

FAQs – Digital Visitor Expenses

Who can use the Digital Visitor Expenses service?

Anyone who is not UCL staff or an active UCL registered student can use this service. Please see [UCL Department Guidance](#).

When do I have to stop using manual claim forms?

Please start to use the new portal as soon as possible, we will continue to accept manual forms until 11th December 2023, after this date unless it's been agreed by AP your manual claims will be rejected upon submission.

How does a visitor access the expense service portal?

Please see [UCL Department Guidance](#). An administrator from the relevant department will invite the external visitor, who will receive an email with a link to register an account and subsequently make a claim.

Can a UCL employee complete the Digital Expense process for the Visitor?

No, the claim must be completed by the claimant as they need to provide personal data and agree to the terms and conditions of the service. It may be the claimant is a person with a disability or health condition and they are unable to access this service. In such cases, please contact the Expenses Team in Accounts Payable at accountspayable@ucl.ac.uk, who can advise on an off-system exceptional claim process.

Does the claimant need to enter bank details when registering on the service?

Yes, UCL can only reimburse expenses by making an electronic payment to a bank account.

Can claims be made to overseas bank accounts?

Yes, claimants can enter overseas bank accounts when registering on the service, prior to making a claim.

Can the claimant edit their claim after it's submitted?

Once the claim has been submitted the claimant cannot make any changes. If they have submitted a claim and need to make any changes, they should contact the relevant UCL department administrator who can reject their claim to enable the claimant to make changes and re-submit.

Where can I find the UCL Expenses Policy?

The UCL Expenses Policy can be found [here](#)

Who will review and approve the claim?

After a visitor has submitted a claim, the UCL employee who invited the claimant to use the service will receive an email asking them to review and accept the claim. Following this, the claim will be imported into the UCL finance system where it will be approved by a budget signatory depending on the project code charged.

What is the quickest way of creating receipt image files? There are two main ways to create receipt images:

- Claimant will scan receipt(s) using a scanner or a scanning mobile app (i.e. iScanner, Genius Scan) and create a PDF file which can be emailed to your UCL email address to save to your desktop.
- Claimant can take photos of their receipt(s) on a mobile phone.

If the claimant has several receipts for one claim, what is the best way for them to attach the receipt images?

This is the same process as staff expenses. Claimants should scan or photograph several receipts in one file or amalgamate several files into one PDF. There is a system file size limit of 3.9MB per attachment.

Does the claimant need to store the original receipts?

Original paper receipts do not need to be stored locally, unless they relate to sponsored research and it is explicit in the terms of the grant that original paper receipts need to be retained.

What is an acceptable receipt image?

Where the claimant has attached receipts please ensure all receipt images are legible and meet the policy criteria, see 3.6 at [UCL Expenses Policy](#) where it states:

Credit card slips or credit card/bank statements will not be accepted as evidence of expenditure. All receipts used should include details of what goods or services have been purchased.

Will my approver be able to view the images?

Yes, approvers will be able to view the receipt images from either the email notification or their notification list in MyFinance.

Will the claim be checked by Accounts Payable prior to payment?

Yes. some claims are checked by Accounts Payable and they can view these electronically, they will fall into the following categories:

- Policy violations
- Random selection – a proportion of claims are selected automatically by system workflow for checking in Accounts Payable

Does the claimant need to submit receipt images for mileage claims? No, mileage can be claimed without receipt images.

Who can I contact if I am having trouble with a claim?

Please consult the [UCL Department Guidance](#) and [External Visitor Guide](#) in the first instance. If this doesn't answer your query, contact the UCL Expenses helpdesk at accountspayable@ucl.ac.uk.