Walsall Council

One Source

One Source
Expenses User Guide

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1.5.1

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1. Introduction

This User Manual is intended to support council staff raising and approving expenses via the One Source system.

Please ensure you are familiar with the Reimbursement of Personal Expenses Policy before completing this process.

All expense claims for council staff need to be submitted and approved electronically, with any paper receipts being scanned / photographed to include as attachments.

Expense reimbursements will no longer be included within your wage payment each month. They will instead be included on a BACS payment run after approval has been completed in One Source.

Approvers will need to ensure submitted claims are correct and valid receipts have been provided (as per the expenses policy) before giving their authorisation.

Quick Reference Guides and How-To Videos can be found on the One Source Training & Support Pages: https://osp.walsall.gov.uk/Training-and-Support#11297344-expenses

2. Accessing the Travel and Expenses Page

2.1. Log in to your One Source Account using the icon on your desktop or the link provided to you.

If you are accessing the site from a mobile device you will need to ensure you select 'Desktop Site' from your browser menu once logged in to view the Expenses icon.

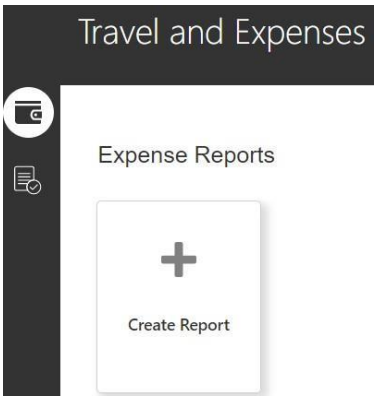
2.2. From the homepage, click on the Expenses icon within the **Me** section.

Please allow any pop-up messages for this site if you are prompted at any point.

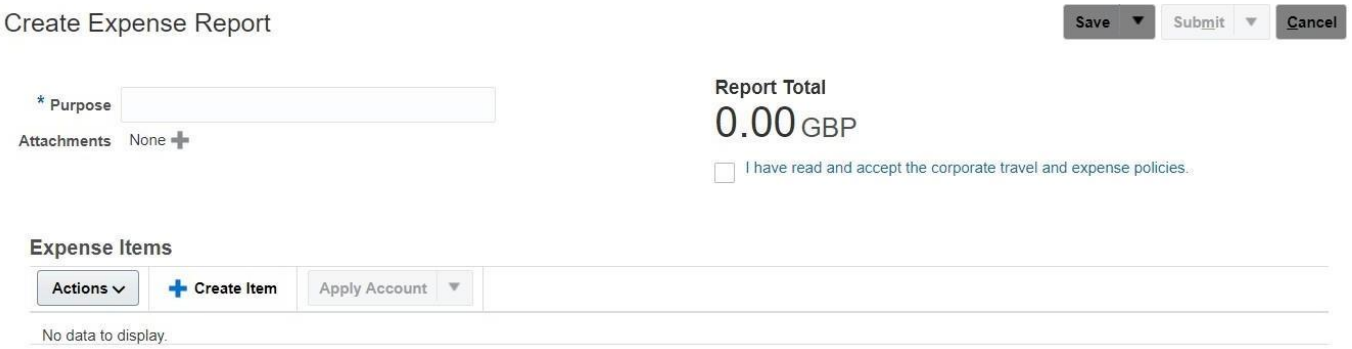
2.3. The first time you open the Expenses section you will be taken to the Expense Product Tour page. Click on the 'Go to Travel and Expenses' link to proceed.

3. Creating an Expense Report

3.1. While on the Travel and Expenses page, you can click on [+ Create Report] on the left-hand side to start a new expense claim.



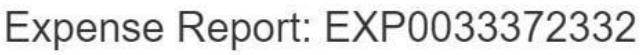
3.2. This will open a new Expense Report screen as shown below.



3.3. Enter a description into the Purpose field (e.g. [Employee Name] [Month-Year] [Today's Date])

3.4. Click Save in the top right corner to create a report number for tracking purposes.

3.5. The Expense Report Number can be found in the top left corner of the screen. This number can be helpful when checking the status of your Expense Report at a later date.



4. Adding Expense Items

4.1. While in an Expense Report, click on Create Item to open an Expense Item page.

4.2. Date

Apart from Mileage claims, all Expense Item Dates must be the date the original expense was paid for, not the date you are submitting the claim (e.g. the date you travelled or had the meal).

For mileage claims, the Start and End dates will need to be entered as the first and last day of the month that you are claiming for. Mileage must **only** be claimed in **single month batches** to ensure the system can calculate the correct amount of VAT on the entered miles.

Please note expenses cannot be future dated.

4.3. Expense Types

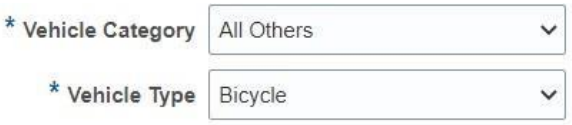
Click on the Expense Type dropdown menu to select what expense you are claiming. The page will then update to show the relevant fields for the expense you have selected.

If the expense you want to claim is not listed, then it must not be claimed via One Source Expenses. You must **not** enter a claim under an expense type that does not match what you are claiming.

A list of allowed expense types and any additional information (where needed) has been provided below:

It is expected that you have checked the Expenses Policy before submitting a claim to ensure all entries are valid and contain all required information.

- **Bicycle Mileage**
  - the vehicle category must be entered as 'All Others' and the vehicle type as 'Bicycle'

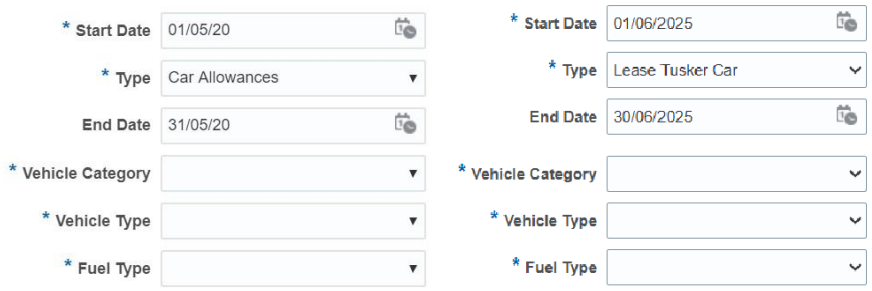


  - Enter the total number of miles travelled into the Trip Distance field

  - Click on the Calculate button to show the reimbursable amount.

  - No receipt needs to be provided but a journey list will still need to be attached

- **Car Allowances & Excess Mileage**
  - The Start and End date will need to be entered as the first and last day of the month that you are claiming for. Mileage must **only** be claimed in **single month batches** to ensure the system can calculate the correct amount of VAT on the entered miles.
  - You will need to enter the Vehicle Type, Vehicle Category and Fuel Type in to the dropdown menus.



A list of the valid combinations has been provided below:

Vehicle Type	Vehicle Category	Fuel Type
Car	0-1400cc	Petrol
	1401- 2000cc	
	Over 2000cc	
Car	0-1400cc	LPG
	1401- 2000cc	
	Over 2000cc	
Car	0-1600cc	Diesel
	1601 – 2000cc	
	Over 2000cc	
Car	0-1400cc	Electric

Vehicle Type	Vehicle Category	Fuel Type
Lease Tusker Car	0-1400cc	Petrol
	1401- 2000cc	
	Over 2000cc	
Lease Tusker Car	0-1400cc	LPG
	1401- 2000cc	
	Over 2000cc	
Lease Tusker Car	0-1600cc	Diesel
	1601 – 2000cc	
	Over 2000cc	
Lease Tusker Car	0-1400cc	Electric – Home Charging Electric – Public Charging (as per policy)

*Using any other combination will result in a nil balance when you try to calculate the amount to be reimbursed.

- The total number of miles travelled over the stated period will then need to be entered into the Trip Distance field. A separate Excess Mileage expense item will need to be created for any mileage over 200 in a single 'there and back' journey. Excess miles do not apply to Tusker leased vehicles.

- Click on the Calculate button to show the reimbursable amount.

- Enter a brief reason for the mileage claim into the Description field. A breakdown of the journey(s) undertaken (as outlined in your log book) **must** be attached to the expense item in the Attachment section. This can be either a photo of your log book or a different format (e.g. spreadsheet) if your manager agrees and it still contains all the required information.

- Attach a scan or photo of your petrol receipt to the expense item (refer to attachments section further on for more details). A receipt does not need to be provided for an electric vehicle.

- **HCPC (Childrens Services & Adult Social Care)**

- **HGV Driver Medical**
  There is a maximum limit of £50 against this expense type.

- **Hire Car**

- **Hotel Accommodation**
  You will need to include the reason for stay in the Description field and attached a receipt of the payment.

  Refer to the Expense policy for details on what can and cannot be claimed as part of a hotel expense.

- **Local Public Transport**

- **Motorcycle Mileage**
  Motorcycle mileage claims required the same information as car mileage claims.

  Mileage must **only** be claimed in **single month batches** to ensure the system can calculate the correct amount of VAT on the entered miles.

  A list of the valid combinations has been provided below:

Vehicle Type	Vehicle Category	Fuel Type
Motorcycle	All	Petrol
		Electric

  A fuel receipt does not need to be provided for an electric motorcycle.

- **Off Street Car parking**
  Receipts are not mandatory for Off Street Car Parking.

- **On Street Car Parking**
  Receipts are not mandatory for On Street Car Parking.

- **Professional Subscriptions / Fees**

- **Rail Travel**
  Include the journey details and reason for travel in the Description field.

- **Social Work England [Directorate Name]**

This expense category must only be used if you have been given permission to claim it and your Directorate name is available on the Expense Type dropdown.
Please ensure you enter the Expense Date as the date the payment.

- **Subsistence (Breakfast, Lunch, Evening Meal, Tea)**

  The date the meal was purchased must be entered in the Date field.

  The maximum value that can be claimed for each subsistence expense type can be found in the expenses policy.
  If you receive an error message when entering the claim, it either means the value has been exceeded or you have another claim for that category on the same day that together exceed the maximum value.

- **Tachograph Driver Card**
  There is a maximum limit of £32 against this expense type.

- **Taxis**
  Include the journey details and reason for travel by Taxi (as opposed to other methods of transportation) in the Description field.

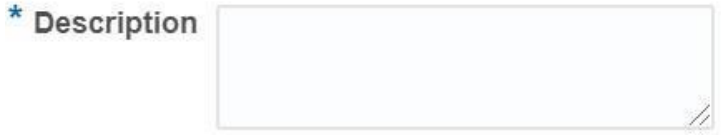
- **Toll Road**

- **Vaccinations for Overseas Travel**

- **Visa for Overseas Travel**

4.4. Description

Once you have selected your Expense Type and enter the amount to be reimbursed you will need to enter a brief description detailing the reason for the expense in the Description field. Clicking and dragging the bottom right corner of the box will expand the field so it is easier to view longer descriptions.



4.5. Receipts / Attachments

A receipt must then be attached to the expense item to act as evidence of the payment. Paper receipts can either be scanned or taken as a photograph on a smart phone. You will need to ensure the image contains the full receipt and that any text can be clearly read. Electronic receipts can be saved to your computer / phone as a file so they can be attached.

Ensure a copy of the receipt / logbook has been saved to your computer / phone, then click on the link to find it in your files and add it as an attachment.

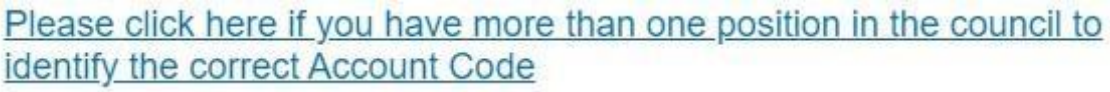
Please note, a receipt **must** be attached for all expenses items except Excess Mileage, On / Off Street Car Parking and mileage relating to Electric only vehicles. All paper receipts will need to be retained for 6 months before they can be destroyed.

Receipts can also be attached at an Expense Report level by clicking on the + icon underneath the Purpose field. However, on most occasions it is better to attach the receipt directly to the Expense Item.

4.6. Account Code

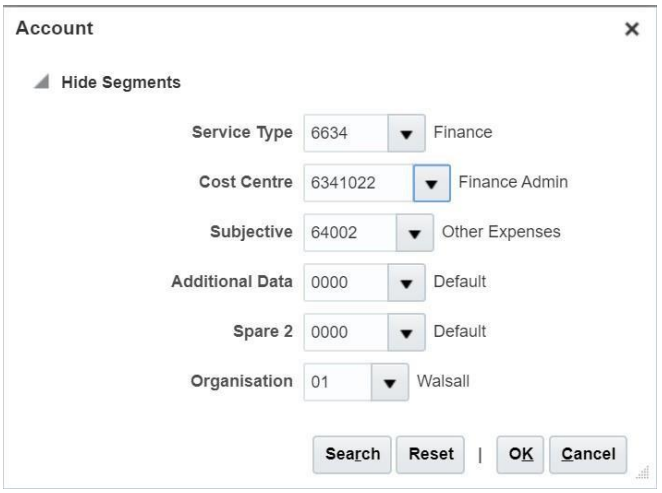
A default budget code will be entered on the transaction for you.

If you work in several different job roles and want to know what the correct code to use is, you can click on the link within the Expense Item to see a list of your job roles and relating codes.

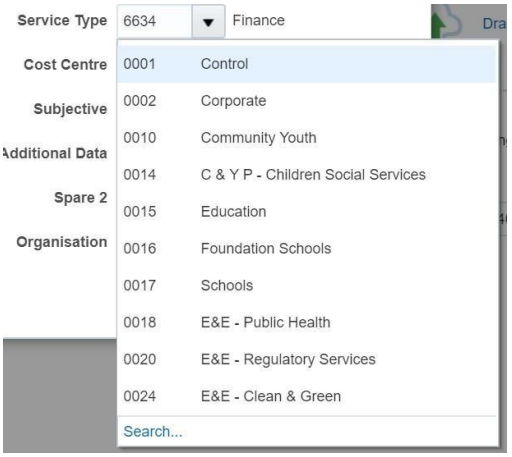


The first two parts of the code (Service Type & Cost Centre) can be updated as required, but you must not update the third part of the code (Subjective).

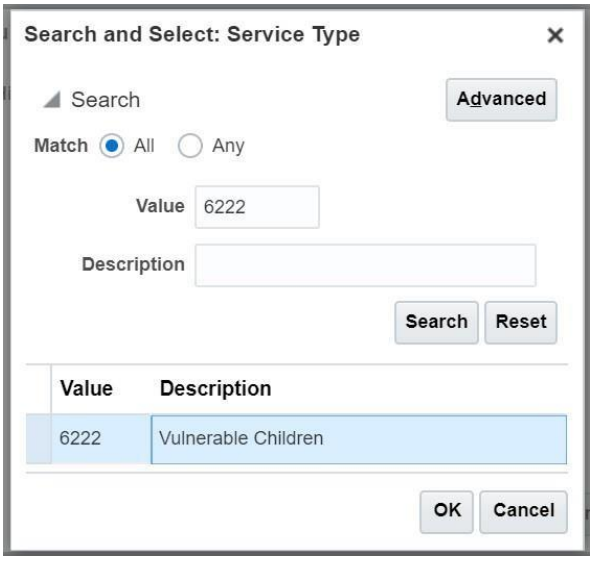
To change the code, either amend the numbers within the Account field or click on the Magnifying Glass icon and use the dropdowns to change the code.



After clicking on the dropdown, you will need to click on Search at the bottom of the list.



You will then be able to search for the code you need and select it from the results.



4.7. Once the Expense Item has been completed, click **Create Another** to save this Item and start a new one or click Save and Close to save the Item and return to the Expense Report page.

5. Submitting the Expense Report for Approval

5.1. Once all Expense Items have been created on the report, you will need to tick the policy confirmation box on the Expense Report page. This acts as your agreement to understanding and following the Expense procedures.

You can click on the hyperlink to be open the Expenses Policy page on the intranet in a new window.

5.2. You will be able to click the Submit button once the Policy box has been ticked

5.3. The Expense Report will be submitted for approval, and you will be returned to the Travel and Expenses page.

6. Checking the Status of your Expense Report

6.1. You can check the status of you Expense Report at any time from the Travel and Expense page.
Recent Expense Reports will be listed as tiles on the main expense page.
On this tile you will see the:

- Expense Report Status
- EXP Number
- Title of the Report
- Last Update
- Number of Expense Items and total

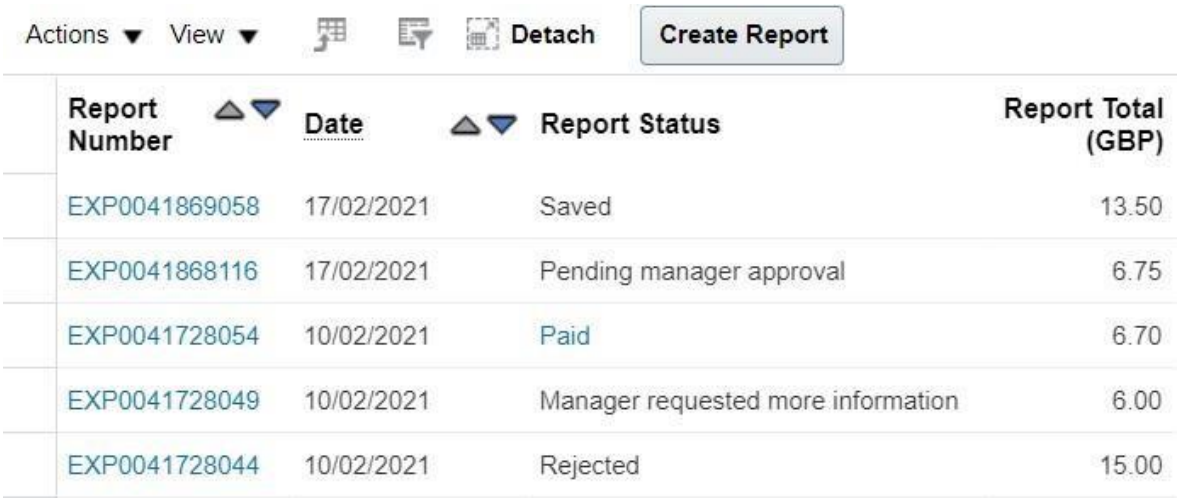
Please note, the assigned approver cannot be changed by the user as it is decided based on the systems approval hierarchy. Any changes to this will need to be requested via a One Source Help Desk ticket.

6.2. You can click on the … icon in the top right-hand corner of the tile to access the menu

6.3. The most common status headings are:

Status	Description
Not Submitted	The report has been saved but not submitted
Pending Approval	The report has been submitted and is pending approval
Ready for Payment	The report has been approved and will be included on the next payment run
Paid	A payment has been made and will appear in your account within the next 3 working days
Information Requested	The approver has requested further information regarding your expense claim
Rejected	The approver has rejected the expense claim
Withdrawn	You have withdrawn a submitted expense from the approver

6.4. Alternatively, you can click on the See All link on the right-hand side of the page to see a standard list of expense reports entered over the last 6 months.



6.5. Clicking on the blue EXP number will allow you to go into the report and view it.

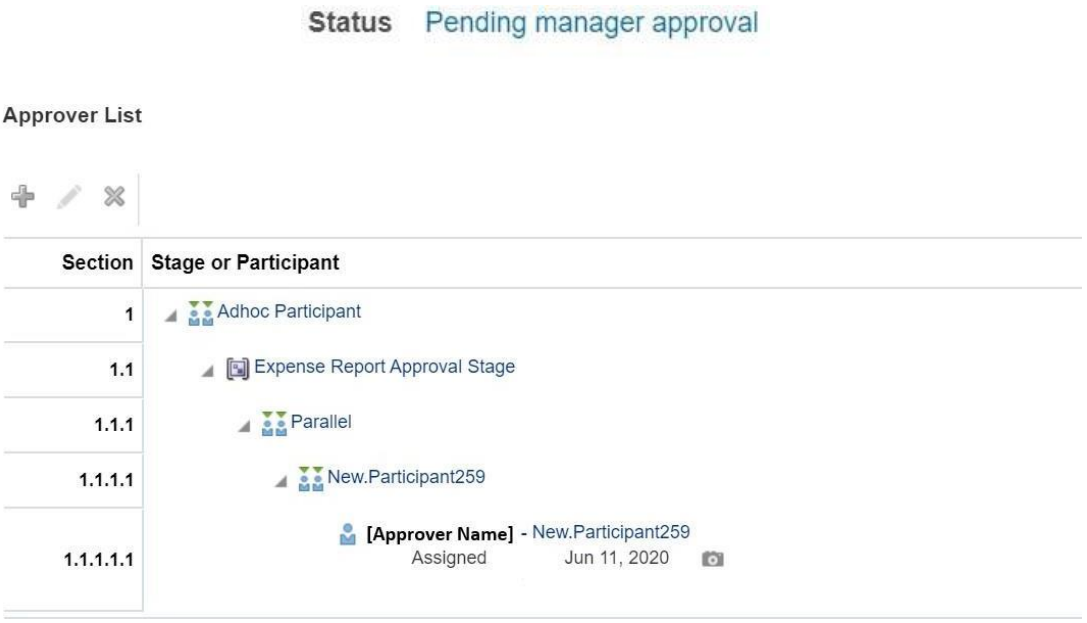
6.6. Once the Expense Report has been approved you will receive an email notification and its status will change to 'Ready for Payment'. The Report will be included on the next available payment run and you will receive an email notification once it has been paid.

Please note, payment runs are currently scheduled for two times a week but may increase infrequency in future.

You will receive an email from the system should the approver request any further information about your Expense Report.

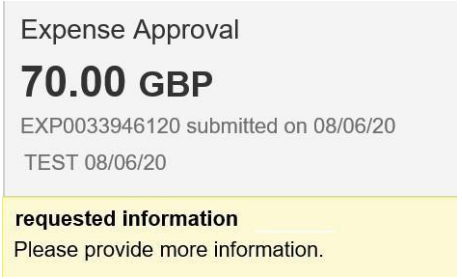
7. Identifying the Approver

7.1. To check which approver your Expense Report is pending with you will need to click on the Expense Report Number on the Travel and Expense page to go into the report. You can then click on the status link titled Pending Manager approval to bring up the approval path.



8. Requests for More Information

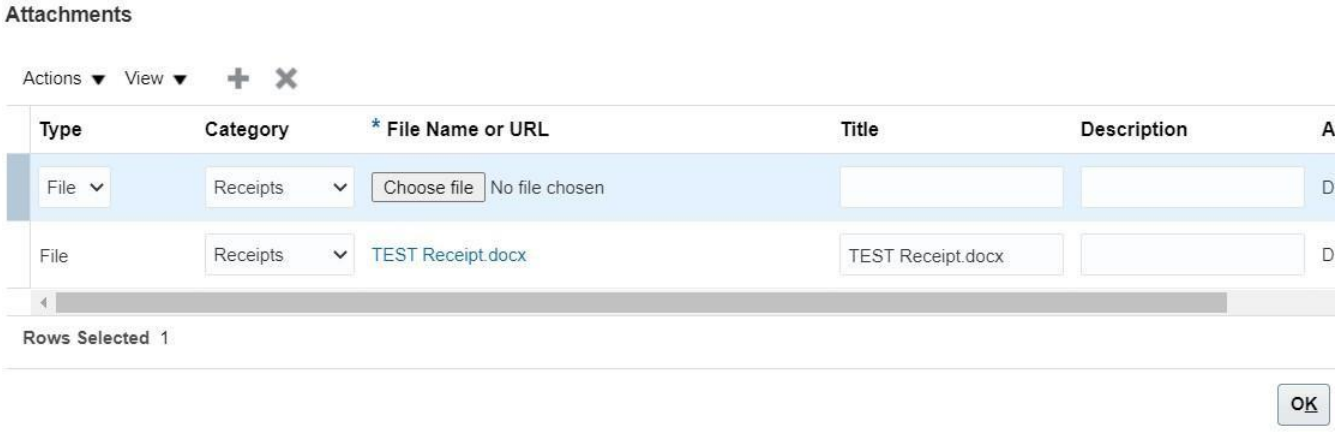
8.1. You may receive a system email from the approver requesting further details on your Expense Report (e.g. an extended description or missing receipts). You will be able to see the approver's comments within the yellow box on the email.



8.2. To reply to this request you will need to go to the Travel and Expenses page.

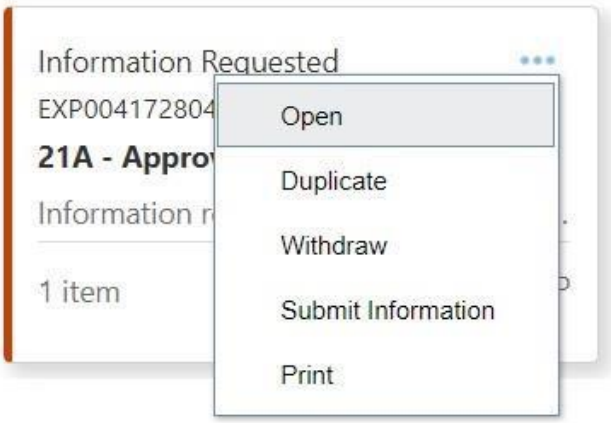
8.3. If you are being asked to provide additional receipts or attachments, you will need to:

- Click on the Expense Report number to go into it
- Click on the attachment (document) icon at the end of the Expense Item line
- Click on the + icon to add a new attachment line
- Click the Choose File button and select the file you want to upload
- Wait for the files name to appear in the Title field
- Repeat as needed if you have multiple attachments to add and then click OK when done



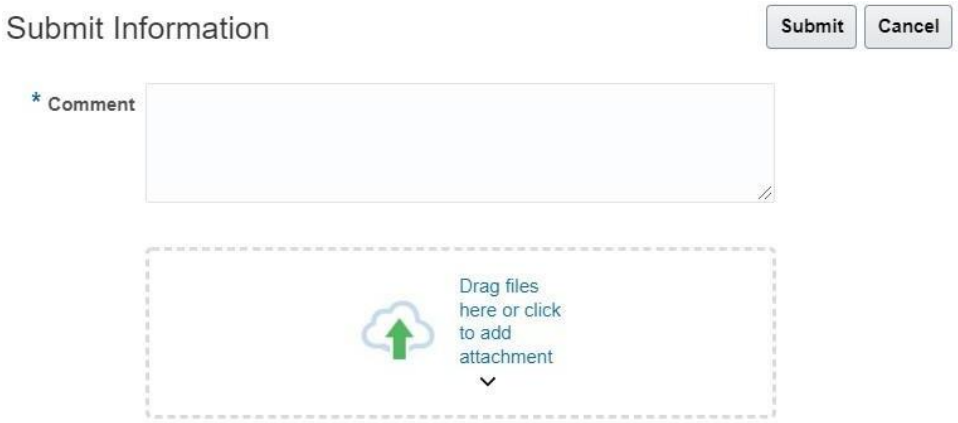
Click on Submit Receipts in the top right hand corner to save them to the Expenses Report.

8.4. Once the receipts have been added (if needed), you can resubmit the Expense Report to the approver by clicking on the … icon against the Expense Report and then clicking Submit Information.



8.5. In the new window you will need to add a comment to the approver, for example 'Requested receipts added'.

Please note, do not add attachment in this window as they will not show correctly on the Expense Report record. Please follow the steps detailed in 8.3.



8.6. Once you have added the required comment, you will need to click on the Submit button.
If you try to re-submit the Expense Report without adding a comment you will receive an error message asking you to add one. Close the error message and add a comment before submitting the report again.

8.7. Once submitted, the window will close, and a notification will be sent to the approver. Refreshing the Travel and Expenses page will show that the report status will have changed back to Pending Approval.

9. Expense Payments

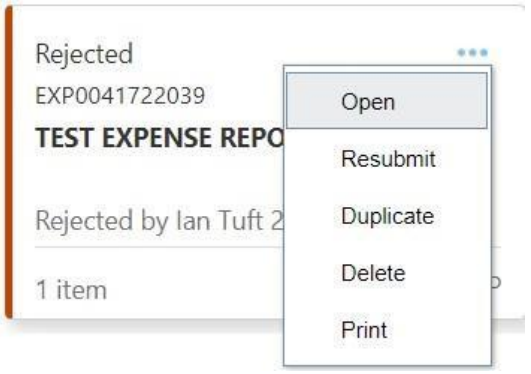
9.1. Payment of expenses will no longer be included in your monthly pay. Instead, they will be sent as separate payments to your bank account on the next available payment run after the Expense Report is authorised. Payment runs are scheduled to run twice weekly, so the approved expenses will be in your account sooner. Payment run may become more frequent in future.

You will receive an email notification when a payment has been made to you and the funds will appear in your account after 3 working days.

10. Deleting & Withdrawing Expense Reports

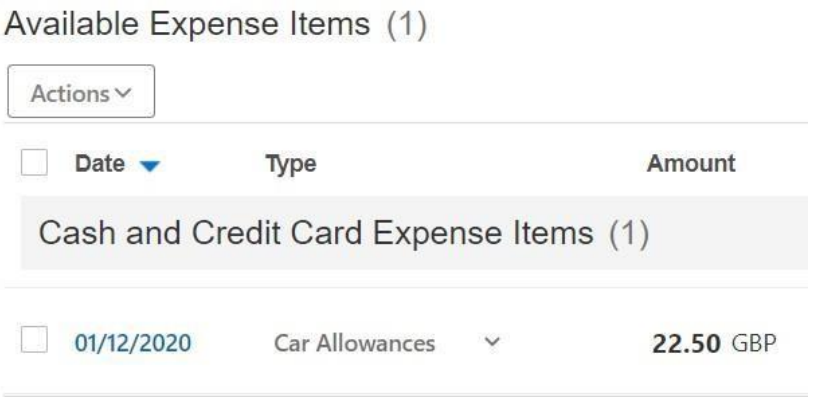
10.1. Submitted Expense Reports that have yet to be approved can be withdrawn by clicking on the … icon on the Expense Report tile and selecting Withdraw. You can then either make any required changes and resubmit or delete the report.

10.2. Any Expense Reports that are not pending for approval, approved or paid can be deleted by clicking on the … icon on the Expense Report tile and selecting Delete.



10.3. Click Yes to the warning message to delete the report.

10.4. After deleting an Expense Report, any Expense Items contained within it will be added to the Available Expense Items section.

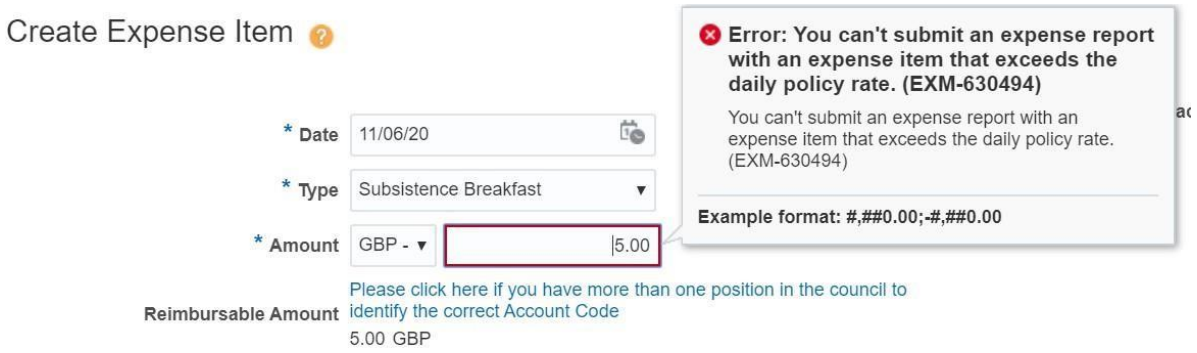


10.5. You will need to select these items using the tick box, click on the Actions button and then select Delete. Click Yes to the warning message to permanently delete the selected items.

11. Policy Violations

11.1. When creating an Expense Item, you may come across a policy violation message. This normally means you are either trying to claim over the allowed amount for that expense type or a receipt hasn't been attached.

For Example, if the maximum allowed amount for a breakfast claim is exceeded, you will see the following message.



11.2. Amend the amount to the maximum allowed value or lower to proceed.
You will also need to ensure that the Date field has been completed correctly as you are only allowed to claim one of each meal type a day.

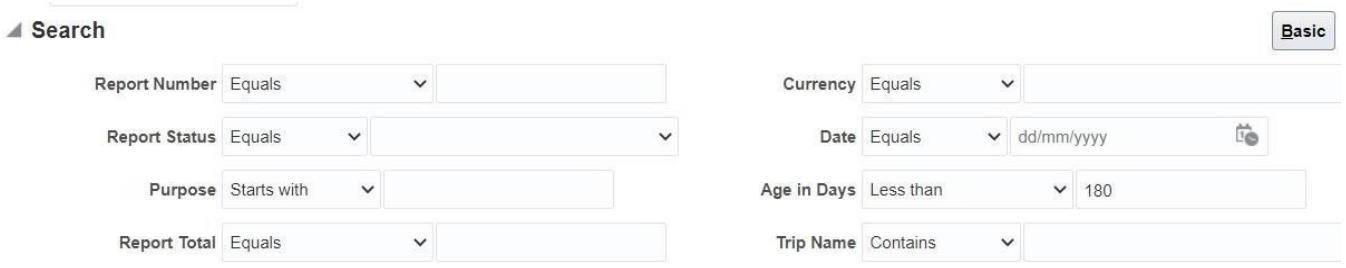
11.3. Refer to the Expenses Policy for details on Expenses limits.

12. Searching for an Expense Report

12.1. Click on the magnifying glass icon in the top right-hand side of the screen to go to the search page.

If you know the Expense Report Number (EXP…) of the claim you want to find, you can type this reference into the field before you click on the magnifying glass to search for just that report.

12.2. Alternatively, you can enter the required parameters on the search page itself and click search to find any Expense Reports that fall within the set criteria.

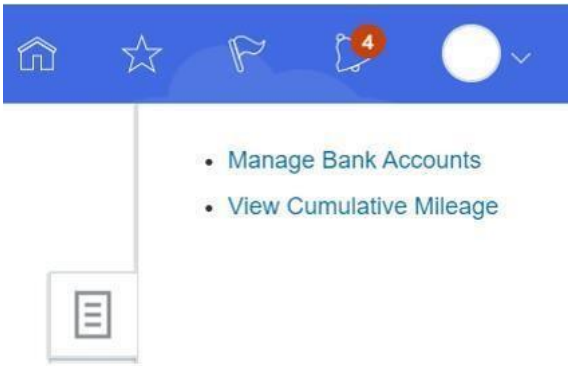


12.3. A successful search will show the results screen with the Expense Report(s) listed. You can click on the Expense Report Number to view further details. Clicking Done in the top right hand corner will return you to the Travel and Expenses page.

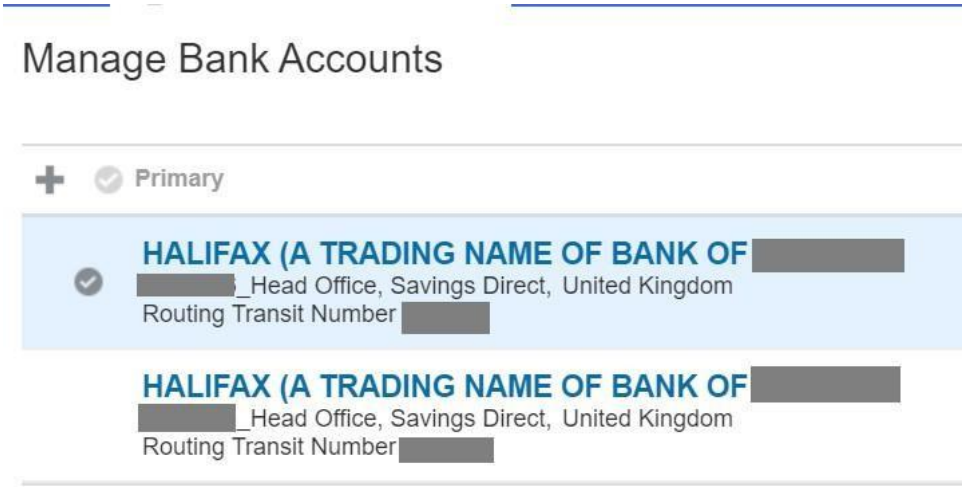
Report Number	Date	Report Status	Report Total (GBP)	Purpose
EXP0033360194	18/05/20	Saved	104.00	TEST

13. Updating Bank Details for Expenses

13.1. After you have updated your bank details within the system you will need to set the new account as your primary one within the Expenses module to direct payments to your new bank account. To do this, go to the Travel and Expenses page and click on the document icon on the right-hand side of the screen, followed by Manage Bank Accounts.



13.2. On this screen you will see both your old bank account and the new one you have added for you wage payments. Click on the new account you want to use for expense payments, so it is highlighted blue and then click the Set Primary option at the top.



13.3. A grey tick will appear next to the account to show has been set as the default.

13.4. **Please Note –** An Expense Report will be paid to the bank details that were selected at the time it is **first created**. If you have any Expense Reports in progress that have yet to be paid, you will need to terminate them and raised again for payment to go to your new account.

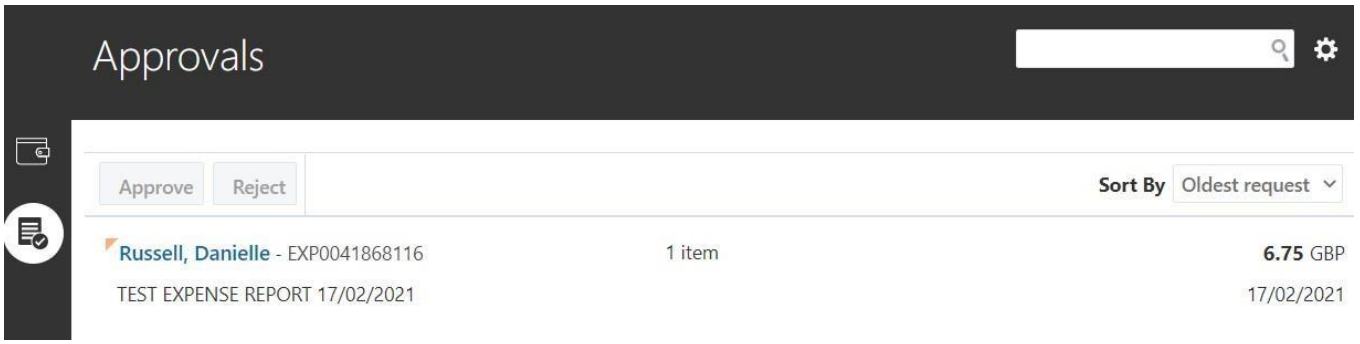
14. Viewing an Expense Report Approval

14.1. You will receive an email notification from the system when you have Expense Reports pending for your approval.

14.2. Click on the Expenses icon on the One Source homepage.

If you are accessing the site from a mobile device, you will need to ensure you select 'Desktop Site' from your browser menu once logged in to view the Expenses icon.

14.3. While on the Travel and Expenses page, you will see an icon on the left-hand side that show a document with a tick icon. Click on that icon to see a list of pending approvals.



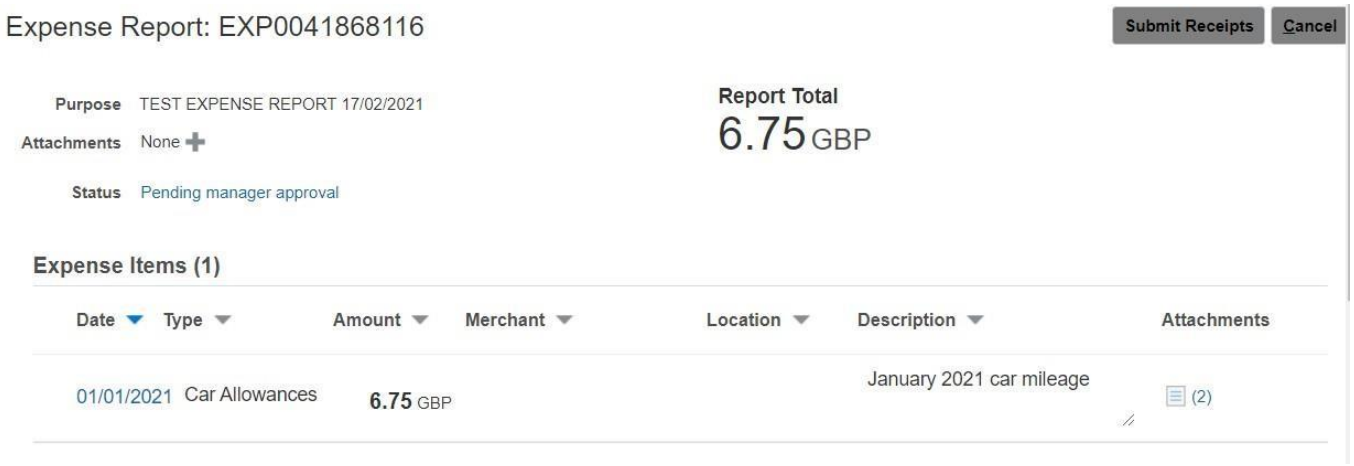
14.4. The list will show the Employee's Name, Expense Report Number, No. of Expense items, Total Value, Date and Report Name.

14.5. Although you have the option to approve on this screen, you will need to click on the employee's name to view the full details of the report and confirm that suitable receipts have been provided for all items.

Please note, receipts are not mandatory for Excess Mileage or On/Off Street Parking but must be provided for all other expense types. Any Expense Reports that do not contain valid receipts must be returned to the employee.

14.6. Click on the EXP number to open the approval request in a new window.
Please note, the Receipt Required wording at the bottom of the request is just a confirmation that receipts need to be provided as part of the submission. It does not reflect if there are or are not attachments on the submitted claim.

14.7. Clicking on the View Expense Report button will allow you to view the details and any attached receipts. Click on the blue date to see the full expense item (including total number of miles and budget code).



14.8. Click on the Expense Type name to view each Expense Item in detail.

14.9. Click on the document icon at the end of the lines will allow you to download and view any attachments.

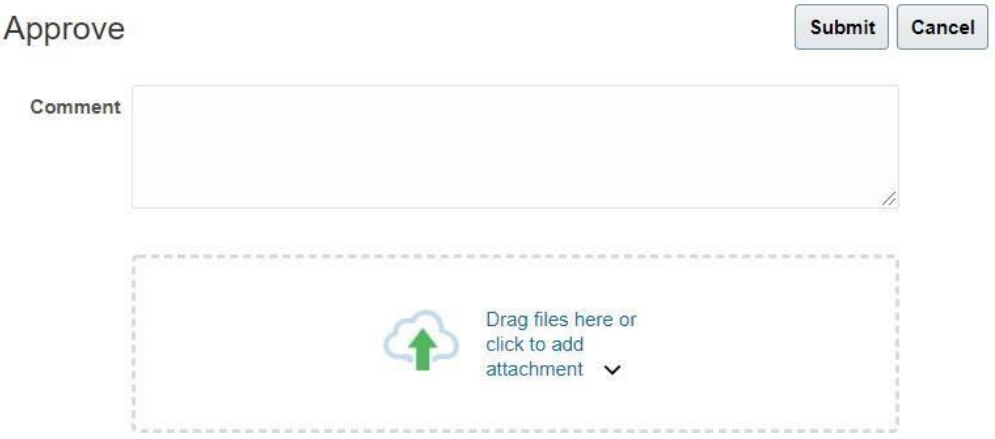
You will need to verify that the receipt(s) support the Expense Item details.
Any mileage claims (except Excess Mileage and electric vehicles) **must** be accompanied by a valid VAT receipt and details of the journeys taken. Please refer to the Council's Expense Policy for further details.
If any receipts are missing or not sufficient, this will need to be communicated back to the user (See: Requesting More Information).

14.10. Once checked, click Done / Cancel to back out of the Expense screens until you return to the original approval request screen.

15. Approving an Expense Report

15.1. Once you have viewed and checked the Expense Report you can click on the Approve button in the top right if you want to proceed with the authorisation.

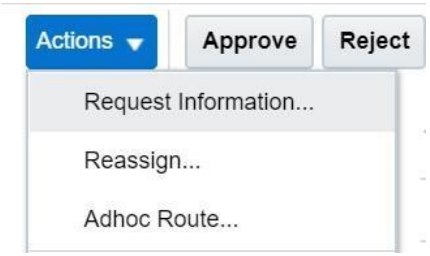
15.2. To confirm the approval, you will need to click on the Submit button in the window that appears. You can add comments if you want but they are not mandatory.



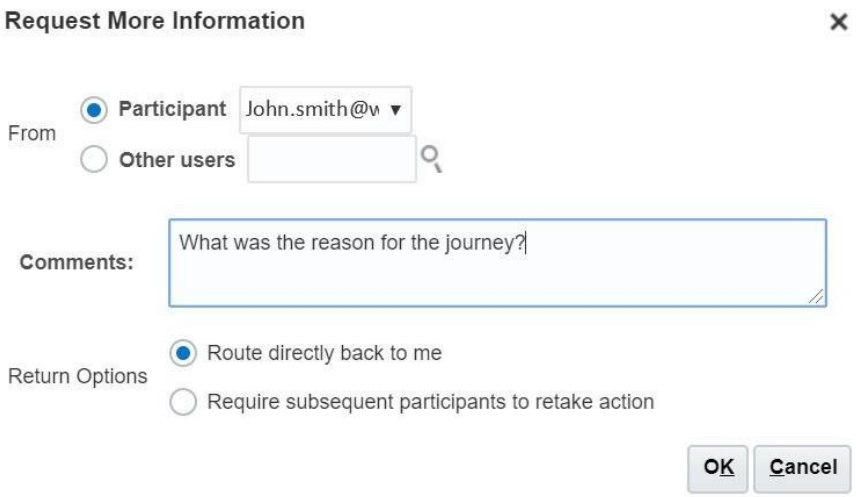
15.3. Once authorised, the Expense Report will disappear from your list of pending approvals.
The Report will then be added to the next available payment run for the employee.

16. Requesting More Information

16.1. If you need to request further information from the employee, such as missing receipts or an extended description, you can click on the Actions menu in the top right corner and select Request information.



16.2. You will be able to enter a comment to the employee in the window that appears. Once entered, click OK to send the Expense Report back to them.



16.3. The employee will receive an email from the system informing them of the information request. Once they have updated the Expense Report as required, it will be resubmitted back to you for approval.

17. Approvals Received in Error

17.1. The approver of an Expense Report is decided based on the budget code entered against the employee's account and the total value of the submitted claim. The employee doesn't have the ability to change or select the approver on submission.

17.2. If the Expense Report has come to you in error and needs to be authorised by a different approver, you will need to submit a One Source Help Desk ticket to request a change to the approver. The team will need to know the budget code on the expense claim and the name of the correct approver.

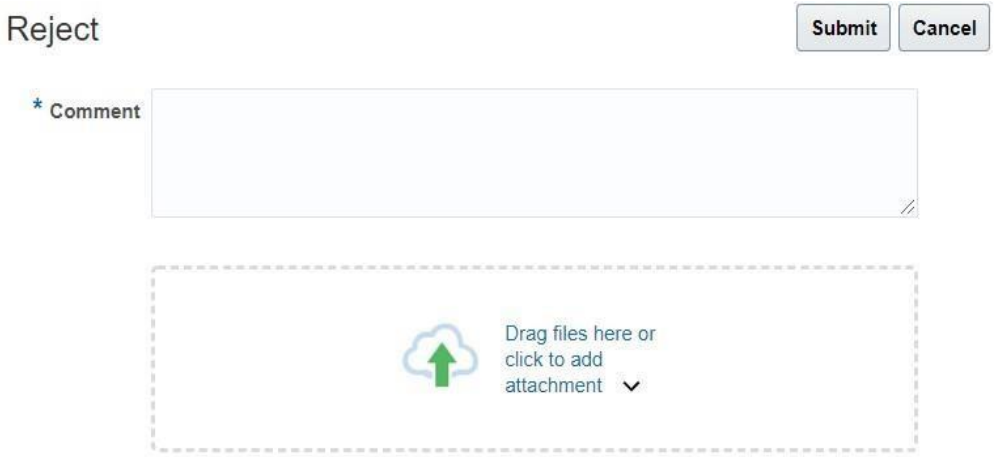
Please note, any changes to the approval hierarchy will also affect requisition and invoice approvals, not just expense claims.

18. Rejecting an Expense Report

18.1. If you are not happy for the employee to claim the listed expenses, you can reject the report back to them.

18.2. Click on the Reject button against the report.

18.3. Add a reason for the rejection in the comment box so the employee knows why you are not happy for it to be authorised. Then click Submit.



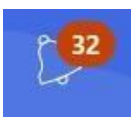
18.4. The employee will receive an email notification informing them of the rejection.

19. Setting Up a Vacation Rule

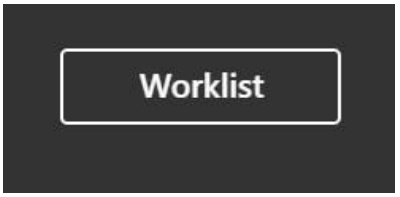
19.1. Vacation rules can be set up within the system to automatically redirect your approval requests to another approver of your choosing. This is helpful to use for annual leave and can be set up by an administrator upon request if you are off sick.

Further into this section, there is also guidance on how to create custom rules that will activate under criteria you set, such as approval requests from a particular employee always going to an approver you've selected.

19.2. To access the rule settings, click on the notification bell in the top right corner of the screen, followed by Show All.

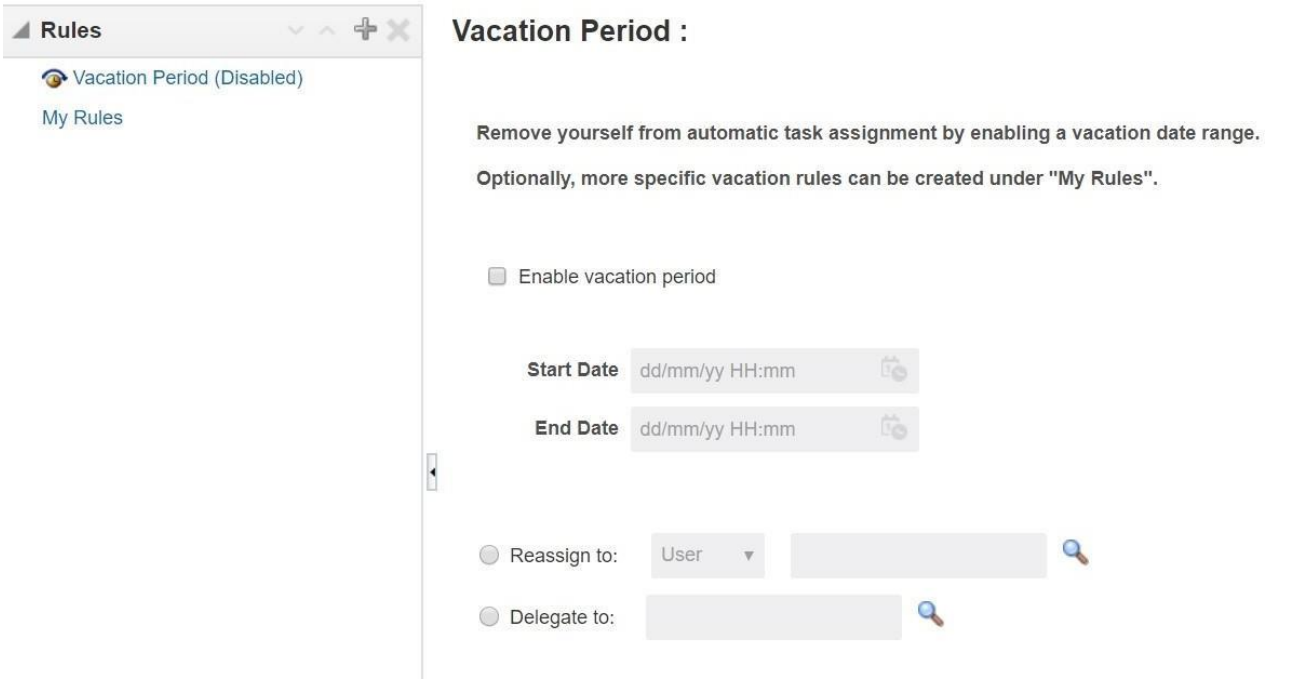


19.3. Then click the Worklist button in the top right hand corner to open the worklist in a new window.



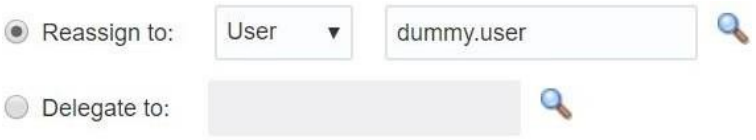
19.4. In the Worklist window, click on the small black arrow next to your name in the top right corner of the screen and select Preferences from the menu.

19.5. This will open to the Vacation Rule settings window. On here you can either set an overall vacation rule that will apply to all your approval request or you can use the 'My Rules' section to set up custom rules.



19.6. For a standard vacation rule, tick the box against Enable Vacation Period and enter the Start and End date of your leave.

19.7. You will then need to select the Reassign To option and use the magnifying glass to search for another approver on the system.
The delegate option will cause the approval request to come through to both yourself and your chosen delegate.



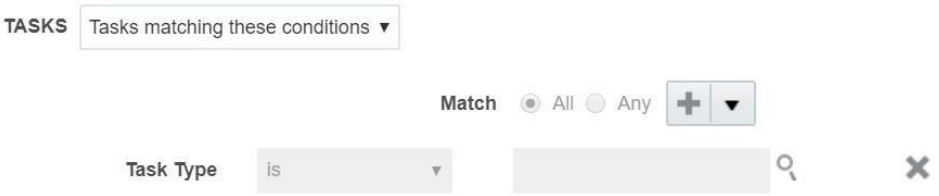
19.8. Then click on save in the top right corner to set the rule you have created.

19.9. To disable the vacation rule early, you can remove the tick from the Enable Vacation Rule box and click Save to apply the change

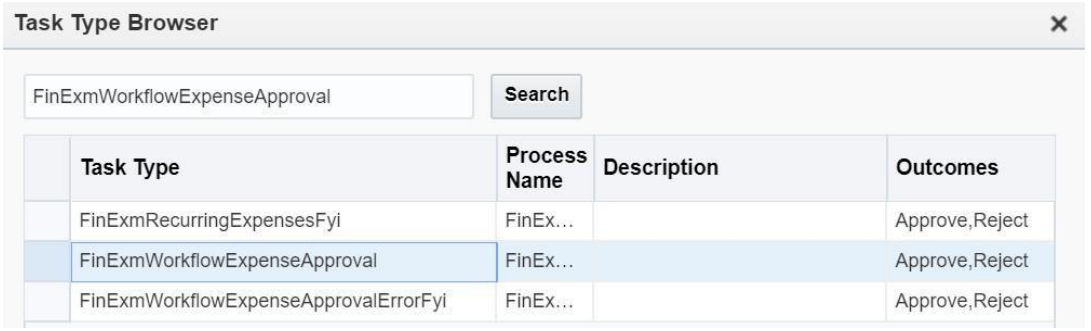
19.10. To create a custom rule you will need to click on My Rules from the left hand menu, followed by the + icon in the top corner to start a new user rule.

19.11. One done you will see new sections appear where you can set different criteria. Firstly you can either apply the rule to match your standard Vacation Period Date (when enabled) or you can set a separate date for just this rule. Tick the 'execute only between these dates' tick box to enter a date range.

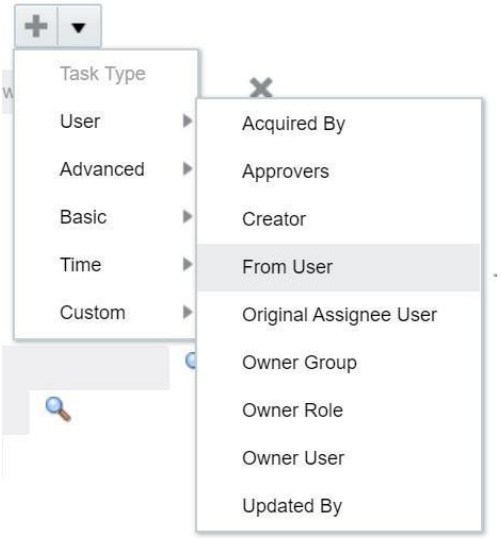
19.12. The Tasks section allows you to set the conditions that will trigger the rule. For example, you can set the rule to only apply to approval request from a specific user or a specific approval type (such as expenses).



19.13. To set the rule to apply only to expense report approvals, click on the magnifying glass next to the greyed-out Task Type line. You will then need to enter the phrase '**FinExmWorkflowExpenseApproval**' into the search bar and select the option that matches that exactly before clicking Ok.



19.14. To set criteria for a specific user, click on the + dropdown icon, click User and select From User.



19.15. You can then use the magnifying glass on the new criteria line to search for the user you want this rule to apply to.

19.16. You can remove a set criteria at any time by clicking on the X button at the end of the line.

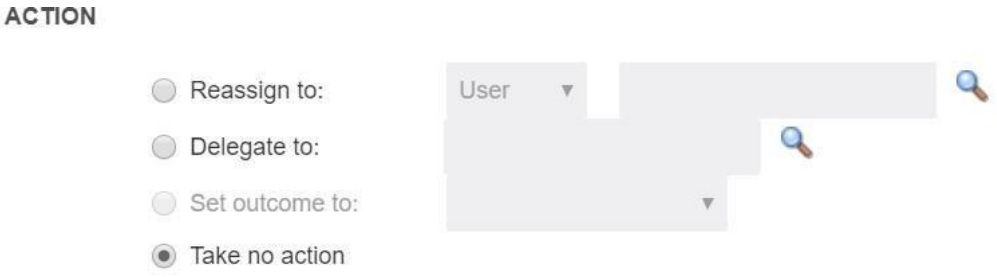
19.17. Alternatively, you can set the rule to apply to everything by changing the dropdown to All Tasks

19.18. The final section decides what action the system will take when the set criteria has been met.

Reassign To – Any approval requests will be redirected to the approver you select using the magnifying glass against this option. You will have no visibility of the approval requests.

Delegate To – Both yourself and the approver you select will be able to see and action the approval requests.

Set Outcome To – Automatically approvers or rejects the approval request. Do **not** use this option as all expense reports need to be reviewed to ensure they are valid and contain acceptable receipts before approval can be given.



19.19. Finally, click on Save in the top right corner of the window to save the rule and activate it (providing the criteria is met). Additional rules can be created by clicking the + icon to start the process again.