

Oxford RTSG Expense Claim Process

Overview

RTSG expenses are reimbursed via the University eExpenses system Sap Concur, which is governed by the University Finance Division and is subject to University finance regulations. The University Financial Regulations govern the expenses process, and ensure all claims are legitimate and fully evidenced. Each individual claim must have all required evidence and full details provided in order to be approved and stand up to independent audit scrutiny at a later date.

Specific guidance for students is detailed in this document and if wished the full university expenses claim process can be accessed at <https://finance.web.ox.ac.uk/expenses>. Generic training on SAP Concur and 'how to' videos are also available at [eExpenses training and support | Finance Division \(ox.ac.uk\)](#).

The reimbursement process generally takes 2-3 weeks where all the required steps have been followed. It is important to note that where students fail to follow the instructions provided, the delivery of expenses is often quite delayed, so please be sure to read through the following instructions carefully as you compile an RTSG claim.

Key points

- Separate claims should be made for expenses under separate pre-approved RTSG Grants. Reimbursement will be based on pre-approved costs, therefore, please contact the DTP Office if there are any changes to your expenses as soon as possible to confirm if these can be approved.
- Claims must be submitted no later than three months after the expense has been incurred. In exceptional circumstances, approval may be given for a slightly later claim, however the University Finance Office will not permit reimbursement of expenses older than 12 months under any circumstances.
- You can only claim once you have completed the funded activity e.g. after attending a conference or completing a training course (not just after making the payment).
- Original, fully itemised receipts evidencing what the cost incurred relates to, for all approved expenses, must be submitted - bank statements, credit card slips, and invoices do not qualify as receipts on their own. In order to provide the Finance Office with all the information they require, please attach you booking confirmation alongside the receipt, where possible.
- It is your responsibility to collect and keep receipts safe. If you lose any receipts, please be advised that the Finance Office will likely not be able to approve reimbursement except in exceptional circumstances.
- Please utilise the "Comments" box for each line of the claim to provide as much detail as possible to the Finance Office regarding the expenditure. For example, "Train ticket to travel to attend "X" conference in "*insert place name*". Providing full details will help to avoid delays in reimbursement to you.
- If a name is detailed on a receipt, it must be the claimant's name (contact the DTP office if this isn't the case before submitting a request). The University can only reimburse costs to individuals who incur them and who are University students/staff.

- If you are submitting a claim for interview expenses, you will need to list the names of the people interviewed with the date of the interview. In cases where the interviewees need to remain anonymous please use the comments box in the claim to write: “Research Participant #X (name withheld; anonymity required to enable research participation)”.
- If you are claiming expenses for a conference/training course/other event you will need to include proof of attendance/completion of that activity with your claim materials. This is needed even if RTSG funds were only used to cover transport to the event.
- If you are submitting a claim for mileage in a private vehicle, you will need to have uploaded proof of a valid driving licence, proof that the vehicle is safe, legal and roadworthy (i.e. a current MOT certificate), and proof the vehicle is insured for business use. These documents will also need to be sent separately to the DTP email address granduniondtp@socsci.ox.ac.uk and will be held on file for future claims.
- Mileage cannot be claimed for hire vehicles. For hire vehicles, only the cost of hiring the vehicle itself can be covered. Hired vehicles can only be reimbursed for the specific days required for undertaking University business. You must also confirm that the vehicle is insured for business use at the point of hiring.

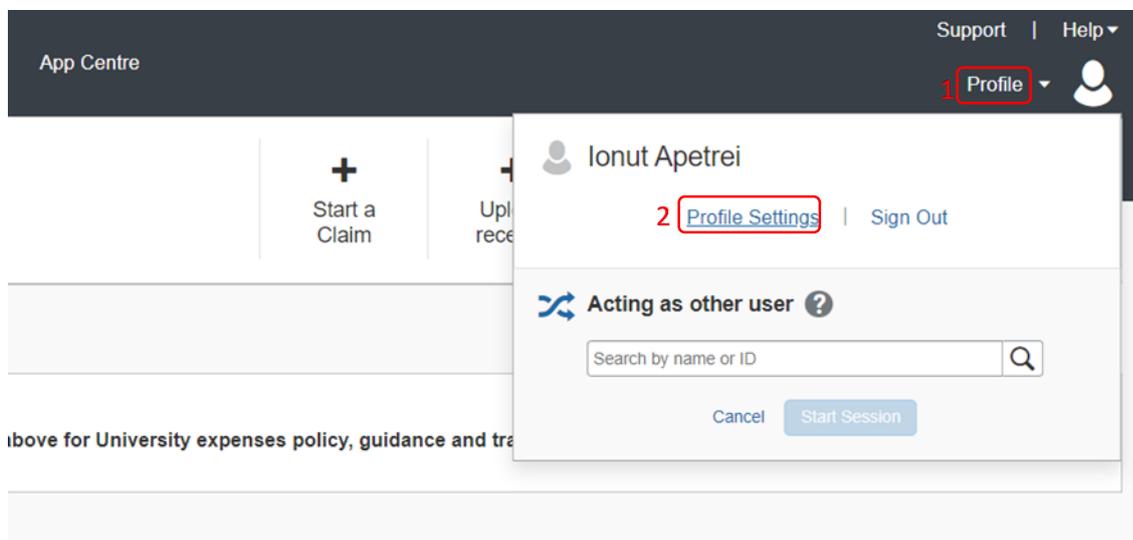
How to create and submit a claim in SAP Concur (eExpenses)

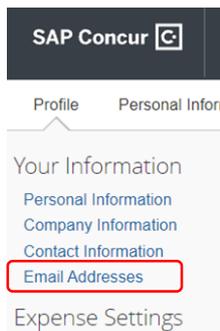
Accessing the system

- Navigate to the Expenses page on the Finance Division website <https://finance.admin.ox.ac.uk/expenses>.
- Click on the **Log in to SAP Concur eExpenses** button on the right-hand side column. This will take you to the SAP Concur homepage.
- Log in using your University SSO (single sign-on) credentials (e.g. abcd1234@OX.AC.UK).

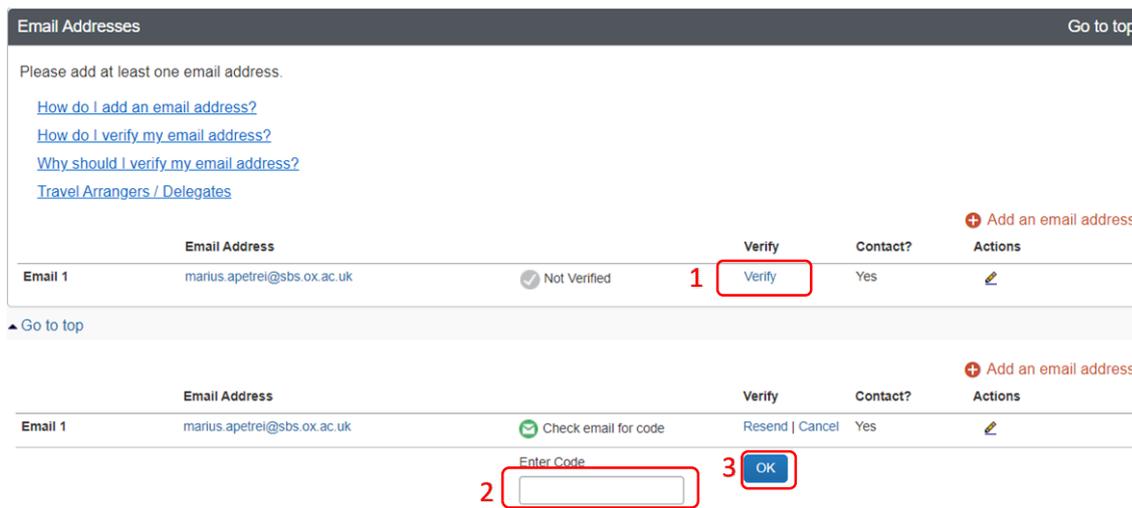
Set up your profile (when you log in for the first time)

From the homepage, click on 1. **Profile** and then 2. **Profile settings**.





Email address – to the left of the page, under “Your Information”, click on the **Email Addresses** link. This opens the “My Profile - Personal Information” page. Your University email address should already be prepopulated at the bottom of this page. To verify it: 1. click **Verify** (additional email addresses can be added - these will also need to be verified). You should then receive an email from SAP Concur which will contain a verification code. 2. Copy and paste the code into the “Enter Code” field. 3. Click **OK**. The status of your email address should change to “Verified”.



Bank Information – to the left of the page in the “My Profile - Personal Information” section, under “Expense Settings”, click on the **Bank Information**. In the “Bank Information” section, populate the following fields: Bank Country/Region, Sort Code and Account Number, Bank Name and Branch Location, Full Legal Name of Account Owner, and your address must be entered for correspondence purposes. Click **Save and Authorise**.

Note: SAP Concur only supports payments made to UK bank accounts.

Bank Information

Bank Country/Region: UNITED KINGDOM | Bank Currency: UK, Pound Sterling

Sort Code: 123456 | Account Number: 12345678

Bank Name: The Bank | Branch Location: Oxford | Status: Confirmed

Active: Yes

Full Legal Name of Account Owner: Marius Apetrei | Building Number and Road: 1 High Street | Building Name:

Town: Oxford | Locality: | Postal Code: OX1 1AA

Save and Authorise

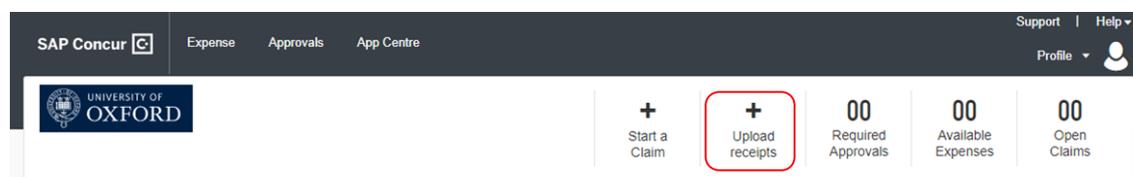
Personal Vehicles – if mileage costs have been pre-approved, you will need to register the relevant vehicle. Click on 1. **Personal Car**. Click on 2. **New**. You will need your vehicle registration number to put in as the vehicle ID. Choose the correct vehicle type from the drop-down box. The “Initial Business Distance This Year” box must be completed if you have already claimed mileage costs through other means for this reporting period which started on 6th April, otherwise leave as zero. 3. **Save**. Please remember you must also send a copy of the information to the DTP so we can keep this on record at granduniondtp@socsci.ox.ac.uk

The screenshot shows the SAP Concur interface for 'Personal Car Registration'. The sidebar on the left has 'Personal Car' highlighted with a red box and labeled '1'. The main form area has a 'New' button highlighted with a red box and labeled '2'. Below the form, there is a 'Save' button highlighted with a red box and labeled '3'. The form fields include 'Vehicle ID', 'Vehicle Type' (a dropdown menu), and 'Initial Business Distance This Year' (a text input field with '0' entered). There are also checkboxes for 'Preferred Car' and 'Vehicle ID'.

Upload and manage receipts

SAP Concur allows you to pre-upload images of receipts that you can attach to a claim. You should save images of your receipts on your computer with a name that is easy to recognise (e.g. “2022_10_01_Flight_Booking”). Ensure the file size of the photo is large enough that the details will be visible on a computer screen when the claim is reviewed; we recommend saving at full size and checking they are clearly readable before upload.

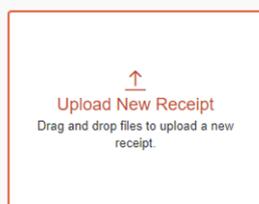
To upload a receipt in SAP Concur, from the **SAP Concur** home screen select **Upload receipts**.



Select **Upload New Receipt** button to open your local file browser or drag and drop files to upload. Your receipt should now appear in SAP Concur under “Available Receipts”.

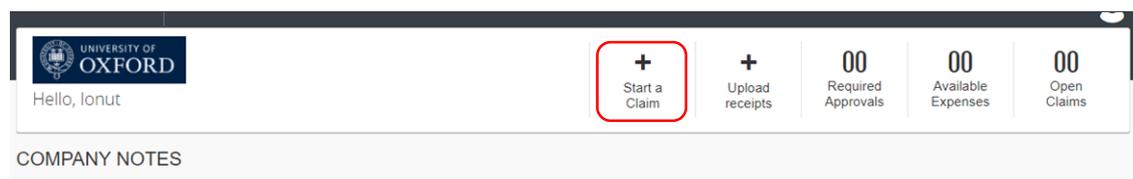
AVAILABLE RECEIPTS

Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.



Creating a claim

From the **SAP Concur** home page click on the **Start a Claim** button.



This launches a pop-up, "Create a New Claim".

Create New Claim x

* Required field

| | | |
|--|--|---|
| Claim Name * | Business Purpose * | Claim Date |
| <input type="text"/> | <input type="text"/> | <input type="text" value="05/01/2023"/> |
| Organisation * | Department * | Cost Type * |
| <input type="text" value="(10) University of Oxford"/> | <input type="text" value="(C0) Social Sciences Division"/> | <input type="text" value="Search by Code"/> |
| Cost Code * | Source of Funds * | Activity * |
| <input type="text"/> | <input type="text" value="(00000) *Default"/> | <input type="text" value="(00) Default"/> |
| Comment | | |
| <input type="text"/> | | |

The mandatory fields you need to fill in are marked in red:

- **Claim Name:** this should be something that makes the claim easy to identify (e.g. "RTSG Grant 1 XXX Conference Mar 2022").
- **Business Purpose:** brief narrative describing the type of expenses included in the claim (e.g. "Travel, accommodation & conference fee - RTSG Mar 2022").
- **Claim Date:** the date on which you submit the expense claim (should be pre-populated).
- **Comment:** allows you to add more details. Please use this as required to give the Finance Office as much detail as possible.
- **Organisation:** defaults to "(10) University of Oxford".
- **Department:** The default should be "(C0) Social Sciences Division" but if not please amend by clicking on drop-down box and typing C0 (zero not "O"). "(C0) Social Sciences Division" should then appear. Select.
- **Cost Type:** select "(PJ) Project"

Create New Claim ×

Claim Name * Business Purpose * Claim Date * Required field

Organisation * Department * Cost Type *

Cost Code * Source of Funds Activity

Comment

- **Cost code:** Select “Code”, as illustrated below, before searching:

Type to search by:

Text Code

- Select from the drop-down list ‘(COT00020_C000.06) ESRC Grand Union DTP_RTSG Exp’.
- **Source of funds:** leave as is, i.e. “(00000) *Default”
- **Activity:** leave as is, i.e. “(00) Default”.

At the bottom of the screen click the “**Create Claim**” button.

Enter expenses

The left side of the screen displays a list of each expense which, when creating a new claim, will be empty. Each expense you enter and save to the claim will then appear in the list.

To add the first expense item, select the most appropriate expense type from the list, e.g. Travel – air fare. You can search through the list by typing a relevant word. The expense type you choose will determine which fields you then need to fill in. The mandatory ones will be marked in red. Items below the blue line should default in from the previous page and don’t need to be updated.

Notes: For expense types with ‘staff’ and ‘non-staff’ options, please select ‘non-staff’.
For Participant costs, enter as ‘gifts’.

- **Cost Type:** “Project”.
- **Transaction Date:** the date on which the cost was incurred i.e. paid for (this will determine currency exchange rate)
- **Supplier Name:** This is mandatory for some expense types. Enter the name of the supplier as it appears on the receipt.
- **City of Purchase:** Enter the city in which the expense was incurred e.g. if a train ticket for Florence to Rome was bought in Oxford enter Oxford, likewise if a hotel was purchased in Rome put Rome. This field will determine the default currency e.g. if you list Oxford, then the currency will default to GBP (£). This can be amended if the item was paid for in a different currency e.g. Euro’s. If there is no place of activity e.g. for an online survey - put Oxford.
- **Amount:** enter the amount paid in the original currency, and change the currency type if needed. If the relevant currency is not GBP, the system will automatically look-up the correct exchange rate for the date of purchase.
- **Receipt Status:** select “Receipt”.
- **Project Related: Eligible Expense:** depending on what is being claimed, the “**Project Related: Eligible Expense**” may display, in which case please check the box as shown in the screenshot below.
If you do not do this, the system will not let you submit the claim.

Manage Expenses

New Expense

Cancel Save Expense

Details Itemisations Show Receipt

Allocate

* Required field

Expense Type * Non-Staff Conference Costs

Conference Expense * Fees

Cost Type * Project

Transaction Date * 15/12/2022

Business Purpose * Travel, accommodation & conference fee - RTSG December 2022

Enter Supplier Name Conference Co.

City of Purchase * Oxford, Oxfordshire

Amount * 200.00

Currency * UK, Pound Sterling

Receipt Status * Receipt

Project Related: Eligible Expense

Organisation (1) (10) University of Oxford

Department (2) (C0) Social Sciences Division

Cost Type * (PJ) Project

Cost Code * (C0T00020_C000.06) ...

Source of Funds (3) (00000) *Default

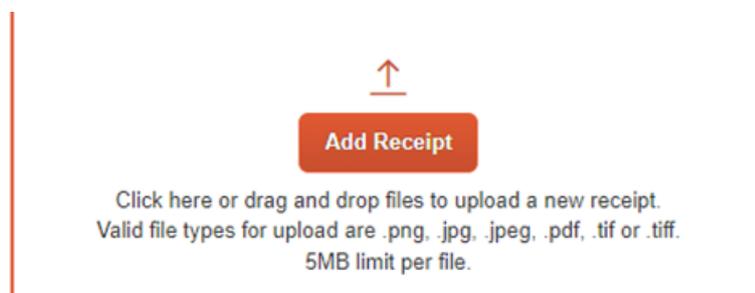
Activity (4) Default

Funder

Comment

Save Expense Save and Add Another Cancel

- **Add Receipt:** Click the **Add Receipt** button or drag and drop the file on the right of the screen. This will also be where you upload any other required documents e.g. proof of attendance/completion, booking confirmations, etc.



Receipts already loaded in SAP Concur will be displayed in the “Available Receipts” section. Select the appropriate one and then click **Attach**. To attach more than one receipt or add another document e.g. proof of attendance, select “Add”. **Note:** if you select “Remove” it will remove all the receipts, not the last one uploaded. If you do not have a receipt please contact the DTP office for further advice.

If you are claiming for mileage you will need to enter the ‘from’ and ‘to’ location and then click on the mileage calculator.

New Expense Cancel **Save Expense**

Details **Itemisations** Show Receipt

Mileage Calculator Allocate

Expense Type * Mileage **Cost Type *** Project **Transaction Date *** 15/12/2022

From Location ? Oxford OX1 3BD, UK **To Location ?** Reading, UK **Receipt Status *** Receipt

Purpose of the Trip * Travel, accommodation & conference fee - RTSG **Organisation** (10) University of Oxford

Department ? (C0) Social Sciences Division **Cost Type *** (PJ) Project **Cost Code *** (C0T00020_C000.06) ... **Source of Funds ?** (00000) *Default **Activity ?** Default

Funder **Comment**

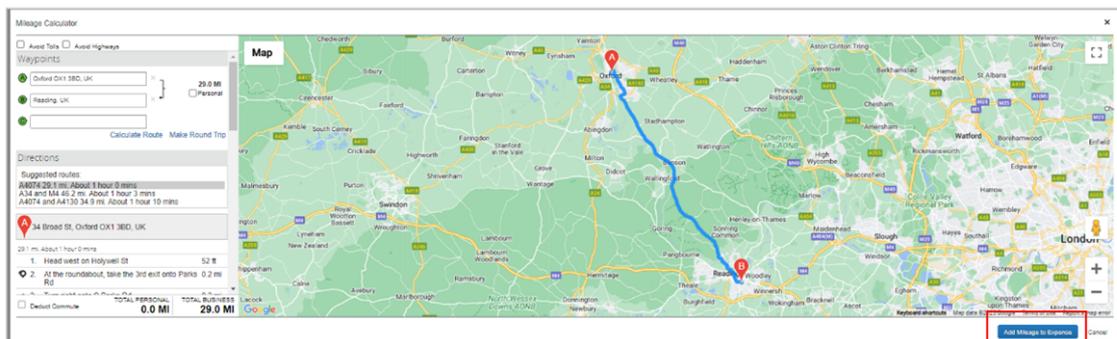
Vehicle ID * XXXX OXF **Distance to Date** 0 **Distance *** 29 **Number of Passengers** 0

Amount 13.05 **Currency** UK, Pound Sterling **Reimbursement Rates** [View all reimbursement rates](#)

Fuel Receipt Date DD/MM/YYYY **Fuel Receipt Type** None Selected

Save Expense **Save and Add Another** Cancel

This will open a map where you can amend the journey details such as a return trip etc. - then click on "add mileage to expense" button.



Click **Save**.

To enter a new expense, click on the **+ New Expense** button (top left corner).



If yellow or red flags appear, click on them for an explanation of what the issue is. In most cases, some compulsory information will be missing, or a comment will be required to provide additional information about the purchase. Click on the relevant expense line and review/complete all compulsory boxes. Sap Concur will normally raise a flag if the activity took place on a weekend and this can be ignored.

To submit the claim for approval, click on the **Submit Claim** button (top right corner). Then click **Accept and Submit** in the pop-up window.

Contact for queries: granduniondtp@socsci.ox.ac.uk