



## This guide is here to do the following:

- Introduce you to Concur
- Explain how it works
- Explain what you can claim back
- Explain the expectations
- Point you in the right direction for further information

## WHAT IS CONCUR?

To put it simply, Concur is the system Greene King uses to pay staff for out-of-pocket expenses.

If you ever need to pay for something out of your own pocket that is a business expense, like travel to a meeting– Concur is the platform you will use to claim that money back.

## HOW DOES CONCUR WORK?



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



Before incurring any out-of-pocket business expenses, 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!



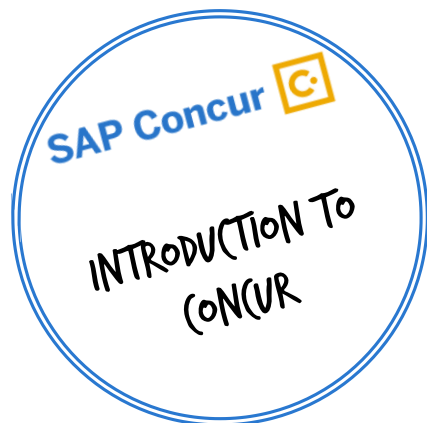
You are now permitted to incur the expense as agreed with your manager.



Once the Expense has occurred you are now ready to submit your expense claim on Concur! The easiest way is on the mobile 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 these all under one 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 one claim every four weeks but within that include all expenses you have incurred!



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



### This page will explain:

- What you can and can NOT claim
- What we expect from you

## WHAT CAN YOU CLAIM?

As pub staff there are a number of expenses that the business would permit you to incur, ALWAYS speak to your line manager BEFORE incurring an expense or making a claim to make sure it is allowed. Please see below for guidance:

## WHAT SHOULD YOU BE CLAIMING?

### WHAT YOU SHOULD CLAIM?

- ✓ Travel to cover at a different pub if it is a temporary arrangement (does not become your primary place of work)
- ✓ In exceptional circumstances your General Manager and Area Manager may approve use of a taxi/Uber to travel home from work if travelling after nightfall
- ✓ Travel & Accommodation to training courses (where it is not already booked and paid for you)

### WHAT YOU SHOULD NOT CLAIM?

- × You cannot claim your normal trips from home to work.
- × You cannot claim without a receipt to support your claim
- × You are not permitted to use a taxi/Uber if public transport is available and appropriate.
- × HMRC rules do not allow us to claim back fuel (instead you are paid a mileage rate)

## EXPECTATIONS OF CLAIMANTS

- Behave honestly and responsibly (e.g. keep costs low).
- Record expenses on Concur as soon as possible, and with enough details to explain why you've made the purchase on behalf of the company.
- Keep all receipts and provide VAT receipts (not just Credit Card slips), so VAT can be reclaimed. These are needed as HMRC requires them, and Line Managers need to verify the claim.
- Pay for all expenses incurred then reclaim them via Concur for reimbursement.
- Submit your expenses for approval and payment on a four-weekly basis.
- Expense claims made over 3 months from the date when they were incurred will not be paid.



**For further support please see our resources and contact details below...**

### **WANT TO LEARN MORE?**

This guide is only an introduction to Concur – we've got loads more content to help you learn about the system!

We have guides covering topics like:

- Getting started and making your first claim
- How to claim mileage
- How to attach a receipt

Visit our Concur Pub Staff Help Page here where you can access all this training material  
<https://pubsconcurexpensehelp.greeneking.co.uk/>



### **PHONE NUMBERS**

01284 843300



### **EMAIL ADDRESSES**

[Concur@greeneking.co.uk](mailto: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 your Line Manager who can pick this up with HR.