



## FREQUENTLY ASKED QUESTIONS – For Students

### Document Purpose

To provide examples of frequently asked questions around the new online MyCampus process for student expenses. The new process for the submission of student expenses is available to University of Glasgow registered UG, PGT and PGR students in all Colleges who currently have a UK bank account. A video guide and a written training guide are available to support students through this new process and are available via the link below:

<https://www.gla.ac.uk/myglasgow/financeaccountspayable/registeredstudentonlineclaim/>

If you require further assistance during the new claim process, please raise a HelpDesk request, using the categories of MyCampus Support/Student Expenses:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>

For non-University registered students, and students who have an international bank account, please refer to the Finance Office website linked below for guidance on how to claim student expenses:

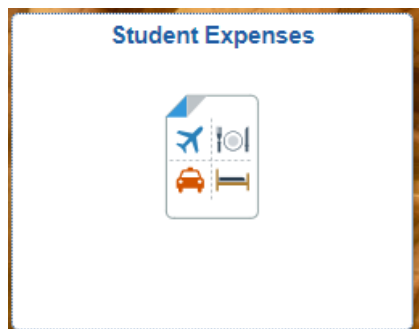
<https://www.gla.ac.uk/myglasgow/financeaccountspayable/non-ukbankaccountnon-registeredstudent/>

### Document Control

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## 1. How do I make an expenses claim in MyCampus?

In order to make an expenses claim, access your Student Homepage by logging into MyGlasgow Student Portal and clicking on the Student Homepage link under My Courses & Records. Then click on the Student Expenses tile to create your expenses claim.



## 2. I am a University of Glasgow student, but I cannot see the Student Expenses Tile in my Student Homepage to be able to submit a claim. Who do I contact?

If you are a University of Glasgow registered student and you cannot see the Student Expenses tile in your Student Homepage, raise a Helpdesk request using the category of MyCampus Support/Student Expenses/Technical Issue/Error. The MyCampus Team will review and advise accordingly:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>

## 3. How do I know if I am eligible to submit a claim?

If you are a registered University of Glasgow UG, PGT or PGR student (you have a student record in the student system) and you hold a UK bank account you will be able to access the Student Expenses tile in your Student Homepage in order to make a claim. If you are unsure if the claim you wish to make is valid to be reimbursed to you, please speak to your School/Budget Holder to seek confirmation.

## 4. What items am I allowed to claim for when submitting a claim?

Please refer to the University of Glasgow's Student Expenses Policy to assess items that are valid for reimbursement. This can be accessed within the 'Create New Claim' section of the Student Expenses process via the button below:

### Create a New Expenses Claim

- All expense claims must be:
  - in line with Student Expenses Policy;
  - pre-approved by your School/Professor.

[View Student Expenses Policy](#)

You can also access the University's Student Expenses Policy through the Accounts Payable website via the link below:

[https://www.gla.ac.uk/media/Media\\_774082\\_smxx.pdf](https://www.gla.ac.uk/media/Media_774082_smxx.pdf)

#### **5. Do I need to do anything in advance of making a claim?**

Students are required to seek written pre-approval from their Budget Holder prior to submitting a claim – as this pre-approval is required to be uploaded within your claim as part of the process. Please refer to the 'Roles and Responsibilities' document via the link below for further guidance on seeking pre-approval and the level of detail required to be provided:

[https://www.gla.ac.uk/media/Media\\_1076075\\_smxx.pdf](https://www.gla.ac.uk/media/Media_1076075_smxx.pdf)

#### **6. How do I know who my budget holder is in order to confirm pre-approval of expenses?**

If you are unsure of the name/details of the Budget Holder you should contact to obtain pre-approval of expenses claims, please consult with your School who can provide this information to you. You can contact your school by raising a Helpdesk request using the category of MyCampus Support/Student Expenses/Claim Processing Issue:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>

#### **7. I am unable to upload documentation as part of the claim process – system advises filename is too long**

The maximum file name length within the system for uploaded documents is 24 characters (which includes the dot and filetype). Please re-save your document to a filename length 24 characters or less and upload this version to your claim.

#### **8. My Personal Details within the claim process are incorrect – what should I do?**

If the details presented in the 'Personal Details' section of making a claim are incorrect, please raise a Helpdesk request to your School using the category of MyCampus Support/Student Expenses/Claim Processing Issue:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>

#### **9. I already have an active bank account in MyCampus which is used for Financial Aid or Refunds. Can I add a new bank account to my record to be used for Student Expenses payments only?**

Yes, you can add a new bank account when making an expenses claim, which you can select only to be used for payments to you for student expenses. You would do this by pressing the 'Add an Account' button and entering all your details. Once saved, you would select the button to chose this account for 'Expenses'.

[Add an Account](#)

Account Reference	Bank/Building Society Name	Account Number	FA	Refund	Expenses
Test	Test	Test	<input type="button" value="No"/>	<input type="button" value="No"/>	<input type="button" value="Yes"/>

### 10. Can I claim for more than one item of expense within the same claim?

Yes, there is no limit to the amount of individual claim lines you can attached to the same claim. You would enter each claim line individually using the 'Add Claim' button within the Claim Details section:



### 11. What items am I allowed to claim for under the expense category of 'Other'?

You should only select the expense category of 'Other' for a line of expense if this expense is outwith the University's Student Expenses Policy. If you need to make a claim for an expense outwith of policy, you need to provide justification of this spend to your budget holder and your budget holder needs to provide an additional approval note within the pre-approval e-mail approving this spend. This information is noted within the Roles and Responsibilities document that can be accessed via the link below:

[https://www.gla.ac.uk/media/Media\\_1076075\\_smxx.pdf](https://www.gla.ac.uk/media/Media_1076075_smxx.pdf)

Please assess all available categories when making a claim to assess which category of spend your expense falls under.

### 12. What is the time period for claiming student expenses?

As per the University of Glasgow's Student Expenses Policy, expenses must be claimed within a 3 month period from date of expense. When entering lines of expense within the claim process, you will be unable to select a Receipt Date older than 93 days. You also cannot submit/claim expenses that are future dated. Staff within your School who will be approving expenses claims will ensure that all expenses/receipts adhere to 3 month policy date.

If claims are submitted with a receipt date within the 93 days, but receipts show a date over this time period, claims will be rejected.

### 13. Can I attach more than one document to each line of expense?

You are only able to upload/attach one document to each line of expense within the new process. If you have multiple receipts for a specific claim category, please combine these receipts into one document and upload.

For claim lines related to mileage, route planners are required to be uploaded and for vehicle types of car/van or motorbike you must adhere to the declaration that you hold a full driving licence, you are able to drive in the UK and you are fully insured to use your vehicle for the purposes of University business.

**14. If I start the process of making a claim but I'm not ready to submit this, will my claim save details previously entered? Where would I find this saved claim to then complete and submit it?**

Yes. As soon as you start the process of making a claim, this claim will be assigned a 'Claim ID' number and automatically save – holding all details entered made to date. These 'saved' claims are saved within the 'Update/Delete Saved Claims' section – you can then press the 'View/Update' button against this Claim ID line to finish completing the claim for submission.

Within this section, you can also choose to delete any saved claims that you no longer wish to complete/submit by pressing the 'Delete' button.

**15. Can I change/update a claim once I have submitted it?**

No. Once you have submitted a claim for approval, you are unable to make any changes. You are only able to access a read-only version of this claim within the 'Submitted Claims' section.

If you feel that you have made errors within the claim and wish to amend this before staff make a decision on approval, please contact your School by raising a Helpdesk request advising of this error, and asking that your claim be rejected back to you for amendment and resubmission. In order to help staff identify which claim you are referring to, please reference the 'Claim ID' you wish to have rejected back for amendment.

**16. How can I see the status/progress of claims that I have submitted for approval?**

Students will receive e-mail updates throughout the expenses approval process, including confirmation that claim has been submitted successfully and when claims have either been approved or rejected. You can also view the progress of your submitted claims at any point within the 'Submitted Claims' section, 'Expense Status'.

**17. My claim has been rejected. Am I able to resubmit a rejected claim for reassessment?**

If your expenses claim is rejected, you will receive an e-mail advising of this rejection. The e-mail will advise if you are able to reamend your claim and re-submit for approval (providing details to you of why this has been rejected) or will advise you if you are unable to resubmit your rejected claim.

For claims that are rejected back to you for amendment/re-submission, you can access this within the 'Update/Delete Saved Claims' section. You will see against this Claim ID details related to why this claim was rejected. To amend this claim, press the 'View/Update button', amend as required and re-submit the claim once fully complete.

**18. When should I expect to receive payment for my expenses that I have claimed?**

If you have submitted a claim and you receive notification that your claim has been approved before 5pm on a Friday, your claim will be picked up in the following week's BACS run and paid into your selected bank account on the Friday of that week.

Any claims approved after 5pm on a Friday may not be picked up until the BACS run the week after. Payments to student bank accounts are made on a Friday of each week.

**19. I received notification that my claim was approved by the end of week deadline, but I didn't receive payment the following week - who should I contact?**

If you think there is an issue with expenses payments not being made to you, please raise a Helpdesk request using the category of MyCampus Support/Student Expense/Payment Query and this will be investigated by the relevant teams responsible for the weekly payment processes in MyCampus:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>

**20. Am I able to see/access claims that I have previously submitted that have been Approved or Rejected?**

Yes. For claims that hold a status of 'Approved – Awaiting Payment', 'Approved – Refund Processed' or 'Rejected' (claims rejected that you cannot re-submit), these can be accessed within the 'View All Previous Claims' section. You are only able to see a read-only version of these claims – they cannot be amended.

**21. I have recently graduated/completed by studies at the University but I have an outstanding claim to submit for expenses – can I still submit this for approval/payment?**

Yes. Students have access to MyGlasgow/MyCampus for a period of time after graduation/completion of studies. Until the point you no longer have access to University IT systems, you are able to make expenses claims. After University IT system access is removed, you will be unable to access MyCampus to make a claim.

**22. I commenced studies at the University of Glasgow but have now withdrawn/no longer attend the University – can I still submit claims for approval/payment?**

Yes. Students have access to MyGlasgow/MyCampus for a period of time after withdrawals/leaving the University. Until the point you no longer have access to University IT systems, you are able to make expenses claims. After University IT system access is removed, you will be unable to access MyCampus to make a claim.

**23. Where can I see a note of the payments that have been made to me for claims I have been submitted?**

You are able to see a note of all financial transactions on your MyCampus student account within the 'Finance' Tile, 'Account Activity' section.

**24. I submitted an expenses claim over a week ago and the status of my claim is still sitting as 'Submitted – Pending Approval' or 'Assigned to School' – when can I expect payment?**

You check on the status of your claim and to enquire about timelines for payment being received, please raise a Helpdesk request to your School using the category of MyCampus Support/Student

Expenses/Payment Query:

<https://www.gla.ac.uk/myglasgow/it/helpdesk/>