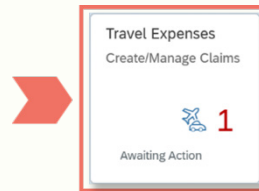


# Action a returned claim

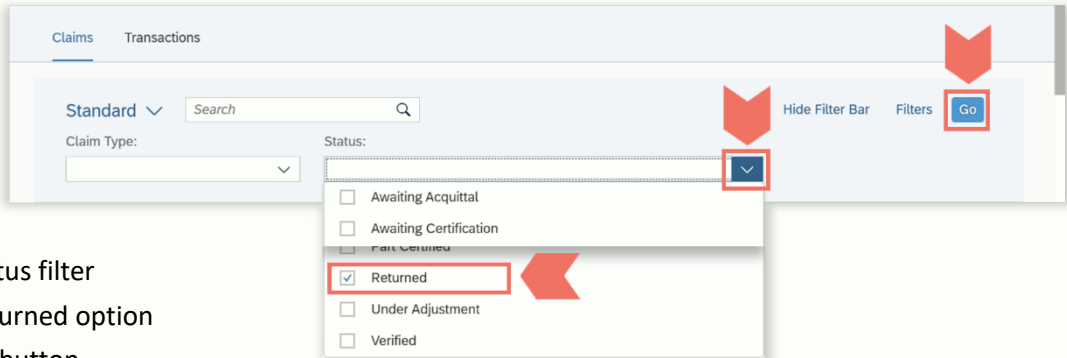
## 1 Open returned travel claim

To locate and open a returned claim:

- Log in to PEMS
- Select the Travel Expenses tile.



From the Travel Claims window:



- Select the Status filter
- Select the Returned option
- Select the Go button
- Select the required claim to open the Claimant Information screen.

Claim ID	Claim Type	Claimant Name	Travel Date	From Location	To Location	End Date	Gross Amount	Certification Date	Expense Amount	MVA Amount	TA Amount
8005633	Domestic Travel Expenses	Senator Upper HOUSE	05/07/2023	Brisbane		05/07/2023	60.00 AUD	06/07/2023	60.00 AUD	0.00 AUD	0.00 AUD

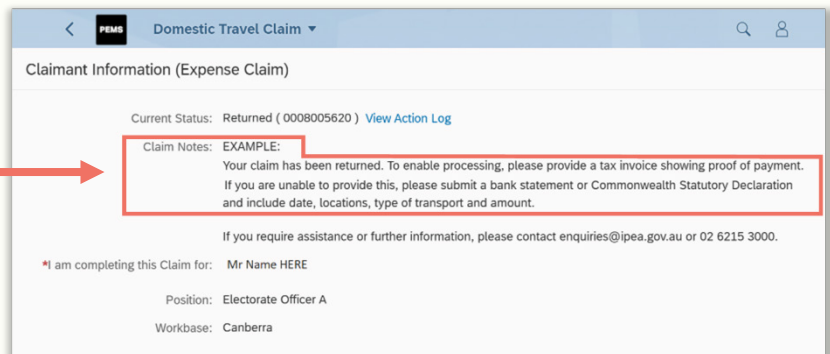
Status: Returned

## 2 Review Claim Notes

Review the Claim Notes to determine what further information/action IPEA requires you to provide/take.

### Note:

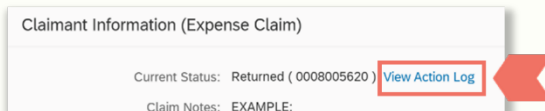
The Claim Notes information is also included in the Action Log (see below).



## 3 Review history of claim

To review the history and all notes of the claim:

- Select View Action Log.



To close the Action Log:

- Select the Close button.

Date	Time	Action	Status	Changed By	Assigned To	Comments
04/07/2023	7:44 pm	Create	Draft	Mrs Name HERE	Mrs Name HERE	
04/07/2023	8:32 pm	Submit	Awaiting	Mrs Name HERE	Senator Upper	
06/07/2023	3:57 pm	Return	Returned	IPEA	Mrs Name HERE	<b>EXAMPLE:</b> Your claim has been returned. To enable processing, please provide a tax invoice showing proof of payment. If you are unable to provide this, please submit a bank statement or Commonwealth Statutory Declaration and include date, locations, type of transport and amount. If you require assistance or further information, please contact enquiries@ipea.gov.au or 02 6215 3000.

# Action a returned claim

## 4 Edit claim or add additional supporting documentation

For each expense line or travel leg that requires action:

- Select the pen icon
- Make the required changes or add supporting documentation as detailed in the Claim Notes
- Select Save.

The image shows two screenshots from a web application. The top screenshot is a table titled 'Expense Details (1)'. It has columns for 'Date of Expense', 'Item Number', 'Expense Type', 'Items Count', and 'Invoice Amount'. One row is visible with the date '03/07/2023 - 03/07/2023', item number '1', expense type 'Parking', and an invoice amount of '65.00 AUD'. A red box highlights a pen icon in the first column, and a red arrow points to it. The bottom screenshot is the 'Edit Expense Item (03/07/2023 - Parking)' form. It contains fields for 'Date of Expense' (03/07/2023 - 03/07/2023), 'Expense Type' (Parking), 'Invoice Number' (AZ4113), and 'Invoice Amount' (65.00). There is a 'Comment' field with the text 'See attached invoice.'. Below the form, there are two file attachments: 'Proof of Payment.pdf' (121.3 KB) and another file (192.4 KB). A red box highlights the 'Save' button at the bottom right of the form, with a red arrow pointing to it.

## 5 Review and submit claim

To submit claim for certification:

- Select Review
- Scroll to the bottom of the Review Screen
- Read and accept the Terms & Conditions by ticking the acceptance statement field
- Select the Submit button
- Choose from the dropdown list the person who will certify the claim
- Click OK to complete the process.

The image shows a 'Review' screen. At the top, there are three buttons: 'Delete', 'Estimate', and 'Review'. A red box highlights the 'Review' button, with a red arrow pointing to it. Below the buttons is a section titled 'Terms & Conditions' with four numbered statements. Below that is a 'Privacy Collection Notice' section with a link to 'www.ipea.gov.au/privacy-policy'. At the bottom of the terms section, there is a checkbox with the text 'I accept all the Terms and Conditions and the Privacy Collection Notice.' A red box highlights this checkbox, with a red arrow pointing to it. At the bottom right of the screen, there are four buttons: 'Edit Draft Claim', 'Assign To', 'Manually Certify', and 'Submit'. A red box highlights the 'Submit' button, with a red arrow pointing to it.

This opens a confirmation notice:

- Click OK to close the confirmation notice.

You will be returned to your Travel Claims screen.

The image shows two dialog boxes. The top one is titled 'Select Approver'. It has a dropdown menu with a red box around it and a red arrow pointing to it. Below the dropdown are three radio button options: 'Senator Name HERE', 'Ms Name HERE', and 'Mr Name HERE'. A red box highlights the 'Senator Name HERE' option, with a red arrow pointing to it. At the bottom of the dialog are 'OK' and 'Cancel' buttons. A red box highlights the 'OK' button, with a red arrow pointing to it. The bottom dialog box is titled 'Submitted' and contains the text 'Claim 0008005620 has been successfully submitted.' A red box highlights the 'OK' button at the bottom right, with a red arrow pointing to it.

Following certification of your claim by your parliamentarian or authorised officer, IPEA will review and verify your claim in line with our published [Service Level Standards](#). Payments will be received in 2-3 working days after verification.