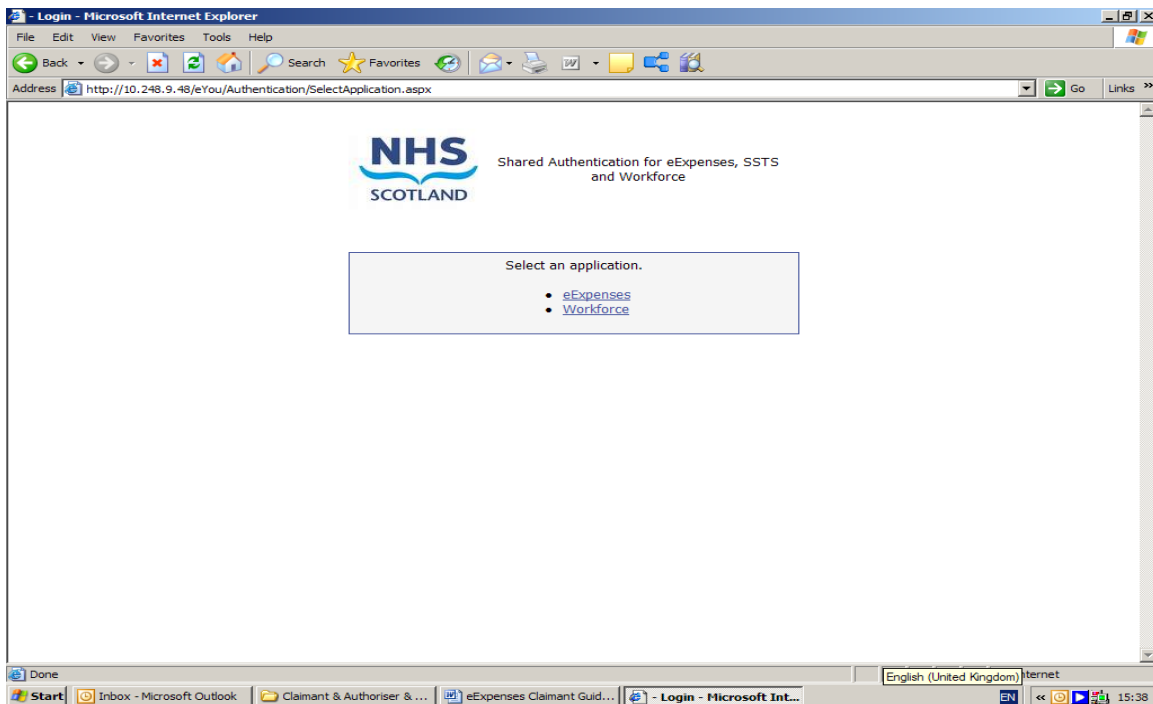
On first entry to eExpenses the following screen will be displayed.



However, each time thereafter you log into eExpenses the system will show 'Standing Data' detailing the time and date when you last logged in. If these details are incorrect you are advised to log out and contact your local System Administrator.

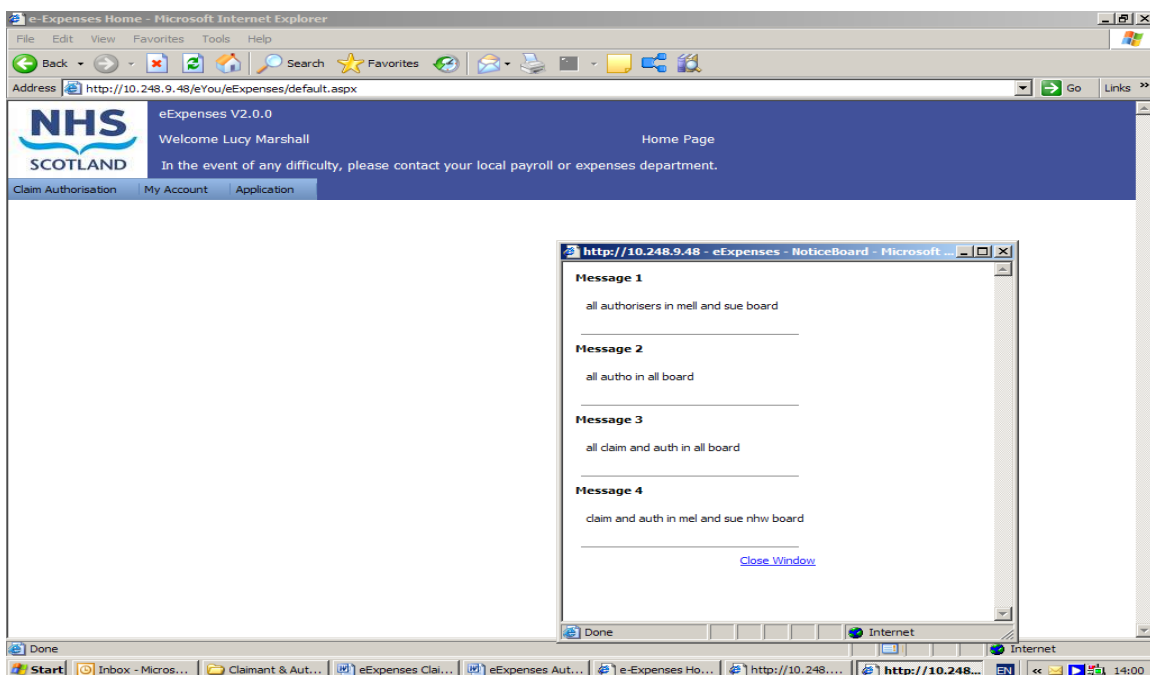


If you only have access to eExpenses on logging in you will be directed to the eExpenses home page. If you have access to SSTS and / or Workforce (SWISS) then the screen below will be presented. Select the Application you wish:



6. Notice Board Messages

Payroll / Expenses Departments will detail important information on the Notice Board Message that you should be aware of e.g. the cut off date for authorised expenses to be received for that month:



7. Authorisation

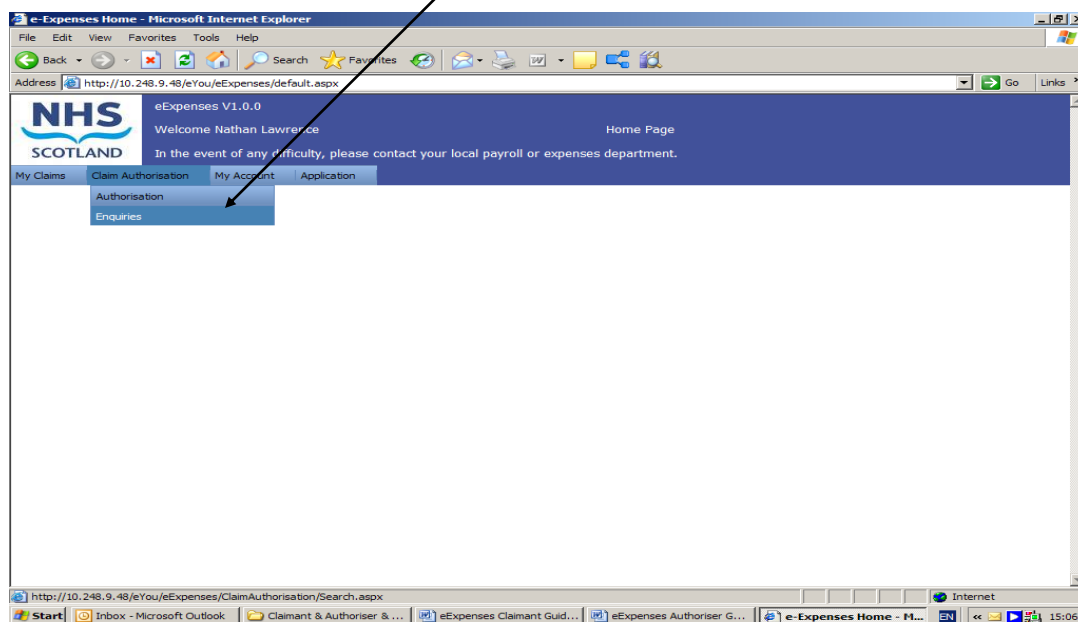
eExpenses has been designed to provide 3 levels of authorisation to ensure expense claims are authorised timeously:

- **Primary** – Usually the Line Manager
- **Secondary** – To be used if the Line Manager is not currently available (e.g. on annual leave)
- **Emergency** – To be used if both the Primary and Secondary authoriser are not currently available (e.g. both on annual leave)

The system will select the appropriate Authoriser dependant on availability. If a claim has not been authorised within 7 days, an alert will be received by the Payroll / Expenses Department who will make the necessary amendments in the system to ensure the claim is authorised (e.g. update the system with an alternative authoriser who is currently available).

8. View Claims to be Authorised

On entry to eExpenses select 'Authorisation' under 'Claim Authorisation' from the Top Tab:

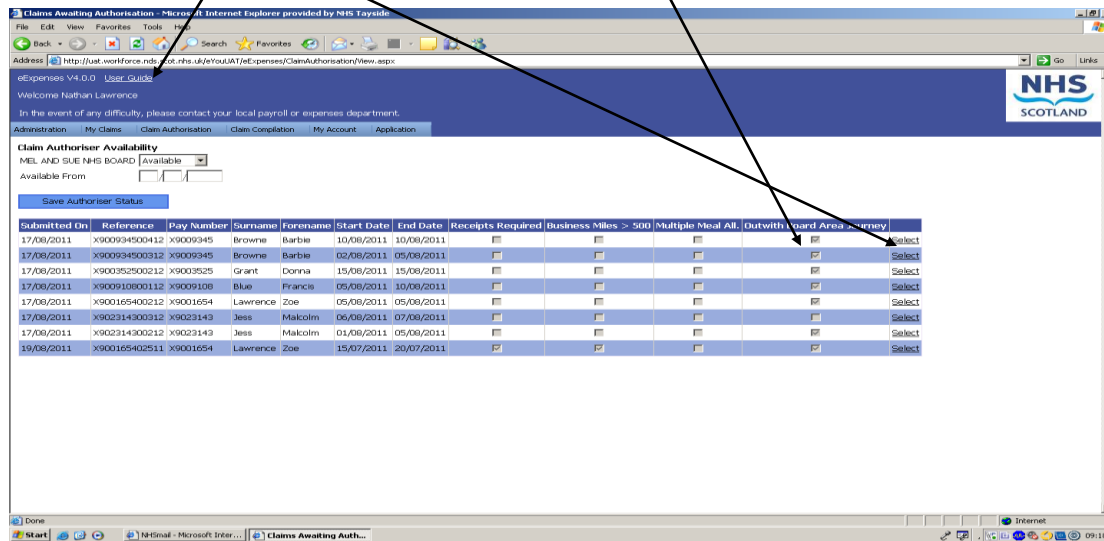


9. Select Claim to be Authorised

Direct access to the Authoriser User Guide can be gained by selecting “User Guide” on this screen.

All the claims waiting authorisation will be shown. If there are receipts required, Business Miles greater than 500 miles per day, journeys outwith board area* or if an individual claim line contains multiple meal allowances, this will be highlighted to you by means of a check box. Select the claim you wish to review.

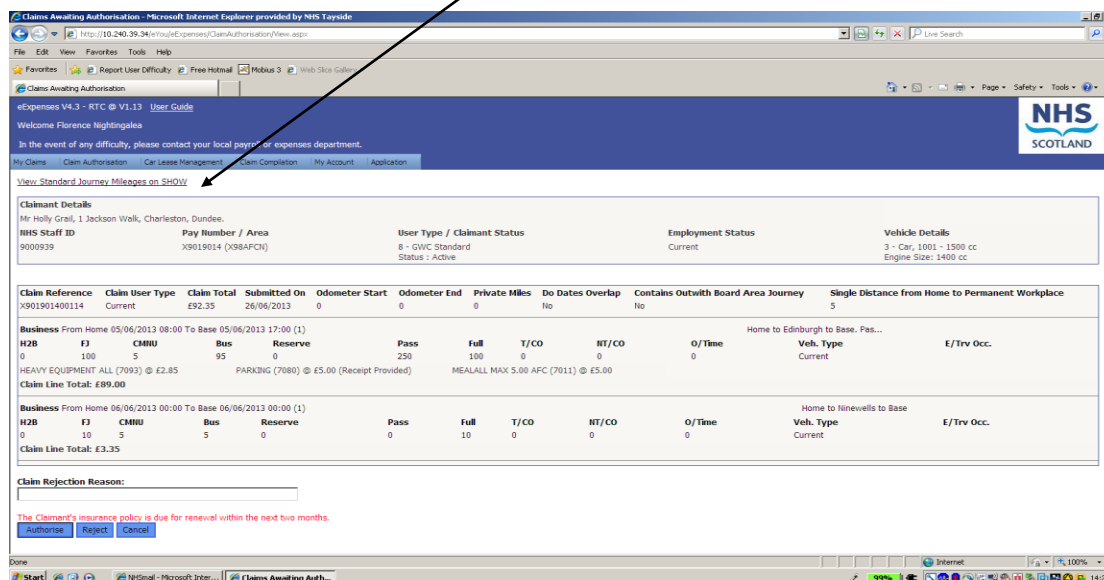
*Journeys Outwith Board Area will be checked if the claim has been marked as such by the claimant



10. Review Claim to be Authorised

To verify the miles claimed by the claimant, mileage tables of standard journeys are available on SHOW. Click on ‘View Standard Journey Mileages on SHOW’, and then select your Health Board. Mileages between the main Health Board premises in your area will be presented.

The Claimants’ details will be shown at the top of the screen. The Claim Reference number, User Type, Claim Total and Date Submitted is then shown:



Details of the claim along with the mileage, reason for journey, any further subsistence payments or other allowances and the Claim Line Total are shown next for a given date. Mileage abbreviations are as follows – H2B (Home to Base); FJM (Full Journey Mileage); Bus (Business); RR (Reserve Rate); Full (Full Business); T/CO (Taxable Call Out); NT/CO (Non Taxable Call Out); O/Time (Overtime); E/Trav Occ (Excess Travel Occasions). Full descriptions are displayed if you hover over the contracted headings.

Details of the Single Distance from Home to Permanent Workplace, Commute Miles not Undertaken and Journeys that Start from Home or Return to Home are displayed for checking:

Claim Reference	Claim User Type	Claim Total	Submitted On	Odometer Start	Odometer End	Private Miles	Do Dates Overlap	Contains Outwith Board Area Journey	Single Distance from Home to Permanent Workplace
X901901400114	Current	£112.40	26/06/2013	0	0	0	Yes	No	5
Business From Home 05/06/2013 08:00 To Base 05/06/2013 17:00 (1)									
H2B	FJM	CMHU	Bus	Reserve	Pass	Full	T/CO	NT/CO	O/Time
0	100	5	95	0	250	100	0	0	0
HEAVY EQUIPMENT ALL (7093) @ £2.85 PARKING (7080) @ £5.00 (Receipt Provided) MEAL ALL MAX 5.00 AFC (7011) @ £5.00									
Claim Line Total: £89.00									
Business From Home 06/06/2013 00:00 To Base 06/06/2013 00:00 (1)									
H2B	FJM	CMHU	Bus	Reserve	Pass	Full	T/CO	NT/CO	O/Time
0	10	5	5	0	0	10	0	0	0
Home to Edinburgh to Base, Pas...									
Veh. Type: Current									
E/Trav Occ.									
Claim Line Total: £3.35									
Business From Base 08/06/2013 00:00 To Base 08/06/2013 00:00 (1)									
H2B	FJM	CMHU	Bus	Reserve	Pass	Full	T/CO	NT/CO	O/Time
0	0	0	25	0	0	25	0	0	0
base to PRJ to Base									
Veh. Type: Current									
E/Trav Occ.									
Claim Line Total: £16.75									
Business From Base 09/06/2013 00:00 To Base 09/06/2013 00:00 (1)									
H2B	FJM	CMHU	Bus	Reserve	Pass	Full	T/CO	NT/CO	O/Time
0	0	0	0	0	0	0	0	0	0
Call Out to Base									
Veh. Type: Current									
E/Trav Occ.									

If there are claims over different dates you may have to scroll down the page to see claims for further dates, the scroll bar will then be available at the side of the page:

11. Authorise, Reject or Cancel the Claim

It is your responsibility to check the content of the employee's expenses claim including commute miles not undertaken for single journeys and overnight stays and only authorise appropriate expenses which are consistent with their duties and conditions of service and employers policy. It is also your responsibility to check for duplicate claims by checking the "Do Dates Overlap" field. Where excess travel is being claimed it is your responsibility to check the number of occasions being claimed. Where Boards pay either Business or Reserve Rate Mileage for business journeys outwith the board area, a Bus Rate Justification must be selected if business mileage is being claimed. If this is applicable to your Board, then the justification reason will be presented and this should be checked for reasonableness.

Local Expenses / Payroll departments will provide guidance on accessing / handling of receipts. Once reviewed either Authorise, Reject or Cancel the Claim:

- **Authorise** – This action results in the claim being amended to authorised and the claim will be selected for payment via the next available payroll process. The claim will be removed from the list of claims requiring authorisation.
- **Reject** – A reason for rejection must be entered if the claim is rejected. This results in the claim status being amended to rejected and an e-mail detailing the reason for rejection is sent to the employee. The claim is removed from the list of claims requiring authorisation and the claimant is able to amend/delete the claim as appropriate and resubmit for authorisation. The rejected claim is logged for audit purposes.
- **Cancel** – The claim status continues to be submitted for authorisation and the claim will remain in the list of claims to be authorised

Claims Awaiting Authorisation - Microsoft Internet Explorer provided by NHS Tayside

http://10.240.39.34/eExpenses/ClaimAuthorisation/View.aspx

File Edit View Favorites Tools Help

Report User Difficulty Free HTML Mobius 3 Web Site Gallery

Claims Awaiting Authorisation

eExpenses V4.3 - RTC @ V1.13 User Guide

Welcome Florence Nightingale

In the event of any difficulty, please contact your local payroll or expenses department.

My Claims Claim Authorisation Car Lease Management Claim Completion My Account Application

View Standard Journey Mileages on SHOW

Claimant Details

Mr Holly Grail, 1 Jackson Walk, Charleston, Dundee.

NHS Staff ID	Pay Number / Area	User Type / Claimant Status	Employment Status	Vehicle Details
9000939	X9019014 (X98APCN)	8 - GVIC Standard Status : Active	Current	3 - Car, 1001 - 1500 cc Engine Size: 1400 cc

Claim Reference	Claim User Type	Claim Total	Submitted On	Odometer Start	Odometer End	Private Miles	Do Dates Overlap	Contains Outwith Board Area Journey	Justification Reason	Single Distance from Home to Permanent Workplace
X901901400114	Current	£89.00	26/06/2013	0	0	0	No	Yes	Cost Saving - carrying passengers / car share	5
Business From Home 05/06/2013 08:00 To Base 05/06/2013 17:00 (1)										
H2B	FJ	CMHU	Bus	Reserve	Pass	Full	T/CO	NT/CO	O/Time	E/Trv Occ.
0	100	5	95	0	250	100	0	0	0	0
HEAVY EQUIPMENT ALL (7093) @ £2.85 PARKING (7080) @ £5.00 (Receipt Provided) MEALALL MAX 5.00 AFC (7011) @ £5.00										
Claim Line Total: £89.00										

Claim Rejection Reason:

The Claimant's insurance policy is due for renewal within the next two months.

Authorise Reject Cancel

A warning will be presented where the claimant's insurance has expired or is due to expire in the next two months.

A declaration and certification is displayed on the screen stating that you are satisfied that the expenses claimed are in order and are consistent with the claimant's duties and conditions of service and NHS policy and procedures, you confirm that you have carried out the necessary checks to ensure that no duplicate claims have been made, and you understand that if you knowingly authorise false information this may result in disciplinary action and you may be liable for prosecution and civil recovery proceedings. If you agree select OK, this authorises the claim:

Claims Awaiting Authorisation - Microsoft Internet Explorer provided by NHS Forwards

http://10.240.39.34/You/eExpenses/ClaimAuthorisation/View.aspx

Claims Awaiting Authorisation

NHS Staff ID: 9000939 Pay Number / Area: X9019014 (X984FCN) User Type / Claimant Status: 8 - GVIC Standard Status: Active Employment Status: Current Vehicle Details: 3 - Car, 1001 - 1500 cc Engine Size: 1400 cc

Claim Reference	Claim User Type	Claim Total	Submitted On	Odometer Start	Odometer End	Private Miles	Do Dates Overlap	Contains Outwith Board Area Journey	Single Distance from Home to Permanent Workplace
X901901400114	Current	£112.40	26/06/2013	0	0	0	Yes	No	5
Business From Home 05/06/2013 08:00 To Base 05/06/2013 17:00 (1) H2B FJ CMHU Bus Reserve Pass Full T/CO NT/CO O/Time Veh. Type E/Trv Occ. 0 100 5 95 0 250 100 0 0 0 0 Current HEAVY EQUIPMENT ALL (7093) @ £2.85 PARKING Claim Line Total: £89.00									
Business From Home 06/06/2013 00:00 To Base 06/06/2013 00:00 (1) H2B FJ CMHU Bus Reserve Pass Full T/CO NT/CO O/Time Veh. Type E/Trv Occ. 0 10 5 5 0 0 25 0 0 0 0 Current Claim Line Total: £3.35									
Business From Base 08/06/2013 00:00 To Base 08/06/2013 00:00 (1) H2B FJ CMHU Bus Reserve Pass Full T/CO NT/CO O/Time Veh. Type E/Trv Occ. 0 0 0 25 0 0 25 0 0 0 0 Current Claim Line Total: £16.75									
Business From Base 09/06/2013 00:00 To Base 09/06/2013 00:00 (1) H2B FJ CMHU Bus Reserve Pass Full T/CO NT/CO O/Time Veh. Type E/Trv Occ. 0 0 0 0 0 0 0 10 0 0 0 Current Claim Line Total: £3.30									

Claim Rejection Reason:

The Claimant's insurance policy is due for renewal within the next two months.

Authorise Reject Cancel

If a claim is rejected the Claimant will receive the following email:

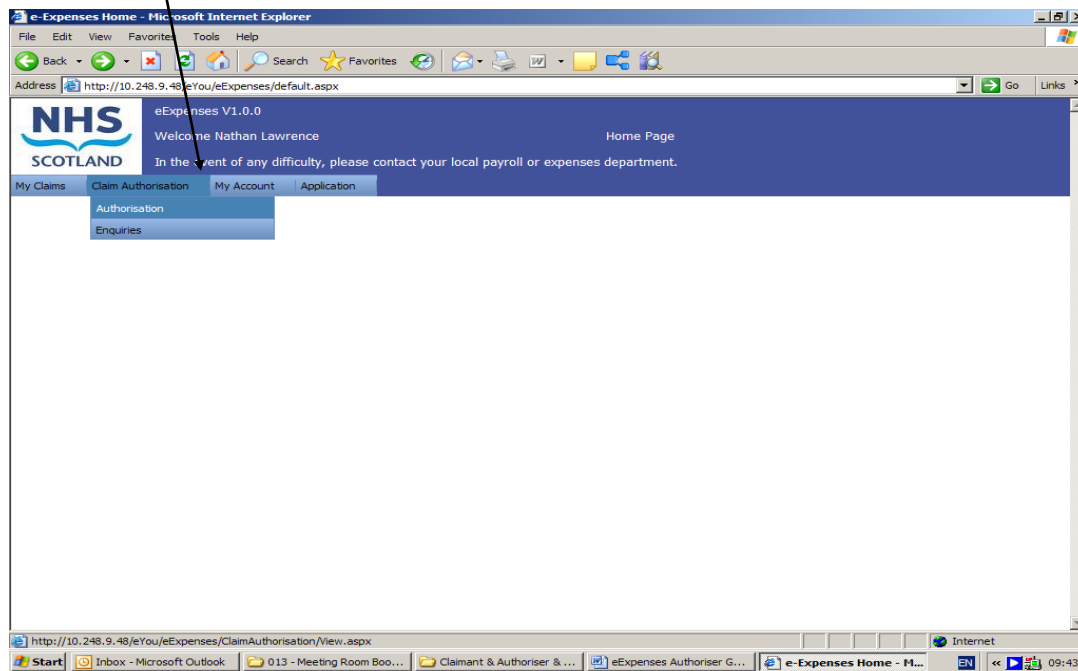
Date: Tue, 05 Aug 2008 14:21:22 +0100
 From: DoNotReply@NHSScotland.com
 Subject: eExpenses - Claim Rejected
 To:

Your Claim with Reference Number: X900819500309 was rejected.

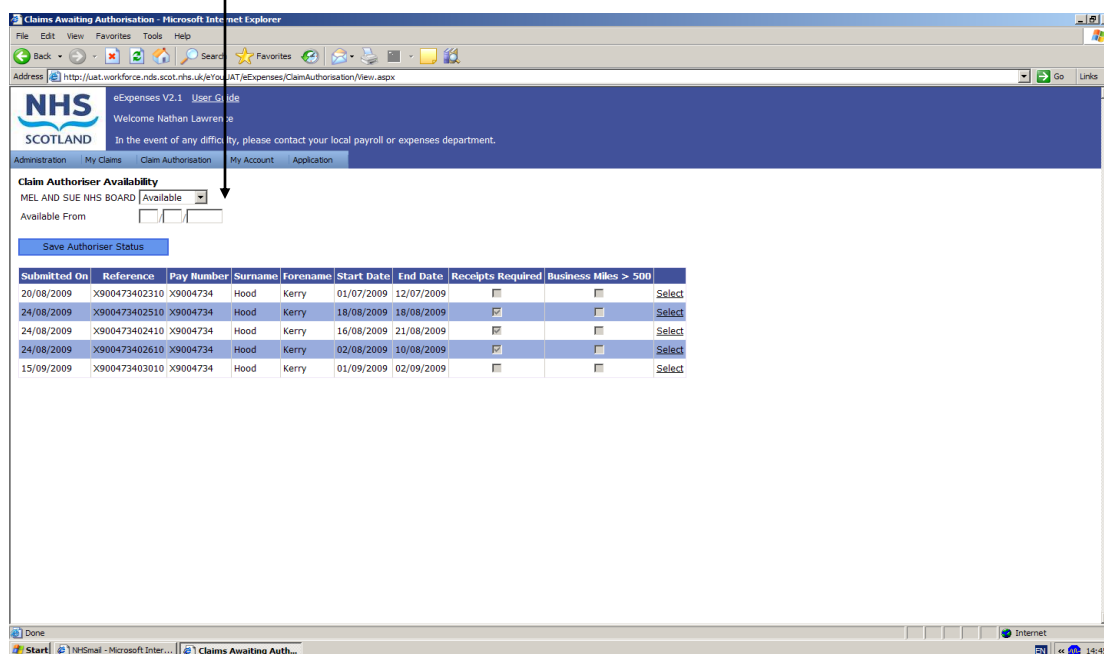
Claim Rejection Reason: a receipt must be provided for overnight accommodation
 To Edit and Re-Submit this Claim, please login to eExpenses and go to My Claims.

12. Change Authoriser Status

It is possible to mark yourself as 'unavailable' for a period of planned annual leave for example, and to insert the end date of the period of unavailability. The system will automatically make you available from the next day. Best practice would be to deal with all outstanding claims for which you have received supporting receipts (or as per local arrangements) before setting the 'unavailable' flag. To change your status (available / unavailable) as an Authoriser, select 'Authorisation' under 'Claim Authorisation' on the Top Tab:

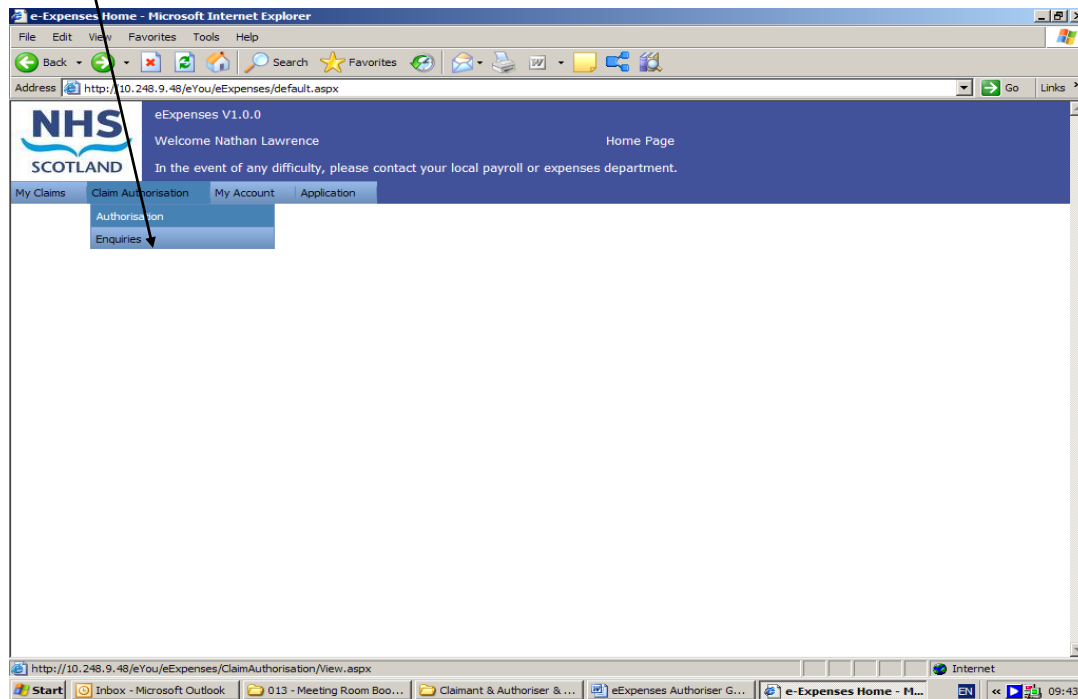


Select 'unavailable', insert date and then select 'Save Authoriser Status':

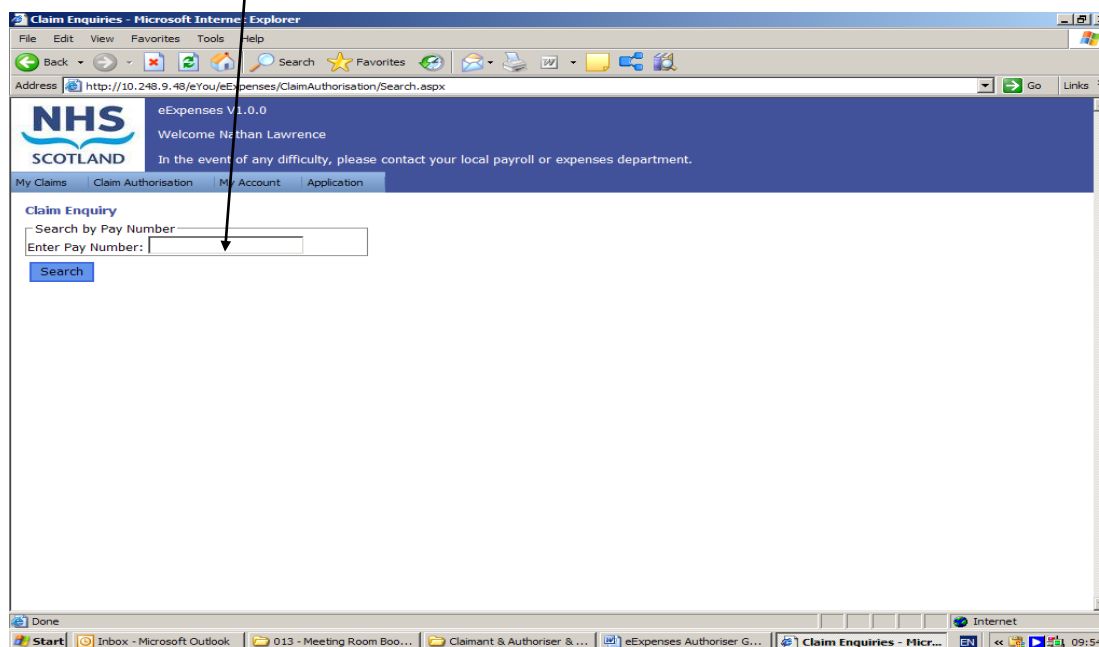


13. Claim Enquiries

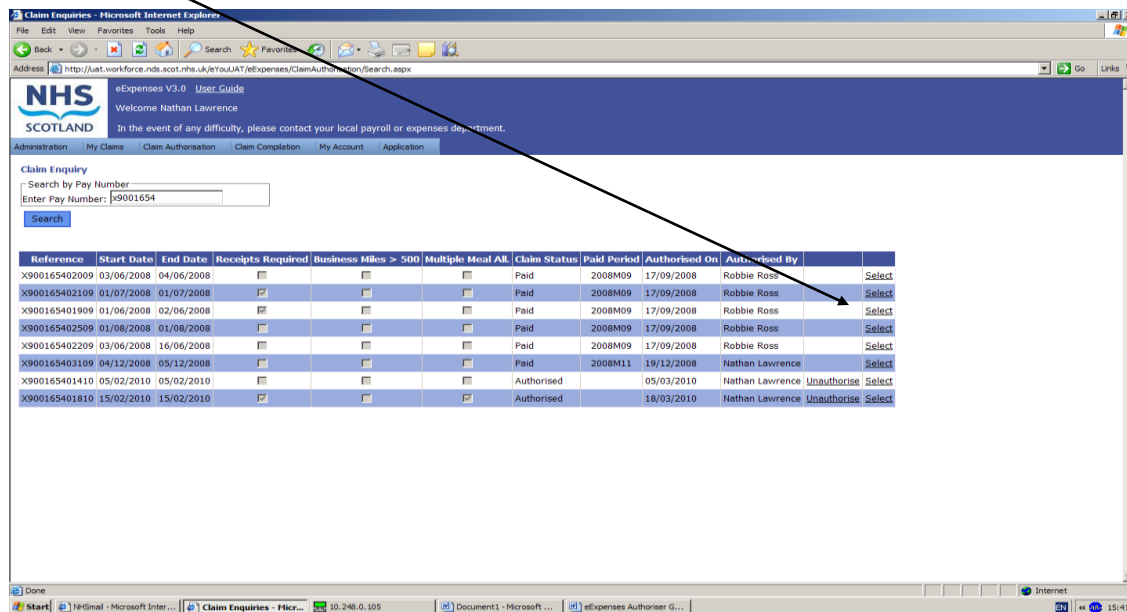
To enquire on any authorised or paid Claims submitted by individual employees, select 'Enquiries' under 'Claim Authorisation' from the Top Tab. It is possible via the screen to also view claims for the employee which have been submitted by the Expenses / Payroll Department:



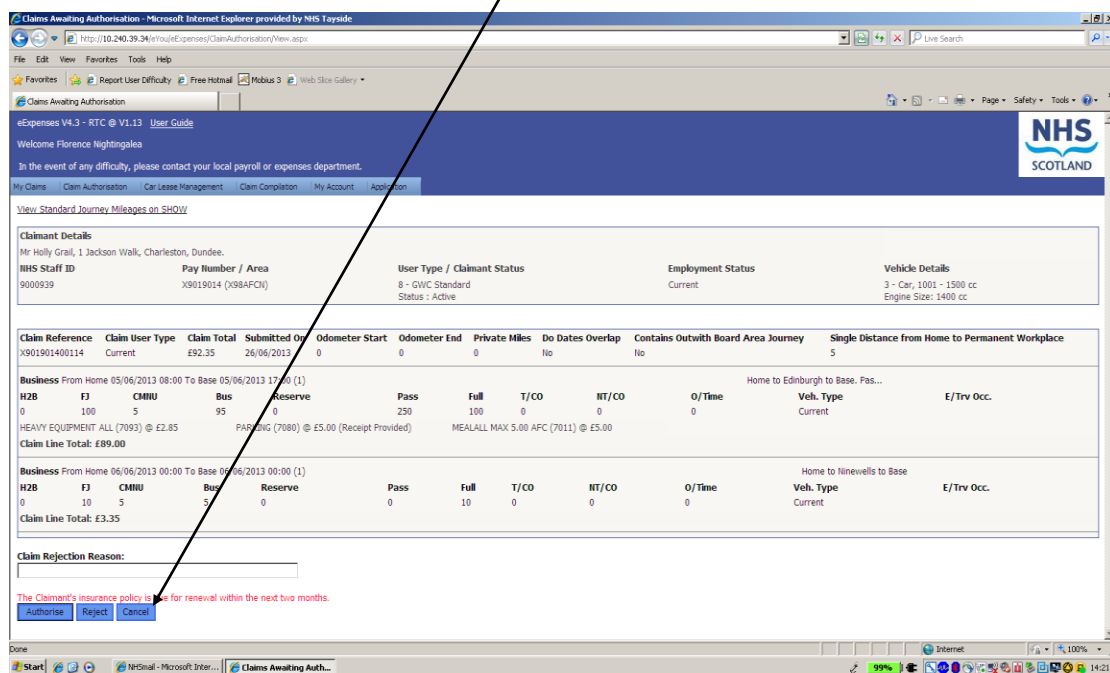
Enter the Pay Number of the employee you wish to enquire on and select 'Search'. The Pay Number can be found on the screen as shown in Section 9:



All claims for this employee will be shown along with the status of the claim e.g. Authorised, Paid etc., the period in which the claim was paid, and the date the claim was authorised along with the name of the Authoriser. If you wish to unauthorise a claim, before it is paid, which you previously authorised, select 'Unauthorise'. This will result in the unauthorised claim appearing in both the authoriser's and employee's list of claims awaiting authorisation. The claimant will not be informed if the claim is subsequently unauthorised, although the status will change to 'Submitted for Authorisation' in their list of claims. If you wish to review the claim select 'Select':

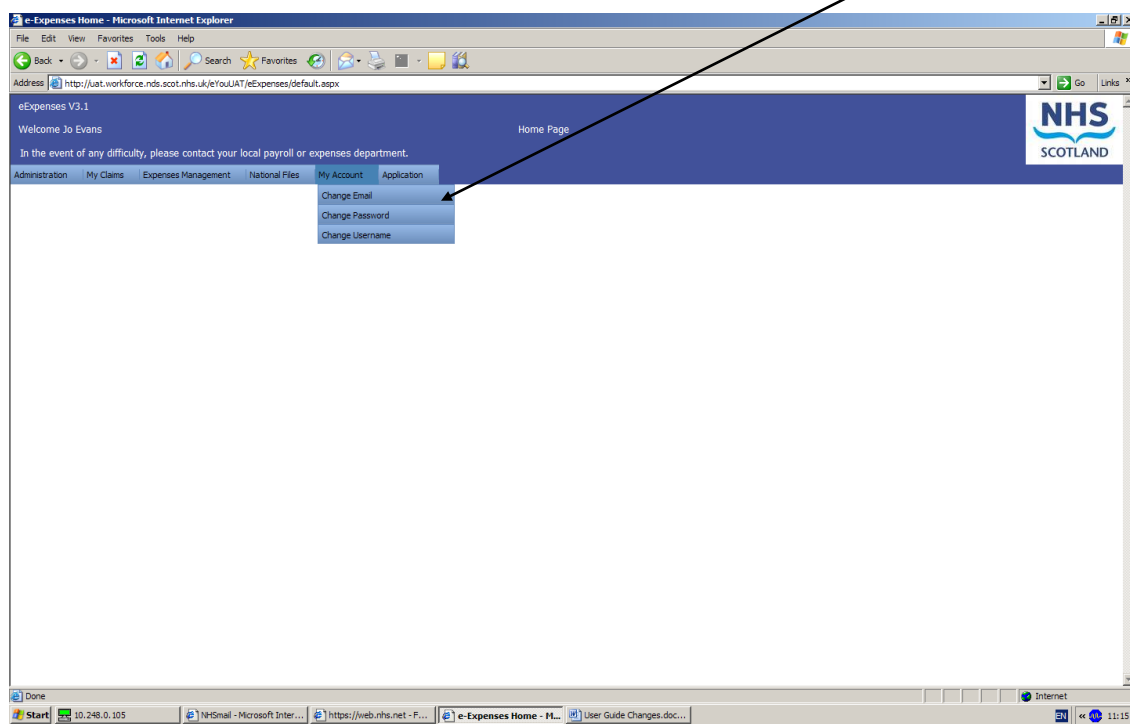


Once the claim has been viewed select 'Cancel' to quit the screen:

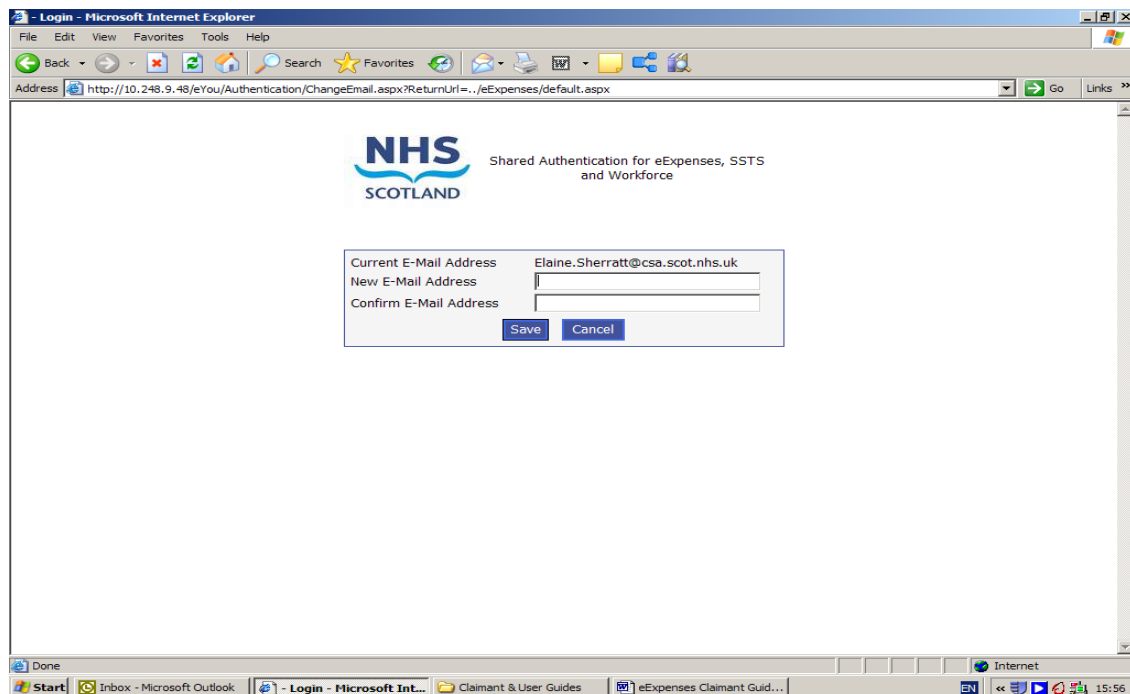


14. Changing your email address, password or username

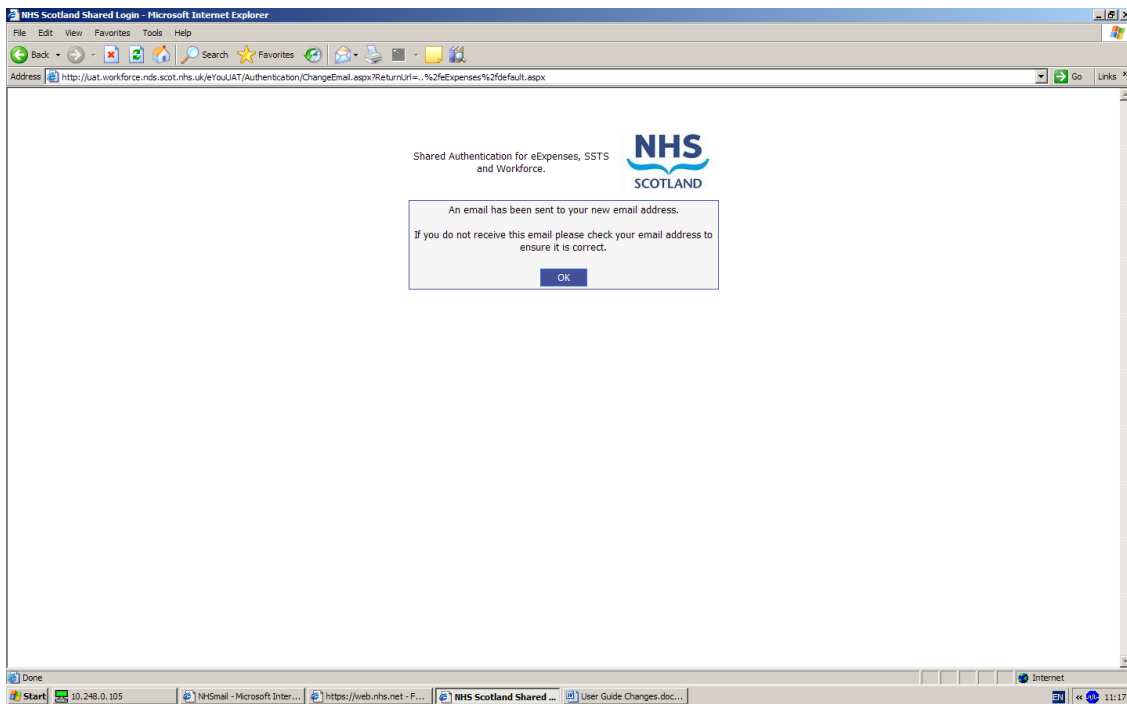
You can change your email address, password and username within 'My Account' tab:



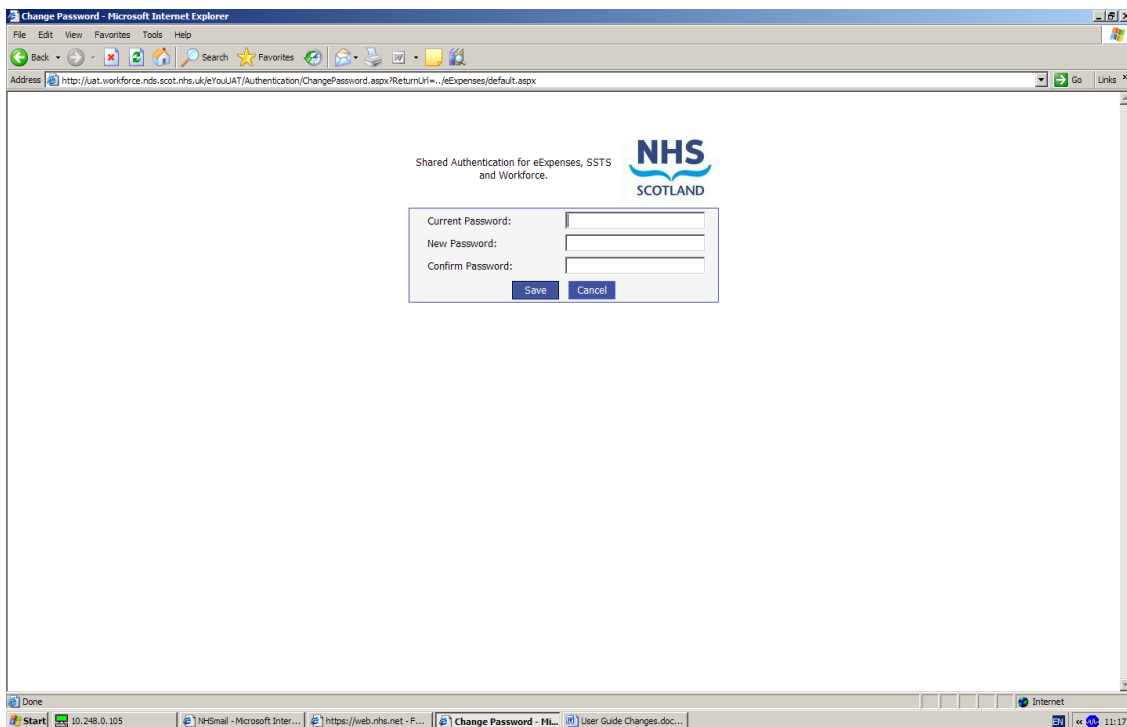
Change email address and select 'Save':



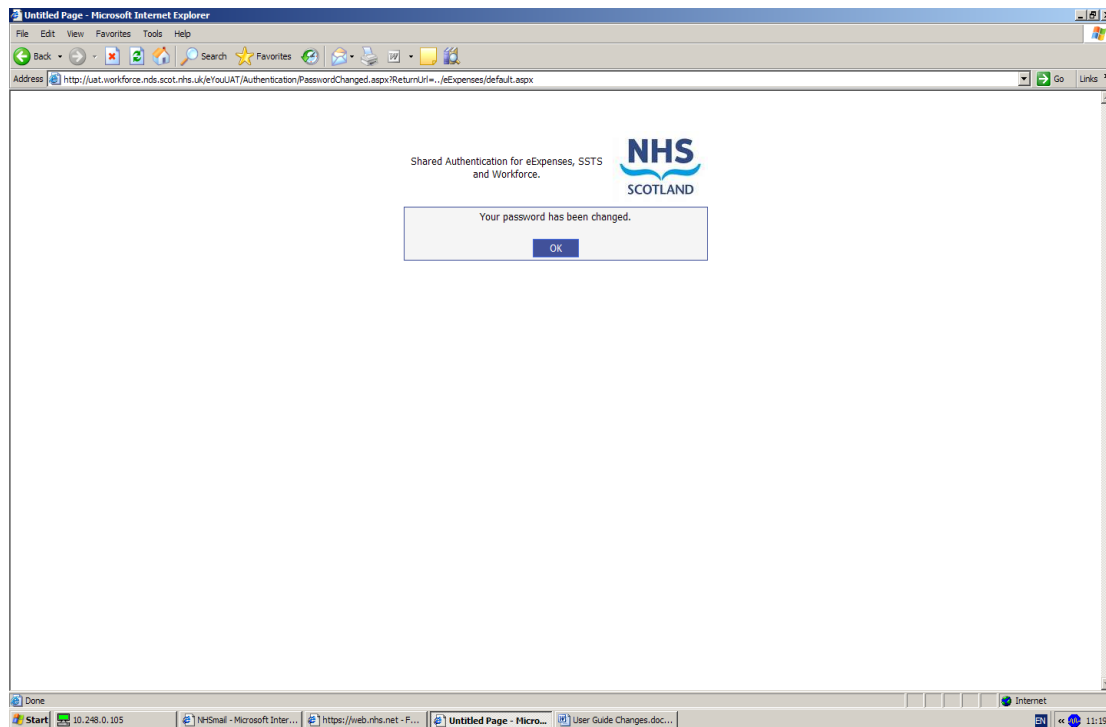
You will receive a message: Your email has been changed successfully:



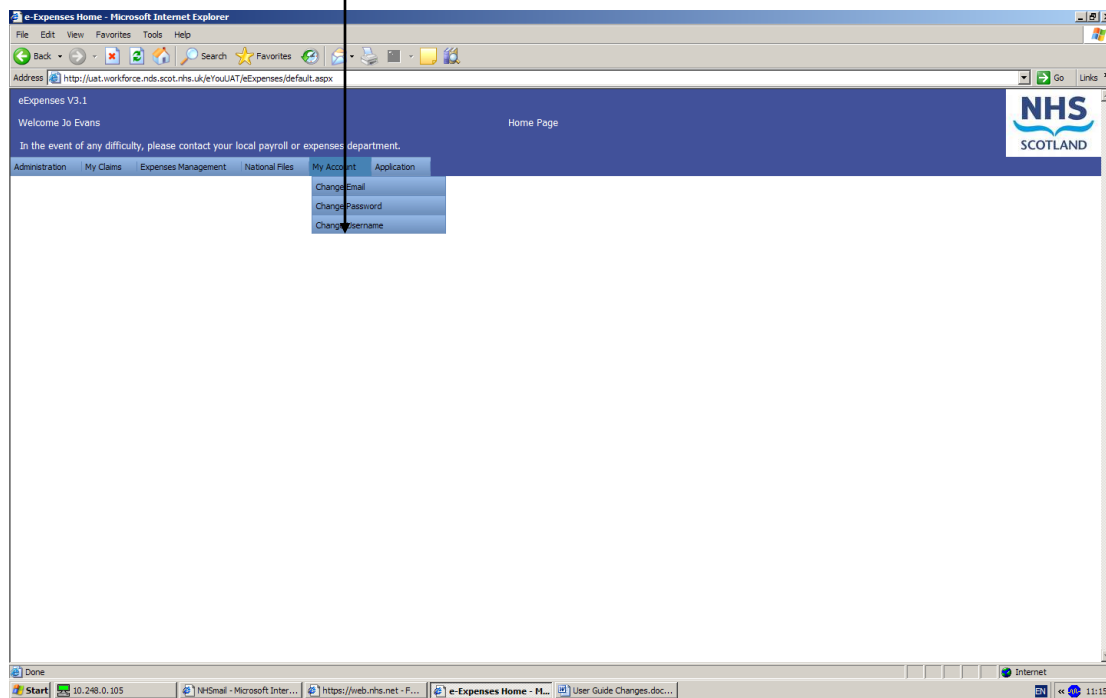
Change password and select 'Save':



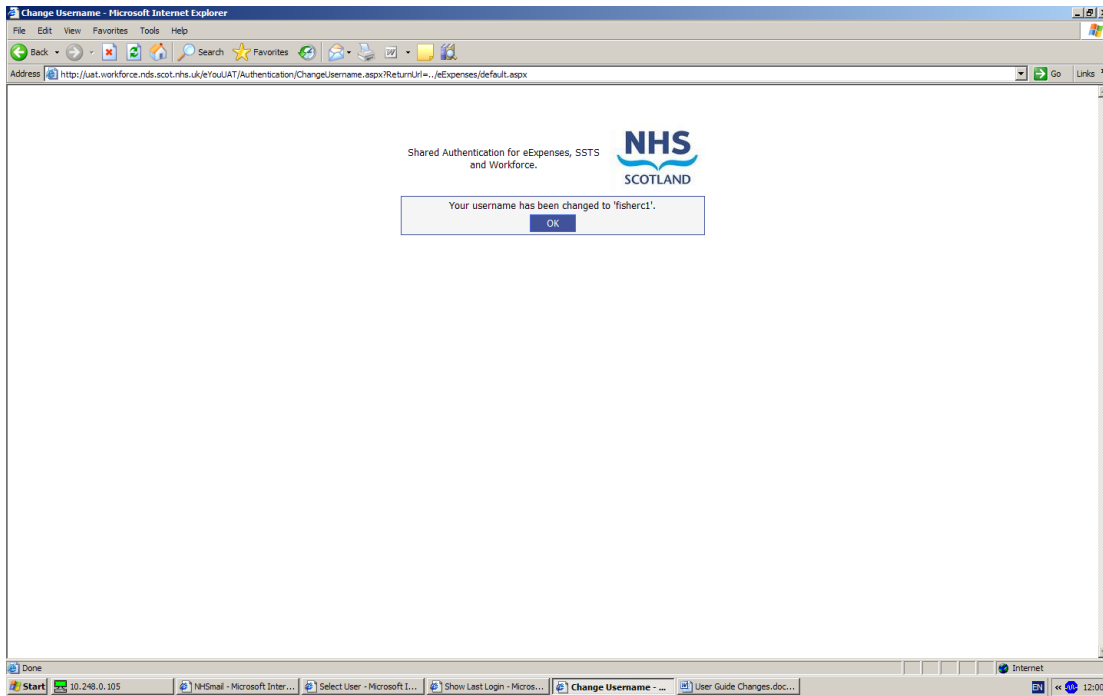
You will receive a message: Your password has been changed:



You can change your username if you have changed your surname and/or forename and this change has been notified to, and actioned by, the Payroll Department:

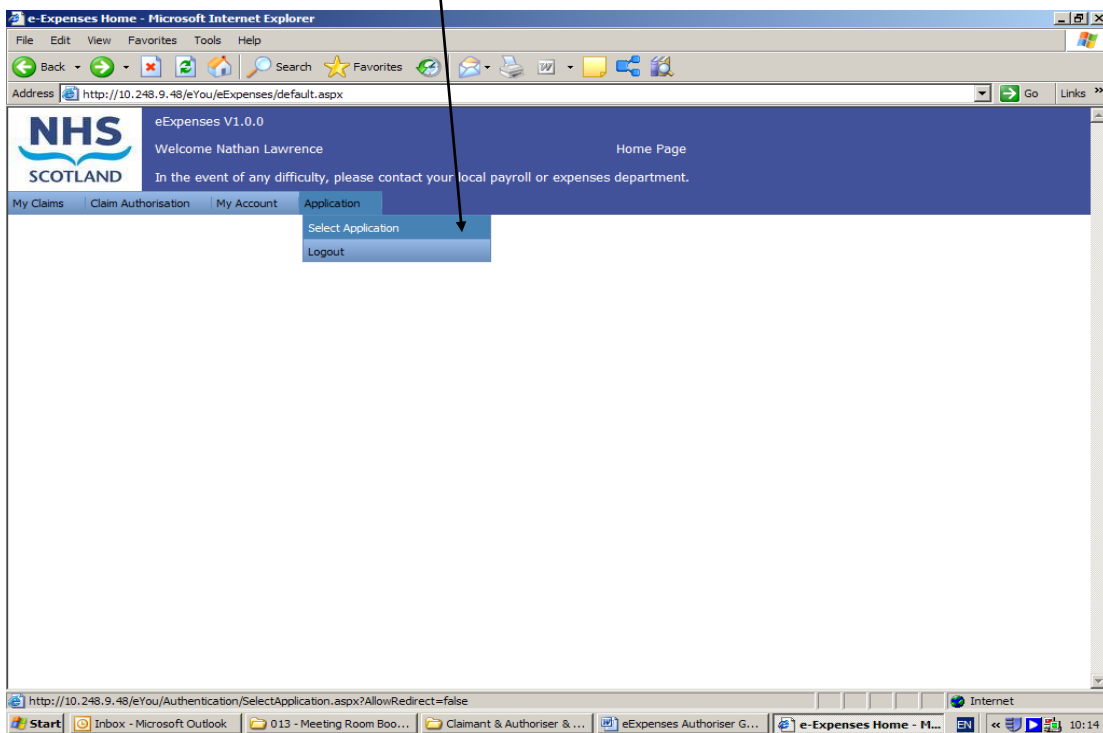


Change Username and select 'Save':

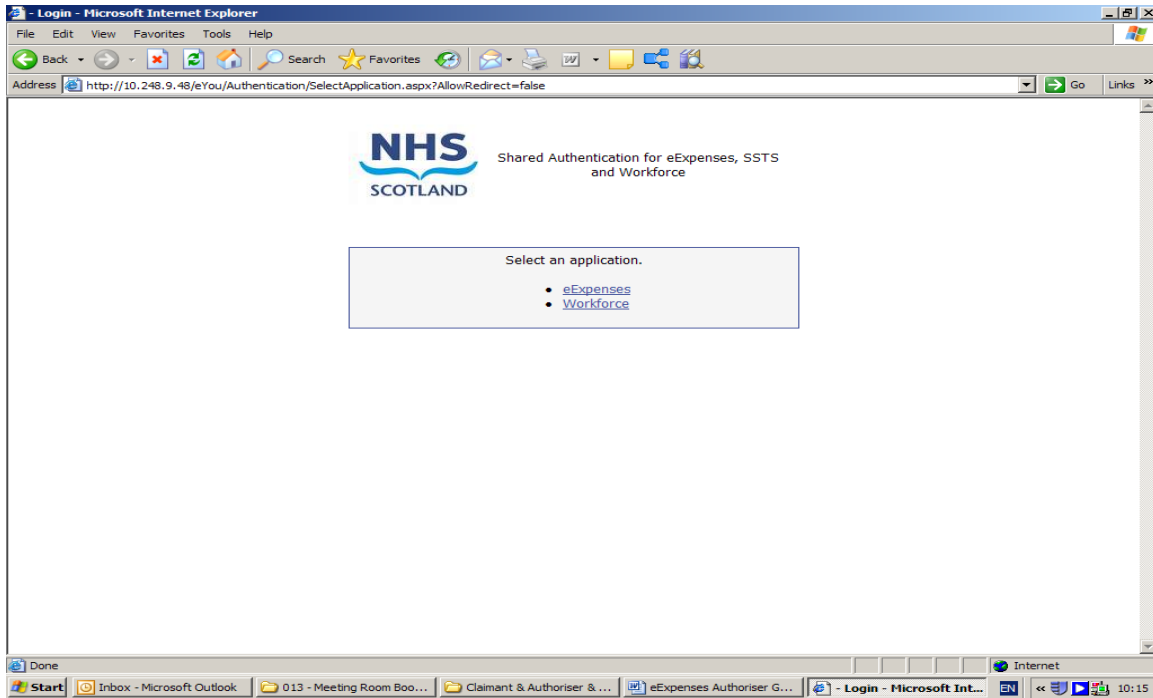


15. Selecting another Application

If you also have access to SWISS and / or SSTS, shared authentication allows you to select one of these applications. Select 'Select Application' under the Application Tab:

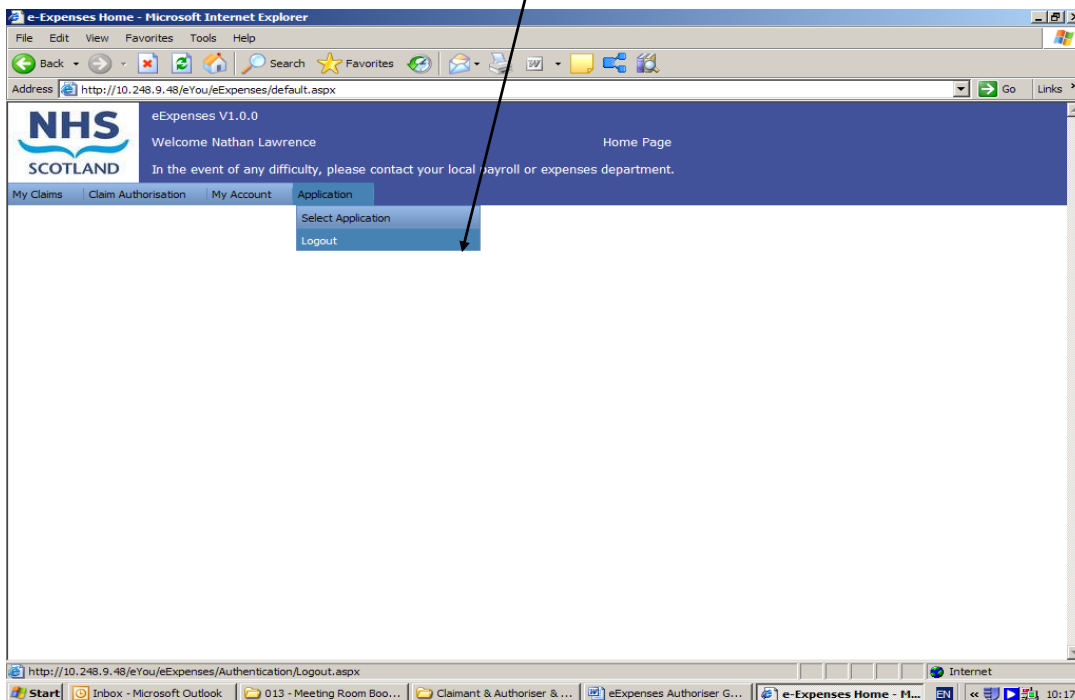


Select the application you wish to access. The applications you have access to will be displayed:

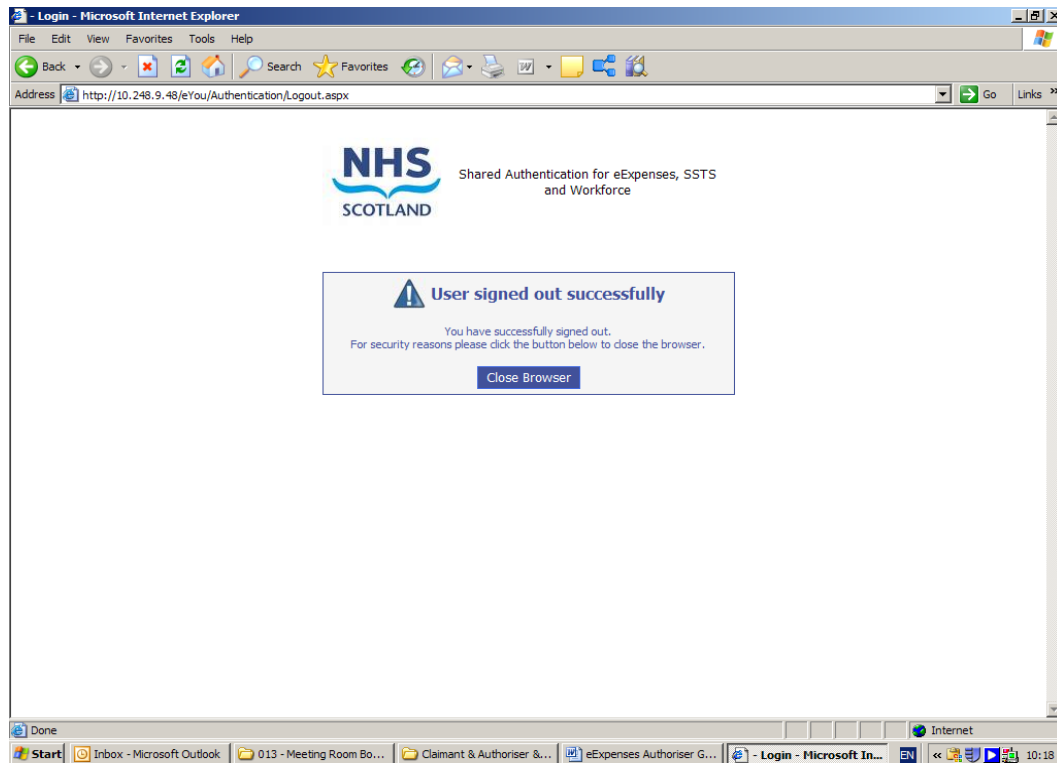


16. Logging Out

To Log Out of the application select 'Log Out' under the Application Tab:



The following screen will be displayed:



17. Minimum P.C. specification

It is recommended that eExpenses is run on a P.C. with a minimum of 512Mb of memory to ensure adequate performance, although 1Gb of memory is advisable. If your P.C. specification is lower than this, it is advisable to upgrade the memory to the advisable specification.

18. Other advice

The only local infrastructure issues involve PC's and Intranet connectivity.

- PCs and Users will require NHS Net access
- PCs to be used for eExpenses require Internet Explorer v.6
- Users will require to have an individual NHS business e-mail address

19. Best Practice

Authorisers are advised to follow these 'Best Practice' guidelines:

- Review Expenses system at least on a weekly basis to review claims awaiting authorisation
- Make yourself either 'Available' or 'Unavailable' depending on whether you are absent /out of the office or returning to work
- Be aware of the cut off date for Expenses to ensure submitted claims are authorised on time
- Authorise all outstanding claims within 7 days or by the cut off date if earlier

Appendix A – Mileage Guide (Non Medical)

- **“Single Distance from Home to Permanent Workplace”:** This field must be completed where any claim line has a journey that starts or ends at home.
- **“From Home/To Home Tick Boxes”:** These boxes must be completed if a business journey has started and/or ended at home.
- **“Commute Miles Not Undertaken”:** Generated by the system using the Single Distance from Home to Permanent Workplace times the number of tick boxes for single day journeys.
- **“Full Journey Miles”:** **This should only be used when you have travelled directly from Home to a place other than your base or vice versa.** As only one line of mileage can be input per day, full journey miles should also include any other business mileage undertaken on that day, excluding Emergency Call Out mileage and Overtime mileage.

The **Full Journey Mileage** less the total **Commute Miles** will be generated automatically into the **Business Mileage** column.

- **“Business Mileage”:** This should show the number of miles of a business journey undertaken from Base to Temp Workplace visited and return. **In the majority of claims this should be the only mileage column that needs to be completed.**
- **“Call Out Taxable Mileage”:** Mileage that is claimed as a result of a call out which does not involve taking charge of the situation – see Emergency Call Out below. Do not include this mileage in the Full Journey mileage if being claimed.
- **“Emergency Call Out Mileage”:** Mileage that is claimed as a result of a call out is taxable unless all of the following requirements are met –
 - **Advice has been given on handling the emergency before starting the journey.**
 - **Responsibility for those aspects appropriate to your duties is accepted from that time.**
 - **You have a continuing responsibility for the emergency whilst travelling to the workplace.**

If all of the above apply enter the mileage. Do not include this mileage in the Full Journey Mileage if being claimed.

- **“Excess Travel”:** **For local determination.**
- **“Overtime Mileage”:** Mileage that is claimed for travel to work outwith normal working hours. Doctors who are set up with a non medical user type will not be able to claim overtime mileage. Do not include this mileage in the Full Journey mileage if being claimed.
- **“Reserve Rate Mileage”:** **For local determination.**
- **“Passenger Mileage Claimed”:** If you carry any official passengers, the total miles, which you carry them, should be entered here. e.g. if you carry 3 passengers on a return journey of 40 miles, 120 should be entered in this column. Names of passengers carried should also be annotated. This is not applicable for the carrying of patients.
- **“Outwith Board Area/Business Rate Justification Policy”:** **For local determination.**