



Digital Visitor Expenses

UCL Department Guidance

For help or assistance, please contact the One Desk Finance team at myfinancehelp@ucl.ac.uk

Introduction

From September 2023, UCL Finance are launching new functionality which enables external visitors to follow a fully paperless process for the submission of expense claims. UCL departments will use this new process to replace the previous manual process for approximately 15,000 claims per year and provide a substantially improved experience for all involved.

The main features of the new solution are that it:

- Replicates previous manual steps on a digital platform, enabling a paperless end-to-end process.
- Enables submission directly by the visitor (all claims must be submitted by the claimant, it is not possible for departments to submit on the visitor's behalf due to GDPR and fraud prevention rules).
- Remains department led, ensuring that visitors are fully supported through the process and that access is granted / set-up required on an as needed basis only.
- Claims can be tracked on system, removing the requirement to maintain local departmental records.

The digital process uses a newly developed portal which enables the UCL department to invite a visitor to use the service, then allows the claimant to register with their bank details and submit an expense claim. Following acceptance by the UCL department, the claim is interfaced into iExpenses where it can have cost codes applied (similar to purchasing cards) and submitted for financial approval.

This guide explains the step by step process for: giving a visitor access to the new external visitor expenses service, accepting a claim following submission and coding the claim via iExpenses. A separate guidance document has been created to explain the process for the visitor making a claim.

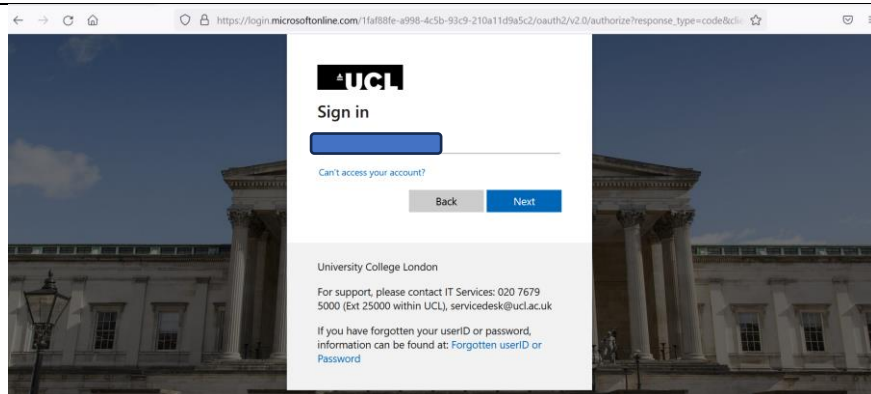
It may be the claimant is a person with a disability or health condition and they are unable to this digital process. In such cases, please contact the Expenses Team in Accounts Payable, who can advise on an off-system exceptional claim process.

Invite a visitor to claim

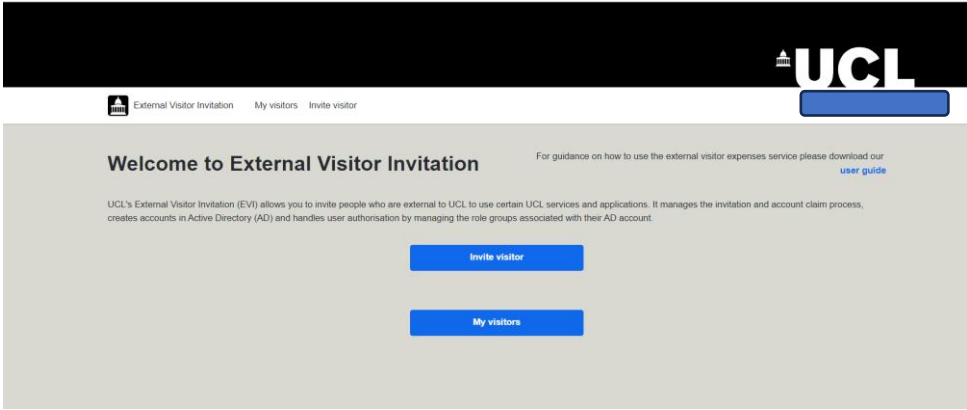
Before a visitor can make a claim, the UCL department needs to give permission for them to use the service. The portal is not open to everyone who can access the UCL webpages to prevent fraud. **The person inviting the claimant should be the same person who will accept and code the claim in iExpenses. The system identifies who the claim should be sent to as the same person who invited the claimant.**

1. Click link <https://app.ucl.ac.uk/ExternalVisitorInvitation> to invite visitor. The screen below will appear, log in using your standard UCL log in (recommend using Edge or Chrome internet browsers):

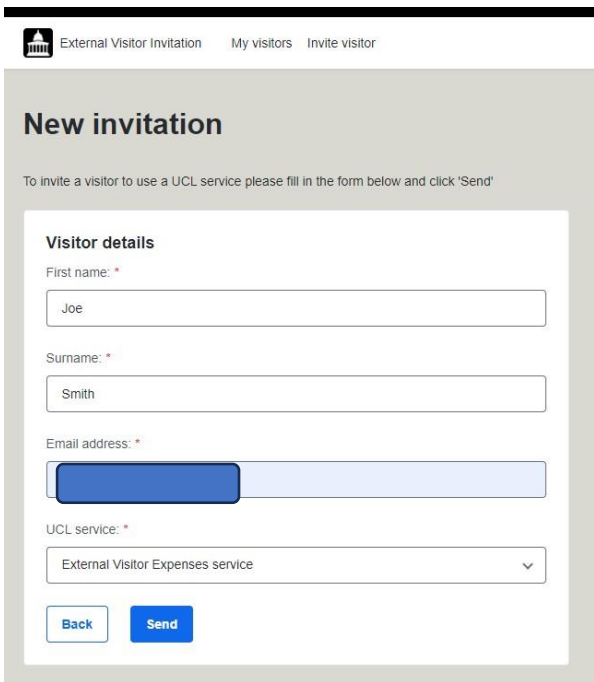
① You will not get prompted to log on again, if you have already authenticated with Single Sign on in your current session for any UCL Single Sign on service. This is expected.



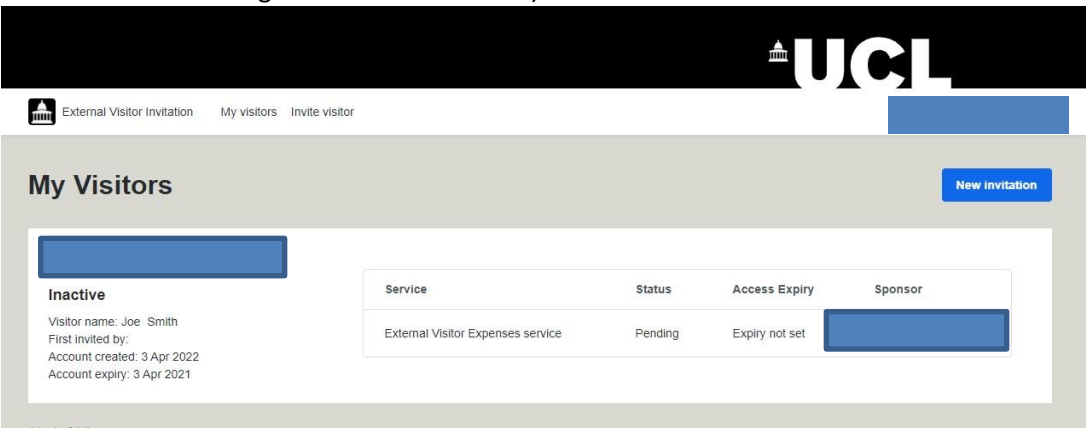
2. Click **Invite Visitor**:



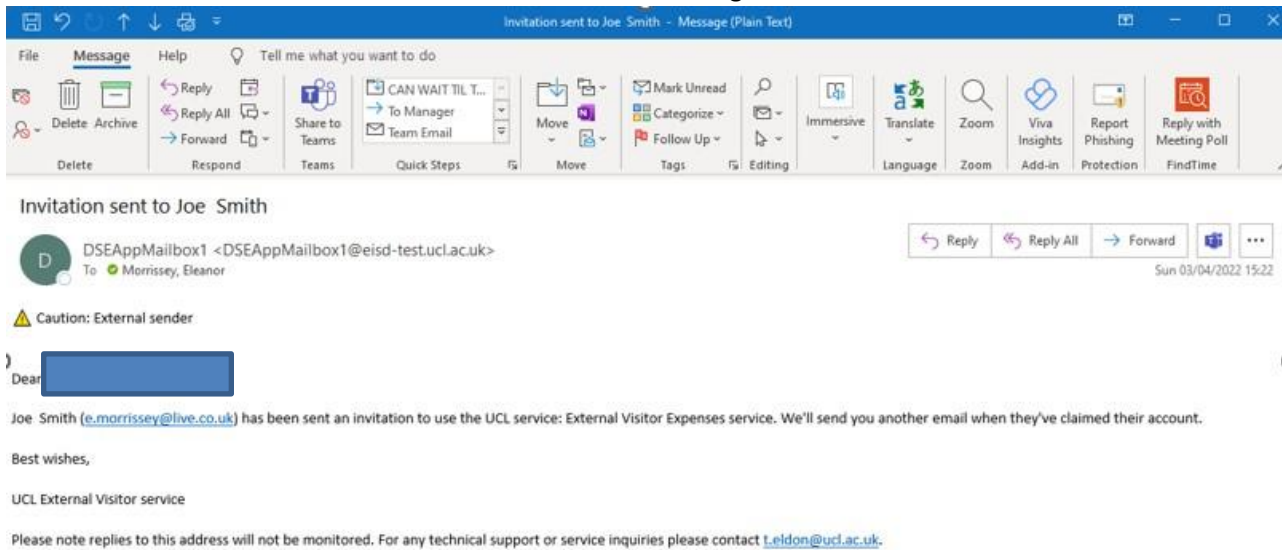
3. Enter visitor details. Ensure the UCL service selected is '**External Visitor Expenses service**' Click **Send**:



4. Screen below will appear detailing visitor. (Please note the expiry date will move to the future when the external visitor registers with the service):



5. Email should be received to UCL email account confirming invitation has been sent:

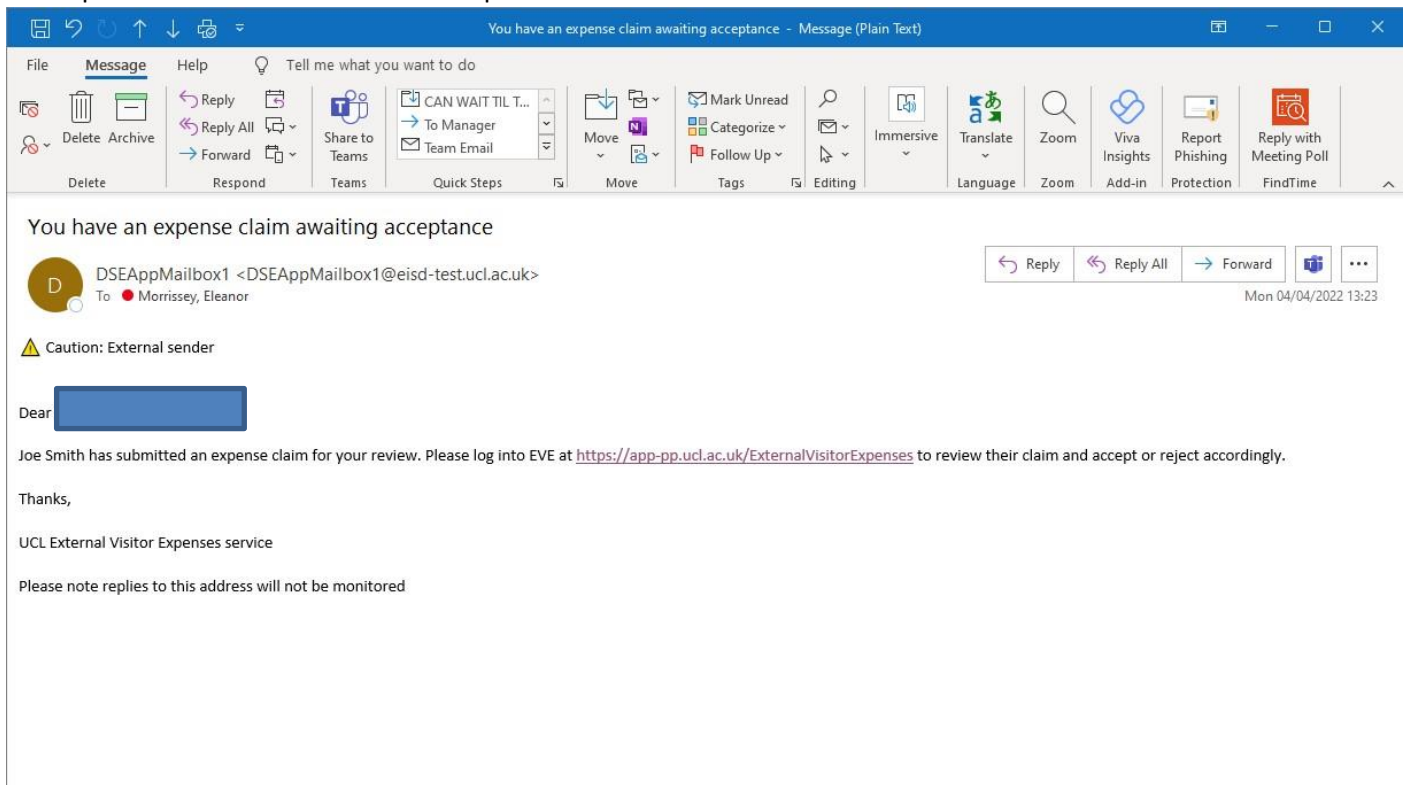


<<Process now goes to claimant – see External Visitor Guidance>>

Accepting a claim following submission by visitor

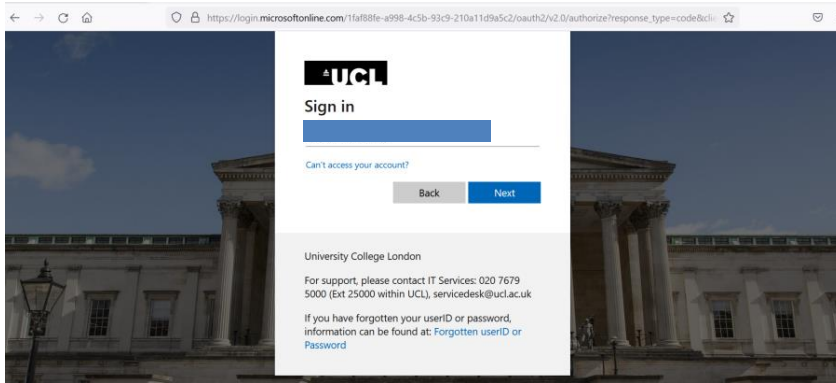
When the visitor has submitted their claim, the UCL department needs to 'accept' the claim as valid and appropriate before it can be interfaced into iExpenses in MyFinance.

6. An email will be sent to the person who invited the visitor to claim, asking them to log into the External Visitor Expenses service to review and accept the claim. Click link:



7. Enter your UCL credentials to sign in:

① You will not get prompted to log on again, if you have already authenticated with Single Sign on in your current session for any UCL Single Sign on service. This is expected.



8. Click **View all claims awaiting review** :



Welcome to External Visitor Expenses

[View all claims awaiting review](#)

9. All claims entered will appear for review. Click **Review** for the relevant claim:



Expense claims for review

Search

Description	Claimant	Status	Total	
EM test 04.04.22		Awaiting acceptance	£205.84	Review
EM test 2 04.04.22		Awaiting acceptance	£100.00	Review

1 to 2 of 2 items

Review details of expense claim and receipt to ensure they match the claim submitted:

Review expense claim

[Back](#)

Claim summary - Joe Smith

Claim description: EM test 04.04.22	Address: * Home - E4 7DD	Bank account: Current - ****5678
Terms & Conditions accepted <input checked="" type="checkbox"/>	Payment currency: GBP - £ - Pound Sterling	UCL contact:

RECEIPT FOR TESTING

10. Click **Accept**. The claim will then be interfaced into iExpenses.

If you have any queries for the claimant or there are any discrepancies, you can **reject** the claim, add notes and send back to the claimant. The claimant will then receive an email with the notes asking them to add or change information:

Date	Type	Justification	Amount	
01 Mar 2022	Airfare - Europe	Travel to UCL	€248.00 (£205.84)	Review details

1 to 1 of 1 items

[Accept](#)

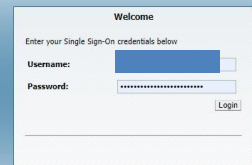
[Reject](#)

Total: £205.84

Coding and submitting the claim

12. Log into MyFinance www.ucl.ac.uk/myfinance :

ORACLE
Access Manager



Welcome

Enter your Single Sign-On credentials below

Username:

Password:

13. Go to Internet Expenses:



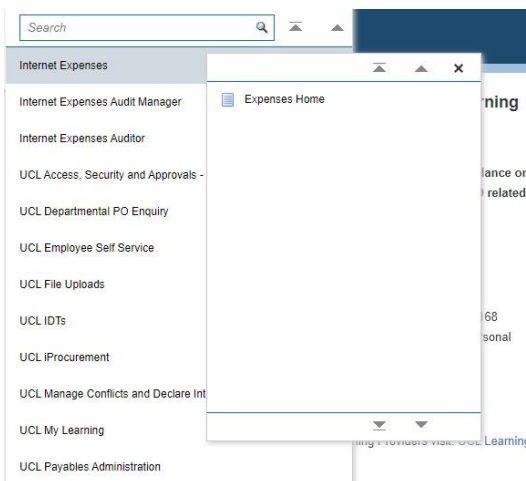
ORACLE E-Business Suite

Welcome to MyHR, MyLearning and MyFinance

Coronavirus/COVID-19
Visit: [Coronavirus webpages](#) for guidance on how to record Coronavirus/COVID-19 related absence.

Welcome to MyHR

Visit: [MyHR Online Help](#)
Email: hr-services@ucl.ac.uk
Call: HR Services on +44 (0)20 3108 7168
Find out how we use and store your personal data: [GDPR](#)



Search

Internet Expenses

- Internet Expenses Audit Manager
- Internet Expenses Auditor
- UCL Access, Security and Approvals -
- UCL Departmental PO Enquiry
- UCL Employee Self Service
- UCL File Uploads
- UCL IDTs
- UCL iProcurement
- UCL Manage Conflicts and Declare Int
- UCL My Learning
- UCL Payables Administration

Expenses Home

14. Click **Create Expense Claim** :



ORACLE Expense Reports

Expenses Home | Search Expense Claims | Credit Card Transactions | [Delegate](#) | Search Payments

Expenses Home [Create Expense Claim](#)

Submitted Expense Claims

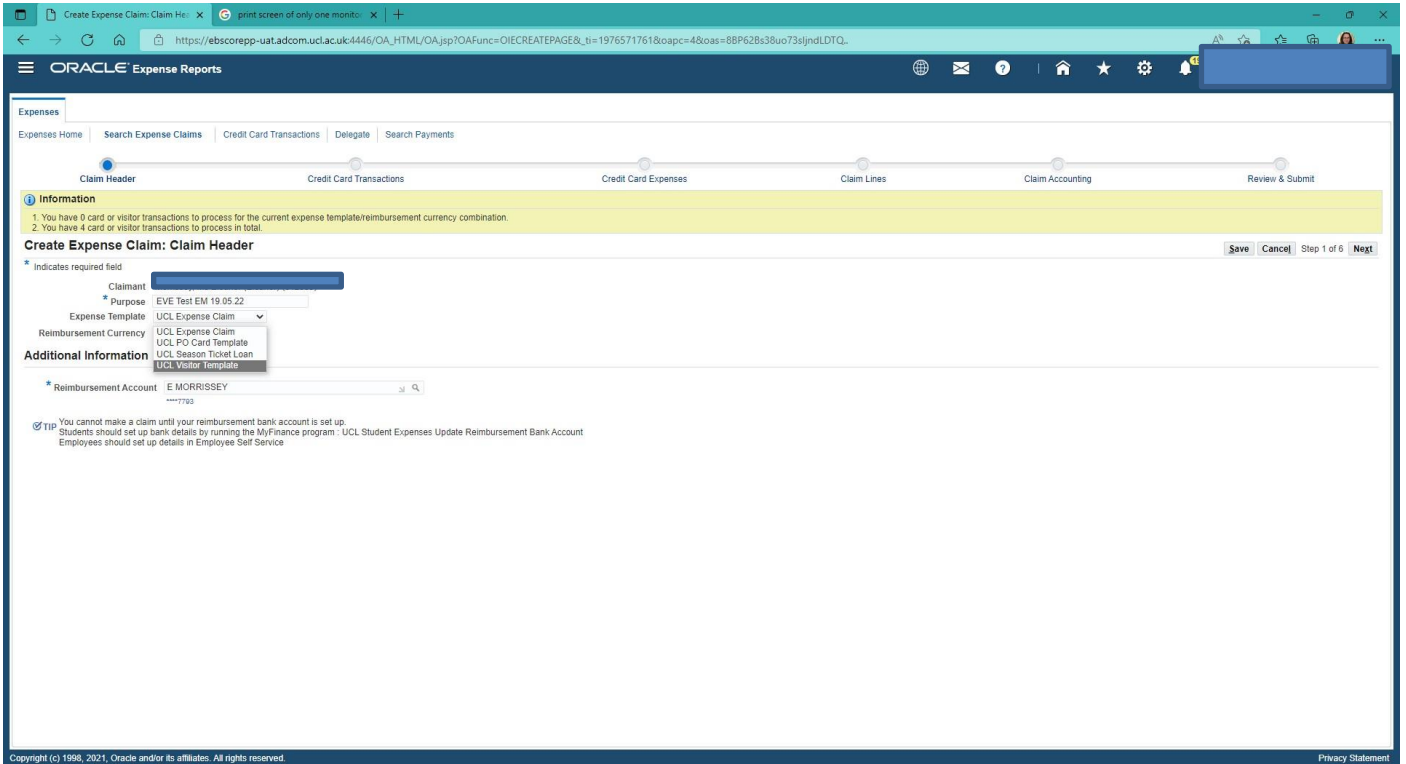
The following expense claims are either outstanding or have been paid in the last 30 days.

Claim Number	Submission Date	Status	Days Inactive	Current Approver	Receipts Status	Claim Total (GBP)	Purpose	Duplicate	Withdraw
No results found.									

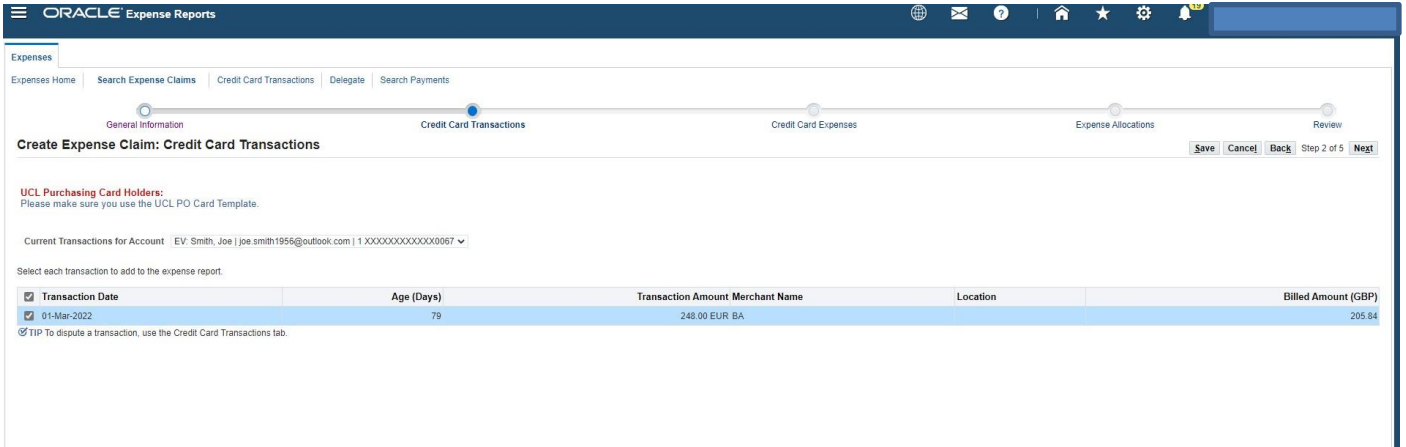
ⓘ If the status is Pending Your Resolution, you were sent a notification explaining the required action.

Update Expense Claims

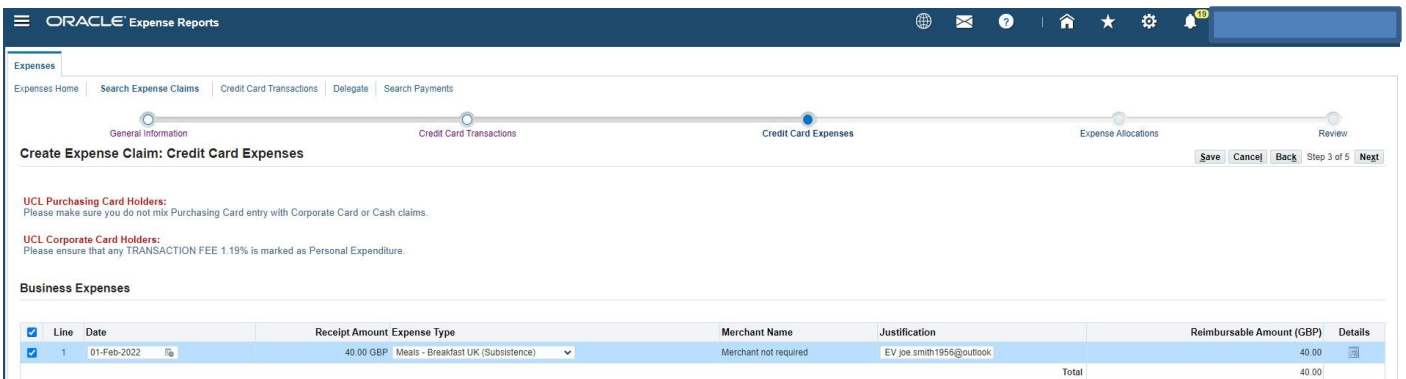
15. Enter purpose and choose **Expense Template** as **UCL Visitor Template**. Please note it is very important to select the correct template. Click **Next**:



16. This process is similar to the purchasing card process. Each visitor is set up as a 'credit card' and each of the claims associated with that card, can be picked from the drop down menu titled 'Current Transactions for Account'. Pick the claim that was submitted, ensure all lines are ticked under transaction date, then click **Next**:



17. Tick all lines on the left hand side. Click **Next**:



18. Enter the PTA codes for each line. Please use codes you are a key member of. Click **Next**:

Create Expense Claim: Accounting

Use the Project (Research Grant) tab to charge your expenses to a research project. These lines will be routed to the project Manager (or Expenses Manager) and the departmental Authorised Signatory for approval.

Select Claim Lines: **Update Allocations** | Revert | My Allocations | Apply

Focus Line	Payment Method	Date	Expense Type	Receipt Amount	Reimbursable Amount (GBP)	Merchant Location	Justification	Project	Task	Award
<input checked="" type="checkbox"/>	1 Credit Card	01-Mar-2022	Airfare - Europe	248.00 EUR	205.84	BA	EV joe.smith1956@outlook.com Ln1 Travel to UCL	501903 039 FCSA	100 UCL	156780 UCL Core

19. Click **Submit**. The claim will be sent to a signatory using the standard iExpenses approval hierarchy used for staff and student claims:

Create Expense Claim: Review

Review the expense claim below before submission.

UCL Expense Claim Submission Instructions

General Claim Submission Instructions:

Please attach all required receipt images using the + sign below. Physical paper receipts & documentation are no longer required to be sent to Accounts Payable; your claim will automatically be sent to your department approver(s) and Accounts Payable (apexpenses@ucl.ac.uk). The specified approver(s) will be notified by email and will need to approve your claim. In some cases Accounts Payable will have to review your claim and if necessary contact you for further information prior to processing your payment.

You will be notified by email if and when:

- Your claim is approved (or rejected) (or further information is required)
- Your bank has been instructed to credit your account

UCL Season Ticket Loan Claim Submission Instructions:

Using the + sign below, please attach with your application either:

- 1) a URL link to the web page showing the cost of your season ticket e.g. <http://www.tfl.gov.uk/tickets/14416.aspx> or;
- 2) a saved screen print of the web page with the ticket cost.

Additionally, where you are renewing a season ticket, attach either:

- 1) a scanned copy of your previous ticket or;
- 2) where no ticket is available (eg. oyster card, lost ticket), a scanned receipt, bank or credit card statement, showing proof of purchase

Your claim will automatically be sent to HR for approval.

You will be notified by email if and when:

- Your claim is approved (or rejected) (or further information is required)
- Your bank has been instructed to credit your account

General Information

Name	[Redacted]	Imaged Receipts Status	Not Required
Expense Dates	01-FEB-2022 - 01-FEB-2022	Reimbursement Account	[Redacted]
Cost Center	A01	Report Total	40.00 GBP
Purpose	Test	Reimbursement Amount	0.00 GBP
Original Receipts Status	Not Required		

Business Expenses

Credit Card Expenses

Warning	Date	Receipt Amount	Expense Type	Justification	Merchant Name	Original Receipt Required	Imaged Receipt Required	Receipt Missing	Reimbursable Amount Details (GBP)	
	01-Feb-2022	40.00 GBP	Meals - Breakfast UK (Subsistence)	EV joe.smith1956@outlook.com Ln1 Meal ay UCL	Merchant not required				40.00	
									Total	40.00

Corporate Card/Visitor Business Expenses	40.00
Cash and Other Business Expenses	0.00
Expense Report Total	40.00 GBP
Corporate Card/Visitor Business Expenses	40.00
Corporate Card Personal Expenses	0.00
Corporate Card Itemized Personal Expenses	0.00
Company Paying to Credit Card Issuer/Visitor	40.00 GBP
Cash and Other Business Expenses	0.00
Corporate Card Personal Expenses	0.00
Corporate Card Itemized Personal Expenses	0.00
Reimbursement to You	0.00 GBP

Searching for Claims Via iExpenses & Invoice Enquiry

Similarly to employee and purchasing card claims, the status of the claims can be tracked via iExpenses. It will be marked as a 'UCL Visitor Expense' and the claim justification will be prefaced with 'EV' and the name of the external visitor.

The claim is associated with the UCL staff member who accepted and coded the claim. When the claim is imported into Accounts Payable, it creates an invoice for 0.00 against the UCL staff member and a payment invoice for the claim amount under the external visitor's name.

To view the linked transaction from Invoice Enquiry, go to the Tools menu and select Card Associations, this will display the linked record:

Expense Claims/Payment Requests

Payment Requests

Invoice Number	Supplier	Invoice Amount	Invoice Date	Amount Paid
1571429-01-AUG-23		87.72	01-Aug-2023	87.72

Expense Claims

Invoice Number	Invoice Amount	Invoice Date
UCLXEXP616580	87.72	07-Jun-2023

Oracle Applications - EBSLIV

File Edit View Folder Tools Reports Window Help

View EFT Details
View Invoice Overview
IL Tax Details
Award Distribution
View Scanned Invoice - EDM
Card Associations

Payables Administration

Batch Actual Total

Invoice Header - Invoice Entry AP

Op.	Type	PO #	Supplier Name	Suppli	Site	Invoice Date	Invoice #	Invoice Amount	Inv. Cu	Pay G
UCL	Paymer				EVESITE	01-AUG-2023	1571429-01-AUG-23	87.72	GBP	EXTER

1 General 2 Lines 3 Holds 4 View Payments 5 Scheduled Payments 6 View Prepayment Applications

Summary

Items	87.72
Retainage	
Prepayments Applied	
Withholding	

Amount Paid

GBP	87.72
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Status

Status	Validated
Accounted	Yes
Approval	Not Required
Hold	0

ORACLE

Expense Claims/Payment Requests

Payment Requests

Invoice Number	Supplier	Invoice Amount	Invoice Date	Amount Paid
1571429-01-AUG-23		87.72	01-Aug-2023	87.72

Expense Claims

Invoice Number	Invoice Amount	Invoice Date
UCLXEXP616580	87.72	07-Jun-2023