

# Payroll Self-Service Employee

## Contents

<b>Section One: Payroll Self-Service Functionality</b> .....	2
1. Logging into Payroll Self-Service .....	2
2. How to Register for Payroll Self-Service .....	3
3. Navigating Payroll Self-Service.....	4
4. My Payslips.....	5
5. ASC60 Certs - Additional Superannuation Contribution (ASC).....	5
6. P60 Documents .....	5
7. Important Dates.....	6
8. My Bank Accounts Details .....	6
9. My Email Address (User name) .....	7
10. My Password .....	8
11. My Security Questions .....	10
12. Troubleshooting Guide .....	10
<b>Section Two: Entering and Approving Miscellaneous Claims or Overtime</b> .....	12
1. Miscellaneous Claims .....	12
2. Overtime .....	15
<b>Section Three: Expenses - Home Travel and Subsistence</b> .....	18
1. Creating an Expense Claim.....	18
2. Claiming Kilometres / Creating-Registering my car.....	27
3. Creating an Advance Claim.....	29
4. Advance Claim - Claiming Expenses when I return.....	30
5. How to Delete/Update Expense Claims .....	30
6. How to Remove/Amend Expense Items from a Specific Expense Report .....	31
7. How to Amend Cost Centres/ Analysis Codes in an Expense Report or Expense Items screen .....	32
8. How to Claim for a Retirement Course.....	33
9. How to Claim for an Expense Trip Exceeding 14 Overnights .....	34
<b>Section Four: Foreign Travel and Subsistence.....</b>	36
1. Creating an Expense Claim.....	36
2. Foreign Travel - Multi City Trip .....	51
3. Foreign Travel Top Tips .....	56
<b>Section Five: Approving Expenses/Advances .....</b>	57



1. Approving Expenses/Advances.....	57
2. Delegation of Expenses to another Approver.....	58
<b>Section Six: Troubleshooting Expenses (Travel and Subsistence).....</b>	<b>59</b>

## Section One: Payroll Self-Service Functionality

Payroll self-service is available to access 24/7. The browsers that we recommend to use are Google Chrome or Microsoft Edge and to always access payroll self-service through the website [www.nssso.gov.ie](http://www.nssso.gov.ie)

### 1. Logging into Payroll Self-Service

- Go to the NSSO website [www.nssso.gov.ie](http://www.nssso.gov.ie)
- Select Log into payroll self-service
- Select the name of your organisation
- Enter your Username and Password and select Sign In

- You will be prompted to answer one of your three registered security questions - please note the answer must be entered in the exact format you registered it
- If asked a security question, that is not one of your registered security questions, you may have logged into the system using an old link. We do not recommend saving shortcuts to your login page

### 2. How to Register for Payroll Self-Service

Please register your account using a PC or laptop - we do not recommend registering on a mobile device.

You will need to have the last four digits of your IBAN(bank account number) to complete the process.

Generally, Registration emails are issued two weeks after your start date. However, sometimes this may not occur, and if it has been two weeks or more since your start date on the new database, and you have not received a registration email, please email [selfregrequest@nss.o.gov.ie](mailto:selfregrequest@nss.o.gov.ie) and request same.

- Please ensure that you include your PPSN and DOB.

Our colleagues in Expenses will send the registration email directly to you and they will include instructions on how to get started.

**Please note:** they may not reply immediately, but your request will be added to the next batch of registration emails being issued.

- For data protection and account verification purposes please ensure to include the following; name, PPS or payroll number and the name of your organisation.
- Follow the prompts in the email
  - Navigate to the area under the Username and Password
  - Select Register for an Account
    - You will need to enter your date of birth
    - The last four digits of your IBAN(bank account number)
    - Email address (this will be your registered email and will become your username)

- You will be prompted to answer three security questions - these are case sensitive so take note of the exact format that you enter them

### 3. Navigating Payroll Self-Service

- Once successfully logged in, you are routed to the **Employee Dashboard**
  - Unless you are an Approver
- Please note if you are an Approver, you are automatically routed to the **Manager Dashboard** - this is the section where you can approve expense claims, cars and advances.
  - If you require access to your personal pay and expense details or to approve overtime and miscellaneous claims, you will need to switch dashboards
  - Select the pertinent dashboard by using the dropdown to the right of the dashboard name which is located on the top left of the screen
  - Top Tip! If you click on the three horizontal lines on the top left hand side of the screen (in the green ribbon) you will get the text to accompany the icons along the side of the page - these are how you can switch between pages on payroll self-service:
    - Payment (dollar sign)
    - Expenses (cube shape)
    - Settings (pencil)
    - Overtime/Misc Claims (arrow pointing left)

4

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Employee Dashboard is where you can access:

- My Payslips
- ASC60 Certs - Additional Superannuation Contribution (ASC)
- **P60 Documents**
- Important Dates - Next Pay Date and will give the number of days to go
- My Bank Accounts
- Expenses
- Overtime
- Miscellaneous claims

### 4. My Payslips

- Under Payment (dollar sign) tab the most recent payslip is highlighted
- The Total Earnings and Total Deductions and Net Pay is displayed
- If you want the detailed payslip, select Full Payslip from the right hand corner within this area
  - You can select language options to view in English (default) or Irish
- To see more payslips select View All
  - A limited number of entries are displayed in a linear manner
  - They are from the most recent processed date backwards
  - Select View on the right hand side of the payslip entry you want to open and the detailed version will be displayed
- Navigate to the arrows at the bottom of the screen where you can move onto the next entries
- Click the relevant date from the left hand side of the heading My Payslips to see the six most recent payslips

### 5. ASC60 Certs - Additional Superannuation Contribution (ASC)

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5

- Under Payment (dollar sign) tab
- Navigate to the ASC60 Certs area
- Navigate to the year you require the cert for and select View
- To print, navigate to the bottom of the cert and select Print
- If applicable Select View All if you want historical certs for years not listed on the main display

### 6. P60 Documents

Since 2019, the Employment Details Summary replaced the P60, which is available under My Account on <https://www.revenue.ie/en/online-services/index.aspx>

- Under Payment (dollar sign) tab
- Navigate to the P60 Documents area
  - To change the language select the globe symbol to the right of the description area - select apply to change the language for the P60
- Navigate to the year you require the cert for and select View

- To generate a P60 navigate to the bottom of the page and select Generate P60
- If applicable Select View All if you want historical P60 Documents for years not listed on the main display

### 7. Important Dates

- Under Payment (dollar sign) tab
- Navigate to the Important Dates area
- In a blue circle you will see the date of the next pay day
- To the right of this circle you will see the number of days to go

### 8. My Bank Accounts Details

- Under Payment (dollar sign) tab
- Navigate to My Bank Accounts area

#### How to Change My Bank Account Details

**Please do not close your old bank account until you receive your first payment into your new bank account.**

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- Under Payment (dollar sign) tab
- Navigate to My Bank Accounts area
- If you click on View it will allow you to change the bank account information associated with pay or expenses
- Select the pay or expenses option
- Input the BIC and IBAN of the account you wish to have your payment paid to, into the relevant boxes and confirm the IBAN in the next box.
- Tick the Declaration box
- Click Save
- You will be asked to confirm your Password to verify the requested changes
- You will be redirected to the main log in page
- A message will be displayed confirming that your bank details have been successfully changed
- You will also receive an email to your registered email address to inform you that your bank details have been updated.

If the details being entered by you are for a credit union account or as new financial institutions enter the market, not all of them are listed on the system. If you encounter this issue please contact us and any branch not listed can be applied.

- Email [Payrollcontact@nss.o.gov.ie](mailto:Payrollcontact@nss.o.gov.ie)
- Subject Line: Add Financial Institution to Payroll Self-Service
- You will need to supply the following information:
  - Full Branch Name
  - Postal Address
  - BIC
- For data protection and account verification purposes please ensure to include the following; name, date of birth, PPS number and name of your organisation.
- Please note your IBAN(bank account number) is not required.

### 9. My Email Address (User name)

Please note if you change your email address - it changes your Username and recovery email address.

The recovery email address is used if a re-set password is needed or for notifications in relation to claims made on payroll self-service.

This action is time-sensitive, as you will receive an email shortly after submitting a new email address and it requires verification.

You must click on this link within 30 minutes of activating this change. If this is not completed the old email address and username will remain active.

- Navigate to the top right hand corner of the top ribbon
- Click on the circle that contains your initials
- Select Account Settings from the menu displayed
- Navigate to the Update Email area in this section
- Select Open
- You will be prompted to enter a new email address and to confirm same
- Select OK

#### Why change my email address?



- If your organisation recently changed its name or if you have been assigned into a new office under the aegis of your parent organisation, with a new work email address, then we recommend that you change your email address so that notifications from payroll self-service (including notifications to approvers for claims submitted for approval) issue to your current accessible email address.
- If you are on long term leave and do not have access to your work email address, you can change your user name to your personal email account

### What to do if my preferred email address is already showing in Update Email box

If your username has not changed, but your preferred email address is already showing as your recovery email in the “update email” box you will need to contact us.

- Email [PayrollContact@nss.o.gov.ie](mailto:PayrollContact@nss.o.gov.ie)
- Subject Line: Change the Username for logging into Payroll Self Service
- For data protection and account verification purposes please ensure to include the following; name, date of birth, PPS number and the name of your organisation.
- Please include a screen grab if possible

8

## 10. My Password

### What to do if I have forgotten my password

Please note -

- if you have been notified that your account has been locked by failing to log in 5 or more times, you will need to contact us at [Payrollcontact@nss.o.gov.ie](mailto:Payrollcontact@nss.o.gov.ie)
- New password must be at least 8 characters long and contain at least 1 uppercase (Capital) letter and 1 number.
- New password must differ from a previous password by at least 1 character

- Go to the NSSO website [www.nss.o.gov.ie](http://www.nss.o.gov.ie)
- Select Log into payroll self-service
- Select the name of your organisation
- Select ‘Forgot password or security question’

- Enter your e-mail address and date of birth as requested - the email address is what you normally enter into the system as your username
- Select “Password Reset”
- You have two options on how to reset your password on payroll self-service:
  - (i) You can reset it by sending an Email. Please Note: you must have the last four digits of your IBAN (bank account number) to use this option. And, you must have access to the email that is entered here - the email address that is to be used is your username or
  - (ii) You can reset it by answering the security questions that you set when registering. See “Reset Password by answering security question” below.

### Select “Reset Password by sending an Email

- Having requested the password reset by sending an e-mail you will receive an e-mail to your e-mail account. Click on the link provided to payroll self-service in this e-mail and you will be brought to the password reset page
- Select the set password option at the bottom of the screen to complete the process

Please Note: you do not receive a new password but instead you are directed to this reset screen allowing you to set your own new password:

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9

- Enter your date of birth as requested
- Enter the last four digits of your IBAN (bank account number)
- Enter a new password
- Confirm new password

### Select “Reset Password by answering security question”

- Enter the answers to the three security questions you set during registration (unless you subsequently changed these). These questions need to be answered the same way as when you set them up, as the answers are case-sensitive.
- Enter a new password

### Why am I being asked to change my password?



Payroll self-service is applying security best practice in prompting you to change your password. If you sign in to payroll self-service and get the following screen ‘Change Password’ this means that it has been more than **90 days** since you last changed your password.

- Enter your current password in the first box:
- If you forgot your current password please refer to the ‘What to do if I have forgotten my password’ section above.
- Enter a new password in the second box. This must have at least 8 characters and must contain at least 1 uppercase (Capital) letter and 1 number.
- Enter your new password again, this time in the third box to confirm.
- Click Change Password

## 11. My Security Questions

### How to re-set my Security Questions

- Go to the NSSO website [www.nsso.gov.ie](http://www.nsso.gov.ie)
- Select Log into payroll self-service
- Select the name of your organisation
- Select ‘Forgot password or security question’
- Enter your e-mail address and date of birth as requested
- Select second option here: “Security Question Reset”
- Insert your Password and the last 4 digits of your IBAN(bank account number)
- Note: You must have a valid password to change your security questions.
- If you are unsure of your password, you will need to reset this firstly. Please refer to “What to do if I have forgotten my password” section above for further assistance if you are unsure of how to do this.
- Answer the three questions as requested and these will now become your three new security questions.
- Be mindful of how you have answered these questions, as the answers are case-sensitive.

## 12. Troubleshooting Guide

### I have forgotten both my password and security questions

If you have registered for payroll self-service and have forgotten both your password and the security questions you have set for your account, you will need to reset your



password first and then reset your security questions, as you will be asked to confirm your password in order to reset your security questions.

Please check the preceding guides for each of these processes.

### **The security question I am being asked is not one that I set up originally.....**

If you are being asked security questions that you did not set; you have either entered the wrong username or you are in the incorrect link.

(1) To ensure you are logging into the correct link we recommend that you log in through [www.nsso.gov.ie](http://www.nsso.gov.ie)

(2) Please ensure that you are using your **Full Email Address** as your **Username**

### **I am not receiving the email when I try to reset my password.....**

We recommend that you always log in through [www.nsso.gov.ie](http://www.nsso.gov.ie) - as you may have been using an incorrect or expired link. If you try to reset your password on an incorrect link you will not receive the recovery email.

### **I have transferred between organisations, should I register for a new account to log in?**

When you change organisations there are two scenarios that can arise:

#### **Scenario 1**

Both organisations are on the same database and you have retained your old payroll number (advised to you by your HR).

In this case you will not need to register for a new account, you can simply change your email address by following the process in section 9 of this user guide.

#### **Scenario 2**

The two organisations are on different databases.

In this case you will need to register a new account as a new pay profile has been created for you. You should receive a new URL link within 2 weeks of your first payment date. You can retain access to your previous details by changing your email address to a personal email address by following the process in section 9 of this user guide.

If you need to register a new email and do not receive a URL link within 2 weeks of your start date then you can email [selfregrequest@nsso.gov.ie](mailto:selfregrequest@nsso.gov.ie) with your PPSN and DOB to request the link.

### **I am accessing payroll self-service from home, but my username is normally my work email address - does this stay the same, or should I input my personal email address as I am at home?**

Your username will always remain the same, whether you are accessing payroll self-service from home or work. If your registered email address is a work email address, then you need to put this in as your username. If you enter a different email address, then the wrong security question for the account will appear, and you will not be able to access payroll self-service.

### **When I am logging in, the system has saved my username and/or password in the applicable boxes. However, it is not allowing me to log in successfully - what could the problem be?**

We would not recommend saving any of these details on the system for logging onto payroll self-service. It could be a matter that the password that is pre-populated is the

incorrect one, but you would not be able to see this. Even if you delete and input what the current password is, it may not log you in successfully.

It would be advisable to contact your IT section to clear the cache on your computer, and, in future, do not save any of these details on the system for logging in. Always log in afresh through [www.nssso.gov.ie](http://www.nssso.gov.ie)

If you are prompted by your browser to save password always choose no/never to this option to avoid the above issue.

**I am trying to open a payslip on the screen, but it is not appearing...**

Depending on the browser you are using, the payslip may not automatically open. Another reason for a payslip not opening automatically on your screen would be the fact that many other pages are open on the browser at the same time. You may have to click the browser Icon to open it - Google Chrome, Firefox, etc.

**I am trying to input information that is required on the screen (e.g. date of birth, email address), but there is nowhere to put this information**

If this error is occurring, it is a web browser issue. We recommend using Google Chrome or Microsoft Edge and to access payroll self-service through

[www.nssso.gov.ie](http://www.nssso.gov.ie) If you have access to an alternative browser to the one you are currently using, it would be advisable to change, to remedy the problem.

## Section Two: Entering and Approving Miscellaneous Claims or Overtime

12

### 1. Miscellaneous Claims

#### How to enter a Miscellaneous claim

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select Create New Items
- *Other features* is displayed that contains the following:
  - Overtime
  - Miscellaneous Claims Approvals(for approving managers only)
  - Miscellaneous Claims
- Select Miscellaneous Claims and click on Open
- A new window is displayed and select the first option along the top ribbon
  - Create New Item
- Select from the following options:
  - Fixed Rate Allowance (example Cp -On Call Allowance)
  - Night Duty Allowance (example Cp - Night Duty Basic)
  - Value Allowances(example Cp - Public Holiday Work Share)

- The allowance options available to you under each of the above are set at organisation level. Therefore queries in relation to the complete list of allowances for your organisation should be directed to your local HR.
- Confirm
- If you select Value allowance you will be prompted to enter the following information:
  - Select Approver, enter surname to begin search
    - Select from the drop down
  - Select type of claim
    - Select from the drop down
  - Number of units /amount
    - If your claim is for a Bank Holiday you can only claim for one at a time
    - Enter 1
  - Start date
  - End date
  - Cost Centre
    - Select from the drop down
  - Status
    - Save for later
    - Submit for approval
  - Enter a relevant description
  - Tick box: Terms and conditions I have read and understand the terms and conditions and I clarify all items have been incurred by me.
- Save

### Tracking the Status of my Miscellaneous Claim

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- A new window will be displayed
- Navigate to the Transaction Date Icon - which is the third last icon - in the main area of the displayed screen (situated on the right hand side)

- Double click so that you can get information regarding what stage the claim is at
- When this icon is selected the following screen is displayed containing the following information:
  - Created on Day Date @ Time
  - Date Submitted on Day Date @ Time
  - Date Resubmitted - if applicable
  - Date Approved

Please note that if there is no date next to a category, that means that the claim has not reached that category, for example if there is no date assigned to the *Date Approved* it means it is awaiting approval.

Any queries in relation to any delay should be directed to your Approver.

### What if my Approver is not appearing in the drop down list

If your Approver is not appearing in your drop down list, you will need to contact your HR. Your HR will need to complete an Add Checker/Approver Form and email it to

14

[expenses@nssso.gov.ie](mailto:expenses@nssso.gov.ie)

### The Approver for my claim is absent - how do I change the Approver for a claim I have submitted

You can un-submit the claim in question, and then edit the details to change the approver. You can then submit this claim to the different approver.

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select Miscellaneous Claims
- Open
- A new window will be displayed
- Navigate to the Unsubmit Icon - which is the fourth last icon and is a red and green arrow in a recycling format - in the main area of the displayed screen (situated on the right hand side)
- Navigate to the Approver section and use the drop down to locate a new Approver

- If you cannot locate the new approver here, you will need to contact your HR
  - Your HR will need to complete an Add Checker/Approver Form and email it to [expenses@nssso.gov.ie](mailto:expenses@nssso.gov.ie)

### Approving Miscellaneous Claims

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select “Open” beside Miscellaneous Claims Approval
- The Approvals screen will display completed details of Miscellaneous Claims
- You can approve (green tick) or reject (red tick) the individual Claims

## 2. Overtime

### Entering overtime

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select Overtime
- Open
- Navigate to Create New Overtime Claims
- A Calendar for 12 months will be displayed
- Select the Week Ending Date on which you want to create a New Overtime Claim for the Calendar
- You will be prompted to complete the following:
  - Week Ending (DD/MM/YY)
    - Will be populated from the previous step taken
  - Cost Centre
    - Click on the magnifying glass icon to select
  - Overtime Checker
    - Click on the magnifying glass icon to select
    - Overtime Checker Directory
    - Enter Surname
    - Enter Forename
    - Search

- Select Checker
- Close
- Overtime Approver
  - Click on the magnifying glass icon to select
  - Overtime Checker Directory
  - Enter Surname
  - Enter Forename
  - Search
  - Select Approver
  - Close
- Authorisation/Project Code
- Reason for Overtime
- Enter the details of the Overtime in the second section entitled Overtime
  - It is displayed in the following format:
    - Day
    - Hrs / Min
    - Call Out
- Your will be prompted to declare that - the particulars furnished herein are in all respects true. Tick box to Accept the Above
- Submit for Approval
- Close

### Tracking the status of my Overtime claim

Ensure that you are in the Employee Dashboard

- Select Overtime/Misc Claims - (arrow pointing left sign) tab to select Overtime click open
- The My Overtime Profile on the right hand side shows you the status of your Overtime claims
  - You will see:
    - Saved
    - Submitted
    - Checked
    - Approved
    - Rejected by overtime Checker/overtime approver

The numbers to the right of the category indicate how many claims are in that category. To check the exact claim click on the number. This will open up a separate window and will show the week ending, the amount of hours claimed etc.

If your claim is still in the submitted category, it has not been checked yet. If it is in the checked category it has not been approved yet.

Included in pay run category is the most useful as this indicates when the claim was processed to payroll. The payment should show up in the next available pay date.

### What if my Approver is not appearing in the drop down list

If your Approver is not appearing in your drop down list you will need to contact your HR. Your HR will need to complete an Add Checker/Approver Form and email it to [expenses@nssso.gov.ie](mailto:expenses@nssso.gov.ie)

### The Checker/Approver for my Overtime claim is absent - how do I change this for a claim I have already submitted

You can un-submit the claim in question, and then edit the details to change the approver. You can then submit this claim to the different approver.

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select Overtime
- Open
- A new window will be displayed
- In My Overtime profile on the right hand side you will a number next to the category submitted. Click on the number
- A new window will open
- Click Option on the very right hand side
- A window will pop up stating “Selecting this option will change the status of your overtime claim from submitted to new. Do you wish to continue?
- Click OK and then close that window
- Your claim will now have moved to the Saved category
- Click the number in the Saved category
- Click on option
- Your Overtime will open in a new window and you can now amend the Checker/approver as needed.
- Submit

### Approving Overtime

- Ensure you are in Employee Dashboard
- Navigate the left hand side options
- Under Overtime/Misc Claims - (arrow pointing left sign) tab
- Select Overtime
- Open
- Approvers have access to the Overtime Approval Processing Part of the Screen.
- Activate the link beside the claim (it will be a number) to Check or Approve Claims
- A new display allows you to view and once ticked you will have access to Approve or Reject the claim
  - Once you review the claim you will be prompted to confirm that:
    - I declare that these overtime details approved here are complete and correct
    - Tick a box - I accept the above
  - Rejected claims require a reason
  - Select Approve or Reject as appropriate

## Section Three: Expenses - Home Travel and Subsistence

Please note the NSSO only transact on claims submitted and provide assistance with inputting claims onto payroll self-service. Any queries relating to entitlement or eligibility for specific expense types can be directed either to your local HR or to [support@paytravelovertime.cloud.gov.ie](mailto:support@paytravelovertime.cloud.gov.ie) who should also be able to assist.

### 1. Creating an Expense Claim

#### Step 1 - Creating an Expense Report

- Under Expense (cube sign) tab
- Navigate to My Expense Reports
- Select Actions
- Select New Expense Report
- You will be prompted to enter the following:

- Start Date
  - Should encompass the dates of the full claim
  - These dates should only be used once, if used again it will prompt the system to display a duplicate error message and you will be required to give a reason
- End Date
- Expense Description
- Cost Centre
- Approver
- Analysis 1
  - Select the most relevant Analysis code from the dropdown menu
- Analysis 2
  - Select the most relevant Analysis code from the dropdown menu.
- Analysis 3
  - Select the most relevant analysis code from the dropdown menu or “Default analysis” if there is nothing suitable in the list. It cannot be left blank or as None selected.
- Analysis 4
  - Select the most relevant analysis code from the dropdown menu or “Default analysis” if there is nothing suitable in the list. It cannot be left blank or as None selected.

19

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If you have just added or amended your car and are claiming kilometres you will need to update the Additional Options:

- Car Registration
  - Once approved the Car Registration will be displayed on the drop down and must be selected before kilometres can be claimed
- Higher Grade
  - This can be left blank

➤ Click to read and review the terms and conditions

➤ Save or Submit



### Step 2 - Creating Expense Items

- Please ensure you have created and saved your expense report under step 1 before adding Expense items
- Please Note:

The overnight rate covers your accommodation and subsistence for 24 hours.

- If you return more than 5 hours but less than 10 hours after your leave time, a 5 hour is payable
- If you return more than 10 hours but less than 24 hours after your leave time, a 10 hour is payable.

**Following is the process to claim the various Expense types.**

**When you have completed all your Expense items, select Submit and your claim will be submitted to your approver for approval.**

**Create separate claims for Expense items that require different Cost Centre/Analysis Codes.**

#### **Home Travel - Generating Subsistence (locations outside Dublin)**

- Once you have completed step 1 above
- Select New Expense Item
- You will be prompted to enter the following:
  - Expense item with foreign details
    - Not applicable to home travel
  - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - For Home travel leave this blank

- Value
  - You can leave this blank
- From Location
- To Location
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- Expense Item Description

➤ Generate Subsistence

21

### Home Travel/ With Meals provided

There are three Expense Types that you can select if any of your meals have been included in your trip and not paid for separately by you. These are:

1. Breakfast included
  - The system will deduct the value of a single meal
2. Lunch or Dinner provided
  - The system will deduct the value of a single meal
3. Lunch and Dinner provided.
  - The system will deduct the value of two meals

Following is an example of how this can be applied where four meals are taken off the claim:

➤ Select New Expense Item

➤ Under Expense Details you will be prompted to enter:

- Expense Type
  - Lunch or Dinner Provided

- Units
  - Enter the number 4
- From Location
- To Location
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- Expense Item Description
  - Lunch or Dinner provided
- Start Time
- End Time

➤ Select Save Option

➤ This Expense will show as a minus from your claim

22

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### Home Travel / Overnight Accommodation provided

For Home Travel there is no specific rate if your accommodation has been paid for. In this case you can claim for a 5 hour plus a 10 hour instead of any overnights, and then either a 5 hour or 10 hour if applicable on your last day of travel.

Example: You left Killarney at 7am on the 13 April and arrived back at 22.45 on the 14 April.

### Home Travel - Apply for Five Hour Claim First

➤ Select New Expense Item

➤ Under Expense Details you will be prompted to enter:

- Expense Type
  - 1.1 5 Hour Rate

- Units
  - Enter the number 1
- From Location
- To Location
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- Expense Item Description
  - Five hour
- Start Time
  - 7.00
- End Time
  - 12.30

➤ Select Save Option

23

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### Home Travel - Apply for Ten Hour Claim

Input your 10 hour, enter 10 hour rate in the Expense type, 1 in the units box for the first date only (13 April), locations, description and the leaving time as 12.30 (as generated by your 5 hour).

- Select New Expense Item
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - 1.2 10 Hour Rate
  - Units
    - Enter the number 1
  - From Location

- To Location
- Start Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- End Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- Expense Item Description
  - Ten hour
- Start Time
  - 12.30
- End Time
  - 22.45

➤ Select Save Option

➤ You will be brought back to the claim and you can select options and save again

24

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For the second day you can just generate subsistence, leave the Expense Type and Units boxes blank but enter the second date (in this case 14 April) and all other information including the times as 7am as the time you left and 22.45 as the return time.

Click options and Generate Subsistence

### Home Travel - Dublin Overnight

- A separate Vouched Rate (VA) for accommodation in Dublin can be claimed as a vouched expense plus the claimants meals instead of an overnight - please check circulars on per.gov.ie for current rates.
- Please note the standard Overnight rate will still apply whereby a claimant sources accommodation and meals within the current rate.

➤ Select New Expense Item

➤ Under Expense Details you will be prompted to enter:

- Payment by Me



- Select this option unless your organisation paid for the expense item
- Payment by Company
  - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
  - If you select this option - you will not be paid for the expense item
- Expense Type
  - Select 1.7 Vouched Accommodation Dublin
- Receipt Status - select from the following:
  - Receipt available to upload
  - No Receipt available
  - Submit paper receipt separately to your expense approver
- Receipt Description
  - Accommodation
- Receipt
  - Select a receipt to upload
- Value
  - Enter the full value of the accommodation up to the current approved rate
- From Location
- To Location
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- Expense Item Description

➤ Select Save Option

## Home Travel - Vouched Accommodation Rate Meals - Dublin Only

If you have applied for the Expense Item for Accommodation you can create an expense item for the vouched rate meals - Dublin only.

The Vouched Accommodation rate Dublin and VA rate meals Dublin cover your accommodation and subsistence for 24 hours.

- Select New Expense Item
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - Select Rate Meals - Dublin Only
  - Value
    - Enter the full value of meals
  - From Location
  - To Location
  - Start Date
    - Dates will default to match the Expense Report
    - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
  - End Date
    - Dates will default to match the Expense Report
    - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
  - Expense Item Description
  - Start Time
  - End Time
- Select Save Option

## Home Travel - Other Expense Types

There are several other selections that can be made in the Expense Type box to enable you to claim for public transport, taxi, tolls, and so forth.

These will require a receipt and the value you enter in the value box should match your receipt.

### 2. Claiming Kilometres / Creating-Registering my car

If it is your first time claiming kilometres you will need to register your car on payroll self-service first.

- Under Settings (pencil sign) tab
- Navigate to My Primary Car
- Select Actions
- Create Car
- You will be prompted to enter the following:
  - Reg No
  - Vehicle Model
  - Date First Registered
  - Engine CC e.g 1.6 is entered as 1600
  - Approver
  - Vehicle Type
  - Select if it is a company vehicle or not
- Enter Tax information:
  - CO2 Category
  - Tax Month
  - Tax Year
- Enter Insurance information:
  - Expiry
  - Provider
- Enter Licence information:
  - Licence Type
  - Expiry
- Enter NCT information:
  - Expiry
  - NCT Reg No.
- Enter Odometer information:
  - Reading
  - Expiry

- You will be prompted to read and review the terms and conditions for vehicles
- Select the tick box is you confirm that the details entered concerning the above vehicle are correct
- Save
- These changes will be sent to your approver to confirm/approve

**Please note the system will not allow you to claim for kilometres until your car has been approved by your approver.**

### Home Travel: Kilometres

Your car must be registered and approved before you can claim for Kilometres.

The first time you make a claim after registering or making any changes to your car, you must select the car for your claim. It will then default to this car in any future claims until you make any changes to the car.

This can be done in the “Additional Options” section of the claim:

28

- Select New Expense Item
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - 1.4 Kilometres
  - Units
    - Enter the kilometres travelled for this claim
  - From Location
  - To Location
  - Start Date
    - Dates will default to match the Expense Report
    - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
  - End Date
    - Dates will default to match the Expense Report

- You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
  - Expense Item Description
  - Start Time
  - End Time
- Select Save Option

### 3. Creating an Advance Claim

If you are an Approver inputting your own claim you will need to select Employee Dashboard from the dashboards option as you will default to the Manager tab.

The advance claim needs to be approved by 5 p.m. on Friday in order to be paid to you on the following Friday.

Events such as bank holidays, Easter and Christmas can accelerate these deadlines; please check the News section on [www.nssso.gov.ie](http://www.nssso.gov.ie) for updates.

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- Under Expense (cube sign) tab
- Navigate to My Advances
- Select New Advance
- You will be prompted to enter the following:
  - Advance Type
    - This should always be Credit Transfer
  - Reason
    - Enter a detailed description of the reason for the advance
  - Advance Date
    - Today's date (the date the advance is being claimed on)
  - Repay Date
    - First day of travel - this date is the start date when applying for expenses associated with the claim
  - Currency
    - This should always be Euro
  - Value



- The Advance amount
- Approver
  - Select the relevant approver
- Submit
- Advance Claims are displayed in My Advances and will have a status of Submitted to Manager
- Once your manager has approved the Advance, it will be updated on My Advances section and will have a status of Approved by Manager
- You will receive an email saying the advance claim request has been approved
- To view the full details click on the three (horizontal dots) to the right of the claim
- Select View Details
- Once the Advance is processed and paid it will have the status of paid and the outstanding balance will reflect the amount
- When transacted by the NSSO (refer to deadlines for submitting and next payment dates) you will get an email to inform you that your recent claim has been processed and your bank account will be credited with payment in the coming days
- You can view the details by selecting View Details

### 4. Advance Claim - Claiming Expenses when I return

- Do not create the Expense Claim until after the Trip End Date
- Ensure that the Start Date in the Expense Claim matches the Repay Day already provided in the Advance Claim
  - If there is any difference between the Repayment date in the Advance Claim and the date you wish to enter the Expense claim, you will need to email the Expenses team for assistance at [expenses@nss.ie](mailto:expenses@nss.ie)
- Once you enter and save the details in the first part of the screen, the Core system will automatically recognise that an Advance claim exists and needs to be deducted.

### 5. How to Delete/Update Expense Claims

- Under Expense (cube sign) tab



- Navigate to My Expense Reports
- Select Actions
- Select Manage All Reports
- A list of all of your Expense Claims will be displayed
- Claims that are unfinished, unused or not submitted will have a status of New
- Select the claim you want to edit/delete and navigate to the three dots at the left hand side of the entry
- Select from the following:
  - View/Update
    - Select to view or amend a claim
  - Submit
    - Select to submit a claim to your approver
    - Unsubmit - if a claim has already issued to your approver and you want to adjust it, it can be resubmitted.
    - Please note: a claim can only be un-submitted and resubmitted once on the system. After that, the claim must be deleted and you will have to start again.
  - Print Friendly (All)
    - Will print all claims listed
  - Print Friendly (Received)
    - Will print receipted claims only
  - Delete
    - Select if you want to remove an unused or incorrect claim from the system

### 6. How to Remove/Amend Expense Items from a Specific Expense Report

- Under Expense (cube sign) tab
- Navigate to My Expense Reports
- Select Actions
- Select Manage All Reports
- A list of all of your Expense Claims will be displayed
- Claims that are unfinished, unused or not submitted will have a status of New
- Select the claim you want to edit/delete and navigate to the three dots at the left hand side of the entry



- Select from the following:
  - View/Update
    - Select to view or amend a claim
  - Submit
    - Select to submit a claim to your approver
    - Unsubmit - if a claim has already issued to your approver and you want to adjust it, it can be resubmitted.
    - Please note: a claim can only be un-submitted and resubmitted once on the system. After that, the claim must be deleted and you will have to start again.
  - Print Friendly (All)
    - Will print all claims listed
  - Print Friendly (Received)
    - Will print received claims only
  - Delete
    - Select if you want to remove an unused or incorrect claim from the system

### 7. How to Amend Cost Centres/ Analysis Codes in an Expense Report or Expense Items screen

- When you save the Cost Centre/Analysis Code in the Expense Report screen, the Expense Items you create will be linked to the saved Cost Centre/Analysis Codes.
- When you amend the Cost Centre/Analysis Code in the Expense Report, only new Expense items generated after the amendment will have the new Cost Centre/Analysis Code.
- Previously saved Expense Items will continue to have the original Cost Centre/Analysis Code applied.
- All Expense Items within a single claim must be assigned to the same Cost Centre/Analysis Code.

If you create a claim with incorrect Cost Centre/Analysis Codes, the Cost Centre/Analysis Codes need to be amended in both the Expense Report (Trip

Header) and Expense Items (Trip Details). There are two options for amending the Cost Centre/Analysis Code.

Option one - amending the cost centre/analysis code:

- The Approver should reject the Claim with the incorrect Cost Centre/ Analysis Codes
- The Claimant should amend the Cost Centre/ Analysis Codes in the Expense Report (Trip Header) and click Save
- The Claimant should delete all Expense Items (Trip Details) and create each Expense Items again

Option two - amending the cost centre/analysis code:

- The Approver should reject the Claim with the incorrect Cost Centre/ Analysis Codes
- The Claimant should amend the Cost Centre/ Analysis Codes in the Expense Report (Trip Header) and click Save
- The Claimant should amend all Expense Items (Trip Details) individually by selecting View/Update and update the Cost Centre/Analysis Codes for each item and Save

33

### 8. How to claim for a Retirement Course

For your own element of the claim you can input the Overnight Rate as normal where overnight applies.

However, you must input the Spouses' Overnight Rate at half the Overnight Rate - see example below.

Please note both the Claimant and Spouse can claim Transport Expenses in full.

- Select New Expense Item
- Select Payment by Me (unless it was paid for by your organisation)
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - 1.3 Overnight Rate
  - Units
    - Enter the number 1



- From Location
- To Location
- Overnight Type
  - Detention/50% Home Overnight
- Start Date
  - As the dates will be a duplicate of your expense claim a duplicate message will be displayed and you will have to input a reason
- End Date
  - As the dates will be a duplicate of your expenses claim a duplicate message will be displayed and you will have to input a reason
- Expense Item Description
  - Retirement Course
- Start Time
- End Time

➤ Select Save Option

➤ You will be brought back to the claim and you can select options and save again

34

### 9. How to Claim for an Expense Trip Exceeding 14 Overnights

- Subsistence Allowance for continuous absence is paid in accordance with Circular 11/1982 see <https://circulars.gov.ie/>
- Clause 20 of this circular outlines that the normal rate will be paid for the first 14 nights, the reduced rate will be paid for the next 21 nights and the detention rate will be paid for the next 28 nights.
- Further provisions are outlined in the circular when the detention rate ceases

Example: Expense Trip - 23 nights - exceeding 14 overnights but less than 35 nights so the normal and half rate apply.

➤ Select New Expense Item

➤ Select Payment by Me (unless it was paid for by your organisation)

➤ Under Expense Details you will be prompted to enter:

- Expense Type
  - 1.3 Overnight Rate
- Units
  - Enter the number 14
- From Location
- To Location
- Overnight Type
  - Normal
- Start Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- End Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- Expense Item Description
- Start Time
- End Time

35

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- Select Save Option (do not select Generate Subsistence)

For the period over 14 days

- Select New Expense Item
- Select Payment by Me (unless it was paid for by your organisation)
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - 1.3 Overnight Rate
  - Units
    - Enter the number 9
  - From Location
  - To Location
  - Overnight Type

- Reduced Overnight (if the number of nights at normal and half rate exceed 35 they need to be applied for at Detention Rate)
- Start Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- End Date
  - As the dates will be a duplicate of the five hour Expense item an Duplicate message will be displayed and you will have to input a reason
- Expense Item Description
- Start Time
- End Time

## Section Four: Foreign Travel and Subsistence

36

Please note the NSSO only transact on claims submitted, and provide assistance with inputting claims onto payroll self-service. Any queries relating to entitlement or eligibility for specific expense types can be directed either to your HR or to [support@paytravelovertime.cloud.gov.ie](mailto:support@paytravelovertime.cloud.gov.ie) who should also be able to assist.

### 1. Creating an Expense Claim

#### Step 1 - Creating an Expense Report

- Under Expense (cube sign) tab
- Navigate to My Expense Reports
- Select Actions
- Select New Expense Report
- You will be prompted to enter the following:
  - Start Date
    - Should encompass the dates of the full claim
    - These dates should only be used once, if used again it will prompt the system to display a duplicate error message and you will be required to give a reason
  - End Date



- Expense Description
- Cost Centre
- Approver
- Analysis 1
  - Select the most relevant Analysis code from the dropdown menu
- Analysis 2
  - Select the most relevant Analysis code from the dropdown menu.
- Analysis 3
  - Select the most relevant analysis code from the dropdown menu or “Default analysis” if there is nothing suitable in the list
- Analysis 4
  - Select the most relevant analysis code from the dropdown menu or “Default analysis” if there is nothing suitable in the list

➤ If you have just added or amended your car and are claiming kilometres you will need to update the Additional Options:

- Car Registration
  - Once approved the Car Registration will be displayed on the drop down
  - **This is not usually needed for foreign travel, as kilometres are not usually claimed.**
    - If Kilometres are being claimed do not tick the foreign indicator for the KMs expense type.
- Higher Grade
  - This can be left blank

➤ Click to read and review the terms and conditions

➤ Save or Submit

### Step 2 - Creating an Expense Item

Please visit <https://circulars.gov.ie/> to access Circular 07/2017: Subsistence

Allowances Abroad or if newer circulars are released they need to be referenced to ensure correct entitlements are being applied for and approved in your organisation. Check the circular for the Country and City. Under Overnight Rate there are various options as outlined below:



- a. Actual vouched costs
- b. Currency
- c. Code
- d. Overnight
- e. B&B
- f. B&B of
- g. B&B plus
- h. Room of

2. VA Rate
3. 10 Hour
4. 5 Hour

  

- Please Note: The overnight rate covers your accommodation and subsistence for 24 hours. If you return more than 5 hours but less than 10 hours after your leave time, a 5 hour is also payable, if you return more than 10 hours but less than 24 hours after your leave time a 10 hour is also payable.

38

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- For Foreign travel the circular usually quotes the local currency or other equivalent, however the figure displayed to be paid will always be in Euro. To check if you have received the correct local rate, hover your mouse over the Euro total. This will give the local currency and the rate it was calculated at.

### Foreign Travel : Normal Rate Location

- Once you have completed step 1 above
- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
  - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only



- If you select this option - you will not be paid for the expense item
- Expense Type
  - You can leave blank
- Value
  - You can leave blank
- From Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- To Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- Expense Item Description

➤ Generate Subsistence

- Should only be selected if you have left the Expense Type blank

### Foreign Travel B&B - Room Rate Location

There are certain locations that have a B&B or Room rate that can be claimed as well as the Overnight. Details are available in Circular 07/2017 at <https://circulars.gov.ie/> under the Overnight section.

Example: Albania - City Tirana:

- B&B of 120.50 euro plus 8,919.00
- VA Rate 13,378.50



- 10 hour 8,919.00
- 5 hour 4,459.50

For locations like this, you can claim this as Hotel Accommodation, which is the B&B rate specified for the place in question.

- This rate is the maximum that can be claimed as Hotel Accommodation for this Expense Claim as well as the Overnight Rate.

### Foreign Travel - Claim Overnight First

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - You can leave blank
  - Value
    - You can leave blank
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - To Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - Start Date
    - Dates will default to match the Expense Report

- You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Generate Subsistence

- This will generate the overnight rate and any other subsistence you are due according to the dates and times you have entered
- A reminder message will be displayed to advise you to claim B&B also

### Foreign Travel - Claim B&B Next

➤ Select New Expense Item

➤ You will be prompted to enter the following:

- Select Expense item with foreign details
  - Payment by Me
  - Select this option unless your organisation paid for the expense item
- Payment by Company
  - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
  - If you select this option - you will not be paid for the expense item
- Expense Type
  - Hotel Accommodation
  - This requires a receipt to be uploaded onto the system
  - The preferred method is to scan and save your receipts to your PC and upload them to the system
- Value
  - Enter the value of the hotel - check <https://circulars.gov.ie/> for the maximum rate that can be claimed
  - You must claim for the Hotel in Euro, so for a location with another currency, you must change it to Euro



- Go to Actions
- Click on Currency Detail
- Currency Info screen will allow you to change the currency to Euro
- Change the Rate to 1
- For Reason enter Must claim currency rate in Euro
- Select OK
- From Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- To Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Generate Subsistence

- This will generate the overnight rate and any other subsistence you are due according to the dates and times you have entered
- A reminder message will be displayed to advise you to claim B&B also

### Foreign Travel - No Rate Location

There are locations that have no rates listed, for example Brazil.

For these locations you will need to claim for what was spent along with a 10 euro daily supplement.

Please ensure to retain receipts for these locations.



- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - Hotel Accommodation
    - This requires a receipt to be uploaded onto the system
    - The preferred method is to scan and save your receipts to your PC and upload them to the system
  - Value
    - Enter the value of the hotel
    - You must claim for the Hotel in Euro, so for a location with another currency, you must change it to Euro
    - Go to Actions
    - Click on Currency Detail
    - Currency Info screen will allow you to change the currency to Euro
    - Change the Rate to 1
    - For Reason enter Must claim currency rate in Euro
    - Select OK
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - To Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - Start Date

- Dates will default to match the Expense Report
- You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Save

### Foreign Travel - Claiming Meals

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - 2.3 Miscellaneous Expenses
    - This requires a receipt to be uploaded onto the system
    - The preferred method is to scan and save your receipts to your PC and upload them to the system
  - Value
    - Enter the value of the expenses
    - You can enter the value as the local currency and it will be converted to Euro for payment
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.

- You cannot have the same from and to location.
- To Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Save

### Foreign Travel - Claiming 10 Euro Supplement

45 You can also claim a 10 Euro Supplement per day (1 unit = 1 day).

If the local currency of your destination is Euro you can simply select the 10 Euro Supplement, put in the relevant units and click OK.

If the local currency is not Euro, you will need to change the Currency rate to 1 (do not change the currency).

➤ Select New Expense Item

➤ You will be prompted to enter the following:

- Select Expense item with foreign details
  - Payment by Me
  - Select this option unless your organisation paid for the expense item
- Payment by Company
  - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
  - If you select this option - you will not be paid for the expense item

- Expense Type
  - 2.5 10 Euro Supplement
- Units
  - Enter 1
    - If the local currency of your destination is Euro you can simply select the 10 Euro Supplement, put in the relevant units and click OK.
    - If the local currency is not Euro, you will need to change the Currency rate to 1 - do not change the currency.
    - Go to Actions
    - Click on Currency Detail
    - Change the Rate to 1
    - For Reason enter Must claim currency rate in Euro
    - Select OK
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - To Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - Start Date
    - Dates will default to match the Expense Report
    - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
  - End Date
    - Dates will default to match the Expense Report
    - You can amend these if you want to show individual trips but they must fall
  - Expense Item Description
- Save

### Foreign Travel - Brussels - Hotel Accommodation has been provided/paid for your organisation

If your hotel has been paid for by your organisation, Circular 07/2017 outlines that the VA rate should be used for in this instance - this is also true for all overnight trips to Brussels.

- This rate covers subsistence for 24 hours.

### Foreign Vouched Accommodation Rate

Please note: The Vouched accommodation rate covers subsistence (meals) for 24 hours. If you return more than 5 hours but less than 10 hours after your leave time, a 5 hour is payable also, if you return more than 10 hours but less than 24 hours after your leave time a 10 hour is payable also.

47

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- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - 1.8 Foreign Vouched Accommodation
  - Units
    - Enter 1
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.
  - To Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.

- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Save And Add New

- Select this option because based on the times from and to, if they are over five hours, there is an entitlement for a 5 hour rate to be input on the system and if over 10 hours there is an entitlement to a 10 hour rate

### Foreign Travel - 5 Hour Rate Brussels

48

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- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - 1.1 5 Hour Rate
  - Units
    - Enter 1
  - From Location
    - For foreign travel the country and place must be selected from a dropdown menu.
    - You cannot have the same from and to location.

- To Location
  - For foreign travel the country and place must be selected from a dropdown menu.
  - You cannot have the same from and to location.
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

**Please Note: It is not applicable to Generate Subsistence in this instance**

49

### Foreign Travel - Hotel Accommodation has not been provided/paid for by your organisation

For your subsistence (meals) you can enter the details as given under the previous section.

If you paid for hotel accommodation yourself, you would also be entitled to the cost of accommodation.

You will need to keep the receipt for your hotel accommodation in this instance, as you will be asked to submit this on the system for the expense type being claimed.

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only



- If you select this option - you will not be paid for the expense item
- Expense Type
  - Hotel Accommodation
  - This requires a receipt to be uploaded onto the system
  - The preferred method is to scan and save your receipts to your PC and upload them to the system
- Value
  - Enter the value of the hotel
  - Select OK
- From Location
  - Ireland
- To Location
  - Belgium Brussels
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

When entering this claim - a reminder message will be displayed - please ignore this message that states; You should be claiming the Vouched Accommodation rate with this expense type. As Vouched Accommodation has already been claimed as an Expense type in this example.

### Foreign Travel - Cost of accommodation - Brussels

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me

- Select this option unless your organisation paid for the expense item
- Payment by Company
  - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
  - If you select this option - you will not be paid for the expense item
- Expense Type
  - Hotel Accommodation
  - This requires a receipt to be uploaded onto the system
  - The preferred method is to scan and save your receipts to your PC and upload them to the system
- Value for the current rate go to <https://www.gov.ie/en/circulars/>
- From Location
  - Ireland
- To Location
  - Belgium Brussels
- Start Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall within the date range entered at the top of the screen
- End Date
  - Dates will default to match the Expense Report
  - You can amend these if you want to show individual trips but they must fall
- Expense Item Description

➤ Save

## 2. Foreign Travel - Multi City Trip

For a multi-city trip, the first night can be generated using the Generate Subsistence option.

If the claim is for a location with a regular overnight rate, but any subsequent days must be input manually, as well as any 5 hour or 10 hour rate as applicable.

The example given is to illustrate how to input a claim to three cities that have a regular overnight rate. Other locations may need to be input slightly differently.

For this example we travelled first to Montreal, then Quebec and finally Toronto from the 03 to the 06 of June, leaving at 6:30am on the 03 June and arriving back 7pm on the 06 June.

### Multi Trip - First leg - Dublin - Montreal

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - 1.3 Overnight Rate
  - Units
    - Enter 1 (or relevant number of days)
  - From Location
    - Canada - Montreal
  - To Location
    - Canada - Quebec
  - Start Date
    - Enter the dates associated with this trip
  - End Date
    - Enter the dates associated with this trip
  - Start Time
  - End Time
  - Expense Item Description
    - Multi Trip Line 1



- Generate Subsistence

### Multi Trip - Second leg - Montreal - Quebec

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
    - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
  - Expense Type
    - 1.3 Overnight Rate
  - Units
    - Enter 1
  - From Location
    - Ireland
    - You must select the country from the drop down
  - To Location
    - Canada - Montreal
    - You must select the country from the drop down
  - Start Date
    - 03 June 2022
  - End Date
    - Enter the dates you were in Montreal only
  - Start Time
    - The times should be entered as the time you left to 24 hours later
  - End Time
    - The times should be entered as the time you left to 24 hours later
  - Expense Item Description

- Multi Trip Line 2
- Save
- An error message will be displayed
  - Please review the form for errors will appear on the top right hand side and will need to be dismissed
  - And, on the bottom left hand side you the following is displayed
    - Duplicate Reason
    - This is a duplicate item. Please give a reason
  - Enter Multi Trip
- Save

### Multi Trip - Third Leg - Quebec to Toronto

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
  - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only
    - If you select this option - you will not be paid for the expense item
- Expense Type
  - 1.3 Overnight Rate
- Units
  - Enter 1
- From Location
  - Canada Quebec
  - You must select the country from the drop down
- To Location
  - Canada - Toronto
  - You must select the country from the drop down
- Start Date



- Enter the dates you were in Toronto only
- End Date
  - Enter the dates you were in Toronto only
- Start Time
  - The times should be entered as the time you left to 24 hours later
- End Time
  - The times should be entered as the time you left to 24 hours later
- Expense Item Description
  - Multi Trip Line 2

If you are entitled to a 5 hour or 10 hour this can be claimed separately for the last date of the trip.

To determine eligibility, take into account the time that you left the first day and the time you came back the last day.

In this case the leaving time is 6:30 am and the arrival time is 7pm.

55

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As this is more than 10 hours, a 10 hour can be claimed. If the difference was less than 10 hours but more than 5 hours, a 5 hour would be claimed.

To claim the 10 hour in this case, ensure you select the Foreign Indicator:

### Claiming 10 hour or 5 hour - Multi Trip

- Select New Expense Item
- You will be prompted to enter the following:
  - Select Expense item with foreign details
  - Payment by Me
    - Select this option unless your organisation paid for the expense item
  - Payment by Company
    - Use only if the expense has been paid for by the organisation and generating the expense is for administration purposes only

- If you select this option - you will not be paid for the expense item
- Under Expense Details you will be prompted to enter:
  - Expense Type
    - 1.2 10 Hour Rate or 1.1 5 Hour Rate
  - Units
    - Enter the number 1
  - From Location
  - To Location
  - Start Date
    - 03 June
  - End Date
    - 06 June
  - Expense Item Description
    - Multi Trip Ten hour or Multi Trip Five hour
  - Start Time
    - 06.30
  - End Time
    - 19.00
- Select Save Option
- An error message will be displayed
  - Please review the form for errors will appear on the top right hand side and will need to be cleared
  - And, on the bottom left hand side you the following is displayed
    - Duplicate Reason
    - This is a duplicate item. Please give a reason
  - Enter Multi Trip
- Save

### 3. Foreign Travel Top Tips

- Always ensure that you have the foreign indicator ticked before you enter anything else in to your expense item.
- Always select locations from the dropdown menu, you cannot free text these for Foreign travel.

- You cannot have the same location in the “From” and “To” fields. You can put your originating destination as the “From” location, even if it is for an expense that was in the same location. For example if you go from Ireland to Barcelona and you have public transport or taxi claims for your time in Spain, you can put Ireland as the “From” location and Spain Barcelona as the “To” location, even though this particular item only relates to your travel within Spain.
- The three options at the end of the Expense Item screen have three distinct purposes and should be selected according to the steps outlined in this guide
  - Generate Subsistence means that you are asking the system to calculate your subsistence (accommodation and meals) in line with the information that you have entered & should be used when you leave the expense type blank.
  - Save means that you have manually selected an expense type from the dropdown & should be used if you have no further expenses to add to this claim.
  - Save and Add New means that manually selected an expense type from the dropdown & should be used when you have more expenses to add to this claim.

## Section Five: Approving Expenses/Advances

### 1. Approving Expenses/Advances

When an Approver logs on to payroll self-service you are automatically directed to the Approvers Tab in the Manager Dashboard.

This is the section where you can approve claims, cars and advances.

- Expense Trip Approval
- Click View to the right hand side of the claim
- Select Approvals
  - This will display all Expense Trip information entered by the claimant
  - Travel claim approval request notification is displayed outlining the details of the claim
    - You have the option to Reject or Approve
- Expense items will be broken down by item, to view details select the three (horizontal) dots located to the right of the word Submitted

- You will see a full breakdown of the Expense Item
- Select Actions
- When you return to the main Expense Claim page you will be prompted to:
  - Confirm - Have you viewed the attached receipts?
  - Why Not? To read and review the terms and conditions for approval, please follow the link on screen
  - Confirm - I confirm that the above details are correct
- Select Approve
- Once approved the item is removed from the My Approvals section

### Approving Advances

- Approving Advances
- Click View to the right hand side of the claim
- Select Approvals
  - Travel Advance Approval Notification screen
  - You will be prompted to confirm - I confirm that the above details are correct
- Approve
- Once approved the item is removed from the My Approvals section

58

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### View Approvals History

- Under My Approvals Notifications
- Select Actions
- Select the relevant category from the options provided:
  - Vehicle Approval History
  - Expense Approval History
  - Advances Approval History
- Change the status from Items Awaiting Approval to Items Approved

## 2. Delegation of Expenses to another Approver

When you are taking annual leave or extended leave an Approver should consider delegating their approval responsibilities to a colleague.

Delegating approval means that for the specified period of time every Expense Claim, Advance or Car Approval that is sent to the approver for approval will be forwarded on to the selected delegated approver instead.

- Navigate to the Manager Dashboard
- Navigate to the Delegation section
- Click Add Delegation
- You will be prompted to complete the following:
  - Type
  - From Date
  - Delegate To
  - To Date
  - Reason
- Click the box if you authorise this individual to approve on my behalf
- Save

## Section Six: Troubleshooting Expenses (Travel and Subsistence)

### Some Screens do not seem to be Loading Fully so I cannot view the Full Claim

If this occurs it is usually due to accessing through an older internet browser. Please try accessing through another browser such as Google Chrome or Microsoft Edge.

### I Approved an Incorrect Claim

1. If you approve an incorrect claim please email [expenses@nss.o.gov.ie](mailto:expenses@nss.o.gov.ie) as soon as possible.
2. Subject Line: Urgent | Request to Cancel Claim | Claimant Name and Trip ID
3. For data protection and account verification purposes please ensure to include the following; your name, date of birth and PPS number.
4. Please include a screen grab if possible.

Please note that if the Expense run has already started it will not be possible to stop this claim being paid so it is important that this is raised immediately.



### The Claim or Part of the Claim is Listed as 0.00 and Already Paid

- If you view the full claim you may see already paid on one or more items.
- This means that the employee selected Payment by Company instead of Payment by me when making the claim.
- Payment by “Me” should be ticked in most cases.
- If “Company” is selected, it tells the system that this item has already been paid for upfront by your organisation and the employee is only entering the details for administrative purposes but does not require reimbursement for it.
- If the item has not already been paid by your organisation you should reject the claim giving the reason as payment by company should be selected and the employee can then amend the claim on their end.

### I returned from a trip after midnight, but the system is not accepting this

The system only accepts times up to 23.45, so you will need to put this in as the return time, even if you returned at 1 a.m., for example. In the description box, explain the time that you actually came back but have input 23.45 as the time as this is the latest the system will accept.

60

### When inputting and saving Kilometres on the system, a red box appears around the “1.4 Kilometres”

If there is a red box appearing around “1.4 Kilometres”, this means that system is looking for confirmation of what car you wish to claim this kilometres expense for. If you have recently added or amended your car details, you will need to ensure that you select your car before you can claim Kilometres. This can be done under the additional options selection.

### The Kilometres figure for the Year to Date does not add up to what I have input on the system

If you have claimed for Reduced Kilometres at any point during the year in question, (e.g. going to a training course or a conference) these are not included in the Year to Date Kilometres figure. The reason for this is so that claimants who do a lot of travelling (and who would therefore be pushed into the reduced rate bands) can avoid a double reduction. For more information on this, you can email

[support@paytravelovertime.cloud.gov.ie](mailto:support@paytravelovertime.cloud.gov.ie)



### When are Reduced Kilometres applicable

Reduced kilometres should be claimed in the following instances:

- Attendance at confined promotion competitions
- Attendance at approved courses of education
- Attendance at courses or conferences
- Return visits home at weekends during a period of temporary transfer

If you are unsure whether or not you should apply for reduced kilometres, you can email [support@paytravelovertime.cloud.gov.ie](mailto:support@paytravelovertime.cloud.gov.ie) to assist.

### I seem to be getting paid the incorrect rate for Kilometres travelled for the year to date figure

Kilometres only update when they are fully processed through an expense. If they are submitted or approved they have not been added to the year to date total yet. This sometimes causes confusion when a person is claiming a lot of trips together and they go over the Kilometres threshold in the middle of a claim. This will update once the claim has been processed.

### I have input a Kilometres expense claim, but the value generated is €0.00

If a car is changed or deleted between the time the claim is entered and when it is paid it will generate a 0 value when paid. This is because the system will look for the car details to calculate the correct mileage and these will no longer be selected. You will need to claim again with a full explanation for the duplicate claim.

### How can I see when I have been paid, or am being paid, for an expense?

Select “Expenses” on the left-hand side of the screen. You will see “Remittances”, as shown, on the bottom right-hand side of the screen. Under “Remittances”, you will see the three latest expense claims paid. If you wish to see historical remittances, select “View History”:

The following screen will appear, which shows the next eight historical expense claims paid, and the dates that they were processed/paid. You will also see page “1 of....” on the bottom of this screen. Select the right arrow to see older expense claims paid.

Select “View” beside any claim to see further details of the particular claim.