SAP Concur

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 speak to your line manager who will authorise your expense.

HOW DOES CONCUR WORK?

Everyone in the company is set up with a Concur account, linked to your employee ID. Before making a claim you will need to perform some setup which will need to be done on the Pub back office PC – you'll have to input your bank details into the system (so you can be paid!) and download the mobile app as this is the easiest way to make a claim!

Prior to the date of it happening, if you believe you will be incurring an out of pocket expense, speak to your Manager to confirm that you are within the guidelines of what can be claimed for – this will ensure you are paid back!
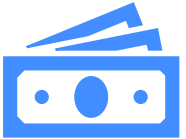
Now you have the approval from your manager you are free to incur the expense!

Once the Expense has occurred you are now ready to submit your expense claim on Concur! This is easiest done on the app however you can also log in via OKTA on the Pub back office PC. If you have multiple expenses in one go, you will submit this all under 1 claim. For example, if you are travelling to a training course – the mileage you claim on the way there and the way back will all go on the same claim. You should only submit 1 claim every 4 weeks but within that include all expenses you have incurred!

Your expense will now go to your manager for approval via Concur's in house audit team. As long as everything is correct the claim will be sent for payment and paid in 3-4 working days! Simple as that!

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 a Personal car 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

> **Please Note -**
> OKTA improves the protection of our systems and the data we hold for you. We can know that it's definitely you, and not anyone else. We do this using 'Multi Factor Authentication'.
>
> Not only does OKTA improves our defences overall, but it also provides a much better experience for you, not having to remember multiple login details for all the different systems and applications you use

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 – you can use the back office PC to do this. This is just to complete the initial setup of your account and then you can set up and log in on the app. Steps 1 to 5 must be done on desktop, beyond that will focus on Mobile.

a)   Go to the OKTA homepage on the back office PC
b)   In the top right select the dropdown next to the name of the person and then select 'Sign out'
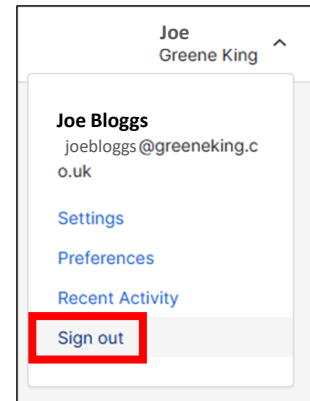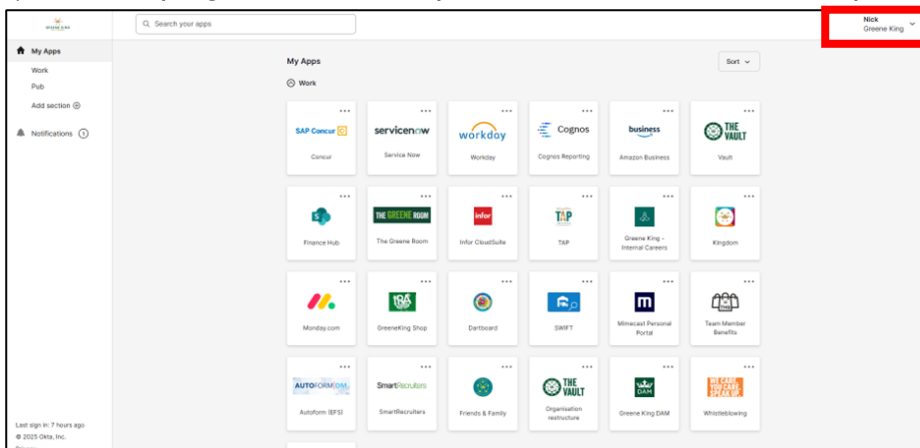
c)   Then enter your OKTA username and password and select 'Sign In'
d)   Then select 'Send Push'
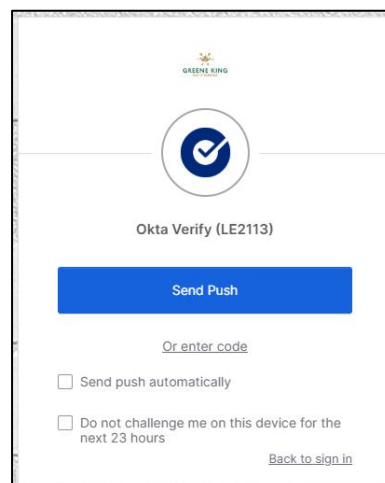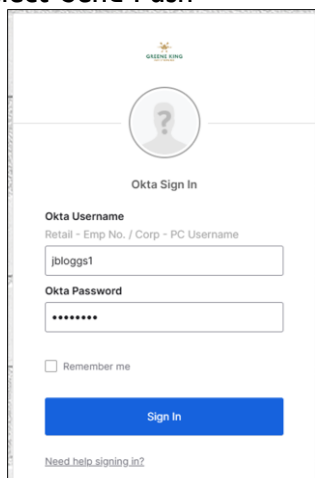
e)   You will then receive a notification on your phone, select 'Yes, it's me' and you will be logged in
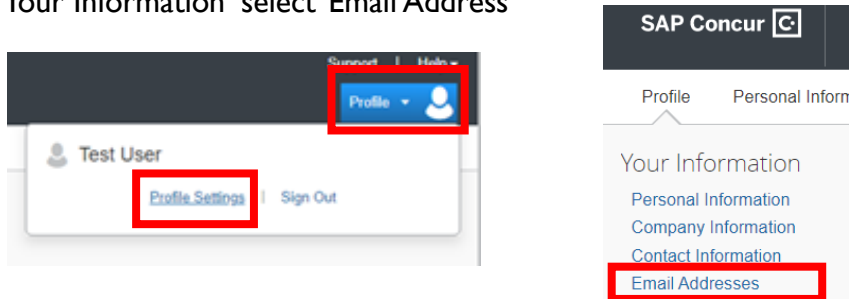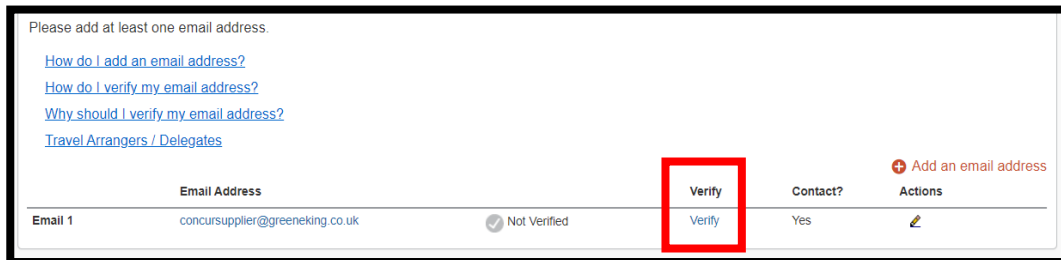
(2) VERIFYING YOUR EMAIL ADDRESS

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 Workday. If you do not have a Greene King email address then the system will use the personal email address from Workday.
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'
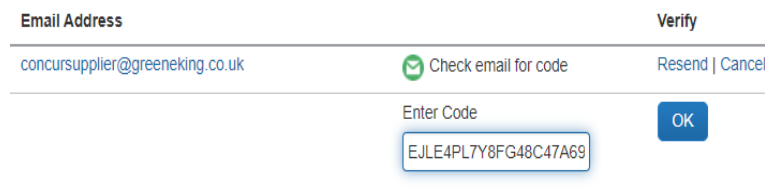
g) A pop up will appear to confirm your email address is now verified
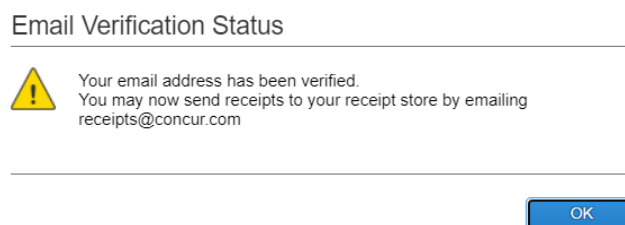
h) When you try to navigate to elsewhere in Concur it will prompt you to save, you can simply click 'Leave' instead
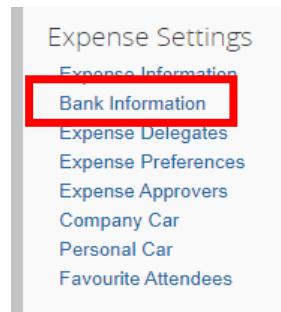
3 ENTERING YOUR BANK DETAILS

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'
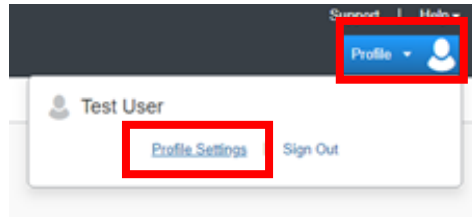
b) Down the left hand side, under Expense Settings, select 'Bank Information'

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

> **!**
>
> If you are not currently planning on claiming any mileage then please skip the next few sections and re-join at section 8.
>
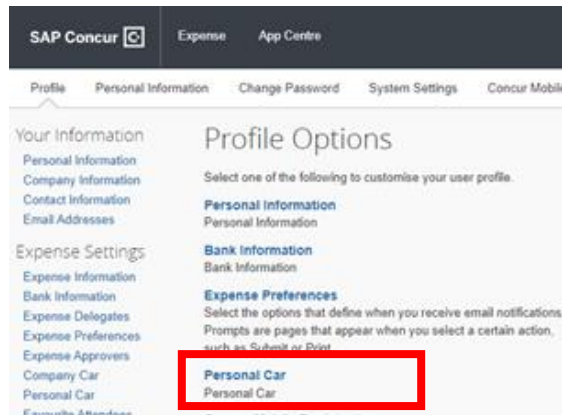> In order to claim back business mileage you will need to add the details of your car.
>
> **Before using your own car for business use, you will need to ensure you have the appropriate insurance.**
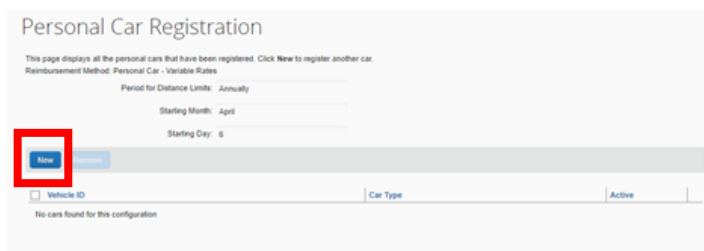
4 ADDING A PERSONAL CAR

In 'Profile Settings':

a) Click on 'Personal Car'

b) Click on 'New'

c) Select Personal Car from the Car type dropdown
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
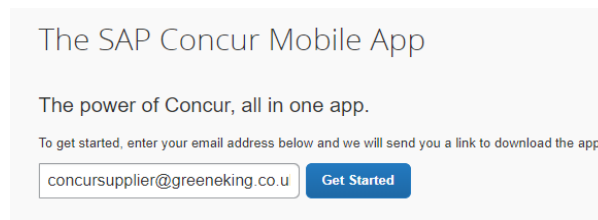
5

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'
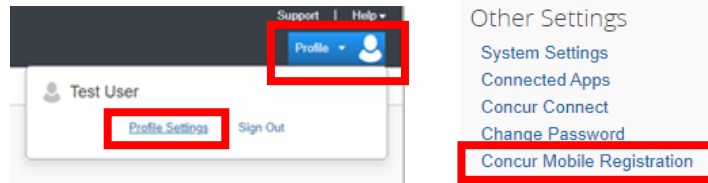
c) Select 'Get Started'

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

6

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

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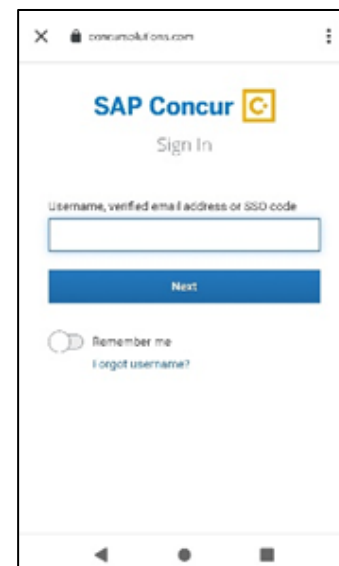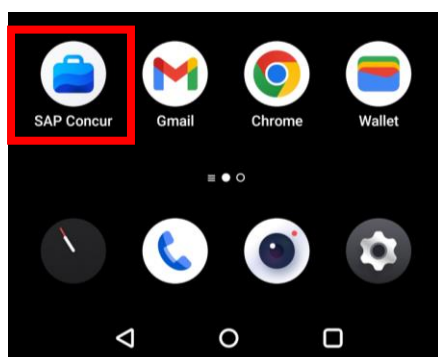
LOGGING IN ON MOBILE CONT.

d) Select 'Sign in with OKTA'

e) You will then need to enter your OKTA Username and Password

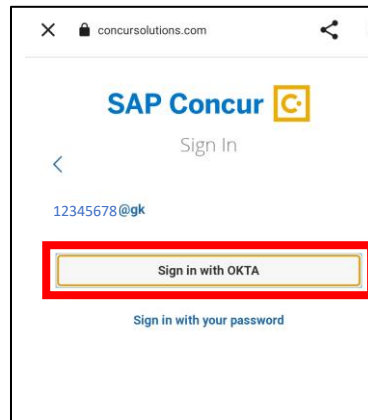f) Tick 'Remember me' here as well and then 'Sign In'

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

! Please note -
If you are completing a mileage claim, this quite a different process. Please visit our 'Personal Car Business mileage Claims' guide for comprehensive instructions on submitting a mileage claim along with your fuel receipts.

7

EXPENSEIT & EXPENSE ASSISTANT

By far the easiest way to attach receipts is to use the combination of ExpenseIt and Expense Assistant.

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.

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 left
b) Click 'Settings'
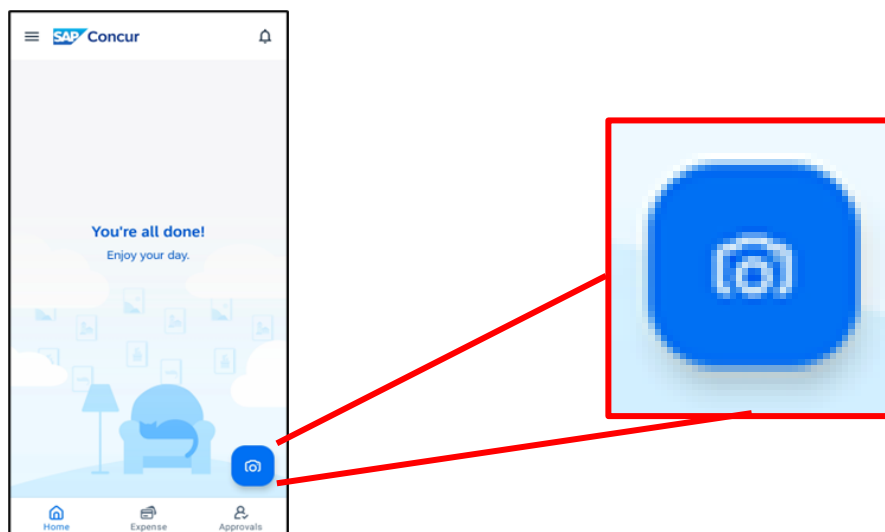c) Toggle on the 'Expense Assistant' option
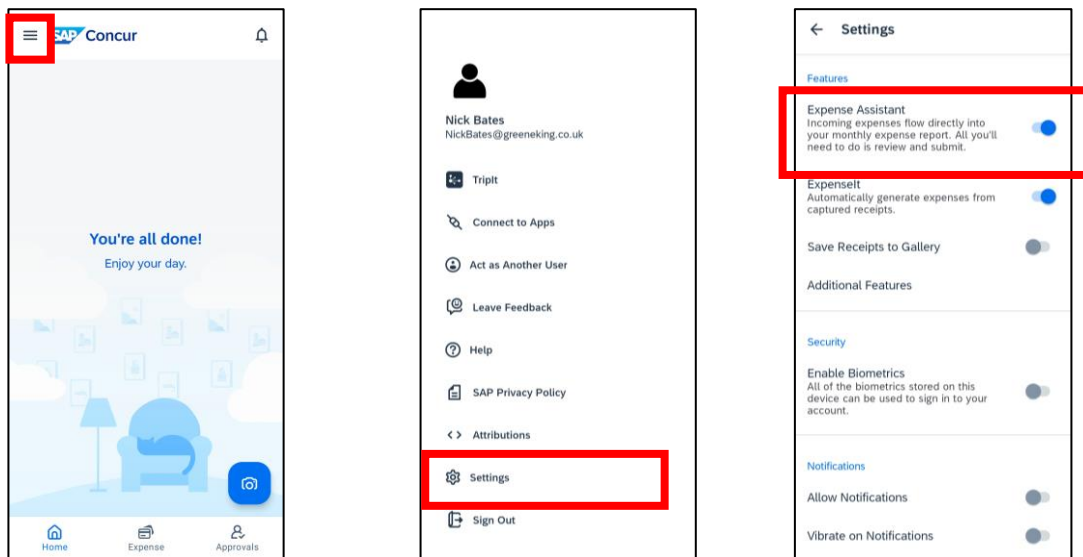
8

MAKING A CLAIM USING EXPENSEIT

How to create an Expense claim using ExpenseIT:

a) To start working with ExpenseIt, on your SAP Concur home screen, press the camera icon

MAKING A CLAIM USING EXPENSEIT CONT.

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

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

MAKING A CLAIM USING EXPENSEIT CONT.

g) Press 'Done'

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 'Reports' tab, and then select the relevant report
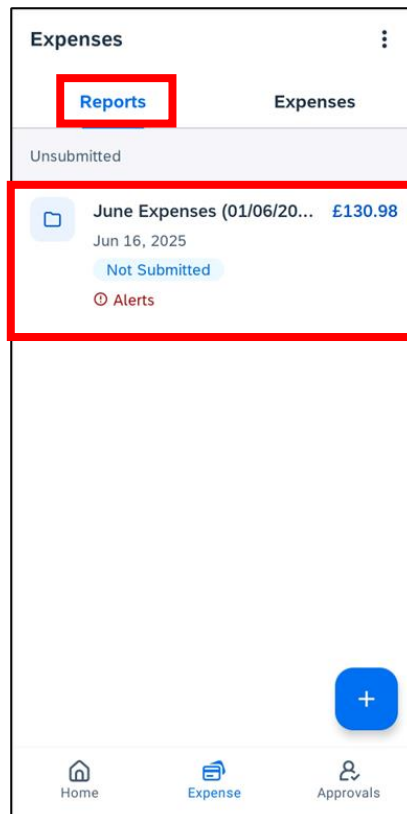
MAKING A CLAIM USING EXPENSEIT CONT.

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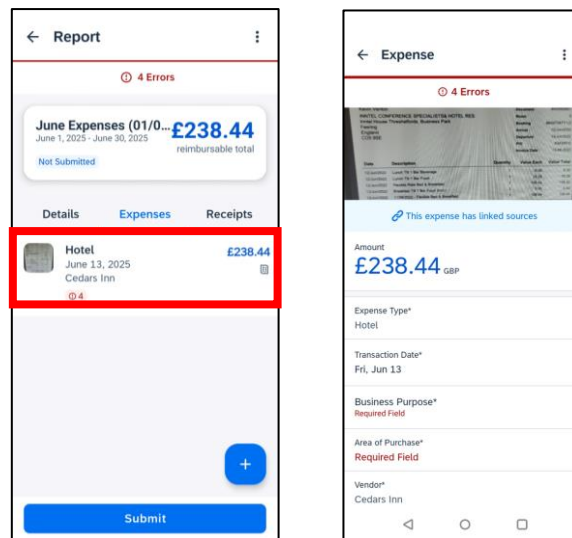
l) Edit the Expense details, as needed. You will always need to edit the 'Business Purpose' which explains the reason for your claim, this should be a clear description of why you are making a claim. You will also always need to amend the 'Receipt Status'. Depending on the sort of Expense, there may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

m) Once you have edited something, you will then have the 'Save' option appear in the top right, select this when finished
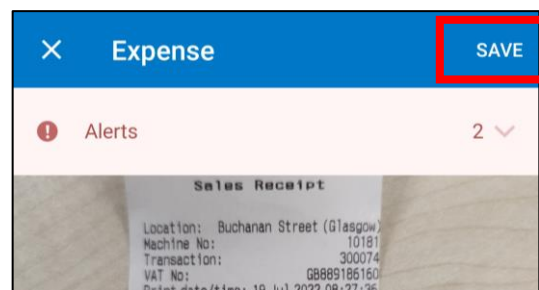
n) Once you have added all your expenses for the month and checked they are correct, simply go into the report and select 'Submit' at the bottom
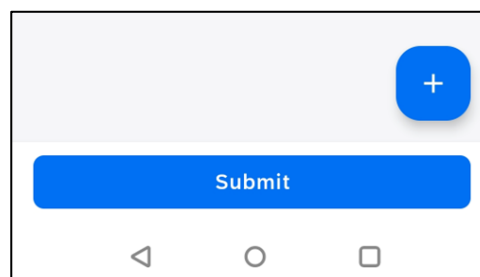
GENERAL GUIDANCE

- Submit your expenses once every 4 weeks (if you won't incur multiple expenses in 4 weeks then you can submit your claim on its own – but include all aspects of that expense)
- 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

<u>KEEP ALL RECEIPTS UNTIL YOU HAVE BEEN PAID FOR YOUR CLAIM!</u>

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.
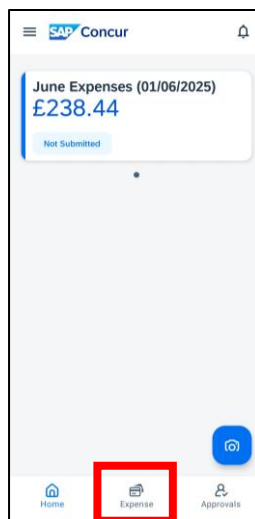
Leave meaningful comments:
The Concur audit team are an external company so abbreviations that may be well known within Greene King are not by Concur.
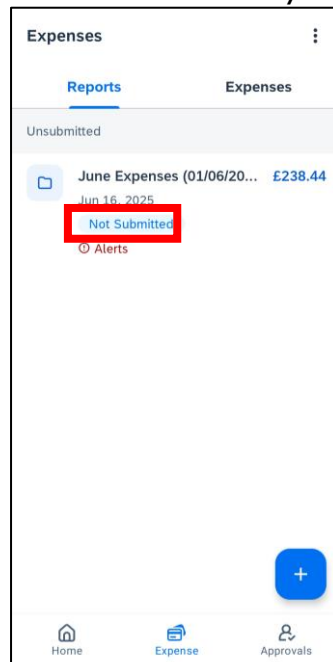
12

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'

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.