

Assure Expenses | Approving a Claim

Last Modified on 19/10/2026 2:34 pm BST

Towards the end of October 2026, you will notice a refreshed look and feel across the Expenses pages.

These updates are designed to make the system easier to navigate, with a cleaner, more visual, and more modern design that helps you find what you need more quickly.

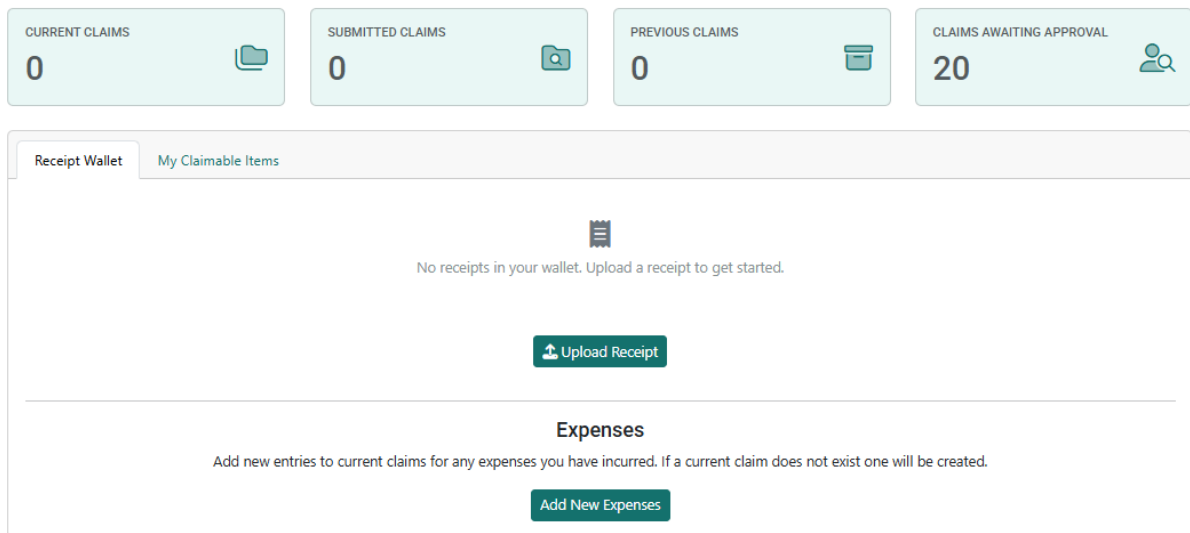
There are no changes to how you complete your usual tasks, such as approving an expense claim, except for how you navigate the menu options.

The design changes apply only to the desktop version of Expenses. The mobile app is not being updated.

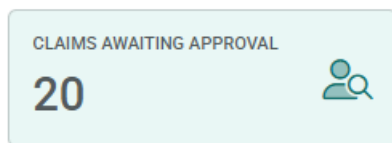
1. If you are a claimant and not required to approve the claims of others, your **Home Page** will look like this:

The screenshot displays the Home Page interface for a claimant. At the top, there are three light blue boxes: 'CURRENT CLAIMS' with a count of 1 and a folder icon, 'SUBMITTED CLAIMS' with a count of 2 and a folder icon, and 'PREVIOUS CLAIMS' with a count of 0 and a folder icon. Below these is a section with two tabs: 'Receipt Wallet' (active) and 'My Claimable Items'. The 'Receipt Wallet' section shows a message: 'No receipts in your wallet. Upload a receipt to get started.' with an 'Upload Receipt' button. The 'My Claimable Items' section shows a message: 'Add new entries to current claims for any expenses you have incurred. If a current claim does not exist one will be created.' with an 'Add New Expenses' button.

2. If you are an approver and you are required to approve the claims of others, your **Home Page** will instead look like this:



3. Notice the new **Claims Awaiting Approval** tile at the top of the page.



The number of claims that have been submitted for you to approve is displayed in the tile.

You can click on any of the tiles for navigation.

This tile replaces the Check and Pay expenses Home Page menu.

4. Click on the **Claims Awaiting Approval** tile.
5. You will be directed to the **Check and Pay Expenses** screen.

Check & Pay Expenses

Search for a Claim

Employee Surname

Item Filter

All Claims

Search

Current Claims

Columns

Approve Claim	Claim Number	Stage	Claim Name	Status	Items with Receipts Submitted	Items with Receipts Attached	Number of Flagged Items	Total Claim Amount	Cash Claimed	Credit Card Claimed	Purchase Card Claimed	Amount To Pay	Split Approval Stage	Number Items	Approved Items
Check Expenses	1	1 of 2	ABowler1	Sent to next stage, awaiting action	0	0	1	£10.00	£10.00	£0.00	£0.00	£0.00	☐	1	0
Check Expenses	4	1 of 2	Business Miles Test	Sent to next stage, awaiting action	0	0	2	£11.25	£11.25	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	1	1 of 2	CLittlefair1	Sent to next stage, awaiting action	0	0	2	£40.00	£40.00	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	1	1 of 2	MJenkins1	Sent to next stage, awaiting action	1	0	1	£5.00	£5.00	£0.00	£0.00	£0.00	☐	1	0
Check Expenses	1	1 of 2	MRowley1	Sent to next stage, awaiting action	1	0	1	£152.00	£152.00	£0.00	£0.00	£0.00	☐	1	0
Check Expenses	10	1 of 2	MRowley10	Sent to next stage, awaiting action	0	0	2	£157.08	£157.08	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	11	1 of 2	MRowley11	Sent to next stage, awaiting action	0	0	2	£1.25	£1.25	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	14	1 of 2	MRowley14	Sent to next stage, awaiting action	0	0	6	£3.75	£3.75	£0.00	£0.00	£0.00	☐	6	0
Check Expenses	15	1 of 2	MRowley15	Sent to next stage, awaiting action	0	0	2	£3.75	£3.75	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	5	1 of 2	MRowley5	Sent to next stage, awaiting action	0	0	8	£292.48	£292.48	£0.00	£0.00	£0.00	☐	8	0
Check Expenses	6	1 of 2	MRowley6	Sent to next stage, awaiting action	0	0	2	£11.25	£11.25	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	7	1 of 2	MRowley7	Sent to next stage, awaiting action	0	0	2	£56.25	£56.25	£0.00	£0.00	£0.00	☐	2	0

Only the navigation to the Check and Pay Expenses page has changed.

From here your actions for approving the claim items will be done exactly the same as usual.

- Claims which appear in the **Un-allocated Claims** section are allocated to a team for approval, rather than a specific approver, but if you are a member of that team and you see claims in this section, you can approve the claim by selecting the check box next to it and then clicking the **Allocate to Me** option. This will move the claim into your **Current Claims** section.

Un-allocated Claims

[Allocate To Me](#)

Columns

☐	Claim Number	Stage	Employee	Claim Name	Date Submitted	Status	Items with Receipts Submitted
--------------------------	--------------	-------	----------	------------	----------------	--------	-------------------------------

Close

- From the **Current Claims** section, select the claim you want to check by clicking on the **Check Expenses** link to the left of the claim.

Check & Pay Expenses

Search for a Claim

Employee Surname

Item Filter

All Claims

Search

Current Claims

Columns

Approve Claim	Claim Number	Stage	Claim Name	Status	Items with Receipts Submitted	Items with Receipts Attached	Number of Flagged Items	Total Claim Amount	Cash Claimed	Credit Card Claimed	Purchase Card Claimed	Amount To Pay	Split Approval Stage	Number Items	Approved Items
Check Expenses	13	1 of 2	UTC1	Sent to next stage, awaiting action	0	0	2	£6.25	£6.25	£0.00	£0.00	£0.00	☐	2	0
Check Expenses	3	1 of 2	TClaimant3	Sent to next stage, awaiting action	2	2	0	£132.56	£132.56	£0.00	£0.00	£0.00	☐	2	0

8. You will be directed to the **Expense Claim Details** page where you will see the expense items the claimant has added to the claim.

Claim: TClaimant3

Expense Claim Details

Previous Claims: Please select a claim

General Information

Username

test.claimant

Claim Amount

£132.56

Claimant

Claimant, Mr Test

Date Submitted

22 September 2026

Claim Name

TClaimant3

Current Stage

1 of 2

CR Number

Envelope Number

Claim History

Columns

Date Stamp	Comment	Stage	Reference Number
22/09/2026 13:57	Claim submitted.	0	
22/09/2026 13:57	Claim No 3 submitted. The claim has been sent to the next stage and is awaiting approval by Mr Test Approver	1	

Items Waiting Approval

Columns

	Number of Miles	Date of Expense	Expense Item	Reason	Other Details	NET	VAT	Total	Currency	Amount Payable
		17/09/2026	Evening Meal			£100.00	£20.00	£120.00	Pound Sterling	£120.00
		17/09/2026	Train Ticket			£12.56	£0.00	£12.56	Pound Sterling	£12.56
	0					£112.56	£20.00	£132.56		£132.56

9. The **Expense Claim Details** page displays a high-level overview of the claim. The grid will display concise information about each expense being claimed, and by using the icons described below, you can further investigate.

Option	Description
	Click to open the expense for further information that is not currently displayed on screen. You can also amend any details you think are incorrect. You will need to provide a justification for changing the details the claimant provided.
	Remove the expense from the claim. This will send an email to the claimant explaining that the expense has been deleted. You will need to provide a justification for removing an item from the claim.
	Click to reveal a detailed explanation of why the expense has been flagged as being outside policy, and where provided, the claimant's justification. This information will help you identify whether or not to approve the expense.
	Indicates that an expense has been split. This might be: a meal expense where a portion will be allocated to subsistence, and a portion will be allocated to entertainment; or a hotel expense where a portion will be allocated for the room, and a portion will be for items like meals that are charged separately but on the same bill.

Option	Description
 	View the attached receipt.
	Show full details of all the journey steps for the mileage being claimed.

10. As an approver, it is your responsibility to check each expense thoroughly before deciding to approve or reject each of the individual items.

Approving an Expense Item

11. If you are satisfied that an item from the claim should be approved, select the check box in the left most column next to the item.



Items Waiting Approval

Columns ▾

				Number of Miles	Date of Expense ▲	Expense Item	Reason	Other Details	NET	VAT	Total	Currency	Amount Payable
☒					17/09/2026	Evening Meal			£100.00	£20.00	£120.00	Pound Sterling	£120.00
☐					17/09/2026	Train Ticket			£12.56	£0.00	£12.56	Pound Sterling	£12.56
				0					£112.56	£20.00	£132.56		£132.56

Note that you can select more than one item to approve at a time.

12. Select **Allow Selected** from the **Page Options**.

Page Options
Allow Selected
Return Selected
Print
Change View
Unsubmit Claim
Back

13. The expense item(s) will then move and appear in the **Approved Items** section.

Approved Items

Columns

		Number of Miles	Date of Expense	Expense Item	Reason	Other Details	NET	VAT	Total	Currency	Amount Payable
			17/09/2026	Evening Meal			£100.00	£20.00	£120.00	Pound Sterling	£120.00
		0					£100.00	£20.00	£120.00		£120.00

Disputing an Expense Item

14. If you want to dispute a claimed item, you should return it to the claimant for further detail or justification. To do this, select the check box in the left most column next to the item.



Items Waiting Approval

Columns

		Number of Miles	Date of Expense	Expense Item	Reason	Other Details	NET	VAT	Total	Currency	Amount Payable
☒			17/09/2026	Train Ticket			£12.56	£0.00	£12.56	Pound Sterling	£12.56
		0					£12.56	£0.00	£12.56		£12.56

15. Select **Return Selected** from the **Page Options**.

Page Options

Allow Selected

Return Selected

Print

Change View

Unsubmit Claim

Back

16. Provide details for the claimant so that they know why the item is being returned.

Return Expense(s)

Reason for returning*

The details you have entered do not match the receipt.

OK

Cancel

17. The expense items will then move and appear in the **Returned Items** section until the claimant responds.

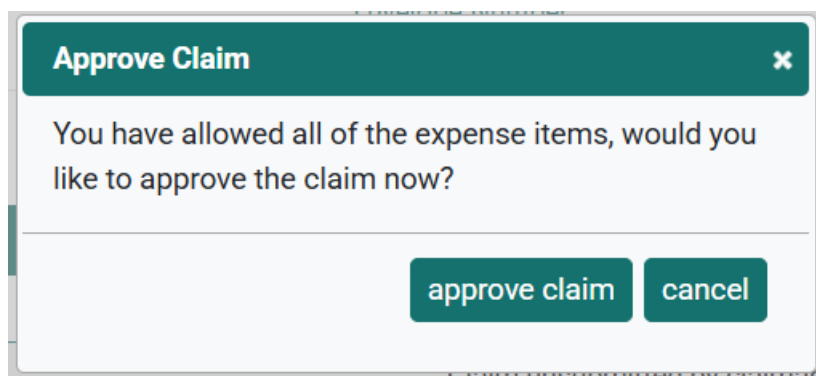
Returned Items

Columns

	Returned	Corrected	Number of Miles	Date of Expense	Expense Item	Reason	Other Details	NET	VAT	Total	Currency	Amount Payable
				17/09/2026	Train Ticket			£12.56	£0.00	£12.56	Pound Sterling	£12.56
			0					£12.56	£0.00	£12.56		£12.56

Approving the Claim

18. Once all the expenses have been allowed, you will be asked if you want to approve the claim.



19. Once you select **approve claim**, you may be required to accept a declaration which displays on screen.
20. After accepting the declaration, this action will send an email to the next approver in the approval process, and the claim will disappear from your list of claims to approve.
21. You will be returned to the **Check and Pay Expenses** page where you can then select another claim awaiting approval and repeat the approval process.

Final Stage of Approval

This step will depend on how your Expenses system has been configured for the approval process.

22. Once the claim has been approved in the final approval stage, you as the approver for that stage will be returned to the **Check and Pay Expenses** page.
- If One Step Authorisation has been enabled, clicking Approve Claim will approve the claim and automatically allocate the claim for payment. No further action will need to be taken.
 - If One Step Authorisation has not been enabled, you will have one more step to complete before the claim is fully approved as described below.
23. From the **Check and Pay Expenses** page, select the **Allocate For Payment** option.

Approve
Claim

Allocate
For
Payment

Check & Pay Expenses

Search for a Claim

Employee Surname

Item Filter

All Claims



Search

Current Claims

Columns -

Approve Claim	Claim Number	Stage	Claim Name	Status	Items with Receipts Submitted	Items with Receipts Attached	Number of Flagged Items	Total Claim Amount	Cash Claimed	Credit Card Claimed	Purchase Card Claimed	Amount To Pay	Split Approval Stage	Number Items	Approved Items
Allocate For Payment	9	1 of 1	SRisteski9	Claim has been approved, awaiting payment	0	0	0	£100.00	£100.00	£0.00	£0.00	£100.00	☐	1	1
Check Expenses	12	1 of 2	MRowley12	Sent to next stage, awaiting action	0	0	2	£6.25	£6.25	£0.00	£0.00	£0.00	☐	2	0

24. The fully approved claim will disappear from the **Check and Pay Expenses** page but from here you can then select another claim awaiting approval and repeat the approval process.

The steps you follow to approve a claim are not being changed.

The only change is how you navigate to Check and Pay expenses noted in the steps above.

The remainder of the steps have been included here only for reference, and to provide you with visibility of the updated screen designs.