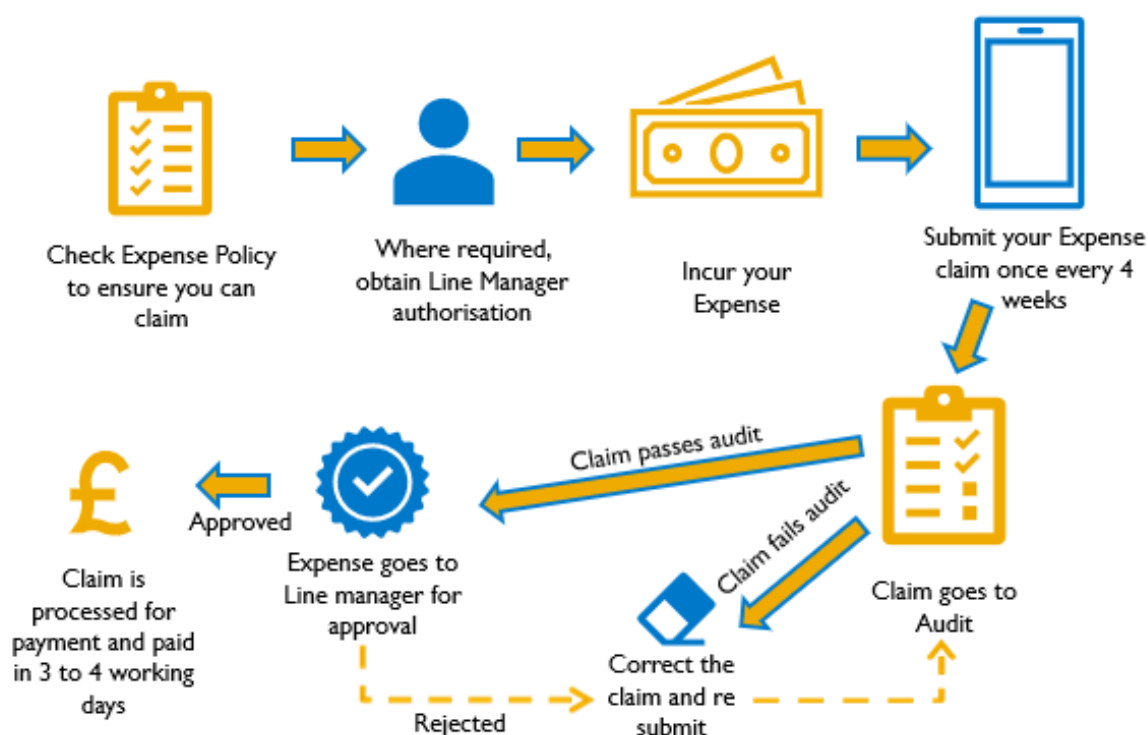**SAP Concur** C·

GETTING STARTED
& MAKING YOUR
FIRST CLAIM

This step-by-step guide will show you how to:
- Log into Concur
- Check your personal and bank details
- Set up the mobile app
- Use the app to make a claim

Concur is Greene King's solution for reimbursing employees for business expenses.

This How To Guide focuses on getting you started to use the system and shows you the easiest way to make a claim on the mobile app.

Before incurring any expenses, please ensure you have read the expense policy which can be found on the Vault.

THE CONCUR EXPENSE PROCESS

Check Expense Policy to ensure you can claim → Where required, obtain Line Manager authorisation → Incur your Expense → Submit your Expense claim once every 4 weeks

Claim passes audit ← Claim goes to Audit ← Claim fails audit → Correct the claim and re submit

Approved → Expense goes to Line manager for approval — Rejected → Correct the claim and re submit

£ Claim is processed for payment and paid in 3 to 4 working days

THIS GUIDE CONTAINS

- How to Log in, Verify your email address and Enter your bank details (Sections 1,2 and 3)
- Turning on Expense Assistant – the software that will automatically add your expenses to the right claim so you don't have to! (Section 4)
- How to Add Personal and Company Cars to your account and what to do if in a hire car (Sections 5,6 & 7)
- How to set up the mobile app, log in and start making a claim! (Sections 8,9 & 10)
- General Guidance, Top Tips for making a claim, Points on the Expense policy and How to check the status of your claim!
- Useful Contacts

1 LOGGING IN

This guide will focus on using the mobile app version of Concur, however, you will need to start by logging in on desktop. This is just to complete the initial setup of your account and then you can set up and log in on the app.

a) Go to https://eu1.concursolutions.com/nui/signin

b) Enter your employee number including any zero's then '@gk' afterwards as the username, tick 'Remember Me' and select 'Next'

Sign In

Username, verified email address or SSO code

[   ]

Next

Remember me
Forgot username?

< Sign In

00123456@gk

c) Select 'Sign in with OKTA'

Sign in with OKTA

Sign in with your password

Need support or not yet a Concur customer?

d) If you are already logged into OKTA on your PC, you will be logged straight in, otherwise you will then need to enter your IT Username and Password

e) Tick 'Remember me' here as well and then 'Sign In'

Sign In

Username
Retail - Emp No. / Corp - PC Username

[   ]

Password

[   ]

Remember me

Sign In

Need help signing in?

f) You will then receive a notification on your phone, select 'Yes, it's me' and you will be logged in
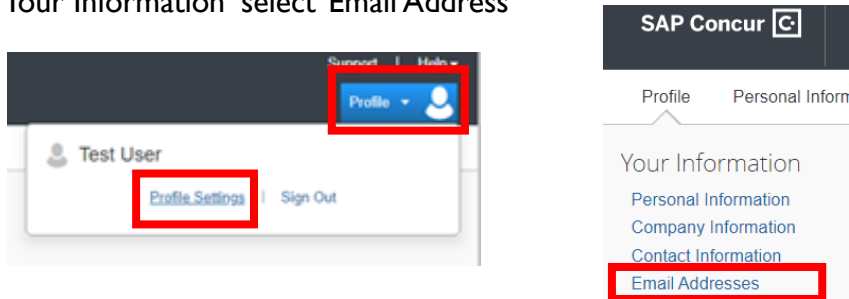
Did you just try to sign in?

YES, IT'S ME   **NO, IT'S NOT ME**

VERIFYING YOUR EMAIL ADDRESS

You need to verify your email address to enable Concur to recognise your emails when you forward through receipts

a) Select 'Profile' then 'Profile Settings'
b) Under 'Your Information' select 'Email Address'

c) Check the email address is correct. It comes directly from what is entered in GKi. If you do not have a Greene King email address then the system will use the personal email address from GKi.
d) Select 'Verify' then 'Ok'
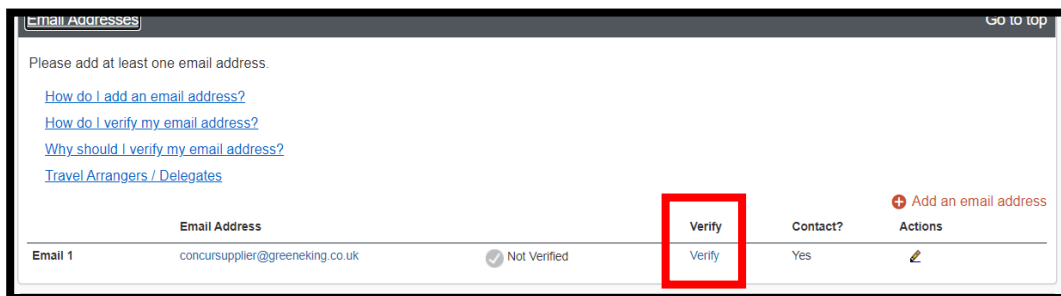
e) You will receive an email with a code
f) Copy and paste the code into the 'Enter Code' field in Concur and select 'Ok'
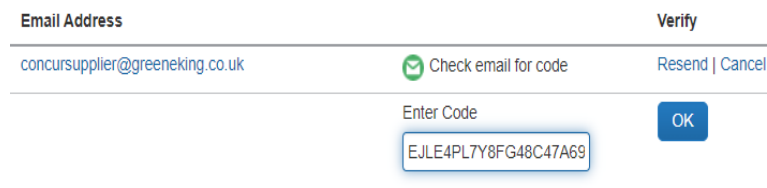
g) A pop up will appear to confirm your email address is now verified
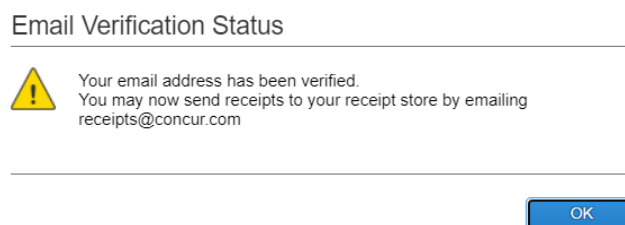
h) When you try to navigate to elsewhere in Concur it will prompt you to save, you can simply click 'Leave' instead
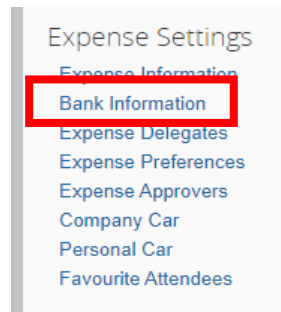
3

ENTERING YOUR BANK DETAILS

This section is really important to ensure that your payment goes into the right bank account.

a) Whilst on the home page, click 'Profile' and then 'Profile Settings'
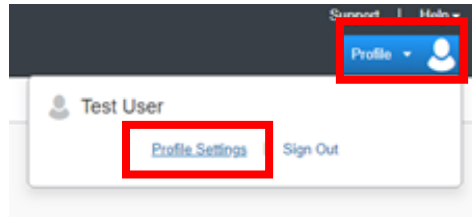
b) Down the left hand side, under Expense Settings, select 'Bank Information'

c) Enter the following information:
- Sort Code
- Account Number
- Bank Name
- Branch Location
- Name on the account
- Your Address

- It is important that you make sure you check you have entered the correct bank details, as this is where payment for your expenses will be made. **If you enter the incorrect details you will not receive the expense payments due to you**

d) Click 'Save'
e) You will get a notification to confirm the Employee Bank Record was saved successfully
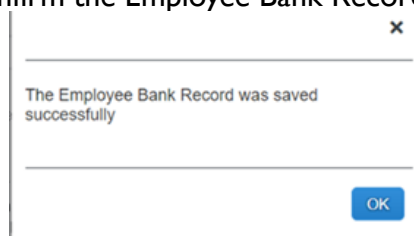
f) You should then see your account show up as 'eligible to receive payments' at the bottom of the screen. This means you can now make an expense claim

4 EXPENSE ASSISTANT

Expense Assistant adds all of your expenses in your Available Expenses list to any open expense report. Expense Assistant will continue to add all of your new incoming expenses that have a date that matches the calendar month of the expense report to that expense report.

a) To enable on the Mobile version, go to the three lines in the top right
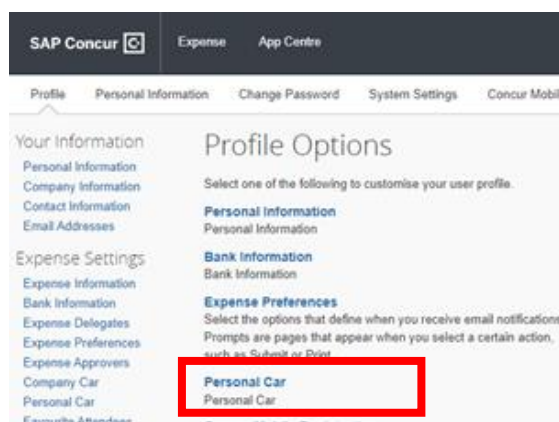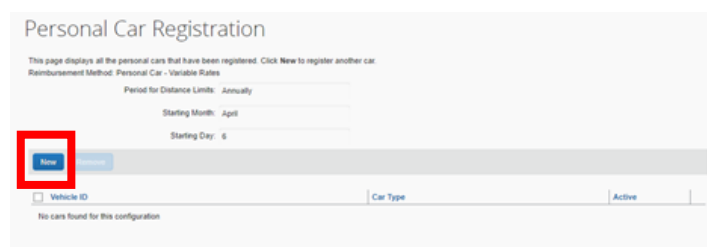b) Click 'Settings'
c) Toggle on the 'Expense Assistant' option
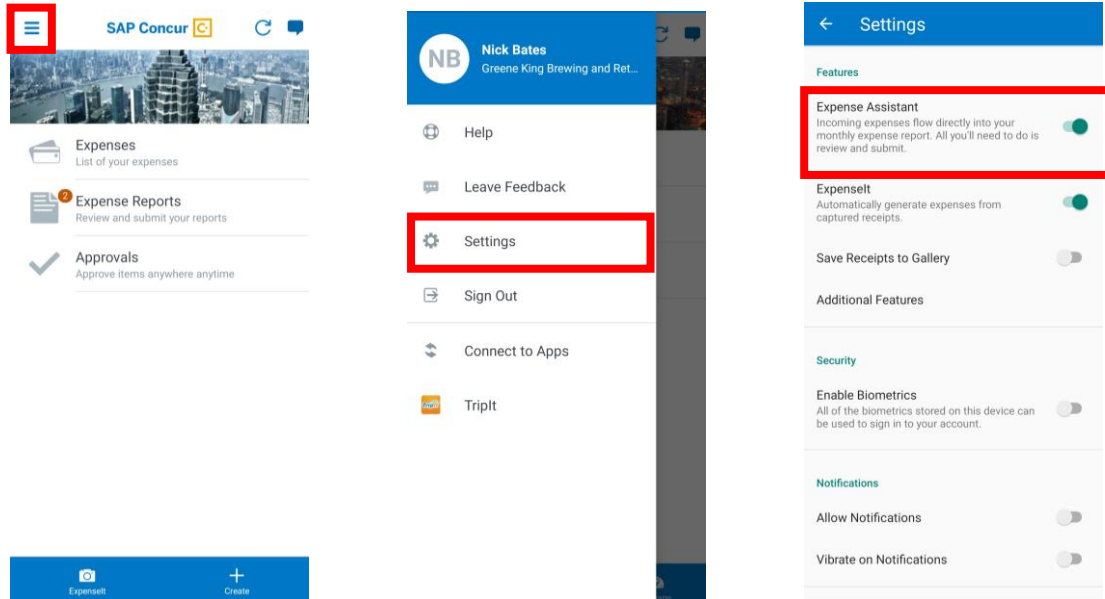
5 ADDING A PERSONAL CAR OR PERSONAL CAR – CAR ALLOWANCE

In 'Profile Settings':
a) Click on 'Personal Car'

b) Click on 'New'

> ⚠️
> If you are not currently planning on claiming any mileage then please skip the next few sections and re-join at section 8.
> In order to claim back business mileage you will need to add the details of your car. **Before using your own car for business use, you will need to ensure you have the appropriate insurance. Also, you cannot claim Personal Car mileage when you have a Company Car or a Car Allowance.**

5

ADDING A PERSONAL CAR OR PERSONAL CAR – CAR ALLOWANCE CONT.

c) Select Personal Car from the Car type dropdown or Personal Car – Car Allowance if you receive a car allowance.
d) Enter the Registration(Vehicle ID) / Engine Size / Fuel Type of the car.
e) If you do not know the 'Initial Business Distance This Year' leave as '0'
f) If this is the car you use for all business mileage tick 'Preferred Car'
g) Click on 'Save'

> ! **Please Note -**
> You do not need to submit receipts for electric cars
> It is your responsibility to make sure you update the details of your car on Concur as and when the car changes, to ensure you are paid the correct mileage rate

6

ADDING A COMPANY CAR

- In 'Profile Settings':
a) Click on 'Company Car'
b) Click on 'New'

c) Enter the Registration(Vehicle ID) Engine Size, Fuel Type Make & Model, CO_2 Emissions Rate & Date of Registration

d) If you do not already have this information for your company car the details can, in the first instance, be obtained from Zenith on 0113 3488675 or by emailing greeneking@zenith.co.uk. If Zenith are unable to help you please contact Transactional HR on 0800 731 1799
e) Tick 'Preferred Car'
f) Click on 'Save'

7 HIRE CAR USED IN PLACE OF YOUR COMPANY CAR

If you are placed in a hire car while you are waiting for a new company car or your company car is in for repair, you will need to add the Hire car details onto Concur so that you can reclaim the correct mileage rate. To complete this follow the instructions in section 5 and add the additional car under 'Company Car'
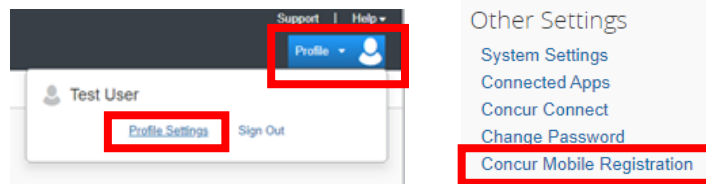
> ! HMRC does not permit us to claim fuel back for hire cars when employees receive a Company Car
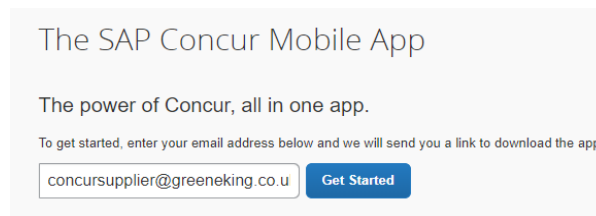
8 SETTING UP MOBILE

The easiest way to use Concur is via the mobile app. Follow the steps here to get set up:(still on the web version):

a) Select 'Profile' then 'Profile Settings'
b) Under 'Other Settings' select 'Concur Mobile Registration'
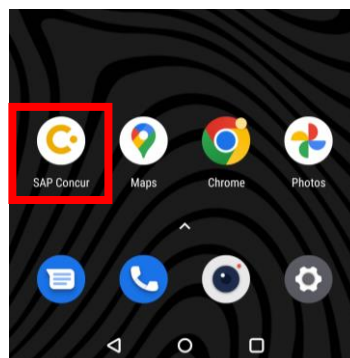

c) Select 'Get Started'

d) An email will be sent to you, open this on your mobile device and follow the instructions on the email

9 LOGGING IN ON MOBILE

Once you have downloaded the SAP Concur app, here is how to log in:

a) Once you have logged in on mobile, you will not need to log in again unless you manually log out or change your device

b) Click to open the Concur App

LOGGING IN ON MOBILE CONT.

c) Enter your employee number including any zero's then '@gk' afterwards as the username, tick 'Remember Me' and select 'Next

d) Select 'Sign in with OKTA'

e) You will then need to enter your OKTA Username and Password
f) Tick 'Remember me' here as well and then 'Sign In'
g) You will then need to confirm the log in attempt was from yourself, select 'Yes, it's me' and you will be logged in

10

MAKING A CLAIM USING EXPENSEIT

ExpenseIT is an element within the SAP Concur app that automatically turns receipts into expense entries and sends them directly to Concur for you. This is the quickest and easiest way to create an expense!

ExpenseIT allows you to digitise receipts as soon as you receive them therefore eliminating the need to try and keep track of all your paper copies.

How to create an Expense claim using ExpenseIT:

a) To start working with ExpenseIt, on your SAP Concur home screen, press ExpenseIt.
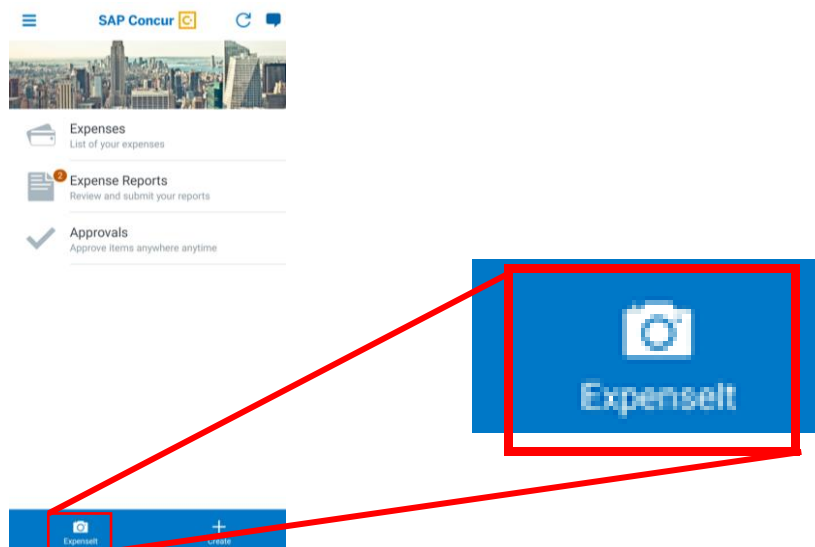
b) To take a picture of your receipt, lay the receipt flat and hold your device as steady as possible, and then press the Capture button
c) ExpenseIt uses optical character recognition (OCR) to read the amount

MAKING A CLAIM USING EXPENSEIT CONT.

d) You will be shown a Preview Image, select 'Use' if you are happy or 'Retake' if you think the image is not very clear

e) Verify or correct the amount on the receipt
f) You can upload multiple receipts using the Next Receipt button

g) Press 'Done'
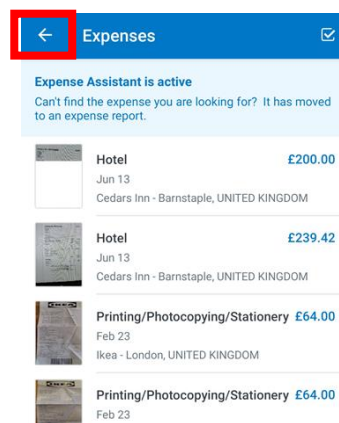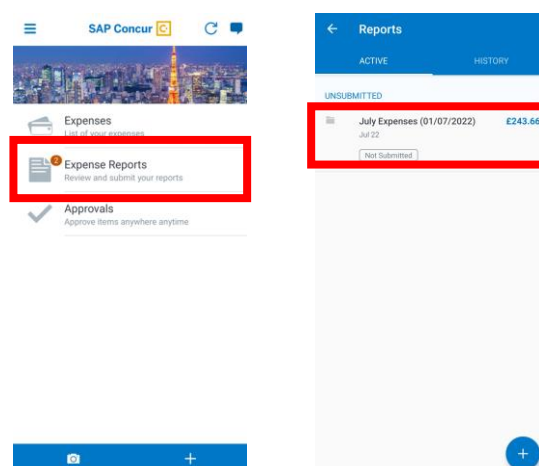
MAKING A CLAIM USING EXPENSEIT CONT.

h) The receipt is analysed and uploaded by expense categories, this may take a couple of minutes. ExpenseIt also itemizes your complicated hotel bills. Once the receipt is uploaded as an expense, Expense assistant will move it into the correct month's report. If there is not an open report for the month in question, Expense Assistant will create one
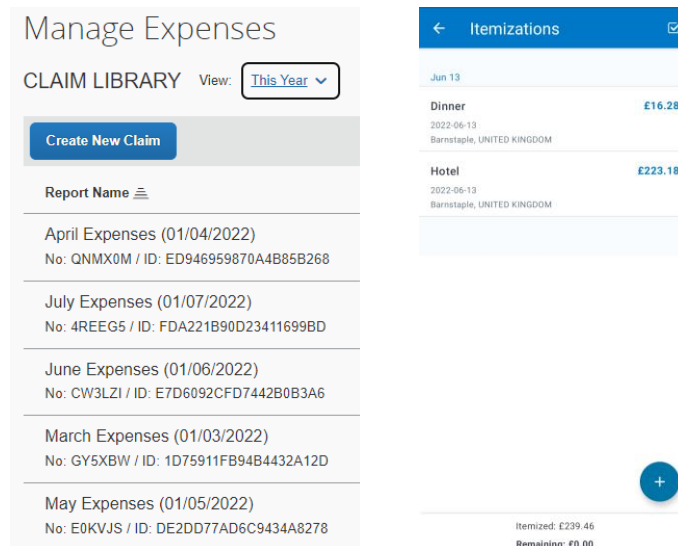
i) You can open the expense and modify the details as needed. The Expense will have been moved the correct Expense report

j) To find it, first click the back arrow to come out of the Expenses screen

k) Select 'Expense Reports' on the home screen and select the relevant report

MAKING A CLAIM USING EXPENSEIT CONT.

l) Press the relevant expense to open it

m) Edit the Expense details, as needed. You will always need to edit the 'Business Purpose' which explains the reason for your claim, this should be a clear description of why you are making a claim. You will also always need to amend the 'Receipt Status'. Depending on the sort of Expense, there may be other fields you need to amend, but these will be highlighted in red if they need changing

n) Once you have edited something, you will then have the 'Save' option appear in the top right, select this when finished

o) Once you have added all your expenses for the month and checked they are correct, simply go into the report and select 'Submit' at the bottom

GENERAL GUIDANCE

- Submit your expenses once every month
- Once submitted your claim will go to the Concur Audit team for checking
- The team will make sure you have receipts for all claims, the receipts you have submitted match the information you have entered into the system and adjust VAT if necessary
- When Concur find issues they will ask you to correct these before your claim is submitted to your Line Manager
- Please review your claim before submitting it to make sure it is accurate as if the Concur Audit team find errors it will slow down the payment process
- Once verified by the audit team your claim will be sent to your Line Manager for approval

KEEP ALL RECEIPTS UNTIL YOU HAVE BEEN PAID FOR YOUR CLAIM!

TOP TIPS FOR MAKING A CLAIM

Claim dates:
This needs to match the receipt date. When using ExpenseIt the system will automate this for you. The mobile app defaults to today's date so if you are not up to date with recording your claims remember to amend the date.

VAT Receipts:
Ensure you obtain and support your claim with a VAT receipt. Credit card receipts are not acceptable.

Receipt images:
Ensure they are clear, and you have not cut off any of the receipt/invoice details.

Receipts are required for all transactions:
Missing receipts will be accepted by your Line Manager in exceptional circumstances. Claims without supporting receipts cannot be validated and VAT cannot be claimed back. Make sure you do what is best for the business.

Use the correct expense type, not just miscellaneous:
Where there is an expense type please use it so we can ensure that costs are reported in the correct area of the accounts. Miscellaneous should only be used in exceptional circumstances when there is no suitable expense type for the item being claimed. Before committing to the spend make sure that the item you are wanting to purchase can be claimed back via expenses, approved suppliers are available for most items. If you are not sure please contact the Concur support team.

Some receipts have the VAT number &/or the date on the reverse:
Make sure you take a photo of the front and reverse of the receipt so Concur Audit can check the date is correct and we can claim back the VAT.

Business purposes:
Explains the reason for you claim, this should be a clear description of why you are making a claim. If your claim is unusual you can use the comments field to explain further. Please be aware claims are not only checked by your Line Manager and Concur Audit they are checked by the Finance teams and regularly Audited by our Internal Auditors. All teams need to understand what you are claiming and why.

Train tickets:
With the from and to locations shown should be used to support your claim. Sometimes the ticket machine will hold onto the receipts so please get into the habit of photographing your receipts as you go.

Complete claims as you go on the mobile app using ExpenseIt:
It is much easier, and you will find that you make less errors.

Leave meaningful comments:
The Concur audit team are an external company so abbreviations that may be well known within Greene King are not by Concur.

POLICY POINTS

Top up of travel cards
Topping up of oyster cards and other travel cards are not permitted: Receipts should be submitted for all claims including details of the individual journeys, note you won't be able to make a claim for 'topping up' a tag or oyster card. Please sign up to the relevant online accounts that provide you with your journey details.

Who pays?
When expenses are incurred in a group, the most senior employee in the group must pay and subsequently claim the expenses.

Keep claims to 1 per month
Claims over 3 months old will need additional approval and may be rejected. Claims that cover more than one month take longer for the Auditors to check and tend to include more errors so can be returned multiple times delaying payment.

Staff Entertainment
When you're arranging staff entertainment please let your manager know before you organise an event so they can agree the budget for this.

Tips & Gratuities
Discretionary tips and gratuities are not considered a necessary business expense and should not be claimed. Make sure you check your bill before paying and making your claim.

Greene King Accommodation
When possible, we encourage you to use Greene King accommodation when a property is situated within 10 miles of your destination.

Recognition Expense Type
Recognition expense type is to be used when claiming back rewards that have been awarded to employees. If you want to recognise an employee, please speak to your line manager first to ensure that this is appropriate and that there is the department budget to cover the cost of the reward and the additional Tax & NI. Greene King has to settle the Tax and NI due so it's important that the correct expense type is used and the name of the employee receiving the gift is detailed on Concur. Personal gifts such as cards or gifts for birthdays, weddings, christenings, new homes, or someone new to the team, to name but a few. Are personal gifts from you and you can't claim them through expenses.
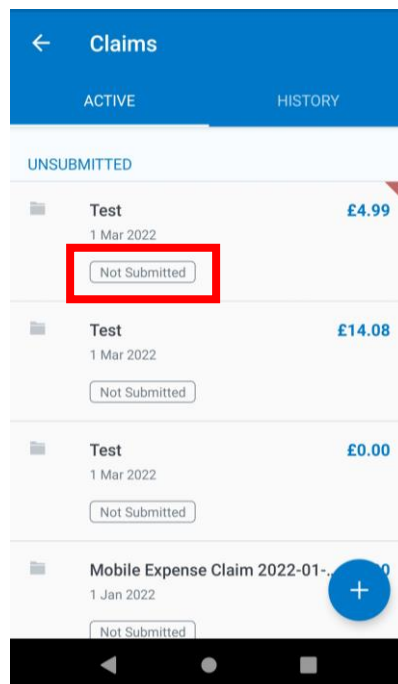
CHECKING STATUS OF CLAIMS

You may want to check what stage of the process your claim is at, to do that:
To check the status of a claim:

a) From the 'Home' screen select 'Expense Claims'
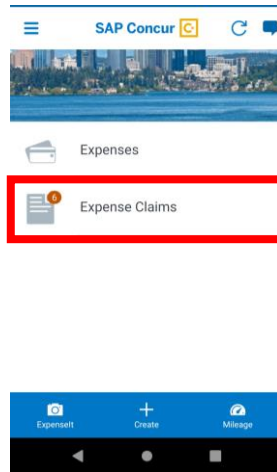
b) The screen will then show the status of all claims you have outstanding

SAP Concur

RESOURCES AND FURTHER INFORMATION

For training issues and support with the system please contact Concur Support…

PHONE NUMBERS

01284 843300

EMAIL ADDRESSES

Concur@greeneking.co.uk

The Concur Support team do not set the expense policy, please treat them with respect and show 'We Care'.

Line Managers are unable to override limits that are set out in the policy. Any feedback on policy points should be directed to you Line Manager who can pick this up with HR.