Christmas opening hours and payments

As we approach the end of the year, IPSA would like to wish you all a merry Christmas and hope you enjoy the festive season.

Our telephone line opening hours over the Christmas period will be as follows:

Friday 20th December	1pm to 5pm
Monday 23rd December	1pm to 5pm
Tuesday 24th December	9am to 12pm
Wednesday 25th December	Closed
Thursday 26th December	Closed
Friday 27th December	Closed
Monday 30th December	1pm to 5pm
Tuesday 31st December	1pm to 5pm
Wednesday 1st January	Closed
Thursday 2nd January	1pm to 5pm

If you have urgent inquiries over this period, please email emergency@parliamentarystandards.org.uk. This email address will be monitored daily during the days we are closed. This mailbox should not be used for general questions or claim support issues

Please note that our last payment before Christmas will be made on Friday 20th December. Claims we process over Christmas after this date will be paid in the new year, on Thursday 2nd January.

Claim collection during the Christmas period

The last Members centre drop box collection will take place on Friday 20 December 2013 at around 3.30pm. We will resume the usual morning daily collection again when the Members centre re-opens on Monday 6th January 2014.

You can still post your claims externally to us via Royal Mail throughout the Christmas period.

Compatibility with Internet Explorer 10

If you use Internet Explorer 10 (IE10), you may have experienced problems on the online expenses system when printing barcode forms and entering transaction dates. This is becauseIE10 is not compatible with the online expenses system. If you do experience any of the issues described above, turn on compatibility view by doing the following:

1. Press F12 on your keyboard

2. A box will appear, select 'Browser Mode' and tick 'Compatibility mode 8'. Then select 'Document Mode' and tick 'Compatibility mode 8'

OR

1. Open your Internet Explorer 10 browser
2. Navigate to the online expenses system
3. See if the **Compatibility View** button appears in the browser address bar
4. Tap or click the **Compatibility View** button to display the site in Compatibility View

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. You should now be able to print your barcode and adjust transaction dates. We are upgrading the online expenses system next year and this will remove the IE10 compatibility issue

Expense Types
When completing your expense form, please make every effort to select the correct expense type. This will help speed up the processing of your claim.

We have been looking in particular at the 'other' code recently, and the most common errors are:
   o Printer cartridges and stationery items should be coded under 'stationery' and not 'other'.
   o The cost of newspapers should be claimed under 'newspapers/journals' and not 'other'.
   o Claims for stamps should be coded to 'postage purchase' and not 'other'.
   o Claims for office equipment i.e. letter folding machine etc should be allocated to 'other equipment purchasing' and not 'other.
   o Data protection registrar fees of £35.00 are regularly coded under 'professional services' and should be coded to 'other'.
   o Personal hygiene products such as toilet rolls and hand soap for the office should be claimed from 'other', rather than stationery.
   o Office cleaning are being claimed from 'professional services' and should be claimed from 'other'. This also applies to cleaning materials.

Expenses allocated to 'other' are included on P11Ds, so it is important these are coded correctly.

Flexible job descriptions
Thank you to everyone who has given input into the flexible job descriptions to date. We have moved the release date to April, which while disappointing will allow us to deliver a better product.