



PCG (QU) member expenses user guide



Member expenses user guide

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1. Introduction

This document details how the Quality Umbrella Schedule E expense process operates.

Please take the time to read it so you will get the utmost benefit from the service that we provide.

If you have any questions on this guide, the service in general or would like to suggest improvements then please contact Consultant Support at <mailto:members@parasolit.co.uk>.



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2. Overview

2.1 The different kinds of expenses used in our service

There are two kinds of expenses associated with our service:

2.1.1 Client rechargeable

These are expenses that you incur on behalf of your client for which you will be reimbursed. An example of this is if your client requires you to attend a meeting on their behalf and you have to pay travel and hotel costs. The total of these costs can be entered on a timesheet via our members area and included on an invoice to your agency. When we receive rechargeable expenses we will pay the full amount to you without deducting any tax or NI. You must normally obtain prior agreement from your client and agency before submitting expense claims via this method.

To enter these expenses you must use the module online called “Rechargeable Expense Claims”. Full instructions are available via the online Knowledge Base.

In order to enable us to pay you the VAT element of the expenses we need you to send us the original receipts to the following address

Parasol Plc
Parasol House
840 Ibis Court
Centre Park
Warrington
WA1 1RL

And clearly mark them with your full name and address.

Please ensure any expenses you are claiming have been agreed by the client as if they have not then it may delay payment of the whole invoice including payment for any hours you have invoiced for.

2.1.2 Schedule E

These are expenses that are incurred whilst performing your business duties that can be claimed and used to reduce you tax and NI liabilities. These expenses are claimed on a monthly basis using the Parasol expense facilities described in this document.

This guide covers the claiming of **Schedule E expenses only**. If you require details on Client Rechargeable expenses please contact Consultant Support on members@parasolit.co.uk.

2.2 Parasol disclaimer

Please note that Parasol will **NOT** be liable for any direct or indirect payments that arise as a result of expenses claimed by you. We will endeavour to ensure that all claims are valid but we will not accept responsibility should any tax or National Insurance charges be levied to you now, or in the future, for expenses disallowed by the relevant tax authorities. Any underpayment of tax and national insurance as a



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result of erroneous claims will therefore result in you being personally responsible for the liability. Any underpayments are due immediately and will be collected at the first opportunity.

Please be aware that you may be asked to provide receipts at some point in the future to substantiate claims you have made. In particular where you have claimed expenses where we do not require the receipts as proof we still highly recommend that you obtain and keep receipts in case the HM Revenue & Customs ask for documentary proof.

Although Parasol will endeavour to validate and use your expense claims within 5 working days of your claim submission we will not guarantee this. Your claim will be validated and used at the earliest opportunity available.

IMPORTANT INFORMATION - PLEASE READ

WHILST WE DO NOT REQUIRE RECEIPTS TO BE SUBMITTED FOR CLAIMS FOR SUBSISTENCE OR HOTEL ACCOMODATION WHICH IS LESS THAN £45, IT IS AN HM REVENUE & CUSTOMS STIPULATION THAT WE AUDIT A SELECTION OF CLAIMS ON A MONTHLY BASIS. IF YOUR CLAIM IS SELECTED FOR AUDIT THEN YOU WILL NEED TO PROVIDE RECEIPTS TO SUBSTANTIATE YOUR CLAIM - IF YOU CANNOT PROVIDE THESE RECEIPTS THEN WE ARE OBLIGED TO FORWARD THE DETAILS ONTO THE HM REVENUE & CUSTOMS FOR FURTHER INVESTIGATION.

2.3 When will my expenses be used

When we receive your claim we check the details and providing everything is in order we will use it in subsequent payroll runs to reduce your tax and NI liabilities. Generally your claim will be checked within 2 working days of your claim submission although this can be upwards of 5 working days when we are inundated with claims at the end of each month.

If there are any problems with your claim we will contact you as soon as possible via email.

We will not use the claim until we have received at our offices a signed copy of the cover sheet along with all necessary receipts and documentation. We recommend you use "proof of delivery" when sending via the postal system. If you are claiming expenses that do not need receipts then you can fax the cover sheet. Please fax to 0870 191 1050 which is our dedicated Expense Declaration Fax line.

Your claim will not be used until the day after the last claim date within your claim. For example if the latest date used within your claim is the 20th May then the earliest it can be used is the 21st May.

2.4 Why have you not used all of my expenses

Please note that if you have a large claim and/or the claim is greater than your next payroll amount we will apportion the claim across multiple payroll runs.

It is possible, in some instances, that the amount of Tax and National Insurance paid by you (after the appropriate expenses amount has been taken into consideration) could be reduced to zero. Whilst this may seem attractive it does have an implication with regards to State Benefits (e.g. pension provision). Unless the minimum amount of



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National Insurance is paid an individual is at risk at losing these potential benefits. Parasol will therefore ensure that each member is always paid a minimum amount that will ensure the required minimum National Insurance Contribution is paid (currently this is approximately £90 per week). This means that we will possibly not use all of your expenses on specific payroll runs and that any unused amounts will be carried forward to your next payment.

2.5 Some basic rules on expenses

The following is a list of rules that must be adhered too when you are claiming expenses:

- All expense claims must be for expense that you have incurred wholly and exclusively in performing your business duties.
- You can only make one claim for a particular calendar month (e.g. May 2006).
- You cannot claim for any expenses incurred before you started to use our service.
- Travel to work and subsistence expenses cannot be claimed when you have worked, or when you know you will work, more than 2 years at any one location.
- We will not verify and use your claim until we have received all the necessary documentation that is associated with that claim (i.e. a signed cover sheet and receipts for expense items that require receipts).
- Where receipts are required we must have the **original** receipts and not a photocopy. The expense will not be allowed if you cannot produce an original receipt.
- **Once we issue P60s (towards the end of May) we then don't allow any expense reclaims from a previous financial year.**

3. What expenses can I claim?

The Parasol Expenses Policy is split into expenses that need receipts to support the claim and expenses that do not. Please remember the following important note:

WHILST WE DO NOT REQUIRE RECEIPTS TO BE SUBMITTED FOR CLAIMS FOR SUBSISTENCE OR HOTEL ACCOMODATION WHICH IS LESS THAN £45, IT IS AN HM REVENUE & CUSTOMS STIPULATION THAT WE AUDIT A SELECTION OF CLAIMS ON A MONTHLY BASIS. IF YOUR CLAIM IS SELECTED FOR AUDIT THEN YOU WILL NEED TO PROVIDE RECEIPTS TO SUBSTANTIATE YOUR CLAIM - IF YOU CANNOT PROVIDE THESE RECEIPTS THEN WE ARE OBLIGED TO FORWARD THE DETAILS ONTO THE HM REVENUE & CUSTOMS FOR FURTHER INVESTIGATION.

3.1 Subsistence

Subsistence basically comprises meal costs whilst working at a temporary workplace.

Subsistence can be claimed on the following basis:

- a) Up to £5 per day if you work more than 5 hours a day **not including** travelling time and **excluding** breaks (i.e. lunch).



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- b) Up to £15 per day if you work more than 10 hours a day, **including** travelling time and **excluding** breaks (i.e. lunch).
- c) Up to £21 per day (overnight stay) if you work more than 10 hours a day, **including** travelling time, **excluding** breaks (i.e. lunch) **AND** are staying in a hotel. The claim for £21 **MUST** be accompanied by a hotel claim (see section 3.5) but **CANNOT** be used in conjunction with a friends & family stay. A claim for £21 per day without a matching hotel claim will be rejected.

Receipts for subsistence expenses do **NOT** need to be submitted to Parasol.

Subsistence cannot be claimed when you have worked, or when you know you will work, more than two years at any one location.

Note: Subsistence costs cannot be claimed where other family members are present.

3.2

Mileage

Mileage can generally be claimed for all business related travel including to and from your home to your place of work. The exception to this is when you have worked, or when you know you will work, more than 2 years at any one location. When this situation occurs mileage to and from your home to your place of work cannot be claimed. If you are unsure whether you can claim please contact Consultant Support.

The following mileage rates can be claimed:

Vehicle Type	First 10,000 miles per annum	10,001+ miles per annum
Cycle	20p	20p
Motorbike	24p	24p
Car	40p	25p

As of February 2006, ALL contractors must retain valid VAT receipts for petrol/diesel/LPG. These will need to be sent in to Parasol each month with a claim and the process will be as follows:

- Contractor will submit monthly mileage claim online as now with no change to that method, journey details needed or values calculated.

At the submission of the claim for validation (as is now) a new mileage claim sheet will be displayed for printing. This is in addition to the current expense declaration that is produced for other claim items. The contractor must attach his/her mileage receipts to this sheet and send to Parasol.

The mileage claim posting must be separate to “normal” receipted claims.

Return it by FREEPOST, together with the appropriate VAT fuel receipts, to



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Freepost RLZG-EYEL-LKAR
MILEAGE / FUEL CLAIM
[Consultant name]
PARASOL PLC
840 Ibis Court
Centre Park
Warrington
WA1 1RL

Where [Consultant name] is written in of course.

Without a name we have no chance of matching the claim to the online expenses. Please do not put your userid/username on the envelope if you consider this a security risk.

The table below shows the **TYPICAL** value of receipts you will ideally need to provide for every 100 miles claimed:

Engine Size	Petrol / 100 miles	Diesel / 100 Miles	LPG / 100 Miles
Up to 1400cc	£ 10.00	£ 9.00	£ 7.00
1401cc to 2000cc	£ 12.00	£ 9.00	£ 8.00
Over 2000cc	£ 16.00	£ 13.00	£ 10.00

3.3 Rail, bus and air travel

Rail, bus and air travel costs to and from your home to your place of work. Receipts are required.

3.4 Parking charges

Parking charges including parking meters. Receipts are required.

3.5 Accommodation

Accommodation and breakfast costs up to the following limits:

- London £95 per night
- Elsewhere £75 per night

Receipts are required to claim the above items

You may also claim up to £45 per night for accommodation without submitting receipts to Parasol but please remember you may be asked to provide these receipts to substantiate your claim.

Should you stay with friends or family as opposed to renting accommodation or staying in a hotel you can claim £25 per night Friends and Family Allowance. To substantiate this type of claim you will need to provide the date, name, address and telephone number of whom you stayed with. You can only claim the family and friends allowance if the temporary place of residence is more than 20 miles from your usual address and



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can be proved that you would be extremely inconvenienced if you were not to stay at this temporary address.

In addition to the accommodation and breakfast costs, you are also granted a further £5 per night to cover personal incidental expenses. No receipts are required for personal incidental expenses.

When claiming accommodation rental costs your rental agreement **MUST** meet the HM Revenue & Customs Dual Purpose rules. These states that the property concerned must just be let for the working week and **NOT** for non working days (i.e. weekends). If the rental receipt clearly states it is just for the days you have worked then it will be allowable.

Note: Accommodation costs cannot be claimed where other family members are present.

3.6 Telephone

Identified and itemised business calls up to £35 per month. No private calls or line rental costs are claimable. A copy of your telephone bill with the business calls clearly identified is required.

3.7 Office consumables and stationery

Reimbursement of reasonable amounts (normally a maximum of £35 per month) for office stationery, postage and consumables used wholly, necessarily and exclusively in the performance of your duties. Receipts are required.

3.8 Professional Subscriptions

A full list of allowable subscriptions can be found www.hmrc.gov.uk/list3

Receipts are required.

3.9 Eyesight tests

It is possible to claim **up to £15** in expenses towards the cost of an eyesight test where this is necessary for the initial or continued use of visual display equipment in your assignment(s). A qualified optician must carry out the eyesight test and a **receipt for the provision of the test must be supplied.**

3.10 Congestion charging

You are able to claim the cost of congestion charging if it relates specifically and exclusively to your assignment. We will audit that the charges match working days and personal travel must not be claimed for. **Receipts are required.**

3.11 Training and tuition

Training and tuition costs can be claimed where it is “**work related**” (see below for a definition of “**work related**”).

To ensure any claim is allowable we require:



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- a receipt for the full amount for the training & tuition
- your current job description
- the name of the training course/tuition
- a description of the course/tuition.

In addition to claiming the cost of the training and tuition any “**related costs**” (see below for a definition of “**related costs**”) can also be claimed.

The definition of “**Work-related training**” is training for your current employment or a “**related employment**” where the training course or other activity is designed to impart, instil, improve or reinforce any knowledge, skills, or personal qualities which:

- are, or are likely to prove, useful to you as an employee when performing your duties, or
- will qualify or better qualify you to undertake the employment, or to participate in charitable or voluntary activities arising through your employment.

The term includes a wide-range of practical and theoretical skills, so long as those skills are relevant to your employment. Where leadership team skills are appropriate to you, participation in activities such as Outward Bound, Raleigh International, or Prince’s Trust will qualify.

Examples for clarification are:

- 1) Taking a Microsoft Word course to improve word processing skills would be allowed if your work required you to produce any kind of documentation or correspondence. The majority of IT related employment would obviously qualify for this kind of training whilst perhaps a long distance lorry driver would struggle to prove the course was “work related”.
- 2) Taking a Microsoft Project Manager course would be allowed for project managers, team leader, supervisors and anyone in a proven leadership or management capacity whilst perhaps a call centre first line support engineer would again struggle to prove that it was “work related”.

The definition of ‘**Related employment**’ is training which is undertaken with an employment or prospective employment in view where:

- any office or employment held with your employer or which is to be held with your employer or a connected person
- any such office or employment to which you have or can realistically expect to have a serious opportunity of being appointed.

The intention here is to include all genuine training, in a range of competencies, which you need to advance your career, or to achieve a career move. Training in leisure type activities, unless exceptionally an activity which has a genuine connection with your work duties, is not allowable.

The definition of “**Related costs**” is any expenditure related to the training you are claiming for. Examples would be travel, accommodation and subsistence costs when



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staying away from home to undertake the course. “**Related costs**” should be claimed under the appropriate sections within the expense claim and NOT within the training category (e.g. Subsistence should be claimed within the Subsistence section).

4. How do I claim

Expenses are claimed on a monthly basis using the Parasol expenses procedures on our secure consultants’ website area via www.parasolit.co.uk.

The expense process contains the following distinct areas:

- Logging on
- Claiming of mileage
- Claiming of subsistence
- Claiming of general expenses
- Submit claim for verification by consultant support
- Printing the expense cover sheet when receipts are included
- Sending the expense cover sheet and receipts to consultant support
- Claim verification by consultant support
- Amending and re-submitting a rejected claim

4.1 Logging on

Log on on to the website members area using your normal userid and password. When you have logged on select the **Expense Claims** option on the Main Menu. This will then display a list of months that you are able to enter claims for, their status and a button for selection of that claim. Select the claim you are interested in by clicking on the **Action** button of the relevant claim. The **Expense Claim Overview** page will be displayed which shows the totals of the various elements of the claim.

The three main elements of your claim are:

- Mileage
- Subsistence
- General Expenses

Click on the relevant **Action** button to enter either of these claim elements.

4.2 Claiming of mileage

4.2.1 Entering vehicle details

If mileage is to be claimed then you must first of all enter your vehicle details. Your vehicles can be a car, motorbike or bicycle.

To add a vehicle, enter the Mileage section from the **Expense Claim Overview** page and page down to the **Vehicle Add** section.



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Select the Vehicle Type from the dropdown list in the **Type** field; enter the vehicle details (Car and Motorbike only) in the relevant area - you will need to include **Registration Number**, **Engine Type** and **Engine Size** field and click on the **Add Vehicle** button.

When the vehicle has been added it can now be used when entering mileage.

You can enter multiple vehicles if you use different forms of transport or have access to more than one car. Obviously when you do enter your mileage you must select the appropriate vehicle to which that journey pertains too. If there is only 1 vehicle then this is automatically defaulted.

Note: If you are not claiming mileage then you do **NOT** need to enter vehicle details.

4.2.2 Removing vehicle details

Vehicles can be removed if they have been entered in error or are no longer in use.

To remove a vehicle enter the Mileage section from the **Expense Claim Overview** page and page down to the **Vehicle Remove** section.

Select the relevant Vehicle and click on the **Remove Vehicle** button.

4.2.3 Entering mileage details

To enter mileage details select the Mileage section from the **Expense Claim Overview** page to display the **Expense Claim Vehicle Mileage** page.

Please note that if this is the first time you have entered mileage for the financial year pertaining to the claim you will be prompted to enter any car mileage that you have claimed with a previous employer. If you have claimed then please enter the amount of miles you have claimed. If you haven't claimed then enter 0.



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4.2.3.1 Adding a journey

Step 1 Enter your **one way** journey details including vehicle details as before. If it is a **return journey** ensure you click the **return journey option** - this will then **double the mileage figure** you have entered (see below for screen shot)

Step 1 - Add Journey (then scroll down to Step 2)

Journey Name: *E.g. Home to Work*

Vehicle:

Description:

From Postcode: **To Postcode:**

From Location: **To Location:**

Miles: *Important: enter miles for single journey only*

Journey Type: Single Return **Total Miles for Journey:**

Step 2 Now, using the calendar, select all days which this journey was made and confirm using the 'add to claim' button. (See example screen shot below)

Step 2. Vehicle Mileage Claim for Apr-2005: New Journey

Select a saved journey:

Select all days the journey was made on:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Important As a final check please ensure that the total car mileage for this claim agrees with your expected mileage for the period you are claiming for.

4.2.3.2 Deleting a Journey

You can delete a previously entered journey displayed in the **Claimed Journeys** section.

To delete a journey click in the **Del** box of the appropriate journey (the box should become "ticked") and click on the **Delete From Claim** button.



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The journey will be deleted and the claim and mileage totals will be amended accordingly.

4.3 Claiming of subsistence

This page will display a list of all the days in the month (e.g. for May the days listed will be from the 1st May to the 31st May). An amount of subsistence can be entered against each day in the month up to a value of £15 or £21 if staying overnight in a hotel. You must enter the subsistence amount that you have actually incurred.

Please note that if you have worked 10 hours or less in the day you can only claim up to £5. The £15 limit applies to when you have worked more than 10 hours (including travelling time and excluding breaks). Up to £21 per day (overnight stay) may be claimed if you work more than 10 hours a day, **including** travelling time, **excluding breaks** (i.e. lunch) **AND** are staying in a hotel. The claim for £21 **MUST** be accompanied by a hotel claim (see section 3.5) but **CANNOT** be used in conjunction with a friends & family stay. A claim for £21 per day without a matching hotel claim will be rejected.

When you have entered the subsistence amounts for the whole month click on the **Add to Claim** button to add them to your expense claim. If there are any discrepancies in the amounts you have entered an error message will be displayed.

After your data has been added the **Add to Claim** button will be renamed to **Modify Claim**.

If you need to modify any of the amounts just overwrite the amount in the relevant field with the correct amount.

If you need to remove any amounts from the claim you can blank the field or modify it to 0.

To save any amendments click on the **Modify Claim** button.

If you would like to cancel any amendments then click on the **Reset** button. This will cancel all the changes you have made since you last saved your data.

When all of your data has been entered and you have saved it via the **Add to Claim** or **Modify Claim** button you can return to the **Expense Claim Overview** page by clicking on the **Return To Overview** button.

Please note that your subsistence claim will be matched against your timesheet data to ensure that you have worked the necessary hours and days for the specific subsistence allowances.

4.4 Claiming of general expenses

To enter general expense details select the General Expense section from the **Expense Claim Overview** page to display the **Expense Claim General Expenses** page.

4.4.1.1 Adding a general expense

To add a general expense you must enter a **Date**, **Category**, **Description** and **Amount**.

The **Date** is entered by clicking on the calendar icon  in the date column.

This will display a calendar facility (example below) that defaults to the month of the claim you are entering.



To select the date for your general expense just click on the appropriate displayed date. You will be returned to the **Expense Claim General Expense** page and the **Date** field will be pre-filled with your calendar selection. If the displayed date is wrong then click on the calendar icon and repeat the process.

The **Category** is selected from the list of general expense categories that you are allowed to claim. Click on the **Category** dropdown button and select the appropriate category for your expense. Please note that all categories pre-fixed with **R** require a receipt. If you have no receipt you cannot claim and we will not verify your expense claim until the **original** receipts have been received in our office.

The **Description** is a brief description of the expense that you are claiming. For example you could enter "Rail ticket from Leeds to London for Project Review Meeting". Some categories will prompt for additional details. An example of this is the Family & Friends accommodation allowance which requires the Name, Address and Telephone number of the person you stayed with.

Amount is the amount of expense you are claiming including VAT. You must enter a numeric figure.

When all the fields have been entered click on the **Add to Claim** button to add the general expense to your expense claim.

The added general expense will then be displayed in the **Claimed Items** section that can be found by paging down from the **New Item** section where you have just entered the new general expense details.

The **Claimed Items** section shows all the general expenses you have entered for this claim along with a **Total for this Claim**.



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4.4.1.2 Deleting a general expense

You can delete a previously entered general expense displayed in the **Claimed Items** section.

To delete a general expense click in the **Del** box of the appropriate general expense (the box should become “ticked”) and click on the **Delete From Claim** button.

The general expense will be deleted and the claim totals will be amended accordingly.

4.5 Submitting your claim to Consultant Support for verification

When all your monthly expenses have been entered you can submit your claim to Consultant Support for verification.

Please be careful when selecting this option because if you do submit it and your claim is verified you will NOT be able to amend that claim again.

Please be sure that you have input all of your details before you submit it for verification.

To submit your claim for verification click on the **Submit Claim** button on the **Expense Claim Overview** page. Please note that if this button is **NOT** displayed then you have either not entered any claim details or you have already submitted the claim.

For your first claim only you will be presented with the following screen - this to reduce the amount of errors made and this speed up our ability to process your expenses claim and thus let you get the benefit sooner.



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Please note the screen will only appear when you submit your first claim.

When you submit your claim you will be prompted to answer a series of questions concerning the claim. You must answer ALL the questions by clicking the appropriate tick box before you can proceed further.

The questions are:

1. All expenses claimed have been incurred in the performance of my duties and in accordance with the company expense policy
2. All home telephone call costs claimed represent only the cost of business calls (including VAT)
3. Where a scale subsistence payment is claimed, the expense incurred is at least equal to the amount claimed
4. I purchased tickets of the class and type shown
5. Parasol will not process expense claim(s) until the signed confirmation sheet and any applicable receipts are received
6. Mileage costs claimed exclude private use



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7. I can confirm that I worked the hours claimed to support my daily subsistence claims
8. I have worked at my current location for less than two years
9. I confirm that the expense claim made is true and I indemnify Parasol Plc for any malicious claims that may result in HM Revenue & Customs investigation as a result

When all the tick boxes have been ticked you need to click on the **Submit Claim** button to submit the claim.

Your claim will then be submitted to Consultant Support for verification and you will no longer be able to modify the claims details. **Updates in relation to your claim and its process are communicated via the online expense system and email.**

Claims that have no receipt requirements do not require us to receive any cover sheet forms. Do not fax or email any further information. Please refer to online expense system or email for progress.

4.6

Printing the cover sheet when receipts are included

The **Expense Claim Submitted** page will be displayed when you submit a claim for verification.

From this page you can either print the cover sheet by selecting the **Print Cover sheet for this Claim** button or choose to print it later by selecting the **Return to Claim Selection** button.

If you select the **Return To Claim Selection** button OR if you have trouble printing the cover sheet then you can use the **Print Cover sheet** button on the **Expense Claim Overview** page to print the cover sheet at a later stage.

Please remember your claim will NOT be accepted when receipts are included until we receive the cover sheet and any receipts together. Claims that include receipts without a matching cover sheet will be rejected.

When you select the **Print Cover sheet for this Claim** button a pop-up window containing the cover sheet will be displayed along with a print menu asking you to select the printer where you want it to be printed. Select the appropriate printer and then click on the **OK** button. The cover sheet will be printed on the printer you selected. You can now close the cover sheet pop-up by clicking on the X button at the top right hand side of that window. The **Expense Claims** page will be displayed and the claim you have just submitted will have its status set to Submitted for Verification.

Please note that you can now only view the claim you have submitted for verification.



Member expenses user guide

email: members@parasolit.co.uk
telephone: 0870 744 3908
web: www.parasolit.co.uk

4.7 Sending the Cover Sheet and Receipts to Consultant Support

Once you have completed a monthly claim and if receipts are included, printed the cover sheet, you need to send it along with any appropriate receipts and documentation.

PLEASE NOTE THAT THIS IS SEPARATE TO THE MILEAGE CLAIM FORM AND RECEIPTS.

Post the completed forms to:

Expense Claims
Parasol Plc
Parasol House
840 Ibis Court
Centre Park
WARRINGTON
WA1 1RL

We STRONGLY recommend you use "recorded delivery" for non-mileage receipts when sending via the postal system. Do not fax or email cover sheets as we cannot accept these without the receipts.

4.8 Claim verification by Consultant Support

When you have submitted your claim for verification and we have received all the necessary documentation (receipts etc..) we will check the details and providing everything is in order we will use it in subsequent payroll runs on your behalf.

If there are any problems with the claim then we will add a comment to your claim explaining what the problem is and send you an email with the details on what the problem is.

It is then up to you to amend the claim accordingly and re-submit for verification. If you don't perform this task the claim will **NOT** be used.

4.9 Amending and re-submitting a rejected claim

Rejected claims can be amended using the same facilities you used to enter the claim in the first place. Any comments added by Consultant Support when they rejected your claim will be displayed against the claim and relevant individual items.

When you have amended the claim you can re-submit the claim for verification (refer to the Submitting your claim for Verification by Consultant Support section).

5. Additional Information

5.1 Reasons why your expenses have not been used

- We have not received any receipts and you have claimed expenses that require receipts that we have asked for for auditing purposes
- You did not submit the claim for verification
- Your claim has been rejected and you have not re-submitted it



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5.2 Reasons why your expenses have been rejected

- You have over estimated your mileage claim - If the mileage for the journey seems quite high the route is checked using AutoRoute. If the claim is significantly higher than AutoRoute then the claim will be rejected.
- You have incorrectly attempted to claim Rechargeable expenses.
- You have claimed £21 subsistence without a matching hotel claim.
- You have attempted to claim in advance
- You have claimed for multiple months in within a single month's claim. A claim per calendar month must be submitted.
- You have attempted to claim mileage whilst being a passenger in a car. Only the driver can claim the mileage.
- You have attempted to claim accommodation rental costs but your rental does not meet the HM revenue & Customs Dual Purpose rules. The property concerned must just be let for the working week and NOT for non working days (i.e. weekends). If the rental receipt clearly states it is just for the days you have worked then it will be allowable.
- Once we issue P60s (towards the end of May) we then don't allow any expense re-claims from a previous financial year.
- You have claimed for friends and family accommodation which is too close to your normal recorded residence.