

STEP BY STEP: UPLOADING AN EXPENSE CLAIM

This guide is a step-by-step on how to upload a claim on Sapphire's expenses portal.

If you would prefer, click on the following link to see a video tutorial on how to submit a claim: [My Digital Expense Portal Guide](#)

Guide

1. login to my digital, click the following link to bring you to the login page: [Login to My Digital Suite of Products | It's all in the cloud.](#)
2. Click on **Reimbursements**
3. To add a new expense claim, click 
4. Click on the dropdown menu at the top of the screen to select your current assignment; this will auto-fill the 'Employee/Director' field. If you have more than one assignment, please select the relevant assignment/agency for the expenses being claimed.
5. The claim date will automatically be set to the current date. Please leave the 'Does this expense recur' field as 'Does Not Recur' as per the below. We are required to reject any claims that are submitted on a recurring basis, as this is no longer allowable.

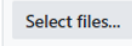
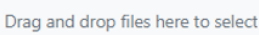
Recurring Expense*

Does not recur



6. You can then click,  which will create a drop-down where you can enter the details of your claim. You must provide information in all fields marked with an asterisk (*)

7. You can then select  to add another claim

8. To upload receipts, click  
(If you are having trouble uploading your receipts, please send them in an email to support@sapphireorg.co.uk)

9. If you are including a receipt date to your claim, please select this as the same date payment was made for your expense.

10. For a further breakdown of how to submit specific claims, such as **mileage**, click on the following video link: [My Digital Expense Portal Guide](#)

Important Information

Claims Submission Deadlines

To ensure that claims are approved within the same week they are submitted, all claims must be uploaded no later than **2:00 pm on Tuesday**, including the receipts. Submissions received after 2:00 pm on Tuesday will not be reviewed until the following week.

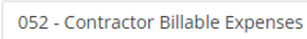
Working From Home – Tax Relief

Employees working from home may only claim tax relief on expenses that are reimbursed by the end client.

Expenses that are not reimbursed by the end client are not eligible for tax relief claims.

Incorrect Claim Headings

Claims submitted under **incorrect or invalid headings** cannot be accepted. We are required to reject these claims, and you will be asked to resubmit them using the correct headings.

We **cannot** accept the heading 

If you are unsure which heading to select, please refer to our **Expense Heading Breakdown** guide here: <https://wearesapphire.co.uk/contracting/wp-content/uploads/sites/3/2025/12/Expense-Headings-breakdown-2025.pdf>

Portal Access Issues

If you only see the heading “**Contractor Billable Expenses**” when attempting to upload a claim, please contact us on 01625 539997.

A member of our Customer Experience Team will assist you in obtaining the correct portal access.

Foreign Currency Expenses

If you are submitting a claim for an expense incurred in a foreign currency, please refer to the HMRC monthly exchange rates:

HMRC Exchange Rates:

[2025 HMRC currency exchange monthly rates - GOV.UK](#)

Please ensure you use the exchange rate for **the month the expense was incurred**, not the month the claim is submitted.

You can then use this to accurately convert your expenses into GBP.