



PEMS Factsheet 18 – Processing claims using Manual Certification

If a Parliamentarian or Authorised Officer is unable to access PEMS to certify a claim, it is now possible to complete a claim in PEMS and print it out so that it can be manually signed/certified. It can then be uploaded back into PEMS and be submitted for processing.

To process a claim using Manual Certification, follow these steps:

1. Access the PEMS homepage and log on with your username and password. If you do not have a username and password, you will need to register on PEMS.
2. Once logged on to PEMS, click on the tile titled: 'Travel' or 'Office'.
3. If you are creating an office claim, at the bottom right of screen, click 'Create New Claim'.
4. If you are creating a travel claim, at the bottom right of screen, click 'Create Expense' or 'Create Allowance'.
5. Complete the claim using the fields provided.
6. Once you have completed the fields provided, but **BEFORE** you add any attachments, click on the button titled: 'Print Claim'.
7. Claim opens in .pdf file format. Print the Claim (.pdf file).
8. For office claims, have your Parliamentarian sign the printed claim.
9. For travel expense and allowance claims, both the Parliamentarian and claimant need to sign the printed claim.
10. Scan the signed claim and save to your computer, or take a photo of it on your phone and upload it to the claim from your photo library.
11. If on a computer, go back to your claim in PEMS. Attach the scanned printed claim.
12. At the bottom right of screen, click the 'Review' button.
13. On the review screen, tick the box 'I accept all the Terms and Conditions and the Privacy Collection Notice'. Then click 'Manually Certify'.
14. A Manual Certification pop-up box will open, allowing you to type a reason for direct submission to the administrators. Type your reason and click 'OK' button. This is not mandatory.
15. Click the 'OK' button on the 'Certified' pop-up message. Your claim will be sent to M&PS or IPEA Administrators for review and processing.
16. If the details contained in the signed claim do not match the claim in PEMS, it will be returned by M&PS or IPEA. Similarly, if you submit a claim via this process without a manually certified claim attached, it will also be returned.

PEMS will continue to improve

The fully integrated expense management solution is due for completion in 2021. To provide feedback on PEMS or to join the PEMS User Reference Group, please email: AUSPEMS@finance.gov.au.

For help and assistance with PEMS

Office Claim Enquiries

Ministerial and Parliamentary Services (M&PS)
Parliamentarian Help Desk: (02) 6215 3542
Staff Help Desk: (02) 6215 3333
Email: mpshelp@finance.gov.au

Travel Claim Enquiries

Independent Parliamentary Expenses Authority (IPEA)
Phone: (02) 6215 3000
Email: enquiries@ipea.gov.au