

# My HSE Self Service Travel and Expenses FAQ's



## What does the error "Payroll area 2H/3H is locked" mean?

The error message "Payroll area 2H/3H is locked" is advising that the system is locked for routine maintenance. This can be for a short time or it might be for two days before your payday. During this time you will not be able to enter leave or travel claims or approve these claims if you are a manager.

## How will year to date (YTD) Mileage be calculated?

Your mileage YTD to be calculated automatically on the system.

## Do I need to keep my receipts after I claim travel?

Once the claimant has uploaded the receipts into the travel claim they are stored electronically on the Therefore system (Document Management System) but it's also advised that the current process remains i.e. that a paper copy is retained locally.

## In relation to multiple trips in a period, how should an employee submit a claim?

Best practice is detailed entry per day. If an employee makes multiple trips in one day, they should enter on My HSE Self Service each individual trip i.e. mileage from point a to point b, from point b to point c etc., and input the total mileage in km and the system can calculate the correct rate due. Each trip needs to be clearly identifiable. The employee can upload a breakdown of their days travel/reasons/times etc., to Self Service as back up for their manager to review.

You can submit the claim as follows:

Create a new claim (see above. Click the + sign on the bottom left of your screen). Then click on 'mileage' several times to set up claims and enter all information for the individual trips.

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**PHNs, OTs, SP&LTs etc, (i.e.: staff who do multiple house calls/trips per day in city areas), may have several trips worth of Parking Tags per day which are currently submitted with their monthly claim in the form of sheets of Parking Tags. How can these be uploaded on My HSE Self Service efficiently?**

Upload as attachment on My HSE Self Service. If you have received an electronic statement from provider, save to device as a PDF and upload as attachment on NiSRP Self Service.

If you have received a hard copy statement from provider, scan and email it to yourself OR take a photo and upload as attachment on NiSRP Self Service. If you have several hard copy tickets from machines per trip, photocopy them onto A4 sheet & scan or save and upload. Or lay them out as a group and take a photo and save and upload.

**How can reducing a balance on eflow be printed down and uploaded to My HSE Self Service?**

Take a photograph of the EFlow receipt OR take a screenshot of your eflow balance OR download the relevant statement from your EFlow account.

Select 'Tolls' from the list of expense types. You can upload any photo files (jpg, png) or PDF files onto My HSE Self Service.

**If I'm doing a lot of travel during the month do I have to submit a claim for each day or can I do one claim for the full month?**

For compliance with NFR's, each individual trip must be completed. The claim should include, the date of journey, the reason for the journey, time of departure from and return to work, the location and mileage involved.

 @NiSRP\_HR



 For more, click here



 [support.nisrp@hse.ie](mailto:support.nisrp@hse.ie)



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## Will I receive a notification when my travel is approved?

You will not receive a notification to your email but the status of your claim in Travel and Expenses will change from “Submitted” to “Approved”. The claim will then change to “Reimbursed” when it is sent to payroll for payment.

## What do I do if my Manager is not available to approve my leave/travel?

Your approver can set a substitute to ensure the approval of leave/travel is continued.

## What am I to do next when I receive a message in my inbox 'travel claim request requiring follow up'?

No action is required. This is just to advise you to remind your manager that you have submitted. Once the leave/travel is approved this message will disappear.

## I have made a mistake with my mileage claim and entered incorrect journey and should have entered more/less, how do I rectify this?

Click on the travel claim and click edit (full screen). Click into the mileage and enter the correct mileage rate and click save. The approver will receive the request. If approved it will be transferred to pay and the difference between the original mileage will be paid/deducted. You can do this even if the claim was approved by the manager.

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## How do I attach a receipt to my claim?

When uploading documents to My HSE Self Service please ensure the following;

Select the file you want to upload. This may be a photo of a train ticket or receipt or invoice  
If it is a Word document, click Save As – And save the file as a PDF.

Give the file a short name, something like Insurance.pdf, Parking Ticket.pdf. Upload onto the self service system.

## What date should I submit my travel claim to ensure I receive payment on my next pay?

Travel has to be entered and approved 8 days before pay date, such as by Wednesday noon 3rd of July to be paid on the 11th of July.

## When should I submit my travel claims?

Travel claims can be saved or submitted for approval at the time of travel if you want, or daily / weekly. There is no need to hold for monthly claims on my hse self service. However, the approval of these claims is up to the manager and what process arrangements maybe in place locally.