



## FREQUENTLY ASKED QUESTIONS : ACCOUNTS SECTION

**Q .** When I will get the payment of monthly Expenses ?

Ans : Monthly Expenses will be transferred by 7<sup>th</sup> of Every month of Last to Last month .

**Q.** Working Expense claims: Some important Guidelines -

Ans : (a) In case of ex-station working , kindly make an entry for return journey but do not add the DA again.  
(b) In case of Night stay , kindly select **-Yes** for the processing of your hotel bill in your expense claim.  
(c) No change is possible in the expense claims after the processing is completed by HO .  
(d) The expenses can be updated in SPINE only from the date of joining in records.

**Q.** Station Combination is not showing in SPINE.

Ans: (a) Due to new H.Q. opened.  
(b) Addition o f New Station .

**Q.** What is the procedure of station updation in Master data ?

Ans : Send Standard fare chart format to H.O with due approval of Reporting Manager.

**Q.** Expense report showing variation in the passed amount ?

Ans : (a) Kindly go through the remarks in Expense report .  
(b) Supporting vouchers not sent .  
(C )Deducted amount showing negative sign i.e excess amount passed against claims.

**Q.** Why there is a delay in the passing of expenses ?

Ans: This may be due to the following reasons :  
(a) Due to the unavailability of Tour Plan ;  
(b) Supporting vouchers are sent without expense summary format .  
(c) Some clarifications are pending from you with regards to the expense claims.  
(d) Incomplete expense entry in SPINE .

**“ For further assistance on the above listed areas , Kindly contact the Account Section .”**