



# FREE NOW FOR BUSINESS MAKES LIFE EASIER

A STEP-BY-STEP **GUIDE**

**FREENOW** ✓  
FOR BUSINESS

# INSTALL THE FREE NOW APP ON YOUR SMARTPHONE

In case you haven't done it yet, download the FREE NOW app on your Android or iOS device.

**Important note:** When you receive your welcome email, you can choose to connect an existing FREE NOW profile or create a new one.



# WELCOME EMAIL

Open the welcome email from FREE NOW on your smartphone and choose the link that suits you:



**Welcome to FREE  
NOW for Business!**

You've just been invited to book trips via your **Parexel business account**.  
Set up your account to get started!

## **New to FREE NOW?**

Register and activate your **Parexel business account**.

[Create an account](#)

## **Already have a FREE NOW account?**

Connect your existing account to your **Parexel account** to activate.

[Connect account](#)

# DON'T HAVE A FREE NOW ACCOUNT YET? TAP 'CREATE AN ACCOUNT'

If you've never used FREE NOW, or want to create a new profile, tap 'Create an account'. Fill in all the details, and your new profile will be linked to your business account.

If you already have a FREE NOW account, tap '**Connect account**'

- If you'd like to connect an existing FREE NOW profile, tap '**Connect account**'.
- Enter your profile's email address and password.
- Next, add the security code sent by text.

**Your business account is connected!**

**Note:** Your employer won't be able to see if you use your existing profile to connect to the business account.



**Welcome to FREE  
NOW for Business!**

You've just been invited to book trips via your **Parexel business account**.  
Set up your account to get started!

## **New to FREE NOW?**

Register and activate your **Parexel business account**.

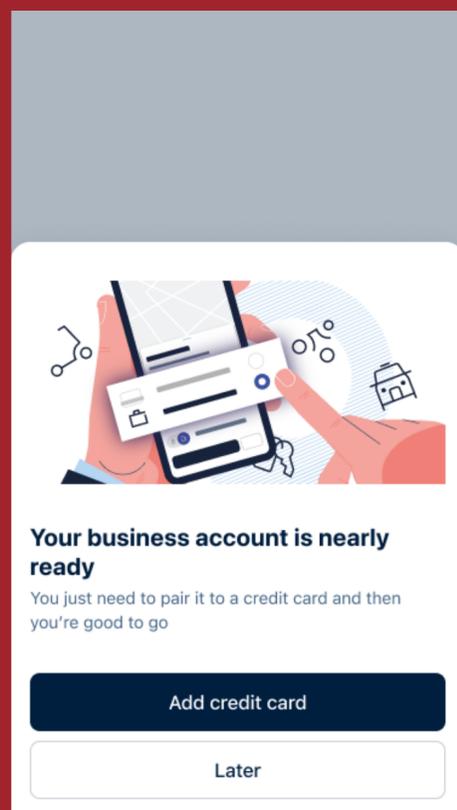
**Create an account**

## **Already have a FREE NOW account?**

Connect your existing account to your **Parexel account** to activate.

**Connect account**

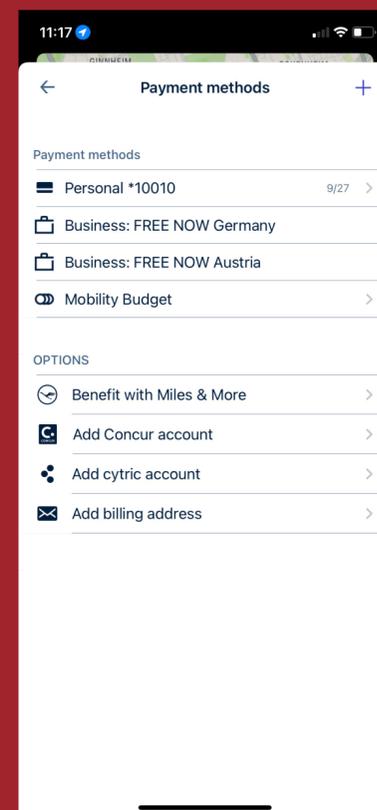
# CONNECTING YOUR PAYMENT METHOD



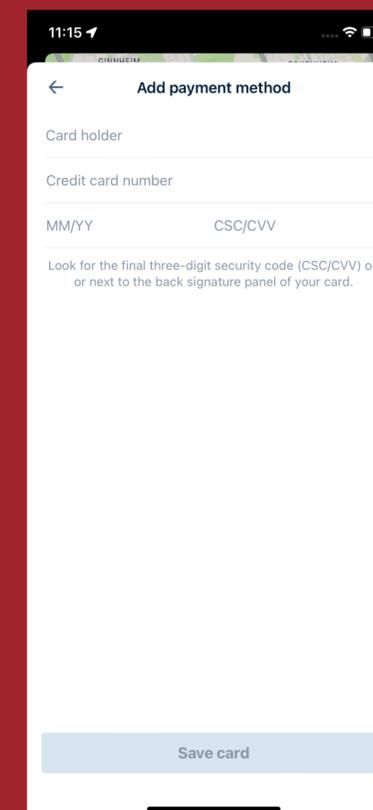
The first time you open the app after creating your business account, you will see this pop-up screen.



Tap on **'Add credit card'**.



If you did not see this pop-up or tapped on **'Later'** on the start screen, tap on the '+' icon on the top right corner and then on **'Credit card'**.



Enter your credit card information and click on **'Save card'**.

Mark the credit card as **'Business'**, click on **'None'** next to **'Account'** and choose your business account.

# FREE NOW AND SAP CONCUR

Link the **FREE NOW** app to your **SAP Concur** account, and your digital trip receipts will be automatically uploaded for future travel expense reports.

- Tap **'Payment'** in your profile
- Tap **'Add Concur'**
- Enter your SAP Concur email address, tick the top option (for Single Sign-On users), and tap **'Continue'**.

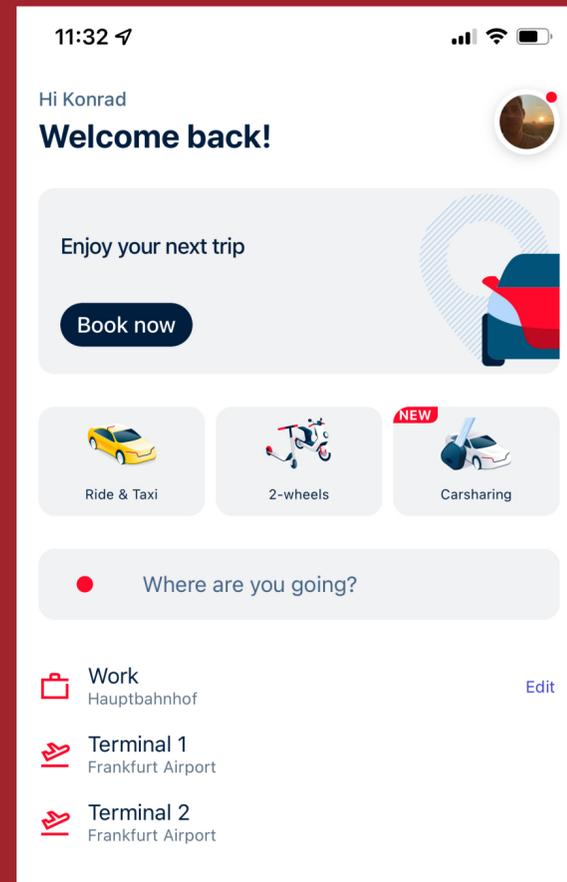
The screenshot shows the 'Add Concur' screen in the FREE NOW app. At the top, there is a back arrow and the text 'Add Concur'. Below this, there is a header with the 'SAP Concur' logo and the 'SAP' logo. The main content area features a blue button labeled 'Sign in with SAP Concur'. Below the button is a text input field labeled 'Username or email'. There are two radio button options: 'Send a link to my email (required for Single Sign-On users)' (which is selected) and 'Username'. A blue 'Continue' button is positioned below the radio buttons. At the bottom of the screen, there is a disclaimer: 'By signing in you are authorizing FREE NOW to perform the following on your behalf. [Click to expand the list.](#)'

- You will then receive an email from SAP Concur. Tap **'Sign in with SAP Concur'** to approve access to the FREE NOW app.
- The green success icon means your SAP Concur account is successfully linked.
- When booking a business trip, you'll see a Concur icon under the payment method. If you don't see it right away, restart the app and try again.

# BOOK A TRIP VIA THE FREE NOW APP!



Now you're all set up, your home screen will look like this.



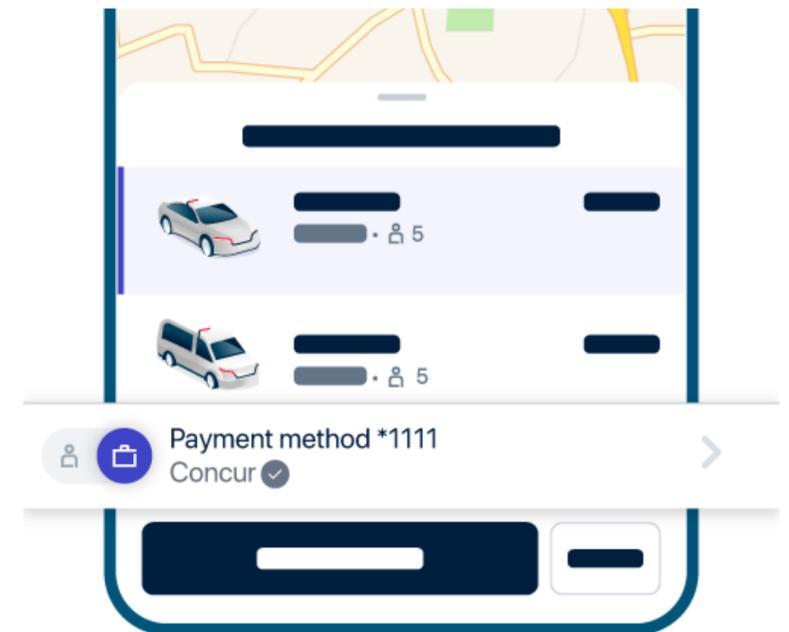
Enter a destination to book your first trip.

Don't forget to double-check the pick-up address in case it's different from your current location.

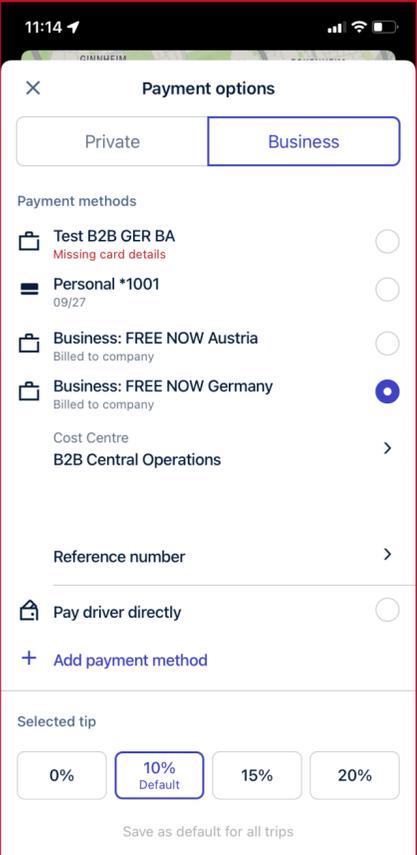
Choose a way to travel that suits you.

Before tapping 'Order now', make sure your business account is selected. If not, tap the person symbol at the bottom of the page to change it to the briefcase.

Also, check that you've chosen your business payment method, and that Concur is active.



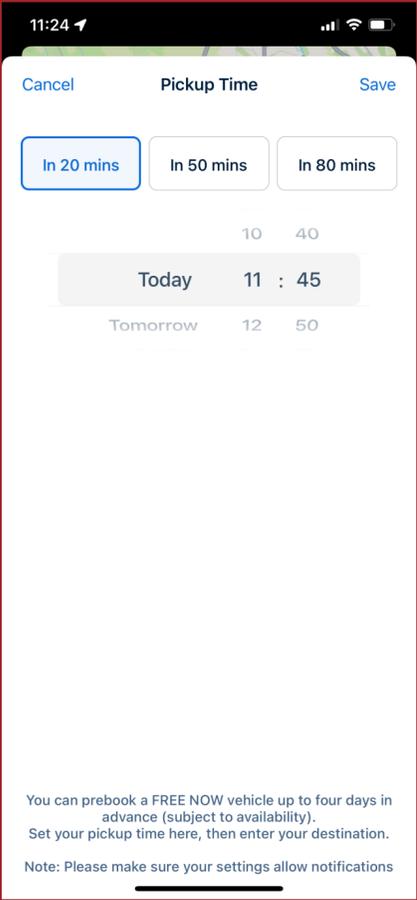
If you need to make changes to your payment method when booking a trip, tap the arrow at the bottom of the page.



Choose the correct payment method from the list that appears.

If you see "Missing card details" below your business payment method, please tap it to add a card.

If you'd like to prebook a trip, just tap 'Later' next to the 'Order' button.



You can prebook trips up to 4 days in advance. Simply tap 'Save' once you've chosen your time slot.

We'll let you know as soon as a driver accepts the journey and is on their way to you.

# OUT AND ABOUT? USE PAY WITH FREE NOW!

If you hail a taxi on the street and want to pay using your business account, just ask the taxi driver if you can use Pay with FREE NOW. If so, they will start the journey on their app.

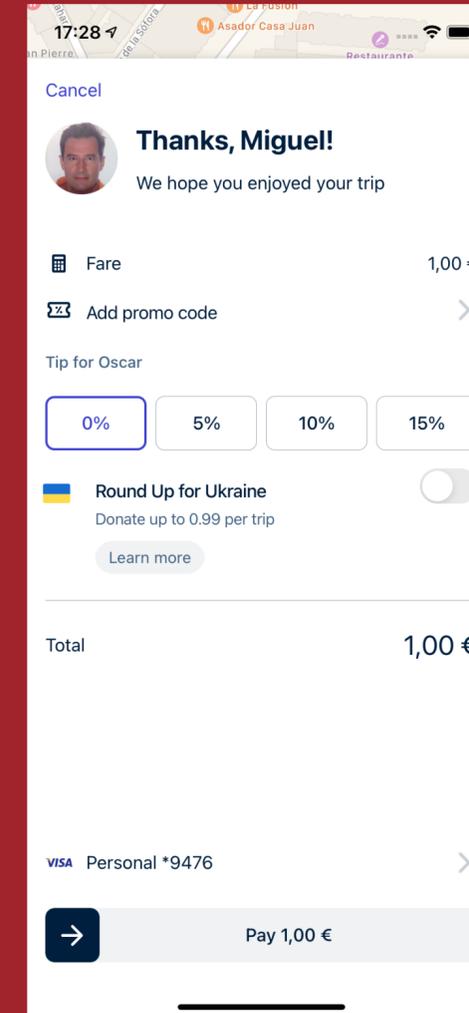
Once they enter your destination, the route will be mapped out.

As soon as you arrive at your destination, open the FREE NOW app on your phone so that the driver can take your payment.

There are 2 options:

1. If your app is open, the driver will locate you using radius search.
2. If this doesn't work (e.g. because there are too many people in the area), they can search using the mobile number linked to your FREE NOW account.

This is what you will see in the app.



**IMPORTANT:** Make sure your business account is selected as the payment method. Otherwise, a receipt won't be uploaded to Concur and you may be charged.

You can change the payment method before the transaction goes through if necessary.

# Available throughout Europe

UK | Ireland | Germany | Italy | France | Austria | Spain  
Poland | Greece

**Questions? Our customer support team is here for you:**

UK Email: [business.uk@free-now.com](mailto:business.uk@free-now.com)

IE Email: [business.ie@free-now.com](mailto:business.ie@free-now.com)

Help center: <https://support.free-now.com/>

UK Website: <https://www.free-now.com/uk/business/>

IE Website: <https://www.free-now.com/ie/business/>

