

## Questions & Answers

### Q1: Why have expenses moved to be online?

Online expenses have been requested by the offshore population for the last couple of years to try and combat the length of time paper expenses takes to process. The new system should allow for expenses to be processed much faster through the system and will eliminate any risk of lost expenses in the post. The system allows individuals to be able to submit their own expenses at their own leisure.

### Q2: What is the link for I Expense?

The link for external use (off of any network) is <https://wgpub.woodgroup.com>

### Q3: How do I log into I Expense?

Your username will be the same as what you use to sign into view your payslip i.e. the email you have on record with us. This will not be your Wood Plc email address unless you have instructed Wood to change this in our system.

If you do not have a password or cannot remember your password – click on login assistance and this will allow you to reset your password. The email to reset your password should come through within 10 minutes but make sure to check your junk email as well.

### Q4: What expenses should go through I Expense?

All training and medical expenses should now be submitted through I Expense. No paper copies will be accepted on Nelson and CNOCC for these expenses going forward.

There are two categories to complete your expenses:

Receipt based expenses – defaults to this tab for any receipt-based expenses that you need to claim for.

Mileage expenses – will need to change it to this tab at the top and all claims relating to mileage should be input into this section.

### Q5. Is there any training for logging an expense in I Expense?

Yes – a step by step video has been created <https://vimeo.com/441340731/74d1d150e8> which can be viewed by anyone.

### Q6: Where do I get the specific codes in order to submit an expense?

If you can please email the below email with the details of what you are claiming an expense for, they will then provide you with the correct task and project code and ensure you are set up against these codes.

CNOCC – [CNOCC.Finance@woodplc.com](mailto:CNOCC.Finance@woodplc.com)

Shell - [SHELLISCFINANCE@woodplc.com](mailto:SHELLISCFINANCE@woodplc.com)

### Q7. What happens if I do not put in the correct task and project code?

Unfortunately, this will result in your expenses being rejected back to you to submit them with the correct codes.

### Q8. How long will it take for my expenses to be approved in this system?

Once the expense has been submitted for review, you will be able to see on your main page where the expense is sitting. If the expense is approved by COB on a Wednesday it will be included in Thursday's payment run and in your bank account (usually on a Monday) but can take until the following Wednesday to clear.

This is a significantly faster process than the current paper process.

### Q.9 How do I check if my bank details are correct?

When you click to create an expense report, on the first page where you must complete the purpose, there is a line underneath which details the last 4 digits of your account number. If you have changed your bank details recently or do not believe that this is correct, please let [Expquery.UKPSN@woodplc.com](mailto:Expquery.UKPSN@woodplc.com) know your full bank details to make sure the system is correct.

There isn't an interface from the system that pays your wages every month, and the system for your expenses. However, the bank details need to match the bank account that your salary will be paid into.

**Q.10 Do I need to attach a copy of my receipt?**

Yes – if you have a receipt a copy must be attached. The team will accept photos taken by your phone as long as they picture is clear, and they can identify all the information required. If that requires 2 photos of the same receipt to capture all the information, then please attach both. If the receipt is not legible, then this will result in the expense being rejected.

**Q.11 What happens if I have lost my receipt?**

You can still submit an expense if you have lost your receipt and the company can approve this (up to a certain value). There is the requirement to complete Lost Receipt Declaration Form with your expenses and attach this to your expense where the receipt should go. A copy can be requested from [Expquery.UKPSN@woodplc.com](mailto:Expquery.UKPSN@woodplc.com)

**Q.12 Will I still need approval for driving to my training course?**

Yes, the same preapprovals are required for driving or flying to training courses and medicals.

**Q.13 What do I do if my expense has not been paid within 2 weeks of it being submitted?**

Assuming your expense has not been rejected for any reason and sitting with an action on you to resubmit. You will be able to go into the system to check which individual the expense is sitting with. This will allow you to flag to them that they have had your expense for over a week without action.

**Q14. What is the process when I have submitted my expense?**

The expenses will be routed through to Finance to make sure the codes submitted are correct for your expense and then they will be passed to either training or logistics in the system to verify the amounts in line with the current process. Following this they will be submitted to the contract manager for final approval, which adds them automatically into the next payment run. As detailed above as long as the contract manager has submitted them prior to COB on a Wednesday they will be included in Thursday's payment run.

Throughout each stage, you can see on your home page who the expense is sitting with and that individual has to have actioned this within ten days or it is escalated to their line manager which should prompt expenses to be approved faster.

**Contact details**

If you have any questions, please contact Catriona Milne, HR Advisor on email: [Catriona.Milne@woodplc.com](mailto:Catriona.Milne@woodplc.com) and we will get back to you as soon as possible.