

Duty of Care - Claimant FAQs

Last Modified on 14/04/2025 12:47 pm BST

General Information

How do I add my Duty of Care information?

There are a variety of documents and information relating to Duty of Care which may need to be added to your employee record including driving licence, vehicle documents and breakdown cover. For information on how to add these documents, view the Links section of [Duty of Care](#).

What happens once I have entered my Duty of Care documentation?

If you are adding a new vehicle, you will be prompted to add any additional vehicle documents as determined by your organisation. The associated documents must be reviewed and approved before claims for mileage can be processed. An email will be sent notifying your approver that you have added a vehicle requiring their approval.

When adding a new vehicle document to your record, an email is sent to your approver notifying them that a document is waiting for their review. You will be notified by email if the review has not been successful. Once all of your required Duty of Care documents are uploaded and approved, you can claim mileage expenses.

Note: When adding a new driving licence, you will be required to create a new review request so that your approver will be able to review your driving licence.

Claims

Can I still claim expenses if one or more of my Duty of Care documents have expired?

When Duty of Care is enabled on selected Mileage Expense Items, valid documents are required in order to claim that mileage expense. The specific documents required are determined by your organisation. Claims can be made for journeys within the timeframe that the documents were valid, providing all other conditions for the claim have been met. Once a document has expired, you must add a new valid document to continue claiming for mileage.

If you attempt to claim business mileage when you have not added a required vehicle document, the add expense page will notify you that you are unable to claim mileage and a link will be provided to add the appropriate vehicle documents.

MOT validation checks will also take into account the period between MOT expiry date and the issue date of a new certificate. If MOT is a Duty of Care requirement in your organisation, claimants will be unable to claim business mileage during this period.

I don't claim travel that requires Duty of Care (business mileage). Will I still need to add my Duty of Care documentation?

No, Duty of Care documentation is required only for claims relating to mileage.

Documents

Can I store multiple Duty of Care documents?

For each individual, one valid driving licence will be in effect at any given time. For every active vehicle that you are claiming mileage with, you can store one **current** vehicle document of each available type within the system (Tax, MOT, Service, Insurance and Breakdown Cover). All expired versions of these documents also remain in the system for historical claims information.

As a new document is obtained, you will upload it to your employee record. The only exception is in the case of photocard licences, where both a front and back image of the licence is required. In the case where a document contains multiple pages, please ensure your uploaded image contains a scan including all pages before proceeding.

What file formats can I upload?

This is determined by your organisation. Your administrator will be able to set the file formats can be uploaded. Contact your administrator to find out which files you are permitted to upload. For more info, view [Contact Your Local Administrator](#).

How can I check when my Duty of Care documents are due to expire?

To determine when one of your Duty of Care documents is due, login to Assure Expenses, navigate to **My Details | My Duty of Care Documents** and choose either 'My Driving Licences' or 'My Vehicle Documents'. You will see a list of the documents you have added with their associated expiry date. Will this impact existing reports which have been created by our organisation?

How do I update my Duty of Care documents before they expire?

To ensure that you do not have any interruption in the processing of your mileage claims, ensure that your Duty of Care documents are kept up to date and have a valid review. You can do this by adding a driving licence or vehicle document through **My Details | My Duty of Care Documents** and choose either 'My Driving Licences' or 'My Vehicle Documents'. For additional information on adding your Duty of Care documents, view the **Links** section of [Duty of Care](#).

Will I be reminded before my document expires?

Document reminders are configurable by your system administrator. Contact your system administrator to confirm whether this option has been enabled within your organisation.

My driving licence wasn't issued in the UK, can I still store it in Assure Expenses?

Yes, you can manually add a non-GB driving licence. The licence must still be reviewed and approved before claims for mileage can be processed. For additional information on adding your Duty of Care documents, view the **Links** section of [Duty of Care](#).

Approvals

Who checks and approves my Duty of Care documentation?

Review and approval of Duty of Care documents can be performed by either a Line Manager or a Team and is set by the system administrator. If you want to find out who is responsible for approving your Duty of Care information, please speak to your system administrator.

My driving licence has only just been approved, can I still claim older expenses?

Yes, after approval, your driving licence is valid from the start date/issue date specified on the licence, allowing mileage to be claimed from that date onwards.

Mobile

Can I use my smartphone to add my documents and scan documents?

Although it is possible to scan documents using a smartphone, the functionality to upload and manage your Duty of Care documentation via mobile access is currently unavailable.
