ESR Admin FAQs

General Options

How do I make ESR Assignment numbers mandatory for new employees?

Enable the 'ESR assignment numbers mandatory on employee add' option by navigating to Administrative Settings | Tailoring | General Options | NHS Options. Once enabled, when adding a new employee, you will be unable to save without entering an assignment number. For more information view General Options - NHS Options.

How do I create a summary ESR Inbound file?

Navigate to Administrative Settings | Tailoring | General Options | NHS Options to enable the option 'Create summary ESR inbound file'. For more information view General Options - NHS Options.

This option allows the ESR inbound file to be condensed into a summary format so that it can be processed more efficiently by ESR. Depending upon which expenses are incurred most commonly within your organisation, the number of records on the inbound file should be vastly reduced, resulting in a faster processing time.

How do I set rounding for mileage values?

The ESR Inbound rounding method can be set within General Options | NHS Options. There are three rounding methods available; 'Always Down', 'Always Up' or 'Maths Rounding'. This applies to the following ESR element field mappings - 'Claimed Mileage', 'Number of Miles' and 'Actual Mileage'. For more information, view Set the ESR Inbound Rounding Method.

Why are imported addresses not displaying in search results?

Enable the 'Display imported ESR addresses in address search results' option by navigating to Administrative Settings | Tailoring | General Options | NHS Options. For more information, view General Options - NHS Options.

Expense Items

I have created a new expense item, why isn't it appearing on the Inbound file?

In order to be included on the Inbound file, an expense item must first be mapped to an ESR element in both the ESR inbound mapping section and at expense item and reporting levels. For more information, view Map an Expense Item to an ESR Payment Element and NHS Trust Element Mapping.

Why are similar expense items mapped to different elements?

Depending on the receipt, some expense items may or may not be taxable and will therefore be mapped differently.

How does ESR recalculate locations in Assure Expenses?

When a location or address is changed in ESR, a change file is produced in order to update Assure Expenses. Old locations and distances are retained within the system and can still be used for older expense calculations. When adding a mileage expense, the correct location will be determined by the date of the expense.

Financial Export

Is there a way to see when previous exports have run?

Yes, you can view the complete export history of a financial export by clicking within Imports/Exports. For more information, view Manage Financial Exports.

How do I re-run an ESR file?

Within Imports/Exports, after clicking against an export, click to re-run. For more information, view Manage Financial Exports.

Outbound

How do I check which employees are included in the ESR Outbound file?

When the Outbound File is run and imported into Assure Expenses it creates a Log File. This displays the 'Name' and 'Assignment Number' of any employee whose details were included in the Outbound File. The Import log can be found in **Administrative Settings | Import/Exports | Import History**. Click on the magnifying glass next to the file and use the available filters to search for employees.

How do I import primary addresses only?

In order to import primary addresses only, navigate to **Administrative Settings | Tailoring | General Options** and select 'Only use primary address for claimant home addresses'. For more information, view General Options - NHS Options.