

MyView Expenses Frequently Asked Questions (FAQs)

This document contains some of the most frequently asked questions about the MyView Expenses portal. If you have any other questions you should contact one of the below:

- For queries about your expense claim, contact Fees and Expenses (feesandexpenses@manchester.ac.uk)
- For queries or issues about using the MyView Expenses portal, contact MyView (myview@manchester.ac.uk)

More information about MyView can be found on [StaffNet](#).

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Claimant FAQs

1. I don't know which task code to use – what should I do?

Please check with your Line Manager/Principle Investigator or School Research Finance Officer.

2. What is the “Other Information” section in the expense claim form for?

This section enables claimants to provide additional details relating to the expense incurred, which the approver may need to approve the claim.

3. I don't have a receipt for my expense claim. Can I still submit my claim request?

Yes, you can submit a claim without a receipt by selecting the appropriate category (e.g. Travel No Receipt Taxable) and sub-category (e.g. Train UK – No Receipt).

Please be aware that if a receipt is not attached to an expense claim line the value/amount will be taxed before making any necessary payments. This is in line with HMRC guidance.

4. Should I use Key Travel or Online Expenses to claim my travel-related expenses?

Per University policy, all business-related travel should be booked through Key Travel.

If Key Travel or the School purchasing card were not available/able to assist, then use expenses as a last resort. It is worth checking with your Line Manager to avoid any disagreements when it comes to remuneration.

5. I don't know which cost centre code to use – what should I do?

Check with your Line Manager/Principle Investigator (in the first instance), School Accountant or School Research Finance Officer.

6. My expense is split between two cost centre codes. How do I submit this?

You will need to submit this as two claim lines. Each line should have a different cost centre code with the relevant expense amount.

7. Where do I attach my receipt/proof of expense approval?

All receipts must be attached to the relevant expense claim line item.

Any email approval from the Senior Leadership Team (SLT)/Head of School/other local approval needs to be attached at the overall form level and not at the expense claim line item level.

For further information, please refer to the [training materials](#).

8. What file type can I upload as an attachment?

Many file types can be uploaded. The most common file types are .msg, .pdf, and .jpeg.

9. My claim has been rejected – do I have to create a brand new one?

No. You can re-open the rejected expense claim by clicking on the re-open button, and make any necessary changes before re-submitting.

Please be aware that when claim form is rejected and re-submitted, the approval journey will start over from the beginning.

10. Can I withdraw my expense claim?

Yes – claims can be withdrawn by the claimant at any stage during the approval process.

Please be aware that when claim form is withdrawn to be re-submitted, the approval journey will start over from the beginning.

11. Are there any limits on how high or low the value of a claim can be?

No.

12. Am I guaranteed that my expense claim will be approved for payment?

If you are uncertain whether an expense is valid, please check with your Line Manager/Cost Centre Approver before you incur the expenditure.

13. I am claiming expenses on a cost centre code for which I am also the Oracle Approver. How does the system behave?

There are three stages of approval in the process – the second stage is the Oracle Approver.

The claim will go to your Line Manager for independent verification first.

Once this has been done, the claim will come to you as the Oracle Approver – you will then need to verify your expense claim details in line with the responsibilities for the role of Oracle Approver.

14. Upon submitting my expense claim through the new online expenses module, is it necessary to retain a hard copy of my receipts?


Please retain your receipts until your claim is fully authorised and has been paid.

If you are claiming against any research grant codes, please check with your local Research Finance team as you may need to retain the hard copies.

Line Manager FAQs

15. How can I add the authorisation widget to my dashboard?

Click on “Dashboard” in the menu panel on the left-hand side in MyView (you may need to expand this panel if viewing on a device with a small screen).

Then click on the spanner () symbol. You should then see an option to add the authorisation widget to your dashboard.

16. Where can I find attachments/receipts for the expense claim?

Click on “My Authorisation” on the left-hand side panel of MyView. You should then select the description of the relevant expense claim to view it.

Attachments can be viewed in one of two places:

- At the line item level by expanding the claim line (click on the downward arrow against the claim line)
- At the end of the form (for overall claim attachments)

SLT email approval, where required, should be included as an overall claim attachment.

More details are available in the [training materials](#), including screenshots.

17. As an approver, can I amend any details in an expense claim?

No – as an approver, you will not be able to amend any details populated by a claimant.

If any details are incorrect, you should reject the claim and include the reasons why in the ‘Rejection Notes’ box.

18. If I cannot open an attachment/view a receipt, can I authorise the request anyway?

The responsibilities of your role as an approver include reviewing any attachments or receipts to check their validity. You should not authorise a request if you are not able to view them.

19. What am I supposed to be checking before I approve?

As a Line Manager, your responsibilities require you to check the following:

- Do you know the claimant?
- Is it valid business expenditure?

20. Why are Line Managers now required as a part of the expenses approval process?

The launch of a fully online expenses system provided the opportunity to utilise an automated, auditable workflow-driven process. It also enabled compliance with Financial Procedures by introducing the role of the Line Manager who has direct responsibility for the claimant.

21. I am the Line Manager and the Oracle/Cost Centre Approver. How does the system behave and what do I need to be aware of?


If you are the Line Manager and the Cost Centre Approver, you must take into account the responsibilities for both roles when reviewing and authorising the claim details.

Once you have authorised the claim in your role as the Line Manager, the system will self-authorise for you at the Oracle/Cost Centre Approver stage.

Oracle Approver FAQs

22. How can I add the authorisation widget to my dashboard?

Click on “Dashboard” in the menu panel on the left-hand side in MyView (you may need to expand this panel if viewing on a device with a small screen).

Then click on the spanner () symbol. You should then see an option to add the authorisation widget to your dashboard.

23. Where can I find attachments/receipts for the expense claim?

Click on “My Authorisation” on the left-hand side panel of MyView. You should then select the description of the relevant expense claim to view it.

Attachments can be viewed in one of two places:

- At the line item level by expanding the claim line (click on the downward arrow against the claim line)
- At the end of the form (for overall claim attachments)

SLT email approval, where required, should be included as an overall claim attachment.

More details are available in the [training materials](#), including screenshots.

24. As an approver, can I amend any details in an expense claim?

No – as an approver, you will not be able to amend any details populated by a claimant.

If any details are incorrect, you should reject the claim and include the reasons why in the ‘Rejection Notes’ box.

25. If I cannot open an attachment/view a receipt, can I authorise the request anyway?

The responsibilities of your role as an approver include reviewing any attachments or receipts to check their validity. You should not authorise a request if you are not able to view them.

26. What am I supposed to be checking before I approve?

As an Oracle Approver, your responsibilities require you to check the following:

- Is it claimed against the appropriate cost centre/activity code?
- Is it valid expenditure against the cost centre/activity code?
- Is there sufficient budget available to approve the expenditure?
- Does the receipt match the value/category/sub-category type selected against the expense claim line? If no receipt is attached, you must ensure that the taxable category type is selected against the expense claim line.

27. Why are expense claims being approved by an Oracle Approver and not the Budget Holder/Authorised Signatory?

The launch of a fully online expenses system provided the opportunity to utilise an automated, auditable workflow-driven process. Since the Oracle Approver already has the responsibility for the majority of procurement and travel expenditure, this role is the most appropriate to authorise expenses.

28. If I will be away from the university for some time, how can I have another Oracle Approver take action on my behalf?

Please ensure you set up your “vacation rule” in Oracle Financials so the delegated Oracle Approver will be able to act on your behalf during your absence.

29. I am the Oracle/Cost Centre Approver and the Line Manager. How does the system behave and what do I need to be aware of?

If you are the Line Manager and the Cost Centre Approver, you must take into account the responsibilities for both roles when reviewing and authorising the claim details.

Once you have authorised the claim in your role as the Line Manager, the system will self-authorise for you at the Oracle/Cost Centre Approver stage.