# Response to claimants using paper form after eExpenses goes live

**KEY:** Information to be added locally

## Email from finance officer or equivalent

Audience – claimants who have submitted expenses claims via existing form after eExpenses is live

Subject: Your recent expense claim

Dear NAME

You recently submitted an expense claim using the paper expenses claim form, and that is now being processed ready for payment.

I write to inform you that as a department we are moving to use the new online SAP Concur eExpense system that was launched on DATE, and that we will stop accepting claims using the form after DATE.

**Suggested action**

Therefore, I recommend that you access eExpenses before you need to submit your next expense claim. You need to edit your profile within the system before you can create your first expense claim online and y**ou cannot delegate this activity to someone else.** You only need to do this once, unless your details change.  
  
To update your profile:

* Sign into SAP Concur using your SSO (Single Sign-On) credentials (for example, abcd1234@OX.AC.UK), using the button on the [Finance Division website.](https://finance.admin.ox.ac.uk/expenses)
* Input your bank account details which are required so that you can receive payment.
* If you will need to claim for mileage, add the required vehicle details.
* Verify your University email address, which is already uploaded, if you want to email receipts to the system.
* Add and verify an alternative email address if you will need to email receipts to the system from a different email account, for example the default address on your mobile device.

You may also want to download the mobile app (although the app might not work with pre V7 android devices and pre iOS 12.0 Apple devices) so you can also create claims while out and about, if you wish. You will need to use the unique University SAP Concur code for this, company/SSO code 95D6V7.

Further details about eExpenses, including how to access online guidance and training, are available below and on the [Finance Division website](https://finance.admin.ox.ac.uk/expenses) but if you have any questions, please do get in touch with me.

Kind regards

**Guidance and help**

* University expenses [policy](https://finance.admin.ox.ac.uk/expenses) and [guidance](https://finance.admin.ox.ac.uk/claimants-expenses-guidance).
* [Claimant Quick Reference Guide](https://finance.admin.ox.ac.uk/files/sapconcureexpensesclaimantqrgpdf) (PDF).
* [Approver Quick Reference Guide](https://finance.admin.ox.ac.uk/files/sapconcureexpensesapproverqrgpdf) (PDF).
* [eExpenses training and support](https://finance.admin.ox.ac.uk/eexpenses-training-and-support).
* [‘How to’ topic-based video guides](https://finance.admin.ox.ac.uk/how-to-videos-2).
* 24 hour SAP Concur user support: 0800 389 8758.

**What to expect from eExpenses?**

* You can create and submit an expense claim electronically either via computer or smart device, wherever you are working, whether on the go, at home or at the University.
* You can photograph or scan your receipts and easily upload them to your claim or email them to eExpenses, ready to attach to your claim.
* You can delegate the creation of an expense claim, but **you will need to submit it yourself**. This forms a declaration that the expenses you are claiming have been incurred for carrying out University business and that they are in line with the [University's expenses principles](https://finance.admin.ox.ac.uk/expenses).
* Checks will be carried out by finance staff and expenses approvers online and, if there is a query, your claim will be returned to you, electronically within the system, for additional information or explanation.
* You can view the progress of your claim through the approvals process within eExpenses.

**Exceptions**

* A new offline form has been developed for use by people external to the University without an SSO ID (for example, visitors, research participants and interview candidates) who will not use eExpenses. This can be accessed via the [Finance Division website](https://finance.admin.ox.ac.uk/how-to-claim-expenses-people-external-to-the-university).
* A new offline form also will need to be used for items that constitute a taxable benefit and is also available on the [Finance Division website](https://finance.admin.ox.ac.uk/how-to-claim-expenses-staff-and-students).
* There are no changes to the processes for [requesting and clearing advances](https://finance.admin.ox.ac.uk/arrange-an-advance-0) or using [University credit cards](https://finance.admin.ox.ac.uk/barclaycard).