

FAQS RELATING TO THE DECLAREE EXPENSE DECLARATION SYSTEM

Question	Answer
Can I use a tablet?	Yes as long as it's running iOS or Android.
How are the mobile app and web system synchronized?	They will synchronize as long as you are connected via data roaming or WiFi. If you are abroad and your data roaming is deactivated and there is no WiFi : no synchronization will take place.
Which data are synchronized?	All the data that you enter, including draft expense declarations.
Does the synchronization process involve large amounts of data?	Photos are resized prior to uploading, so a picture will be between 0.5 and 1.5 Mb.
What happens if an expense or report is edited on both the mobile app and the web system simultaneously?	In practice this will almost never happen. But if it does happen, the last edit will be saved.
How long are expenses and reports stored in the mobile app?	The app saves the last 25 reports. The web system stores all data for 10 years. Approved reports are ultimately saved in Oracle eBS, including attachments.
How does the system handle foreign currencies?	They are converted into EUR according to that day's exchange rate.
Some countries do not use receipts or no receipts need to be submitted.	For these cases, you can add an explanatory spreadsheet in the form of a PDF file.
Can an assistant complete an expense that has not been fully entered?	Yes.
Can an assistant also work using the mobile app?	Yes, an assistant logging into the app will see a small arrow appear next to their name. You can click on this, and then select 'log in as ...';
How long can an expense or report be edited by the declarant and/or an assistant?	Until the report has been made available for approval: so until the point that it is 'submitted'.
How can I declare credit card charges and the exchange rates actually paid?	The system works with a daily exchange rate. This rate can be corrected, but you will need to provide a statement from the credit card company. Depending on the credit card company, this information may be available online. There are two options: <ul style="list-style-type: none"> A. Submit the expense using that day's exchange rate and declare any deviations from the exchange rate and credit card costs separately on a periodic basis (e.g. monthly); B. Enter the expense and then edit it (or have it edited by an assistant) on the basis of the credit card statement. If you do this, change the currency code to EUR and enter the actual amount charged. Only submit the expense after you have done this.
The declaration and report cannot be linked - what could be the reason for this?	The most common reason is that the OFI numbers are not identical.

How can I change the language in the app?	The app uses the language settings of the mobile device on which it has been installed. The app can be switched between Dutch and English by changing the language settings of your device.
Entering information into the date fields	The app uses the standard functionality of the smartphone.
Keyboard sometimes blocks a field that must be completed.	The app uses the standard functionality of the smartphone. Scroll down to see the rest of the form.
Can multiple photos be added to an expense?	Yes, this can be done by clicking on the plus symbol next to scan/photo
How can I take a photograph when using the web system?	You cannot take photos with the web system. You need to scan the receipt. This works in the same way as for the university's existing system of expense declarations.
I cannot find a report in the web system.	You have probably activated the filter function (top right). Clear the filter in order to view all reports.
How does the declarant know if original receipts must be submitted?	That is determined by the system, depending on the OFI number. The declarant will be notified about this.
What happens if is an expense rejected?	If an expense is rejected, the approver can include a reason. The declarant can then edit the relevant expense and resubmit the report.
Can an approver edit an expense?	Yes, but the system continues to display the amount that was originally entered in that field.
Where can I submit questions for this section?	By e-mail: e.p.penders@utwente.nl (Ellis Ruhlmann-Penders)