# Oxford RTSG Expense Claim Process

## Overview

Expenses will be reimbursed via the University eExpenses system Sap Concur, which is governed by the University Finance Division and is subject to University finance regulations.

Specific guidance for students is detailed in this document and if wished the full university expenses claim process can be accessed at https://finance.web.ox.ac.uk/expenses. Generic training on SAP Concur and 'how to' videos are also available at eExpenses training and support | Finance Division (ox.ac.uk).

The reimbursement process generally takes 2-3 weeks, where all the required steps have been followed. It is important to note that where students fail to follow the instructions provided, the delivery of expenses is often quite delayed, so please be sure to read through the following instructions carefully as you compile an RTSG claim.

## Key points

- Separate claims should be made for expenses under separate pre-approved RTSG Grants. Reimbursement will be based on pre-approved costs, therefore please contact the DTP office if there are any changes to your expenses to confirm if these can be approved.
- Claims must be submitted no later than three months after the expense has been incurred. In exceptional circumstances approval may be given for a slightly later claim, however the University Finance Office will not permit reimbursement of expenses older than 12 months under any circumstances.
- You can only claim once you have completed the funded activity eg. after attending a conference or completing a training course (not just after making the payment).
- Original receipts for all approved expenses must be submitted - bank statements and invoices do not qualify as receipts on their own. If you lose any receipts, please be advised that the finance team will likely not be able to approve reimbursement except in exceptional circumstances.
- If a name is listed on a receipt, it must be the claimant's name (contact the DTP office if this isn't the case before submitting a request).
- If you are submitting a claim for interview expenses, you will need to list the names of the people interviewed with the date of the interview.
- If you are claiming expenses for a conference/training course/other event you will need to include proof of attendance/completion of that activity with your claim materials.
- If you are submitting a claim for mileage in a private vehicle, you will need to have provided proof of a valid driving licence, proof that the vehicle is safe, legal and roadworthy, i.e. a current MOT certificate, and proof the vehicle is insured for business use. These documents will need to be sent separately to the DTP email address granduniondtp@socsci.ox.ac.uk and will be held on file for future claims.
- Mileage cannot be claimed for hire cars, only petrol costs and the cost of hiring the vehicle itself. You must also confirm that the vehicle is insured for business use. Hired vehicles may only be reimbursed for the specific days required for undertaking University business.

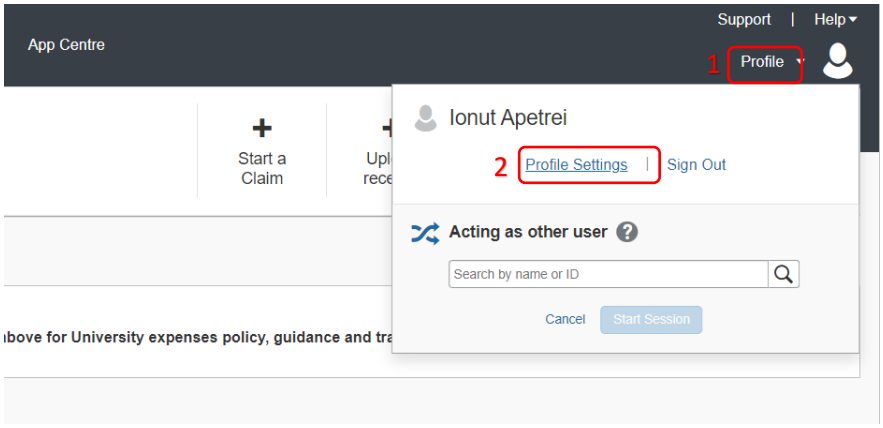
# How to create and submit a claim in SAP Concur (eExpenses)

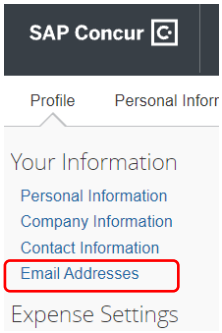
## Accessing the system

- Navigate to the Expenses page on the Finance Division website https://finance.admin.ox.ac.uk/expenses.
- Click on the **Log in to SAP Concur eExpenses** button on the right-hand side column. This will take you to the SAP Concur homepage.
- Log in using your University SSO (single sign-on) credentials (e.g. abcd1234@OX.AC.UK).

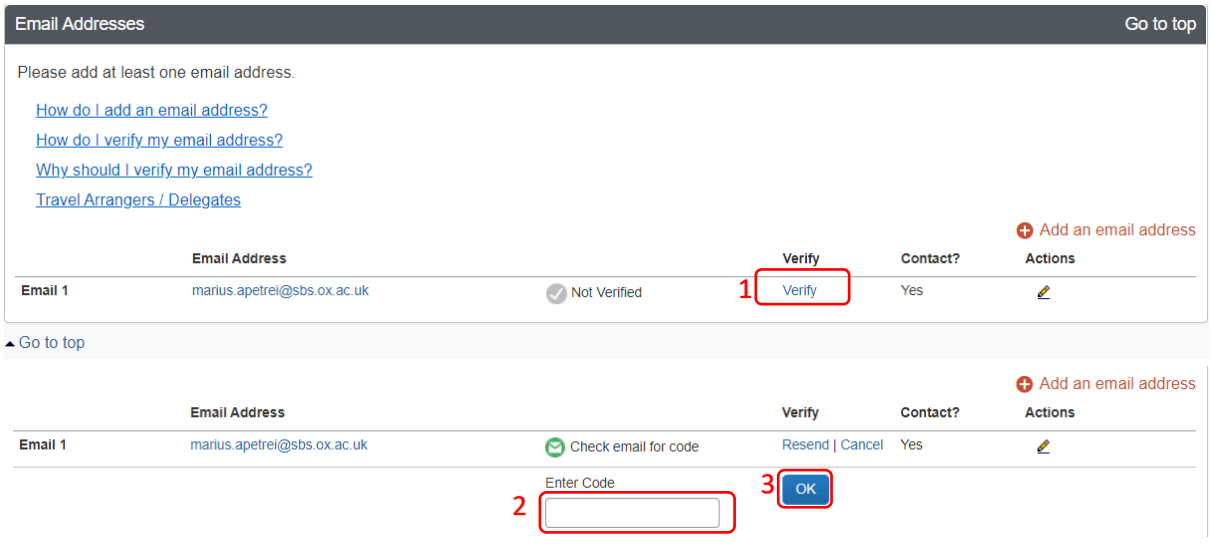
## Set up your profile (when you log in for the first time)

From the homepage, click on **Profile** and then **Profile settings**.



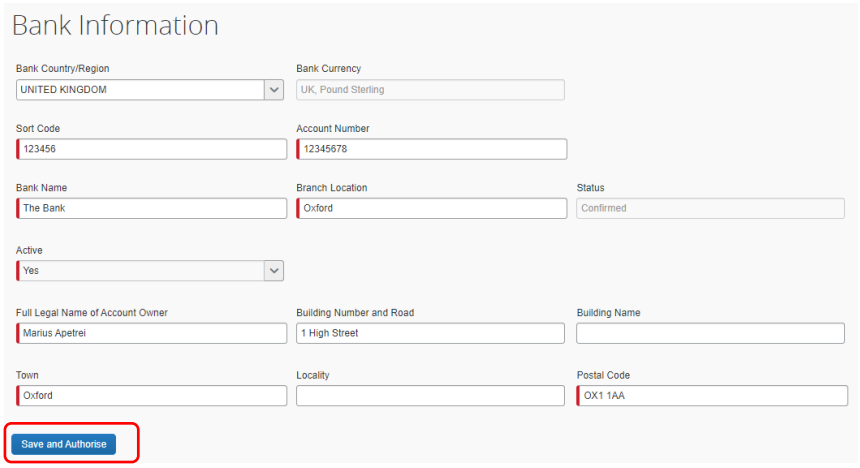




**Email address** – to the left of the page, under "Your Information", click on the **Email Addresses** link. This opens the "My Profile - Personal Information" page. Your University email address should already be prepopulated at the bottom of this page. To verify it, click **Verify** (additional email addresses can be added - these will also need to be verified). You should then receive an email from SAP Concur which will contain a verification code. Copy and paste the code into the "Enter Code" field. Click **OK**. The status of your email address should change to "Verified".

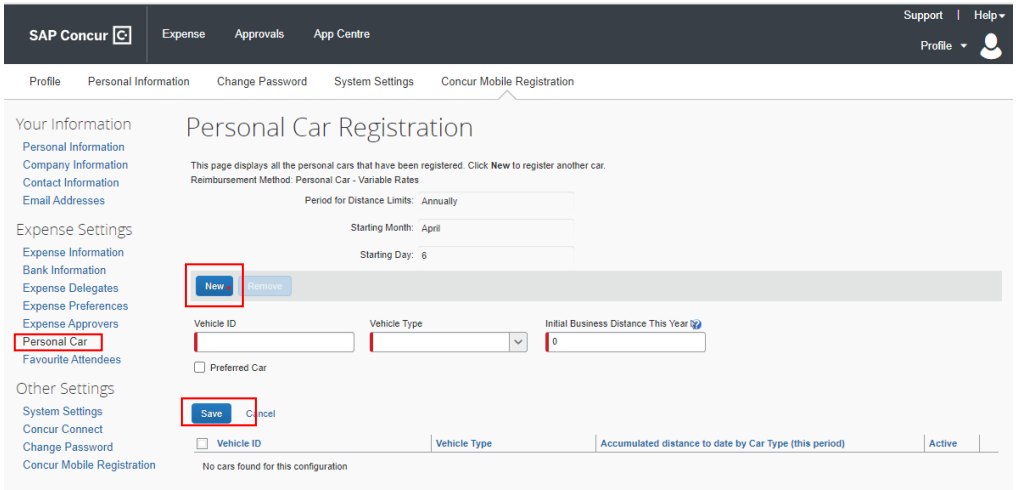


**Bank Information** – to the left of the page in the "My Profile - Personal Information" section, under "Expense Settings", click on the **Bank Information** hyperlink. In the "Bank Information" section, populate the following fields: Bank Country/Region, Sort Code and Account Number, Bank Name and Branch Location, Full Legal Name of Account Owner, and your address for correspondence purposes. Click **Save and Authorise**.

Note: SAP Concur only supports payments made to UK bank accounts.



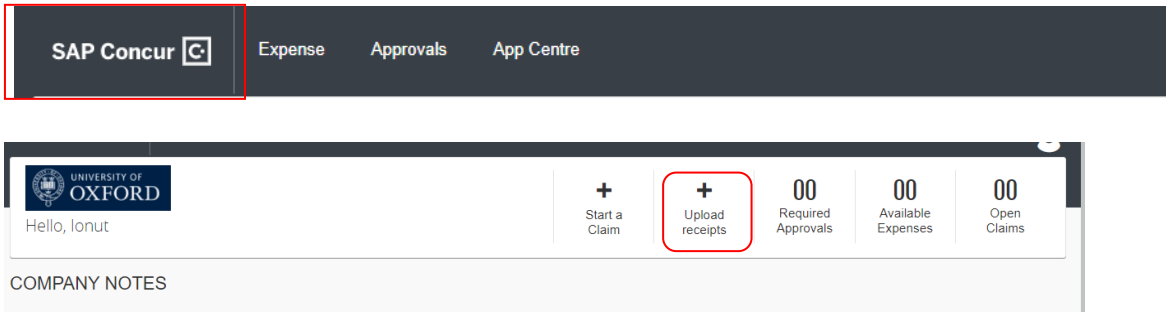

**Personal Vehicles** – if mileage costs have been pre-approved, you will need to register the relevant vehicle. Click on **Personal Car**. Click on **New**. You will need your vehicle registration number to put in as the vehicle ID. Choose the correct vehicle type from the drop-down box. The "Initial Business Distance This Year" box must be completed if you have already claimed mileage costs through other means for this reporting period which started on 6th April, otherwise leave as zero. **Save**.



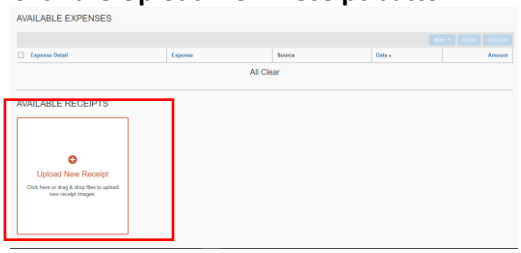

## Upload and manage receipts

SAP Concur allows you to pre-upload images of receipts that you can attach to a claim. You should save images of your receipts on your computer with a name that is easy to recognise. Ensure the file size of the photo is large enough that the details will be visible on a computer screen when the claim is reviewed; we recommend saving at full size.

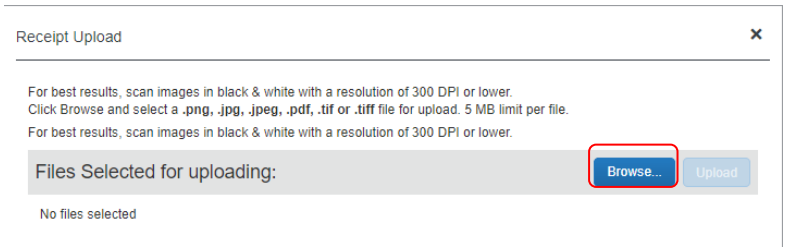
To upload a receipt in SAP Concur, click on the **SAP Concur** home button at the top left-hand corner of the page. Then select **Upload receipts**.




Click the **Upload New Receipt** button.

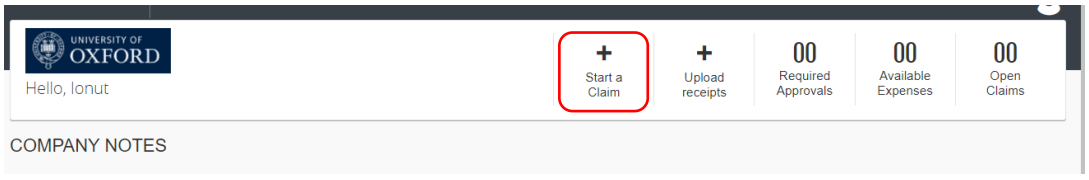



This will open the "Receipt Upload" window. Click on **Browse**. Navigate to the folder on your machine in which the receipt is located. Select the relevant file, click **Upload**, then close the "Receipt Upload" window. Your receipt should now appear in SAP Concur under "Available Receipts".

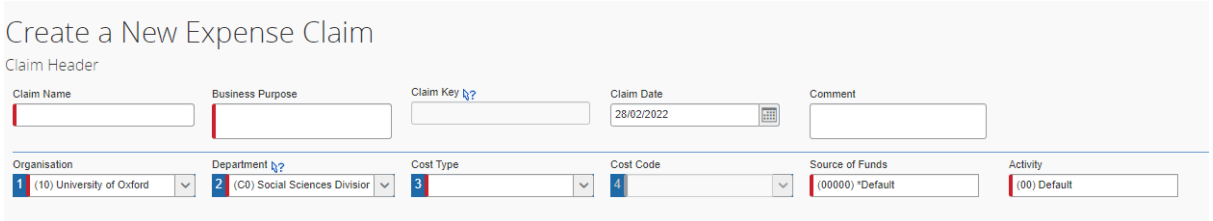



## Creating a claim

Click on the **SAP Concur** home button at the top left-hand corner of the page. Then click on the **Start a Claim** button.

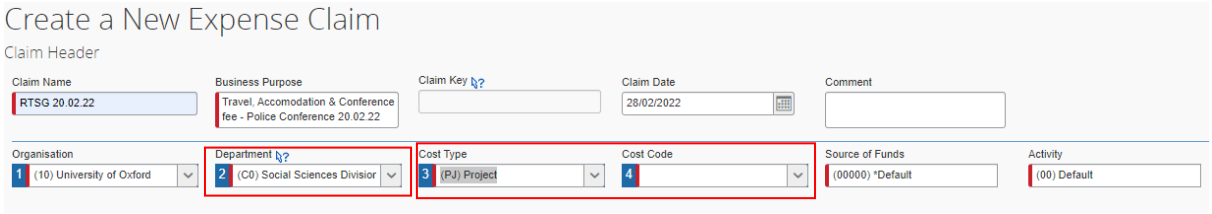



This launches a new window, "Create a New Expense Claim".

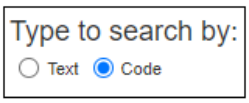



The mandatory fields you need to fill in are marked in red:

- **Claim Name**: this should be something that makes the claim easy to identify (e.g. "RTSG Grant 1 XXX Conference Mar 2022").
- **Business Purpose**: brief narrative describing the type of expenses included in the claim (e.g "Travel, accommodation & conference fee - RTSG Mar 2022").
- **Claim Key**: ignore.
- **Claim Date:** the date on which you submit the expense claim (should be pre-populated).
- **Comment**: allows you to add more details if required.
- **Organisation**: defaults to "(10) University of Oxford".
- **Department**: The default should be "(C0) Social Sciences Division" but if not please amend by clicking on drop-down box and typing C0 (zero not "O"). "(C0) Social Sciences Division" should then appear. Select.
- **Cost Type**: select "(PJ) Project"




- **Cost code**: Select "Code", as illustrated below, before searching:




Select from the drop-down list '**C0T00020 C000.06 RTSG Exp'**.

- **Source of funds:** leave as is, i.e. "(00000) Default"
- **Activity:** leave as is, i.e. "(00) Default".

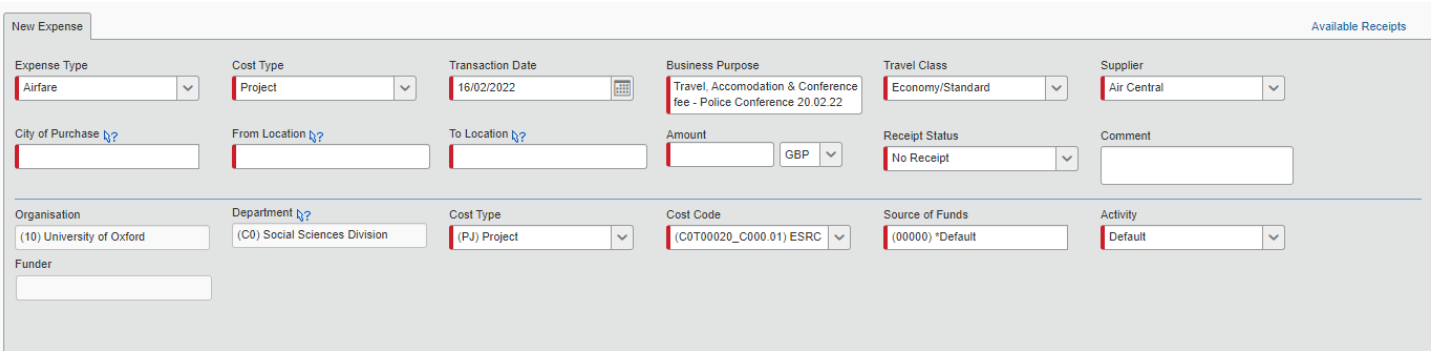
At the bottom of the screen click the **Next>>** button.

## Enter expenses

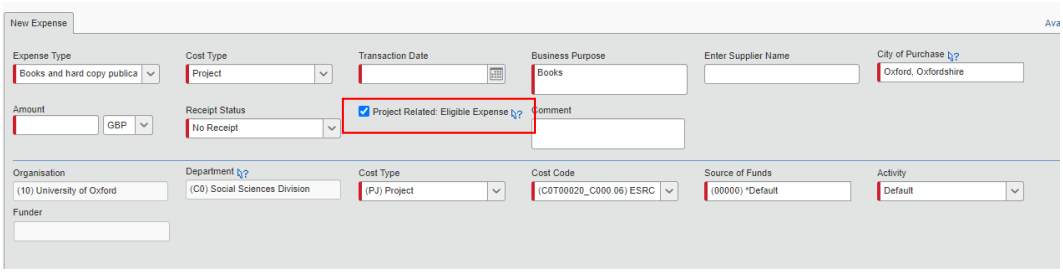
The left side of the screen displays a list of each expense which, when creating a new claim, will be empty. Each expense you enter and save to the claim will then appear in the list.

To add the first expense item, select the most appropriate expense type from the list, e.g. Travel – air fare. You can search through the list by typing a relevant word. The expense type you choose will determine which fields you then need to fill in. The mandatory ones will be marked in red. Items below the blue line should default in from the previous page and don't need to be updated.

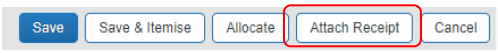
**Notes:** For expense types with 'staff' and 'non-staff' options, please select 'non-staff'.
For Participant costs, enter as 'gifts'.



- **Cost Type**: “Project”.
- **Transaction Date**: the date on which the cost was incurred i.e paid for (this will determine currency exchange rate)
- **Supplier Name**: This is mandatory for some expense types. Enter the name of the supplier as it appears on the receipt.
- **City of Purchase**: Enter the city in which the expense was incurred e.g. if a train ticket for Florence to Rome was bought in Oxford enter Oxford, likewise if a hotel was purchased in Rome put Rome. This field will determine the default currency eg. if you list Oxford, then the currency will default to GBP (£). This can be amended if the item was paid for in a different currency e.g Euro’s. If there is no place of activity e.g. for an online survey - put Oxford.
- **Amount**: enter the amount paid in the original currency, and change the currency type if needed. If the relevant currency is not GBP, the system will automatically look-up the correct exchange rate for the date of purchase.
- **Receipt Status**: select “Receipt”.
- **Project Related: Eligible Expense**: depending on what is being claimed, the “**Project Related: Eligible Expense**” may display, in which case please check the box as shown in the screenshot below. **If you do not do this, the system will reject the claim**.

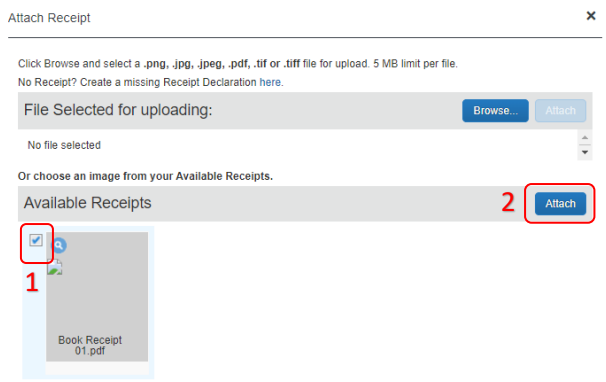



- **Attach Receipt**: Click the **Attach Receipt** button at the bottom of the screen. This will also be where you upload any other required documents eg. proof of attendance/completion.

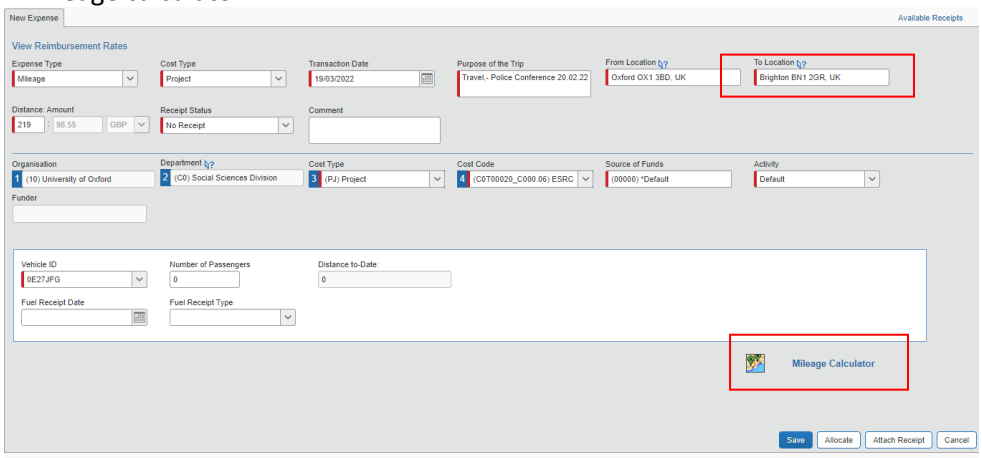



Receipts already loaded in SAP Concur will be displayed in the “Available Receipts” section. Select the appropriate one and then click **Attach**.

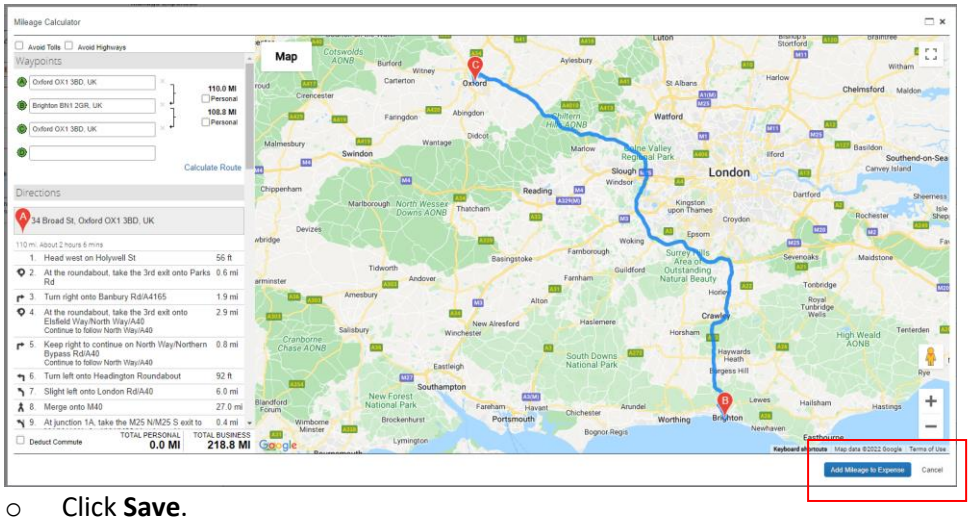
To attach more than one receipt or add another document eg. proof of attendance, you will need to save the first entry, and then click on the relevant line for the expense on the left-hand side of the page (under ‘**Expenses**’). This will re-open the expense line and you can attach another document. If you do not have a receipt please contact the DTP office for further advice.



- If you are claiming for mileage you will need to enter the 'from' and 'to' location and then click on the mileage calculator.

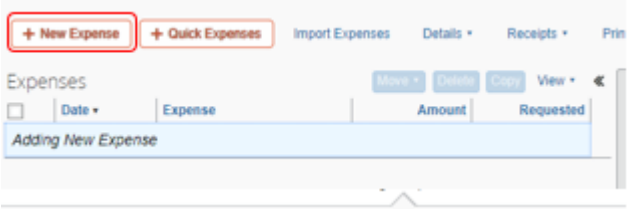



This will open a map where you can amend the journey details such as a return trip etc. - then click on "add mileage to expense" button.




- Click **Save**.

- To enter a new expense, click on the **+ New Expense** button (top left corner).




- If yellow or red flags appear, click on them for an explanation of what the issue is. In most cases, some compulsory information will be missing, or a comment will be required to provide additional information about the purchase. Click on the relevant expense line and review/complete all compulsory boxed. Sap Concur will normally raise a flag if the activity took place on a weekend and this can be ignored.

- To submit the claim for approval, click on the **Submit Claim** button (top right corner). Then click **Accept and Submit** in the pop-up window.

**Contact for queries:** granduniondtp@socsci.ox.ac.uk