



Cove UK

Travel & Expenses

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Introduction:

We have a clear mission "To own and operate communities in prime destinations that offer a lifestyle guests and residents love to live" and a core part of that is ensuring our team members can carry out their work.

By following this policy, you can be sure that:

- Expenses will be paid on time.
- Claims are in line with company policy.
- Claims are fair and accurate.

About this document

This is our Travel and Expenses Policy. It is here to help team members get expenses right. Please use it to find out what to claim and how to claim.

Our Expectations:

- Behave honestly responsibly and within the guidelines of this policy
- Submit expenses within 30 days of expenditure
- Ensure all claims have enough detail to explain why you have incurred this cost
- Upload all receipts to Concur and attach all associated receipts to your claim
- Keep copies of your receipts until your claim has been paid
- Speak to your leader if you have any questions and before you spend or make a claim.



Things you need to know:

1. A business expense is a claim you have incurred wholly, exclusively and necessarily in carrying out your work duties. It is your responsibility to make sure this is the case.
2. Check with your leader *before* you spend
3. Always use [TravelPerk](#) to make travel bookings – they have a price match facility.
4. The most senior person present when the expense is incurred is responsible to pay and claim reimbursement.
5. All expenses are to be submitted via Concur (within 30 days of the date on receipt). All expense claims must be supported by a valid receipt and include VAT where applicable.
6. Expenses submitted and approved up to the 20th of each month will be reimbursed by the end of the calendar month.
7. This policy should be read in conjunction with our [Petty Cash policy](#)
8. If you have been issued a Company Credit Card, you must still follow this policy and submit claims.
9. Please ensure you are familiar with the Anti-Fraud and Bribery Policy on [My Cove](#).

What you cannot claim for:

You can claim for a genuine business expense. We have explained what these are in detail in this document. They are necessary for you to do your job.

With that in mind, here are some things you cannot claim for:

- Gifts to contractors or agencies of any value
- Parking fines and other motoring fines
- Car cleaning
- Interest on credit cards

The following items are purchased centrally and given to team members who need them to carry out their duties. This means you cannot claim for these through expenses:

- Computer equipment
- Mobile phones, chargers and accessories

Hotel

When is it ok to claim?

If you are away from your normal place of work on company business, you can claim for a hotel stay:

- If travelling to your appointment/meeting and back in a day would be unreasonable,
- If there is no availability at visiting sites, Overnight accommodation at one of our sites, should always be the first choice.

What do I need to know?

- Always book as far in advance as you can
- Always use [TravelPerk](#)

How much can I spend?

- Up to £150 for room and breakfast.

What can you claim for when you stay in a hotel?

- Hotel parking

You cannot claim for:

- Bar and mini- bar bills
- Laundry
- TV charges
- Non work related Internet charges



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Food & Drink

When is it ok to claim?

If you are away from your normal place of work on company business, you can claim for:

- Breakfast – if you stayed overnight in a hotel or if you set off earlier than 6am.
- If you have a working lunch
- Dinner – if you stay overnight in a hotel
- Drinks – Alcoholic or non-alcoholic beverage with an evening meal.

How much can I spend?

- Breakfast up to £10
- Lunch up to £10 including a drink
- Dinner up to £35 including a drink

Concur Notes:

If your expense is for more than food for yourself, please select the expense type "Entertainment – Team" and you will be prompted to add in the other team members (if not Cove Team – please use "Entertainment – Business" You will be prompted to add in the names of clients and company they work for).



Transport:

When is it ok to claim?

You can claim for the cost of travel on genuine business trips. You cannot claim for your ordinary commute between home and your contracted place of work.

Car hire – if you do not have your own car to use or if there are no other economical options available.

Train – if you would otherwise be driving for more than four hours out of 24, or if you are travelling to a major city centre.

Flights - if you would otherwise be driving for more than four hours out of 24.

What do I need to know?

Car hire/train/flights to be booked using [TravelPerk](#)

Keep all receipts for fuel.

How much can I spend?

Mileage rates are reimbursed in accordance with HMRC approved mileage allowance payments and updated frequently. Travel — mileage and fuel rates and allowances - GOV.UK (www.gov.uk)

Cove company car rates are as follows: <https://www.gov.uk/guidance/advisory-fuel-rates>

Congestion Charge, ULEZ and Toll Roads – As long as these charges are not incurred whilst on your ordinary commute between home and your contracted place of work, you can claim the cost.

You cannot claim for:

- Your ordinary commute between home and your contracted place of work. Please refer to your contract for this information. If you are in doubt about your contracted place of work, please speak to your leader.
- Parking fines and other motoring fines
- Car cleaning
- Any late payment penalties for charges.

Click [here](#) for guidance on how to submit claim on Concur for fuel.



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Professional subscriptions and memberships

You can claim for magazine and membership of professional organisations if it is clearly relevant to your job role and approved by your leader. CIPD, CIMA, ACCA, RLSS, IOSH are examples.

Eye Tests

If you are a regular PC (VDU) user, Cove will provide a Specsavers eVoucher for your eye test to be carried out. You must contact HR (HR@cove.co.uk) prior to arranging an appointment.

Medical Expenses

In special circumstances we may wish to assist a team member with private medical support and in these cases the Director must authorise and advise the Leader of the individual with reason for the claim and cost. This may trigger a reporting requirement and an impact on the individual personally.

Team Incentives

In no circumstances should any incentives be paid out of Petty Cash as there are HMRC ramifications. Cash incentives must be paid via payroll and authorised by your leader.

Gift cards – can be purchased through accounts payable. One 4 All vouchers – purchase order to be created and submitted to: custserv@one4all.ie

For any other expenses please discuss with your leader or cove.expenses@cove.co.uk for guidance.

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[TravelPerk](#)

To be set up on TravelPerk, please complete [form](#) and send to cove.expenses@cove.co.uk



Help Guides:

- [Setup your profile](#)
- [How to search a trip?](#)
- [How to book a trip?](#)
- [Approval Process](#)
- [Modify/Cancel a trip](#)
- [FAQ](#)



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Petty Cash

What is Petty Cash?

Petty cash is a small amount of discretionary funds in the form of cash used for minor expenditures.

Petty cash is held by a nominated person on each park, and expenditure is to be signed off in advance by the Park manager.

When is it okay to use petty cash?

- Under £25
- Postage
- Operating expenses that cannot be paid through accounts payable

In all circumstances a receipt will be required

Not to be claimed through petty cash process – please click on link to see how these should be purchased.

- Fuel or other travel
- Mileage
- Payment of any invoices
- Gift Vouchers

Company Credit Card

Company credit cards are issued to executive team.

When is it okay to use the credit card?

- Park expenses that cannot be processed through accounts payable.
- Travel expenses that cannot be processed through TravelPerk.

The card is not to be used for any of the below – please click on link to see how these should be purchased.

- Fuel
- Mileage
- Payment of any invoices
- Gift Vouchers



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Fuel

Fuel Cards

Each park will have a Fuel Card, these may be assigned to a specific person or for the park.

Fuel cards are to be used for commercial purposes only, this includes fueling company vehicles and purchasing fuel for company equipment i.e. lawn mowers.

Please see [interactive map](#) for fuel stations that accept UK Fuels Card:

It is the General Managers responsibility to manage the access to the fuel card. Each month all General managers will receive a monthly report detailing spend on the card, along with the report you will be notified of any spend against premium fuel and any vehicle or person that is not on the centrally stored approved vehicle list.

Any misuse of the Company Fuel Card will result in disciplinary action.

Fuel for hire cars and mileage needs to be processed through Concur.

Click [here](#) for guidance on how to submit claim on Concur for fuel.

Concur



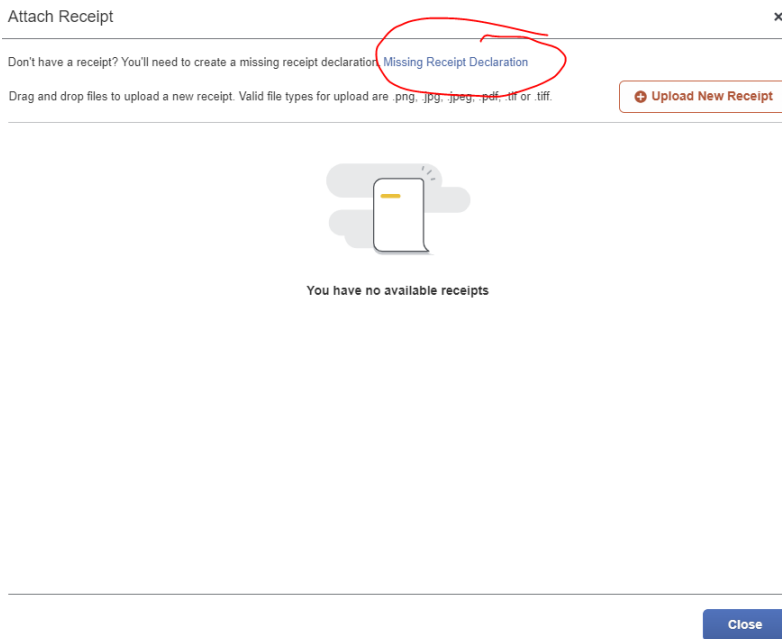
To be set up on Concur, please complete **form** and send to cove.expenses@cove.co.uk

Help Guides:

- [Setup your profile](#)
- [Two Factor Authentication](#)
- [Concur Video](#)

What if I don't have the receipt?

If you don't have a receipt, still click on "add receipt" and it will take you to the below screen where you can complete the missing receipt declaration.

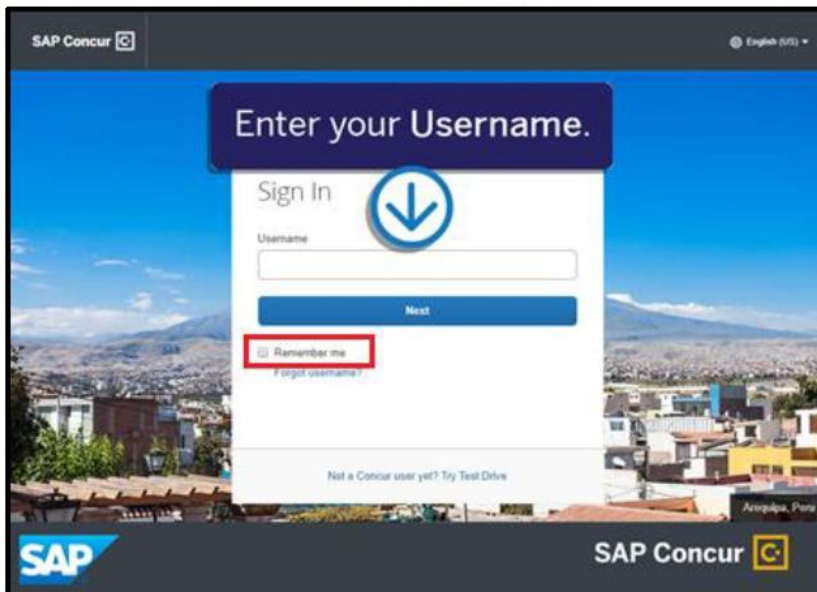


Signing into SAP Concur

To sign into SAP Concur

1. To sign into SAP Concur, on the **Sign In** screen, enter your **Username**, and then click **Next**.

You can select the **Remember me** check box to store your password, so that you don't have to enter it the next time you sign into SAP Concur from this device.



2. Enter your **Password**.

If this is your initial log in to SAP Concur, you enter the temporary password that was provided to you.

On your initial log in you will need to complete your profile:

- Bank Information
- Vehicle details

If this is your initial login, you will be asked to set up the two factor authentication.

The following message is presented:

"You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below."



If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, launch the authenticator app.

- If you do not yet have an authenticator app, download one and then proceed to setup 2FA.
- If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.

Follow the steps or prompts from the authenticator app to scan the QR code on the **Set Up Two-factor Authentication** page and generate a 6-digit code.

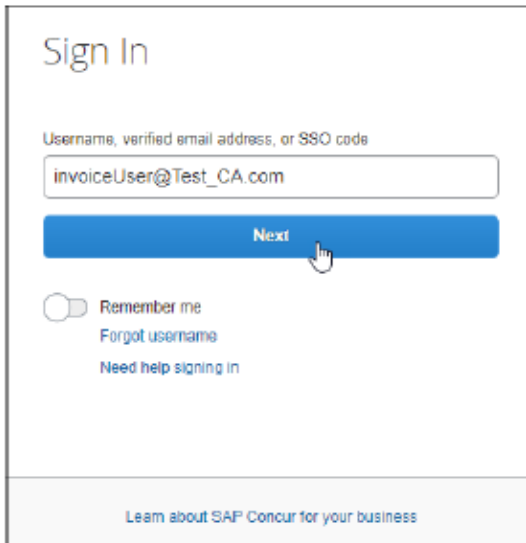
On the SAP Concur **Sign In** page, enter the 6-digit code into the **Authentication Code** field in the **Set Up Two-Factor Authentication** section and then click **Sign In**.



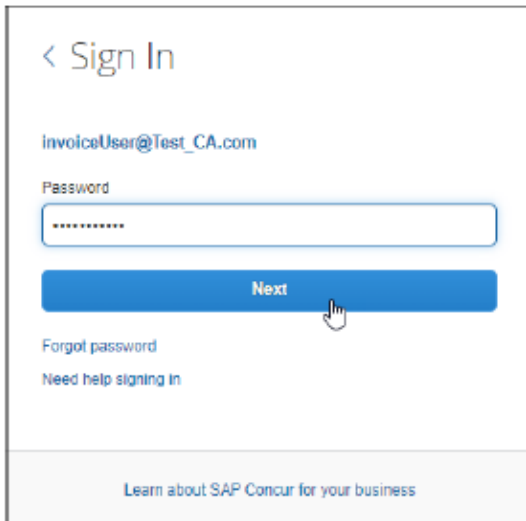
If it is not your initial login, please see below instructions for two factor authentication:

To sign in to SAP Concur solutions with 2FA

1. Navigate to concur.solutions.com or open Concur Mobile.
2. Enter your username.



3. Enter your password.



4. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.

If the above does not work, please send an email to cove.expenses@cove.co.uk requesting to have the 2FA reset.

Creating an Expense

SAP Concur 

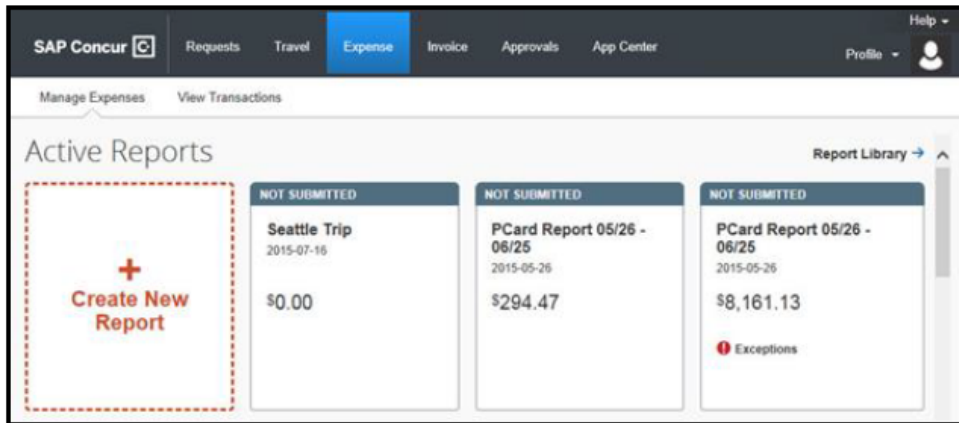
SAP

Creating a New Expense Report

To create a new expense report

Either:

- On the SAP Concur home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Report**.
- or -
- On the SAP Concur home page, from the **Expense** menu, on the **Manage Expenses** tab, click the **Create New Report** tile.



- Complete all required fields (marked with a red bar) and the optional fields as directed by your company.

At this point, you will likely either:

- Add an out-of-pocket expense to your expense report
- Add company card transactions to your expense report

You will then need to click the below:

- **Attach Receipts**- To upload and attach receipt images
- **Itemizations** - To itemize the expense
- **Allocate** -To allocate the expense
- **Save**– To save

If you have a company credit card, your transactions should automatically appear in your available expense. You need to attach receipt, complete the details and submit with any other expenses.

Claiming Mileage/Fuel on Concur

If you have purchased fuel and travelled in your own vehicle

You will need to enter your claim in 2 parts:

- 1) Personal Car Mileage – details below.
- 2) Fuel for Mileage – attach the receipt for any fuel you have purchased.

New Expense Cancel [Save Expense](#)

Details Itemisations
Show Receipt

[Mileage Calculator](#) | [Allocate](#)

Expense Type * * Required field

Personal Car Mileage Transaction Date * DD/MM/YYYY Business Purpose

From Location * To Location * Payment Type Receipt Status *

Out of Pocket None Selected

Department * Location Property *

None Selected None Selected Management Limited

Vehicle ID * Distance to Date Distance * Number of Passengers *

0 0 0

Amount Currency Reimbursement Rates

0.00 UK, Pound Sterling (GBP)

[Save Expense](#) [Save and Add Another](#) [Cancel](#)

You must register your vehicle in your profile before you can create a mileage expense.

Go to your name > profile settings > Vehicle Configuration

Your Information

- [Personal Information](#)
- [Company Information](#)
- [Contact Information](#)
- [Email Addresses](#)

Expense Settings

- [Expense Information](#)
- [Bank Information](#)
- [Expense Delegates](#)
- [Expense Preferences](#)
- [Expense Approvers](#)
- [Vehicle Configuration](#)
- [Favourite Attendees](#)
- [Expense Credit Cards](#)

Other Settings

- [System Settings](#)
- [Concur Connect](#)
- [Change Password](#)
- [Concur Mobile Registration](#)

This is for passengers only (does not include the driver)

If you have purchased fuel for a hire vehicle:

New Expense

Details Itemisations

Allocate * Required field

Expense Type *
Fuel X v

Transaction Date * Business Purpose
DD/MM/YYYY [Calendar Icon] [Empty Field]

Supplier Description Country
[Empty Field] UNITED KINGDOM (GB) X v

Payment Type *
Out of Pocket v

Amount * Currency *
[Empty Field] UK, Pound Sterling (GBP) X v

Receipt Status * Department *
None Selected v None Selected v

Location Property *
None Selected v Management Limited v

Personal Expense (do not reimburse) Merchant Tax ID [Empty Field]

Comment 0/500
[Empty Text Area]

You only need to enter your claim in 1 part.

Please add to comment box that the fuel is for a hire car.

Please watch this handy video guide for adding expenses:

[Concur Video](#)

Expenses Approval Process



Need more help?

Each department/park will have budgets set out which include costings for travel and expenses. If in doubt, please speak with your leader/park manager prior to incurring any expenses.

Useful Contacts:

TravelPerk	Cove.expenses@cove.co.uk
Concur	Cove.expenses@cove.co.uk
Company Credit Card	Cove.expenses@cove.co.uk
Fuel Card	Peter.lee@cove.co.uk
Accounts Payable	Accounts.payable@cove.co.uk
Petty Cash	Cove.expenses@cove.co.uk
HR	hr@cove.co.uk