

Frequently Asked Questions – Expenses

Volunteer Responders use an expense management solution by SAP Concur to manage, review, approve and reimburse volunteer expenses. As a Volunteer Responder you will also access this system through SAP Concur (via a computer or mobile device app), to submit your expense claims for this programme.

Below we have compiled some FAQs that may help you with using the system. This sits alongside the guide.

I have received an email about the Expenses System from Royal Voluntary Service. What do I do now?

In the email from Royal Voluntary Service, you will find your unique Username for the Expenses System, a list of steps you will need to follow to get you started and a Quick Start Guide to help you through those steps. You will also find details of where you can find additional help, should you need it.

I haven't received an email from Royal Voluntary Service about the Expenses System. How do I get it?

You will receive an email from Royal Voluntary Service, about the NHS and Care Volunteer Responders Expenses System, once you have received and completed your first request for support from the GoodSAM app. If you have already done this and still haven't received an email, please check your Junk/Spam folder on your email to make sure that it is not in there. If you are still unable to find the email, please send contact us via the following email address and we will be able to sort this out for you: NHSVRexpenses@royalvoluntaryservice.org.uk

How do I log in to the Expenses System?

In the email from Royal Voluntary Service, you will find your unique Username for the Expenses System, a list of steps you will need to follow to get you started and a **Quick Start Guide** to help you through those steps. The **Quick Start Guide** contains specific instructions on how to log in for the first time and set your password.

Once you have set your password, you can use this to log in thereafter, alongside your unique Username. Your Username and password can be used to log in to the Expenses System from a computer or a mobile device.

Why do you need my bank details?

To enable Royal Voluntary Service to reimburse you for your expenses, we need your bank details. This will enable us to make a payment directly into your bank account. Your personal information is protected by leading security and privacy standards that exceed the requirements of applicable data protection law. Royal Voluntary Service will only ask you to provide personal data which is required the purpose of processing expense claims and this information is not shared with third parties at any point.

Can I have my expenses paid into a non-UK bank account?

No. We can only reimburse expense claims to a UK bank account.

How do I download the SAP Concur app?

The SAP Concur app can be accessed from your device's app store. If you are unsure of how to do this, we have created a video which will take you through it. Select the relevant link below for the type of device you have:

[Android Device App](#)

[Apple Device Link](#)

I have a Windows phone. Can I use that to submit expense claims?

There is not a SAP Concur app for the Windows phones, however you can still submit expense claims from a Windows mobile phone by using the web browser on the device. For more information on how to do this, please follow the 'how-to' videos on the Training page, under the section called **How to claim expenses using a computer**. You will find Training page here - <https://www.concur.co.uk/rvs>

I don't have a mobile phone. How do I enroll and submit expenses?

If you do not have a mobile phone or suitable Android or Apple tablet device. Then you can submit your expenses via a laptop or desktop computer. For more information on how to do this, please follow the 'how-to' videos on the Training page, under the section called **How to claim expenses using a computer**. You will find Training page here - <https://www.concur.co.uk/rvs>

What expenses can I claim for?

Royal Voluntary Service are providing you with the opportunity to be reimbursed for any reasonable expenses which you incur whilst undertaking your NHS and Care Volunteer Responders or Steward Volunteer role.

NHS and Care Volunteer Responders may make an expense claim for the following expense types:

- Mileage
- Public Transport
- Phone Calls
- Congestion Charge*
- ULEZ Charge*
- Toll charge Bridge/Road
- Parking
- Subsistence (Connect and Steward Volunteers only)
- Activities (Connect Volunteers only)

*We ask you to consider using a mode of transport that does not incur a congestion charge and/or ULEZ charge, where this is not possible you can claim for this charge via expenses. This will be subject to review.

The following policy limits apply per person, not per role (NHS and Care Volunteer Responder or Steward Volunteer). For example, if you undertake both roles on the same day and incur parking expenses for both, the maximum parking expense you can claim is £10 for that day:

1. **Mileage:** This will be calculated using Google Maps shortest route in the Expenses System. If this exceeds £100 per calendar week it will be sent for an additional level of approval.
2. **Public Transport:** Up to a maximum claim of £30 per calendar week. This includes Bus, Train, Tube and Ferry fares only.
3. **Phone Calls:** Up to a maximum claim of £5 per calendar week.
4. **Congestion Charge:** Up to a maximum claim of £15 per calendar day.
5. **ULEZ Charge:** £12.50 daily charge rate.
6. **Toll charge Bridge/Road:** Up to a maximum claim of £8 per calendar day.
7. **Parking:** Up to a maximum claim of £10 per calendar day.
8. **Subsistence:** Up to a maximum claim of £3.50 per calendar day for food / non-alcoholic drinks. Only Steward and Connect Volunteers can claim this expense type. For Stewards only when two shifts are completed consecutively in any one day, exceeding a minimum of 6 hours. For Connect Volunteers, this covers meals at lunch clubs/classes when supporting an individual who is attending and/or food/drinks when accompanying the individual out in the community.
9. **Activities:** Connect volunteers can claim up to a maximum of £5 per calendar day to cover the cost of attending any/classes activities with the individual you are supporting.

Can I claim for NHS and Care Volunteer Responder and Steward Volunteer expenses on the same expense claim?

1. Submit one expense claim which only contains the expenses which you incurred that week for your **NHS and Care Volunteer Responder role** - ensuring you select the NHS and Care Volunteer Responder role option from the **Please select the role you undertook for this new Expense Claim:** drop down list, when you create the claim.
2. Then submit a separate expense claim which only contains the expenses which you incurred that week for your **Steward Volunteer role** - ensuring you select the Steward Volunteer role option from the **Please select the role you undertook for this new Expense Claim:** drop down list, when you create the claim.

How do I see which role an expense claim is for and how do I change it if I accidentally selected the wrong role?

You can see the role which you have selected for each expense claim (only if the claim was created after 31/03/2021) by:

1. Having your expense claim open on screen.
2. If you are using the SAP Concur app on your phone, select the **Details** tab. Alternatively, if you are using SAP Concur on your computer, select **Details**, followed by **Report Header** from the menu that appears below the expense claim name.
3. Under **Please select the role you undertook for this new Expense Claim**, you will see the role which you have selected.

Report header for: test

Please select the role you undertook for this new Expense Claim: 

<input type="text" value="NHS Volunteer Responder role"/>	<input type="text" value="test"/>	<input type="text" value="03C8D44D731A4E8199A4"/>	<input type="text" value="31/03/2021"/>
<input type="text" value="UK, Pound Sterling"/>	<input type="text" value="Not Submitted"/>		

4. If you have submitted your expense claim, then you will not be able to change the role. However, if you haven't submitted it or if you have had it sent back to you by the NHS and Care Volunteer Responders Expenses Team, then you will be able to change the role here (by clicking on the arrow and selecting another role).
5. You will then need to **Save** the expense claim.

What if I have other expenses I need to claim for?

Allowable reasonable expenses are listed in the Expenses Policy (which can be found on the Training page - <https://www.concur.co.uk/rvs>). No other expense types are permitted.

What is the process for submitting my expenses?

You will have received a **Quick Start Guide** with your Username for the Expenses System, in an email from Royal Voluntary Service. In the **Quick Start Guide**, you will find details of each stage of the process and also the step-by-step instructions which you will need to do to complete that stage. You will find the quick start guide on our Training page here - <https://www.concur.co.uk/rvs>

How often should I be submitting my expenses?

If possible, please submit your expense claims once a week. Separate expense claims should be submitted for expenses incurred for NHS and Care Volunteer Responder or Steward Volunteer roles. Therefore, if you have incurred expenses for both roles in a week, you will need to submit two expense claims.

SAP Concur will allow you to collect your expenses as you go during the week and you then submit them all together at the end of the week in one expense claim. The deadline for payments each week will be 5pm on a Friday, to then be paid (on approved expense claims) the following Wednesday. If you submit a claim after the deadline, it will not be processed until the following Friday and then (if approved) paid the following Wednesday after that. (On occasions there may be a delay with approving claims due to volumes being received).

I forgot to make a note of the GoodSAM Job ID when I completed the Job. What should I do?

It's not a problem, as long as you can remember the date and a rough idea of the time that you completed the Job, you will be able to locate it on the GoodSAM app. If you login to the GoodSAM app and tap on the **Reports** section along the bottom, you will find a list of Jobs which you have completed and the dates/times when you completed them:

How do I access the training materials?

You will have received a **Quick Start Guide** along with your Username for the Expenses System, in an email from Royal Voluntary Service. In the **Quick Start Guide**, you will find details of each stage of the process and also the step-by-step instructions which you will need to do to complete that stage.

You will find Training page here - <https://www.concur.co.uk/rvs>

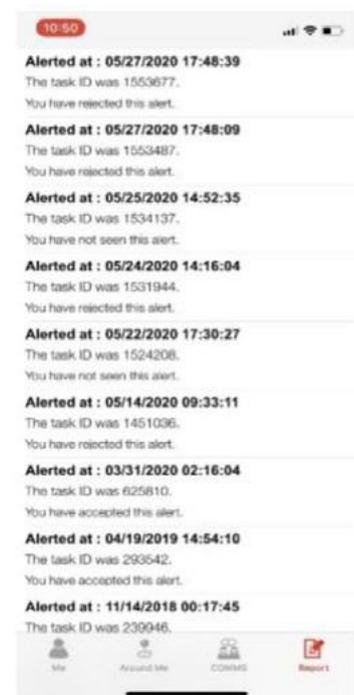


Figure 2 - Reports section of GoodSAM app

I haven't got a laptop or desktop computer. How can I add my bank details?

If you only have a mobile device, you can add your bank account details by following these steps:

1. On your mobile device, open the web browser, for example, Safari or Google Chrome. Do not open the Concur app as you cannot add your bank account details this way.
2. Go to the following address - <https://www.concursolutions.com> or click the **Log In** button on the Training page - <https://www.concur.co.uk/rvs>
3. Log in with your Username and password – if this is the first time you have logged on, please follow the guidance for logging on for the first time in the Quick Start Guide which you received with your Username.
4. Click on the word **Profile** in the top right corner of the Concur home screen.
5. Select **Profile Settings**.
6. Select **Bank Information**.
7. Type in your Bank Account details in the relevant boxes provided.
8. Click **Save and Authorise**.

Royal Voluntary Service will not be responsible for incorrect bank details and cannot reimburse for payments made to incorrectly entered bank details.

When I donate part or all of my expense claim. How is the donation used?

Any donated expenses will be donated for services that support the NHS and Care, and are delivered by Royal Voluntary Service. You can donate an expense or expenses by selecting the **Donation** checkbox (on a computer) or the **Donate** slider (on a mobile device) when adding each expense.

How do I get in touch if I need help?

In addition to the **Quick Start Guide**, the Training page contains many 'how-to' **videos**, a walkthrough video and the Expense Policy. These are designed to help you. You will find Training page here - <https://www.concur.co.uk/rvs>

If you are still unable to find the answers you require after reviewing these, or you have any concerns, please send an email to NHSVRexpenses@royalvoluntaryservice.org.uk. Due to the high volume of NHS and Care Volunteer Responders there may be a delay in our response, but we will endeavour to get back to you as quickly as we can.

Is my personal information secure in the Expenses System?

Your personal information is protected by leading security and privacy standards that exceed the requirements of applicable data protection law. Royal Voluntary Service will only ask you to provide personal data which is required the purpose of processing claims, this is not shared with third parties at any point.

I am seeing a red flag or warning on my expenses. What does this mean?

When you see a red flag alert against one of your expense items, it means that you have exceeded the permitted value for that expense item. If you do not correct the red flag, you will be unable to submit your expense claim.

Please see question '[I am using SAP Concur from a computer/laptop. What do the icons mean?](#)' or '[I am using the SAP Concur app. What do the icons mean?](#)' for pictures of the icons.

NHS and Care Volunteer Responders may make an expense claim for the following expense types:

- Mileage
- Public Transport
- Phone Calls
- Congestion Charge*
- ULEZ Charge*
- Toll charge Bridge/Road
- Parking
- Subsistence (Connect and Steward Volunteers only)
- Activities (Connect Volunteers only)

*We ask you to consider using a mode of transport that does not incur a congestion charge and/or ULEZ charge, where this is not possible you can claim for this charge via expenses. This will be subject to review.

The following policy limits apply per person, not per. For example, if you undertake multiple activities on the same day and incur parking expenses for both, the maximum parking expense you can claim is £10 for that day:

1. **Mileage:** This will be calculated using Google Maps shortest route in the Expenses System. If this exceeds £100 per calendar week it will be sent for an additional level of approval.
2. **Public Transport:** Up to a maximum claim of £30 per calendar week. This includes Bus, Train, Tube and Ferry fares only.
3. **Phone Calls:** Up to a maximum claim of £5 per calendar week.
4. **Congestion Charge:** Up to a maximum claim of £15 per calendar day.
5. **ULEZ Charge:** £12.50 daily charge rate.
6. **Toll charge Bridge/Road:** Up to a maximum claim of £8 per calendar day.
7. **Parking:** Up to a maximum claim of £10 per calendar day.
8. **Subsistence:** Up to a maximum claim of £3.50 per calendar day for food/non alcoholic drinks. Only Steward and Connect Volunteers can claim this expense type. For Stewards only when two shifts are completed consecutively in any one day, exceeding a minimum of 6 hours. For Connect Volunteers, this covers meals at lunch clubs/classes when supporting an individual who is attending and/or food/drinks when accompanying the individual out in the community.
9. **Activities:** Connect volunteers can claim up to a maximum of £5 per calendar day to cover the cost of attending any/classes activities with the individual you are supporting.

A warning indicates that you have made a change to your claim and it will be flagged for an additional level of review. An example of this could be if you manually change the mileage amount on a mileage claim because you have taken a different route to the suggested one provided by Google Maps. A change like this will come under additional review to ensure the amendment is fair and justified.

Please see question '[I am using SAP Concur from a computer/laptop. What do the icons mean?](#)' or '[I am using the SAP Concur app. What do the icons mean?](#)' for pictures of the red flag and warning icons.

I already have my personal email address linked to another SAP Concur account. What do I do?

If your personal email address is already linked to an existing SAP Concur account and you wish to use it to email your receipts into your NHS and Care Volunteer Responders SAP Concur account, you will need to remove the link for that email address in your existing SAP Concur account:

1. From a computer (will not work on Concur app) log in to Concur with your existing SAP Concur account (not the NHS and Care Volunteer Responders account).
2. Click on the word **Profile** in the top right corner of the Concur home screen.
3. Select **Profile Settings**.
4. Select **Personal Information**.
5. Check the **Email Addresses** section, click **Disable Verification** next to your personal email address.
6. Click **OK** to the message which appears.

You will need to do this before you can link your personal email address to your NHS and Care Volunteer Responders SAP Concur.

Do I need a receipt for Mileage?

You are not required to provide a receipt for mileage claims, but you are required to use Google Maps (within the Expenses System) to validate the distance which you are claiming mileage for. Therefore, you will need to make a note of any postcodes involved in your journey whilst carrying out an NHS and Care Volunteer Responder or a Steward Volunteer job.

It has read the total amount on my receipt incorrectly. What do I do?

The technology which allows SAP Concur to read information from the photo of your receipt is called, Optical Character Recognition (OCR). Unfortunately, no OCR technology is perfect and from time to time it may read the wrong amount from the receipt. This is either because the image quality is blurry, the receipt is faded, or it hasn't interpreted the symbols correctly.

If you notice that the value is incorrect, please change it manually to the correct amount before submitting your expense claim. There is a 'how to' video on the Training page which will talk you through this process. You will find Training page here - <https://www.concur.co.uk/rvs>

I pay for my Public Transport using an Oyster card or contactless payment card.

If you have paid for your Public Transport ticket with an Oyster card, then you will need to access your Oyster account to find the receipt/proof of transaction. If you have a contactless card that is registered to your Oyster account, then any trips you have paid for using your contactless card will also be visible on your Oyster account. Therefore, you will be able to find the receipt/proof of transaction there.

If you do not have an Oyster account and are regularly going to claim for Public Transport expenses, then you will need to create an Oyster account. This is free to do and comes with an easy to use app. Below are some useful links around Oyster accounts:

<https://tfl.gov.uk/fares/contactless-and-oyster-account>

<https://tfl.gov.uk/fares/how-to-pay-and-where-to-buy-tickets-and-oyster/tfl-oyster-and-contactless-app>

<https://tfl.gov.uk/fares/how-to-pay-and-where-to-buy-tickets-and-oyster/pay-as-you-go/contactless-and-mobile-pay-as-you-go>

The camera on my phone doesn't work. What should I do?

If the camera on your mobile phone doesn't work or is damaged to an extent where it affects the image quality, then you will need to find an alternative way of taking a photo of your receipts. This could be by:

- Using an alternative device such as an iPad or tablet with a working camera
- Asking someone to take a photo for you and get them to send it to you
- Using a scanner to scan the receipt and then attach this in the same way you would a photo

How much of my data will be used?

The SAP Concur app compresses your images before uploading them to ensure it uses as little data as possible. Whilst it is difficult to tell exactly how much data it will use; we can assure you it will be very low. However, if your data usage is a concern then we would suggest switching the SAP Concur app to offline mode and then uploading your receipts when you are connected to WiFi.

As I am using my mobile data will I get reimbursed for it?

No, the SAP Concur app is designed to make it nice and easy for you to collect and submit your expenses on the go. If you do not want to use any of your mobile data for submitting your expenses, you can change SAP Concur app to offline mode and then upload the receipts when you are connected to WiFi.

Which web browsers are supported by SAP Concur?

To access SAP Concur from your laptop, computer or Windows phone you can use a web browser. The latest versions of the following web browsers are supported:

- Google Chrome
- Microsoft Edge

Can we claim for multiple NHS and Care Volunteer Responders/ Steward Volunteers in the same household in the same claim?

Each NHS and Care Volunteer Responder or Steward Volunteer will have a separate SAP Concur user ID and will need to submit their individual expenses for the tasks, which they have completed, using their user ID. You will not be able to combine expenses from multiple volunteers from the same household onto a single claim.

I have changed my bank account since I have registered. What do I do?

If you have changed your bank account or need to update your bank account information, you will need to update this before you submit any further expense claims. To do this:

1. Log in to the SAP Concur on your computer (not the app).
2. In the top right-hand corner select the **Profile** button.
3. Then select **Profile settings**, followed by **Bank information**.
4. From here you can edit or change your bank details as required.

Can I claim expenses for using my bike?

No.

Is ULEZ the same as the congestion charge?

No, they are two separate charges. You must pay the daily charge should you drive within the Congestion Charge zone between Monday to Friday, 7am-6pm. And if your car isn't ULEZ compliant, you must also pay the additional ULEZ charge.

What is Expenselt and how do I get the most out of it?

Expenselt will enable you to capture photos of your receipts on your mobile phone, as soon as you receive them. It will then use Optical Character Recognition (OCR) technology to attempt to read the name of the supplier, the total amount, the date of the transaction from your receipt.

Capturing a good quality photo of a receipt is very important. Dark or blurry photos can be difficult for the OCR technology and humans to read. Therefore, to get the most out of Expenselt remember to:

- Make sure the camera lens on the mobile device is clean.
- Make sure the camera is focused on the receipt.
- Take photos in a portrait (vertical) orientation.
- Take photos in a well-lit area. Otherwise, use the flash.
- Avoid shadows across the receipt.

I do not see the Expenselt logo in the SAP Concur app?

If you cannot see the Expenselt logo in the SAP Concur app, please double check that you're using the latest version of the SAP Concur mobile app (version 9.52 or above) and update the app if necessary.

If you still cannot see the Expenselt logo, it may be that you have Expenselt turned off within the SAP Concur app. To turn it on you will need to; tap on the **Menu** (three lines in the top left corner of the app), select **Settings** and then tap the toggle for **Expenselt** so that it goes to **ON**.

You will not see the Expenselt logo when you are using a computer to access Concur.

I am using SAP Concur from a computer/laptop. What do the icons mean?

	<p>An exclamation mark in a red circle indicates that you have exceeded the allowable limit for that expense item. You will be unable to submit your expenses until you correct the amount.</p> <p>Please see question 'I am seeing a red flag or warning on my expenses. What does this mean?' for more information about limits.</p>
	<p>An exclamation mark in a yellow triangle indicates that you have made a change to your claim and it will be flagged for an additional level of review. An example of this could be if you manually change the mileage amount on a mileage claim because you have taken a different route to the suggested one provided by Google Maps. A change like this will come under additional review to ensure the amendment is fair and justified.</p>

I am using the SAP Concur app. What do the icons mean?

	<p>A red triangle containing a white exclamation mark indicates that you have exceeded the allowable limit for that expense item. You will be unable to submit your expenses until you correct the amount.</p> <p>Please see question 'I am seeing a red flag or warning on my expenses. What does this mean?' for more information about limits.</p>
	<p>A yellow triangle indicates that you have made a change to your claim and it will be flagged for an additional level of review. An example of this could be if you manually change the mileage amount on a mileage claim because you have taken a different route to the suggested one provided by Google Maps. A change like this will come under additional review to ensure the amendment is fair and justified.</p>
	<p>This icon indicates that you have attached a receipt to that particular expense item.</p>
	<p>Clicking on the Expenselt icon will open the camera so you can take photos of your receipts. The Expenselt functionality has built in Optical Character Recognition (OCR), which means it will attempt to read the name of the Supplier, the total amount, the date of the transaction from your receipt. It will attempt to make a guess at the type of expense it was. Please check that it has guessed correctly before adding it to your expense claim.</p>
	<p>If you do not use Expenselt to capture the expense, you can add the item manually using the Create icon. Add the name of the Supplier you purchased the goods from, the total amount, the date of the transaction, and select the correct expense type. Then upload your receipt as your proof of purchase.</p>
	<p>Clicking on the Mileage icon will allow you to enter the postcodes of the locations you have travelled from and to. The mileage functionality is powered by Google Maps. Once you have added all the locations you have visited on the trip, select Use route. You will now need to enter the Job ID and correct dates before selecting Save.</p>

When will I be reimbursed?

Royal Voluntary Service will be conducting a payment run every week. The deadline for payments each week is 5pm on a Friday, to then be paid (on approved expense claims) the following Wednesday. If you submit your claim after the deadline, it will not be processed until the following Friday and then (if approved) paid the following Wednesday after that. On occasions there may be a delay with approving claims due to the volumes being received.

It is vital that you have entered your bank account details correctly in the expenses system, as this could significantly affect how and when you are reimbursed.

I've submitted an expense claim and been waiting now for over 4 weeks. Who should I contact about this?

If you have not received the payment, please double check that your bank details are correct in the Expenses System. You can view and amend them (if required) by logging into the Expenses System from on your computer (not mobile device):

1. Clicking on the word **Profile** in the top right corner of the Concur home screen.
2. Selecting **Profile Settings**.
3. Selecting **Bank Information**.
4. Amending the details if required and then clicking **Save and Authorise**.

Royal Voluntary Service will not be responsible for incorrect bank details and cannot reimburse for payments made to incorrectly entered bank details.

How do I check the status of my claim?

You can view the status of your expense claim by selecting the Expense claims section on the homepage of SAP Concur app and then selecting History, or by clicking on Expense (at the top of the page next to SAP Concur logo) and then clicking Claim Library, when accessing Concur from your computer.

This will show a list of all your currently open and submitted claims. Underneath the title of the claim, you will see one of the following statuses:

- Not Submitted
- Approved
- Submitted – Awaiting additional approval due to mileage exception
- Returned/Sent back to Volunteer

Why does my claim need to go through an audit process?

Our expenses system has been updated and now includes an additional audit for claims that require a receipt. The audit will check the correct information has been submitted that matches your receipts.

Why has my claim been returned to me?

Your claim will be returned to you when either, the information you've provided doesn't match the information on the receipt or if the information you've provided doesn't match the information we have about the task.

I have already submitted my expense claim for a Job and have remembered/found another expense. What should I do?

If the claim has already been sent for payment you will need to add it to a new expense claim. As a reminder, you should submit all of your outstanding claims once a week and only once you have completed a Job.

I can't find the email with the link to the Quick Start Guide. Where else can I find it?

The **Quick Start Guide** can also be found on our Training page here - <https://www.concur.co.uk/rvs>

What happens if I have lost my receipt?

Unfortunately, if you do not have a receipt, we will be unable to reimburse you, unless it is for a mileage claim which does not need a receipt.