

2025 - Product Updates

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Release Notes - 9 December 2025

Date: 09/12/2025

Version: 2025.12.5.2

Enhancements

- We've implemented a new scheduled daily job to automatically correct work addresses that may have been incorrectly looked up, after ESR Outbound files are imported into Expenses. Previously, this might occur where multiple VPD's had outbound files importing at the same time into one Expenses system. This new process runs exclusively across NHS accounts, ensuring updates occur once per day for consistency. Additionally, the job records execution logs to support auditing and compliance. (200408)
- We've made updates to 'Check and Pay Expenses' to allow for occasions where there is an extremely large number of claims awaiting team allocation that need to be displayed in the summary page to allow the approver to select a claim for approval using 'Allocate to Me'. (200650)
- We've made technical improvements to our observability platform. (202876)
- We've updated all product areas to replace logging with tracing, for improved observability and performance monitoring. (199178)

Bug Fixes

- We've added validation to prevent the archiving or deletion of an employee assigned as the main administrator. (62091)
- We've fixed an issue where editing the date on an approved claim caused other values, such as home to base calculations to update, despite the claim being already paid. This occurred when editing the paid claim from the 'Claim Viewer' and it only affected users with this option enabled, and, users with a specific setup for their 'Home' and 'Work' addresses. (143952)

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Release Notes - 17 November 2025

Date: 17/11/2025
Version: 2025.11.11.1

Enhancements

- We've made enhancements to the notification service for 'Driver Compliance'.

When a licence lookup is performed and the company has run out of credits, the system returns error code 501, which triggers an email notification to the main system administrator as defined in 'Tailoring | General Options'. We've updated the email template for this notification to include instructions for a new process for arranging a top-up that prevents future lookup delays. (201432)

To improve the 'Licence Check' experience and reduce delays in mileage claims, we've introduced a proactive notification system for customers nearing depletion of 'Driver Compliance' credits. A new email template titled "Action Required - Low Driver Compliance Credits" will alert users when their remaining credits are low, guiding them through the top-up process. This enhancement streamlines operations for claimants and internal teams, including Finance, Account Management, and Support. (201433, 201434)

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Release Notes - 06 November 2025

Date: 06/11/2025
Version: 2025.11.4.1

Enhancements

- We've made an enhancement to the Duty of Care (DoC) configuration. Now, the system allows users to exclude company cars from DoC and to include private or lease vehicles. We've added the 'Check Insurance', 'Check Tax', 'Check MOT, and 'Check Breakdown Cover' fields to the expense items to provide users with granular control over individual checks based on system settings and item-level configuration. (187671)
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Release Notes - 04 November 2025

Date: 04/11/2025

Version: 2025.10.31.4

Enhancements

- We've made a technical update for our encryption keys to keep the users' data safe. (193788)
- We've added a warning message for reports scheduled for 'Today' with a start time less than 15 minutes from now, which helps maintain timely execution. (19810)
- We've introduced additional validation to prevent the deletion of Financial Year records in 'Tailoring | Company Details | Financial Year' when they are referenced in 'System Options | GDPR Data Retention Configuration'. (202065)

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Release Notes - 22 October 2025

Date: 22/10/2025

Version: 2025.10.17.1

Bug Fixes

- We've fixed an issue where email notifications for newly created driver documents and driving licence reviews were incorrectly sent to the second-level line manager instead of the claimant's direct line manager. (202904)
- For drivers where the automatic driver licence lookup returns an obscure error code, such as driver details not found or not matched, we've made a change to the lookup process to prevent repeated attempts to lookup the licence that is not recorded with DVLA. This reduces the quantity of credits used for the lookup service. (202520)

Release Notes - 29 September 2025

Date: 29/09/2025

Version: 2025.9.25.3

Enhancements

- We've implemented new email notifications for system administrators regarding automatic data removal settings. The notifications remind you when the automatic data removal option is enabled and when information is due to be automatically removed from the system, based on your GDPR configuration settings. The reminders are sent at intervals defined by your notification frequency settings, and may include multiple alerts, depending on the configuration. (201231)

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Release Notes - 23 September 2025

Date: 23/09/2025

Version: 2025.9.22.3

Enhancements

- We've added a new 'GDPR Data Removal Log' menu in 'Administrative Settings | System Options'. This feature enables licensed users with the appropriate access roles to view detailed logs of automated data deletions, including summary statistics and deletion history, to support compliance tracking. (201232)
- When users perform a licence lookup and the company has no remaining credits, the system returns a code 501 from the licence lookup provider. This triggers an email notification to the main system administrator configured in 'Administrative Settings | Tailoring | General Options'. We've updated the email template for this notification to include instructions for a new top-up process designed to prevent future lookup delays. (201432)

Bug Fixes

- We've fixed an issue where when users accessed the 'Greenlight Form' view from the Expenses home page, the system displayed an error instead of the list of forms. (202566)

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notifications.

Release Notes - 18 September 2025

Date: 18/09/2025

Version: 2025.9.1.1

Enhancements

- We've updated failure notification emails for driver compliance documents to include reviewer notes. This helps claimants understand the reason for rejection and take corrective action accordingly. (201256)
- We've made an enhancement to the 'Submitted Claim' page in 'Check and Pay'. Now, approvers can see the claimant's username at the top of the page, which makes it easier to verify claim ownership and avoid confusion when they reviewing claims. (202081)
- An automated CRON-based scheduled process has been implemented that will allow the removal of outdated expenses claim data for eligible accounts. Paid claims older than the configured retention period will be permanently deleted, along with related receipts and claimant data, following strict deletion rules. Deletions details will be logged for traceability and compliance. (201920)
- We've implemented an automated, CRON-based scheduled task to remove 'Driver Compliance' records for accounts with licensed elements and configured options, in line with our data retention policies. The process ensures that records are deleted only after all related claims and employee data have been cleared, based on financial year-end and retention settings. All deletion activities are logged in the system to maintain traceability and compliance. (201922)
- We've implemented a scheduled CRON-based task to automatically delete archived employee records in line with GDPR data retention policies. The process applies only to archived employees with a leaving date, no recent claims within the retention period, and after their claim data has been purged. Employees in key roles, such as budget holders, team leaders, claim owners, sign-off approvers, and line managers, are excluded from deletion. Each deletion triggers a cascade removal of the employee and all related data. (201921)
- We've updated the email notification sent to the driver compliance team to show the name of the employee linked to the vehicle, rather than the name of the person who uploaded the document through 'My Team's Vehicle Documents'. (202067)

Bug Fixes

- We've fixed an issue where filtering by the 'Username' column in the 'Claim Viewer' caused an error. (152845)
- We've improved how the system handles vehicle documents, such as Tax, when they are entered manually by the claimant. Now, the system checks the manually entered start date when determining if the claimant is driver compliant and able to claim mileage. For Tax documents that are automatically looked up, the start date is implied as 1 year before the expiry date. (201320)

- We've updated the 'Save' button functionality on the 'Add New Expenses' page so that it becomes enabled only after an expense item is selected and its required fields are displayed. (201651)
- We've improved how the system handles bank account details in 'Claim Viewer' for approvers. Now, these details are properly redacted, which ensures full compliance with data protection standards. (202091)

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Release Notes - 13 August 2025

Date: 13/08/2025

Version: 2025.8.11.1

Enhancements

- We've improved the 'Claim Viewer' page to enhance user clarity and navigation. The claimant's username now appears prominently at the top of the page, making it easier to identify the claimant at a glance. (187722)

Bug Fixes

- We've fixed a UI alignment issue on the 'Employee Details' page in the 'General Details' tab where the tooltip icon and the 'Extension Number' field were misaligned. (193801)
- We've fixed an issue where declining DVLA check consent redirected users to a blank 'My Duty of Care Documents' page instead of returning them to 'My Driver Compliance Documents' page. (201976)

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Release Notes - 29 July 2025

Date: 29/07/2025

Version: 2025.7.24.3

Enhancements

- We've made an enhancement to the automatic lookup feature for DVLA licences. The system now marks DVLA licences where all the entitlements are provisional as invalid licences, and therefore prevents the learner driver from claiming mileage. This change does not impact any other licence types or entitlement combinations. (200555)
- We've made an enhancement to the 'Claimant Insurance Form' in 'Driver Compliance' to ensure that insurance records are always supported by documentary evidence. We've now enforced a mandatory setting for the 'Document' attachment field which requires at least one file to be included. We've also added an optional 'Additional Document' attachment field to both claimant and reviewer insurance forms for users who need to upload more than one document. (200839)
- We've made an enhancement in the 'System Options'. We've added new configuration settings for automatic data removal from the system after the mandatory retention period. Your account must be enabled for the automatic data removal to access this new feature. (200210)

Bug Fixes

- We've fixed an issue where navigating back to the 'Claim Viewer' after canceling the 'View receipts' action triggered multiple error messages and prevented uninterrupted page loading. (188444)
- We've fixed an issue where the system allowed users to submit expense claims with empty spaces in the claimant justification field. Now, where the claimant justification is required, the system checks whether the field contains meaningful input before allowing the submission. (188485)
- We've fixed an issue where the system did not display vehicles without an assigned journey rate in the 'Vehicle' drop-down list within the vehicle documents. Now, the system displays all vehicles in the drop-down list regardless of their journey rate assignment status. This allows users to add the vehicle document they want. (201221)
- We've fixed an issue where the system incorrectly displayed the 'Delete' option when users accessed claims through the 'Claim Viewer' when the 'Previous claims can be edited' setting was disabled. This led to permission errors and unintended claim deletions. (201287)

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Release Notes - 17 July 2025

Date: 17/07/2025

Version: 2025.7.11.1

Enhancements

- We've updated our third party service GB Loqate to the latest international Geocoding version to ensure all addresses are accurately captured when adding mileage claims. (199206)
- We've added a new feature that allows users to sort columns in the 'Driver Compliance' tables in either ascending or descending order. This enhancement improves data accessibility and makes it easier to analyse and manage compliance information efficiently. (200864)

Bug Fixes

- We've fixed an issue where mileage claims were using the incorrect rate for inactive vehicles when the starting mileage exceeded the threshold. Now, the calculation applies the journey rate correctly. (196250)
- We've fixed an issue where driving licences with multiple reviews were incorrectly generating duplicate entries in a report. We've updated the report logic so that now it consolidates reviews under a single licence entry, ensuring accurate and non-redundant output. (201258)

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Release Notes - 04 July 2025

Date: 04/07/2025

Version: 2025.7.3.2

Bug Fixes

- We've updated the checks for driver compliance documents. Now, the system considers the start date of the document without any associated time element, so that the document always appears as valid, and allows mileage to be claimed on the start date of the document. (201477)
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Release Notes - 03 July 2025

Date: 03/07/2025

Version: 2025.7.1.2

Bug Fixes

- We've updated the notification service to prevent an error that could prevent the email from being sent when the email template was previously modified with GreenLight custom attributes. (201660)

Release Notes - 01 July 2025

Date: 01/07/2025

Version: 2025.6.26.3

Enhancements

- We've updated the notification service to use Duty of Care tables and fields instead of the GreenLight custom attributes, so that the recipients have accurate and up-to-date information. (201443)

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Release Notes - 17 June 2025

Date: 17/06/2025

Version: 2025.6.5.1

Duty of Care Services

- We've added a new option that allows approvers to delete driving licence reviews from the 'My Team's Driving Licence Reviews (All)' and 'My Team's Driving Licence Reviews (Awaiting Review)' pages. The option is available only to approvers who have the 'Delete Reviews' permission enabled for their access role. They can delete any review except those with the status 'Reviewed – OK'. If they delete the most recent review, the driving licence status will

automatically revert to the status of the previous review for that licence. (200697)

Release Notes - 17 June 2025

Date: 17/06/2025

Version: 2025.6.12.1

Enhancements

- We've replaced the generic message "Failure - Item could not be deleted" with more appropriate and descriptive error messages when a user requests deletion of an employee through the API. (194659)
- We've removed the redundant website and options on Knowledge Owl to eliminate security risks. (196823)
- We've made an enhancement for the start date in tax documents to be displayed as blank when a tax document without a start date is added through automatic lookup. (200845)
- We've made an enhancement to the driving licence lookup process to ensure accurate record creation and improved auditability. Each lookup creates a new driving licence record without overwriting of existing data, particularly where driving licence records have different issue numbers. Previous driving licence records remain unchanged to maintain a complete audit trail and prevent lookup ID mismatches. (201283)

Bug Fixes

- We've updated the email address validation when a user adds an employee through the API to match the validation in the Expenses web app. (200200)
- We've updated the 'Date Created' field in all 'Driver Compliance' summary grids so that it always displays the UK time zone. (200945)

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Release Notes - 27 May 2025

Date: 27/05/2025

Version: 2025.5.22.2

Enhancements

- We've made an enhancement to not allow vehicles declared as SORN in the tax document to be used for claiming mileage. Creating of vehicle documents on the claimant side for SORN vehicles is also restricted since the vehicle cannot be used for mileage. The option to add vehicle documents is always available for approvers. (200841)

Bug Fixes

- We've fixed an issue with vehicle selection for approvers when creating a vehicle document to filter out the inactive vehicles. This relates to having the configuration option: "Vehicles are inactive if the date is outside of the vehicle's start and end dates" enabled. (200809)

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Release Notes - 23 May 2025

Date: 23/05/2025

Version: 2025.5.21.2

Enhancements

- We've added the claimant's username to the standard Duty of Care email templates that notify the approver that action is required. This allows easier identification of the claimant that the documents relate to. (200792)

Bug Fixes

- We've fixed an issue in the 'My Team's Vehicle Documents (awaiting Review)' summary page to filter out inactive vehicles when using the Duty of Care setting 'Vehicles are inactive if the date is outside of the vehicle's start and end dates'. (200817)

Release Notes - 21 May 2025

Date: 21/05/2025

Version: 2025.5.20.1

Bug Fixes

- We've fixed an issue where claimants were not able to claim mileage when multiple tax documents without a start date were added via the automatic lookup service. (200826)

Release Notes - 20 May 2025

Date: 20/05/2025

Version: 2025.5.16.14

Enhancements

- We've implemented licence checks in the Expenses claims based on the new field 'UK Expiry Date' for the non-GB driving licences. If this date is expired, the claimant will not be able to claim mileage expenses. If it is not added, then the licence expiry date is used for the checks (196372)

Bug Fixes

- We've fixed an issue where the 'Driver Compliance' summary page grid was not loading when using a sub-domain such as www.sel-expenses.com. (200687)
- We've fixed an issue where question marks were incorrectly showing in the email template for driver licence review requests. Now, they are correctly showing as apostrophes. (200831)

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Release Notes - 19 May 2025

Date: 19/05/2025

Version: 2025.5.16.1

Bug Fixes

- We've fixed an issue for the Duty of Care manager approval process. The notification was not being sent to the line manager when a new vehicle document was added, advising them that there was a document awaiting approval. (200784)
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Release Notes - 09 May 2025

Date: 09/05/2025

Version: 2025.5.8.2

Bug Fixes

- We've fixed a performance issue with the grids not loading when there were over 1100 pages in 'My Team's Driving Licences'. This displayed a "Service Not Available" message whilst the page attempted to load. (194305)

Release Notes - 06 May 2025

Date: 06/05/2025

Version: 2025.04.29.1

New 'Driver Compliance' Menu

- We've moved all of your 'Duty of Care' vehicle documents and driving licence records under a new menu option to help you find things more easily and reduce the amount of navigation you have to do in the system. We've named the menu 'Driver Compliance'. (200053)

Enhancements

- We've added a new column called "Created on" to all 'Driver Compliance' menus. (195408)
- We've added some new fields to the 'Driver Compliance' non-GB driving licences to capture the UK date of residency and the UK expiry date. (194311)
- For the 'Driver Compliance' feature, we've added an additional check for Tax and MOT vehicle documents so that when a claimant provides a manual document record and the system also makes an automatic lookup, the automatic lookup record takes precedence as this is the official DVLA document. (198710)
- We've added new displays for the 'Driver Compliance' paper and photocard driving licence records so that the entitlements and endorsements the driver enters are always visible to the reviewer. (200065)
- We've added a new standard report in the 'Driver Compliance' category. This report retrieves data for all non-GB driving licences that have a UK expiry date within the next 4 weeks. The UK expiry date may be earlier than the actual licence expiry date. (200229)
- We've extended the tracing for the 'Driver Compliance' checks to include additional information so that we can identify reasons why an employee would not update after their driving licence is looked up. (198704)
- We've added two new reminders for non-GB driving licences based on the UK expiry date or the expiry date of the driving licence. One is for the owner of the licence and the other is for the approvers. (196371)
- We've added new fields to 'Driver Compliance' for non-GB driving licences to include the UK date of residency and the UK expiry date because they can be different to the original licence

for the country of issue. We've also made these fields reportable. (199979)

- We've removed the 'Knowledge Articles' menu option from 'Administrative Settings | Help and Support | Management' and from 'User Management | Access Roles' due to redundancy. (196824)
- We've made an enhancement for claimants who are required to submit an odometer reading on claim submission. Now, claims can only be unsubmitted in date order to ensure that the odometer readings associated with the claim are still accurately recorded after the claimant unsubmitted the claim. This also ensures that any personal mileage deductions associated with the claim are also correctly calculated. (200059)

Bug Fixes

- We've fixed an issue where a message displayed that informed the driver that their vehicle document was awaiting approval when it had already failed the review. (102136)
- We've fixed an issue where claimants were incorrectly being notified that their vehicle did not have a tax record when the tax record attached to the vehicle was already expired. This occurred if the vehicle was active on the date of the expense. (123300)
- We've fixed an issue that appeared when you added a mileage expense item to a claim in cases when you added a new vehicle that had no Duty of Care documents recorded. If there was more than one active vehicle, the 'Driver Compliance' checks were not replaced correctly in the display for the new vehicle when you changed the vehicle selection on the mileage item. (152603)
- We've fixed an issue with the 'Fixed Excess Mileage' expense item that gave an incorrect total amount for an expense with two or more journeys. (159907)
- We've fixed an issue where a driver had both a non-GB driving licence and a UK driving licence recorded in the system. Now, the approved licence will always take precedence over an expired or invalidated licence. (191881)
- We fixed an issue with the 'Relocation Mileage' expense item that gave an incorrect NET amount for an expense with two or more allowances. (196122)
- We've fixed an issue with the automatic driver licence lookup. In order to make an automatic lookup of the driving licence the driver must provide consent, and when a claimant gives consent for their driving licence to be automatically looked up, the consent process returns a code to indicate whether the consent is successfully or unsuccessfully recorded. There are many different codes that can be returned that indicate that the consent is unsuccessful, for example the "No consent on record" code. In some instances, when the driving licence lookup process returned a code indicating that provision of consent had not been successful, the lookup date was not recorded, however, this did not occur with all codes, the majority returned the code and updated the lookup date. Where the date was not recorded this in turn could cause an additional licence lookup attempt to be made. We've now fixed this intermittent issue by ensuring that the lookup date is always updated for all possible return codes, which means that the frequency of the lookups as set in the system will be preserved. (199454)
- We've fixed the issue with the autolookup not updating a driver that has directive for the driving licence "UN". This is a new code included for the lookup service that was not previously returned, so we've now made an enhancement to include this and to update the driver if this code is returned. (199939)
- We've fixed an issue where the images were not appearing for the buttons in 'Quick View

Receipts'. The button actions were behaving as expected. (200410)

- We've fixed an issue that prevented the route from being displayed on the map when viewing a mileage journey. (200475)

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Release Notes - 09 April 2025

Date: 09/04/2025

Version: 2025.4.8.1

Enhancements

- We've implemented a new check to prevent the deletion of an employee that is associated with one or more claims. (199297)
- We've made an enhancement to prevent employees from selecting themselves as a passenger when claiming a mileage expense item. This prevents the claimant from claiming the pence per mile (ppm) for driving the journey, and any additional ppm that may be configured on the vehicle journey rate for taking additional passengers on the same journey. (199144)
- We've made an enhancement to the audit log to capture more records. We've implemented additional audit log records for employees for assigning, amending, and removing sign-off groups from the employee record. We've also expanded the audit log entries for sign-off groups so that adding, updating, deleting, or viewing sign-off groups is now recorded in the audit log. We've also added audit log entries for adding, amending, or removing sign-off group stages. (199139)
- We've added some additional checks to user-defined fields (UDFs) to prevent the administrator from saving a new list type user-defined field or saving an amendment to an existing list type user-defined field where the list items for the field are not defined. (196388)
- We've implemented a more robust Content-Security-Policy (CSP) Header to improve the security of the application. (196813)
- We've removed the option for uploading Expenses Company Policy documents in HTML format since this poses a low-risk vulnerability associated with certain HTML formats. This option is no longer available for future uploads, but existing policy documents that are already in HTML format will remain available for access. (196814)

Bug Fixes

- We've fixed an issue where negative corporate card transactions did not match existing expense items on the claim when the transaction was in a foreign currency. (133997)
- We've updated the 'Audit Log' in Administrative Settings | System Options to include 'Claims' as a search criteria in the 'Element' dropdown. You are now able to search the audit log for claims added, updated, or deleted from the system within a specified date range. (149528)
- We've fixed an issue where the expense item grid did not always update when you changed the view in the 'Claim Viewer'. This depended on whether the claim was current, submitted, or previous. (159458)
- We've made a change to the control column of the 'Expenses NR NP NHS' ESR pay element to prevent an intermittent issue where an expense item was not always included in the pay element summary. (190873)
- We've added a new checkbox called 'View personal Duty of Care documents' in the 'Delegates' tab in Administrative Settings | Tailoring | General Options to enable or disable viewing the 'Driving Compliance' section when you use the 'Delegate Logon' functionality. (197061)

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Release Notes - 26 February 2025

Date: 26/02/2025

Version: 2025.2.17.5

Enhancements

- We've added a new 'Driver Compliance Pack' email notification to inform the employee's line manager when the Duty of Care team fails a 'Driver Compliance' document. (191663)
- We've added the 'Date Created' column in all summary grids in the Driver Compliance pages. The column is visible for all Duty of Care documents. (194312)
- We've increased the timeout limit for financial exports so that larger reports have sufficient time to complete the export. (198368)
- We've added 'Audit Log' records for the 'View', 'Add', 'Update', and 'Delete' actions for the email suffixes. (198734)
- We've added a confirmation popup for when you add an email suffix. We've also added a comment box that warns you against entering generic email domains. (198755)
- We've made an enhancement to the 'Add Expense' page. Previously, when you used the 'Clear General Details' option, only the 'Reason' and 'Other Details' fields were cleared. Now, the 'Organisation' field is also cleared. This enhancement prevents incorrect information from

being saved with the expense item. (198768)

- We've improved the usability of the 'Returned Items' grid by making the default sorting on the 'Corrected' column in descending order. This ensures that the approver always sees the returned items at the top of the summary page. We've also improved the visibility of the ticked items by making the tickbox colour slightly darker. (199160)

Bug Fixes

- We've added a message that displays when a user-defined text field is created greater than the maximum size allowed, for example, greater than 2,147,483,647 characters. The display of the message prevents the field from being saved. Previously, this caused an "OverflowException" error to occur. (34206)
- We've made a change to the saving of the 'Claim Description' field. We converted some special characters that prevented the description from being saved and caused an error. (59541)
- We've fixed an issue with an error message that appeared when you added all currencies on the list. Now, a validation message appears to notify you when there are no more currencies to be added. (147836)
- We've fixed an issue in the 'Marketing Information' page where an error pop-up window appeared when you clicked the checkboxes to activate or deactivate a message. (195075)
- We've fixed an issue with reminders not being sent for consent expiry. (196370)
- We've fixed an issue to allow any system administrator with the correct access role permissions to be able to activate an employee created through self-registration. Previously, this was restricted to the main administrator only. (197572)
- We've fixed an issue in the 'Item Role' page that appeared when you created a new item role. Previously, when you clicked 'Link Expense Item' without first typing a role name, a blank page appeared with the word "false" on it. Now, a pop-up window appears with the message: "Please enter a Role Name". The blank page only occurred when you used the Firefox browser. (198214)
- We've updated the 'Maximum Length' functionality for the multi-line 'User Defined Field' text field to prevent entering more than the permitted number of characters set up in the user defined field definition. (198712)

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