**Introduction**
This guide explains how to create and submit expense claims:

A. Create an expense claim  
B. Upload and match receipts  
C. Review the status of your expense claims

**Audience**  
Any employee who has incurred personal expenses in the course of their work for the College.

If you are unsure what is appropriate to claim on personal expenses please refer to the Expenses Policy on the Finance website for guidance, or contact the Payments Team.

Please note:
- You MUST claim expenses within three months of the expenditure  
- You MUST attach the original receipts to your claim. Invoices are not proof of payment.  
- You should NOT purchase fixed assets (e.g. laptops) on personal expenses.

**Expenditure not compliant with the Expenses Policy will NOT be reimbursed.**

**Process**
This diagram shows the workflow for a standard expense claim:

**Initiator**
- Creates expense claim in Business World

**Expense Approver**
- Approves expense claim

**Payments Team**
- Approve and post expenses ready for payment run

This process is for College staff only (i.e. those paid through payroll). Non-staff (e.g. speakers giving public lectures, student researchers who are NOT on payroll) should complete the non-staff expenses form on the Finance website and pass to an administrator, who will then submit the request on Business World using the non-invoice payment request process. If you are unsure contact the Payments Team.
A. Create an expense claim

<table>
<thead>
<tr>
<th>Step</th>
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<tbody>
<tr>
<td>1.</td>
<td>From the main menu select <strong>Your employment</strong> then <strong>Quick Links&gt;Expenses</strong>.</td>
</tr>
<tr>
<td>2.</td>
<td>Click <strong>Expenses</strong> button</td>
</tr>
</tbody>
</table>
| 3.   | Complete the **What was the purpose?** section:  
|      | a. Enter a **Purpose**  
|      | b. Leave **Date** as today’s date (date of claim) |
| 4.   | In the **What did you spend?** section click **Add expense** |
| 5.   | Enter details of the expense item:  
|      | a. **Category** (type of expense) - either type ahead or select from the drop down.  
|      | b. **Expense date** - enter the date on the receipt/invoice  
|      | c. **Description** - read the guidance note then delete the text (including the square brackets) and enter the description.  
|      | d. **Currency** - defaults to GBP but can be changed to EUR or USD.  
|      | e. **Curr.amount** - enter the actual expenditure amount and tab out.  
|      | f. **Amount** - for foreign currency will auto-calculate to GBP  
|      | g. Click the chevron to enter the cost categories.  
|      | h. **SubProject** - budget to which expense will be charged.  
|      | i. **Detail** - select a category if obvious, otherwise leave as **General**. |
| 6.   | Repeat steps 4-5 for each item |
For all travel-related expenses you must enter the **Country** (of destination) in the **Cost categories**. This applies to travel both inside and outside the UK.

For mileage claims, enter the number of miles in the **Quantity** field and tab out. The **Amount** will auto-calculate using the current per-mile allowance.

For hospitality claims where all attendees are Birkbeck staff, use **Staff Hospitality**. In the **Description** enter details of the event, and number of people attending. In the **Add information** box, enter the names of those attending.

For hospitality claims where there is a mix of Birkbeck and non-Birkbeck attendees, use **Non-Staff Hospitality**. In the **Description**, enter details of the event, and number of people attending. In the **Add information** box, enter the names of those attending. For non-Birkbeck attendees, also enter their organisation.

If you enter multiple items and the cost categories are the same for each, enter the details for the first item then click **Apply to all**. This copies the coding to all items.
B. Steps to upload and match receipts

Attaching receipts to an expense claim is a two-step process. You have to upload the receipts first then match them to the appropriate line. “Matching” makes the receipt visible to the approver. If you upload but do not match the receipts, the approver will not see the receipts and will reject the claim back to you, on the grounds there are no receipts attached.

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<td>1.</td>
<td>Click the <strong>Upload receipts</strong> link. The <strong>Receipts</strong> window opens in <strong>Grid</strong> view.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the <strong>Upload receipts</strong> button.</td>
</tr>
<tr>
<td>3.</td>
<td>Locate and open the receipt image file on your computer. A thumbnail of the file is displayed on upload. Repeat for each file.</td>
</tr>
<tr>
<td>4.</td>
<td>Click the <strong>Detailed</strong> button OR double-click the thumbnail to change to the <strong>Detailed</strong> view.</td>
</tr>
<tr>
<td>5.</td>
<td>The <strong>Detailed</strong> view allows you to view the image of the receipt alongside a list of the expense items. For each receipt: a. Review the receipt (use the scroll bars if necessary) b. Check the box beside the relevant expense item below c. Click <strong>Match to receipt</strong>. d. If you have uploaded multiple receipts use the blue right/left arrows at the bottom to move on to the next one</td>
</tr>
</tbody>
</table>

To avoid any delay in the approval of your expense claim, make sure the **correct receipt** is attached to the **correct expense line**. Here are two easy ways to do this:

- Check that the **receipt total** matches the **line total** (as illustrated above).
- If you are scanning multiple receipts into one file, before scanning place them on a blank sheet of paper and write the expense line number (e.g. line 1, line 2) beside each receipt. This will make it easy for the Payments Team to see which receipt belongs to which expense line.

6. Upon matching, a confirmation message is displayed.
If you make a mistake and match the wrong receipt:
   1. Click the **Undo** button

   ![Undo button](image)

   b. Un-check the box to the left of the expense line. The **Match to receipt** button changes from blue to white

As an end user it is not possible to delete receipts from the Receipts window. You can either:
   - Leave **incorrect receipts** where they are. They will remain ‘available’ but unmatched in the Receipts window.
   - Submit a query via ASK to Business World Support requesting the **incorrect receipts** be deleted.

7. Close the Receipts window.

8. In the Expenses window, a paperclip beside each item confirms a receipt has been attached.

9. The Expense overview (top right) indicates the number of matched receipts and displays a summary of the claim.

10. Click **Send for approval**. The claim is assigned a transaction number.

11. Click ‘Expenses’ in the breadcrumb trail to navigate back to the Expenses window.
Create and submit an expense claim (employees)

What happens next?
The expense claim is routed to the Expense Approver for the relevant subproject. If the coding is incorrect the Expense Approver can reject the claim back to you for amendment, or they can amend it themselves. Either way the expense is re-routed on to the correct Expense Approver.

Once approved, the expense goes to the Payments Team for final approval and payment processing. On payment (within 7 days), you will receive a BACS remittance advice via email to confirm. The expense status is now Completed.

C. Review the status of your expense claims

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<td>1.</td>
<td>Go to the Reports tab and select Expenses&gt;My expenses</td>
</tr>
<tr>
<td>2.</td>
<td>Click Search.</td>
</tr>
<tr>
<td>3.</td>
<td>Use the Workflow status (T) and Who has my claim now? columns to determine the current status of your claims and where they are in the workflow</td>
</tr>
</tbody>
</table>

Where to go for help
Contact the Payments Team on 020 7380 3140 or email payments@bbk.ac.uk
Error Messages on saving

At step 10, if you forget to enter all the cost categories (coding) information you will get an error at this point. The red flag indicates which line the error is on ('Air Travel' in this example)

\[\text{What did you spend?}\]

- Category
- Air Travel

When you expand the Cost category section you will see which fields are causing the error:

**Subproject error:** if you have forgotten to enter the subproject, the fields will look like this:

Correction: Enter the subproject in the SubProject field and select it from the dropdown. The other 'pink' fields will then auto-populate.

**Country error:** if you have forgotten to enter the Country (for travel-related categories), the fields will look like this:

Correction: Enter the country and select it from the drop-down.