


Vehicles - Admin FAQs

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Vehicle Lookups

How do the Lookups work?

When adding a vehicle, enter the vehicle registration number and click  to retrieve the vehicle details from our vehicle information provider 'Vehicle Smart'.

Where possible, the Make, Model, Vehicle Type, Engine Type and Engine Size will be retrieved, however, the Make and Model may not be found and will need to be entered manually. All fields can still be modified if required.

How much do Lookups cost?

Vehicle lookups are free of charge.

There is an additional Duty of Care feature associated with vehicle lookups. When enabled, vehicle Tax and MOT documentation will be automatically populated upon adding a vehicle. This is a paid licenced feature. Contact your RLDatix Account Manager for more information.

Vehicle Functionality

How do I allow employees to add their own vehicles?

Navigate to **Administrative Settings | Tailoring | General Options** and enable the 'Allow employees to add new vehicles' general option in order to allow employees to add their own vehicles.

Can a claimant activate their own vehicle?

Navigate to **Administrative Settings | Tailoring | General Options** and enable the general option 'Activate vehicle when employee adds own' in order to automatically make the vehicle active when an employee adds a vehicle.

Note: Upon enabling this general option, the 'Allow employees to select vehicle journey rate categories' will be enabled by default.

How do I activate a claimant's vehicle?

For information on how to activate a claimant's vehicle, view [Activate a Vehicle](#).

Who is the vehicle activation email sent to?

The user who is set as your organisation's 'Main Administrator' will receive all vehicle activation emails. You can change this user by navigating from the Home page to **Administrative Settings | Tailoring | General Options | Main Administrator**. For more information on the Main Administrator

option, view [General Options - Main Administrator](#).

Can I have multiple vehicles active at the same time?

Yes. When adding a vehicle, you can select to replace an existing vehicle or add a new vehicle.

Why must a claimant's vehicles all be set on the same financial year?

If your organisation has multiple financial years configured within Assure Expenses, a claimant will only be able to assign their vehicles to one of these financial years. The reason for this is so that the accumulated mileage for the year is cumulatively totalled against a single year and is reset for each vehicle at the same time. This allows the Vehicle Journey Rate Categories to correctly apply mileage thresholds and rate changes depending on mileage accumulated over a financial year.

If permitted, when adding their first vehicle, the claimant will be able to select appropriate vehicle journey rate categories from a choice of financial years. Once the vehicle has been added, any future vehicles which are added will be restricted to the same financial year. This rule still applies to vehicles which are no longer active.

Why does a bicycle require approval as a vehicle?

Any vehicle which is added that will be used to claim business mileage is subject to approval before use. The difference between a bicycle and a car or van is that you will not need to add Duty of Care documents for a bicycle.

How do I archive a vehicle?

Setting an end date on a vehicle will restrict a claimant from being able to select that vehicle after the date set.

Vehicle Journey Rates

How do I determine the rate that a claimant can be reimbursed for using their vehicle for business mileage?

Vehicle Journey Rate Categories can be configured in order to control how much a claimant can claim for business mileage based on date, distance and engine type. For more information, view [Manage Vehicle Journey Rate Categories](#).

How do I set up heavy/bulky goods?

The rate for heavy/bulky goods for a journey can be set when creating or editing a Vehicle Journey Rate Category. For more information on how to add a rate for heavy/bulky goods, view the 'Add Threshold Details' section within [Manage Vehicle Journey Rate Categories](#).

Why am I not able to select the correct vehicle journey rate category for my vehicle?

If you are unable to select a vehicle journey rate category for your vehicle it is likely that your vehicle's engine type has not been specified in the vehicle journey rate's configuration. For more information, view [Manage Vehicle Journey Rate Categories](#).

