



HOW TO GUIDE

ACTIONING RETURNED OFFICE CLAIM

This guide will explain how to action an office expense returned claim.

Review Returned Office Claim

Open the **Office Expenses** tile from PEMS dashboard.

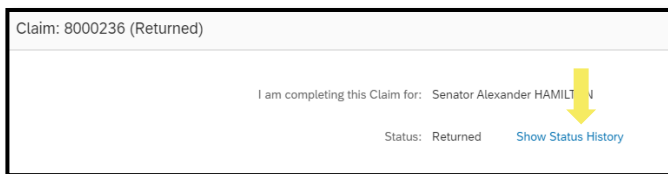


1. Select the returned claim you wish to review and edit with the Status **'Returned'**.

Claim Number	Office Name	Claim Type	Created On	Submitted By ID	Total Amount	Status	Assigned To	Vendor Name
8000236	Hamilton, Alexander	OFFICE	31/05/2022		179.00 AUD	Returned	Senator Alexander HAMILTON	V2 Training

Note: You can apply a filter to the status column to narrow search results to **'Returned'** claims only.

2. Open the claim and click the **'Show Status History'** link to see the reason for return by MaPS.



3. **'Action Log'** pop-up window presents. The **'Comments'** column shows details and reasoning for the return by MaPS. Select **Close** to return to the claim.

Date	Time	Action	Status	Changed By	Assigned To	Comments
21/05/2022	4:34 pm	Create	Draft	Senator Alexander HAMILTON	Senator Alexander HAMILTON	
29/07/2022	12:26 pm	Complete	Completed	Senator Alexander HAMILTON	MAPS	
18/09/2022	3:23 pm	Returned	Returned	MaPS	Senator Alexander HAMILTON	Thank you for forwarding this claim. To be able to process it can you please amend the Gross Amount to \$200.00. Thank you for your help. Regards, Ministerial and Parliamentary Services

For further information or support:

MaPS

Non-travel related work expenses and HR services and advice.



IPEA

Travel related advice, travel claim or reporting enquiries relating to parliamentarians and their employees.



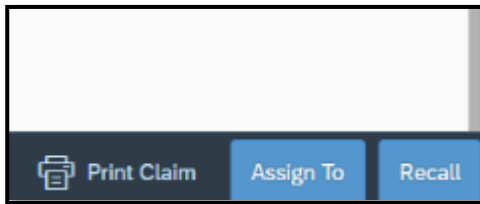


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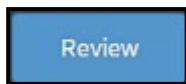
ACTIONING RETURNED OFFICE CLAIM

Update a Returned Office Claim

- To update the claim select the **Recall** button (appears at the bottom right hand corner of your screen). Once recalled, a confirmation message will display on screen that this claim has been recalled.

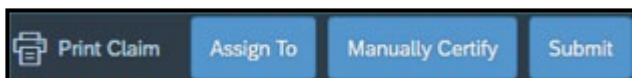


- The claim will be assigned now to yourself with the status *'Draft'*.
- Navigate back to the **Office Expenses** tile from the PEMS dashboard and locate the **draft** claim that you recalled in the previous step and open it.
- Update any details as required and confirm they are correct.
- Select **Review** button (appears at the bottom right hand corner of your screen).



- To progress, select 'Submit', 'Assign To' or 'Manually Certify' based on the following:

MOP(s) Employee reviewing the claim



Select **Assign To**:

- if the claim was created on behalf of the Parliamentarian or someone else and ready for certification, assign the claim to the Parliamentarian. Select **OK**.
- if the claim is required to be peer reviewed prior to certification, assign the claim to the

individual by selecting their name from the drop down list. Select **OK**.

- if the claim was created on behalf someone else, assign the claim to the individual to review by selecting their name from the drop down list. Select **OK**.

Or

Select **Manually Certify** once a physical form is attached to the claim in PEMS. Select **OK**.

Or

Select **Submit** – If you are the claimant and the claim is in a complete and ready state, you can submit to the parliamentarian for certification.

Note: Manually certified claims will automatically be sent to the PEMS administrators for verification.

The status of the claim updates to reflect your action:

Draft - if the claim was created on behalf of parliamentarian and awaiting parliamentarian certification.

Awaiting Certification - if the claim is created for you and awaiting parliamentarian certification

Manually certified - if the parliamentarian has certified the claim using a printed form.

Note: Parliamentarian certifying or returning claims refer to *certify an office expense claim* how to guide.

For further information or support:

MaPS

Non-travel related work expenses and HR services and advice.

 maps.finance.gov.au

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Travel related advice, travel claim or reporting enquiries relating to parliamentarians and their employees.

 ipea.gov.au