

User Guide - CoreHR Online Expenses Claims EXTERNAL EXAMINERS

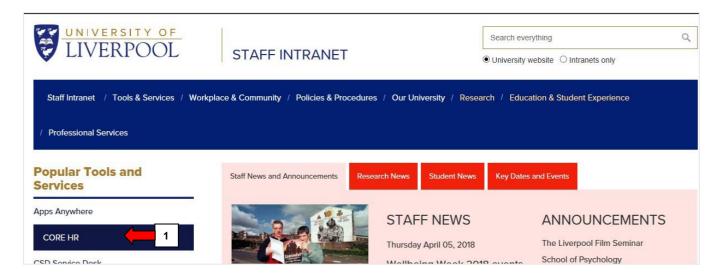
How to Complete an Expenses Claim and Submit for Approval

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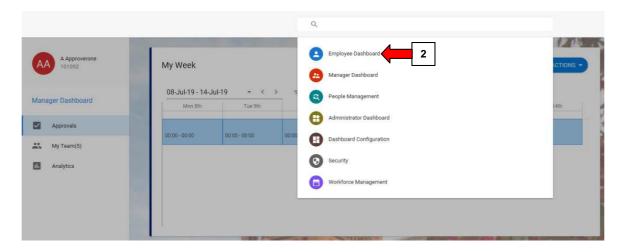
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Part 1 - Create an Expense Claim

1. Log onto your CoreHR portal via the CoreHR icon on your computer's desktop. If you don't have the icon on your desktop, you can access CoreHR via the university intranet homepage. Also note that this site can be accessed on your phone or tablet. Navigate to www.liverpool.ac.uk. Select 'staff' and log on using your usual MWS username and password. Select Core HR to access your Portal. If you intend to use a screen reader during this process and find you experience any difficulties with this, you can change your keyboard so you can use the arrow and numeric keypads to navigate around the screens. This may help the Screen Reader to better identify each section/item.



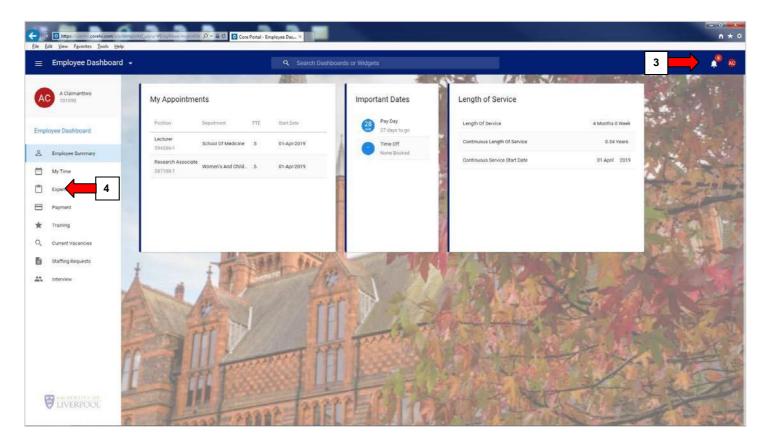
2. Opening Portal displays your Employee Dashboard.



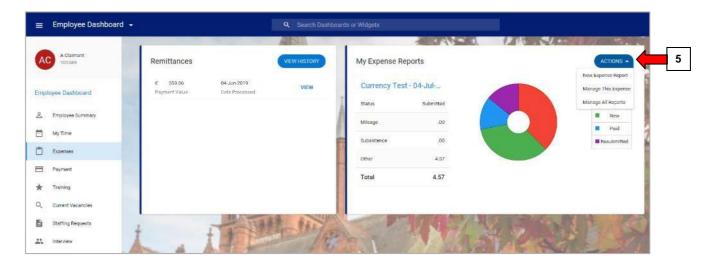
Please note - If your expense claim is for a large number of items with multiple receipts, it is advisable to split the items over a few claims. However before splitting the claim, check with the approver that this approach is acceptable to them. The benefits of splitting large claims are as follows:-

- If your approver needs to query/reject any items being claimed, they will have to reject your whole claim back to you as they can't reject individual items within a claim. This could result in a delay to you receiving the payment. Therefore splitting the claim into smaller chunks means that only the part of your claim that is rejected may be delayed in being paid.
- There will be a reduction in the number of receipts attached thus making it easier for your approver to check.

- 3. This is the notification section. The number indicates the amount of unread notifications. For expenses these are duplicates of the emails you will receive as your claim navigates the approval process. There may of course be other notifications displayed from other areas of Portal. These notifications will clear from the list after 30 days
- 4. Select 'Expenses



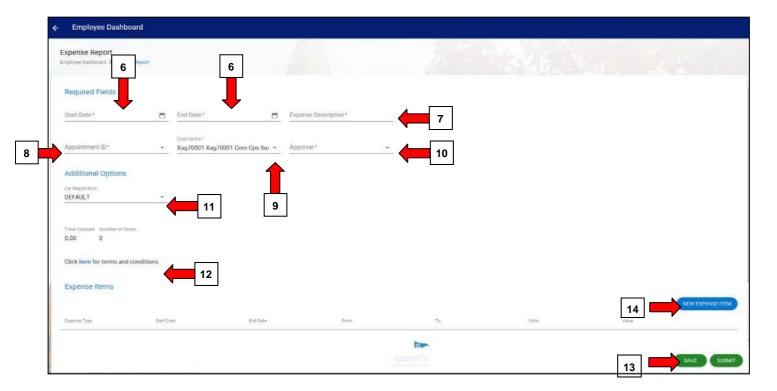
5. You will be directed to the screen below. Click the 'Actions' button and then click 'New Expense Report' to open the expense report screen.



6. Enter the date(s) of your claim. You may not enter a claim for a date in the future. Should you forget this, when you try to save the claim's header, the date field will turn red and will display the error message 'you cannot claim an expense item for a future date'. Also, this and a second message will appear in the top right of this screen and you must click 'dismiss' against each one to clear them. Further, claims older than 6 months (183 days to be exact) cannot be claimed through portal. Claims in excess of 6 months old will not be paid as they have not been submitted in line with the External Examiner Expense Claim Policy Again, the date field will turn red and the error message 'The

Date From value you entered is too far in the past - it cannot be more than the following number of days back: 183' and you must dismiss the two error messages.

- 7. Enter a description of your claim which will feed through to our Finance system. It must contain as much information as possible but you should enter at least the minimum of the location and purpose. Although this box will accept 500 characters, only the first 250 characters will transfer through to our Finance system. Please only use alpha or numeric text; do not use characters or symbols.
- 8. Select your 'Appointment ID'. In most cases you will be presented with only one option for selection but should you have multiple roles within the University, they will all be listed here. Care must be taken to select the appointment that is applicable to the expenses being claimed as this will determine the list of approvers you are presented with. In either case, click the appointment to select it.
- **9.** The cost centre always defaults to a faculty suspense code. **This field populates automatically and requires no action.**
- 10. Select your approver by clicking the down arrow and choosing from the list presented.

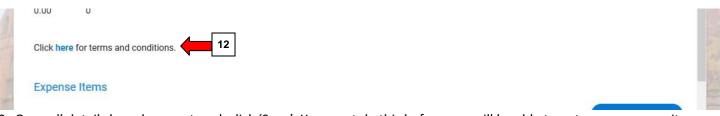


11. This step is only applicable if you are claiming car or motorcycle mileage, if you are not you can proceed to step 13.

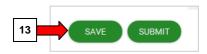
If you are claiming car or motorcycle mileage the Additional Options section must display as 'DEFAULT'. If it says 'Car Registration', click on the down arrow next to this field and select DEFAULT.



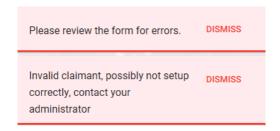
12. At any time, you may review the External Examiners expenses policy, click on the terms and conditions link within this screen (see below)



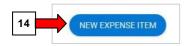
13. Once all details have been entered, click 'Save'. You must do this before you will be able to enter any expense items



At this point you may receive the below error messages. This means that your record has not been set up to enable you to claim expenses. Contact the payroll team via Payroll@liverpool.ac.uk or via telephone number 0151 794 6769, explaining your issue and they will correct this to allow you to enter this claim again.



14. Click on 'New Expense Item' to open the expense detail screen. N.B. the fields to the right of the expense type field shown below will not appear until you have selected your expense type.



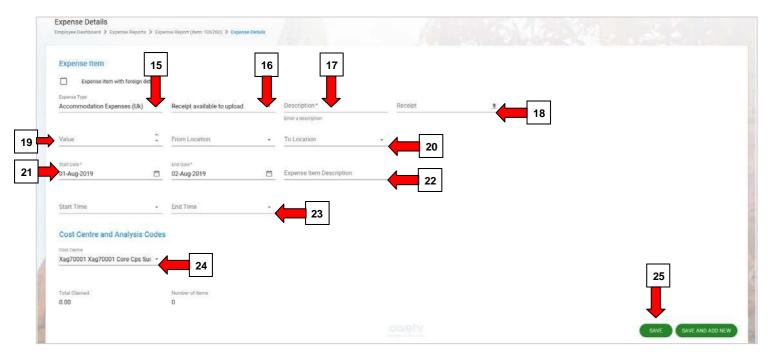
Entering a Sterling Value Item - see screen shot on page 10

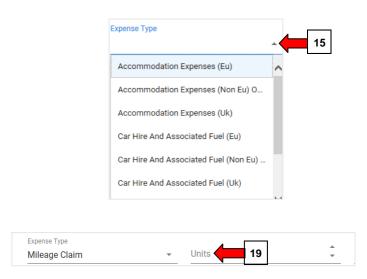
15. Click in the 'Expense Type' field. Start typing the description of the item you wish to claim until it appears in the list that begins populating. When you see the item you wish to claim, click it to enter it into the field. You may also see all available items by clicking the down arrow next to the field to open the selection list. There will be several pages of possible expense types presented alphabetically. To select, use the scroll bar to move down the list or the arrow icons at the bottom of the screen to navigate to another page. When you see the item you wish to claim, click it to enter it into the field. A table of all the expense types available here has been added to this guide at appendix 1.

The list of expenses items available for you to select are in accordance with the <u>External Examiner Expense Claim</u> <u>Policy</u> If an expense item is not listed, this is because it is not claimable under the expense policy.

- 16. After selecting the expense type, the screen will populate with the receipt's fields. To attach a receipt, leave this field unchanged as 'Receipt available to upload'. However, if you are claiming for more than one expense item, and you have already scanned all your receipts into one file and attached this to a different item, when entering your other items, you will need to select 'Receipt already attached' for each further item claimed. Do this by clicking the down arrow next to this field and selecting this from the list presented. The only items that you can claim for without a receipt are Mileage, Tunnel and Toll Charges. Again, click the down arrow next to the field and from the list presented select 'No receipt available'.
- 17. You must provide a description for the receipt. If you selected 'No receipt available', this field will have changed to 'Reason for Missing Receipt'. If you selected 'Receipt already attached', this field will not be available. **N.B. you must ensure you complete this field before attaching a receipt.** You will receive an error message if you do not and must return to the expense report screen and begin adding this as a new item again as you will be unable to save it.
- 18. Select the arrow icon to browse to the location of the receipt you wish to attach. Your receipt may be a scanned .pdf file or it may also be a file downloaded from a mobile device such as a mobile phone photograph. Should you need to view the receipt you have just attached before leaving this screen or at any time thereafter, click the button at the top right of the screen. From here you may 'View Receipt'. Should you find that you have attached an incorrect receipt, selecting the arrow icon again will allow you to upload a different receipt. Please note only one file can be attached to each expense item. If you try to add a new file to an expense item that you have already attached a file to, the new file will overwrite the existing file already added. Also, neither file names nor the name of the folder where this file is saved to may contain an apostrophe. If so, when you select such a file, the receipt field will turn red and display the error message 'The file name must not include the 'character' and you will not be able to add it. This field is only available where you have indicated that you have a receipt to upload at step 16.
- 19. Enter the value for this item, if you have selected mileage as the expense type, this field will have changed to units and it is the number of miles you are claiming for that should be entered. Please note only whole miles can be entered. The system will then calculate the value for you and you will be able to see the result when you save the item and return to the expense report screen. **N.B. the mileage rate calculated is applicable to cars only.** If you travelled by motorcycle, you will need to contact the payroll department who will change your record so the system will correctly reflect the lower rate for this mode of travel. This change is permanent and for future claims the system will always assume you travelled by motorcycle so will need correcting again should you in future travel by car.
- 20. Completing the 'to' and 'from' fields is only mandatory for the travel codes which are mileage, taxi, train and other public transport. These fields are free text so you are not limited to entering only those locations already in the system. Anything you enter will be saved thus building up a personal directory of locations for selection again by you in any future claims. N.B. the locations entered in these fields must be different and should be specific to the trip e.g. home to train station. Please note that if you are entering a From and To location that you have not entered previously, you must press the enter key after typing in your location to enable the system to accept the location entered.
- 21. Dates will appear as they are on the header but should be changed to reflect the actual date that this item was incurred if different to this.
- 22. In the description field you should enter information specific to this item you are claiming but this is not mandatory.
- 23. You can enter the times in relation to the item you are claiming but this is not mandatory and would only be a requirement generally should your approver request that you complete your claim in this way.

- **24.** The cost centre always defaults to a faculty suspense code. **This field populates automatically and requires no action.**
- 25. When you have finished entering this item click 'Save'. You will return to the expense report screen where you will see the item(s) you have entered displayed. If you have more items to enter click 'Save & Add New'. N.B. Should you select 'Save & Add New', any data entered in the 'to' and 'from' fields for the previous entry will not clear and so these fields may need amending or clearing for the next item. At this point, should the expense type field turn red and display the error message 'You have selected a mileage expense code but have not selected a car', it will mean you have claimed mileage but have not followed the guidance at step 11. Please review this and follow the instructions there. You will not be able to enter an item of mileage until the issues covered there are resolved. There will also be a second message at the top of this screen saying 'please review the form for errors' which you will need to dismiss to clear it from the screen.



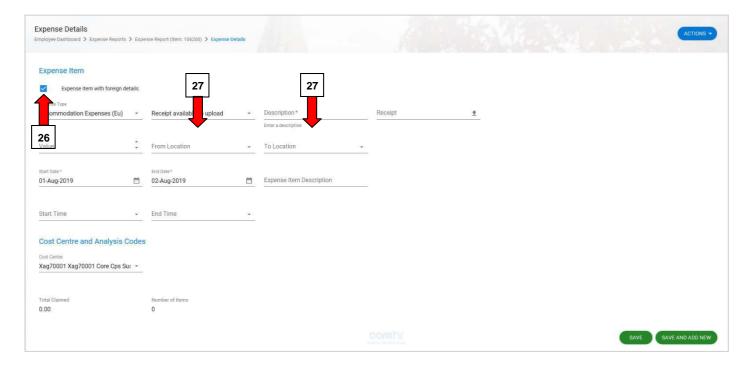


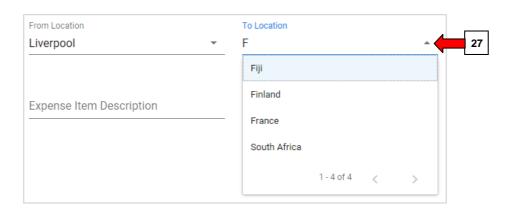


Entering an Item in a Foreign Currency

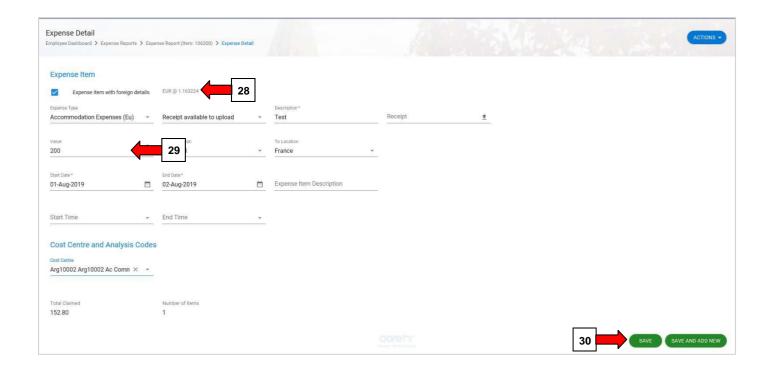
The following guidance only details where the entry of a foreign item differs from the entry of a sterling Item.

- 26. If the item is in a foreign currency tick this box. You must do this before beginning to enter any details. Should you forget to, when you do tick it, any data you have already entered will be cleared and you will have to begin entering this again.
- 27. Enter location 'From' and 'To'. These boxes are compulsory for all items of foreign travel. The 'From' location should always be Liverpool or United Kingdom. This is because the system will not allow the 'From' and 'To' location to be the same. The 'To' location is used to determine the currency this claim is in. Please note that if you are entering a From and To location that you have not entered previously, you must press the enter key after typing in your location to enable the system to accept the location entered. When you click on the down arrow next to each field it will provide you with a list of countries to select from. You may also begin typing the name of the country and a list of possibilities will appear. When you see your country, click it to enter it into the box.





- 28. By selecting the applicable 'To' location, the system will then determine the currency and exchange rate for that country. If the country is not in the list, or no exchange rate is populated after you select it, please email the Payroll Team via Payroll@liverpool.ac.uk and they will arrange for the country / currency to be added.
- 29. Enter the value of the item in local currency.

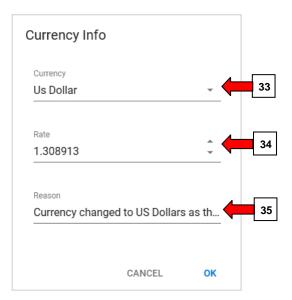


- 30. If you have finished entering all lines select 'Save'. If you have more items to enter select 'Save & Add New'. N.B. Should you select 'Save & Add New', any data entered in the 'to' and 'from' fields for the previous entry will not clear and so these fields may need amending or clearing for this item.
- 31. When you return to the expense report screen, the value has been converted into Sterling and is shown along with the currency value entered and the rate used.



Overriding the System Selected Currency (not applicable to External Examiners)

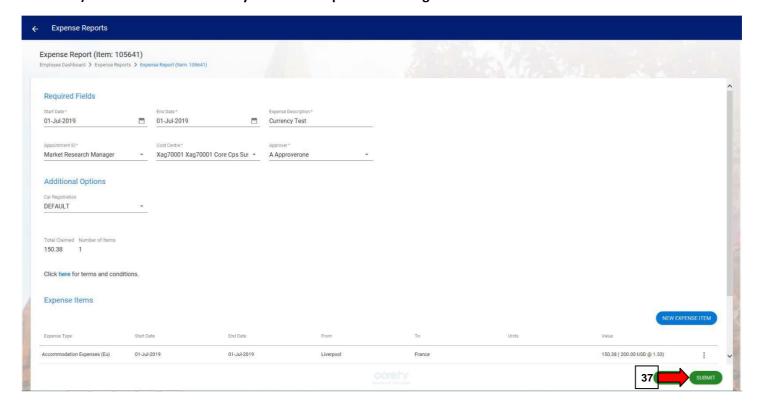
- 32. It may occasionally be necessary to change the currency selected by the system when you enter a country to match the currency that you were actually charged in whilst in that country. For example, you may have stayed at a hotel in an African country that insisted upon payment in US Dollars, however you will still of course be expected to select the country you were actually in when entering the claim. To change the selected currency, click the icon at the top right of the screen and select 'Currency Detail'.
- 33. The currency box will contain the details of the currency already selected by the system. To change this, you can click either the down arrow next to the currency box and browse from the list presented, or you can click in the box and begin typing the name of the currency you wish to use. In either case, when the currency you wish to use displays, click it to enter it into the box.
- 34. The rate will change to reflect that held in the system for the new currency.
- 35. Enter the reason for needing to make this change. When overriding the currency used, the first part of your reason must be "Currency changed to * insert name of new currency*". Using the above example, the reason entered would be "Currency changed to US Dollars as the hotel would not accept payment in local currency". Finally click OK to save the change.



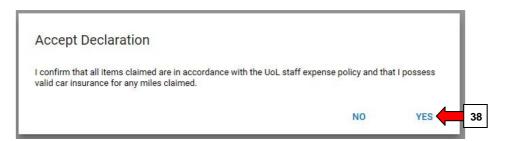
36. When you save the change and return to the detail screen, you will see the change you have made reflected there.



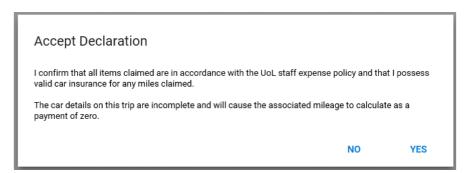
37. You may now submit your claim for approval by clicking submit. Before doing so you must ensure all expenditure being claimed is in accordance with the University Expense Policy, all receipts (with the exception of mileage/toll fees) are attached and correctly match the expenditure being claimed.



38. Accept the declaration by clicking 'Yes'.

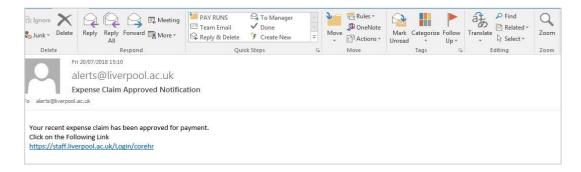


Should you instead see this declaration, it will mean you have claimed mileage but have not followed the guidance at step 11. Review this section and follow the instructions there. You will not be able to submit this claim until the issues covered there are resolved and should select 'NO' until they are.



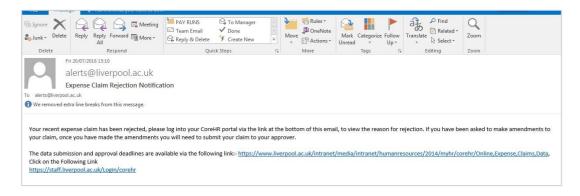
Your claim will now be submitted for approval and you do not need to take any further action. The approver will receive an email advising them that you have submitted a claim for approval.

39. Once the claim has been approved, you will receive an email notification as shown below.

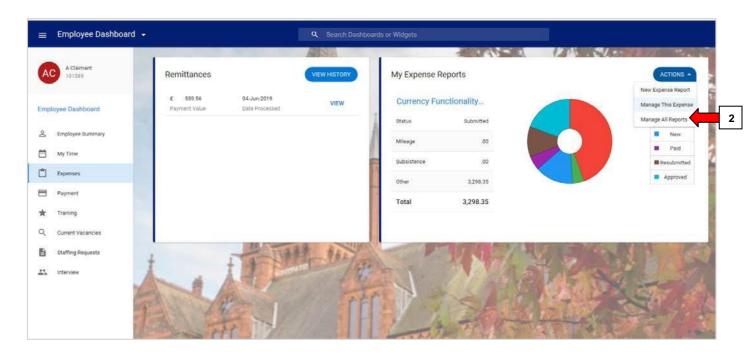


Part 2 – Dealing with a Rejected Claim

1. If your approver rejects your claim, they will not be able to do so without entering a reason. If this happens you will receive an email advising you that your claim has been rejected.



2. To see the reason for the rejection, click the 'Actions' button in the expenses section of your portal and then select 'Manage All Reports'.

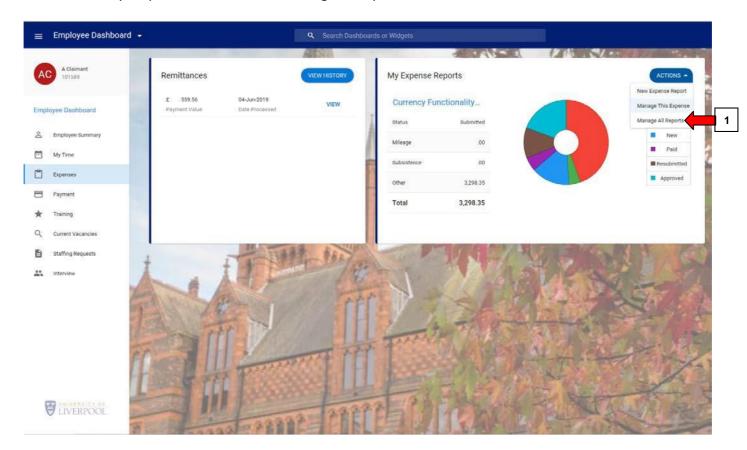


Part 2 – Dealing with a Rejected Claim (cont.)

3. Select the applicable claim and the reason entered by the approver is shown under the claim's status. Should all the rejection reason not be visible here, either hover the mouse cursor over the reason to see it in full, or click the icon and select 'View Reject Reason', or you may select view/update to edit the claim as instructed and resubmit. The status of the claim will now show as 'Resubmitted'.

Part 3 – Editing a Submitted Claim

1. Should you realise that you have made an error on this claim but have already submitted it, you must first un-submit the claim to make the necessary amendment. To do this, click the 'Actions' button in the expenses section of your portal and then select 'Manage All Reports'.



2. Select the 'Actions' button and choose 'Un-submit' from the list presented. You will now be able to update the claim and re-submit. If you make any changes to any of the fields in the header (e.g. selecting a new approver), you must remember to click the 'save' button before you submit the claim again for approval. If you do not any changes made will be lost. It is also possible from here to completely delete the claim once you have unsubmitted it if it has been entered entirely in error for some reason. You may only do this when the claim shows a status of 'New'.

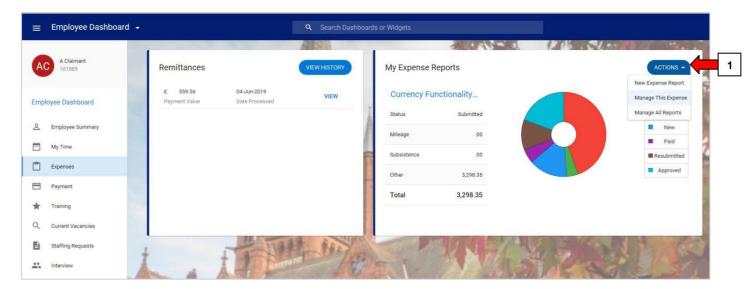
Part 3 – Editing a Submitted Claim (cont.)



Part 4 - Reviewing Entered Claims

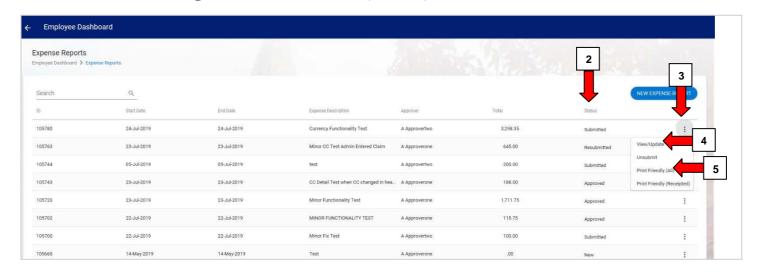
Should you wish to check on the status of a claim or review the detail entered, you may do this as follows:-

1. Navigate to the expenses section of your portal. To the left of the pie chart you will see a section displaying an overview of the last claim you entered including its status. Should you wish to review this claim click the 'Actions' button and select 'Manage This Expense'. For all other claims select 'Manage All Reports'.



- 2. This screen shows all of the claims entered by you. These claims display by claim ID so they are displayed in the order they were created rather than the date they relate to. If your claim is not visible in this first page you may use the arrow icons at the bottom of the screen to navigate to other pages. The status column indicates at what stage of the approval process the claim is at. These are:-
- New The claim has not yet been submitted for approval.
- Submitted The claim has been sent for approval.
- Rejected The claim has been rejected (the reason for this will be displayed below).
- Resubmitted A rejected claim has been corrected and sent for approval.
- Approved The claim will be paid in the next expense run.
- Paid The claim has been paid.
- 3. To review a claim click the action button.
- 4. Selecting 'View / Update' will open the detail of the claim.

Part 4 – Reviewing Entered Claims (cont.)



5. Selecting 'Print Friendly (All)' will create a report detailing the items in your claim. This is also useful to quickly check whether you have attached a receipt to an item rather than having to navigate through several screens to find this information. It will also show details of the currency value, exchange rate and Sterling conversion value for any foreign items in this claim. Below is an extract of this report. The receipt types shown indicate the following:-

Soft Copy - A receipt is attached to this item

Hard Copy - A receipt is attached but to a different item

No Receipts Available - A receipt is not attached and the receipt text box for this

item shows the reason for this.

Expense Type	Accommodation Expenses (UK)
Analysis Code 1	-
Date and Time	20/03/19 - 20/03/19
Location	-
Cost Centre	FWG10004
Description	
£ Value	123.00
Receipt Type	Soft Copy
Receipt Text	test
Expense Type	Tunnel & Toll Charges (UK)
Analysis Code 1	-
Date and Time	20/03/19 - 20/03/19
Location	-
Cost Centre	FWG10004
Description	
£ Value	3.20
Receipt Type	No Receipt Available
Receipt Text	Unable to obtain receipt

Appendix 1 – Expense Type Table

Expense Type	Used For
Accommodation Expenses	Hotel
Flight Fare (EU)	Flights
Flight Fare (UK)	Flights
Mileage	Car / Motorbike Mileage (Excluding Home to Work Mileage)
Other Public Transport	Bus / Tram Etc.
Parking Charges	Car Parking
Subsistence	Food and Drink (no alcohol) / WIFI costs
Taxi	Taxis
Train Fare	Train Fare
Tunnel & Toll Charges	Tunnel and Toll Fees