HR and Payroll Self Service
My Travel and Expenses
FAQs

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 when I claim travel?

Once you have uploaded the receipts with your travel claim on HR and Payroll Self Service they are stored electronically on the Therefore (Document Management System). In line with HSE's Record Retention policy receipts must be retained for six years.

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

Best practice is detailed entry per day. If an employee makes multiple trips in one day, they should enter the details on HR and Payroll Self Service for each individual trip i.e. mileage from point a to point b, mileage 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 update a breakdown of their days travel/reasons/time etc. to self service as backup 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 time 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 area), 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 HR and Payroll Self Service efficiently?

Upload as an attachment on HR and Payroll Self Service. If you have recieved an electronic statement from provider, save to device as a PDF and upload as attachment on HR and Payroll 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 HR and Payroll Self Service. If you have several hard copy tickets from machines per trip, photocopy them onto A4 sheet and scan or save and upload. Alternatively lay them out as a group and take a photo and save and upload.

How can a receipt or balance on eFlow be printed down and uploaded to HR and Payroll Self Service?

Take a photograph of the eFlow recipt or take a photoshot of your eFlow balance or download the relevant statement from your eFlow account. Select "Tolls" from the list of expense types on HR and Payroll Self Service. You can upload photo files (JPG) or PDF files onto HR and Payroll Self Service.

If I am 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 HSE National Financial Regulation Travel and Subsistence (NFR-B-4), each 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.

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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 My 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 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 we 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 HR and Payroll Self Service, please ensure the following:

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

Give the file name a short name. Something like *Insurance.pdf* or *Parking ticket.pdf* and upload to HR and Payroll Self Service.

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?

All claims must be submitted within one month of the trip or field duties. If this is not possible, they must be submitted within three months at the latest. Claims can only be submitted outside of the three-month timeframe in exceptional circumstances.

Can I claim for use of bicycle during work hours?

You can apply for use of bicycle under My Travel and Expenses, this is in line with HR Circular 066 2020 re Bicycle Mileage Rates and the Department of Finance Circular E105/31/34 on Bicycle Mileage Rates.

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