

Expenses

All colleagues can claim expenses in line with the [expenses policy](#) via our online system known as P2D which you can access on any device at coop.p2dgroup.net

If you're a **Food store** colleague, then you should now register and use the online system. **Paper forms are no longer accepted and will be rejected**

New user setup

Your access is setup via MyHR. To do this follow [this guide](#). Your request will be actioned overnight, and your login details emailed to you within 2 days so check your work email address is correct in MyHR before starting. If it's not, then call IT to amend it

If you will need to claim mileage then you must complete [this form](#) as well

First time login

When you first login click Change Password on the left hand side to change your password and set a security question so you can reset your password in the future

Making Claims

Use this [user guide](#)

Changes to details

If your details such as cost centre, email or approvers change then you should make sure these changes are actioned in MyHR. Once its correct, each night the expenses system will pick up any changes and update your account to match MyHR. If you think this hasn't happened then email colleagueexpenses@coop.co.uk with your name, employee number and what is wrong we'll look into it.

Rejected claims

If a claim has been rejected, then you'll get an email telling you this. You'll need to login to the system and into your current claims, click on the red icon next to the claim to view comments as to why it has been rejected. You should add your own comments, re-upload your receipts from your previous claim and submit the claim again

Password resets

Choose **Forgotten Password** or call the expenses team on 0330 606 9408 option 3 if this doesn't work

Payment of expenses

Your expenses are normally paid within 3-5 working days from the release date

Approving expenses

All claims will go to your line manager. If they haven't approved within 7 days, then your claim is automatically sent to your second approver for them to review for a further 7 days

Adding or changing bank details

Expense claims will be paid into the same account as your wages on MyHR. You should change your bank detail on MyHR first and then tell us using [this form](#) and we'll get your new details from MyHR

Submitting receipts

Receipts are as important as the money you have spent, please ensure all supporting receipts are attached to each expense claim you make. Never include any personal information such as your card number or your claim will be rejected. Use a marker pen to cover any personal details before you take a copy.

At times we understand there are exceptions to the rule i.e. Tolls/Ferry. Please ensure you tell us why a receipt is not available and select the most appropriate receipt option on the expense line.

Top tips

- Quality of the receipts must be clear and legible, if you can't read it, neither can we
- Try not to overlap receipts as this may result in your expense claims being rejected
- Credit card receipts are not acceptable. If attached to your expense claim as supporting evidence, your claim will be rejected
- All receipts need to be itemised

VAT receipts

Please ensure you obtain a VAT receipt; it is important to the business to reclaim VAT and we can only do this with your support. Where a VAT receipt is not available, please still attach the receipt and select the most appropriate receipt option on the expense line.

Top tips

- Not all receipts are VAT receipts however if the details are on the back of the receipt please copy/scan both sides of the receipts as this may result in your expense claims being rejected
- Please attach a valid receipt/vat receipt in place of a credit card receipt

Claims over 3 months old

We know that sometimes it is not easy to keep up with your expenses and so if you have claims that date outside of the policy you would need to consult your approver first who will inform you whether they are happy to authorise. If so then you can put this through.

Top tips

- Submit as soon as you spend. The sooner you submit your claim with your receipts, the easier it is to keep up
- Always consult your approver first and then if still in doubt, contact the expenses team

Business mileage

For the miles you have travelled for business we need to be able to determine the exact locations travelled from and to and for your mileage claims.

Fuel receipts for these journeys are also needed to support your claim; this is part of the policy.

Just to remind you: If you have a company car or the cash car allowance, both these categories are charged at the same rate. A fuel receipt is required to cover a 30-day period of travel when claiming car

mileage. (30 days either way of receipt date). Also, more than one receipt depending on the value of the claim.

Top tips

- State the journey starting from your work postcode to your destination's postcode; unless your work is home-based, then you should state your home postcode.

- Your fuel receipts must show:

PRINTED date of purchase – (No handwritten dates/handcrafted receipts)

TYPE OF FUEL

VAT REGISTRATION NUMBER/ VAT BREAKDOWN

Relocation Expenses

See the [expenses policy](#) and then [this page](#) for further details

If you need further help email colleagueexpenses@coop.co.uk with your name and employee number or call the team on 0330 606 9408 (Option 3)