SAP Self Service FAQ

SAP Self Service is a digital system used by all University employees to manage a number of services, tasks and applications concerning your personal state of affairs, such as your travel and expenses and your annual P&D interview. All Self Service applications are supported by Internet Explorer. It is therefore highly recommended that you use this browser. However, Firefox is a good alternative. If you experience technical problems, please contact the ISSC (phone: 8888). Below is an overview of the screen you will see when log into SAP Self Service:

And a quick reference of different options that are offered in various panes on the screen:

Personal profile

You can change personal information here. However, some personal information can only be changed in the PSS HR system.

Ancillary activities

If you have ancillary activities, you can register or change those in this application.

Leave requests

Annual agreement

Nowadays, some new employees can choose to have an 'annual agreement'. In an annual agreement, you and your supervisor define your targets, tasks and availability for the year. You are then free to allocate your time as you see fit. You do not register how many hours of vacation you take, and your vacation credit is automatically at zero at the end of the calendar year. If you become ill or incapacitated, you will need to reassess your annual agreement and the results you agreed upon achieving with your supervisor. Exception: if you work on a project that requires time recording, you do have to register your leave in the time recording system.

When you do not have an annual agreement, you should register your leave requests in the Self Service system. Mandatory leave days will automatically be deducted by the system. This will take place a couple of weeks before the mandatory leave day(s). You do not need to submit an application for leave for these days yourself.

You can adjust or withdraw your application for leave via the 'Application for Leave' option. Then click on 'Show Leave Schedule' and select the application concerned. At the bottom of the screen you will find the 'Change' and 'Delete' buttons, with which you can adjust or delete your application accordingly. You will require approval from your supervisor for this adjustment. You must submit an application for leave for each employment.

Maternity leave

When you are pregnant, you are entitled to maternity leave. Please check the conditions on the university website: https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance/leave/maternity-leave/science/leiden-observatory?cf=science&cd=leiden-observatory

or contact the institute manager, Evelijn Gerstel: gerstel@strw.leidenuniv.nl

Vacation while on maternity or sick leave

Maternity leave
You continue to accrue vacation during maternity leave.

Sick leave
You are allowed and expected to take vacation while on sick leave. If you want to take vacation, for instance if you wish to go on holiday while you are on sick leave, you must first consult your manager and possibly the University doctor. The doctor will consider whether there is any objection to you taking

the vacation or going on holiday. Book this vacation in multiples of whole days. This therefore includes the hours for which you registered sick.

Special / emergency leave

If you need go on special or emergency leave, please check the conditions on the university website:

https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance/leave/special-and-emergency-leave/science/leiden-observatory?cf=science&cd=leiden-observatory

or contact the institute manager, Evelijn Gerstel: gerstel@strw.leidenuniv.nl

National holidays and compulsory closures

The Oort/Huygens building will be closed on national holidays and during compulsory closures. Access on those days is restricted to people who have 24/7 acccess to the Oort/Huygens building. More information and specific dates can be found on the university website:

https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance/working-hours/national-holidays-and-compulsory-collective-closures

Time recording

If you are working on a project that requires time recording, please contact Hafize Olgun: olgun@strw.leidenuniv.nl or Els Heijsman: heijsman@strw.leidenuniv.nl of the Observatory financial department. They will explain to you how this works.

Flexible benefits

Forms	New	Display	Delete
Offset of commuting expenses against gross salary	🗋	✎	
Offset of study and training expenses	🗋		
Offset of professional expenses	🗋		
Offset of union fees	🗋		
Offset of annual gym membership	🗋		
Offset of bicycle for commuting		✎	
Offset of annual maintenance expenses for bicycle for commuting	🗋	✎	
Convert income into extra leave hours	🗋		
Convert leave hours into extra income	🗋		
Increase leave balance with multi-year savings option			

The university offers several offsets to their employees. If you want more information about this, please contact the PSSC service desk: extension 6200, email: pssc-servicepunt@bb.leidenuniv.nl .

Travel and expenses

All expense claims have to be done in SAP Self Service. You are always requested to fill out a SAP-number. This is an administrative number used to allocate your costs. It can be provided by your supervisor or the project administrator. In the 'Subject' field, please enter the date, destination and the name of the meeting. Please see below for a detailed user's guide to the *Travel and expenses* section:

USER'S GUIDE 'TRAVEL AND EXPENSES'

➤ Click in detail navigation on *Travel and expenses*.

➤ The screen will then show an overview of the current status of all the digital claims and advance payments of the last 12 months. By clicking on the button <selection criteria> you can select any of the listed items as shown.

New expense claim

➤ If you wish to claim expenses, please click on <New expense claim > :

Travel and expenses

Overview (2)

Selection criteria

View: [Standard View] ▼   New expense claim   New advance
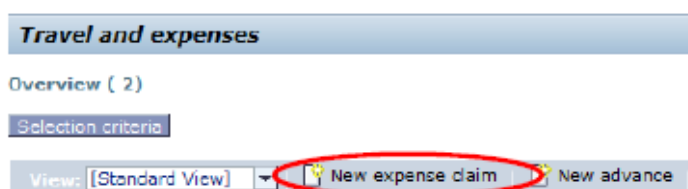
➤ The system will assume in principle that you wish to submit the claim on behalf of yourself. If you wish to submit a claim on behalf of someone else, please click under the heading 'Expense claim for:' on the tiny squares next to the bar of 'Someone else'. A new pop-up screen will open, where you can search and select the staff member concerned.

Expense claim for:

◉ Myself   Mw Dr. T. Ester

◯ Someone else

➤ In the space for 'Description of expense claim' you must fill in a name or short description of your claim. A reference number will then also be added automatically by the system. Your claim will be identified by this combination of name and number, which will also appear in the status overview.

➤ If there is a cash advance that can be settled with a new expense form, this advance will display automatically in a table:

Advance to settle:

Description advance	Starting date	End date	SAP number	Amount	EUR
Costa Rica	01.02.2015	28.02.2015	4010121020	1000,00	EUR

If you want to settle the advance with the new expense form, please click on it.

➤ You can fill in the Expenses-table with any expenses to be claimed.
The start date must always be filled in. The start time, end date and end time should be entered if you have selected "Subsistence allowance" as the expense specification.
Please fill in the SAP-number yourself, and add an order reference number which you want to use for your claim. Amounts can only be added in euros.
Under 'Type of costs', indicate whether the expenses concern domestic/foreign travel or other expenses. If you choose 'Travel abroad', the columns Country and Region will appear, which you need to fill in.
In the column 'Specification costs' you select the type of costs.

If you select 'Travel costs; kilometre allow.', the appropriate amount is automatically calculated based on the number of kilometres you have indicated.

Subsistence allowance: fixed-amount (from 01.04.2015)
If you choose 'Subsistence allowance' for the expense specification, some lines will automatically be filled in with components that fall under accommodations expenses. These components are all fixed amounts except for the accommodation component for foreign travel.
For the fixed-amount components the amount corresponding to the trip is filled in on the basis of the start date/time and end date/time. If necessary, you need to change these manually to the number you are entitled to (see regulations).
For the accommodation component for travel abroad, you enter the amount you are entitled to for accommodation. If the hotel bill does not clearly indicate what portion is for accommodation and what portion is for breakfast, you should subtract the fixed allowance for breakfast from your hotel bill.
See for more information: http://www.staff.leiden.edu/finance/services/expense-claims-travel-other-costs.html

➢ Once you have completed the form, and have attached any required documents and provided extra clarification if necessary, you can submit your claim.
If you want to present a claim on behalf of someone else, please click on the button <Present>, after which the claim will first be sent to the claimant, who will then be able to submit the claim himself.
N.B. Once you have sent off the claim to the claimant, this will no longer be visible in your overview, but will appear in the overview of the claimant.
If you do not wish to send off your claim directly, you can choose the option <Save>. In doing so, you will return to the status overview.

New advance

➢ If you wish to apply for an advance on your expenses, please click on <New advance> in the overview :

View: [Standard View] ▼ 🗋 New expense claim 🗋 New advance
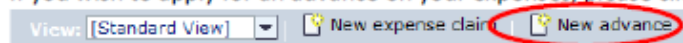
➢ You can only apply for an advance on behalf of yourself.

➢ In the table 'Advances already applied for' you can see the advances already applied for but not yet set off against the final payment.

➢ In the space provided for 'Description of advance' you must give your application a name or short description. A reference number will then also be added automatically by the system. Your advance will be identified by this combination of name and number, which will also appear in the status overview.

➢ The name or description you have provided will be used in the list of names in the table 'Advance Application'.

➢ Once you have filled in all the fields in the Advance Application table, and have attached any documents and supplied extra clarification if necessary, you can submit your application.

Print and local save via PDF-view

➢ By clicking the PDF-view-button in the detailscreen of the expense claim /advance it is possible to make a print or local save.

The date format in the SAP system is dd.mm.yyyy. You can also leave out the dots and enter 01052015, for example. Time can also be inserted without punctuation, for example 730 (becomes 7:30) or by using a colon, 7:30. After entering the date and time, first press <ENTER> before you go on. This way the system checks your date and time specification.

Question:

-       I want to enter a different amount in the specification 'Subsistence allowance'-components, is this possible?

Answer:

  -    No, but you can lower the number of cost entries, thus lowering the amount, you cannot adjust the total amount yourself.

For more information on flat-rate reimbursements, see below link to website:

https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance?cf=science&cd=leiden-observatory

Or contact FSSC (Finance) on 5555 (071-527 5555) or email fssc-servicepunt@BB.leidenuniv.nl

Allowances

Commuting allowance

https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance/allowances/commuting-allowance

Business travel

https://www.staff.universiteitleiden.nl/human-resources/conditions-of-employment-salary-and-allowance/allowances/business-travel

NB: you can only submit your first expense claim after you have received your first salary. If you have made costs in the period before your first salary, you have to postpone your expense claim until after you have received your first salary, or you can submit a so-called PNIL form via this link:

https://hop.leidenuniv.nl/sap/bc/ui5_ui5/sap/yul_dec_appl/index.html?sap-client=400&sap-language=EN

If you use the PNIL form, please make sure to upload all receipts. In case you do not have any receipts, please contact Hafize Olgun (email: olgun@strw.leidenuniv.nl, room 463). Before you submit your expense claim, please contact Hafize Olgun to obtain a SAP number for your claim.

Advance payment

If you need an advance payment for a business trip before you have received your first salary and you do not have access to SAP Self Service, please contact Hafize Olgun. She will assist you in in making a request. Please remember to hand in your expense claim with Hafize after your trip (don't forget to keep the receipts). When you have access to SAP Self Service, you can request an advance payment there.

Salary statement

Sometimes, Dutch authorities or companies may ask for a salary statement as a guarantee that you are employed. You can download a salary statement in this section.

Annual tax statement

Tax statements are necessary for your annual tax submission. You can download your annual tax statement in this section: it is automatically generated every year in February.

HRM training programmes

Mainly training courses for PhD students: please note that the Observatory also organizes trainings and courses. You will be notified automatically when you have been registered as a PhD student in the Observatory.

ICLON training programmes

Teaching courses for teachers to obtain their BKO registration

P&D interview

Your annual Performance & Development interview has to be recorded in SAP Self Service. You can fill out the interview forms as an employee or as a supervisor, so please make sure to select the right option. A manual for both options is available in the right hand pane.

FURTHER INFORMATION
The information below is not listed in SAP Self Service, but nonetheless very useful for new university employees. More useful information for new employees can be found in the section 'Start of appointment' on the Observatory local pages: local.strw.leidenuniv.nl

New staff info
https://www.staff.universiteitleiden.nl/human-resources/new-staff?cf=science&cd=leiden-observatory
When you are coming to The Netherlands and you have not yet arranged accommodation, you are sometimes entitled to stay in a hotel at Observatory costs for a maximum of 7 nights. Please check out the section 'Start of appointment' >> insert link Start of appointment

International staff
https://www.staff.universiteitleiden.nl/human-resources/international-staff/service-centre-international-staff/service-centre-international-staff/science/leiden-observatory?cf=science&cd=leiden-observatory