

The Miles Consultancy (TMC) – Frequently Asked Questions (FAQs)

This FAQ document should help to answer most of your generic queries about the mileage capture system:

Q. Why are we changing the way your mileage information is recorded?

A. There are three main reasons that the Company has adopted this approach:

- > There is a HMRC compliance requirement to keep good records relating to vehicle usage.
- > We need to establish better records regarding the use of the car benefit.
- > The new process is more efficient for both the car user and our administrative teams.

Q. I'm not sure I understand why this new mileage system has been introduced and how it links with Barclaycard?

A. In simple terms, all we are asking colleagues to do is input their opening odometer reading, record their business trips and then close down by inputting their odometer reading at the end of the month. This is purely a mileage capture system which works alongside our existing Barclaycard offering.

Q. Who is affected by this change?

A. This change applies to you if you are a company car or car cash allowance driver in receipt of and are using a Barclaycard.

Q. Why am I still receiving a Barclaycard Statement reminder when I have completed my TMC mileage return and only have fuel charges?

A. You must ensure you have reviewed your statement and ensure that there are only fuel charges, in which case you do not need to submit a statement or provide VAT receipts. However, if you do have other expense types you must submit these in the usual manner.

Q. When I join Morrisons how do I get my username and password?

A. If within 2 weeks of commencement of your employment you have not received your username and password, please email: your.rewards@morrisonspc.co.uk

Q. Why has my username been posted to my home address?

A. Due to a number of colleagues not having a company email and to ensure the release of user names in a timely secure way TMC recommended that this be done by mail at TMC's expense.

Q. What do I need to record?

A. You will need to record the miles for each business trip carried out during the month. This record will need to include the date, mileage, the location you started with postcodes and the locations and postcodes visited as part of your trip. At the end of the month you will also need to record your closing odometer reading.

Q. Why do I need to record my odometer reading?

A. We need to understand total miles being driven, which includes knowledge of the amount of total mileage carried out in the vehicle. This helps us with policy and planning and to understand if there more effective ways of delivering benefits to our colleagues.

Q. What happens if I temporarily have to use an alternative vehicle because my registered vehicle is off the road?

A. You will need to contact TMC who will advise the actions required.

Q. Where can I find guidance on what constitutes a business mile as opposed to a personal mile?

A. Travel from your home to your base location is classed as personal miles. The precise definition of a business mile is shown on the HMRC website <http://www.hmrc.gov.uk/helpsheets/490.pdf>

Q. Will the Company share my information from the mileage capture tool with a third party? For example, with HMRC?

A. We will provide records to HMRC only if asked to as part of an audit.

Q. I am not always able to get web access or an Internet connection, is there an easy way to record my data?

A. The Miles system is available 24 hours a day, plus there is a customer service desk available to help you. You can also record details on your SmartPhone if you have one.

Q. What happens if I change my vehicle?

A. Details of your new vehicle will need to be passed to TMC by you by contacting them directly. On closing off, you will need to “appeal” (explain the change in) your private mileage. If you need any help with this then please contact TMC when you close off.

Q. What happens if my personal details (e.g. address) or car benefit changes?

A. TMC need to be notified directly of the following changes:

- Name
- Address
- Contact phone number or email address
- Change of fuel option (e.g A,B, or C)
- Change from Car to cash or vice versa
- Change of car or registration number

Q. Does the recording of my mileage affect my tax or NI position?

A. No, your tax and NI position is still based on your particular circumstances and will continue to be reported as today, although, there may be opportunities going forward for optimisation of colleagues and company tax and NI positions.

Q. If I don't drive on business and only drive personal miles, do I still need to record my mileage in the mileage capture system?

A. If you are in receipt of the fuel benefit you need to complete a mileage return on a monthly basis. This will not take longer than a couple of minutes each month.

Q. What if I am unable to use my Barclaycard when I fill up?

A. If you do not have your Barclaycard available then you will need to use your own method of payment. Keep the receipt and you will be reimbursed for your fuel

Q. What happens if I miss the cut-off one month?

A. If you miss the cut off but still need to enter mileage then please contact TMC on 0843 222 6000 who will open your account back up and allow you to enter the mileage. If you were not able to complete your mileage for the month then you can enter your details in the following month.

TMC will be providing exception reports on those colleagues who persistently miss the cut-off.

Q. Can I opt out of this system?

A. All colleagues with a company car or who are receiving the car cash allowance are required to input their mileage into this system.

Q. How can I check if I'm recording the right information?

A. Providing that you complete the boxes on the system with the information requested then you will be compliant. Please check any information that is displayed each month to ensure that it still applies to you and your vehicle.

Q. What steps will be taken by the Company and TMC to protect the privacy of my personal data?

A. TMC has partnered with Morrisons to provide mileage capture services to aid the collection of business trip information and total private mileages on a monthly basis. This information is entered online, by the colleague, who is in complete control of the data being recorded – TMC does not maintain any additional information about the colleague. All information is entered over an encrypted and secure SSL web application and stored securely in an off-site hosted facility. TMC will only make this information available to the colleague themselves or to the Company.

Q. What do I do when I leave the Company?

A. You must continue to record your mileage until the date of your departure and the Benefits team will notify TMC of your leaving date.

Q. Can colleagues claim Morrisons miles when they claim the fuel benefit?

A. The travel and expenses policy expressly forbids the collection of Morrisons miles for Colleagues utilising the fuel benefit.