

MyView Online Expenses – Frequently Asked Questions

As part of Argyll and Bute Council's objective of making processes more efficient and streamlined, we have commenced from the introduction of web expenses in MyView, a secure web-based portal directly linking to Resourcelink, the council's integrated payroll and HR system.

These FAQ's should be read in conjunction with the Online Expenses User Guide.

Can I still submit a paper claim form instead of doing it online?

No. Once you have gone live with web expenses, claims will only be accepted online. If you submit an old paper form, it will be returned to you.

I have two posts. How do I claim for the relevant post?

When you create a new claim you can select the post that you want to claim for from the drop down list.

I have recently changed roles, but my new post is not currently showing, only my old post. What should I do?

Contact the HR Contractual team for further advice by emailing contractualenquiries@argyll-bute.gov.uk

I am changing my post, how do I ensure that my expenses go through?

You need to ensure that all your mileage for your old post has been submitted for authorisation on or before the last date in that post. Your former manager will be able to authorise the claim.

How far back can I claim for?

As per the Travel and Subsistence Policy, you can only claim for a maximum of six months. Claims for travel and subsistence more than 6 months ago must be authorised by an executive director.

If, as a manager, you receive a claim which must be authorised by an executive director you will be required to set up a delegate rule for this claim alone to go to the executive director on this occasion. For more information regards setting up a delegate rule please see the User Guide for Managers or email rmyview@argyll-bute.gov.uk for additional advice.

Are there any mandatory fields that must be completed?

Yes. Without listing these here, a warning message will be flagged up when a field that is required is not completed. An asterix (*) will also appear next to the mandatory field indicating that it needs to be completed.

Why does the system log you out automatically after 30 minutes?

To ensure security. You are strongly encouraged to save your work as you go along.

The network seems very slow today, is it safe to log on?

If there are major network issues then the advice would be to wait until these have been resolved before submitting your claim to your manager.

Can I submit more than 1 travel claim per month?

Yes, however the preferred method is to open 1 travel claim per month and add to it so that all your claims are together and your manager only has 1 claim to approve for you.

What if my vehicle is not listed?

Please contact travelclaims@argyll-bute.gov.uk and provide them with your employee number, your car registration number and your vehicle's make, model and engine size and they will add your vehicle to the system. Once your vehicle is on, you should be able to continue with your claim.

What if the vehicle that is listed is no longer my current car?

Creditors have advised that it is only employees who have leased/salary sacrifice cars that need to ensure their details are correct. For other cars, it is not essential that the details are correct but there does need to be vehicle details present in order to continue with your claim. If you need to change your vehicle details please email travelclaims@argyll-bute.gov.uk advising them of your employee number, make, model, and engine size of your car.

It is advisable to submit your claim and wait for it to be approved if you have an open claim before changing your car details, otherwise you may experience difficulties submitting your claim.

My business mileage needs to come from another department's budget. This form only allows me to ask my manager to authorise this journey? What should I and my manager do?

As MyView is based on the hierarchical structure of the council, the claim forms only go to your line manager and their manager. If you need to claim business mileage from another department e.g. delivering certain training courses, then a journal entry will need to be made by Finance to resolve this. Your manager will need to contact your departmental Finance contact with the details of the journal. You should also add the cost code of the other department's budget to the description box of the relevant journey.

I am staying overnight on business. How do I enter my business mileage?

You will need to make two entries, one on the date that you travelled to your destination and the other the date of your return journey. These journeys will only have single mileage figures (i.e. not a return journey).

How do I know if something is VAT-able or Non VAT-able?

Your receipt will either be a VAT receipt or not. If you have a VAT receipt, select VAT, if your receipt it not a VAT receipt – select Non Vat.

My manager said that I have not completed the description box correctly within the Subsistence part of the form, what is the correct way to do this?

In order to comply with the regulations that HMRC have set the Council, you must enter the total journey times and the start and finish points within the description box. Internal Audit also require that a purpose for the journey is provided e.g. 0800 – 1700 Lochgilphead to Campbeltown MyView Training.

What do I do with my receipts?

You need to scan and number your receipts and upload them to the individual lines of your claim. You will only need to attach one receipt to the main part of your claim for mileage expenses.

When should I print my summary sheet?

It is advisable to print your summary sheet when you initially submit your claim. Once your claim has been authorised you are no longer able to access the summary sheet. The summary sheet should not be sent to the Creditors section until your claim has been authorised in case it is rejected.

What do I need to submit receipts for?

You need to submit a receipt for all expenses except where your subsistence is under the dispensation amount set by HMRC. This means that HMRC has agreed that staff do not need to provide proof of purchase receipts for these meals. The HMRC has granted the Council dispensation on the following subsistence payments:

| | |
|-----------|-----|
| Breakfast | £5 |
| Lunch | £6 |
| Dinner | £10 |

What if I don't have a receipt? Will I still get paid?

You will need to provide an explanation in the text box on the form as to why you cannot provide a receipt and approval will be at your manager's discretion.

How will I know if my travel claim has been authorised?

You will receive an email when your manager has authorised or rejected your claim. Providing your manager has authorised it within the timescales determined by payroll for payroll processing, your claim will get paid in the next payrun.

What if my manager does not authorise my claim?

Your manager has seven days to authorise your claim. If your claim is not authorised within this time, it is then escalated to the next level of management for authorisation. If they do not authorise your claim within 7 days, your claim will be returned to you and you will need to re-submit it.

Can my manager alter my claim form rather than rejecting it?

No. To ensure a secure system, managers are not able to alter claim forms submitted by employees. It is the responsibility of the employee to ensure the claim form is correct.

Will my manager authorise each item on the claim or the claim form as a whole?

Your manager is authorising the claim as a whole, which may include a number of journeys and expense claims on a single claim form.

If a claim has been rejected, is the whole claim rejected or just part of it and is it up to the employee to go into their MyView record and amend it accordingly?

The manager can either reject the whole claim or individual lines. The manager should add comments detailing why it has been rejected for your information. You can then correct the error/value in order to resubmit the claim. Care needs to be taken around Creditors deadlines as this may delay payment of the claim by a month.

There isn't a monetary amount next to the mileage figure – has this gone through properly?

Yes, it has gone through and it will be calculated in the background at your user rate (essential or casual)

There is no place for lease car users to record their mileage amounts- how is this now recorded?

Please email travelclaims@argyll-bute.gov.uk advising them of your milometer readings after you submit your travel claim.

I have a query that hasn't been answered here, who should I contact?

If you have a query about any of the expense process then please email creditors@argyll-bute.gov.uk and someone will get back to you.

If you have an issues accessing or using the expenses module then please email rlmyview@argyll-bute.gov.uk and someone will get back to you.