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BIPO HRMS

Claim Module User Guide

Version date: 17/12/2024

Version 3.0

Contents

Important Notice

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Version Control

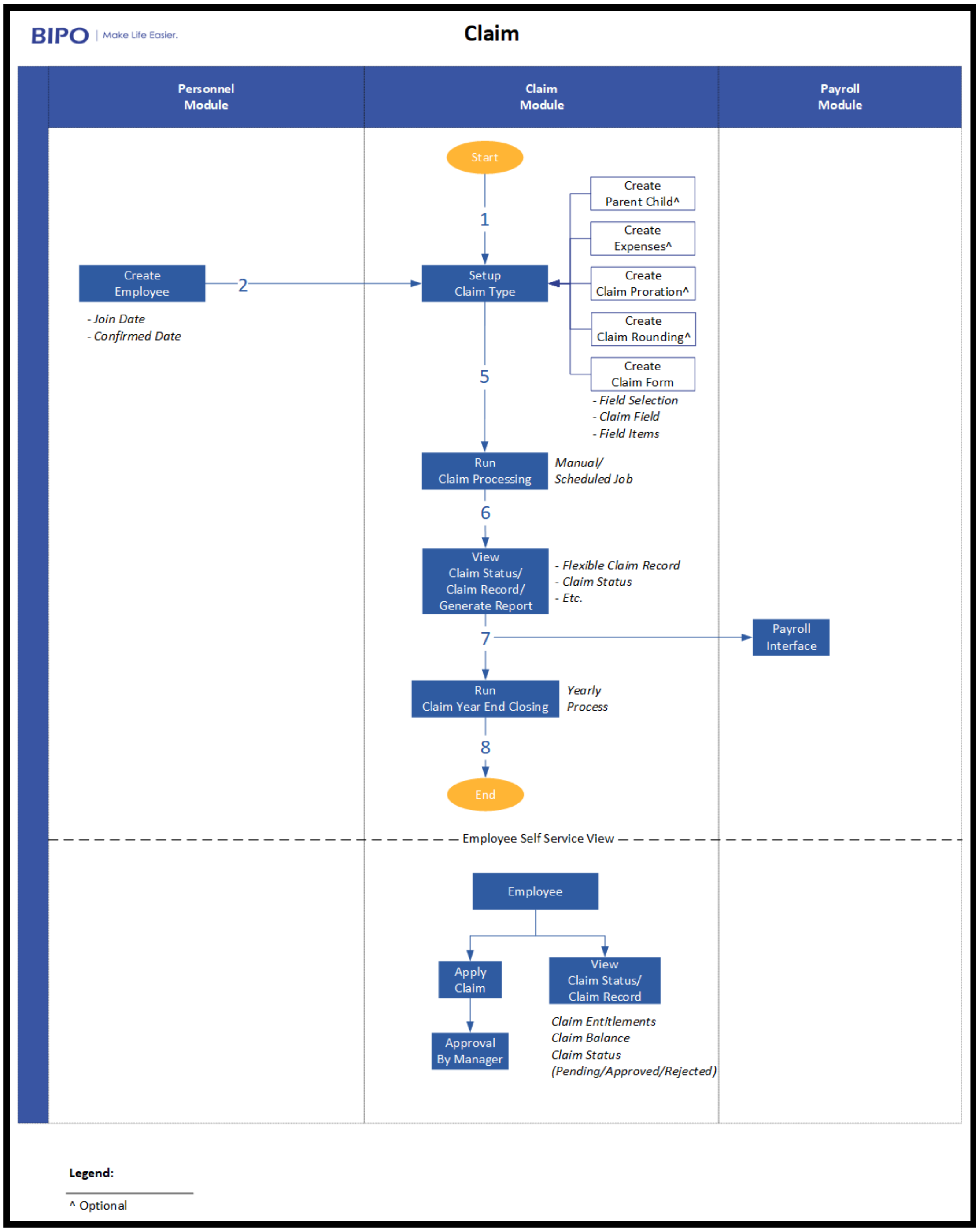
The history and reasons for the changes in this version of this document is as follow：

Version	Date	Author	Change Description
1.0	23 Nov 2022	Sunny Chew	Enhancement 2021
2.0	05 Apr 2023	Sunny Chew	Enhancement 2022
3.0	17 Dec 2024	Sophia Soong	Add Per Diem Rates topic to user guide.

Where significant changes are made to this document, the version number will be incremented by 1.0.

Where changes are made for clarity and reading ease only and no change is made to the meaning or intention of this document, the version number will be increased by 0.1.

Claim Flow Chart

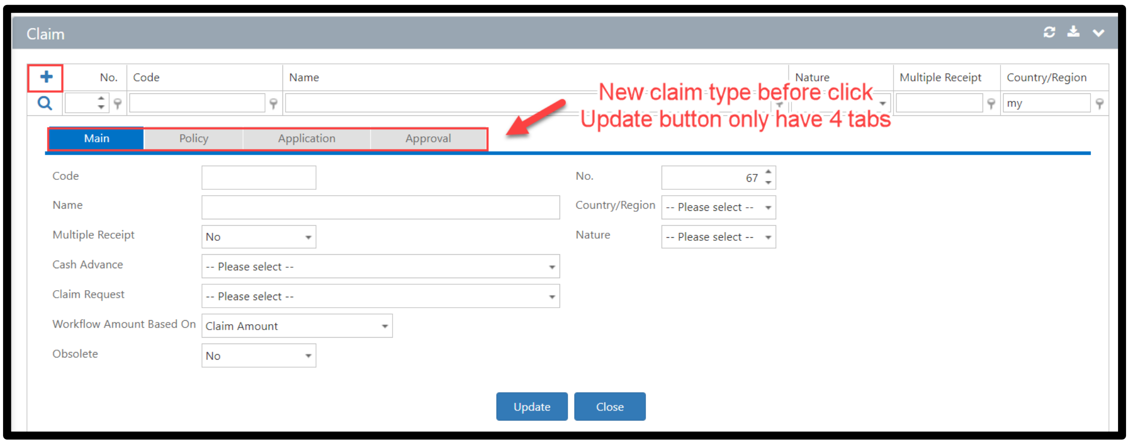


Setup Claim Type

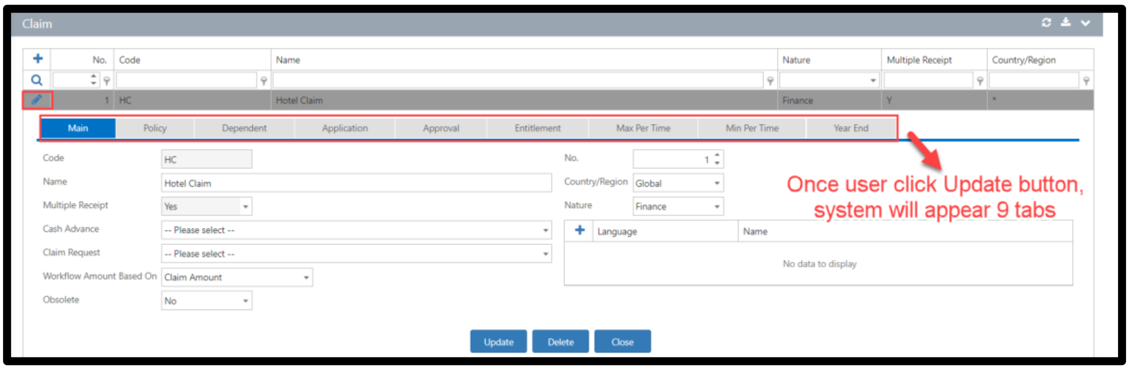
Claim Type is used to integrate the claim to the payroll system to be included into employee's salary. Different company/entity will have different claim type and each claim might have different claim limit too. To meet the personalized needs of all kinds of claim, the system had provided various types of setting reference configuration.

Access: Reference > Claim > Claim

1. Click + and the following screen will appear. Enter the relevant information.



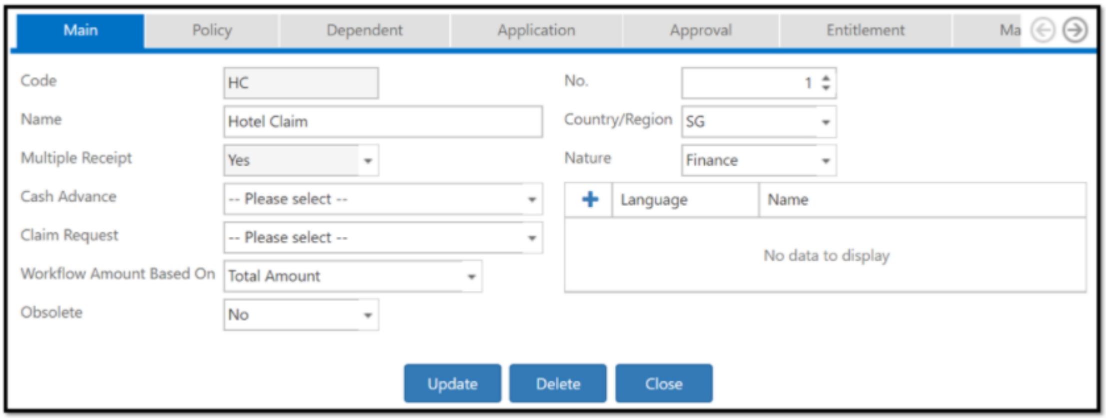
2. Click ✎ icon allows user to edit or view the existing claim type.



Note: *When creating new claim type only 4 tabs is appearing. Once user clicked* ***Update*** *button, tabs will increase to 9.*

Main Tab

Main Tab is used to define rules such as whether this claim type allow employee to attach multiple receipt or to allow requesting cash advances.

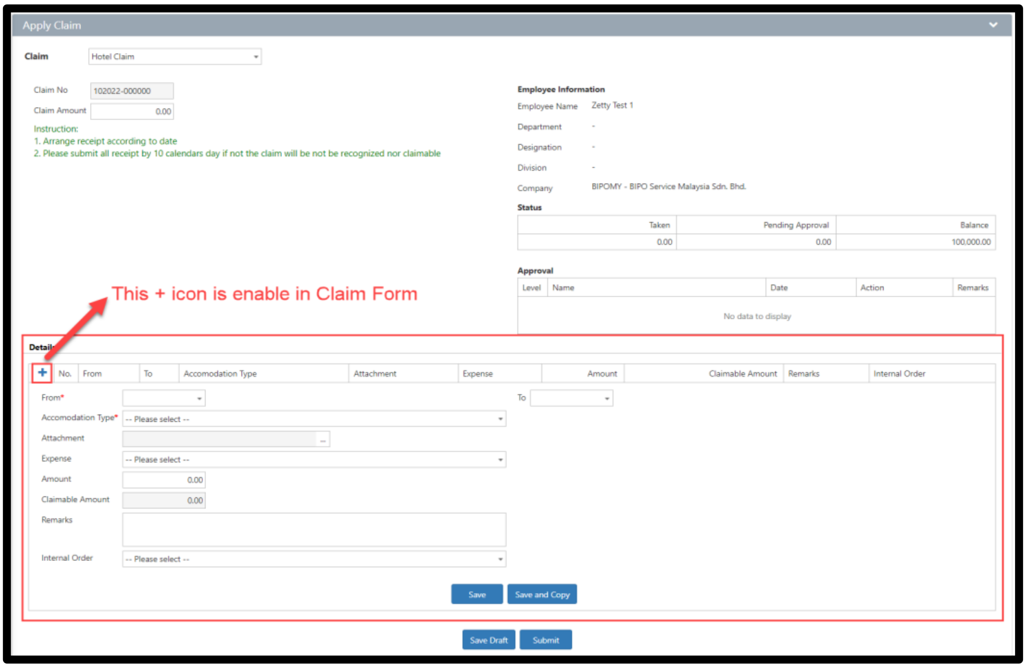


1. ***Code*** - Enter the code and it should be unique and cannot contain blank spaces.
2. ***Name*** - Enter name of the claim type.
3. ***Multiple Receipt*** - Indicates whether this claim can support multiple receipt. Multiple receipt is used if a claim has different components to support the overall total of claim. The employee needs to submit all the receipts for each component in single claim submission.
   a) **Single Receipt Claim:** This is used when the claim only has one variety of claim item such as:
      - Monthly postpaid mobile phone package claim
      - Monthly (1 type of) Membership claim
      - Monthly Transport, i.e. Train / LRT / MRT / package claim

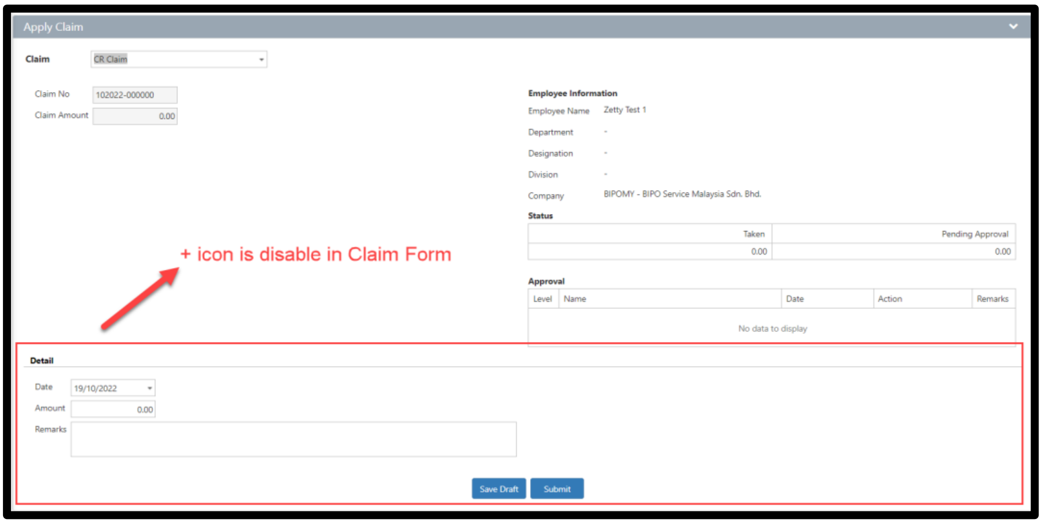
   b) **Multiple Receipts Claim:** This is used on those claims that has more than one variety / multiple claim items such as:
      - Traveling Claim: You may have Mileage Claims, Toll Claims, Parking Claims, etc.
      - Business Travel Claim: You may have Meal Claims, Laundry Service Claim, Entertainment Claim, etc.

   <u>View in ESS</u>

   a) If **Multiple Receipt** field is selected as *Yes*, + icon will enable in the Claim Form's detail (as shown below) for the employee to submit multiple receipt in single claim submission:

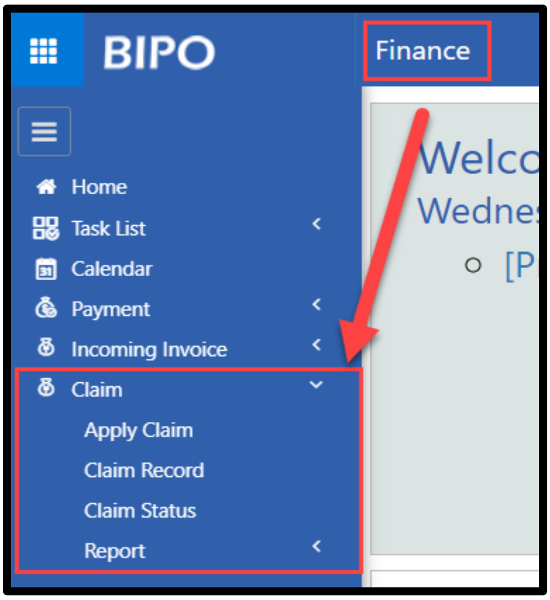


b) If **Multiple Receipt** field is selected as *No*, + icon will disable in the Claim Form's detail as below:

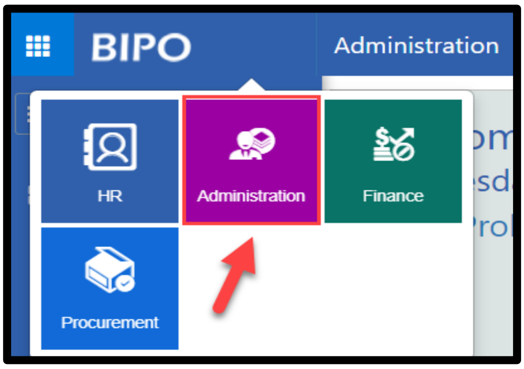


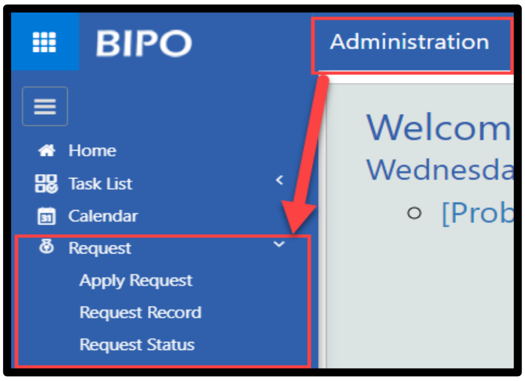
4. ***Cash Advance*** - (*Optional*) Whether cash advance is provided to staff for this claim type. If *Yes*, select the claim type from the drop-down list. Refer to Travel Claim Setup for more details.
5. ***Claim Request*** - (*Optional*) This is used to link another claim request.
   Example: For some companies, they need travel request submitted before they can file this claim type. Refer to Travel Claim Setup for more details.

6. ***Workflow Amount Based On*** – This will relate to the ***Amount From*** field in *Workflow Setup > Claim Apply*. Select if:
   a) Claim Amount – The amount requires to setup in ***Max Per Time*** tab. This used if only a certain amount can be filed as claim.
   b) Total Amount - The claim type is for total amount.
7. ***Obsolete*** - Default is *No*. Set to *Yes* to disable an existing claim type.
8. ***No*** - This is the sequence order of claim type.
9. ***Country / Region*** - Select if this claim type is:
   a) *Global* - Applicable to all countries
   b) *Country Specific*
10. ***Nature*** - Select the modules that this claim is linked to. Can choose from:
    a) ***Finance*** (*Commonly in use*) - Employee can apply claim under *Finance* module as below:

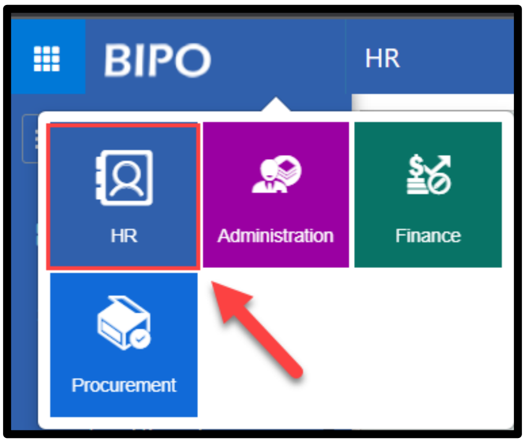


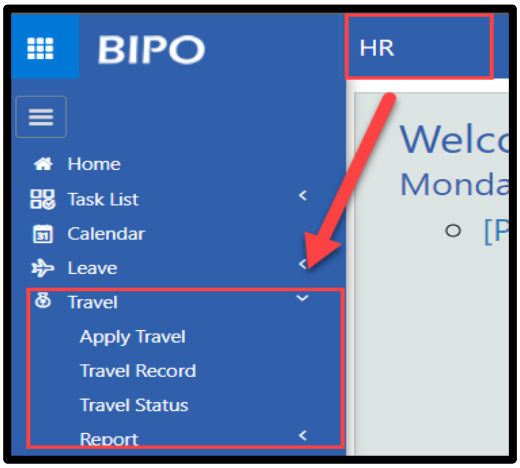
b) ***Administration*** - Employee can apply claim under *Administration* module as below:





c) ***Leave*** (*Commonly in use for travel request*) - Employee can apply this claim type under HR module as below:





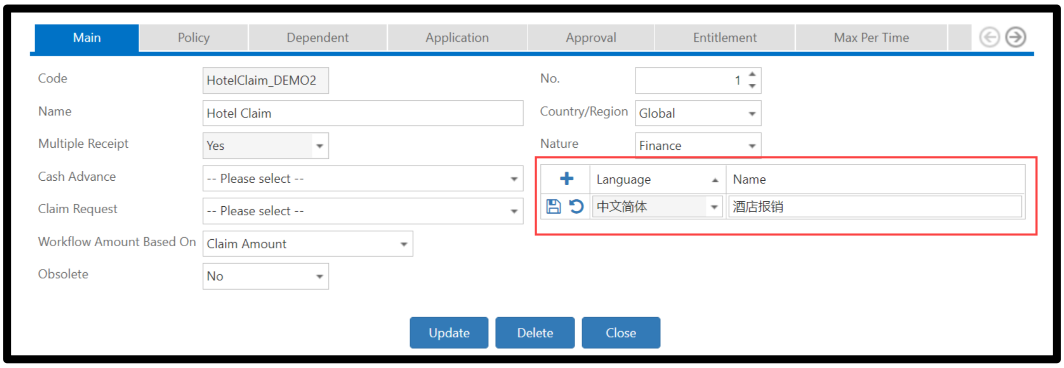
11. ***Language*** - (*Optional*) This is to manage the display language for the claim type. System allows user to change the default language used in menus. However, if user wish to display the claim type in others language (*by default is US English*), there is a need to configure the setup in this field.

Below is a sample illustration showing the linkage between the language field in claim type and default language in ESS view.

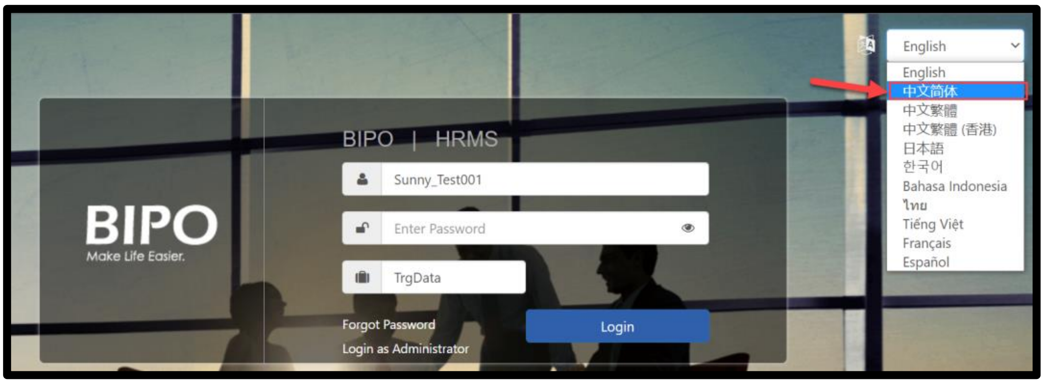
Example: Client A has business across Malaysia and China and there is a requirement to display the claim type according to default system language.

Claim Type	System Default Language	Display Language
Hotel Claim	English	Hotel Claim
	Chinese (Simplified) 中文简体	酒店报销

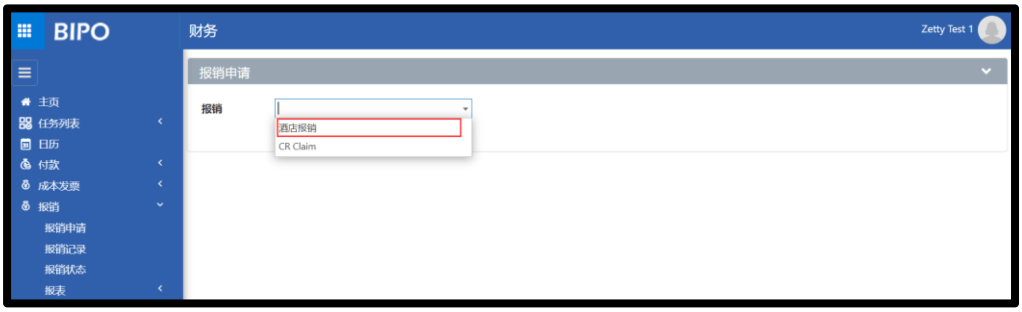
a) If language is defined in claim type as below:



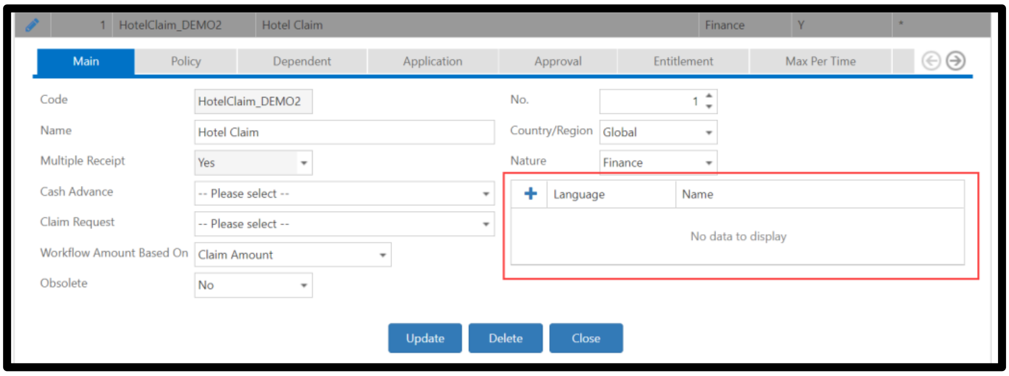
When employee login system with default language in Chinese (Simplified)中文简体.



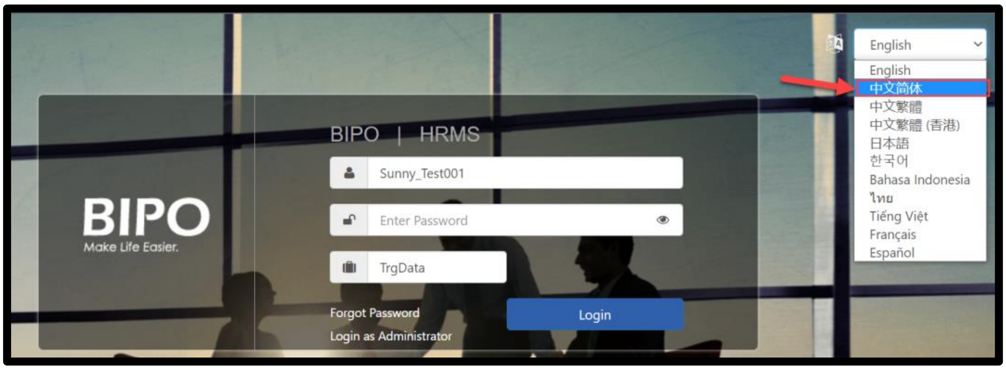
Claim type will be display in Chinese under ESS view.



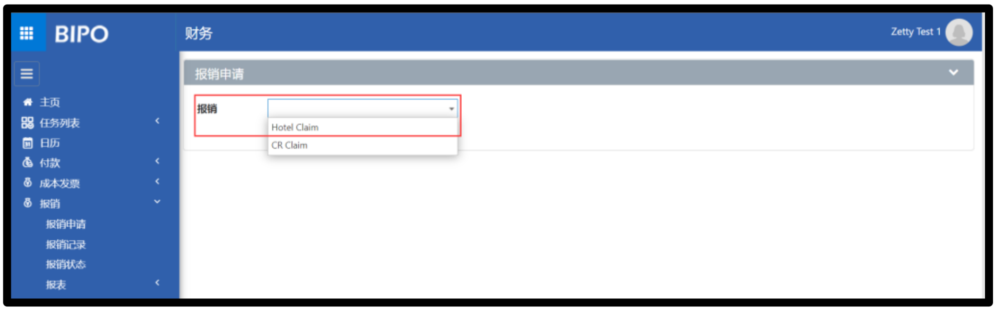
b) If language is undefined in claim type as below:



When employee login system with default language in Chinese (Simplified)中文简体.

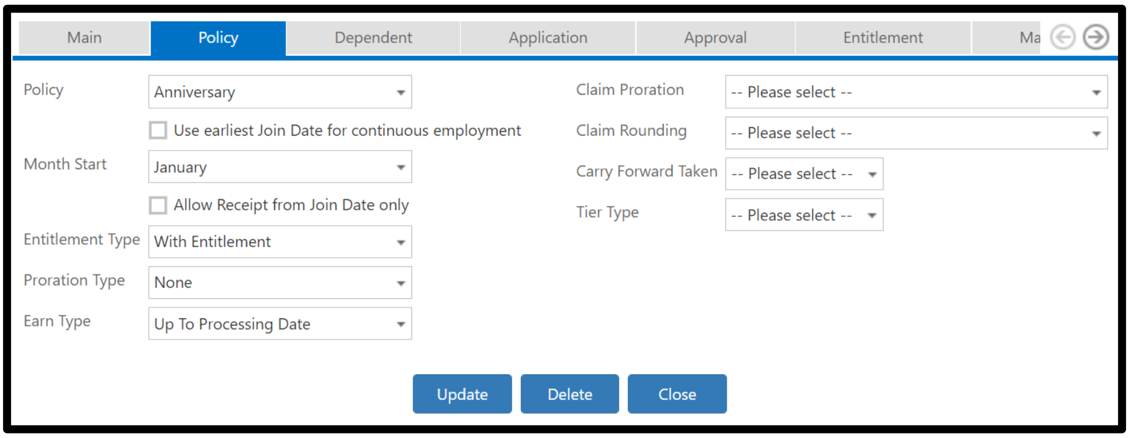


Claim type will be display in default English under ESS view even system default language is Chinese. System captures the value in ***Name*** field if language if undefined.



Policy Tab

Policy tab is used to define such policies as *entitlement, proration, earn type, rounding* and *carry forward* taken to this claim type.



1. ***Policy*** – Define the type of policy:

   a) *Anniversary* – Represents the anniversary (365days)

   E.g. If employee join date = 12 Jun 2019, then from join date to the date of the following year (12 Jun 2019 to 11 Jun 2020) means <= 1 year, 12 Jun 2020 means > 1 year

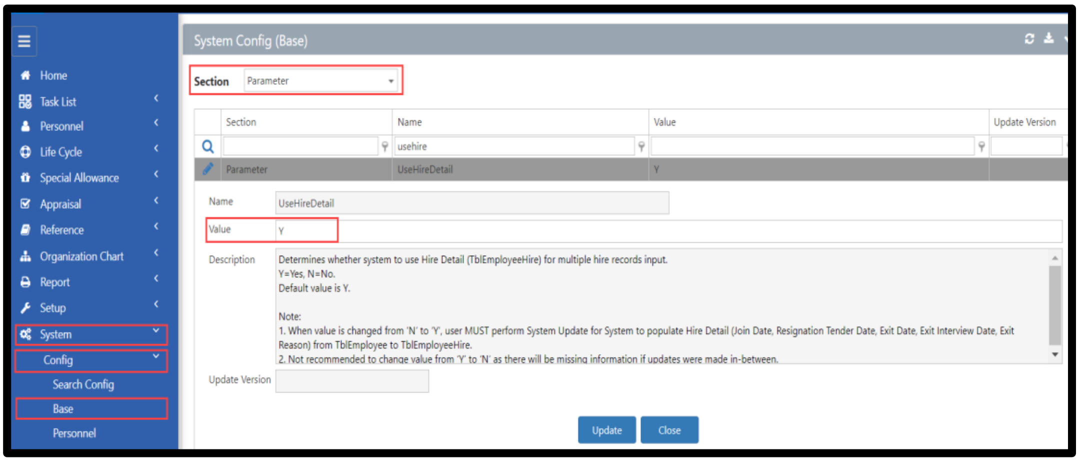
   b) *Calendar* – Represents the natural year, means calculation rules can start between 1st of January to 31st of December, it will not calculate based on join date.

   E.g. If employee join date = 12 Jun 2019, then 12 Jun 2019 to 31 Dec 2019 <=1 year, 1 Jan 2020 means > 1 year

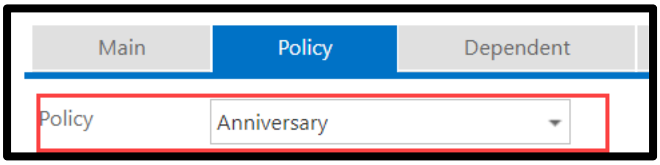
2. ***Use earliest Join Date for continuous employment*** – This field will only be enabled when *Policy* type of claim = *Anniversary*. If this checkbox is ticked, system will check if employee is continuous employee and get the earliest continuous *Date Join* from employee master.

   <u>Prerequisites:</u>

   Multiple employee hire record usage activated under *System > Config > Base > Section = Parameter*, ***Name = UseHireDetail***, ***Value = Y.***



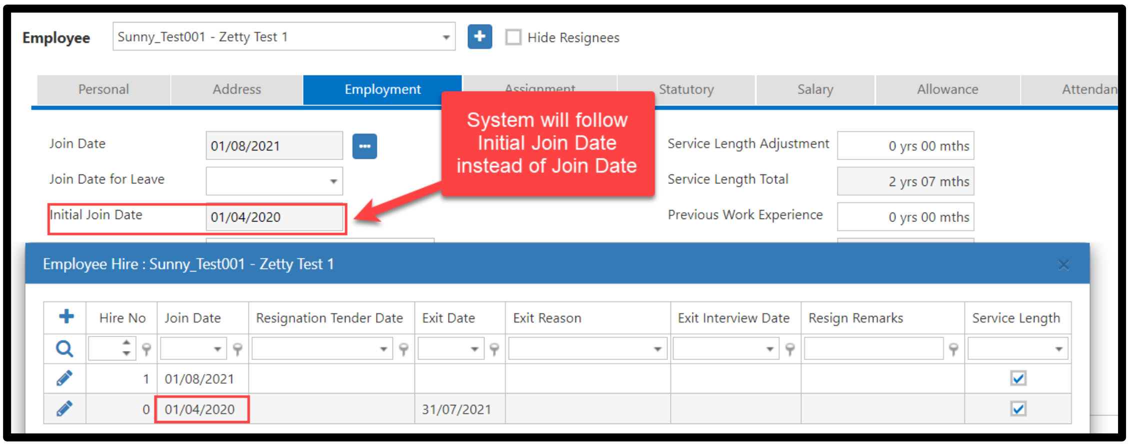
a) Policy type of claim = Anniversary



Below is a sample illustration showing the output of different type of employment if the checkbox is ticked.

Example 1: Continuous Employment

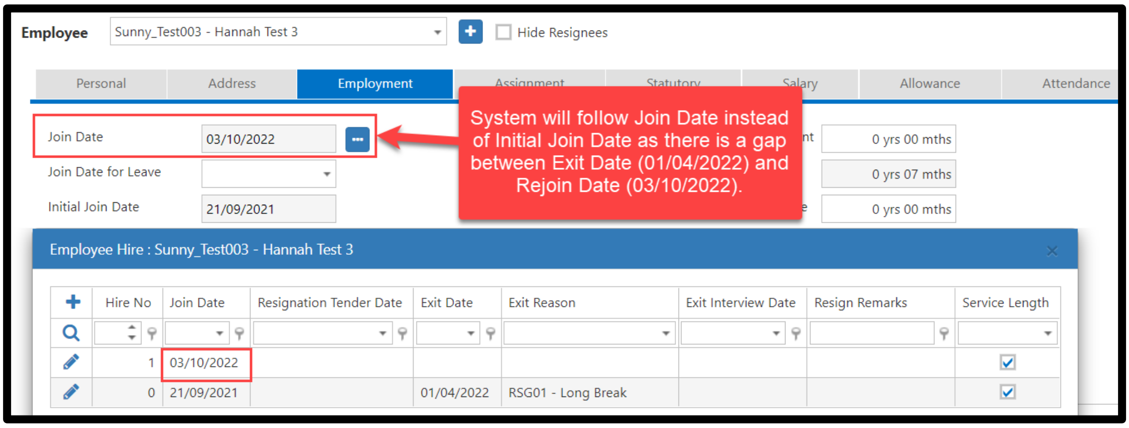
Date Start for Claim Period: 01/04/2020



Example 2: Non-continuous Employment

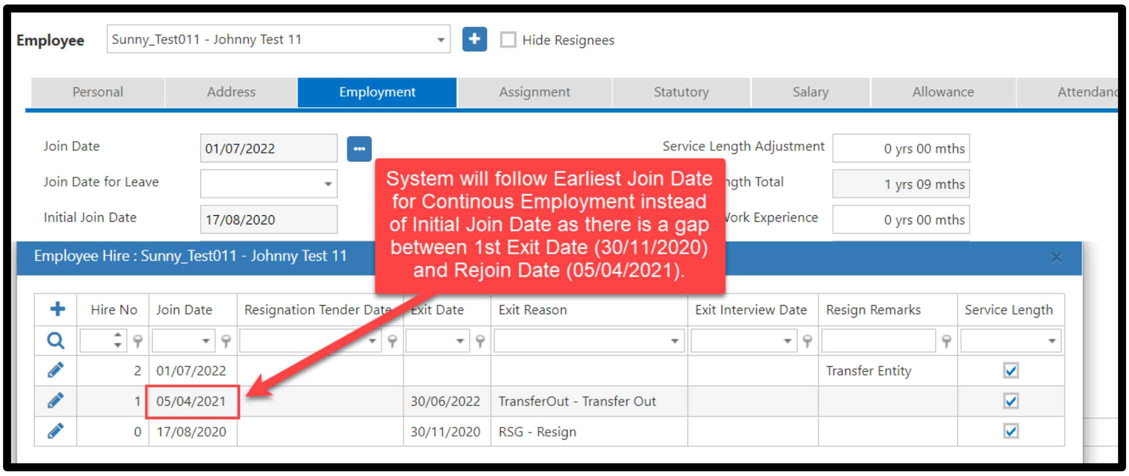
Date Start for Claim Period: 01/04/2020

Note: If there is break of service, system should use back the Join Date instead of the Initial Join Date.



Example 3: Partial-continuous Employment

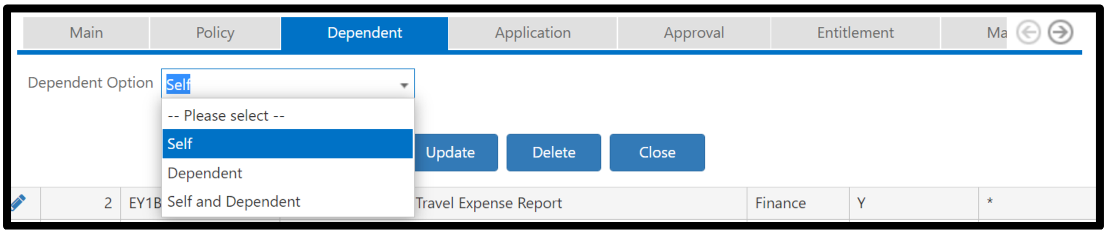
Date Start for Claim Period: 05/04/2021 (Earliest Join Date for the Continuous Employment)



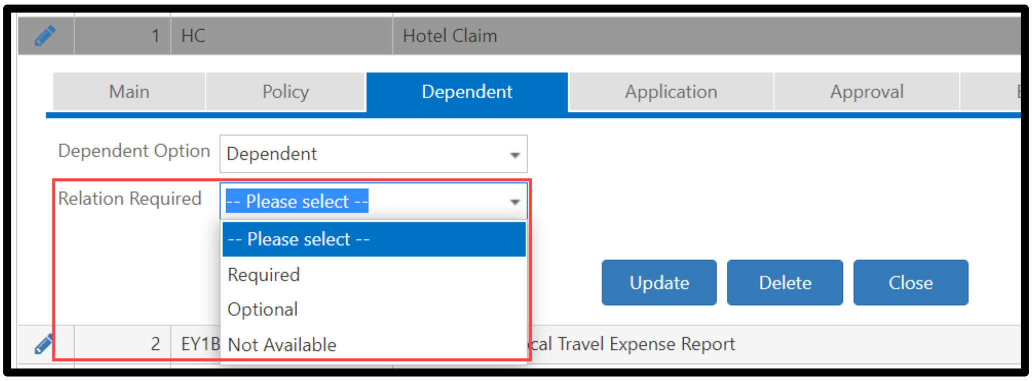
3. ***Month Start*** – Only applicable if policy selected as *Calendar*, define the starting month for this claim type.
4. ***Allow Receipt from Join Date only*** – Tick if employee is only allowed to submit the claim when Receipt Date is after employee's join date. When it is unticked, system will allow employee to submit the claim even if the Receipt Date is before employee's join date.
5. ***Entitlement Type*** - Select if:
   a) *With Entitlement* - If claim type has entitlement, user should define the amount under ***Entitlement tab*** too.
   b) *Without Entitlement* – If claim type has no entitlement.
6. ***Proration Type*** - Select from:
   a) By Months
   b) By Days
   c) None
7. ***Earn Type*** – Set the amount employee will get when run claim processing.
   a) *Up To Full Year* – means a full year claim
   b) *Up To Processing Date* - means entitlement will calculate based on process date.
8. ***Claim Proration*** - (*Optional*) Proration policy is created in *Claim Module > Reference > Proration*. Upon creating, it will be available as a selection. If ***Proration Type*** field is defined as *None*, this field can be undefined. For more information on setting proration, please refer to *Create Claim Proration*.
9. ***Claim Rounding*** - (*Optional*) Rounding policy is created in *Claim Module > Reference > Rounding*. Upon creating, it will be available as a selection. ***Proration Type*** field is defined as *None*, this field can be undefined. For more information on setting proration, please refer to *Create Claim Rounding*.
10. ***Carry Forward Taken*** - Select if claim can be carried forward to next year.
11. ***Tier Type*** – Select if:
    a) *Normal* – for claim type that only have 1 payer
    b) *With Tier Limit* – for claim type that have 2 payers such as employee and company, user needs to set *tier limit* and *tier percentage* in *Entitlement tab*.

Dependent Tab

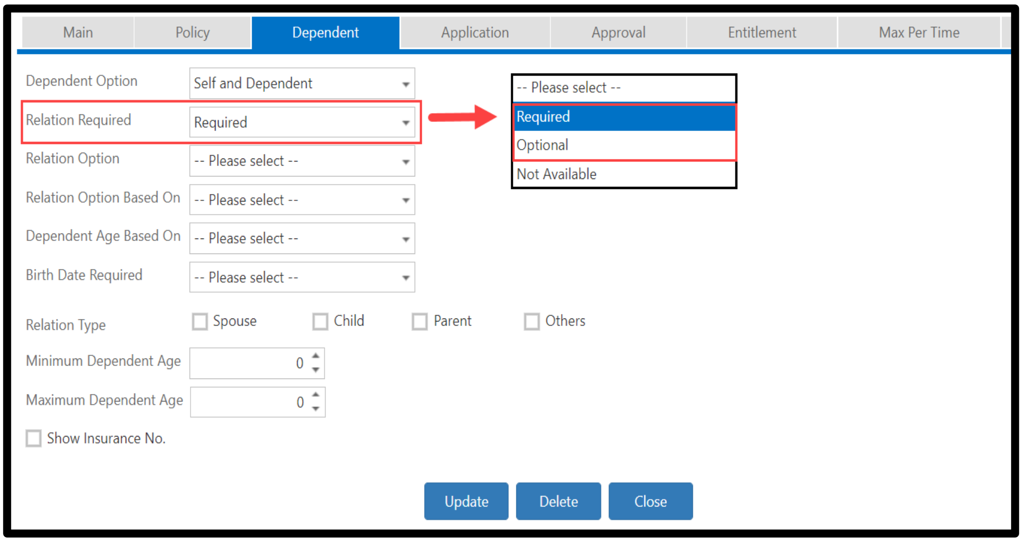
The ***Dependent tab*** allows user to set whether this claim is claimable for the employee and/or the employee's dependent (such as spouse and children).



1. ***Dependent Option*** - Select:
   a) *Self* - Claimable only by employee
   b) *Dependent* - Claimable only by dependent. If this value is selected, ***Relation Required*** field will be enabled.
   c) *Self and Dependent* - Claimable by both. If this value is selected, ***Relation Required*** field will be enabled.

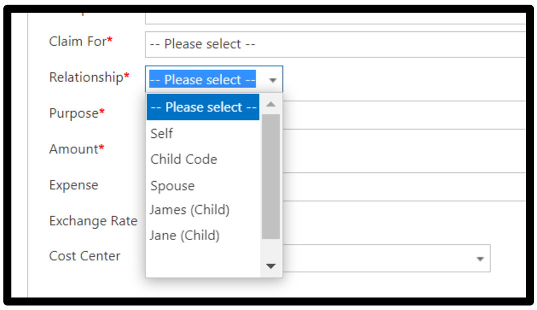


2. ***Relation Required*** - Select if:
   a) *Required* - If *Required* is selected, succeeding fields will be enabled (refer screenshot below)
   b) *Optional* - If *Optional* is selected, succeeding fields will be enabled (refer screenshot below)
   c) Not Available

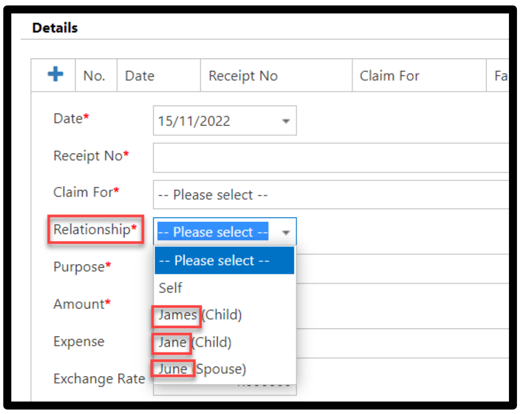


3. ***Relation Option*** – Select from:

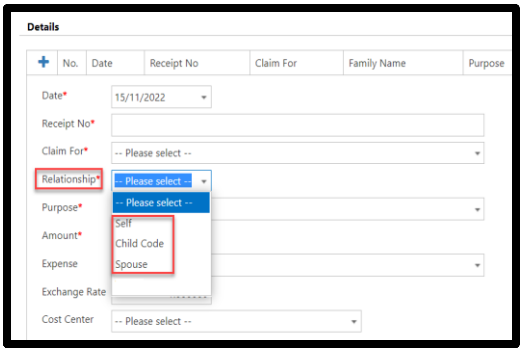
   a) *All* – Refers to *Family* and *Relation*. If relationship selected was a value from Family record, system will auto populate family name. Else, there will be a free text field.



   b) *Family* – In claims application (ESS), populate the list (*Family Name*) based on *Employee's Family*.

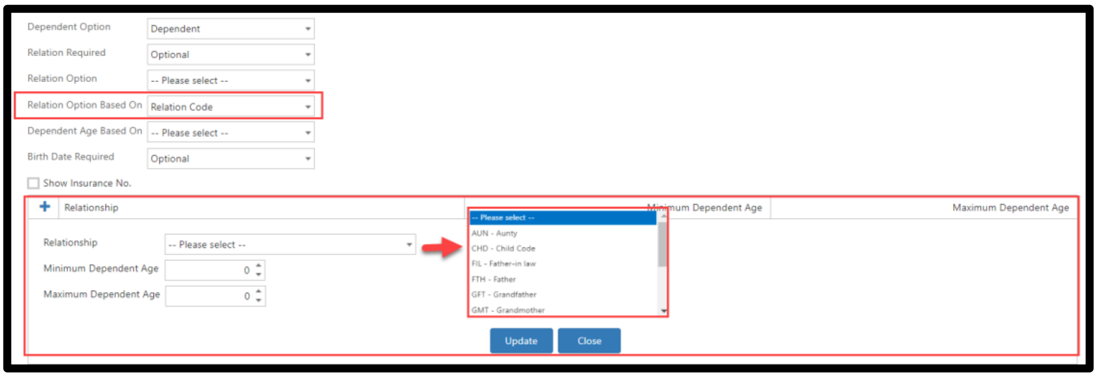


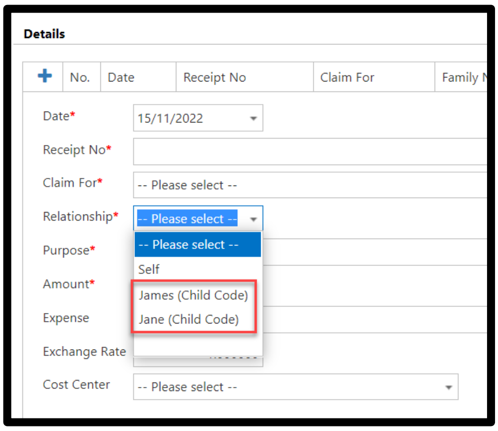
   c) *Relationship* – In claims application (ESS), populate the list (*Relation Name*) based on *Relation Master*. *Family Name* field will be free text field.



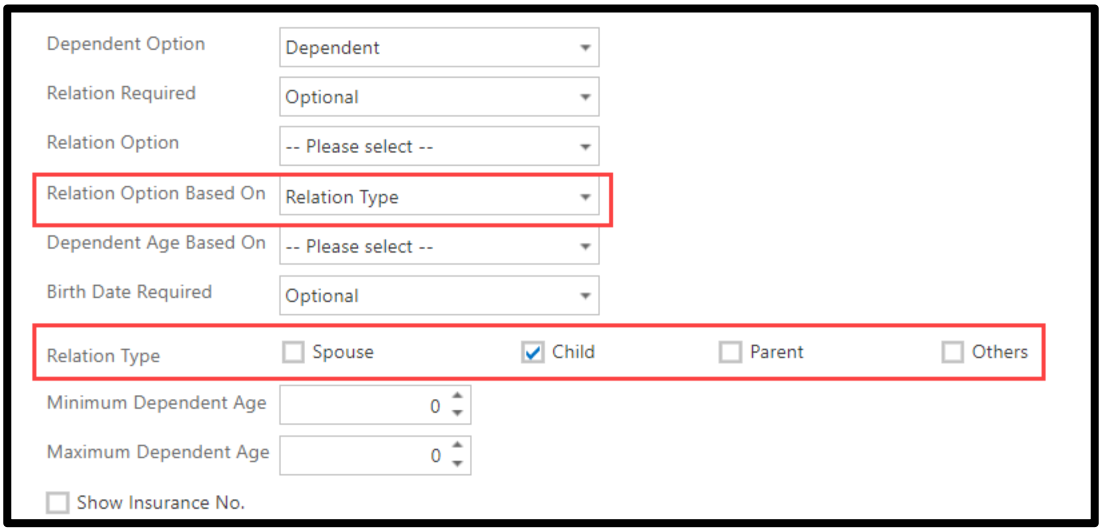
4. ***Relation Option Based On*** – Select from:

   a) *Relation Code* – A grid table will be enabled for user to define the relation code. Drop down list for *Relationship* field can be configure under *Personnel Module > Reference > Personal > Relationship*

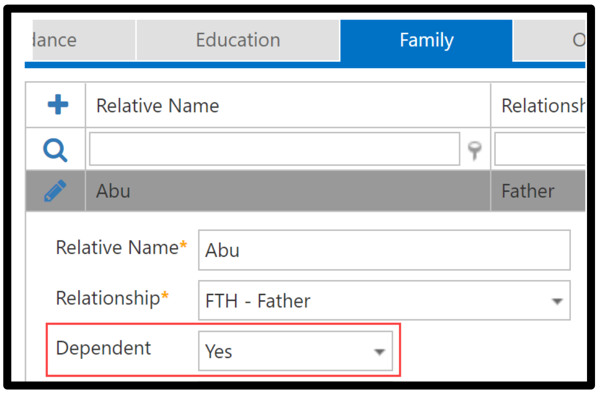


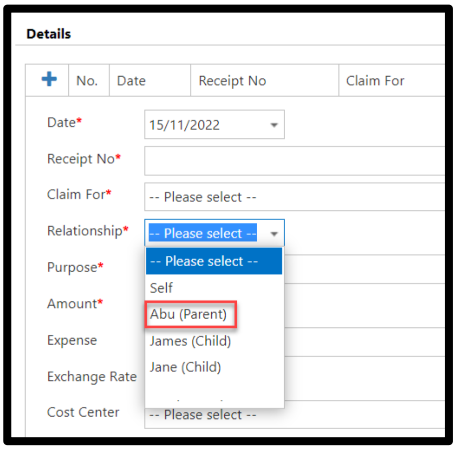


   b) *Relation Type* – Succeeding checkboxes will be enabled. In the example below, only *Family* member with *Relationship = Child* will be populated.

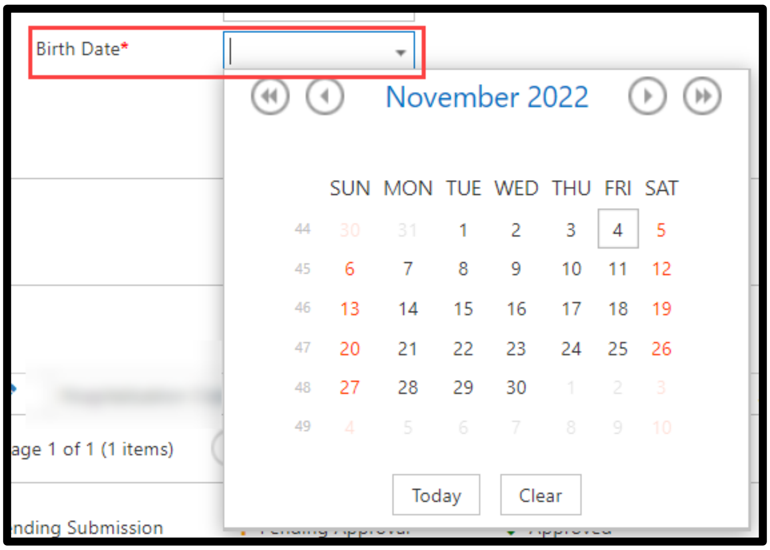


c) *Dependent* – If dependent is selected, only family members where *Dependent field* under *Personnel Module > Family Tab* value is *Yes* will be appear in the drop-down list.

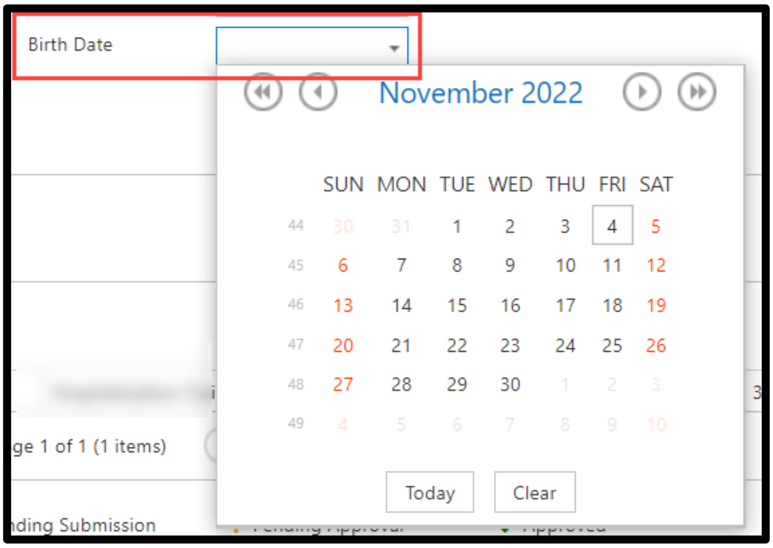




5. ***Dependent Age Based On*** – Select from:
   a) *Exact Birth Date*
   b) *Month of Birth Date*
   c) *Year of Birth Date*
6. ***Birth Date Required*** – Select from:
   a) *Required* - If *Required* is selected, a mandatory date field will be enabled in claim application. Asterisk symbol can be observed, employee unable to proceed for submission is this field value is blank.



   b) *Optional* - If *Optional* is selected, there will be a succeeding date field will be enabled in claim application. No asterisk symbol and employee able to proceed for submission even if this field is blank.



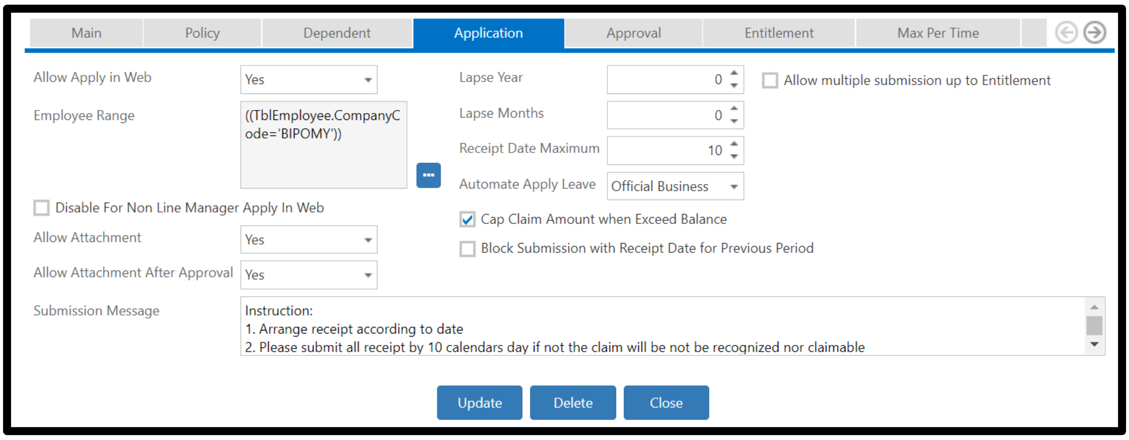
   c) *Not Available*

7. ***Relation Type*** – This field will only be enabled if ***Relation Option Based On*** is selected as ***Relation Type***. This will filter what *Relation Type* will be populated in the drop down list. Select from:
   a) Spouse
   b) Child
   c) Parent
   d) Others
8. ***Minimum Dependent Age*** – For user to define the minimum age for entitlement if there is any restriction on dependent age.
9. ***Maximum Dependent Age*** - For user to define the maximum age for entitlement if there is any restriction on dependent age.
10. ***Show Insurance No.*** – If this field is ticked, ***Insurance No.*** field will be shown when employee apply claim.

Note: *This field is only applicable if the Country/Region is Indonesia.*

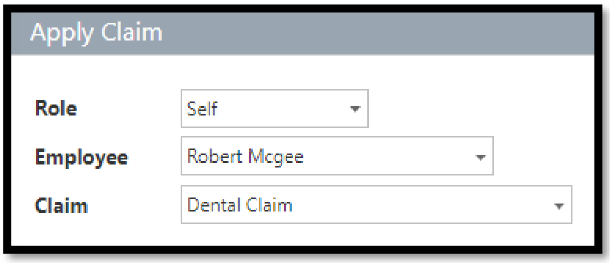
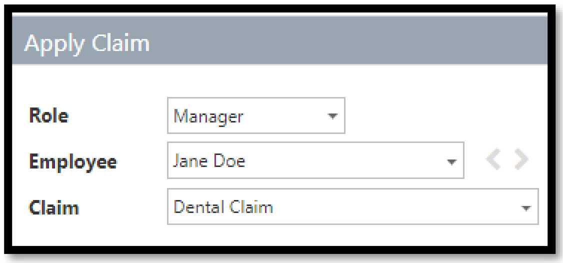
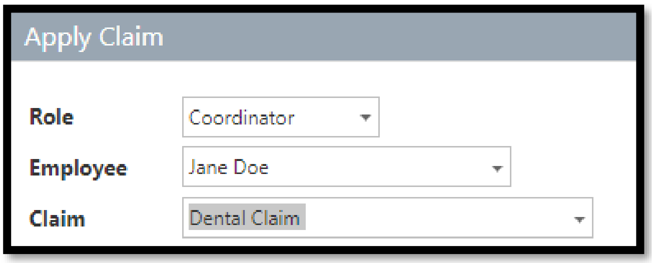
Application Tab

The ***Application tab*** controls the application of the claim. Setting such as whether the applicant can apply through ESS / BIPO mobile app and frequency of applicant can claim the claim type per year or month.



1. ***Allow Apply in Web*** - This is to allow employee to file claim in ESS / BIPO Mobile app.

2. ***Employee Range*** - This is to control whether employee can view and apply this claim in *Employee Screen (ESS)*. Employee cannot apply if he/she is not included in this range, even employee has entitlement.
3. ***Disable for Non Line Manager Apply in Web*** – if this checkbox is ticked, non line manager will not be able to apply for this claim type in ESS / BIPO mobile app.
   Note:
   a) Only Line Manager can apply the claim for him/herself.
   b) Only Line Manager can apply on behalf of his/her employee.
   c) If Coordinator is setup in *Setup > Workflow > Coordinator*, then they can apply on behalf of employee.

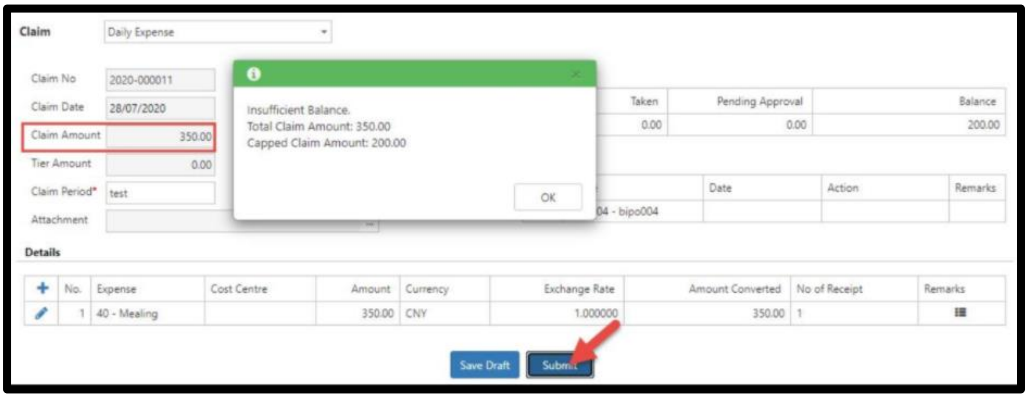
<table>
<tr><td colspan="2">If Checked:</td></tr>
<tr><td>Manager can apply for Self:

</td><td>Manager can apply on behalf of employee:

</td></tr>
<tr><td colspan="2">If Coordinator is set, they can also apply on behalf of employee:

</td></tr>
</table>

4. ***Allow Attachment*** - Allow employee to attach when applying this claim type.
5. ***Allow Attachment After Approval*** - Allow employee to attach after this claim type has been approved.
6. ***Submission Message*** - Message to be displayed upon submitting this claim type.
7. ***Lapse Year*** - The number of years employee must wait before they can reapply this claim type.
8. ***Lapse Months*** - The number of months employee must wait before they can reapply this claim type.

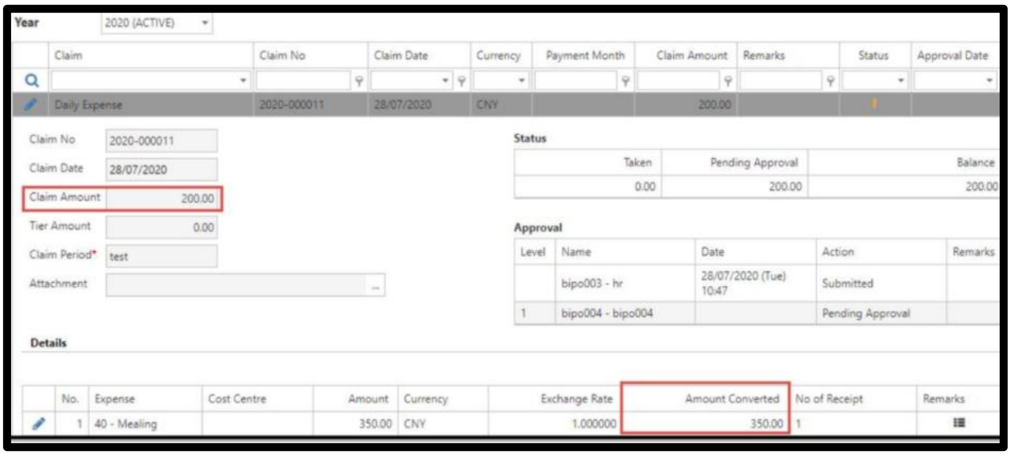
9. ***Receipt Date Maximum*** - Number of days that the receipt will be considered valid.
10. ***Automate Apply Leave*** - Automatically applying for the relevant leave type based on this claim type.

    Example: If *Official Business Leave* is selected under *Hotel Claim*, this leave will be automatically filled under *Leave Module*.
11. ***Cap Claim Amount when Exceed Balance*** - Tick to cap a claim amount to the balance. ***Note:*** If the claim type has entitlement, this checkbox commonly will be ticked. This will limit the employee to file the amount specified in *Entitlement Tab > Entitlement Field.*

    If the entitlement is only specified as 200 and employee tries to apply for 350, then employee would receive this message.



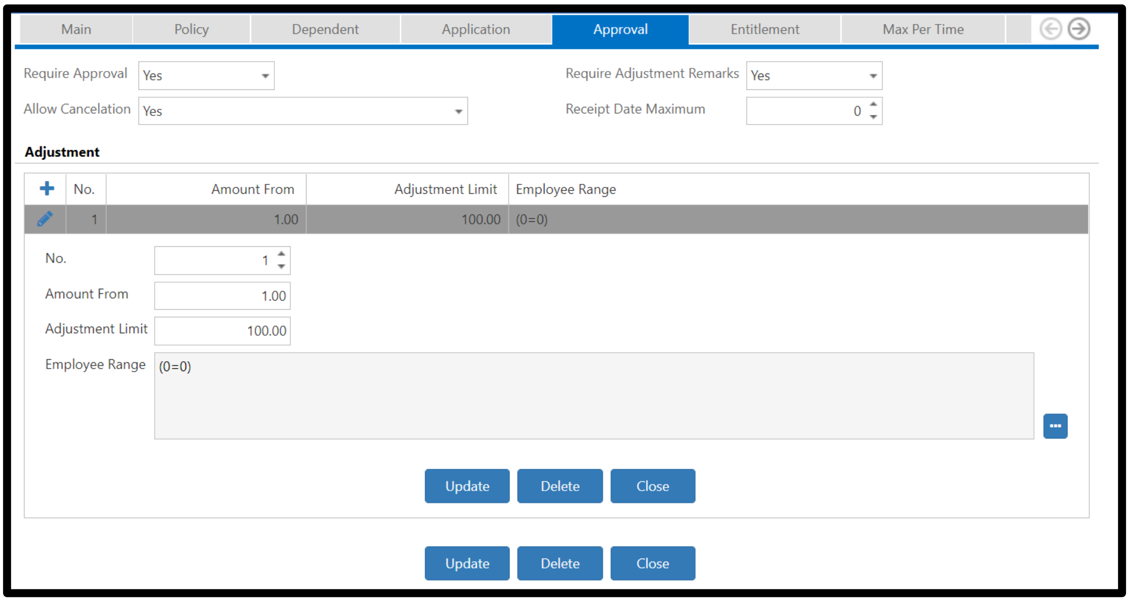
The claim amount would be 200 instead of 350.



12. ***Block Submission with Receipt Date for Previous Period*** – The system will not allow any application that submit if receipt date is larger than the date of submission.

Approval Tab

The ***Approval*** tab allows user to define if approval is required for this claim type. User can also set if the approver can adjust the amount.

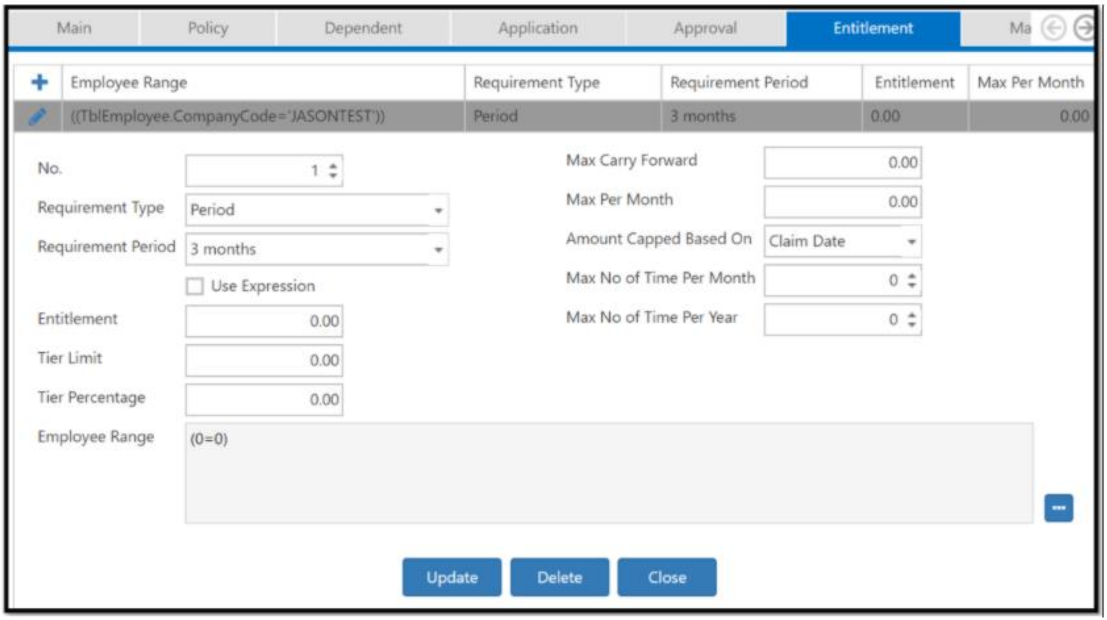


1. ***Require Approval*** - Set if this claim type needs approval. If set as *No*, this will be auto approved.
2. ***Allow Cancellation*** - Set if employee can cancel the claim type.
3. ***Require Adjustment Remarks*** - If set as *Yes*, the approver must provide a remark for adjusting the claim amount.
4. ***Receipt Date Maximum*** – System will stop the approver from approving the record if the number of days between Receipt Date and the approving date is greater than the value defined in the Receipt Date Maximum under Approval Tab.
   Validation that applies to this field:
   a) The field will be enabled when ***Require Approval*** field is set to ***Yes***.
   b) When ***Receipt Date Maximum*** under ***Application tab*** is not defined or set to 0, user would not be able to define the ***Receipt Date Maximum*** under ***Approval tab***.
   c) The ***Receipt Date Maximum*** value under ***Approval tab*** should be greater than or equal to the value of ***Receipt Date Maximum*** under ***Application tab***.

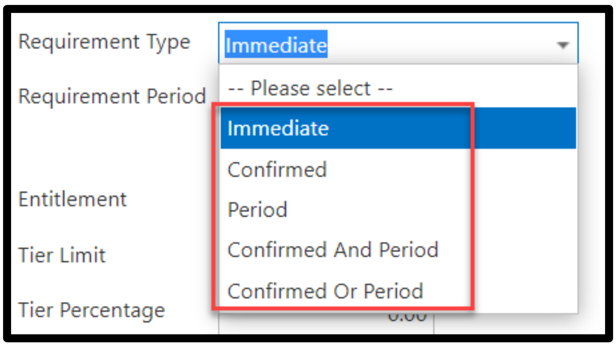
5. Adjustment
    a) ***No*** – Sequence Number.
    b) ***Amount From*** - Set the starting amount the approver can modify.
    c) ***Adjustment Limit*** - Set the maximum amount for adjustment.
    d) ***Employee Range*** - Specify who can only do the adjustment.

Entitlement Tab

Entitlement tab controls the settings of rules on when and how many times the employee can apply this claim type. This is also where we set the ***Tier Limit*** connected in ***Policy*** tab.



1. ***Requirement Type / Requirement Period*** - Select the condition for the entitlement to be available for new join employee to file this claim.



a) Immediate – this is to allow new join employee to immediately entitled for the entitlement.
b) *Confirmed* – new join employees can only claim their entitlement after confirmation.
c) *Period* – new join employees can only claim their entitlement after certain time periods (months).
d) *Confirmed And Period* – new join employees can only claim their entitlement after their confirmation <u>and</u> had fulfilled certain period working.

   Example: Join 1st Jan

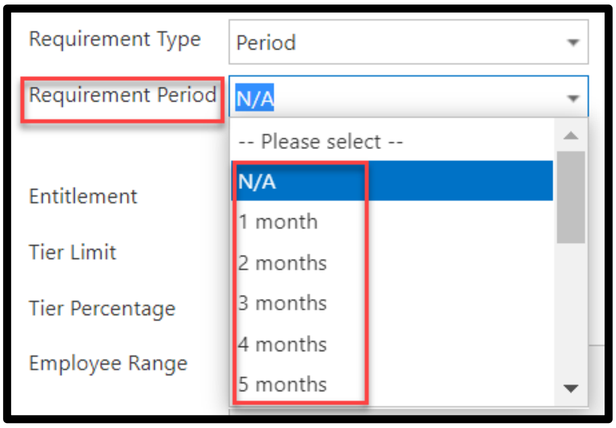
   Confirmation: 3 months (1st April)

   Period: 6 months (1st July)

   New join employees will be able to claim their entitlement after 1st July once they had fulfilled their confirmation <u>and</u> working period.
e) *Confirmed Or Period* – new join employees can only claim their entitlement either after their confirmation <u>or</u> had fulfilled certain period working.

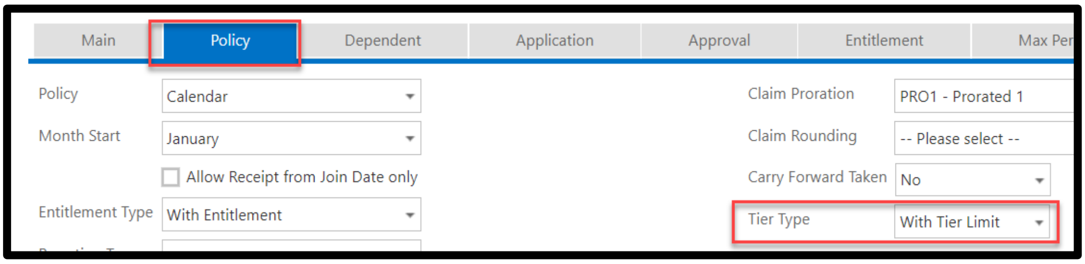
   Using example above: New join employees will be able to claim their entitlement either after 1st April once they had fulfilled their confirmation (provided there is no extension to their confirmation period) <u>or</u> after 1st July once they had fulfilled working period, whichever comes first.

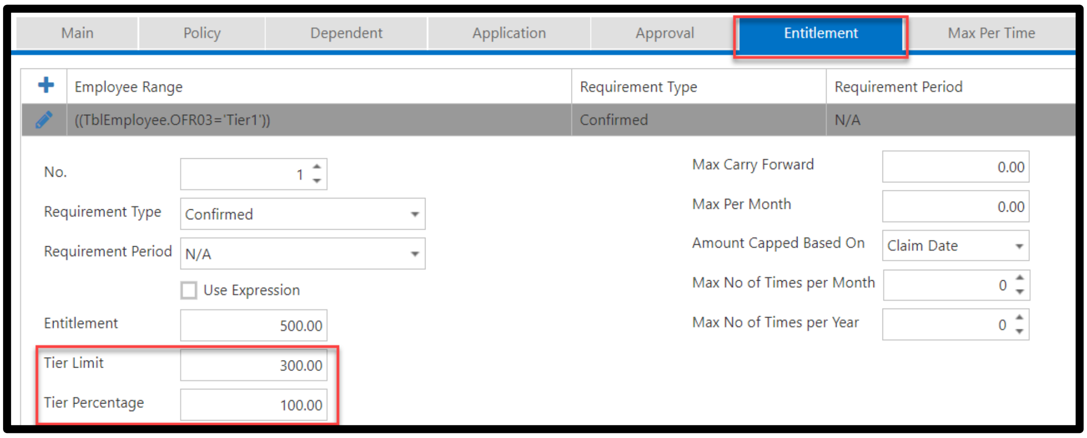
   Note: For *Period, Confirmed And Period* and *Confirmed Or Period,* ***Requirement Period*** need to set the period, as shown below:



2. ***Use Expression*** - Tick to add a formula in for setting condition for entitlement calculation of *Entitlement*. Once this is ticked, the ***Condition Field*** will appear:

3. ***Entitlement*** - This is entitled amount that the employee can file for this claim type.
4. ***Tier Limit / Percentage*** - These fields will only be enabled if ***Tier Type*** in [Policy tab]() is set to *With Tier Limit*.





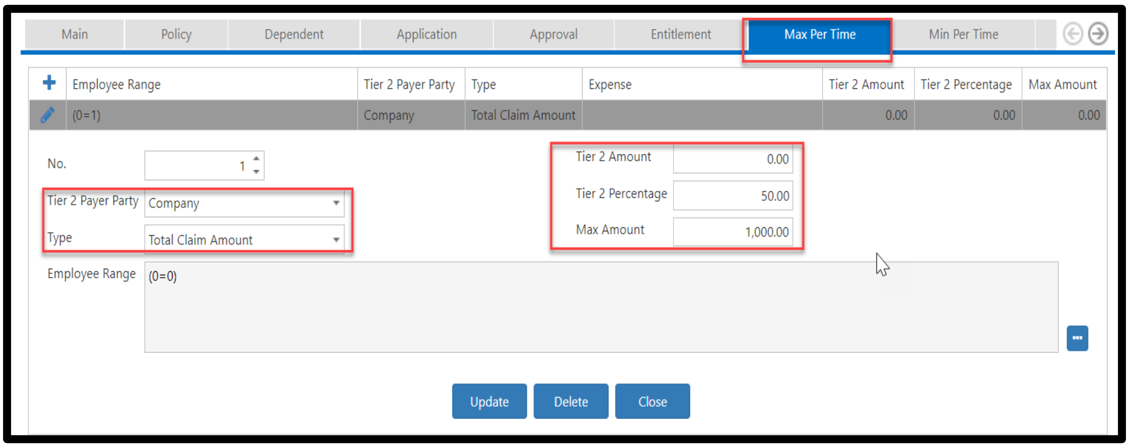
In this example, the company will pay 100% up to 300 limit. (For anything above the ***Tier Limit,*** refer to [*Max Per Time Tab*]()

5. ***Employee Range*** - Specify the employee who will have the entitlement for this claim type.

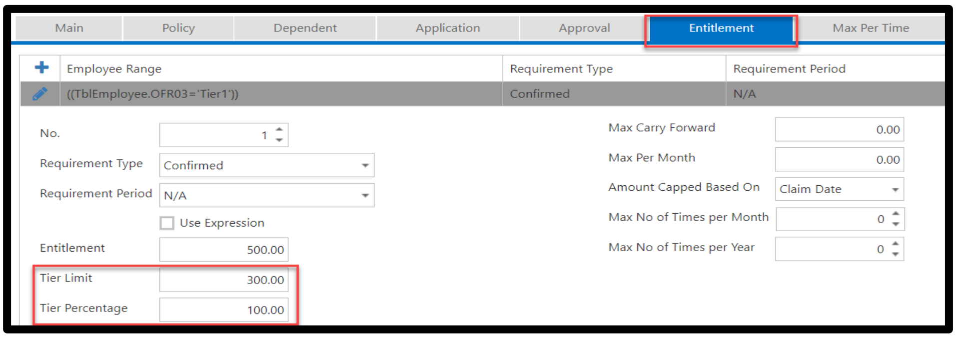
6. ***Max Carry Forward*** - Set the maximum entitlement that can be carried forward to next year.
7. ***Max Per Month*** - Set the maximum amount the employee can file per month.
8. ***Amount Capped Based On***: *Claim Date* or *Receipt Date*.
9. ***Max No of Time Per Month*** - Number of times that employee can file this claim type per month.
10. ***Max No of Time Per Year*** - Number of times that employee can file this claim type per year.

Max Per Time Tab

Max Per Time Tab can be used to set the *Tier 2* payment allocation.



Note: *Tier 1* can be set in *[Entitlement tab]* if ***Tier Type*** is selected *With Tier Limit* in ***Policy Tab*** (refer screenshot below):



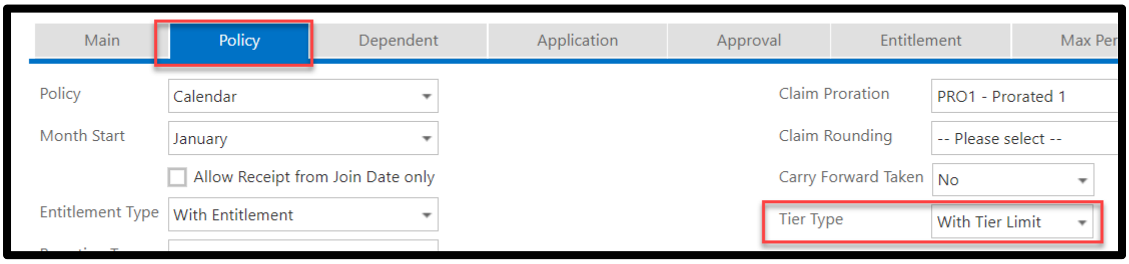
1. ***Tier 2 Payer Party*** - Select if *Tier 2* is *Employee* or *Company*
   a) *Company* – if the *Tier 2* amount is payable by *Company*
   b) *Employee* – if the *Tier 2* amount is bear by *Employees*

2. ***Type*** - Select from
    a) *Total Claim Amount*
    b) *Details Claim Amount* - This will enable the *Expense* field to be specified
    c) *Per Pax*
3. ***Tier 2 Amount*** – If the *Tier 2* is a specific the amount to be paid.
4. ***Tier 2 Percentage*** – Select percentage amount if the *Tier 2* amount is determined by the percentage of the claim amount.
5. ***Max Amount*** - Limit the max amount to be paid/claim in *Tier 2* (especially if Tier 2 percentage is selected).
6. ***Employee Range*** - Specify the employee range on who can have this Tier 2 setting.

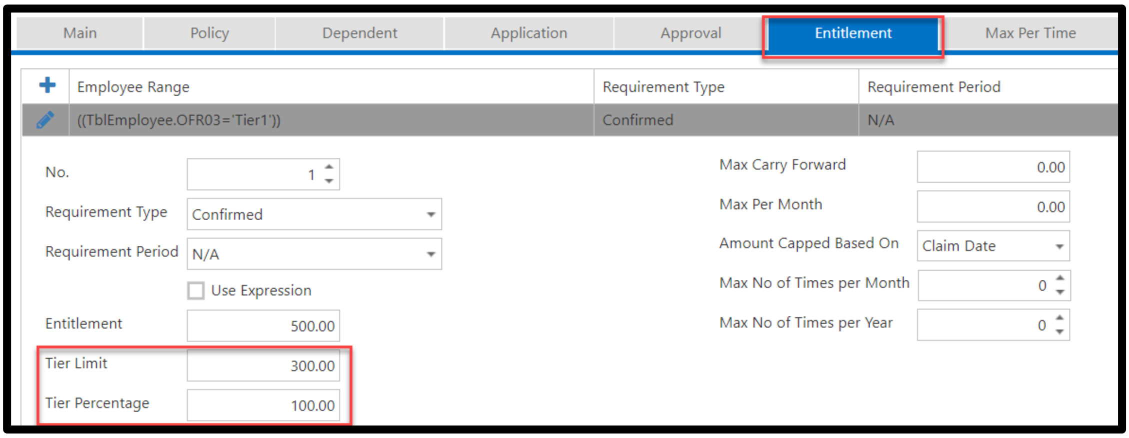
Application Scenario for Claim Entitlement (Tier Limit) & Max Per Time

Scenario 1:

When ***Policy tab > Tier Type = With Tier Limit,***

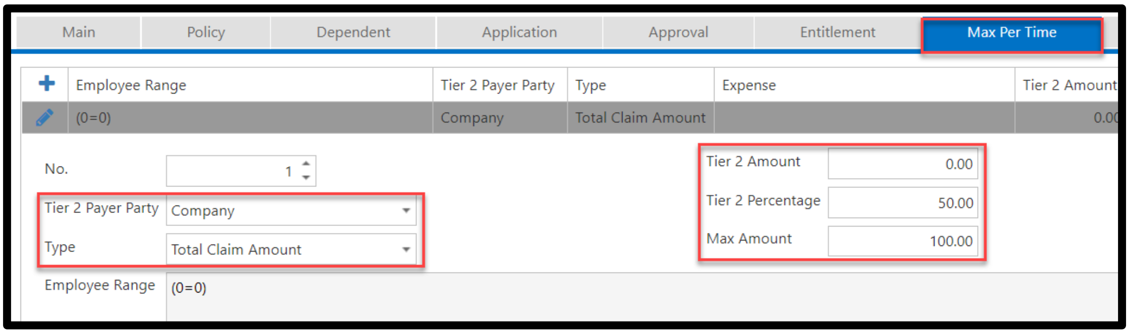


Tier Limit & ***Tier Percentage*** will appear in ***Entitlement Tab***

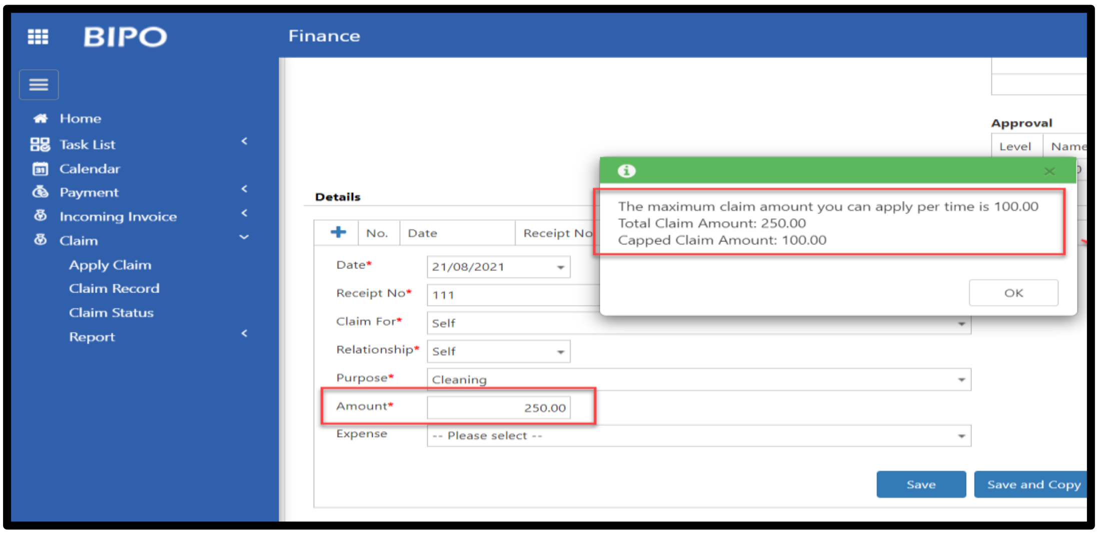


Refer to the above setting, claim amount 300.00 and below will fall under *Tier 1* and is 100% claimable.

In ***Max Per Time Tab,*** *Total Claim Amount* is paid by *Company (**Tier 2 Payer Party**), **Tier 2 Percentage*** is *50%* and ***Max Amount*** is capped at *100* (meaning any amount above the *Tier 1* is payable by company up to 50% but cannot be more than 100).

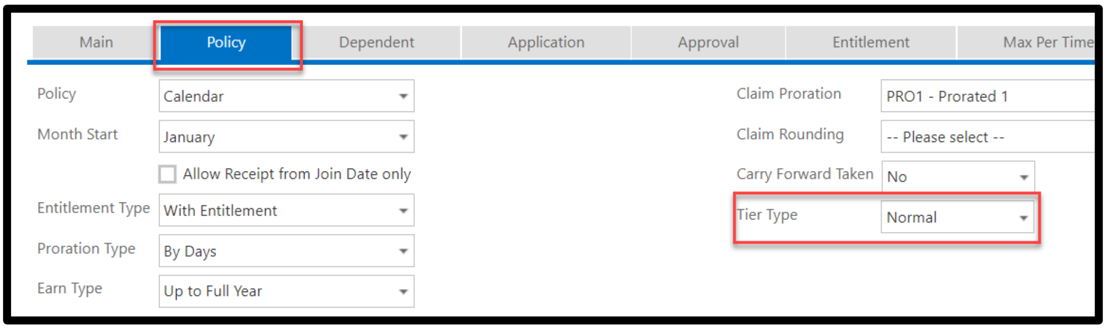


If the *Total Claim Amount* is 250.00, 50% is equal to 125.00, however the *Max Amount* is capped at 100.00, hence total can be claim and payable by company is equal to 100.00 only, instead of 125.00.

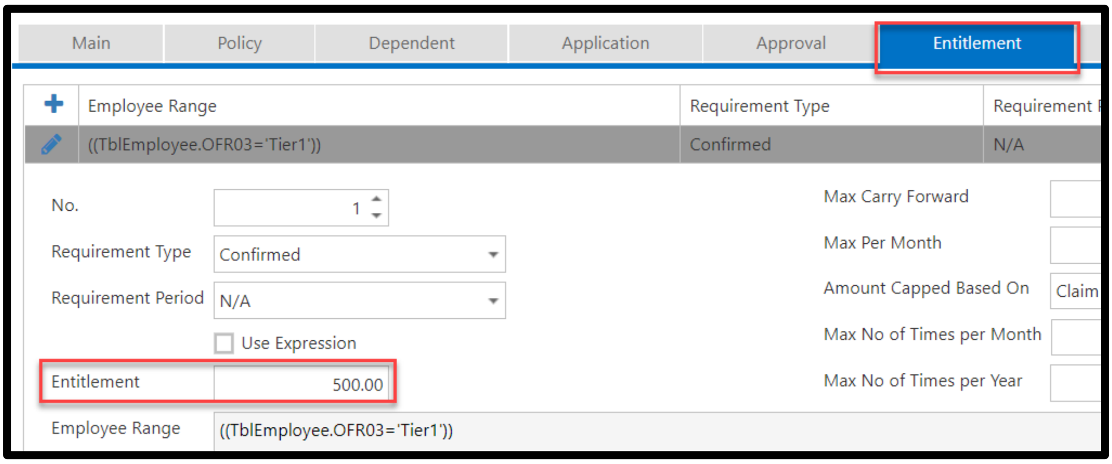


Scenario 2:

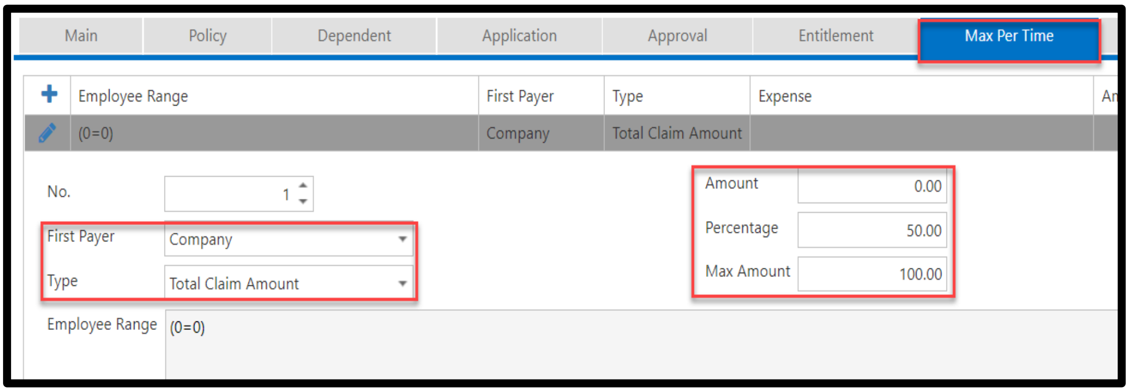
When ***Policy tab > Tier Type = Normal,***



Tier Limit & ***Tier Percentage*** will <u>NOT</u> appear in ***Entitlement Tab***



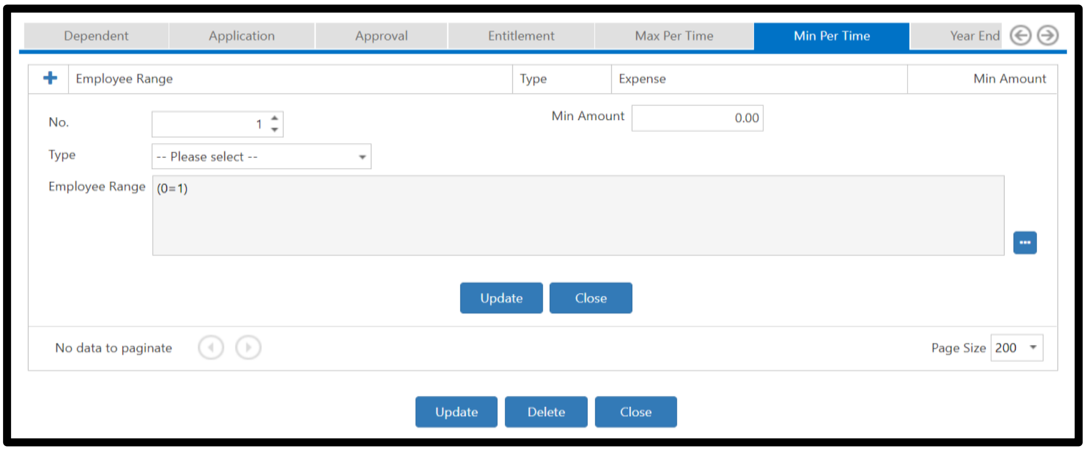
In ***Max Per Time Tab, First Payer = Company*** (paid by company)***, Type = Total Claim Amount, Percentage*** is *50%* and ***Max Amount*** is capped at *100*.



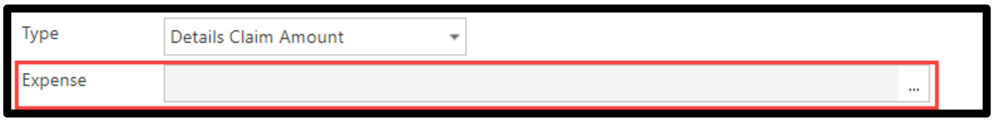
For the above setup, total entitlement claimable for each employee is up to 500.00. However, for every *Total Claim Amount* claimed, only 50% percent is payable by company. I.e. if *Total Claim Amount* = 250.00, 50% claimable is equal to 125.00, however the *Max Amount* is capped at 100.00, hence total can be claim and payable by company each time is equal to 100.00 only, instead of 125.00.

Min Per Time Tab

Min Per Time has the similar concept with ***Max Per Time*** except there's no ***First Payer***, ***Percentage***, and ***Amount Fields***. It allows user to set the min amount claimable (depending on company's policy).



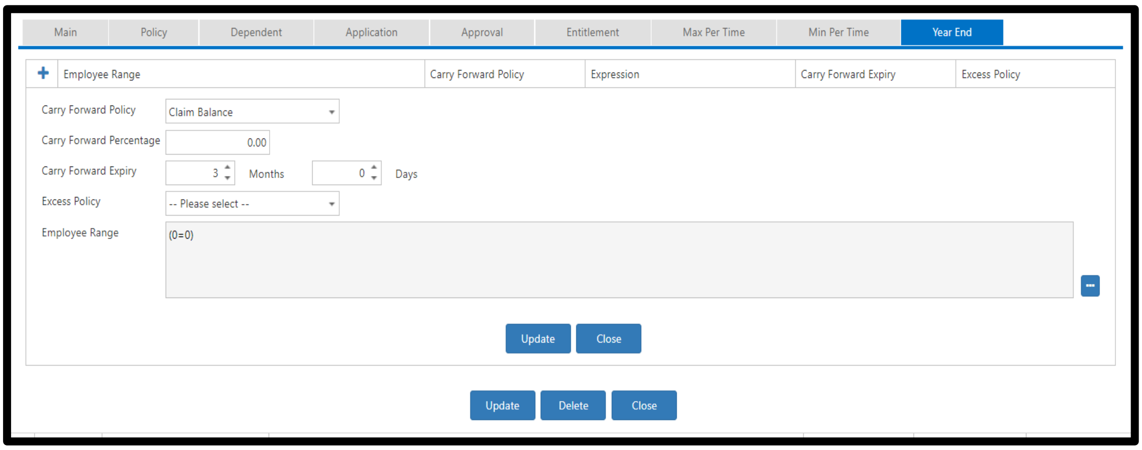
1. ***No*** – Sequence Number.
2. ***Type*** - Select from
   a) *Total Claim Amount*
   b) *Details Claim Amount* - This will enable the ***Expense*** field to specify the specific expenses, i.e. *Accommodation* etc. which is set in ***Reference > Expense > Expense***



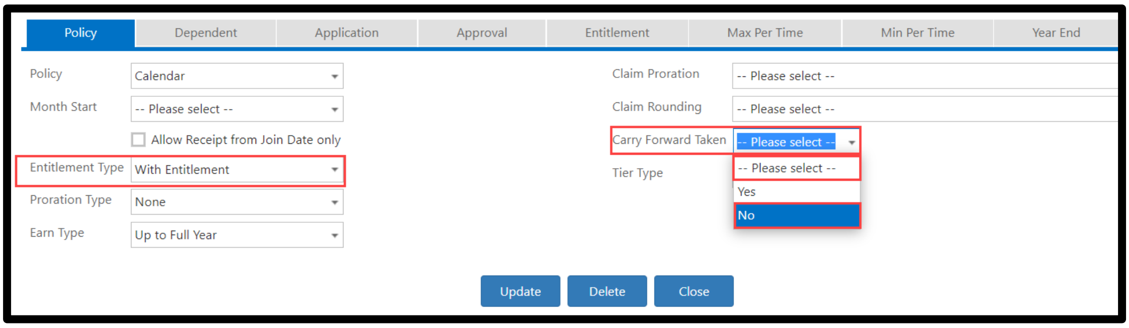
   c) *Per Pax*
3. ***Min Amount*** – Min amount to be paid by payer.
4. ***Employee Range*** – Specify the employee range that applicable with this setup.

Year End Tab

In ***Year End Tab***, it allows user to set carry forward rules for claims to bring forward to next year.



Note: This tab will be activated when ***Entitlement Type*** is set to ***With Entitlement*** and ***Carry Forward Taken*** is either undefined or set as ***No***, as shown below:



1. ***Carry Forward Policy*** – Select from:

   a) ***Claim Balance*** - System will carry forward all remaining balance of the claim from previous year which includes all balance entitlement, carry forward from previous years (depending on the carry forward forfeiture policy) etc.

   b) ***Full Year Entitlement*** - System will carry forward based on the full year entitlement.

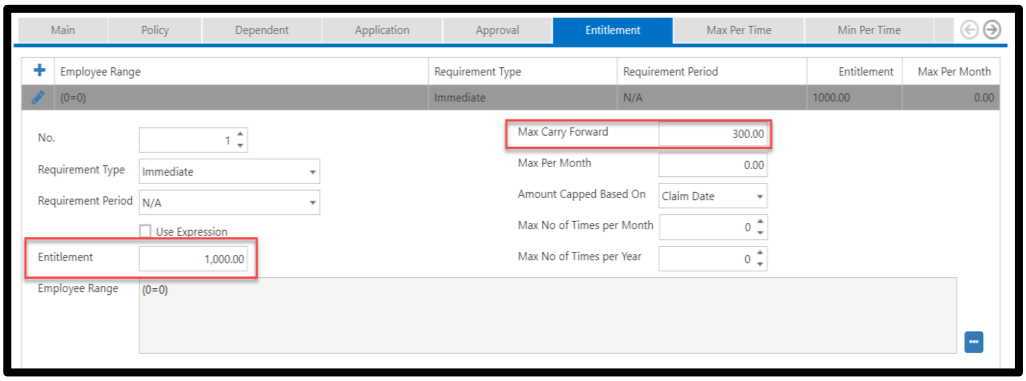
   Example:

   Entitlement = $500 balance of claim entitlement (balance as of year/anniversary period end)

   Carry Forward Policy = Full Year Entitlement & Carry Forward % = 50

   Carry Forward Entitlement = $250

   c) ***Max Carry Forward*** - System will carry forward all balance with ***Maximum Carry Forward*** set under *Entitlement Tab*.



Example:

Entitlement = $1000 & Max Carry Forward = $300

Carry Forward Policy = Max Carry Forward & Carry Forward % = undefined

Carry Forward Entitlement = $300 or whichever balance is lower.

Entitlement = $1000 & Max Carry Forward = $300

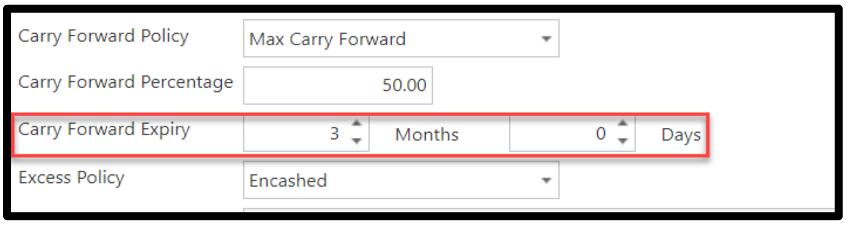
Carry Forward Policy = Max Carry Forward & Carry Forward % = 50

Carry Forward Entitlement = $150 or whichever balance is lower.

d) ***Unconsumed Carry Forward*** - System will carry forward from unconsumed carry forward. *(This must set together with Excess Policy field.)*

e) ***Custom Carry Forward*** - User can define and customization the *Carry Forward* policy based on company requirements.

2. ***Carry Forward Percentage*** – To indicate the percentage of claim to be carried forward to next period.
3. ***Carry Forward Expiry*** – To define the expiry period of the carried forward claim balance.



4. ***Excess Policy*** – To define how to process the excess claim amount (excess amount refer to amount balance after *Carry Forward* calculated)

a) *Encashed* - The unconsumed carry forward will be encashed in payroll.

b) *Forfeited* - The unconsumed carry forward will be forfeit.

Example:

Balance at end of period = $280

Max Carry Forward = $200

Excess Policy = Forfeit

$280 - $200 = $80

$80 → Forfeited

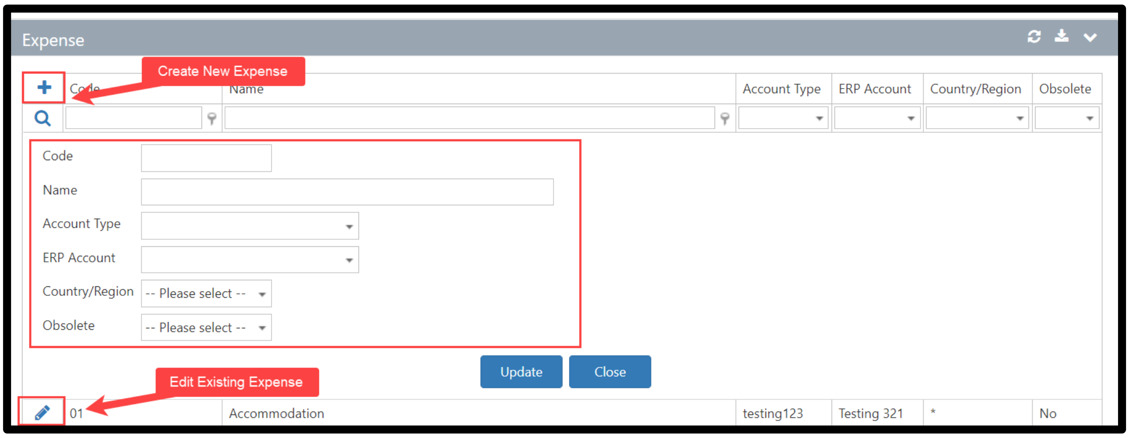
Employee Range – To define the employees on which the carry forward policy is applied to. Click here to refer on how to set the employee range.

Create Expenses and Internal Order

Expense is a field under claim form that allows user to categorize their claim into different expenses categories, such as accommodations, flight, meal, transport, entertainment, etc. If this field is configured in the claim form, the expense items can be setup by user as per client's requirement.

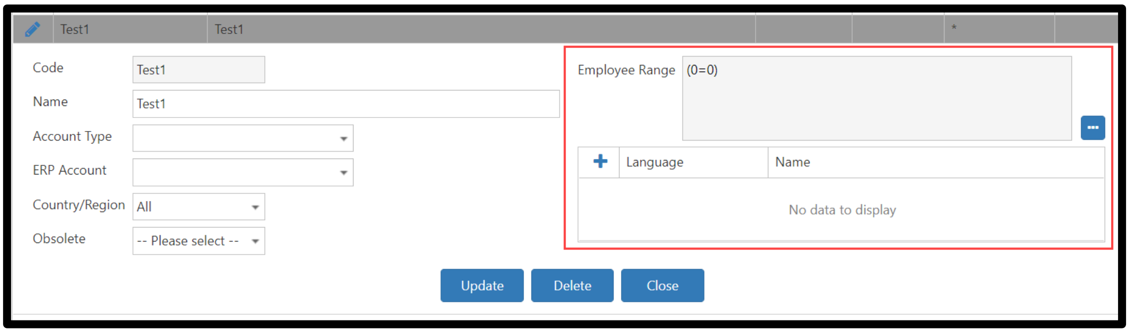
Create New or Edit Existing Expense Item

Access: Claim Module > Reference > Expense > Expense



1. Click icon to add field selection or icon to edit existing field.
2. Fill up fields accordingly:
   a) ***Code*** – (*Mandatory*) Define the code.
   b) ***Name*** - (*Mandatory*) Define the name.
   c) ***Account Type –*** This is a free text field that system will automatically recorded in system and appear as drop-down list for selection.
   d) ***ERP Account*** – key in the respective ERP account name/identification code. This field is free tax. Values entered will be save drop down items for future selection.
   e) ***Country/Region*** – (*Mandatory*) Can be define as all countries or specific country only.
   f) ***Obsolete*** – Select ***No*** or ***-Please select –*** if this item is active.
3. Click ***Update*** button to save it.

4. Once user click *Update* button for newly created items, system will enable 2 additional fields (refer below screenshot).



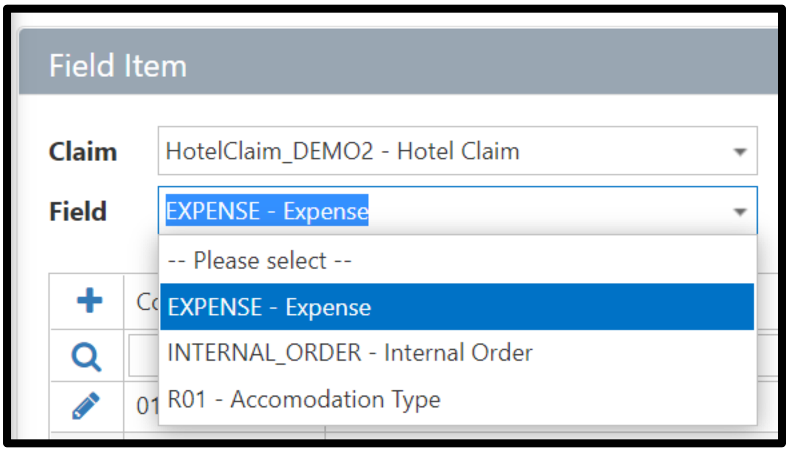
   a) ***Employee Range*** - Specify the employee range that applicable with this setup.
   b) ***Language*** - (*Optional*) This is to manage the display language for the field in claim type, if user wish to display the claim type in others language (*by default is US English*), there is a need to configure the setup in this field.

5. Click ***Update*** button again to save the changes.

Sync Expense Item into Expense Field for Specific Claim Type

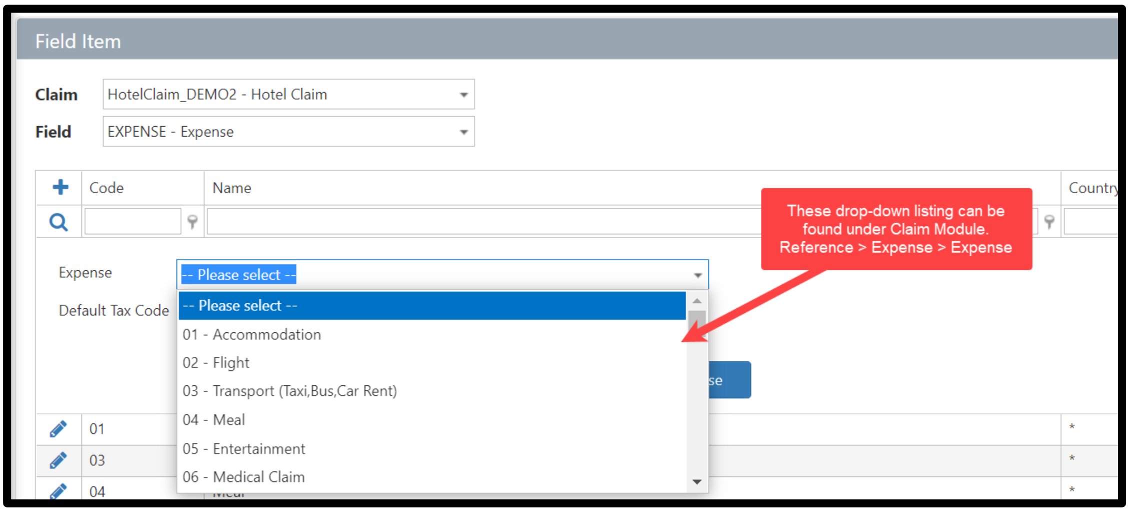
Created expense item require to be define under ***Field Item*** for the item to reflect under the drop-down list in claim form.

Access: Claim Module > Reference > Claim > Field Item



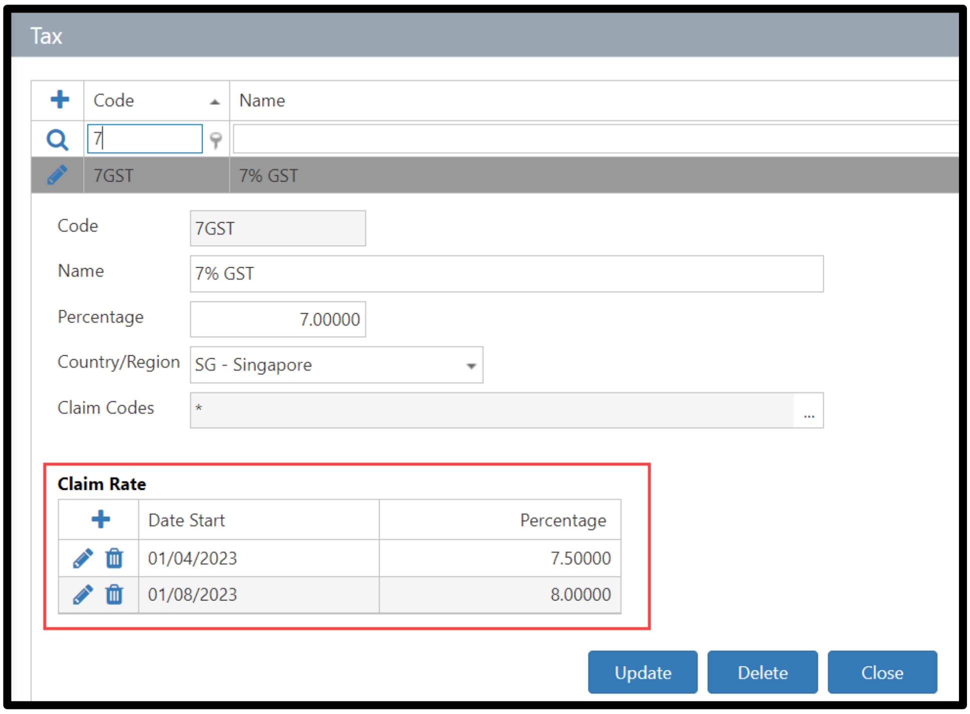
1. Select the ***Claim Type*** in the drop-down selection.
2. Select ***Expense*** from the Field.
3. Click + to add the *Expense*.

   Note: All expense items created under *Claim Module > Reference > Expense* is available for selection.



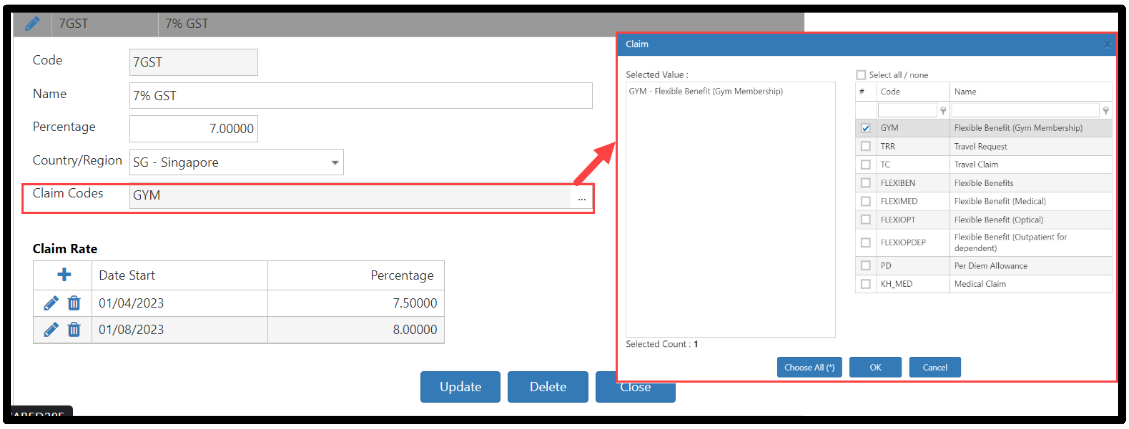
4. Fill up the fields accordingly:
   a) ***Expense*** – Select from the expense item list created under *Claim Module > Reference > Expense.*
   b) ***Default Tax Code*** – This is a drop-down list that can be configured under ***Claim Module > Reference > Expense > Tax***

Access: Claim Module > Reference > Expense > Tax

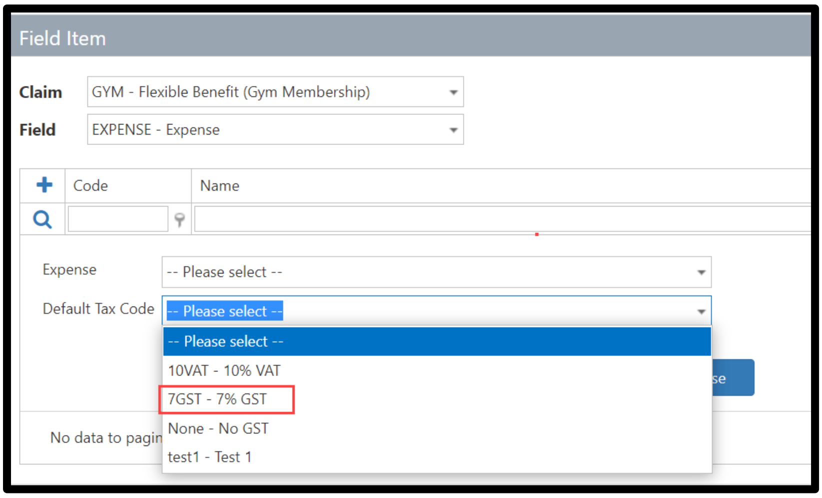


- ***Code*** – Enter the code and it should be unique and cannot contain blank spaces.
- ***Name*** – Enter the name for the Tax Code.
- ***Percentage*** – Define the percentage for tax calculation.
- ***Country/Region*** – Can be defined as all countries or specific country only.
- ***Claim Codes*** –Define the Claim Codes that would be applicable for certain Tax Code.

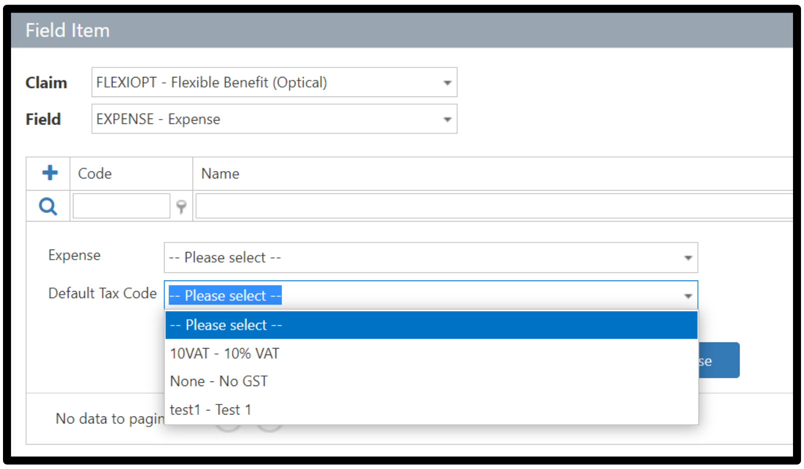
  Example: **Tax Code = 7% GST** Tax is only set for **Claim Codes = GYM**.



Therefore, the user can see **Tax Code = 7% GST Tax** appear under the **Field Item** when **Claim = GYM** and **Field = Expense**.



However, when user select others Claim Code, the **Tax Code = 7% GST Tax** will not appear under the selection field.



- ***Claim Rate*** - This is a Percentage Detail Table with Date Start in Tax Master. Tax rate will be computed based on the Receipt Date in Claim Application.

  Example: If Tax Percentage is set as below:

Date Start	Percentage
01/04/2023	7.5
01/08/2023	8

  When Receipt Date is 12/05/2023, the percentage will be 7.5.

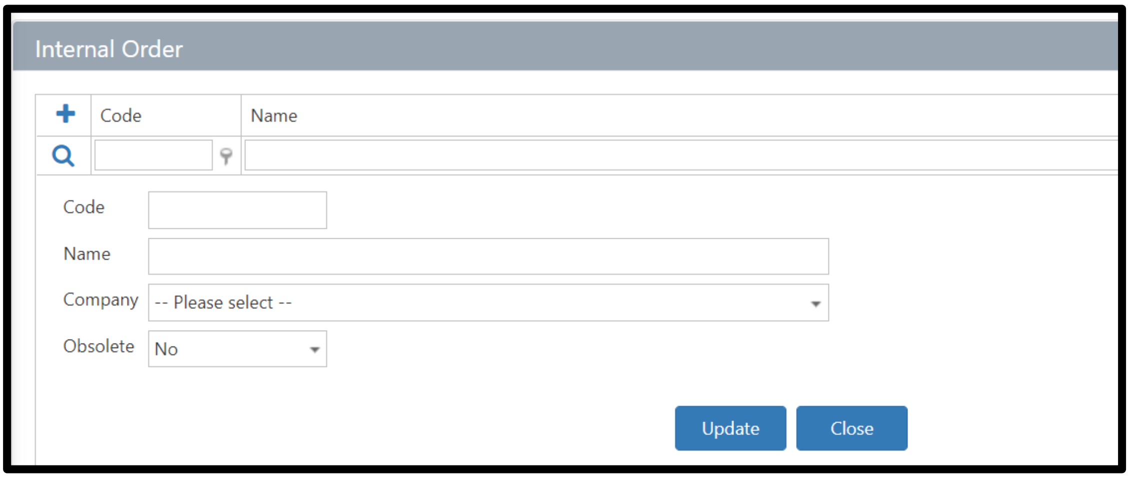
  When Receipt Date is 26/9/2023, the percentage will be 8.

5. User may add numerous expenses base on client's requirement.
6. Click ***Update*** button to *Save*.

Create New or Edit Existing Internal Order Item

Similar to *Expense,* ***Internal Order*** is a field under claim form that allows user to categorize their claim into different expenses used for internal order such as printing supplies and office stationery, etc.

Access: Claim Module > Reference > Internal Order

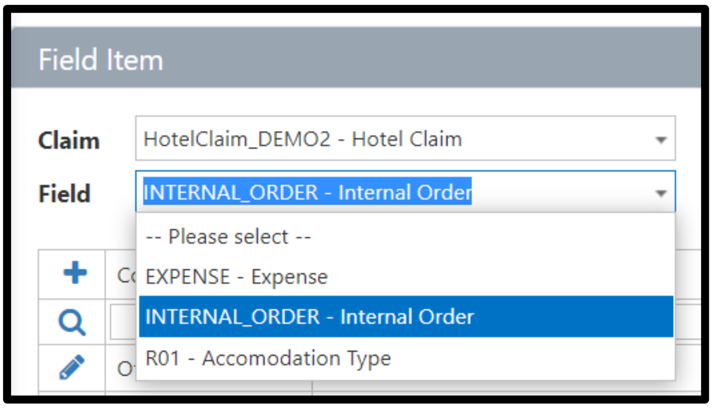


1. Click icon to add field selection or icon to edit existing field.
2. Fill up fields accordingly:
   a) ***Code*** – (*Mandatory*) Define the code.
   b) ***Name*** - (*Mandatory*) Define the name.
   c) ***Company*** – (*Mandatory*) Can be define as all company or specific company only.
   d) ***Obsolete*** – Select ***No*** or ***-Please select –*** if this item is active
3. Click ***Update*** button to save it.

Sync Internal Order Item into Internal Order Field for Specific Claim Type

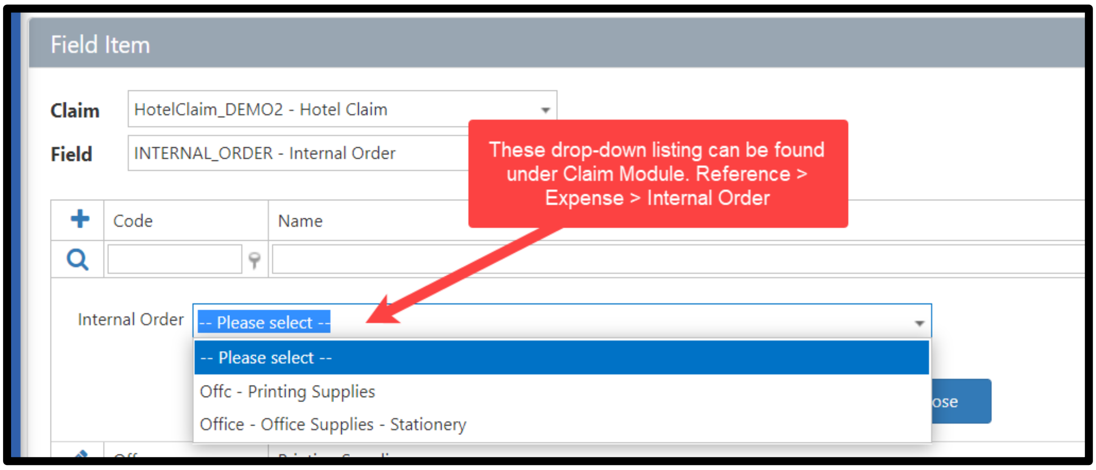
The process is similar with Expense. Created ***Internal Order*** item require to be defined under ***Field Item*** for the item to reflect under the drop-down list in claim form.

Access: Claim Module > Reference > Claim > Field Item



1. Select the ***Claim Type*** in the drop-down selection.
2. Select *Internal Order* from the ***Field***.
3. Click to add the *Internal Order*.

Note: All *Internal Order* items created under ***Claim Module > Reference > Internal Order*** are available for selection.



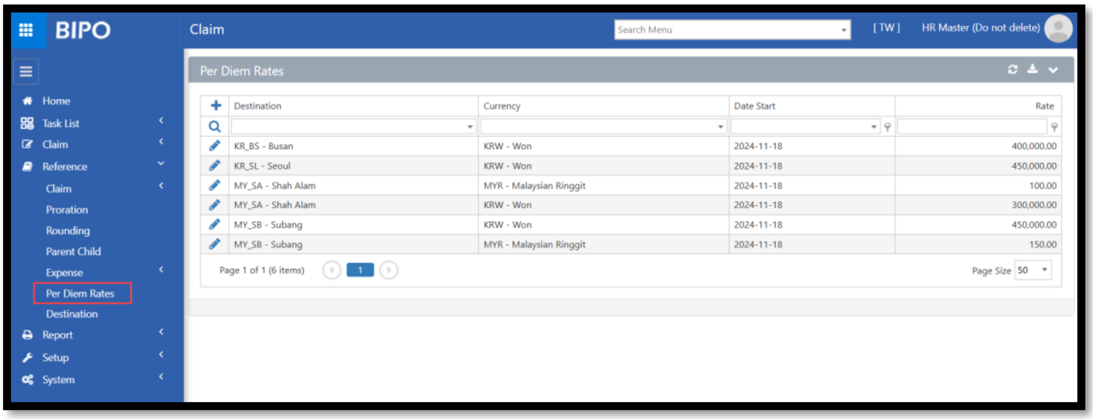
4. ***Internal Order*** – Select from the internal order item list created under ***Claim Module > Reference > Expense > Internal Order***
5. User may add numerous expenses base on client's requirement.
6. Click ***Update*** button to *Save*.

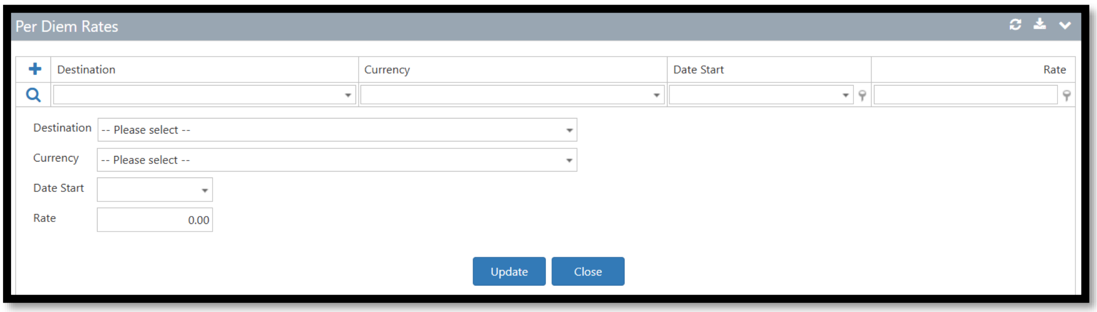
Create Per Diem Rates

Per Diem Rates is a function that predetermines the daily allowance provided to employees to cover the expenses incurred during business travels. After setting up the rates for the respective destination and currency, allowance can then be calculated and applied in Claim.

The process of configuring the Per Diem Rates is setting up the standard fields to support the calculation of Per Diem Amount, as well as performing the calculation for Per Diem Amount in Claim.

To access Per Diem Rates, go to ***Claim Module > Reference > Per Diem Rates***:





The Per Diem Rate is constructed by 4 fields:

- Destination: Determines the location for which the rate applies.
- Currency: Specifies the currency for the daily allowance.
- Date Start: Defines when the per diem rate becomes effective for that destination.
- Rate: The specific daily allowance rate assigned to a destination in the selected currency.

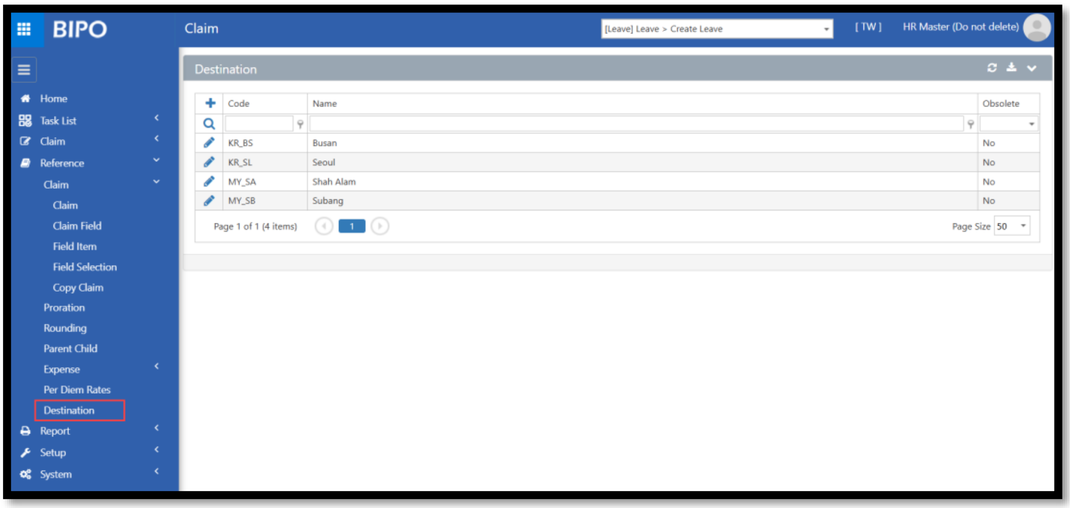
Pre-Setup

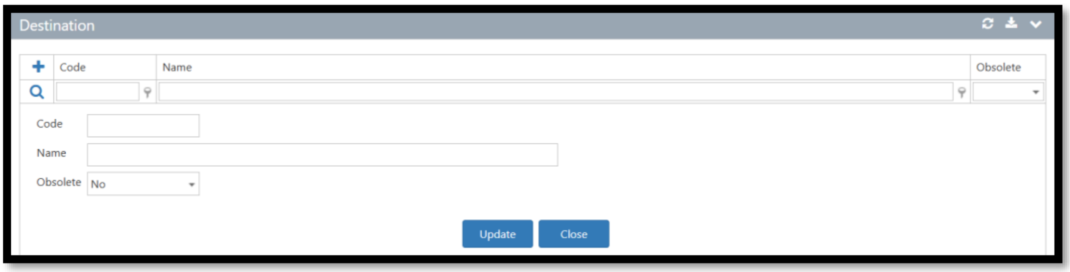
To setup Per Diem Rates, pre-configurations of below fields need to be done:

- Destination
- Currency
- Currency Exchange

Destination

Access: Claim Module > Reference > Destination





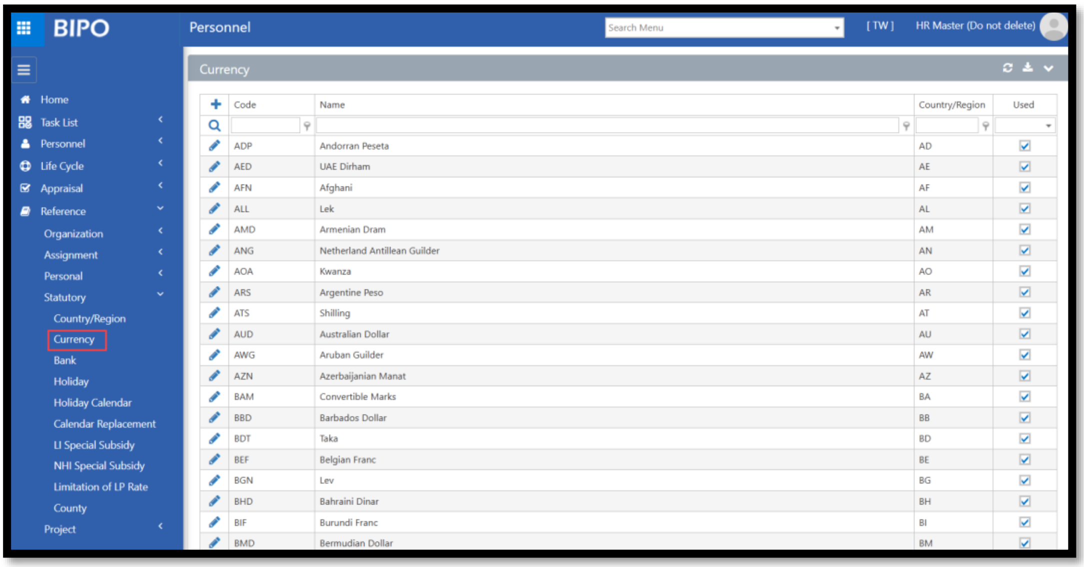
Fill in the location that is needed to be used in Per Diem Rates. Do note that if destination had been used in Per Diem Rate Table, it cannot be deleted in Destination Master.

Required fields:

- Code: Unique code to define the destination
- Name: Name to identify the code

Currency

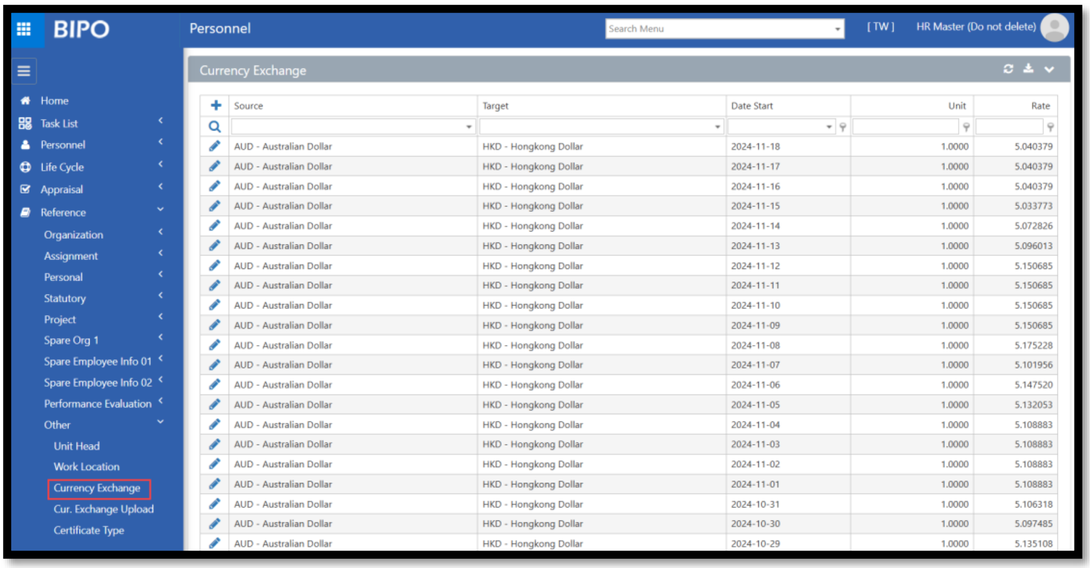
Access: Personnel Module > Reference > Statutory > Currency

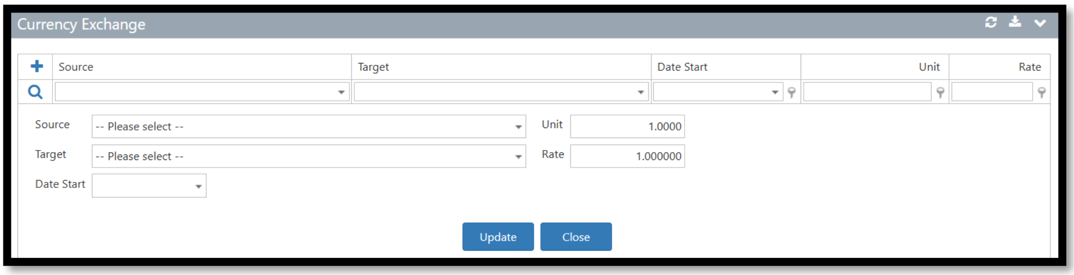


Tick the tick box ‘Used’, for currencies that are needed to be used / listed.

Currency Exchange

Access: Personnel Module > Reference > Other > Currency Exchange





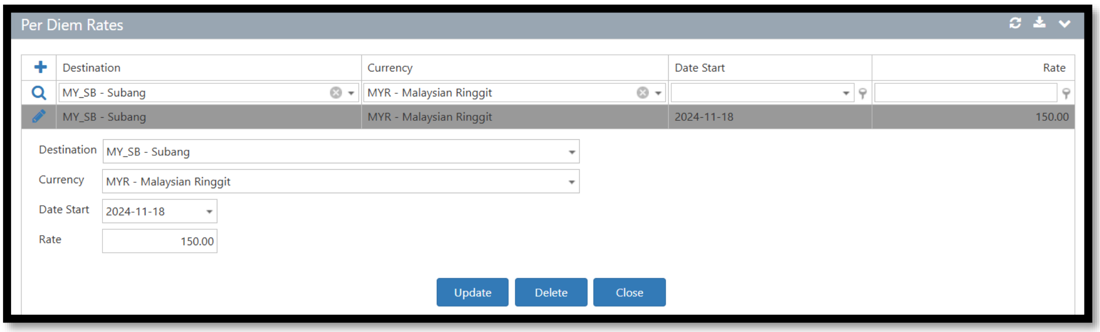
Each of the currency exchange rates will need to be added in, including the Date Start.

Required fields:

- Source: Represents the currency being converted from.
- Target: Represents the currency being converted to.
- Date Start: Ensures exchange rates are applied accurately on the stated date.
- Unit: Specifies the base unit of the source currency.
- Rate: Defines the value of the source currency in terms of the target currency.

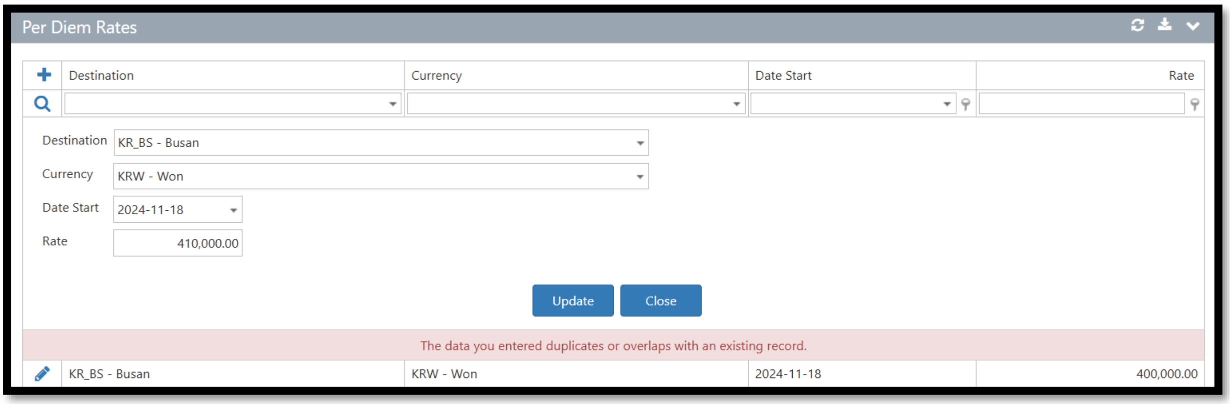
Configuration of Per Diem Rates

Access: Claim Module > Reference > Per Diem Rate



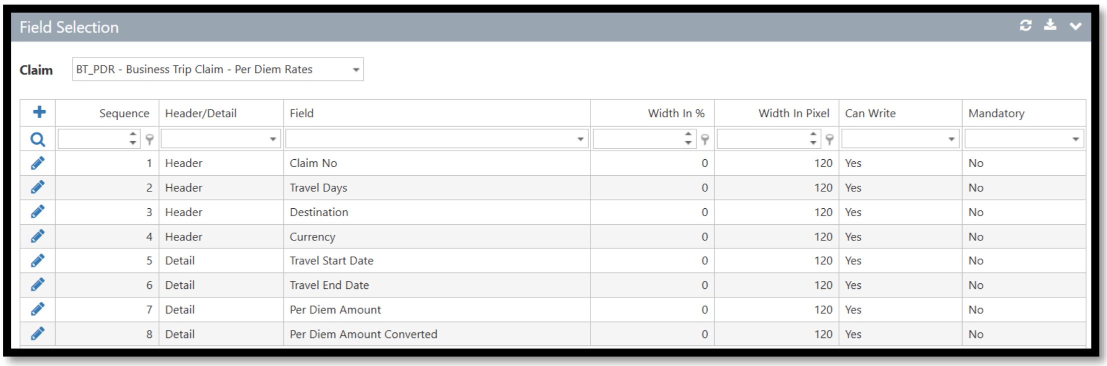
After pre-configuration had been done, you may fill up the fields, example as above.

Note: The system will return an error message "The data you entered duplicated or overlaps with an existing record" when 'Destination & Currency & Date Start' are duplicated.



Preparation of calculation on Per Diem Amount

Access: Claim Module > Reference > Claim > Field Selection



Field Selection

Claim: BT_PDR - Business Trip Claim - Per Diem Rates

Sequence	Header/Detail	Field	Width In %	Width In Pixel	Can Write	Mandatory
1	Header	Claim No	0	120	Yes	No
2	Header	Travel Days	0	120	Yes	No
3	Header	Destination	0	120	Yes	No
4	Header	Currency	0	120	Yes	No
5	Detail	Travel Start Date	0	120	Yes	No
6	Detail	Travel End Date	0	120	Yes	No
7	Detail	Per Diem Amount	0	120	Yes	No
8	Detail	Per Diem Amount Converted	0	120	Yes	No

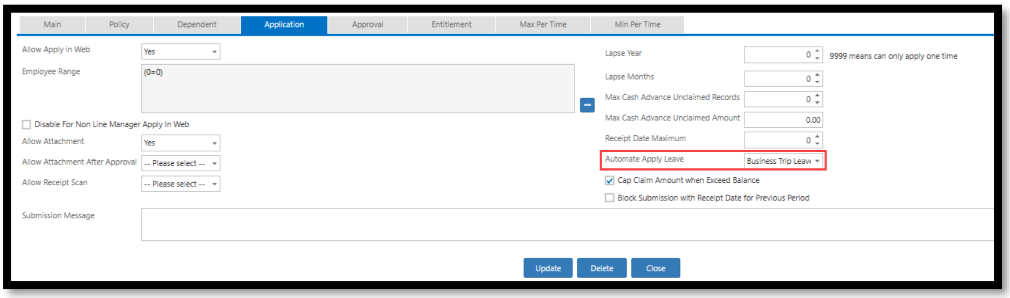
Before Per Diem Amount is calculated, there are several fields that are needed:

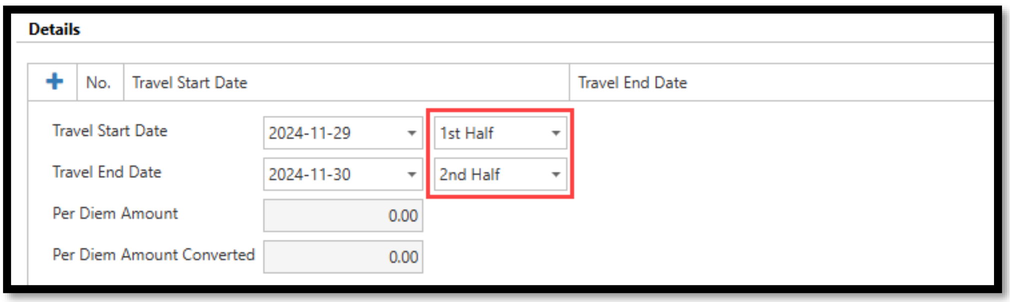
- Travel days: An auto-calculated field derived from Travel Start Date and Travel End Date.
  - **Travel Start Date** and **Travel End Date**: These fields, available in both the **Header** and **Detail** sections, are used to populate the **Travel Days** field, ensuring accurate calculation and visibility of travel information across header and detailed views.
- Destination: Location derived from Destination Master
- Currency: Determine the exchange rate to be selected for conversion of Per Diem Amount Converted.
- Per Diem Amount: Calculates the Per Diem Amount using the formula: **Per Diem Rate × Travel Days**

- Per Diem Amount Converted: Calculates the Per Diem Amount Converted into the desired currency using the formula: **Per Diem Amount × Currency Exchange Rate ÷ Currency Exchange Unit**.

Note:

Automate Apply Leave: This feature in claim automatically creates leave records when a claim record is approved. It is particularly useful for travel claim requests, as employees often take leave in conjunction with their travel. By automating the leave application process, the feature ensures that the leave is accurately recorded without requiring separate manual entries. Additionally, it checks for overlapping dates with existing leave requests to avoid duplication or conflicts. When enabled, the option to select a half-day in claims provides flexibility for cases where travel impacts only part of the workday, ensuring accurate leave and claim management.

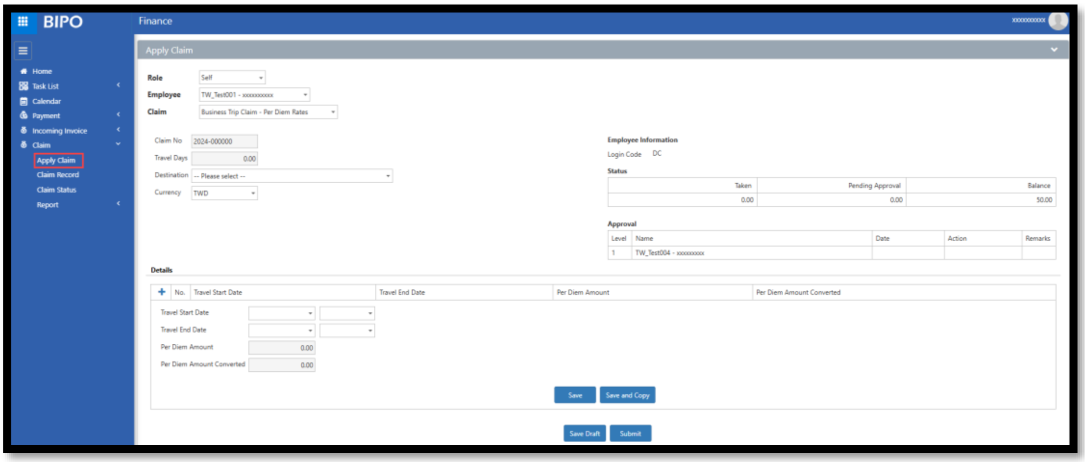




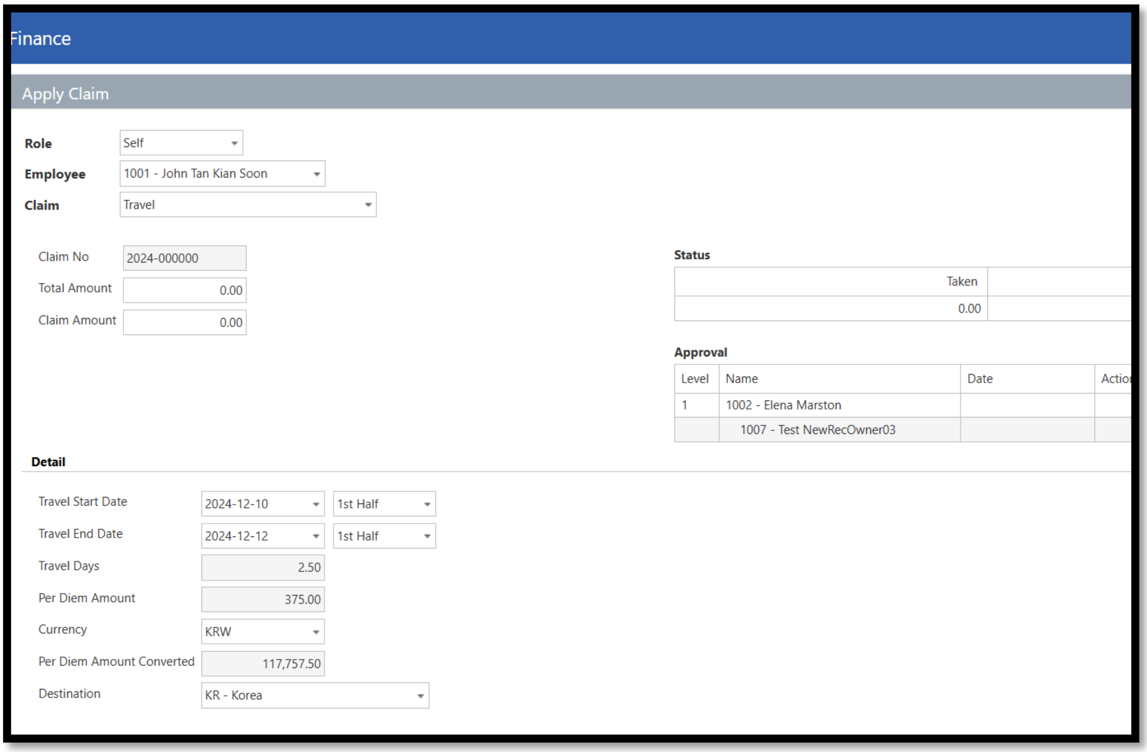
Application of Per Diem Amount

Access: ESS > Finance Module > Claim > Apply Claim

1. Select the claim type and fill up the form accordingly.



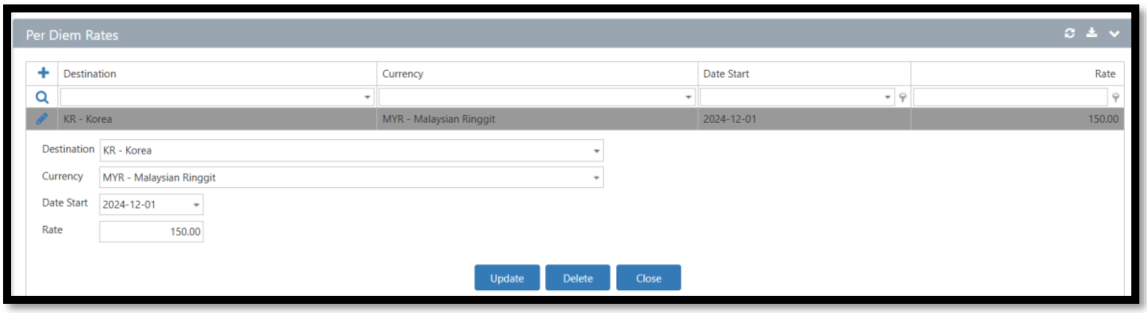
2. The Per Diem Amount and Per Diem Amount will be calculated accordingly, details in the next part.

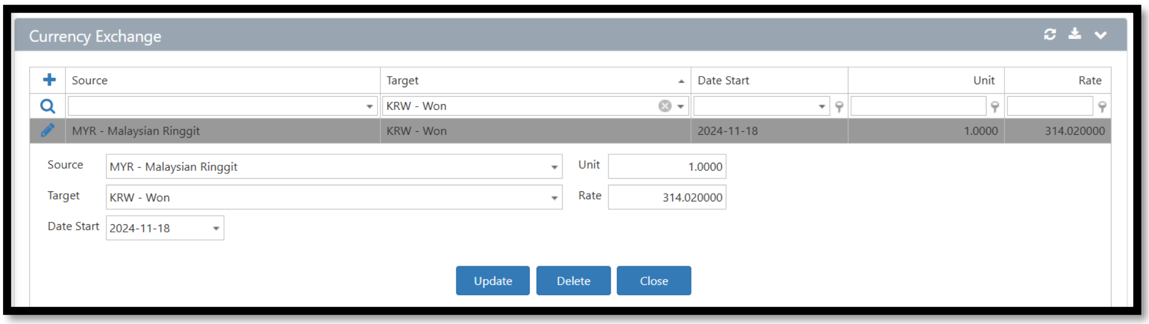


3. Calculation of the Per Diem Amount/ Per Diem Amount Converted:

a. Per Diem Rates for KR - Korea in MYR Currency = 150.00 MYR

b. Currency Exchange Rate from MYR to KRW = 314.02 rate per 1 unit





c. Calculation for Per Diem Amount:

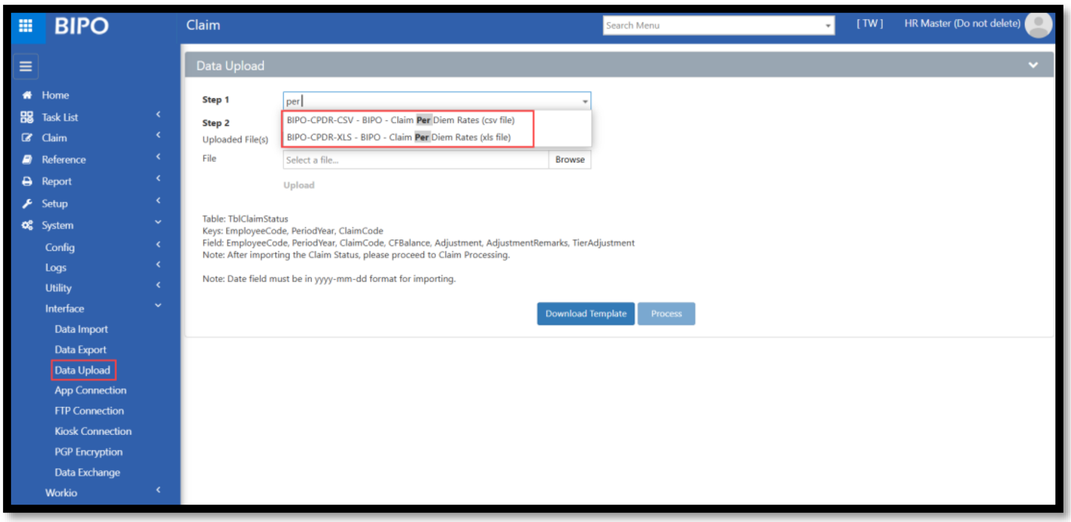
$$Travel\ Days \times Per\ Diem\ Rates$$
$$= 2.5\ days \times 150.00\ MYR$$
$$= 375.00\ MYR$$

d. Calculation for Per Diem Amount Converted:

$$Per\ Diem\ Amount \times Currency\ Exchange$$
$$= Per\ Diem\ Amount \times Rate \div Unit$$
$$= 375.00\ MYR \times 314.02 \div 1 = 117{,}757.50\ KRW$$

Data Import for Per Diem Rates

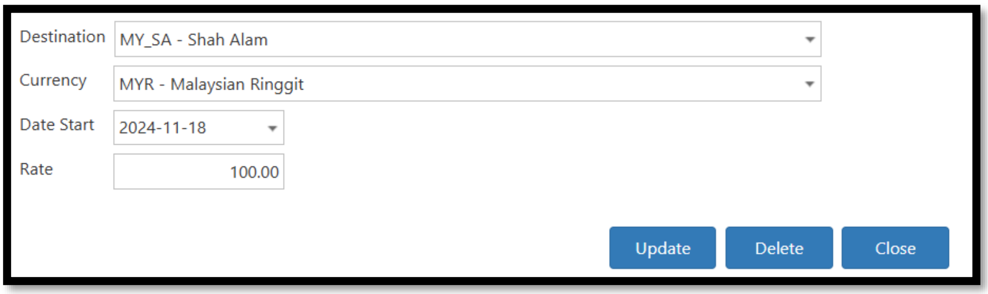
Access: System > Interface > Data Upload



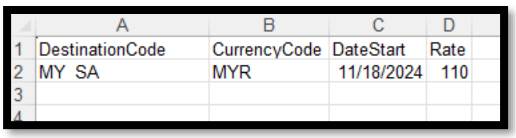
The **'BIPO-CPDR-XLS - BIPO – Claim Per Diem Rates (XLS file)'** or **'BIPO-CPDR-CSV - BIPO – Claim Per Diem Rates (CSV file)'** is used to upload or import Per Diem Rates in batch.

Note:

1. If the uploaded file contains existing Destination, Currency Code, and Date Star, the system will overwrite the existing data in the system. E.g.:
   a. Destination MY_SA in Currency MYR with Date Start 2024-11-18 has a Rate of 100.00

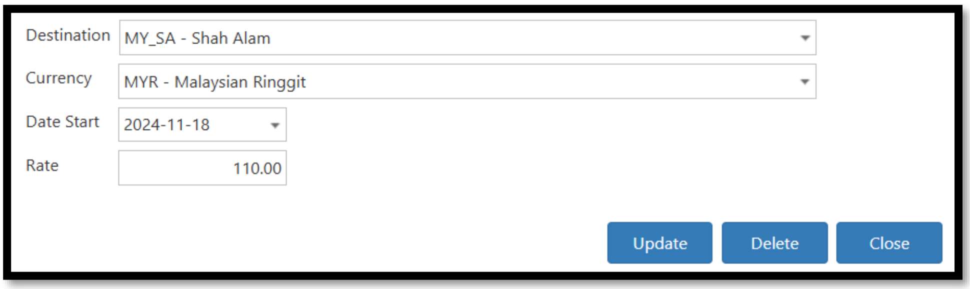


   b. Updating the information via Data upload from Rate of 100.00 to 110.00



	A	B	C	D
1	DestinationCode	CurrencyCode	DateStart	Rate
2	MY_SA	MYR	11/18/2024	110
3				
4				

c. Rate had been updated to 110.00



2. If duplicated information had been uploaded in the same file, only the first input would be taken. E.g.:

a. Updating 2 Rates for the same Destination, Currency, and Date Start

	A	B	C	D	E
1	DestinationCode	CurrencyCode	DateStart	Rate	
2	MY_KL	MYR	11/18/2024	200	
3	MY_KL	KRW	11/18/2024	530000	
4	KR_GN	KRW	11/18/2024	350000	
5	MY_KL	MYR	11/18/2024	50	
6					
7					

b. Only the first input is updated in the system

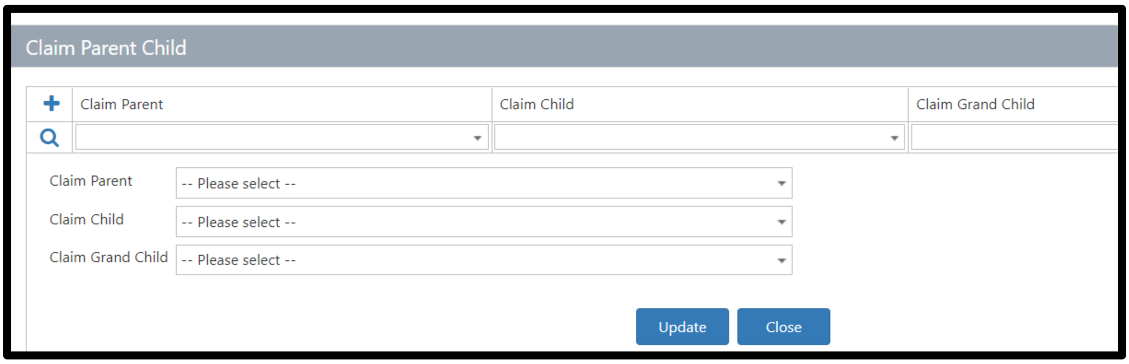
Per Diem Rates

Destination	Currency	Date Start	Rate
MY_KL - Kuala Lumpur			
MY_KL - Kuala Lumpur	KRW - Won	2024-11-18	530,000.00
MY_KL - Kuala Lumpur	MYR - Malaysian Ringgit	2024-11-18	200.00

Create Parent Child Claim

Parent Child claim is used to setup multiple claim codes to deduct the overall claim to the total of parent claim. Prerequisite for setting parent child is claim type need to be created prior creation of parent child claim.

Access: Claim Module > Reference > Parent Child



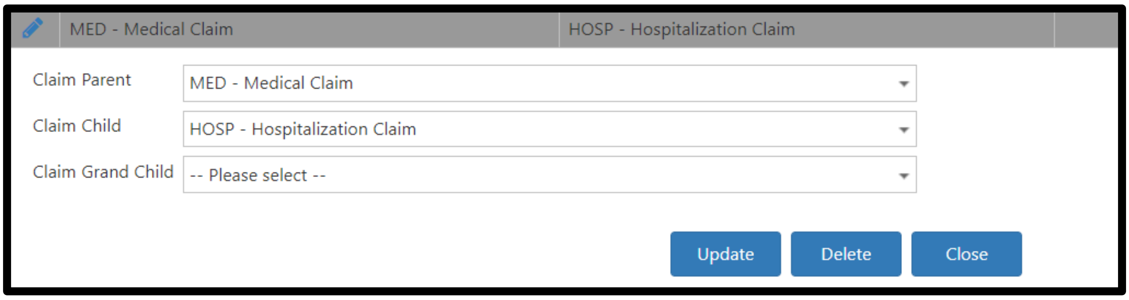
1. Click + icon to add field selection or icon to edit existing field.
2. Define the fields as below:
   a) ***Claim Parent***
   b) ***Claim Child***
   c) ***Claim Grand Child***
3. Click ***Update*** button to save it.

Example:

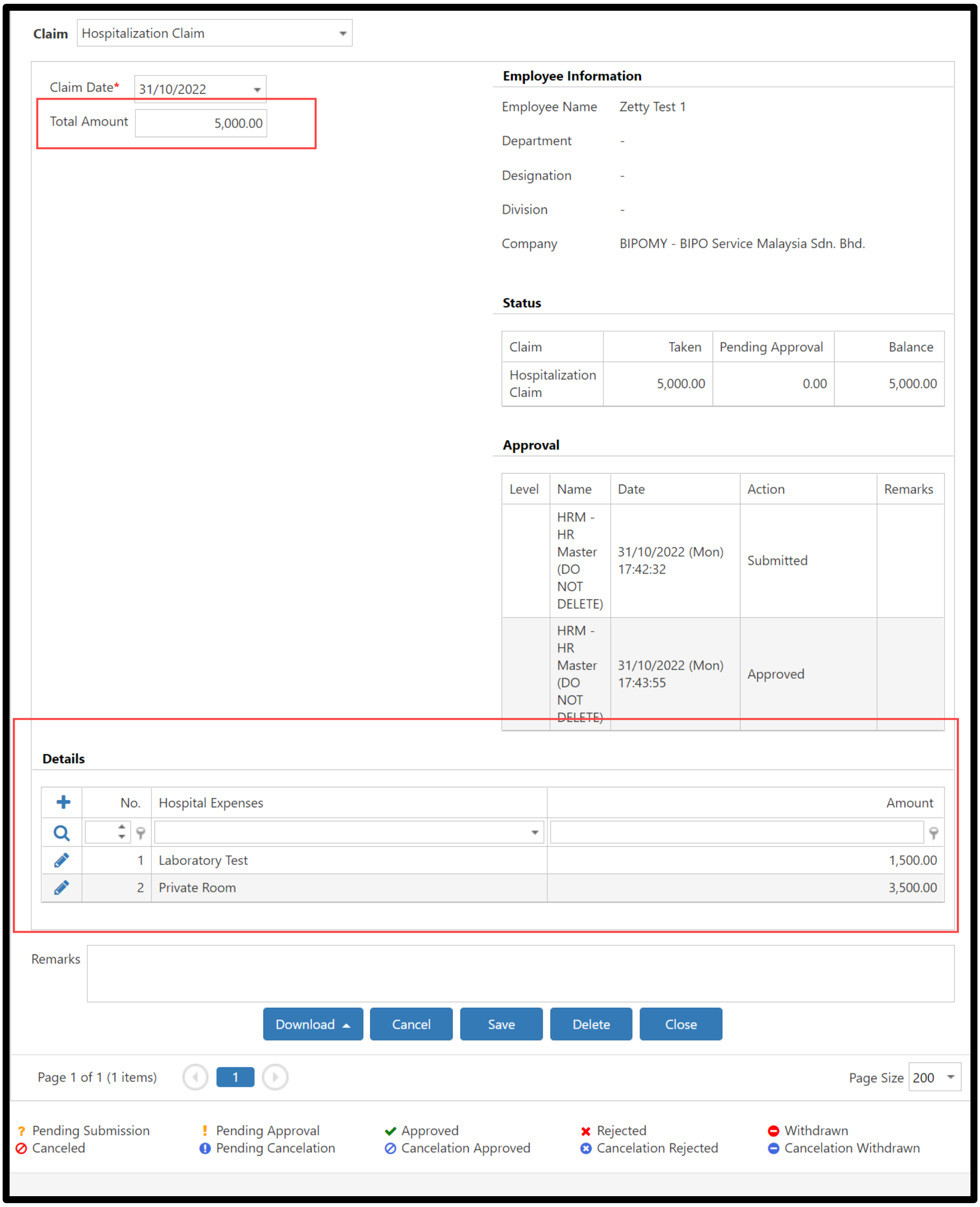
If *Parent Child Claim* is configured as below:

Claim Parent = *Medical Claim* with entitlement RM50 000

Claim Child = *Hospitalization Claim* with entitlement RM10 000



Employee submits a *Hospitalization Claim* of 5000.00 (Refer screenshot as below)



Claim: Hospitalization Claim

Claim Date*: 31/10/2022

Total Amount: 5,000.00

Employee Information

Employee Name	Zetty Test 1
Department	-
Designation	-
Division	-
Company	BIPOMY - BIPO Service Malaysia Sdn. Bhd.

Status

Claim	Taken	Pending Approval	Balance
Hospitalization Claim	5,000.00	0.00	5,000.00

Approval

Level	Name	Date	Action	Remarks
	HRM - HR Master (DO NOT DELETE)	31/10/2022 (Mon) 17:42:32	Submitted	
	HRM - HR Master (DO NOT DELETE)	31/10/2022 (Mon) 17:43:55	Approved	

Details

No.	Hospital Expenses	Amount
1	Laboratory Test	1,500.00
2	Private Room	3,500.00

Remarks

Download | Cancel | Save | Delete | Close

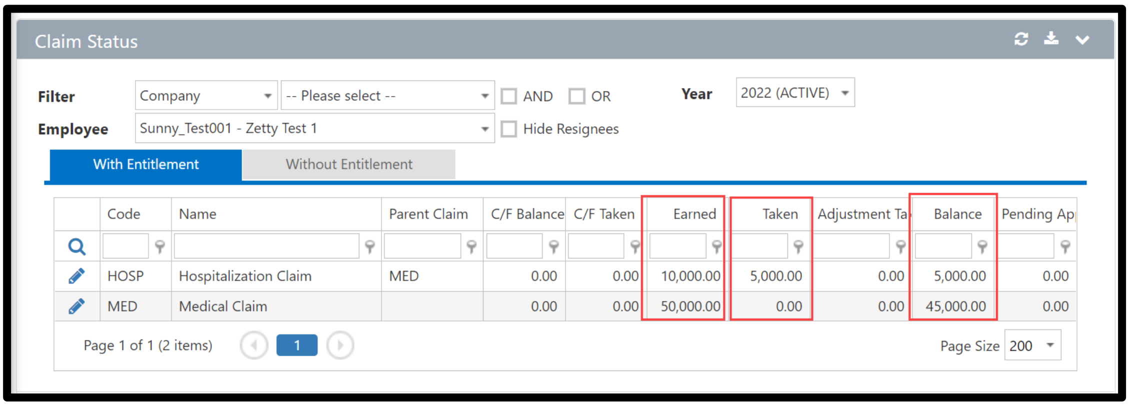
Page 1 of 1 (1 items) | 1 | Page Size 200

Pending Submission | Canceled | Pending Approval | Pending Cancelation | Approved | Cancelation Approved | Rejected | Cancelation Rejected | Withdrawn | Cancelation Withdrawn

Remaining Entitlement (Refer screenshot as below)

Parent: Medical Claim (RM50 000 – RM5 000 = **RM45 000**)

Child: Hospitalization Claim (RM10 000 – RM5 000 = **RM5 000**)



Note: System will deduct RM5000 for both claim as parent child claim is configured for these 2 claim types.

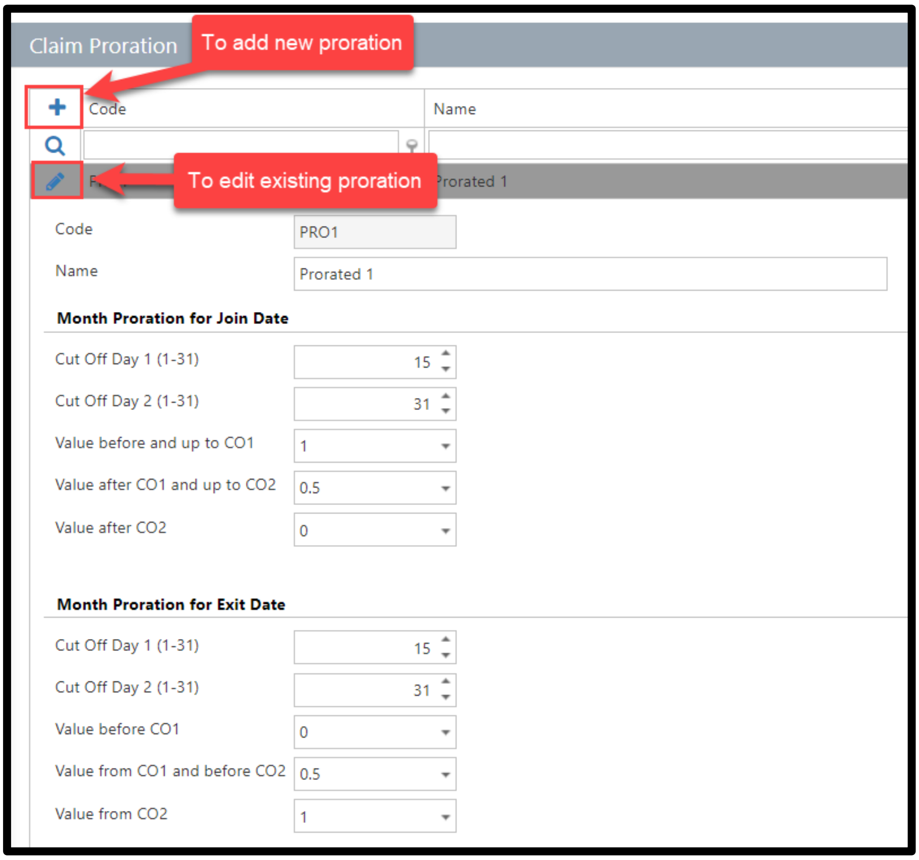
Assign Claim Proration and Claim Rounding to Specific Claim Type

Create Claim Proration

Claim Proration is used to setup the proration formula for claim type for both join date and exit date.

Access: Reference > Proration

1. Click ✚ to add new claim rounding rules.
2. Click pencil icon to edit or view the claim proration setting.



a) ***Code*** – (*Mandatory*) Define the code.

b) ***Name*** - (*Mandatory*) Define the name.

c) ***Month Proration for Join Date***:

- ***Cut Off Day 1 (1-31)*** - Set up the first period of one month (including the day).
- ***Cut Off Day 2 (1-31)*** - Set up the second period of one month (including the day).
- ***Value before and up to CO1*** - Set the value to calculate the period before cut-off day 1.
- ***Value after CO1 and up to CO2*** - Set the value to calculate the period after Cut-Off Day 1 and up to Cut-Off Day 2.
- ***Value after CO2*** - Set the value to calculate the period after cut-off day 2.

d) ***Month Proration for Exit Date***:

- ***Cut Off Day 1 (1-31)*** - Set up the first period of one month (including the day).
- ***Cut Off Day 2 (1-31)*** - Set up the second period of one month (including the day).
- ***Value before and up to CO1*** - Set the value to calculate the period before cut-off day 1.
- ***Value from CO1 and before CO2*** - Set the value to calculate the period from Cut-Off Day 1 and before Cut-Off Day 2.
- ***Value from CO2*** - Set the value to calculate the period from cut-off day 2.

Scenario Case:

Claim Proration with details as below is setup in system:

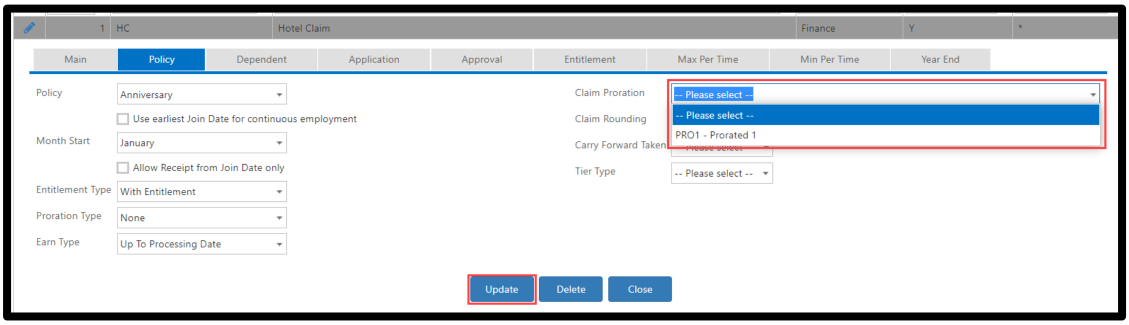
Month Proration for Join Date:	
○ *Cut Off Day 1 (1-31)*	15
○ *Cut Off Day 2 (1-31)*	30
○ *Value before and up to CO1*	1
○ *Value after CO1 and up to CO2*	0.5
○ *Value after CO2*	0
Month Proration for Exit Date:	
○ *Cut Off Day 1 (1-31)*	15
○ *Cut Off Day 2 (1-31)*	30
○ *Value before and up to CO1*	0
○ *Value from CO1 and before CO2*	0.5
○ *Value from CO2*	1

In this case, if new joiner:

- Join on or before 15th of the month = 1 month worth of entitlement
- Join on 16th up to 30th of the month = 0.5 month worth of entitlement
- Join after 30th of the month = 0 month worth of entitlement

In this case, if resignee:

- Resign before 15th of the month = 0 month worth of entitlement
- Resign on 15th and before 30th of the month = 0.5 month worth of entitlement
- Resign on or after 30th of the month = 1 month worth of entitlement



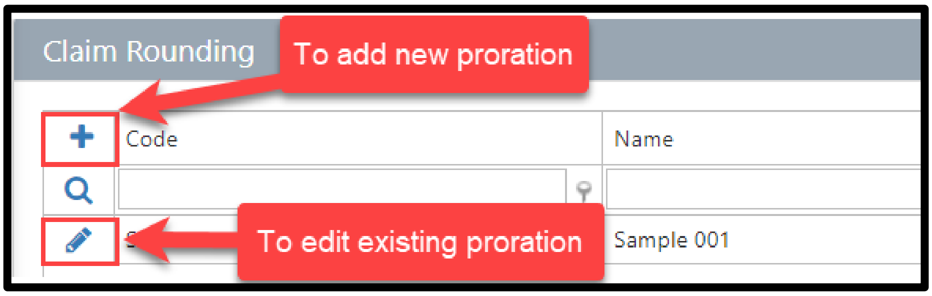
3. Once successfully created the claim proration, user may assign it to specific claim type under ***Reference > Claim > Claim > Policy Tab***.

Create Claim Rounding

Claim Rounding is to set the rounding method to round the decimal points of claim entitlement. Some claim entitlement will not be rounded number after proration. So, this function is to make entitlement be integer. This setup may be vary depending on client's requirement or specification.

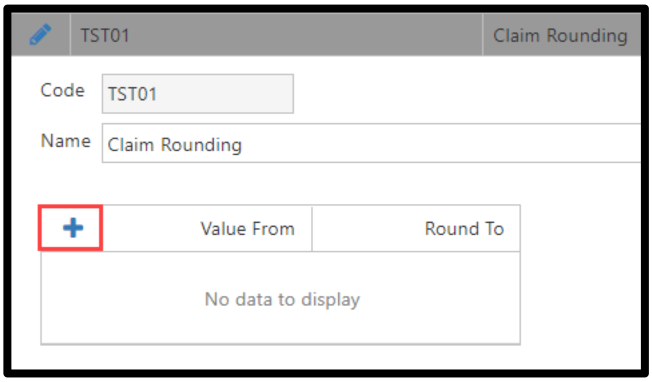
Access: Reference > Rounding

1. Click ✚ to add new claim rounding rules.
2. Click pencil icon to edit or view the claim rounding setting.

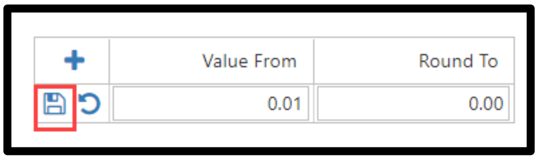


3. If user is creating new rounding rules, insert the value for ***Name*** and ***Code***. Once completed, click ***Update*** button.

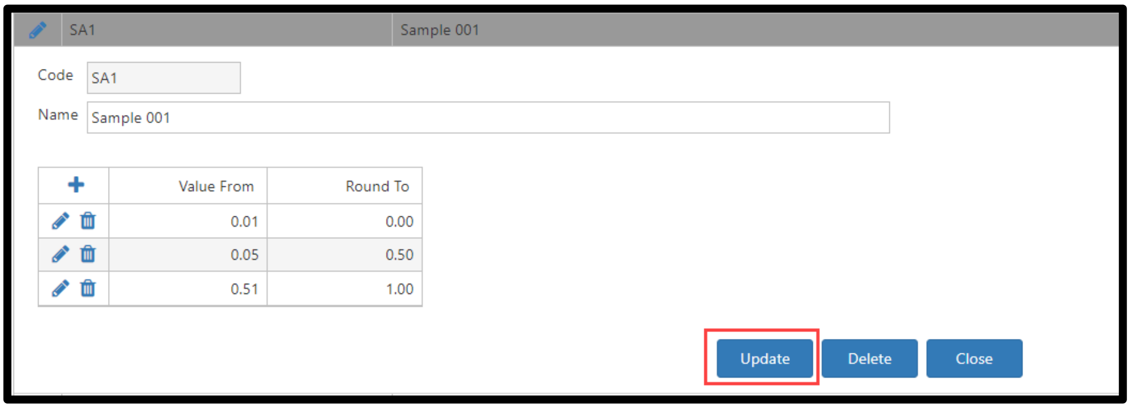
4. Once updated, a section to update the rounding figure will be enabled. Click to insert the value.



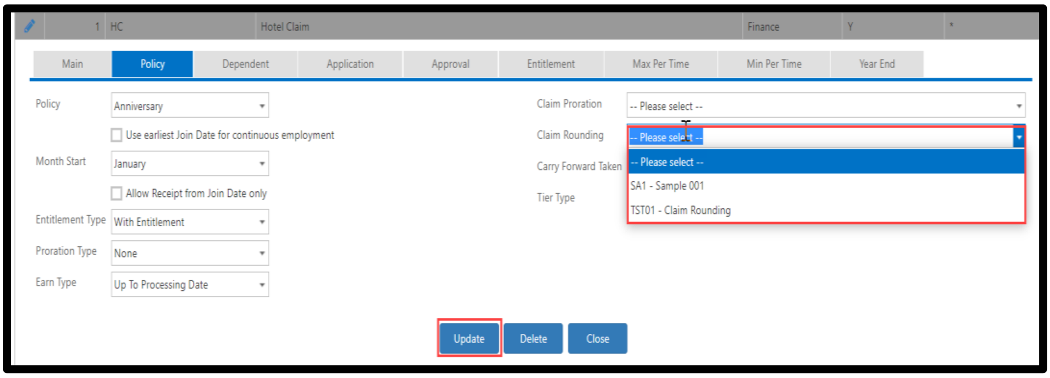
5. Click to save the value.



6. Click ***Update*** once value for rounding is updated.

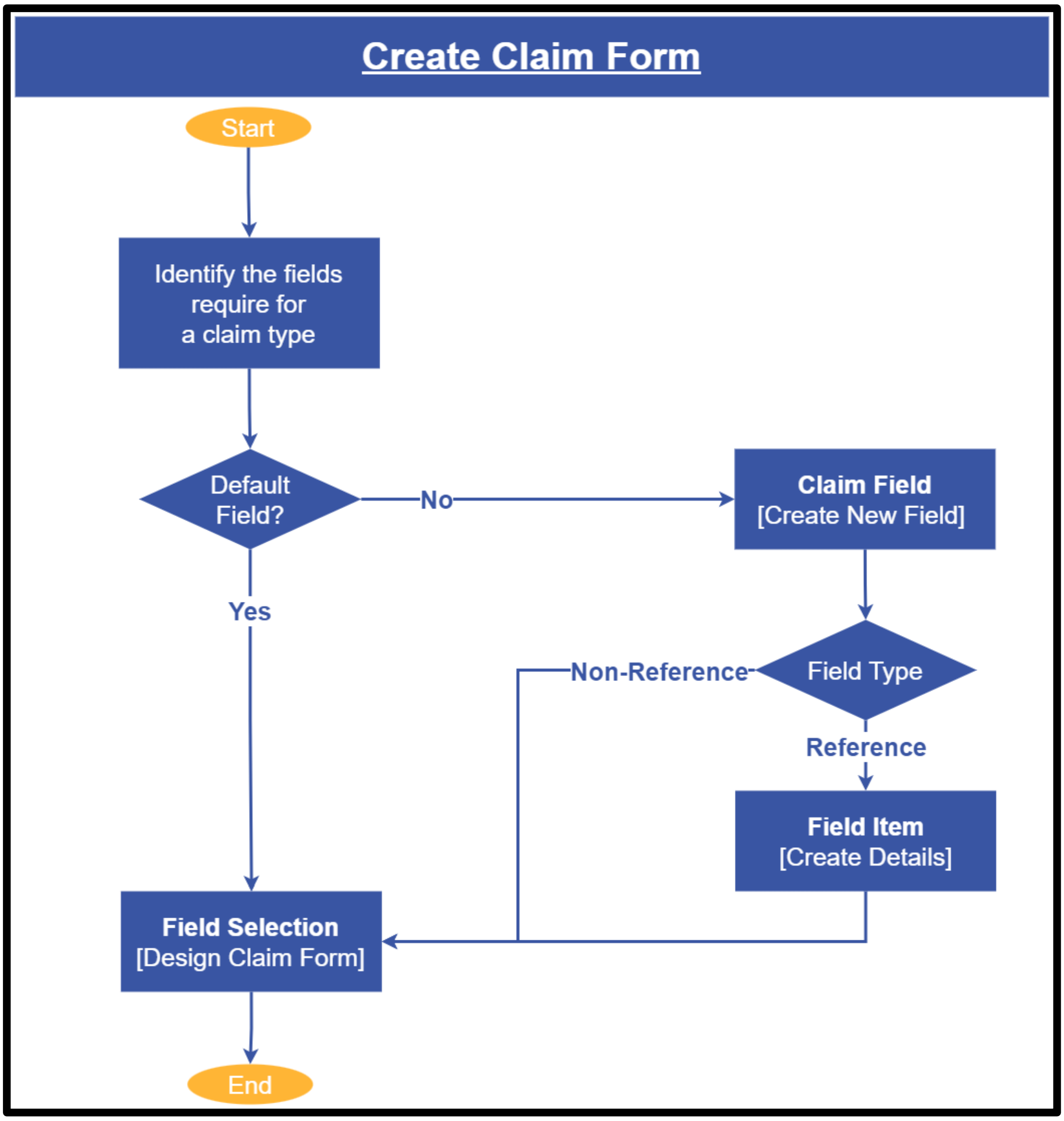


7. Once successfully created the claim rounding, user may assign it to specific claim type under ***Reference > Claim > Claim > Policy Tab***.



Create Claim Form

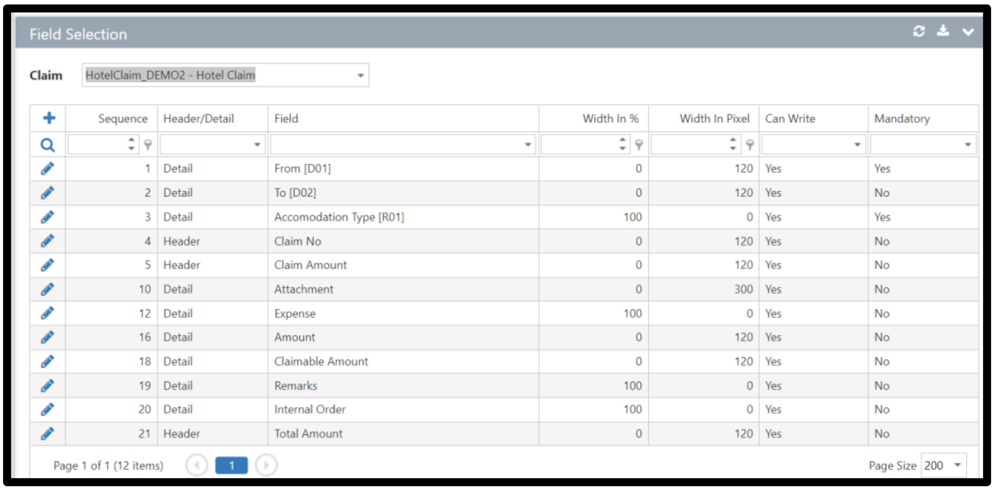
To setup a ***Claim Form***, refer process flow as below to understand on the relationship between ***Claim Field***, ***Field Item*** and ***Field Selection***.



Field Selection

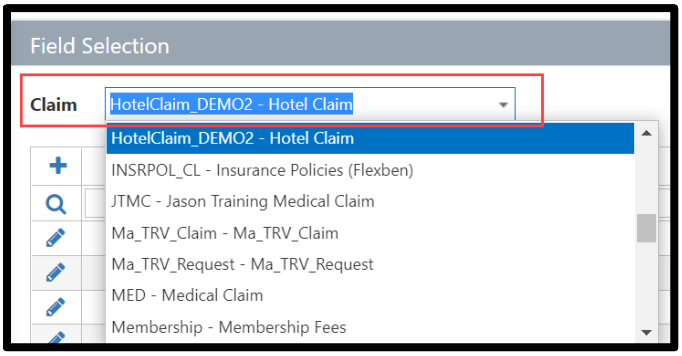
Field Selection is used to define the fields that are needed for a claim type. Note that this is critical as when a claim type is created, by default the claim type does not have any field in for the applicant to fill in the information, hence, *Field Selection* is used to configure the field layout in the claim form.

Access: Claim Module >Reference > Claim > Field Selection

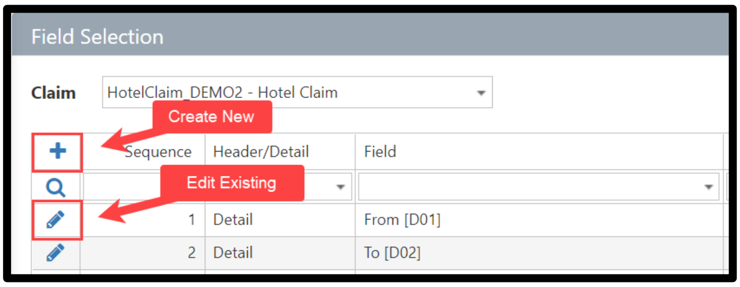


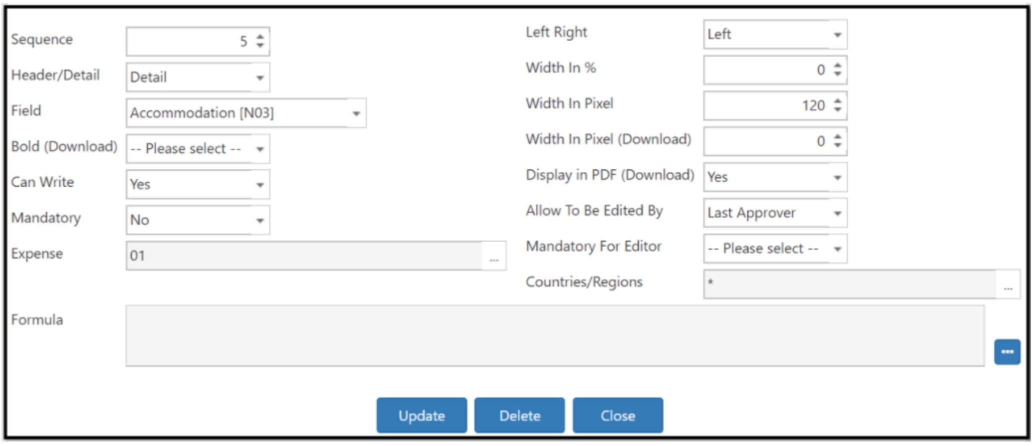
Sequence	Header/Detail	Field	Width In %	Width In Pixel	Can Write	Mandatory
1	Detail	From [D01]	0	120	Yes	Yes
2	Detail	To [D02]	0	120	Yes	No
3	Detail	Accomodation Type [R01]	100	0	Yes	Yes
4	Header	Claim No	0	120	Yes	No
5	Header	Claim Amount	0	120	Yes	No
10	Detail	Attachment	0	300	Yes	No
12	Detail	Expense	100	0	Yes	No
16	Detail	Amount	0	120	Yes	No
18	Detail	Claimable Amount	0	120	Yes	No
19	Detail	Remarks	100	0	Yes	No
20	Detail	Internal Order	100	0	Yes	No
21	Header	Total Amount	0	120	Yes	No

1. Select the ***Claim Type*** in the drop down.



2. Click + icon to add field selection or icon to edit existing field.





a) ***Sequence*** - This would be the sequence order of the field that will display in *Claim Form*.

b) ***Header / Detail*** – Define the field to be display in *Header Section* or *Detail Section.*

c) ***Field*** - Select the field that requires for the claim form. System default fields as well as newly created field (customized field) in *Reference > Claim Field* will appear under the drop-down list.

   Example:

   If you need an Amount field in the claim form, then select *Amount.*

   If the field required in the claim form is family relationship, then can select *Family Name*

   The above field examples are default field. In the event the default field does not have what you require, then you need to create custom fields using *Claim Field* and *Field Item*.

d) ***Bold (Download)*** - Select if *Caption, Value or Both* will be bold upon downloading.

e) ***Can Write*** - Select *Yes* if employee have access to enter/edit a value to this field.

f) ***Mandatory*** - Select if this field is *Mandatory* in the form.

g) ***Expense*** - This field will be enabled in *Detail Section* if user define ***Header / Detail*** field in Step 4. User can select the expense that was created under *Reference > Expense.*

h) ***Formula*** - (*Optional*) Click to create a formula.

i) ***Left Right*** - Select the position in the claim form.

j) ***Width In %, Width in Pixel, With in Pixel (Download)*** - This is the width size in claim form and upon downloading.

k) ***Display in PDF (Download)*** - Select *Yes* to display in PDF.

l) ***Allow To Be Edited By*** – Define the field can be edited by *Last Approver* or *Operation Status*.

m) ***Countries / Region*** - Select the *Countries / Region* that this field will be displayed.

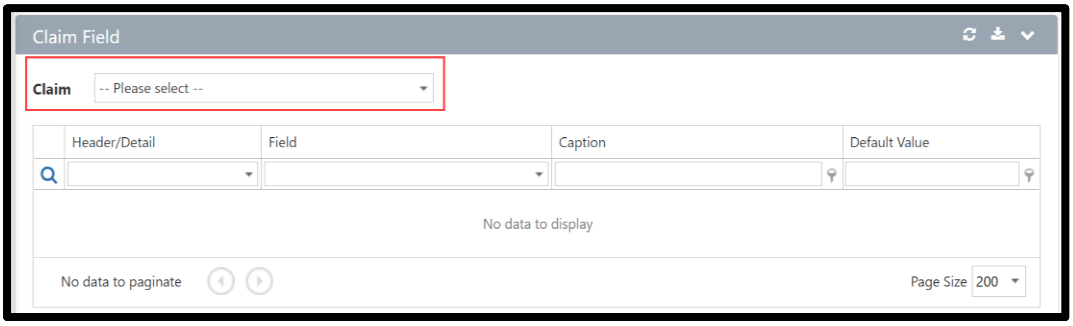
3. Click **Update** button to save.

Claim Field

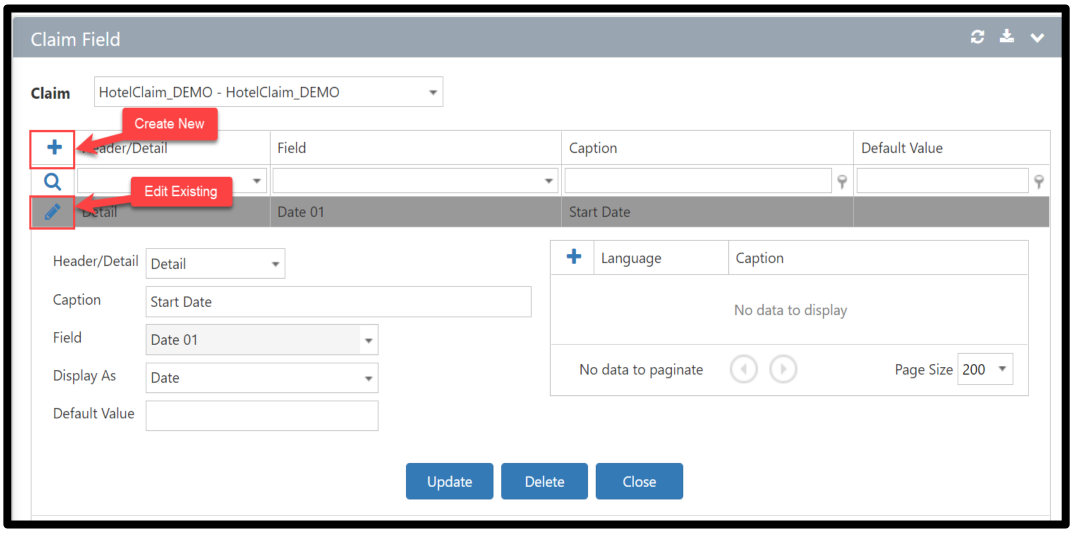
Claim Field allows users to define custom fields for a particular claim type according to the organization's need. The *Claim Field* is used to create fields that will be used in claim form whenever employee tries to file a claim.

Access: Reference > Claim > Claim Field

1. Select the ***Claim Type*** in the ***Claim*** drop down.



2. Click + to configure new claim field. Clicking icon allows user to edit or view the existing claim field setting.



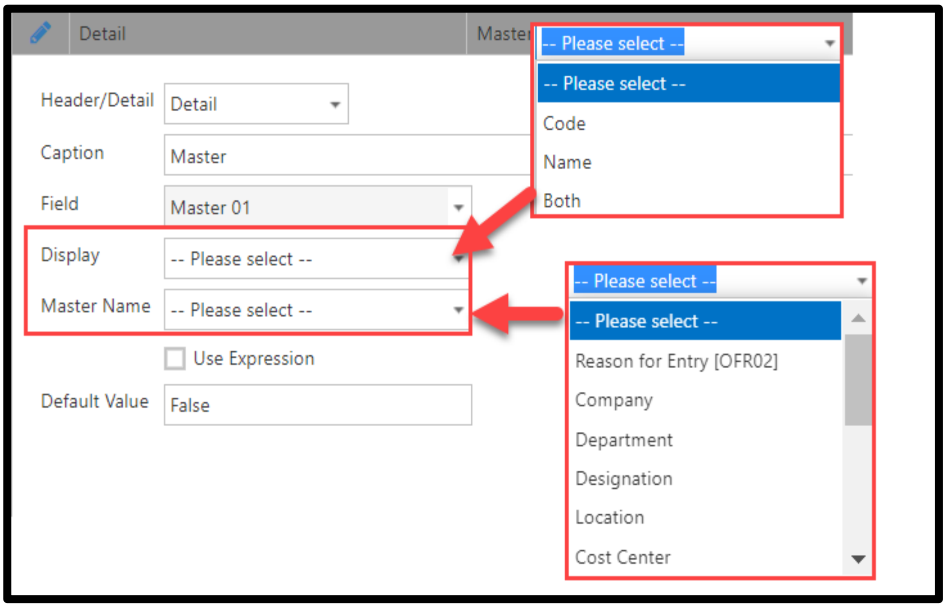
a) ***Header/Detail*** - Below is the sample difference between header and details in claim form. User may select according to preference.

b) ***Caption*** - Enter the caption of the field. The caption will also display in claim form as the name of the field.

Note: Upon creating *Reference > Field Selection*, the expense can only be tagged under *Detail*.

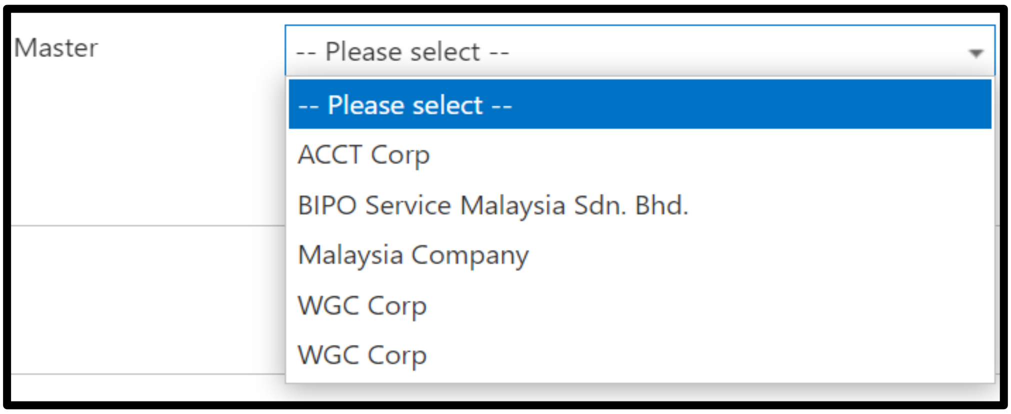
c) ***Field*** - Select the type of field. Each sample is given below:

- ***Master*** - When ***Master*** is selected, ***Display*** field and ***Master Name*** field will be enabled. It is a drop down of category that will be a selection in claim form.



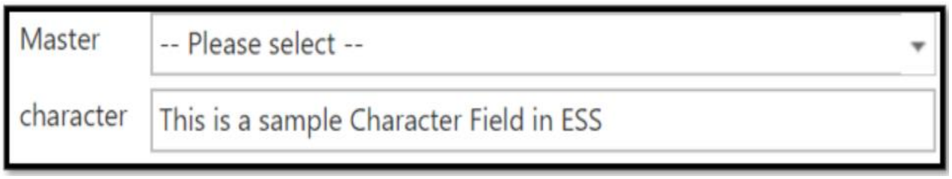
Master Field in *Claim Form* sample

If *Department* was selected in *Master Name*, it would be a drop down for department selection.



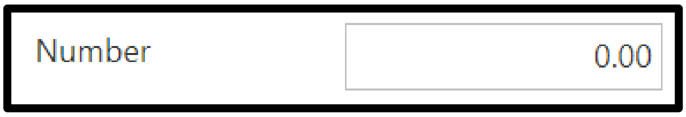
- ***Character*** - This field is used to indicate a remark or note.

  Character Field in *Claim Form* sample



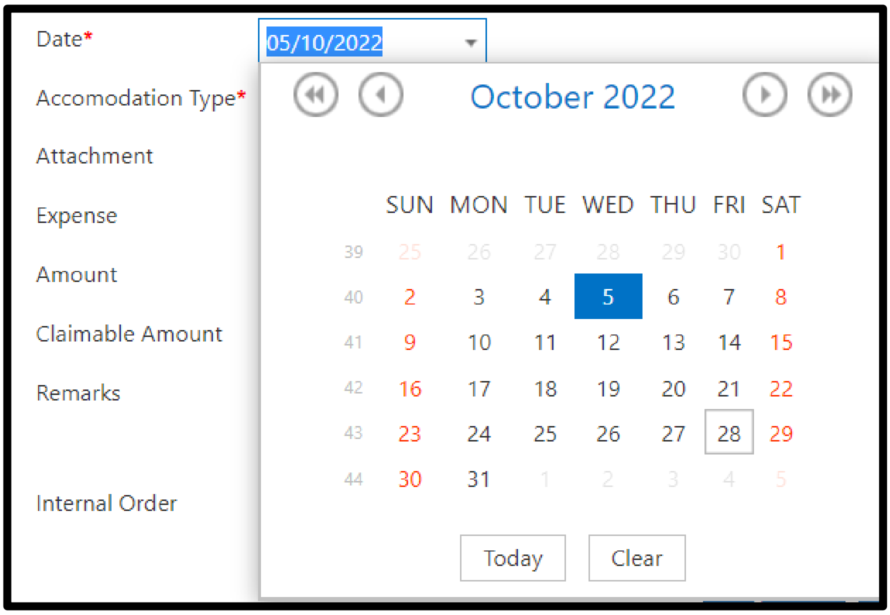
- ***Numeric*** - This field is used to indicate a number or amount.

  Numeric Field in *Claim Form* sample

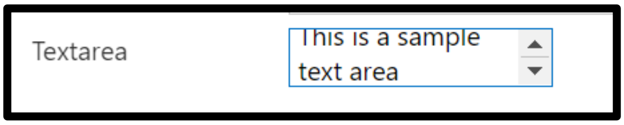


- ***Date*** - This field is used to indicate a date.

  Date Field in *Claim Form* sample



- ***Textarea*** - This field is used to indicate a short note.



d) ***Default Value*** - Enter any default value that will be displayed in claim form.

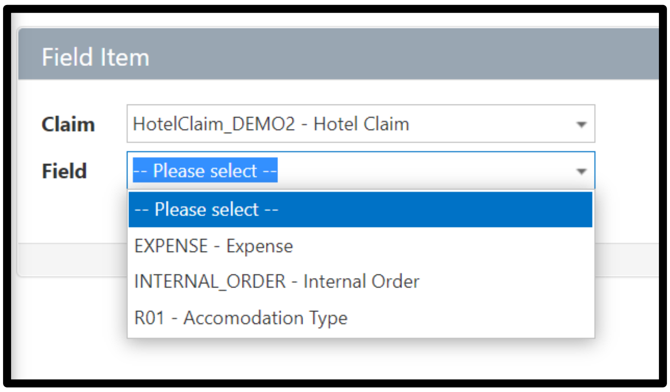
e) ***Language*** - User may select a preferred language.

3. Click ***Update*** button to save.

Field Item

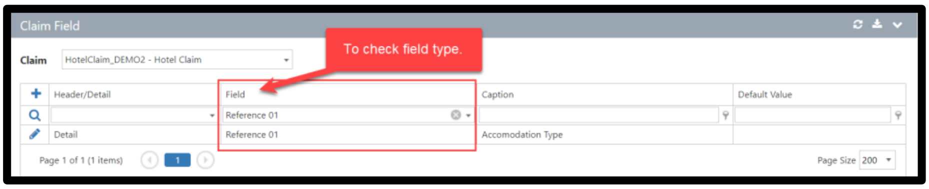
Field Item is used to setup the details of the field or multiple expense item in a claim form. For example, a hotel claim might need to identify the accommodation type such as hotel or Airbnb in the claim form.

Access: Claim Module > Reference > Claim > Field Item

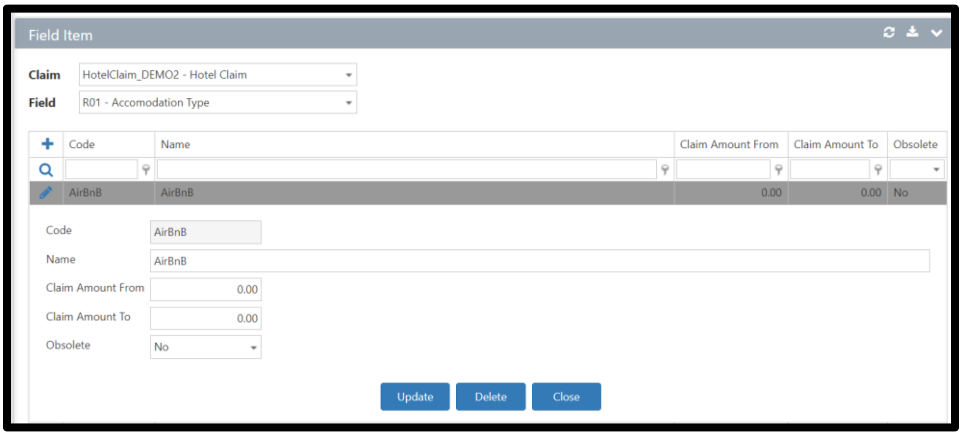


1. Select the ***Claim Type*** in the drop-down selection.
2. Select the field that requires to add in details of drop-down selection.

   Note: *Only reference type **Claim Field** will appear in the field selection. User may access to **Reference > Claim > Claim Field** to check the field type. (Refer screenshot as below)*



3. Click + to add new drop-down selection or to edit existing selection.

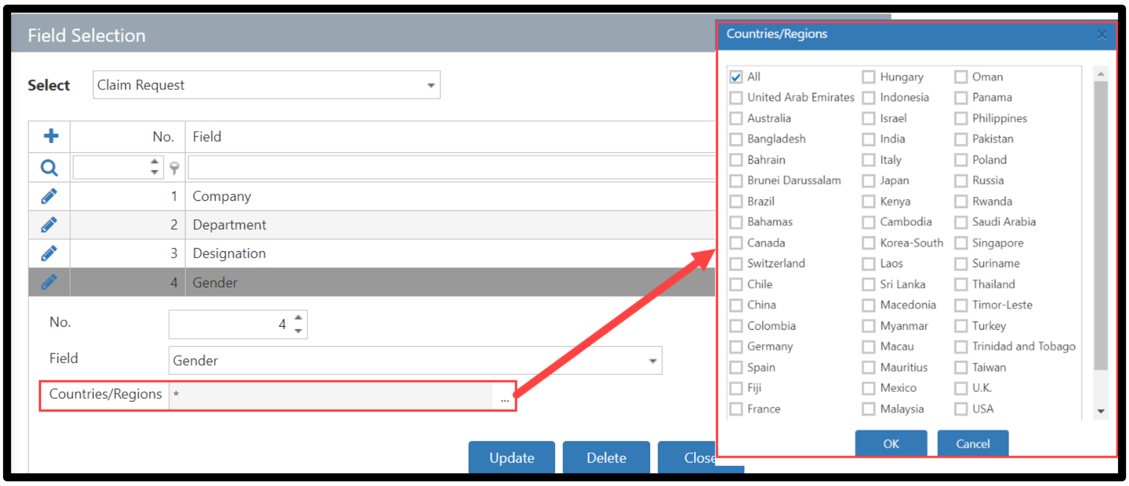


4. Update the fields as below:
   a) ***Code -*** *(Mandatory)*
   b) ***Name -*** *(Mandatory)*
   c) ***Claim Amount From -*** *(Optional)*
   d) ***Claim Amount To -*** *(Optional)*
5. Click ***Update*** button to Save.

Claim Request

Claim Request is used to define specific employee information to appear on Claim Request Form. The visibility of the field on Claim Request Form can be defined for selected countries only. Countries/Regions mentioned will be based on Applicant's Country or Region.

Access: Setup > Setting > Field Selection > Selection = Claim Request



For example, the 2 fields in the screenshot below are set to be visible to 2 different countries/regions.

On the Claim Record Screen or Claim Apply Screen for SG Employees, they will be able to see the field that set only for SG.

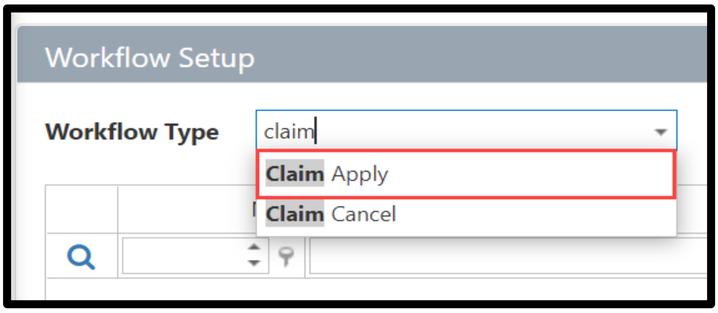
Vice versa, ID Employees will be able to see the field that set only for TH on Claim Record Screen or Claim Apply Screen.

Note: *This applies for both Admin and ESS view.*

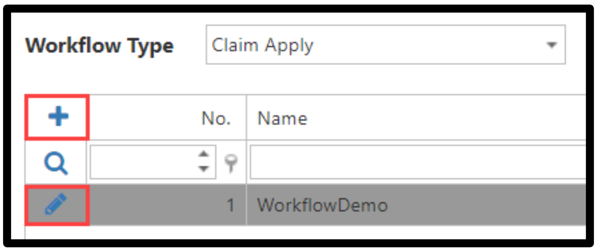
Claim Workflow Setup

Workflow Setup is used to configure the ***Workflow Type*** relating to its approvers and Approval workflow process for the employee claims.

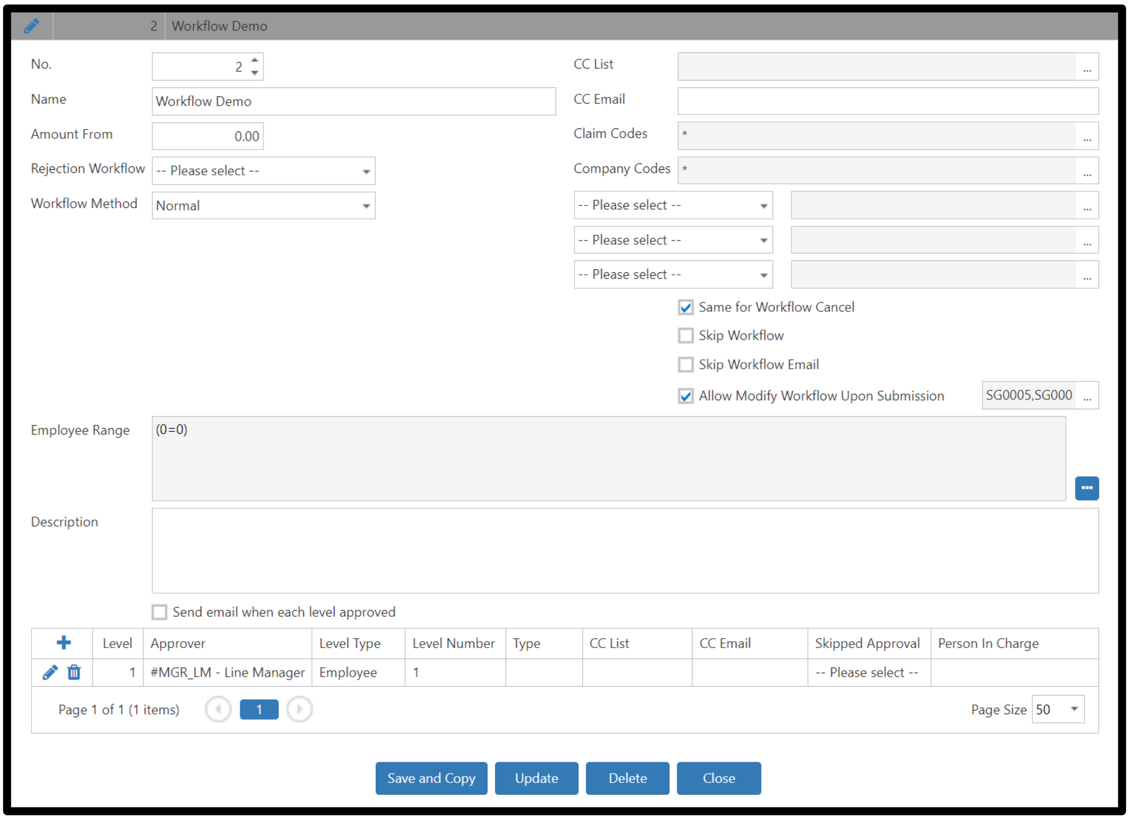
Access: Setup > Workflow > Workflow Setup



1. ***Workflow Type*** select ***Claim Apply*** in the drop-down list.



2. Click + icon to add new workflow setup or ✎ icon to modify existing workflow.



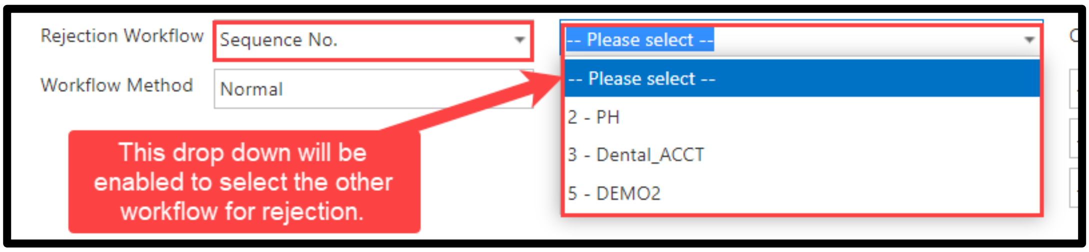
a) ***No*** – This is the sequence number of workflow. The system will check conditions/policies set in each number sequence starting with the smallest number sequence before checking subsequent workflow number
Example: If a claim application matches conditions set in workflow No. 1, system will take approver line from workflow No. 1 and ignore workflow No. 2, 3, 4, etc).

b) ***Name*** – Define the name of the workflow.

c) ***Amount From*** – Specify amount if this workflow will only take effect if the employee tries to file a claim with the indicated amount.

d) ***Rejection Workflow*** – Select from;

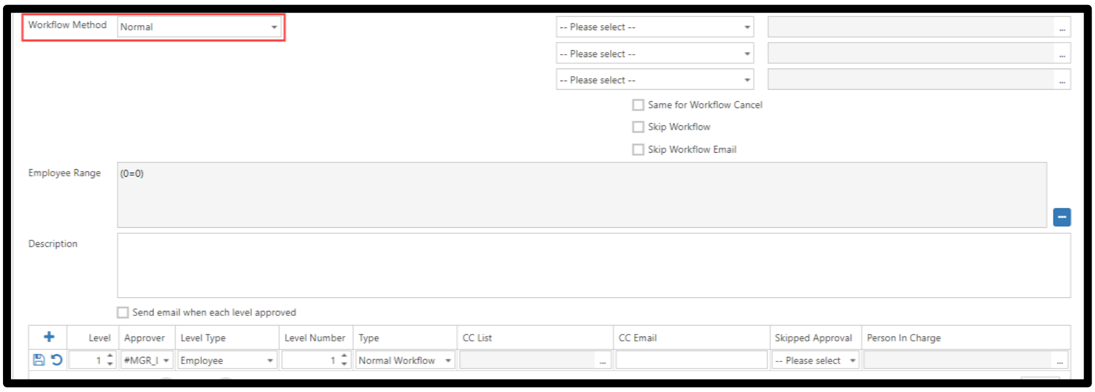
- ***Sequence No.*** – This will enable another box to select other workflow that the system will follow if the claim is rejected.



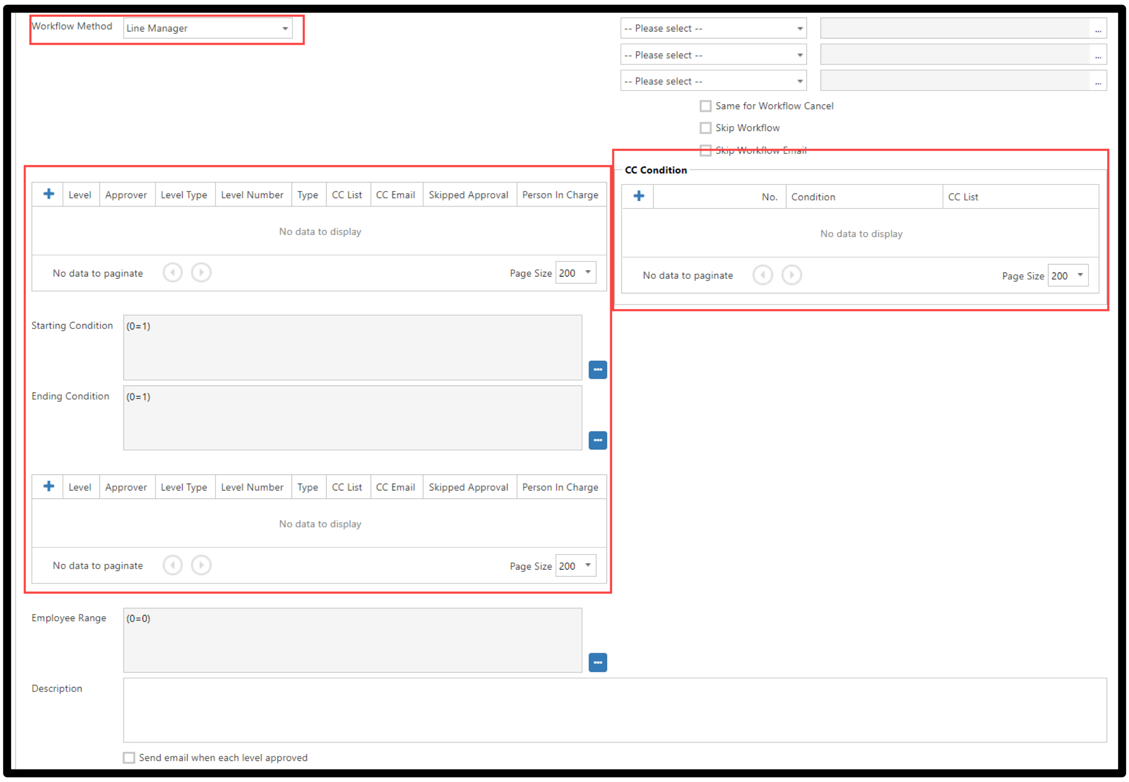
- ***Previous Approver*** – The claim application will be returned to the previous approver if the system has 2 or more than 2 level of approval.
- ***Reject Continue*** – The claim application will continue to the next level approver even if it is rejected (*final decisions rests with the final approver*).

e) ***Workflow Method***:

- ***Normal*** – System will follow approver process defined in the approval table.



- ***Line Manager*** – Additional fields will be enabled. The workflow requires to setup starting and ending condition with CC condition (refer screenshot below.



In *Line Manager,* approver levels will continue to loop based on reporting line (Line Manager).

- ***Starting Condition*** – The condition to start the approver loop.
- ***Ending Condition*** – The condition to end the approver loop.

Example:

Employee A has Employee B as Line Manager.

Employee B has Employee C as Line Manager.

Employee C has Employee D as Line Manager.

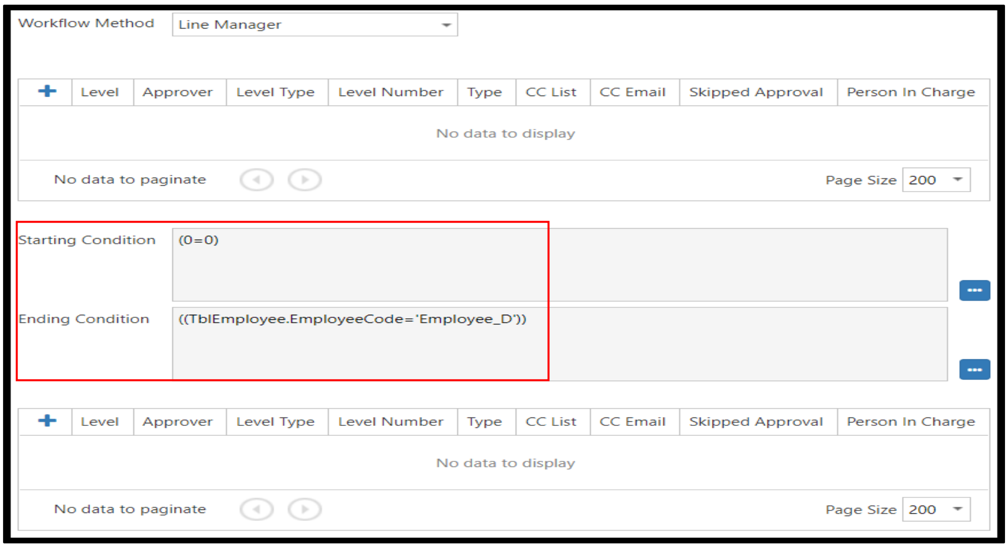
<u>Scenario 1:</u>

Starting Condition : (0=0)

Ending Condition : (EmployeeCode = Employee_D)

When Employee A submits an application, the following will be the approval line:

Employee B → Employee C → Employee D



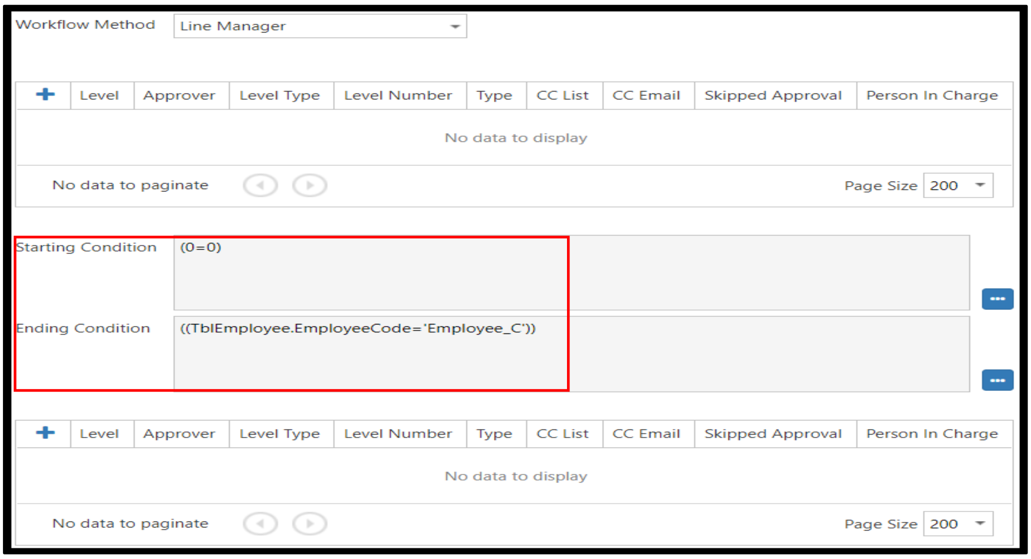
<u>Scenario 2:</u>

Starting Condition : (0=0)

Ending Condition : (EmployeeCode = Employee_C)

When Employee A submits an application, the following will be the approval line:

Employee B → Employee C



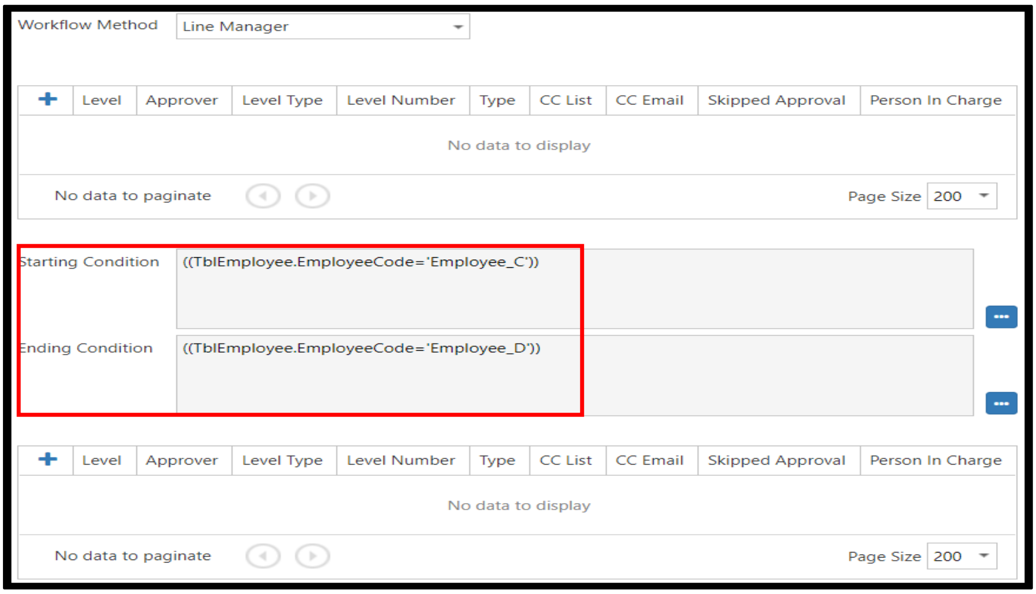
Scenario 3:

Starting Condition : (EmployeeCode = Employee_C)

Ending Condition : (EmployeeCode = Employee_D)

When Employee A submits an application, the following will be the approval line:

Employee C → Employee D



Scenario 4:

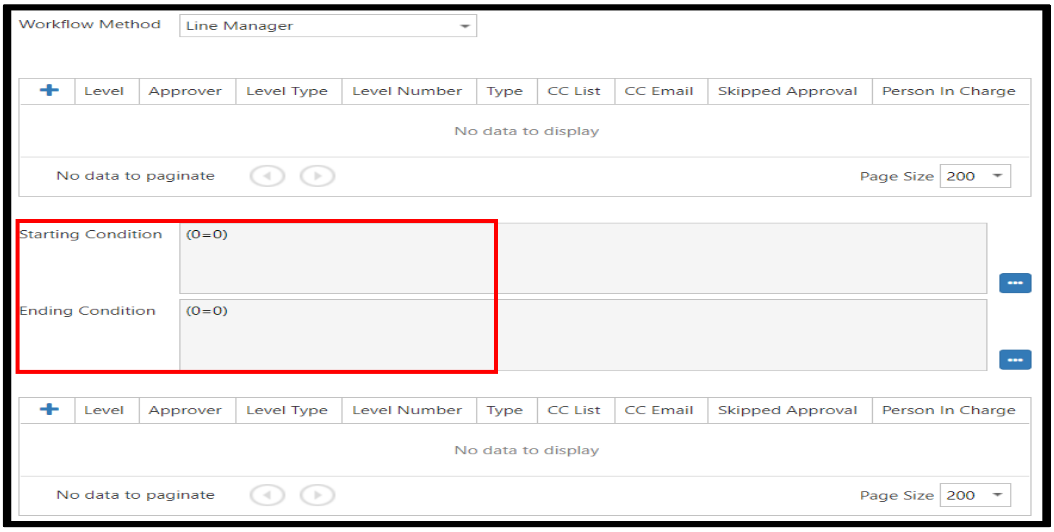
Starting Condition : (0=0)

Ending Condition : (0=0)

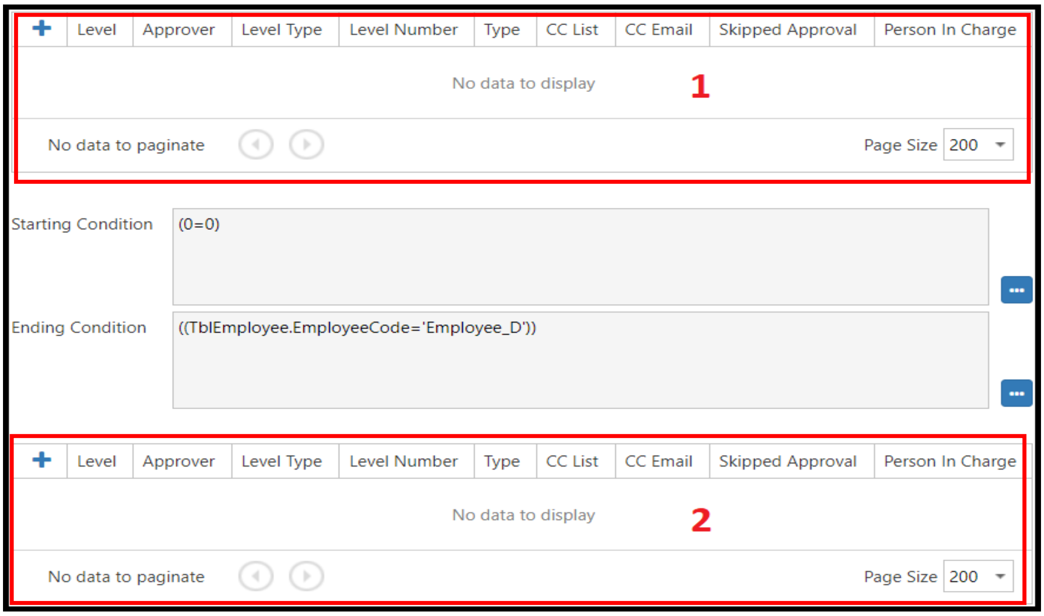
When Employee A submits an application, system will take direct Line

Manager as the only approver, in this case:

Employee B

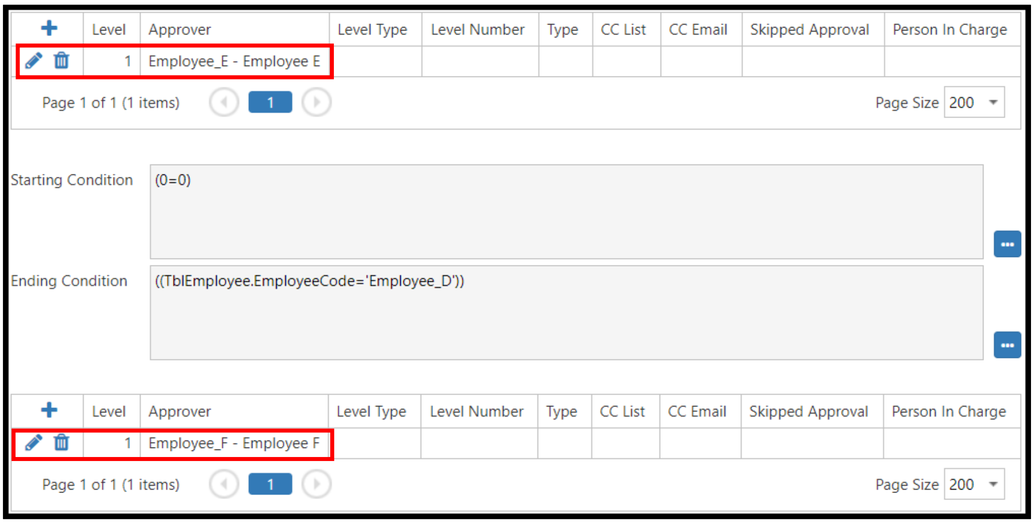


Notice there are 2 other *Approver setup* before and after *condition loop*:



- *Approval Level 1 (before condition loop)* – To add other approvers before starting loop.
- *Approval Level 2 (after condition loop)* – To add other approvers after ending loop.

Example (using previous Scenario 1):



If Employee E is added before the loop starts, Employee E will be the first approver.

If Employee F is added after the loop end, Employee F will be the last approver.

Using this example, when Employee A submits an application, the following will be the approval line:

Employee E → Employee B → Employee C → Employee D → Employee F

f) ***CC List*** – Click ··· to select a role or employee that will receive notification once workflow triggers.

g) ***CC Email*** – Enter an email address manually to be in the email notification loop once workflow triggers.

h) ***Claim Codes*** – Select the *Claim Type* that the workflow is applicable to. Multiple *Claim Type* can be selected.

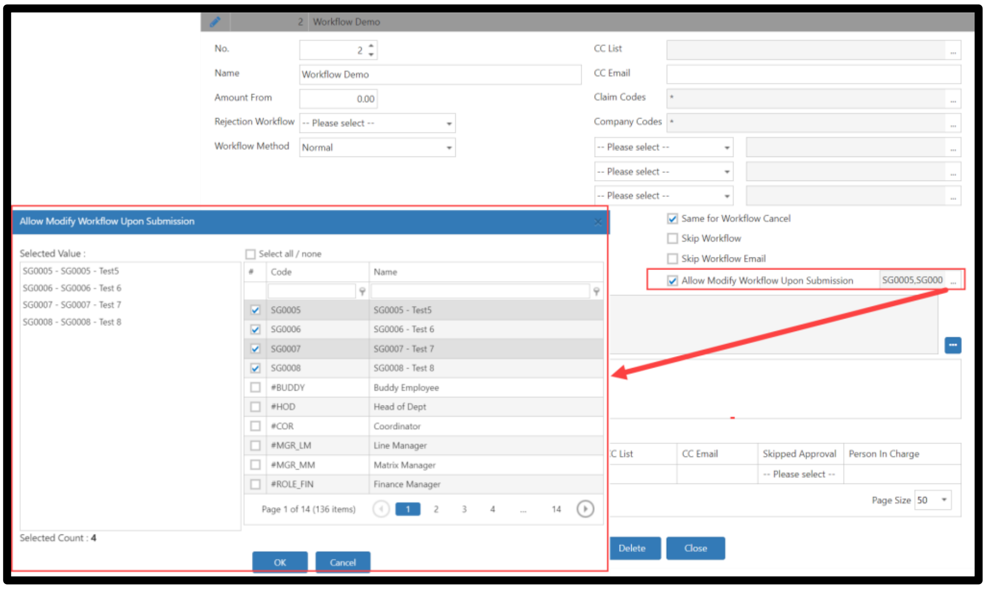
i) ***Company Codes*** – Select the company code that is applicable in this workflow. Multiple companies can be selected.

j) ***Same for Workflow Cancel*** – If this checkbox is ticked, the same workflow will be applied if employee cancelled an approved claim.

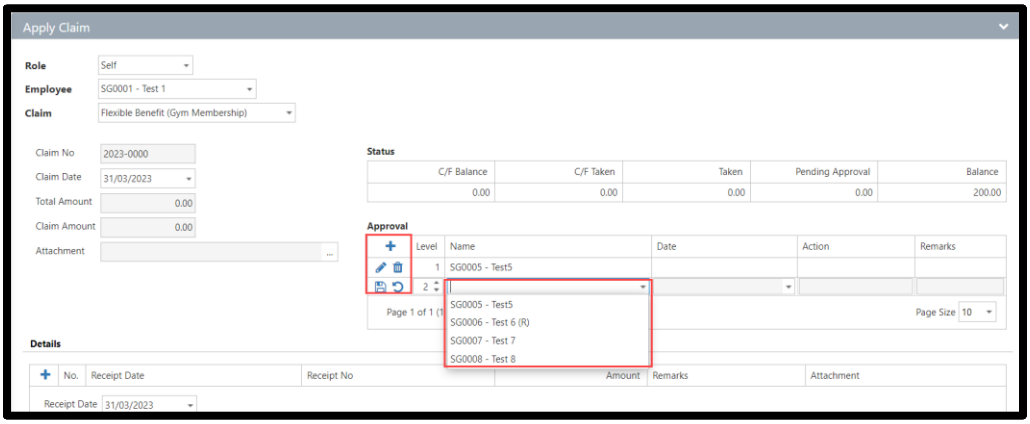
k) ***Skip Workflow*** – If this checkbox is ticked, then the claim application will be auto approved.

l) ***Skip Workflow Email*** – If this checkbox is ticked, the *Workflow Email* setup in ***Setup > Workflow > Workflow Email*** will be skipped. This can be used when certain group of employees require no approval, for example, CEO and Directors.

m) ***Allow Modify Workflow Upon Submission*** – If this checkbox is ticked, employee is allowed to modify the workflow upon claim submission and choose the approver based on the list of approvers defined in workflow setup. Setup selection contain all employees.



Access: ESS > Finance > Claim > Apply Claim



n) ***Employee Range*** – Filter the applicable employees to include in this claim workflow if this workflow is only applicable to certain employees, i.e., by Company, Department etc. Employees will not be able to apply if he/she is not included in this range. (0=0) means this setting applies to all employees. Refer this link for more details.

o) ***Description*** – This is an optional free text for any description/comments about the workflow.

p) ***Send email when each level approved*** – If this checkbox is ticked, email will be trigger out for each level of approval.

3. Define the approval flow in the approval level setting table by clicking ✚ icon and 🖫 icon.

✚	Level	Approver	Level Type	Level Number	Type	CC List	CC Email	Skipped Approval	Person In Charge
	1	#MGR_	Employee	1	Normal	...		-- Please select	...

Page 1 of 1 (1 items) 1 Page Size 200

a) ***Level*** – It is the sequence of workflow approver.

b) ***Approver*** – Select the approver. This could be a position or a specific person.

Note: *Approver* selection can be either based on *#ROLE (example, #SELF or #MGR_LM)* or specific employees (refer screenshot below):

✚	Level	Approver	Level Type	Level Number
	1	#MGR_LM - Line Manager	Employee	1
	2	#MGR_DM - Department Manager	Previous Approver	1
	3	1008 - Audrey		

c) ***Level Type*** – This field will only enable when ***Approver field*** is selected as ***#MGR_<role>*** or ***#POINTED-Pointed by Previous Approver***. This field use to specify if Approver is Employee or Previous Approver.

d) ***Level Number*** – It's connected to the column "***Approver***" and "***Level Type***".

Example:

Employee A's Line Manager is Employee B

Employee B's Line Manager is Employee C

Employee C's Line Manager is Employee D

Employee D's Line Manager is Employee E

Scenario 1:

+	Level	Approver	Level Type	Level Number
	1	#MGR_LM - Line Manager	Employee	1
	2	#MGR_LM - Line Manager	Employee	2
	3	#MGR_LM - Line Manager	Employee	3

Page 1 of 1 (3 items) 1

With the above setting (take note on the *Level Type* and *Level Number*), when Employee A applies claim, the approver will be as follow:

Level 1 > Employee B

Level 2 > Employee C

Level 3 > Employee D

Scenario 2:

+	Level	Approver	Level Type	Level Number
	1	Employee_C - Employee C		
	2	#MGR_LM - Line Manager	Previous Approver	1
	3	#MGR_LM - Line Manager	Previous Approver	1

With the above setting, when Employee A applies claim, the approver will be as follow:

Level 1 > Employee C

Level 2 > Employee D

- *Level Type = Previous Approver*, *Level Number = 1*, means Level 1 approver's (Employee_C) 1st level Line Manager

Level 3 > Employee E

- *Level Type = Previous Approver*, *Level Number = 1*, means Level 2 approver's (Employee_D) 1st level Line Manager

e) ***Type*** – Select from;

- ***Approval Workflow*** – Approval will be skipping the subordinate and redundant approver (*or same person between submitter and approver*).

- ***Operation Workflow*** – Approval will follow the setup and there is no skipped approval even the approval is:
  - Subordinate of submitter
  - Redundant approver
  - Same person between submitter and approver
- ***Normal Workflow*** – Same as Approval Workflow, system will skip the redundant approver, but normal workflow will not skip subordinate. Mean if the approver is the subordinate of the submitter. System will not skip the approval; the subordinate still requires to approve or reject the application.

Example:

Submitter: Employee A

Employee C is Subordinate of Employee A

Employee D is Subordinate of Employee A

Setup

L1 = Employee B (Normal)

L2 = Employee A (Normal)

L3 = Employee C (Normal)

L4 = Employee A (Normal)

** System will skip this level as Employee A is same person as submitter and approver (redundant approver).*

L5 = Employee D (Approval)

** System will skip this level as Employee D is subordinate of Employee A.*

L6 = Employee B (Approval)

** System will skip this level as Employee B is redundant approver in L1.*

L7 = Employee B (Operation)

Approval Result:

L1 = Employee B (Normal)

L2 = Employee A (Normal)

L3 = Employee C (Normal)

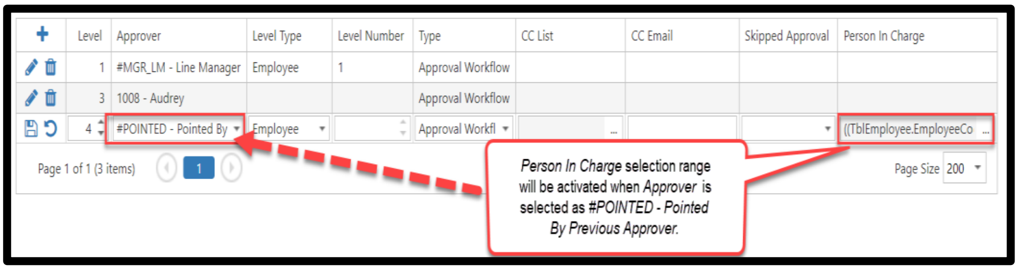
L7 = Employee B (Operation)

f) ***CC List*** – To select the role or employee that need to be in the CC list to receive the notification once approver approved the workflow.

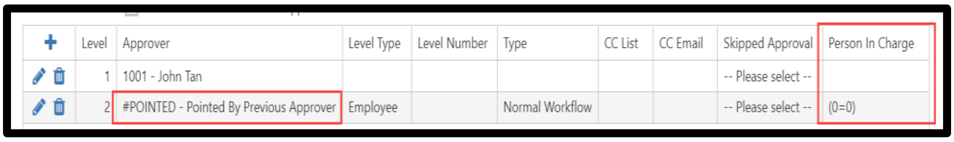
g) ***CC Email*** – To select the role or employee that need to be in the CC list to receive the email notification once approver approved the workflow.

h) ***Skipped Approval*** – This field can be used to setup condition to skip certain approval level.

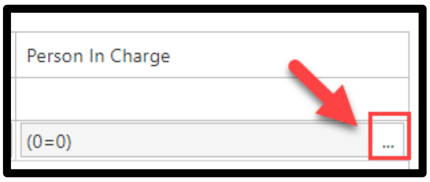
i) ***Person In Charge*** – This field will be enabled only when ***Approver*** field value equal to ***#POINTED-Pointed by Previous Approver***.

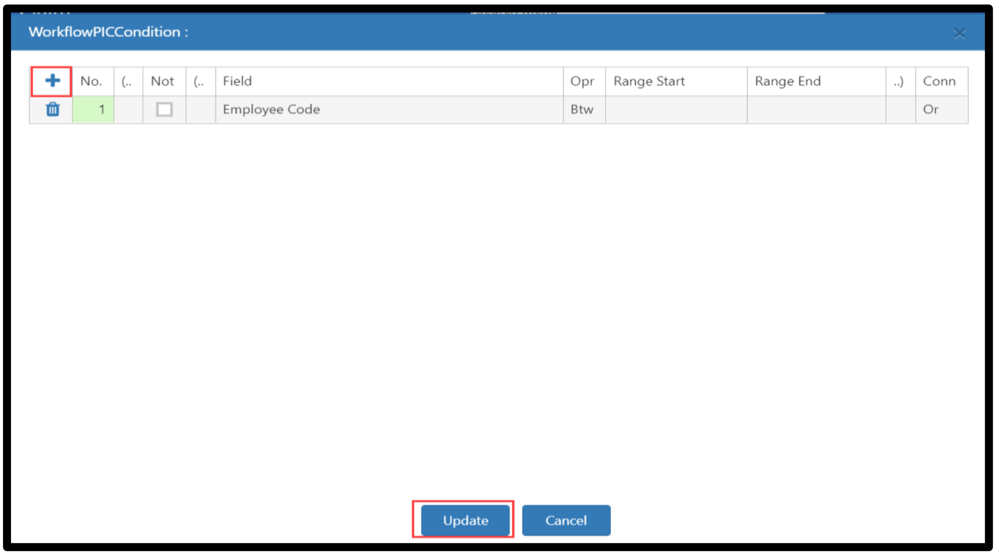


- Value for ***Person In Charge*** field by default will be (0=0) which means Previous Approver will get the authority to select the next approver with all employee appear under the drop down selection.



- The condition can be redefined according to client's requirement by clicking ... button.

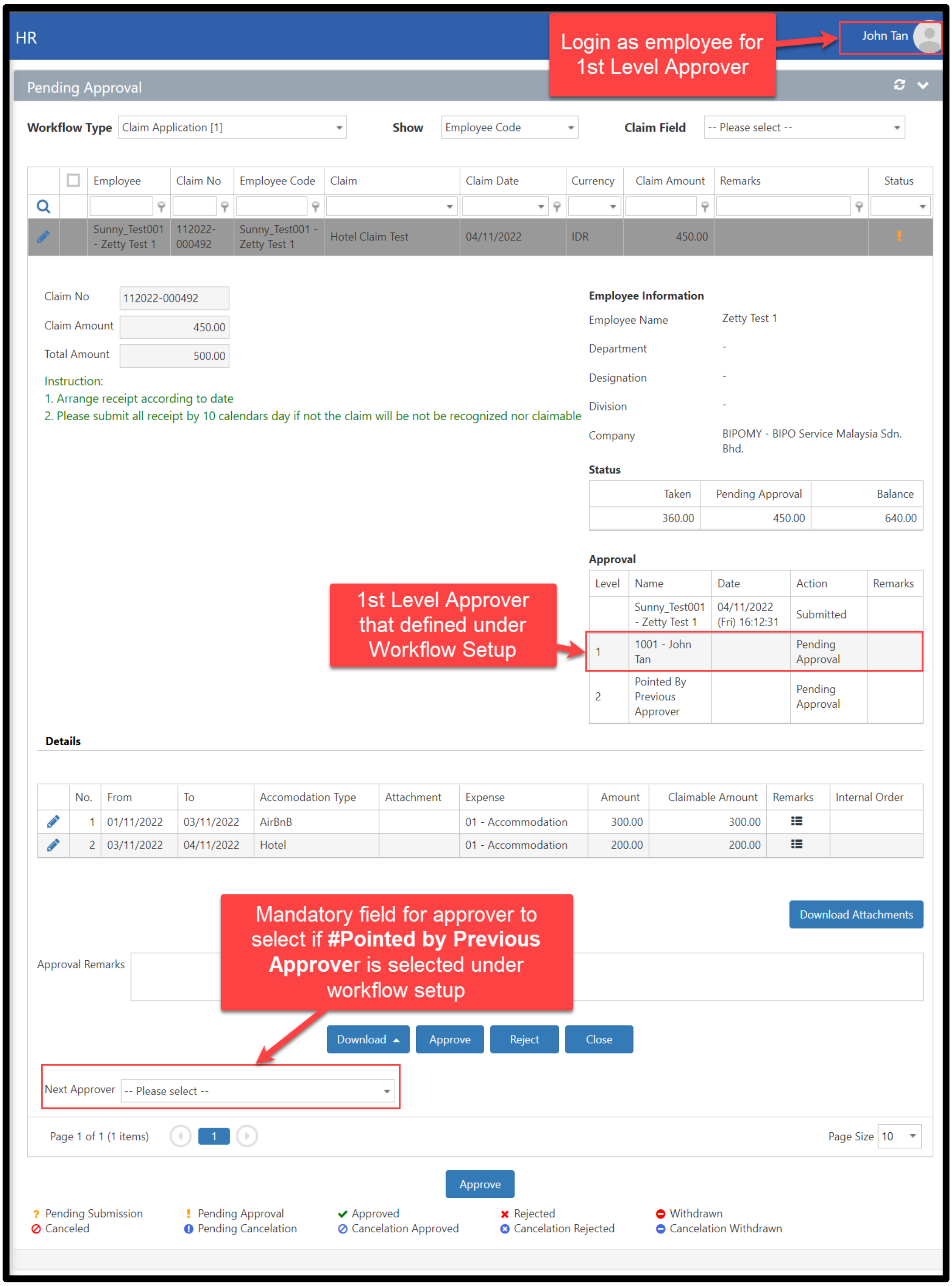




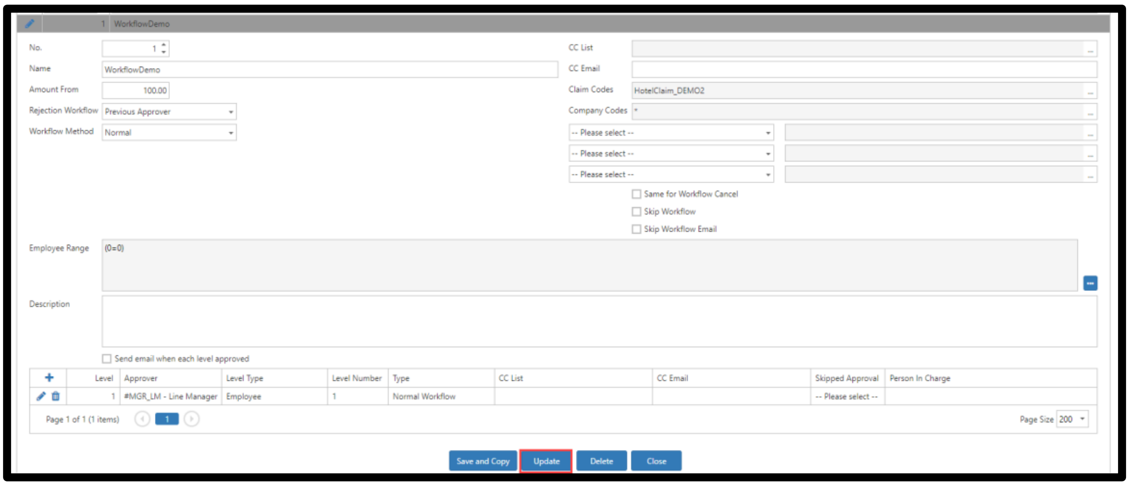
- Insert ***Next Approver*** section on *Claim Application* screen by *Previous Approver* on *ESS screen*. (Refer screenshot as below)

  Note: *Next Approver* field is mandatory and must be filled in before Approver is able to Approve the record.

  Access: ESS > Task List > Pending Approval > Workflow Type = Claim Application


HR
John Tan
Login as employee for 1st Level Approver
Pending Approval
Workflow Type Claim Application [1]
Show Employee Code
Claim Field -- Please select --
Employee
Claim No
Employee Code
Claim
Claim Date
Currency
Claim Amount
Remarks
Status
Sunny_Test001 - Zetty Test 1
112022-000492
Sunny_Test001 - Zetty Test 1
Hotel Claim Test
04/11/2022
IDR
450.00
Claim No 112022-000492
Claim Amount 450.00
Total Amount 500.00
Instruction:
1. Arrange receipt according to date
2. Please submit all receipt by 10 calendars day if not the claim will be not be recognized nor claimable
Employee Information
Employee Name Zetty Test 1
Department -
Designation -
Division -
Company BIPOMY - BIPO Service Malaysia Sdn. Bhd.
Status
Taken 360.00
Pending Approval 450.00
Balance 640.00
Approval
Level
Name
Date
Action
Remarks
Sunny_Test001 - Zetty Test 1
04/11/2022 (Fri) 16:12:31
Submitted
1
1001 - John Tan
Pending Approval
2
Pointed By Previous Approver
Pending Approval
1st Level Approver that defined under Workflow Setup
Details
No.
From
To
Accomodation Type
Attachment
Expense
Amount
Claimable Amount
Internal Order
1 01/11/2022 03/11/2022 AirBnB 01 - Accommodation 300.00 300.00
2 03/11/2022 04/11/2022 Hotel 01 - Accommodation 200.00 200.00
Download Attachments
Approval Remarks
Mandatory field for approver to select if #Pointed by Previous Approver is selected under workflow setup
Download
Approve
Reject
Close
Next Approver -- Please select --
Page 1 of 1 (1 items)
Page Size 10
Approve
Pending Submission
Canceled
Pending Approval
Pending Cancelation
Approved
Cancelation Approved
Rejected
Cancelation Rejected
Withdrawn
Cancelation Withdrawn

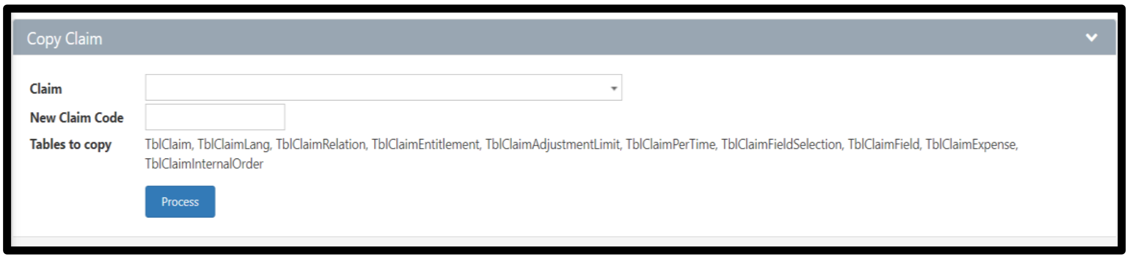
4. Once setup is completed, click ***Update*** button.



Copy Claim

This page is design to ease the repetitive steps needed when creating different claim code with similar claim setting and claim fields.

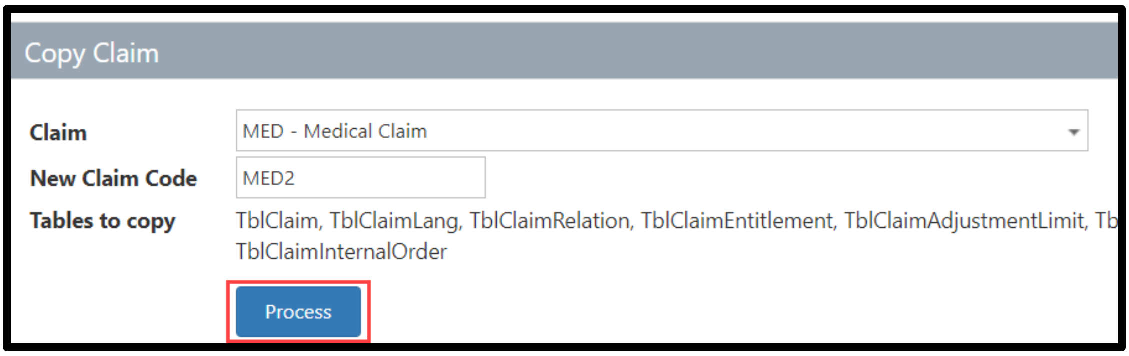
Access: Claim Module > Reference > Claim > Copy Claim



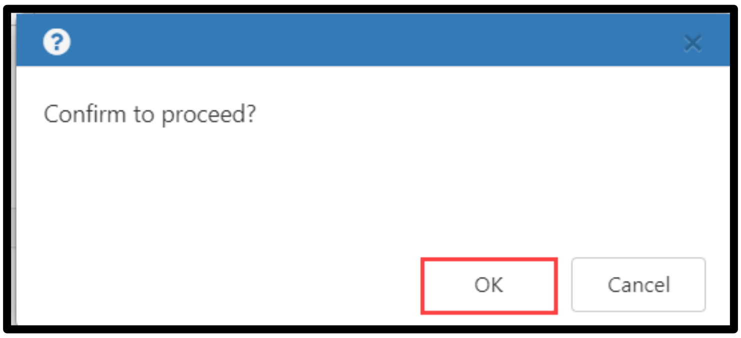
1. ***Claim*** - Select the source of claim code that require to copy from the drop-down selection.

2. Enter the ***New Claim Code***, this is a free text field.

3. Click **Process** button once value had been defined for both fields.



4. Click ***OK*** button to proceed.



5. System will prompt message on the successfully copied *Claim Code*, click ***OK*** button.

6. A new *Claim Code* will be created with details as below:

   a) All the claim type setup (from all the tabs) will be copied over from the source *Claim Code*.

   b) All the claim fields selected at ***Claim Module > Reference > Claim > Field Selection*** under the source *Claim* will be copied over to the *New Claim*.

   c) All the claim fields selected at ***Claim Module > Reference > Claim > Claim Field*** under the source *Claim* will be copied over to the *New Claim*.

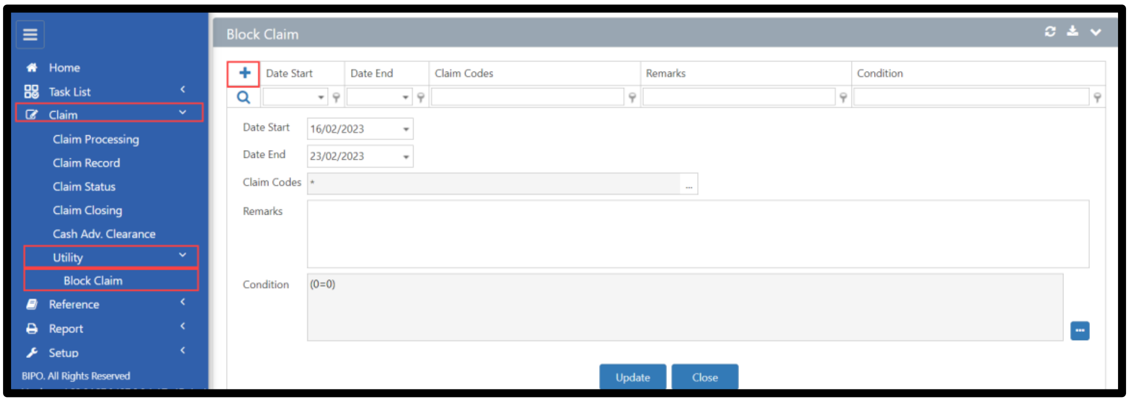
d) ***Expense items*** selected at ***Claim Module > Reference > Claim > Claim > Field Item*** under the source *Claim* will be copied over to the *New Claim*.

e) ***Internal Order*** field at ***Claim Module > Reference > Claim > Claim > Field Item*** under the source *Claim* will be copied over to the *New Claim*.

Block Claim

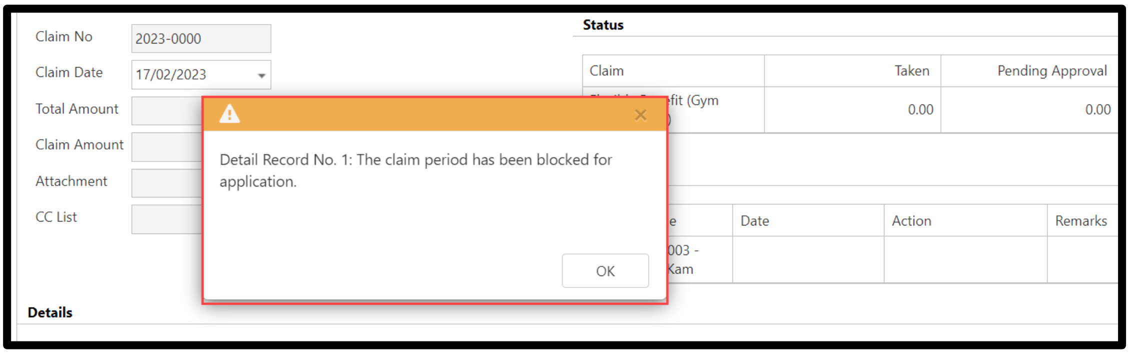
This page is design to allow admin to block specific group of employees from submitting claim record within certain period.

Access: Claim Module > Claim > Utility > Block Claim

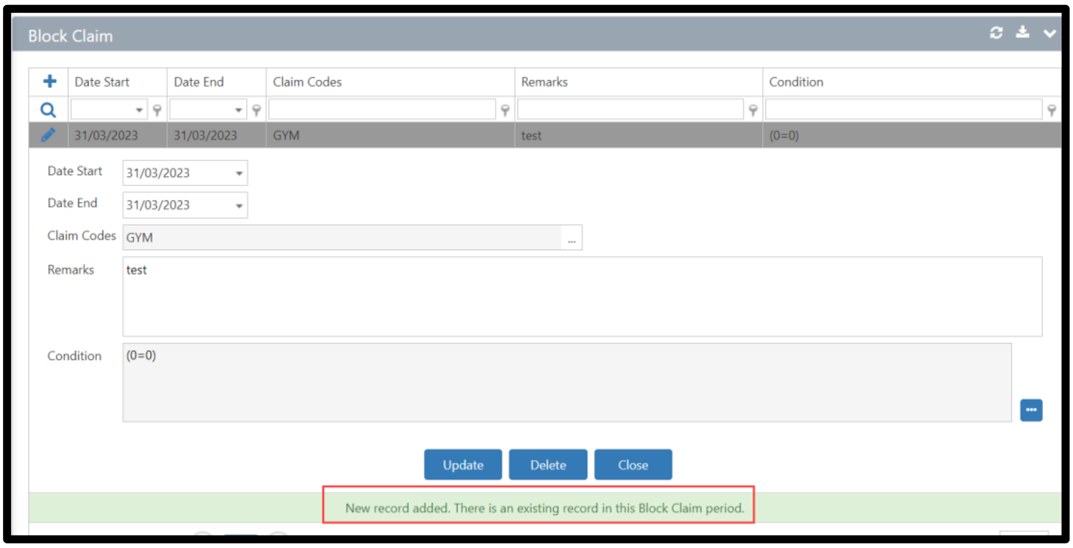


1. Click the + button and define the details for fields as below:
   a. ***Date Start*** – (*Mandatory*) To define the start date of the period to block certain employees for claim submission.
   b. ***Date End*** – (*Mandatory*) To define the end date of the period to block certain employees for claim submission.
   c. ***Claim Codes*** - (*Mandatory*) A selection field for user to select the claim type that will be blocked for claim submission. The default value is * which means applicable for all claim types.
   d. ***Remarks*** – A text box for user to input remarks or notes.
   e. ***Condition*** – To specify the employee range by filter the applicable employees to include in block claim action, i.e., by Company, Department etc. (0=0) means this setting applies to all employees. Refer this link for more details.
2. Click ***Update*** button to save it.

3. An error message as below will be prompt when user or admin submit a claim during the Block Claim Period.



4. When there is an existing claim record in system before admin user is enter Block Claim record, system will prompt the admin user with the following alert message under Block Claim Screen:



Claim Capping Setup

How Entitlement and Max Per Time Setup Affect Claimable Amount and Amount Capped (Detail's Field)

Scenario 1: Monthly Capping, Employee Pay 10%, and Employer Pay 90%

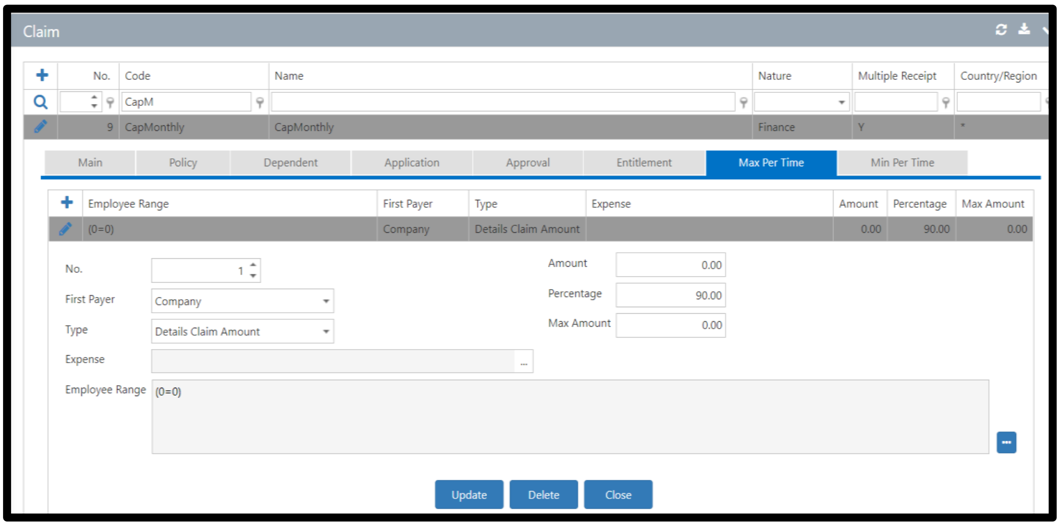
Scenario's requirements based on the following:

- Monthly Capping of XX amount (e.g. $30 per month).
- This capping will be reset every month based on Claim Date.
- Employee will pay 10% of the Total Claim Amount.
- The remaining 90% of Total Claim Amount will be paid by Company.

Claim Setup		
Tab	**Field**	**Value**
Main	Multiple Receipt	Yes
Policy	Tier Type	Normal
Entitlement	Max Per Month	**30**
	Amount Capped Based On	Claim Date
Max Per Time	First Payer	Company
	Type	Details Claim Amount
	Amount	0
	Percentage	**90**
	Max Amount	0

Navigate to Claim to setup referring to the table.

Access: Claim Module > Reference > Claim > Claim



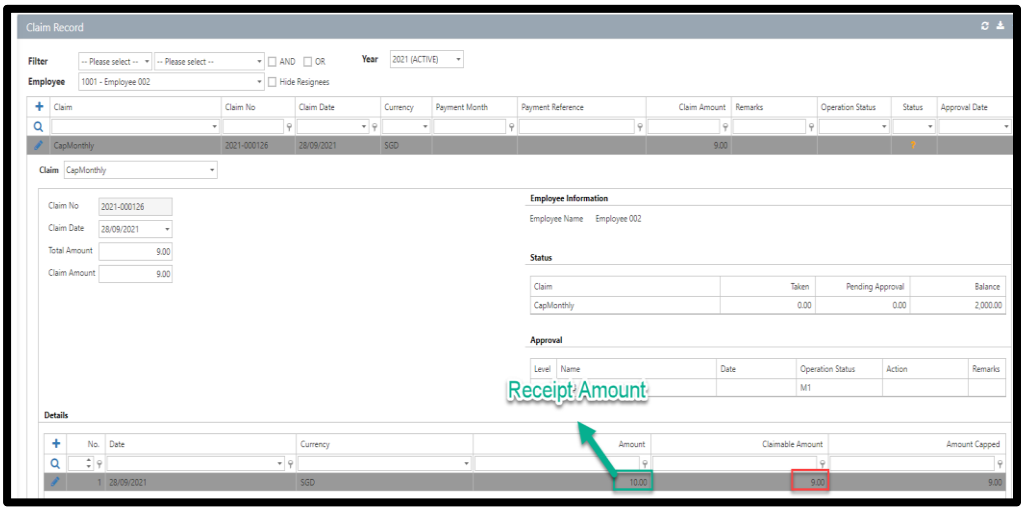
After setting up the *Field Selection* and *Claim,* you may proceed to *Claim Record* to verify the behaviour.

1. *Claimable Amount = Receipt Amount * Max Per Time's Percentage*

   For example:

   - Receipt Amount = 10
   - Claimable Amount = 10*90% = 9

   Access: Claim Module > Claim > Claim Record



2. *Amount Capped*

   a) If *Total Claimable Amount ≤ Max Per Month,*

      Amount Capped = Total Claimable Amount

      Claim Amount = Total Capped Amount

      *Refer screenshot below.

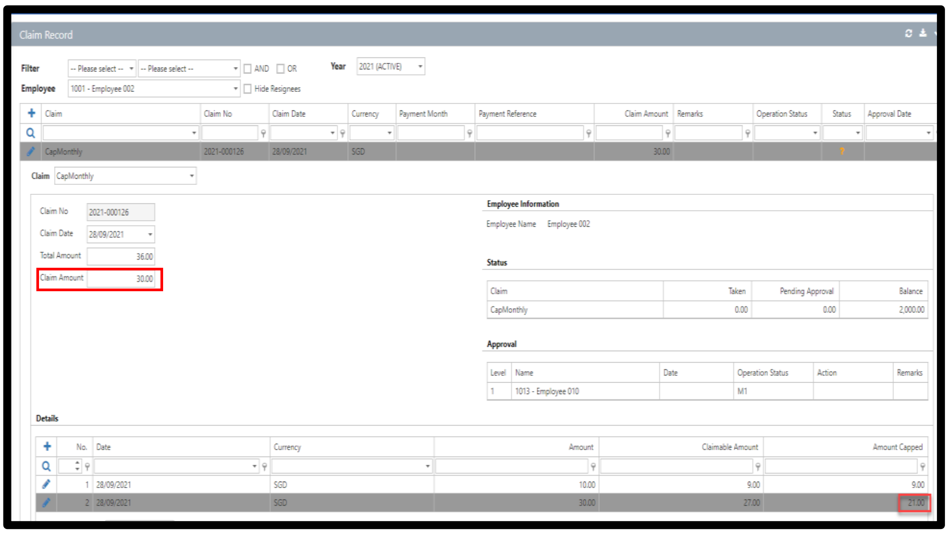
   b) *If Total Claimable Amount > Max Per Month,*

      Amount Capped = Max Per Month - Previous Amount Capped

      For example:

      - Total Claimable Amount = 9 (10*90%) + 27 (30*90%) = 36 (based on 90% max per time percentage)
      - Amount Capped = 30 - 9 = 21 (balance max amount per month)
      - Claim Amount = Total Amount Capped (9 + 21 = 30)

      *Refer screenshot below.



Scenario 2: Details and Monthly Capping

Claim Setup		
Tab	**Field**	**Value**
Main	Multiple Receipt	Yes
Policy	Tier Type	Normal
Entitlement	Max Per Month	**30**
	Amount Capped Based On	Claim Date
Max Per Time	First Payer	Company
	Type	Details Claim Amount
	Amount	0
	Percentage	**90**
	Max Amount	**10**

1. *Claimable Amount*

   a) If *Receipt Amount ≤ Max Amount*,

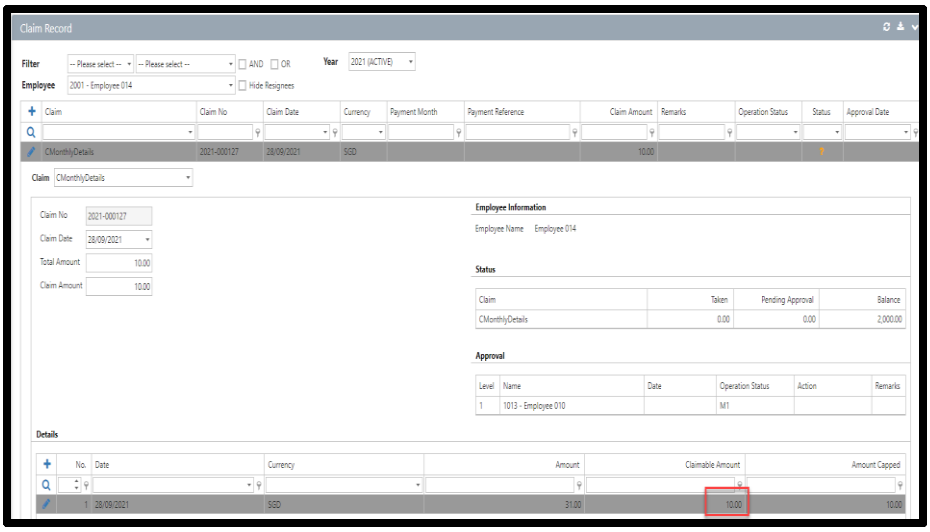
   *Claimable Amount = Receipt Amount * Max Per Time's Percentage*

   b) If Receipt Amount > Max Amount,

   Claimable Amount = Max Amount

   For example:

   - Receipt Amount = 31
   - Claimable Amount = Max Amount = 10



2. *Amount Capped*

   a) If *Total Claimable Amount ≤ Max Per Month,*

      Amount Capped = Total Claimable Amount

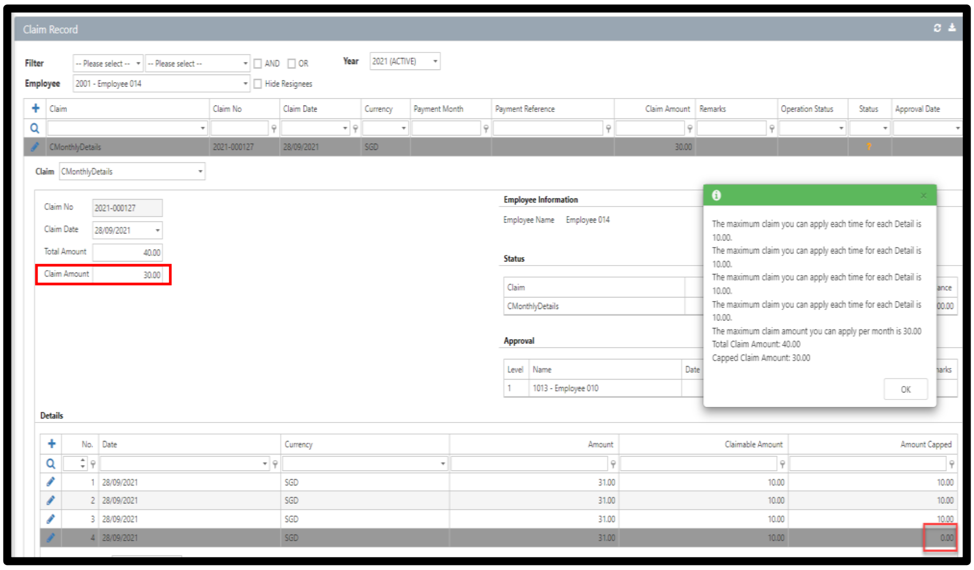
   b) If Total Claimable Amount > Max Per Month,

      Amount Capped = Max Per Month - Previous Amount Capped

      For example:

      - Total Claimable Amount = 30 + 10 = 40
      - Amount Capped = 30 - 30 = 0
      - Claim Amount = Total Amount Capped (10+10+10+0 = 30)

        *Refer screenshot below.



Scenario 3: Monthly Capping and Extra Amount Allocated for Details

Claim Setup		
Tab	**Field**	**Value**
Policy	Tier Type	Normal
Entitlement	Max Per Month	**30**
	Amount Capped Based On	Claim Date
Max Per Time	First Payer	Company
	Type	Details Claim Amount
	Amount	**20**
	Percentage	**90**
	Max Amount	0

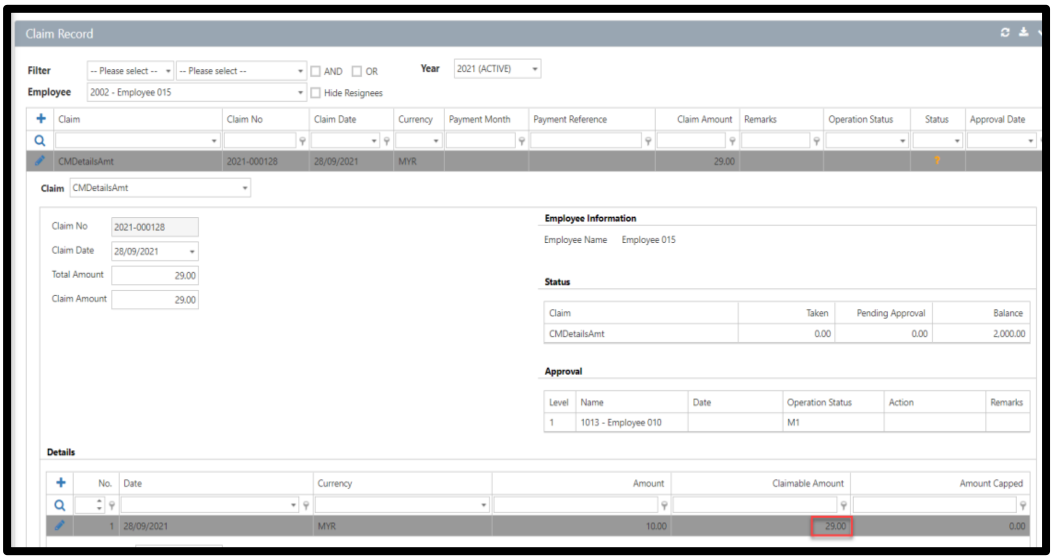
1. *Claimable Amount = (Receipt Amount * Max Per Time's Percentage) + Max Per Time's Amount.*

   For example:

   - Receipt Amount = 10
   - Claimable Amount

     = (10*90%) + 20

     = 29



2. Amount Capped

   a) If *Total Claimable Amount ≤ Max Per Month,*

      Amount Capped = Total Claimable Amount

   b) If *Total Claimable Amount > Max Per Month,*

      Amount Capped = Max Per Month - Previous Amount Capped

      Claim Amount = Total Amount Capped

Scenario 4: Monthly Capping and Details Capping Based on Total Claim Amount

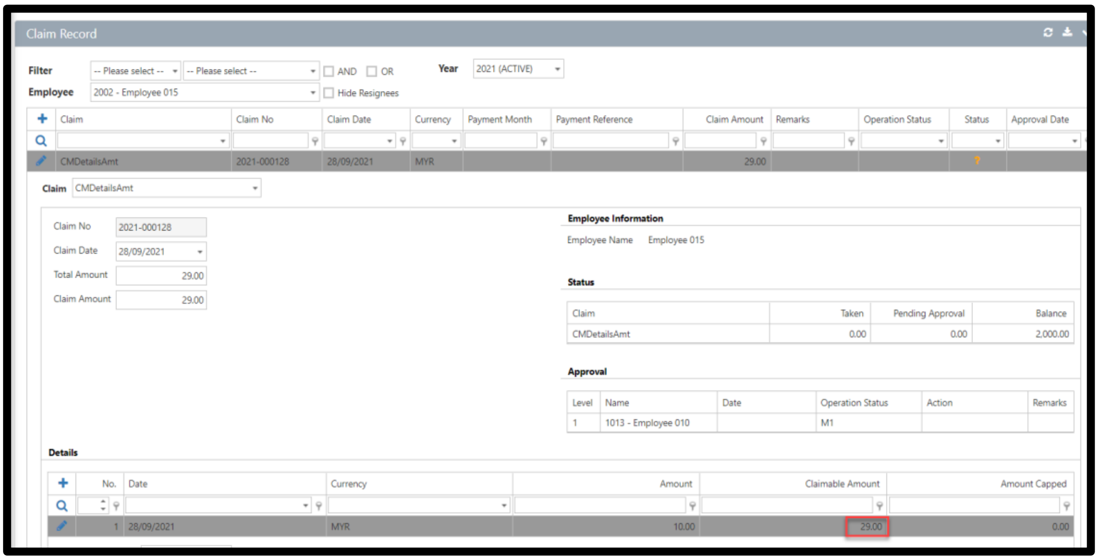
Claim Setup		
Tab	**Field**	**Value**
Policy	Tier Type	Normal
Entitlement	Max Per Month	**30**
	Amount Capped Based On	Claim Date
Max Per Time	First Payer	Company
	Type	Total Claim Amount
	Amount	0
	Percentage	90
	Max Amount	0

1. *Claimable Amount = Receipt Amount*

   For example:

   - Receipt Amount = 50

     Claimable Amount = 50



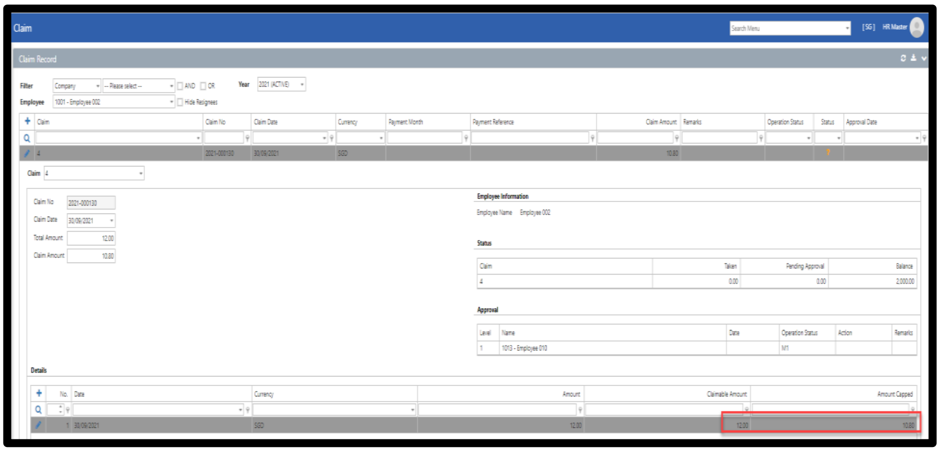
2. *Amount Capped*

   a) If *Total Claimable Amount ≤ Max Per Month,*

   *Amount Capped = Total Claimable Amount * Max Per Time's Percentage*

   For example:

   - Total Claimable Amount = 12
   - Amount Capped = 12 * 90% = 10.80

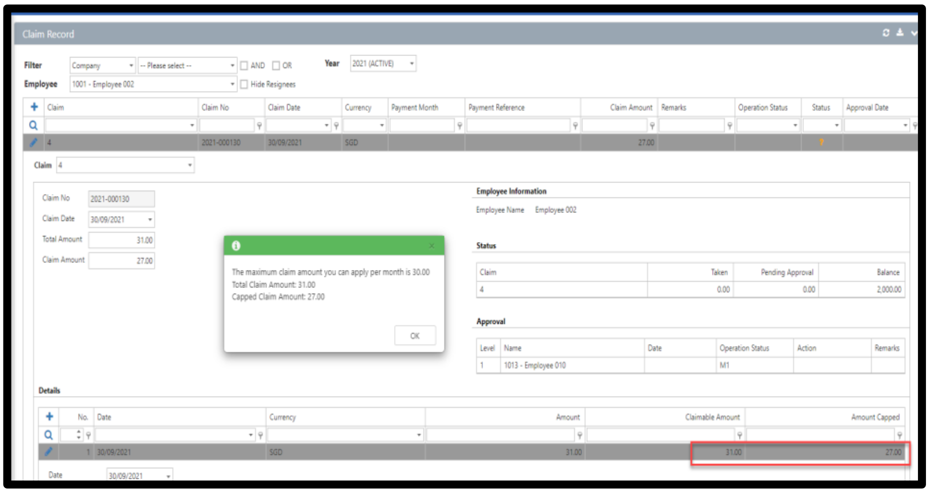


b) If *Total Claimable Amount > Max Per Month,*

*Amount Capped = Max Per Month * Max Per Time's Percentage*

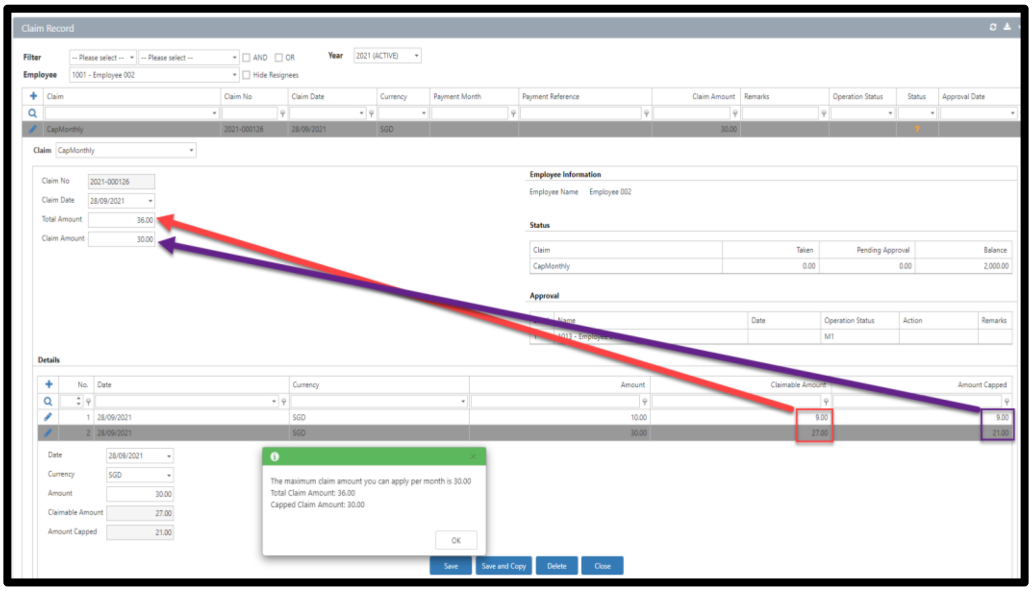
For example:

- Max Per Month = 30
- Amount Capped = 30 * 90% = 27



Total Amount and Claim Amount (Header's Field)

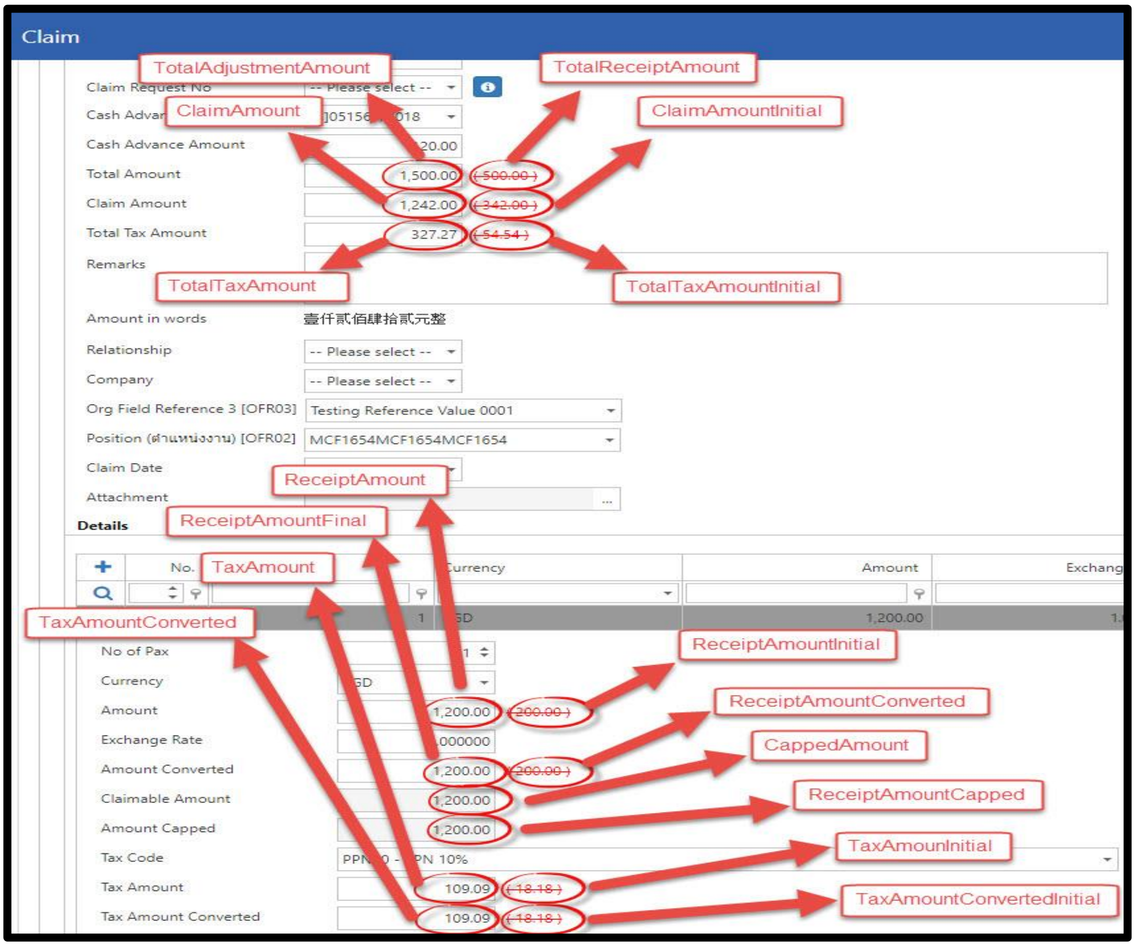
1. *Total Amount = Total Claimable Amount*
2. *Claim Amount = Total Amount Capped*



Claim Fields Mapping

There are two tables where *Claim Fields* will be mapped to:

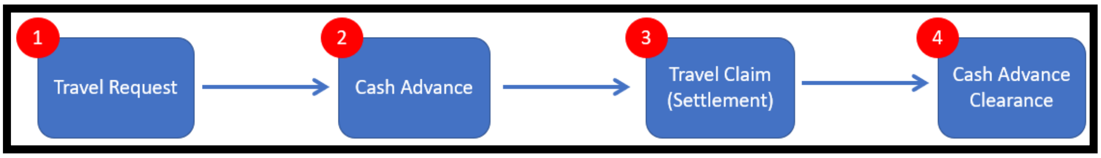
1. *TblClaimRequest - Detail Fields*
2. *TblClaimRecord - Header Fields*



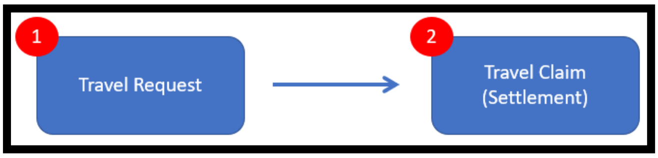
Travel Claim Setup

Travel Claim Workflow

1. ***Travel Request*** serves as employee's authorization to travel for business purposes.
2. ***Cash Advance* (optional)** is company's discretion to give employee cash on-hand prior to travel.
3. ***Travel Claim*** is the settlement or actual amount that employee incurred after the travel.
4. ***Cash Advance Clearance (optional)*** is the excess cash from cash advance if the employee did not utilize the whole amount.



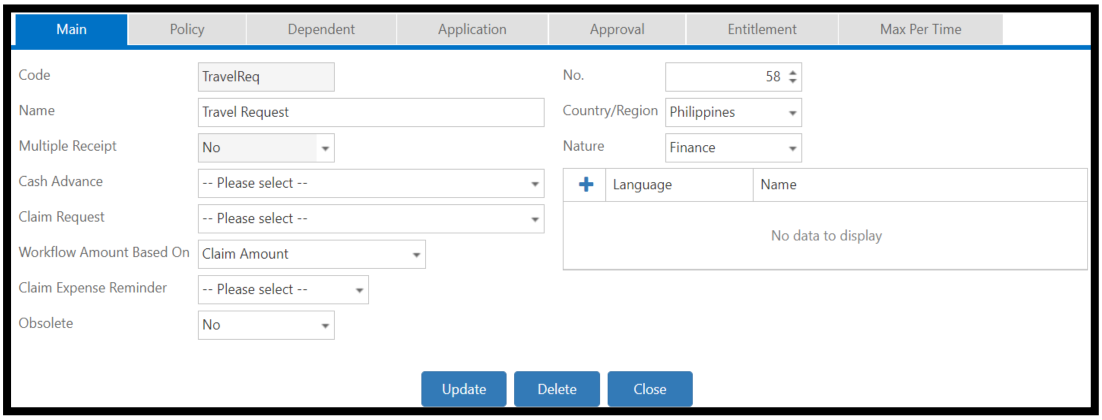
In some cases, some companies are not issuing ***Cash Advance*** to employees. Then, the ***Travel Claim (Settlement)*** serves as the whole expense reimbursement. The workflow will be as below:



Travel Request

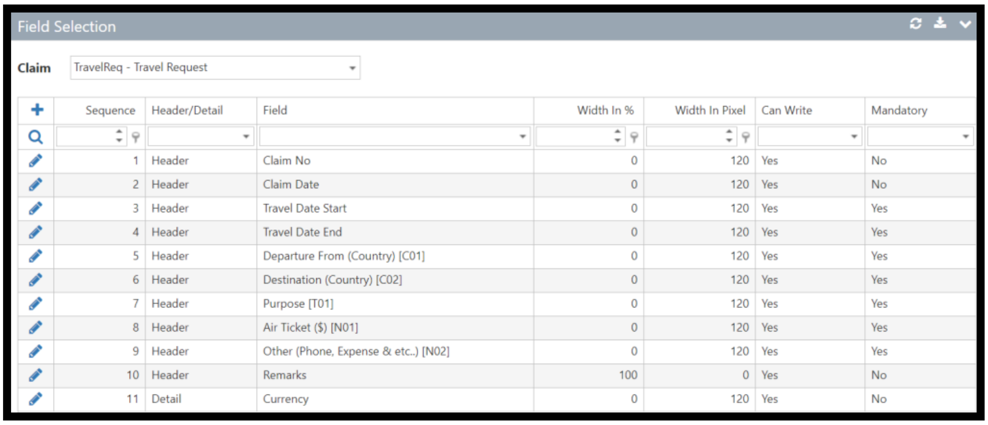
Travel Request is the initial action when trying to file for travel claim. This claim type should be created under ***Claim Master.***

Access: Claim Module > Reference > Claim > Claim



Once created, the ***Travel Request Form*** should be configured in ***Field Selection***.

Access: Claim Module > Reference > Claim > Field Selection

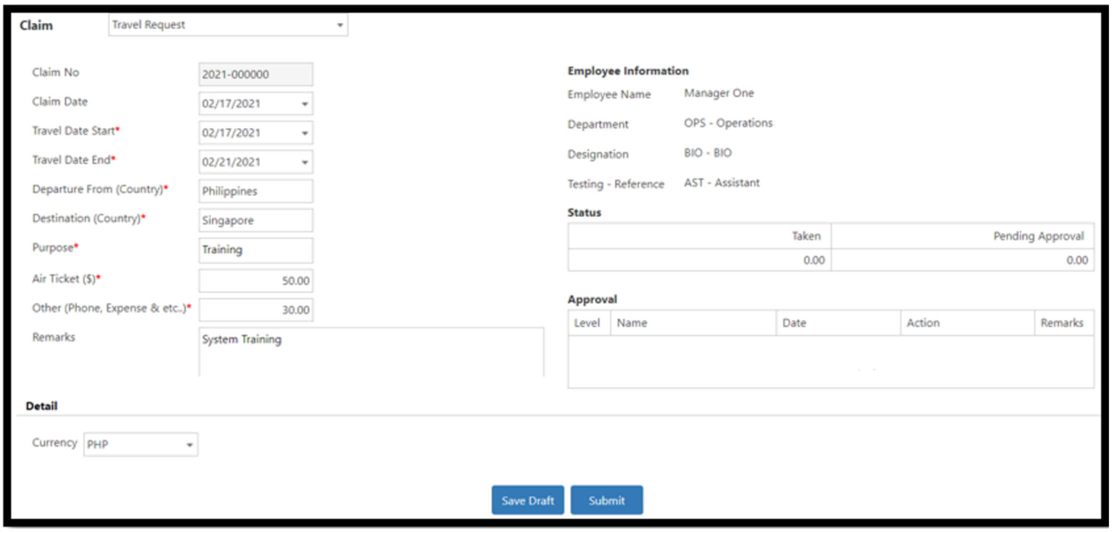


Field Selection

Claim: TravelReq - Travel Request

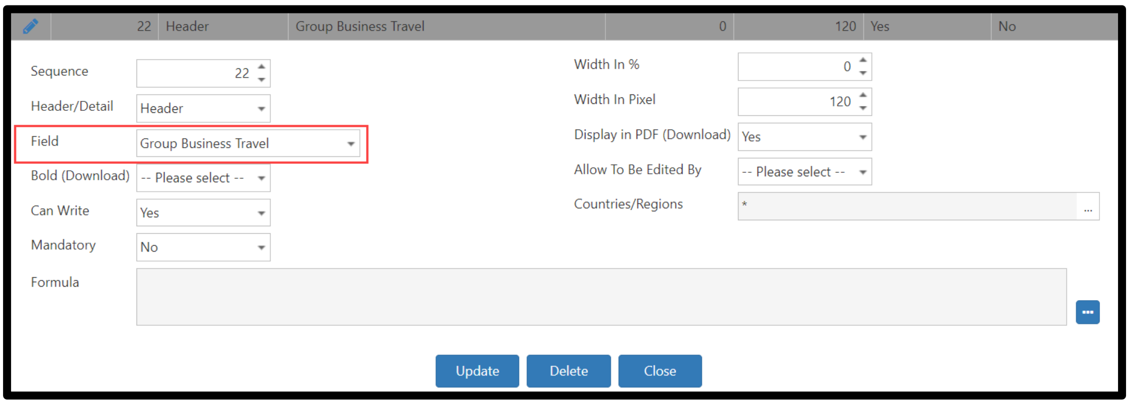
Sequence	Header/Detail	Field	Width In %	Width In Pixel	Can Write	Mandatory
1	Header	Claim No	0	120	Yes	No
2	Header	Claim Date	0	120	Yes	No
3	Header	Travel Date Start	0	120	Yes	Yes
4	Header	Travel Date End	0	120	Yes	Yes
5	Header	Departure From (Country) [C01]	0	120	Yes	Yes
6	Header	Destination (Country) [C02]	0	120	Yes	Yes
7	Header	Purpose [T01]	0	120	Yes	Yes
8	Header	Air Ticket ($) [N01]	0	120	Yes	Yes
9	Header	Other (Phone, Expense & etc.) [N02]	0	120	Yes	Yes
10	Header	Remarks	100	0	Yes	No
11	Detail	Currency	0	120	Yes	No

The fields selected will be reflected in ESS and Claim Record as configured:

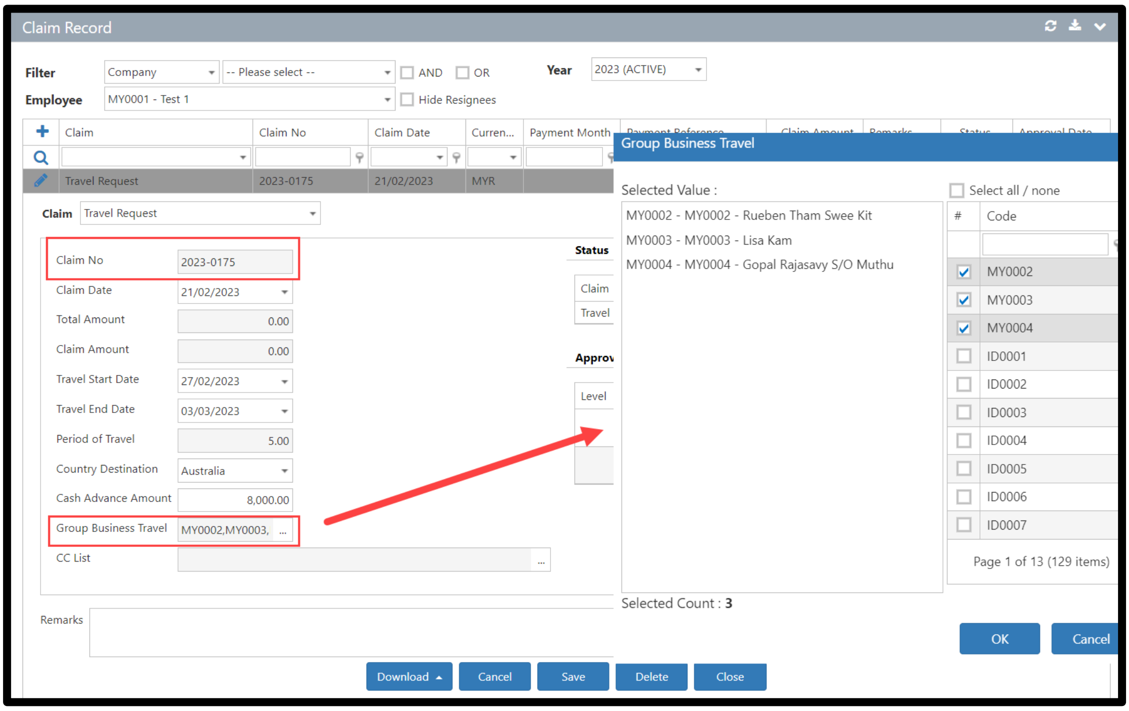


There is a field that allow user to add a list of employees that is travelling together by using the field named as ***Group Business Travel***. This field only applicable in *Claim Header.*

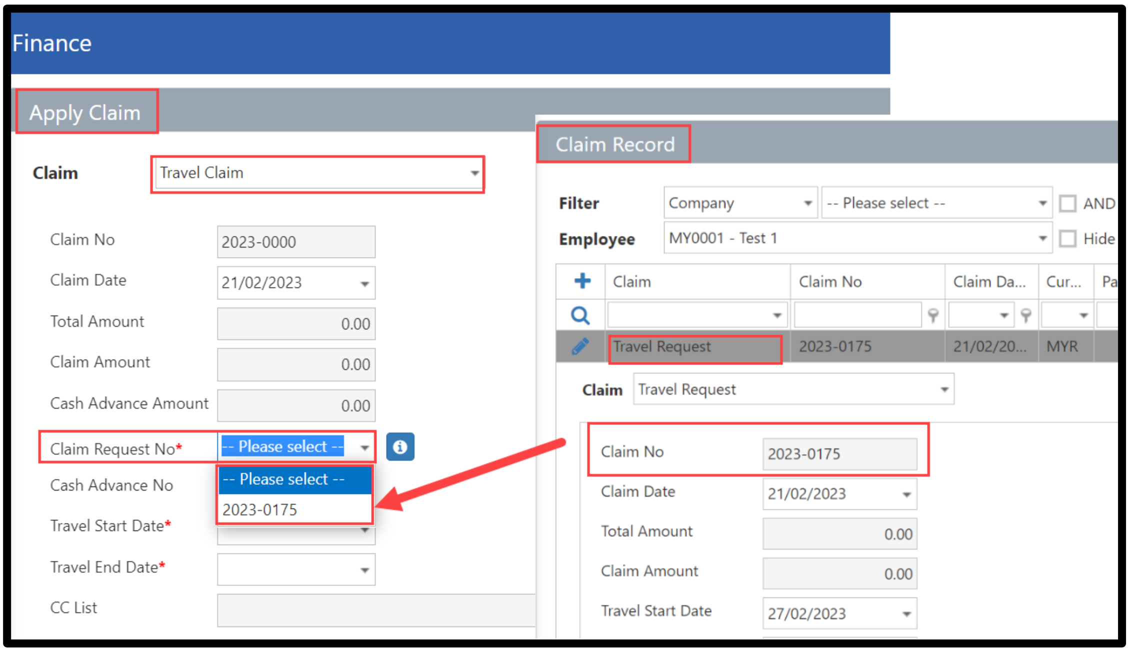
Access: Claim Module > Reference > Claim > Field Selection



When employee or admin submit a travel request, the multi-selection configured field, ***Group Business Travel*** will display to allow employee to select the list of employees that travel together.



Employees that are selected under the ***Group Business Travel*** field will be able to submit Travel Claim using the same ***Claim Request No***. in ESS.

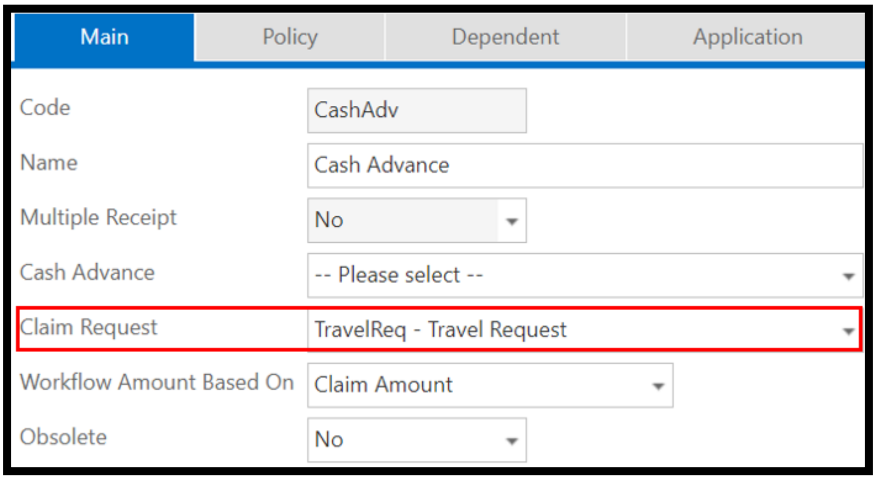


Cash Advance

After ***Travel Request*** has been approved, employee can now file for ***Cash Advance*** for those companies that are issuing cash advance.

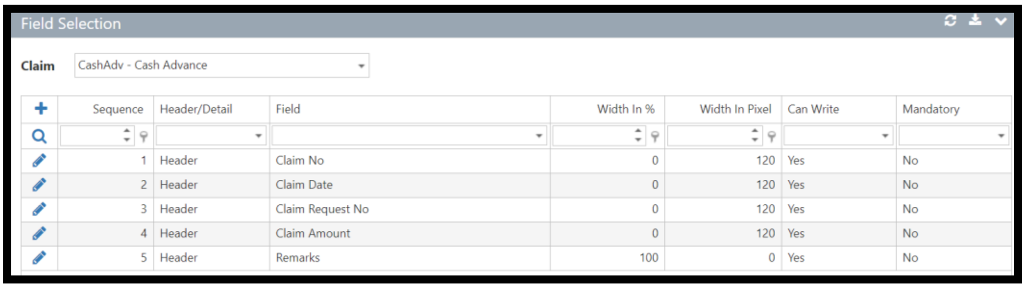
When creating ***Cash Advance*** code, the ***Claim Request*** field should be mapped to the ***Travel Request*** claim code created earlier.

Access: Claim Module > Reference > Claim > Claim



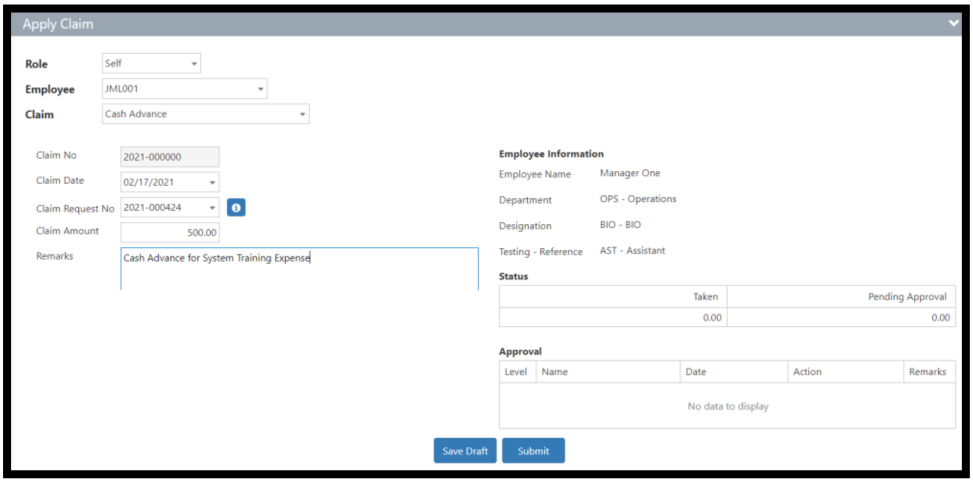
Once created, the ***Cash Advance Form*** should be configured in ***Field Selection***.

Access: Claim Module > Reference > Claim > Field Selection



Sequence	Header/Detail	Field	Width In %	Width In Pixel	Can Write	Mandatory
1	Header	Claim No	0	120	Yes	No
2	Header	Claim Date	0	120	Yes	No
3	Header	Claim Request No	0	120	Yes	No
4	Header	Claim Amount	0	120	Yes	No
5	Header	Remarks	100	0	Yes	No

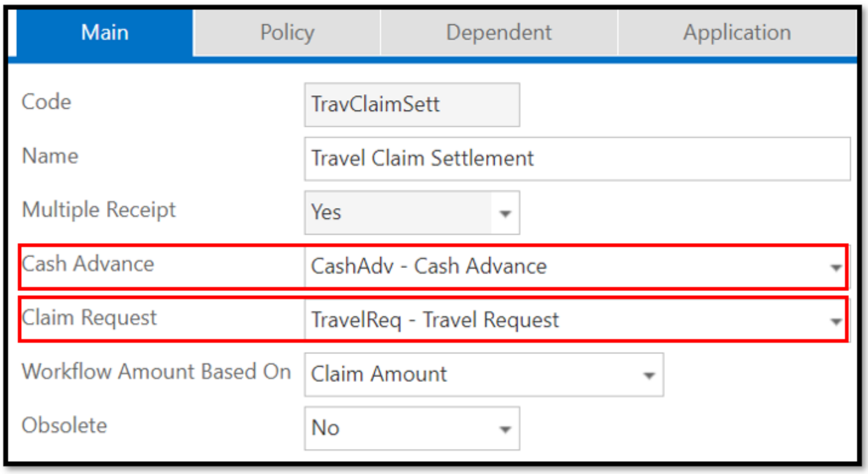
The fields selected will be reflected in *ESS* and *Claim Record* as configured:



Travel Claim (Settlement)

After ***Travel Request*** and ***Cash Advance*** have been approved, employee can now apply for ***Travel Claim*** as settlement. ***Travel Request*** should be mapped under ***Claim Request*** field and ***Cash Advance*** under ***Cash Advance*** field.

Access: Claim Module > Reference > Claim > Claim

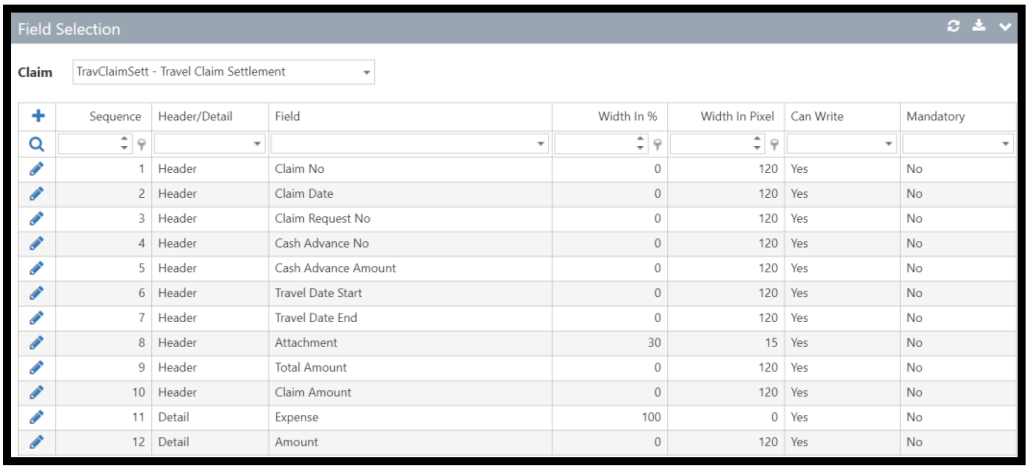


Main | Policy | Dependent | Application

Code	TravClaimSett
Name	Travel Claim Settlement
Multiple Receipt	Yes
Cash Advance	CashAdv - Cash Advance
Claim Request	TravelReq - Travel Request
Workflow Amount Based On	Claim Amount
Obsolete	No

Once created, the ***Travel Claim (Settlement) Form*** should be configured in ***Field Selection***.

Access: Claim Module > Reference > Claim > Field Selection

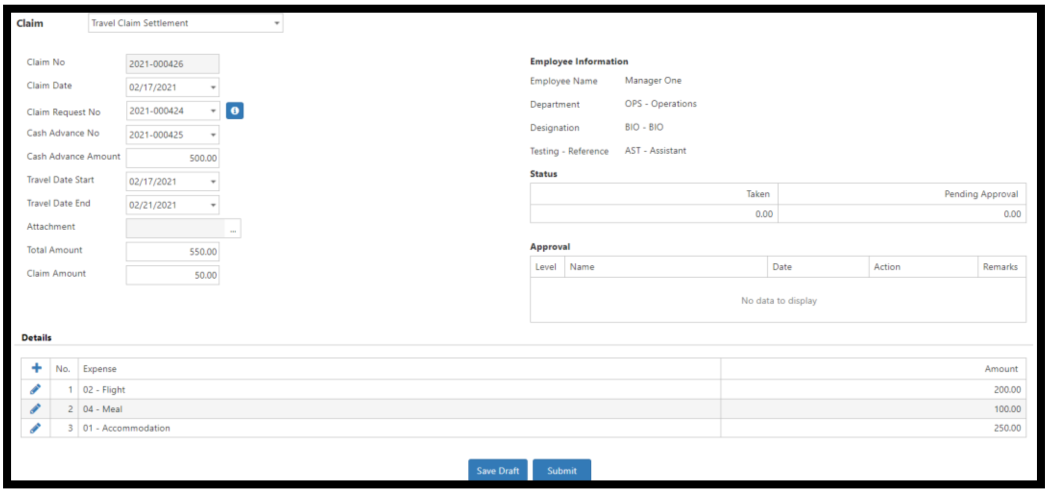


Field Selection

Claim: TravClaimSett - Travel Claim Settlement

Sequence	Header/Detail	Field	Width In %	Width In Pixel	Can Write	Mandatory
1	Header	Claim No	0	120	Yes	No
2	Header	Claim Date	0	120	Yes	No
3	Header	Claim Request No	0	120	Yes	No
4	Header	Cash Advance No	0	120	Yes	No
5	Header	Cash Advance Amount	0	120	Yes	No
6	Header	Travel Date Start	0	120	Yes	No
7	Header	Travel Date End	0	120	Yes	No
8	Header	Attachment	30	15	Yes	No
9	Header	Total Amount	0	120	Yes	No
10	Header	Claim Amount	0	120	Yes	No
11	Detail	Expense	100	0	Yes	No
12	Detail	Amount	0	120	Yes	No

The fields selected will be reflected in *ESS* and *Claim Record* as configured:



Cash Advance Clearance

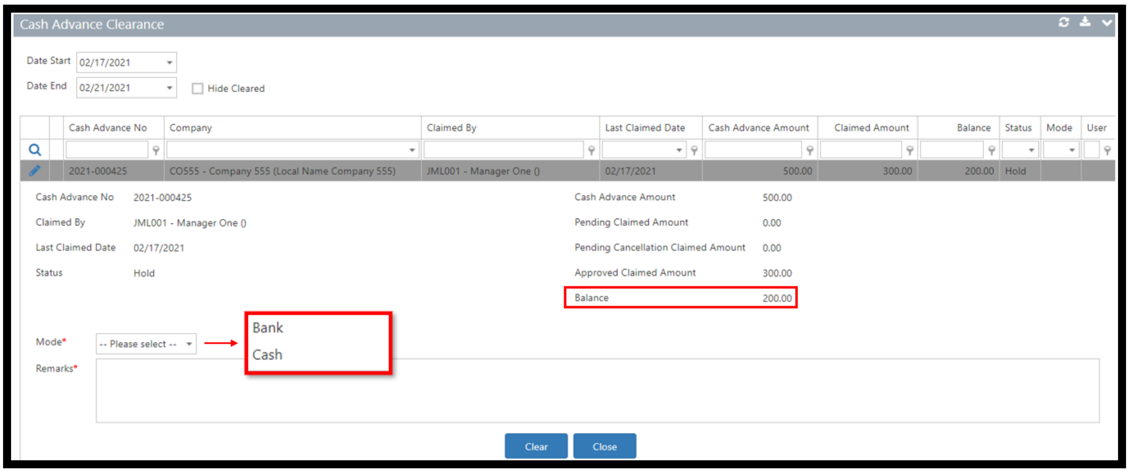
System will reflect under the ***Balance*** field if ***Cash Advance*** amount is bigger than ***Travel Claim (Settlement)*** amount under ***Cash Advance Clearance*** menu.

In the example below:

- ***Cash Advance*** is **$500.**
- ***Travel Claim Settlement*** is only **$300.**

Employee needs to return the **$200** excess amount via Bank Deposit or Cash. After employee settles the balance, the administrator needs to clear the cash advance by clicking the ***Clear Button***.

Access: Claim Module > Claim > Cash Adv. Clearance

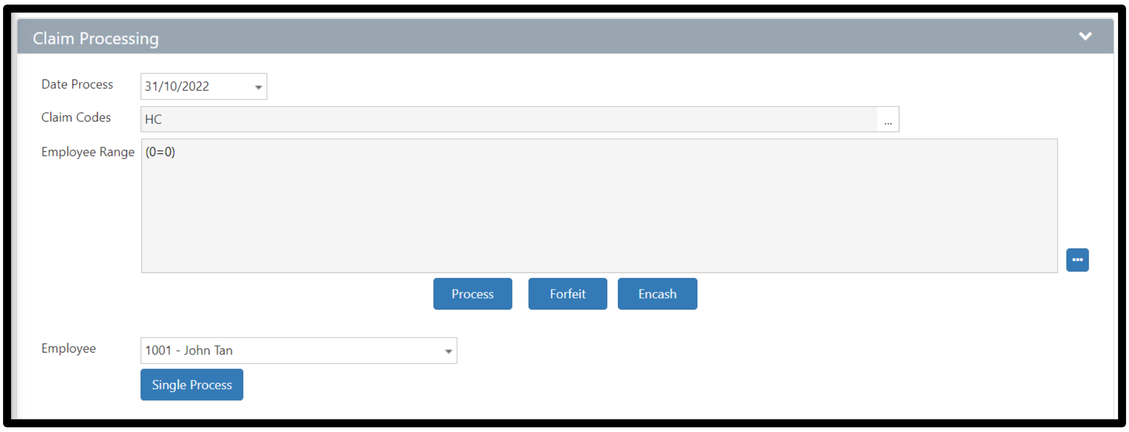


Claim Processing

Claim Processing is used to allow the system to calculate the claim types specified. When there is a new claim type created or update of existing claim type, user will need to proceed with claim processing to refresh and allocate the entitlement to employees.

Mass Claim Processing

Access: Claim Module > Claim > Claim Processing



1. ***Date Process*** – Define the date to process and compute the claim
   a) If date define as the last day of the month system will calculate claim balance up to month end.
   b) If date define as 31/12/20XX system will calculate the full year balance as December is last month of the year.
2. ***Claim Codes*** - Select claim code require for processing. Click ··· to specify the claim code(s).

   Note: If user require to update all claim types, user can directly click Choose All (*), it will display "*" in "Claim Codes".

3. ***Employee Range*** – Filter the applicable employees to include in claim calculation, i.e., by Company, Department etc. (0=0) means this setting applies to all employees. Refer this link for more details.
4. Once done, click Process button to proceed with claim processing.

5. There are also Forfeit and Encash buttons that allow user to forfeit or to encash the carry forward balance after the Carry Forward Expiry Date.

   Example:

   If the user process ***Forfeit*** or ***Encash*** before *Carry Forward Expiry Date*, system will not transfer anything.

   Earned = $1000, C/F Balance = $500, Balance = $1500 and user process *Encash* carry forward. If employee applied a claim $100 within *Carry Forward Expiry Date* and *Amount*, it will be deducted from the *Carry Forward Amount*.

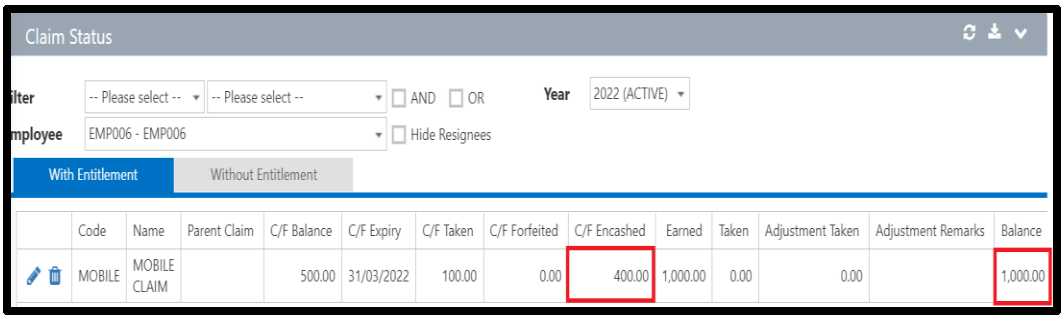
   $500 – $100 = $400

   After *Carry Forward Expiry Date*, when user click *Encash*:

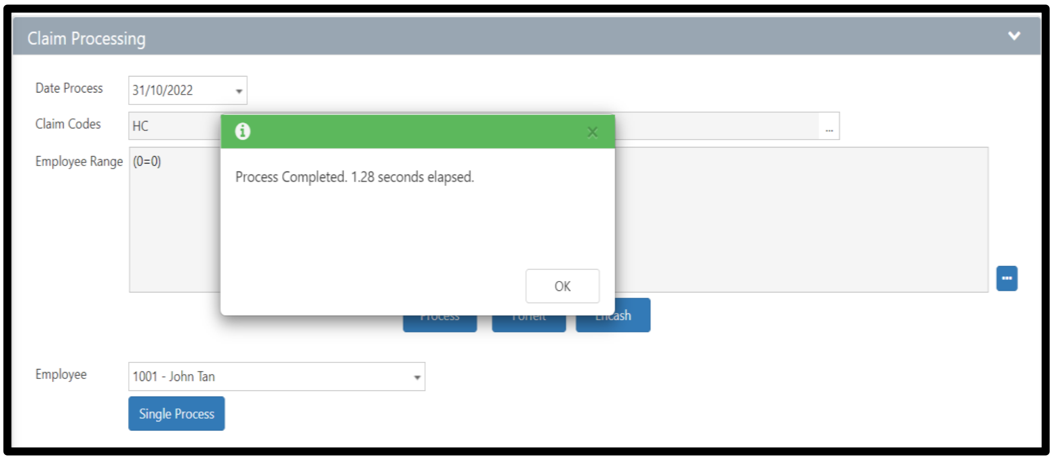
   Balance = Earned + Carry Forward Balance – (Carry Forward Taken – Taken – Carry Forward Encash)

   Balance = 1500 – (100 – 0 – 400)

   = 1000

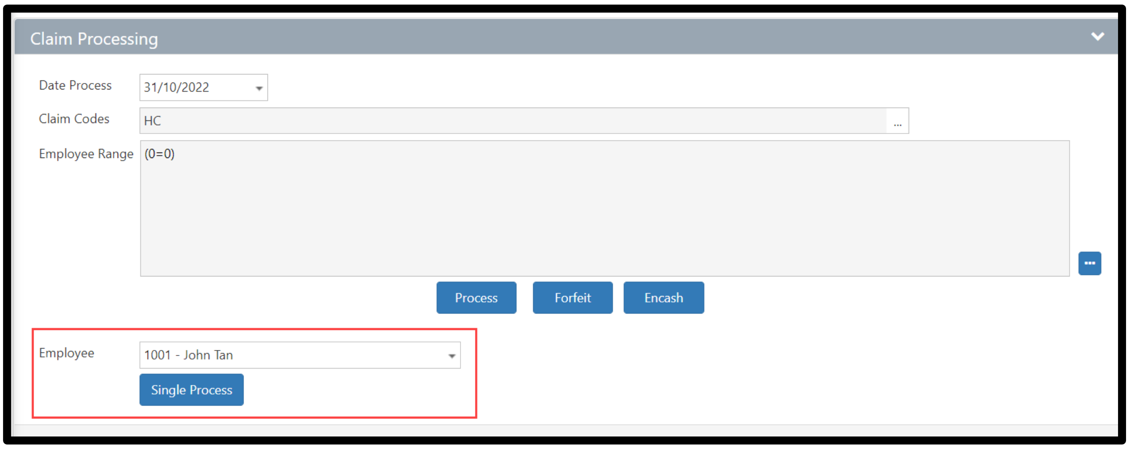


6. Once the process is completed, the following message will appear.



Single Claim Processing

This is alternative option to use if user prefer to process single employee directly. Usually, this method is used when there is amendment/update after the claim has been processing. This is more time efficient and accuracy in calculating employee's entitlement instead of processing all employee again.



Claim Status

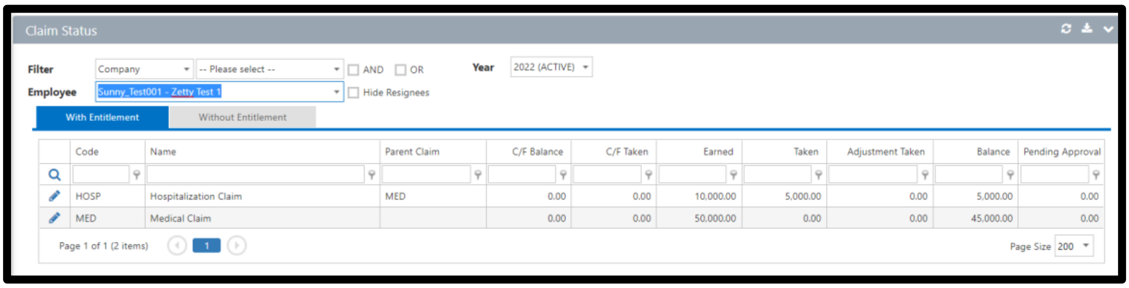
In ***Claim Status*** menu, user can check the earned, taken, pending approval, etc. for each claim code for both with and without entitlement claim type.

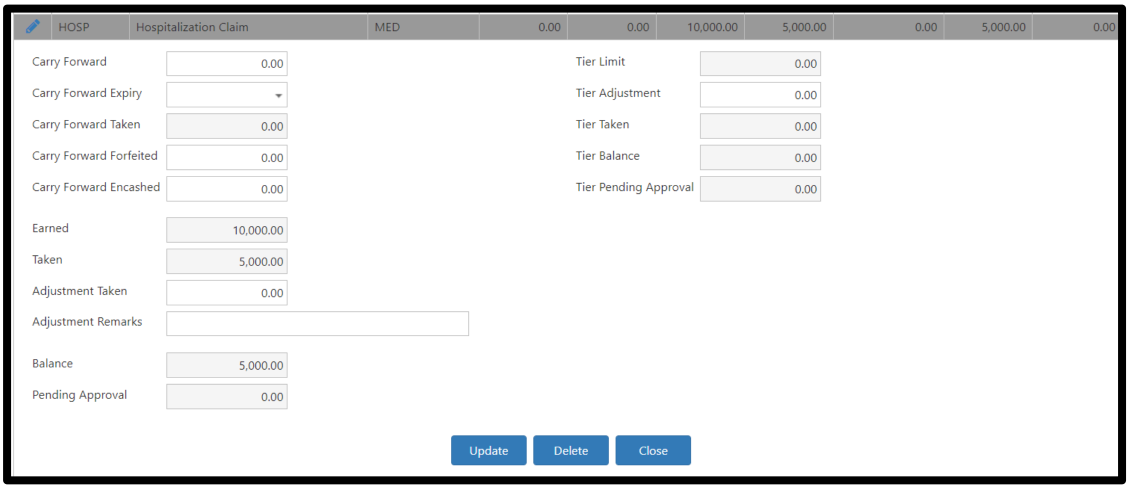
Access: Claim Module > Claim > Claim Status

1. User can utilize the filter feature to filter or search claim record.

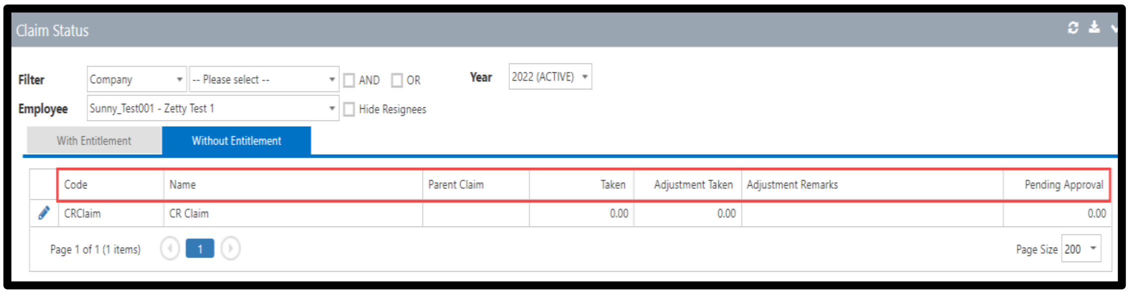
2. There are 2 tabs that categorize the claim type ***With Entitlement*** or ***Without Entitlement***.

3. This is the summary of claim status, user may click to view and adjust the claim details.





Note: The Balance field will not be available for *Without Entitlement* claim type.

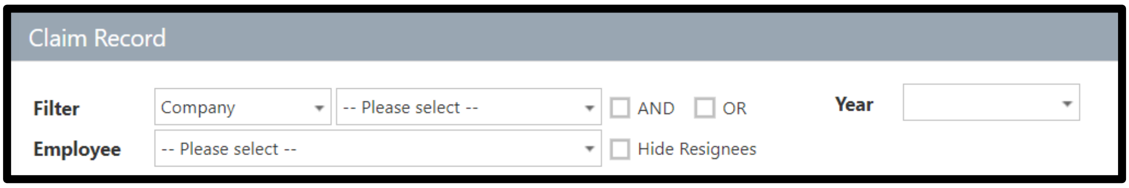


Claim Record

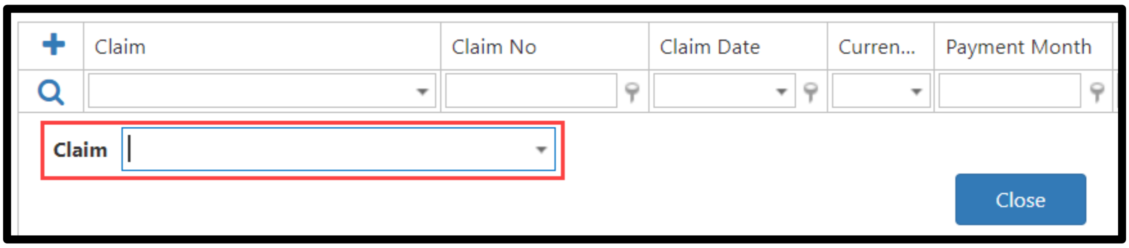
This page design for user to check the claim record with status on screen without generate report. User may apply claim on behalf employee and save the record with workflow or without workflow.

Access: Claim Module > Claim > Claim Record

1. User can utilize the filter feature to filter or search claim record.



2. Click to add new claim record or to edit existing claim record.
3. Once click , ***Claim*** field will enable for selection.

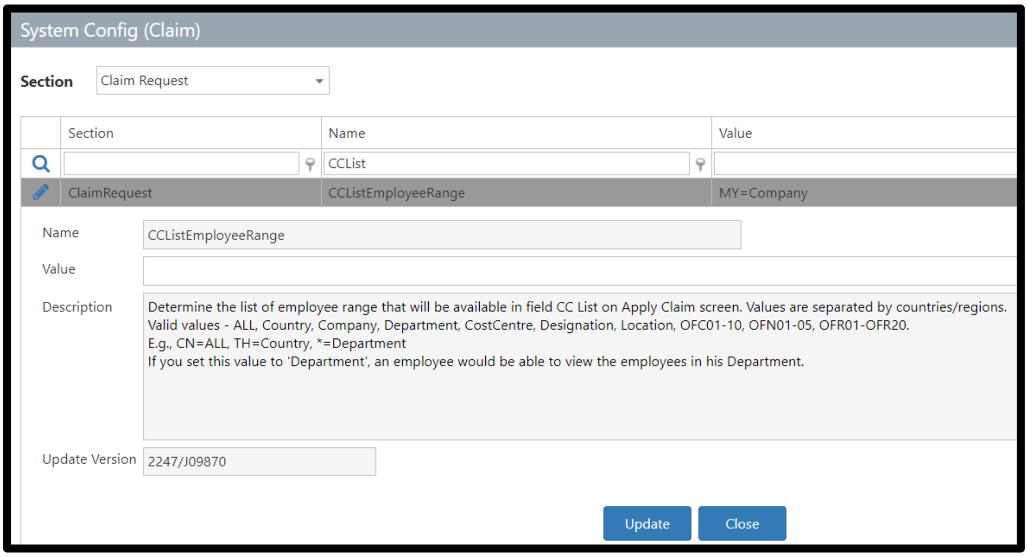


4. Once claim type is selected, the claim form will display, and user require to fill up the details accordingly.

   Note*:* The claim form in *Claim Record* is similar as *ESS* view when employee submit claim.

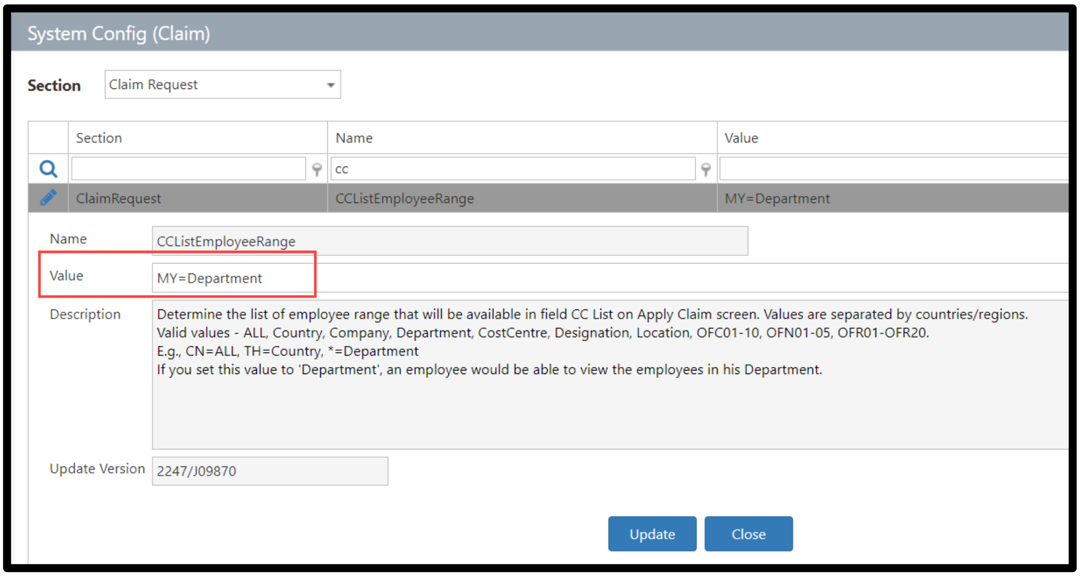
5. There is a config that control the value range for *CC List* field when employee submit the claim in *ESS*. *CC List* field will be displayed in *ESS* and contain the list of employees as per setup.

   Access: System > Config > Claim > Section:Claim Request > CCListEmployeeRange

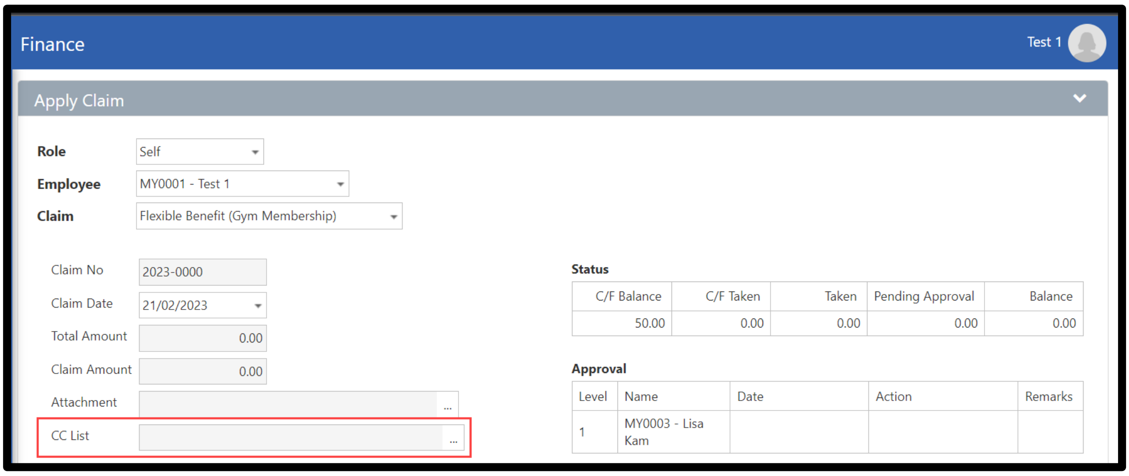


Below is a sample illustration showing the linkage between the setup in config and ESS view.

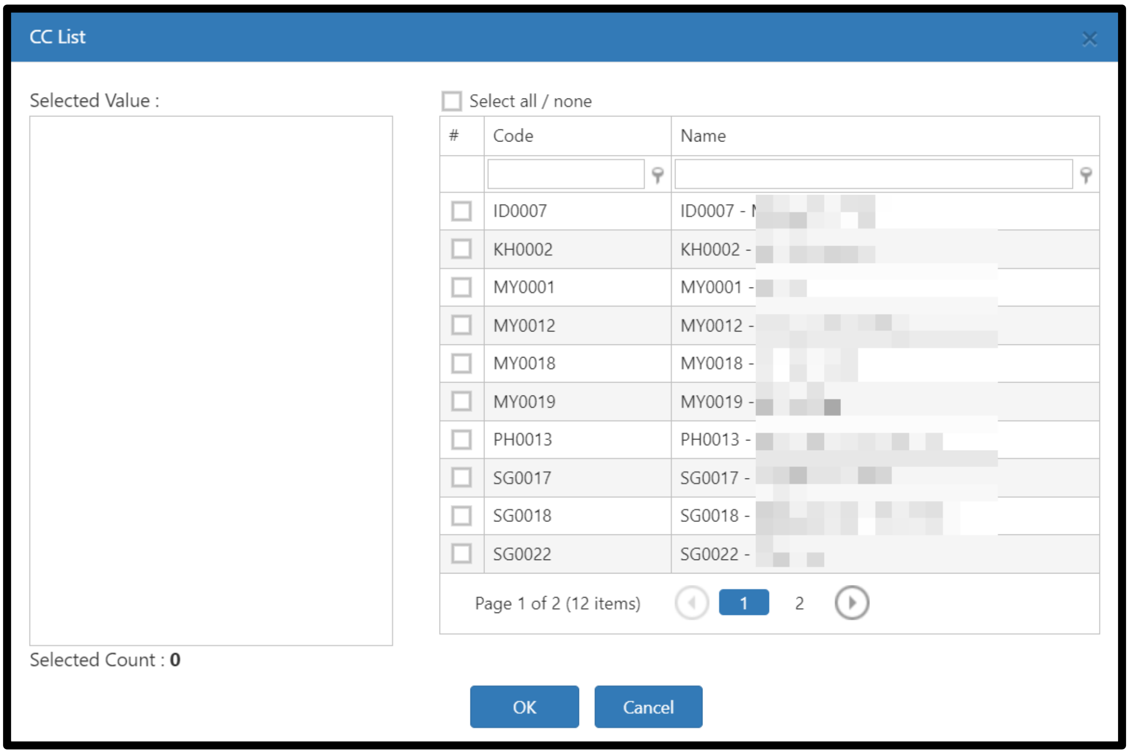
Example: Value for ***CCListEmployeeRange*** set as MY=Department



When employee login in *ESS* and submit a claim, there will be a ***CC List*** field available as below screenshot:

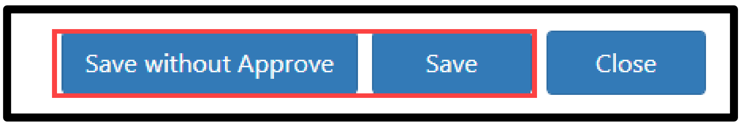


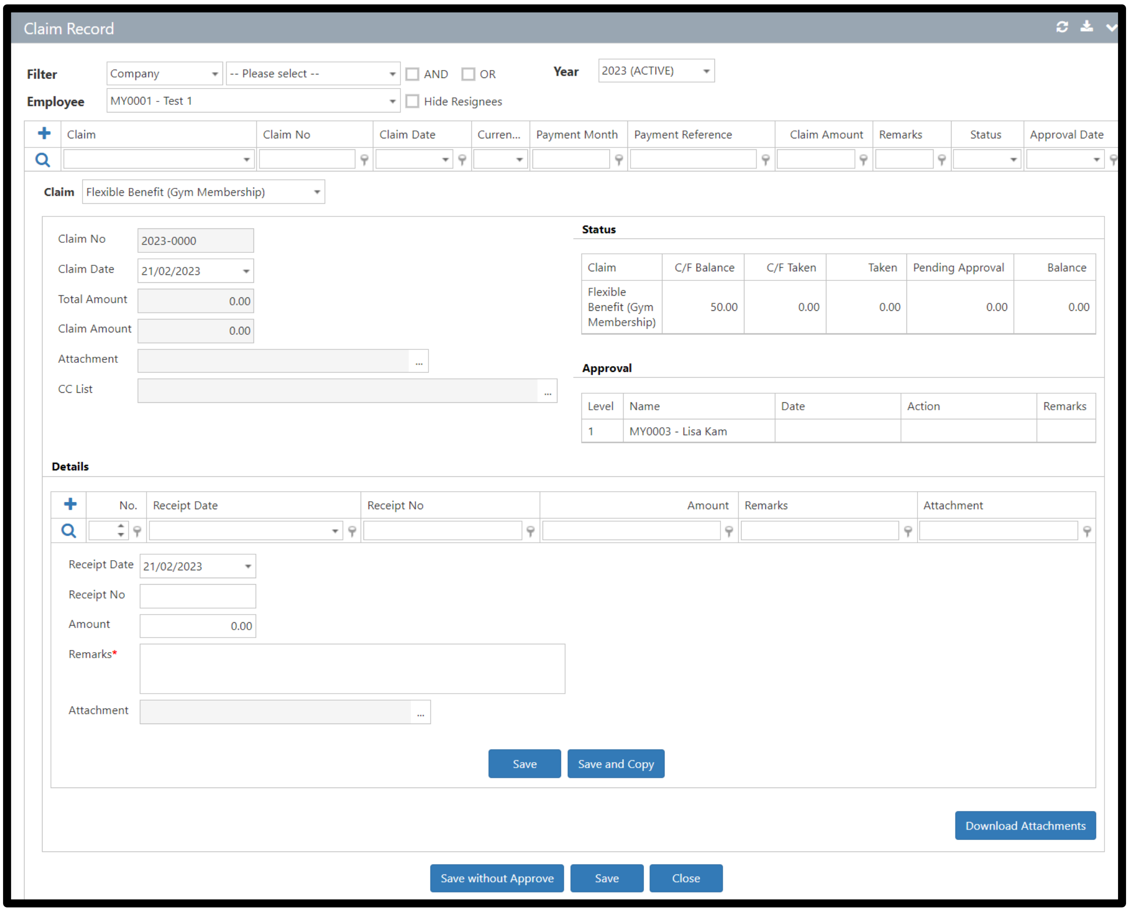
Only the employees that are in same department with the login employee will be displayed in the list.



Note: *This config is only impact on ESS while admin side will always be displayed and contain the full list of employees.*

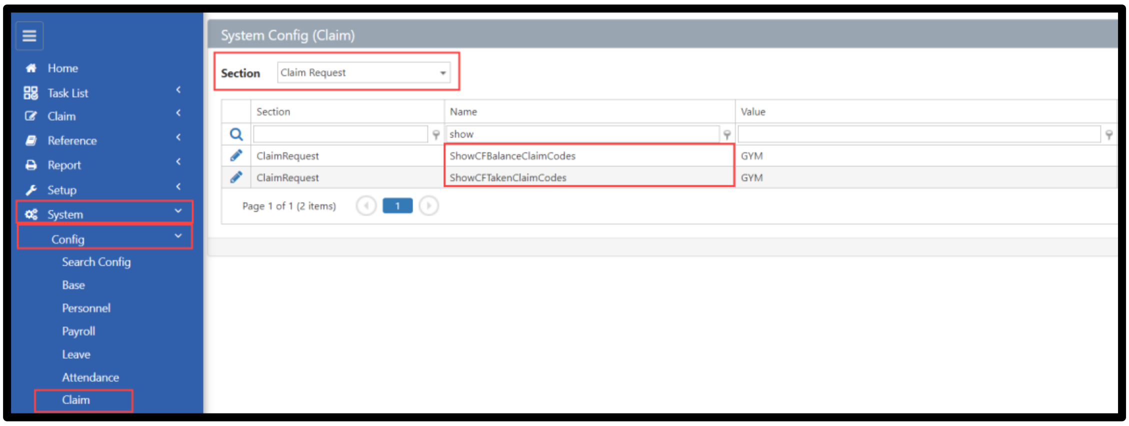
6. There are 2 choices in saving the record.
   a. ***Save without Approve*** – The claim will be saved without going through approval process.
   b. ***Save*** – The claim will be saved and workflow will trigger approval base on the *Workflow Setup*.



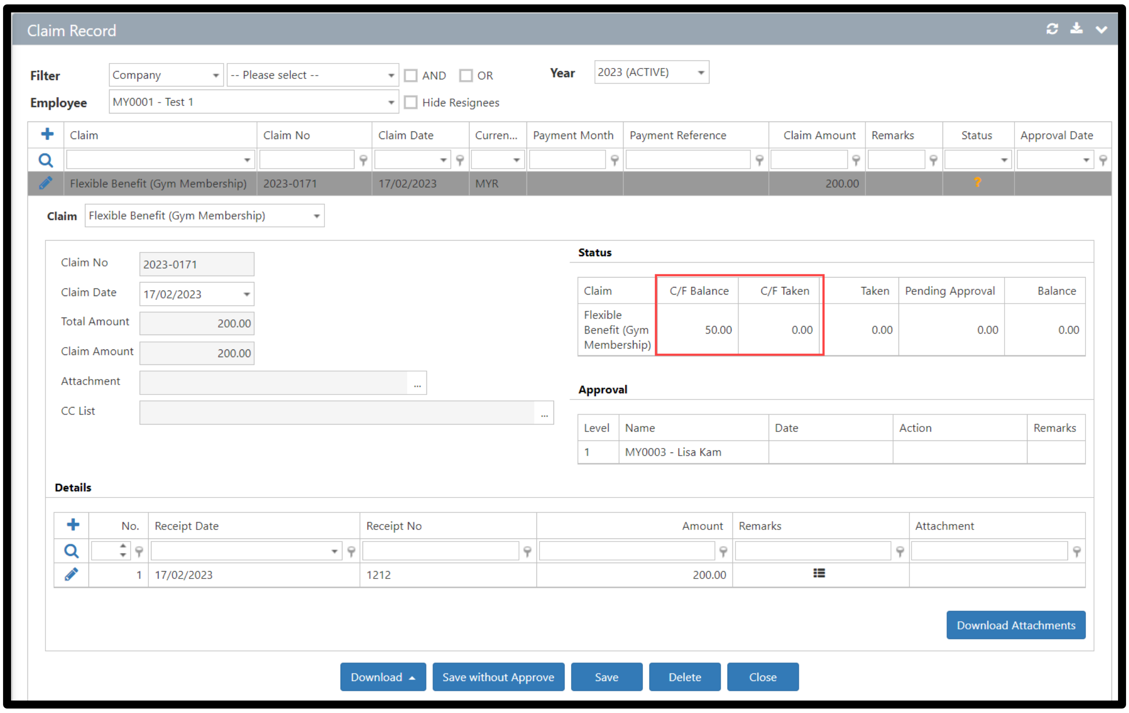


Note: *System allow user to determine which claim type will have **C/F Balance** and **C/F Taken** fields shown on Claim screens.*

Access: System > Config > Claim > Section = ShowCFBalanceClaimCodes / ShowCFTakenClaimCodes



When the claim codes are defined in the system config, the *C/F Balance* and *C/F Taken* will be shown in ***Claim Record*** as below:

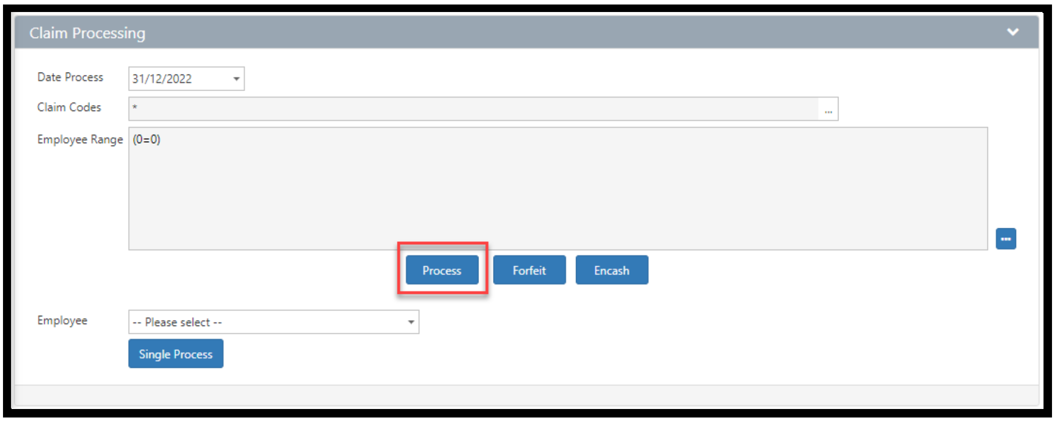


Claim Year End Processing

Preparation for Claim Closing

1. Perform ***Claim Processing*** as at the end of the current period (e.g. 31st Dec) by navigating to *Claim > Claim Processing.*

   Access: Claim Module > Claim > Claim Processing



   a) Select ***Date Process*** (as at end of the current period).

   b) Select all ***Claim Codes*** or the specific Claim Codes that you would like to close.

   c) Specify the employee in ***Employee Range***. Value (0=0) means all employees.

   d) Click ***Process*** button.

2. Ensure that all Claim records for the current period have been entered and approved in the system.

   Note: To repeat step 1 if there are newly added/approved records.

3. Generate ***Claim Status Report*** and/or ***Claim Record Report*** and confirm that the claim balances for all employees are correct.

   Access: Claim Module > Report > Claim Status

BIPO Service

Claim Status

03/11/2022 (Thu) 10:34 | Period: ACTIVE. Existing Records As At 03/11/2022 | HRSG - Page 1 of 1

Range: ((Employee Code between 'SG0001' and 'SG0001'))

Employee Code	Employee Name	Claim	Currency	C/F Balance	Earned	Taken	Adjustment	Balance	Pending Approval
SG0001	Scarlett Sim Xue Er	Flexible Benefits	SGD	0.00	1,000.00	0.00	0.00	337.40	0.00
SG0001	Scarlett Sim Xue Er	Flexible Benefit (Medical)	SGD	0.00	700.00	162.60	0.00	337.40	65.00
SG0001	Scarlett Sim Xue Er	Flexible Benefit (Outpatient for dependent)	SGD	0.00	1,000.00	0.00	0.00	337.40	0.00
SG0001	Scarlett Sim Xue Er	Flexible Benefit (Optical)	SGD	0.00	300.00	0.00	0.00	300.00	0.00
SG0001	Scarlett Sim Xue Er	Flexible Benefit (Gym Membership)	SGD	0.00	200.00	500.00	0.00	-300.00	0.00
SG0001	Scarlett Sim Xue Er	Per Diem Allowance	SGD	0.00	0.00	0.00	0.00	0.00	0.00
SG0001	Scarlett Sim Xue Er	Travel Claim	SGD	0.00	0.00	0.00	0.00	0.00	0.00
SG0001	Scarlett Sim Xue Er	Travel Request	SGD	0.00	0.00	0.00	0.00	0.00	0.00
Record Count	8			0.00	3,200.00	662.60	0.00	1,012.20	65.00

Access: Claim Module > Report > Claim Record

BIPO Service

Claim Record

03/11/2022 (Thu) 10:29 | Period: 01/01/2022 to 31/12/2022. Existing Records As At 03/11/2022 | HRSG - Page 1 of 1

Range: ((Employee Code between 'SG0001' and 'SG0001'))

Employee Code	Employee Name	Claim Date	Claim No	Claim	Total Amount	Claim Amount	Payment Month	Approval Status	Approval Target
SG0001	Scarlett Sim Xue Er	03/11/2022	2022-0168	Flexible Benefit (Medical)	85.60	85.60		Approved	
SG0001	Scarlett Sim Xue Er	03/11/2022	2022-0169	Flexible Benefit (Gym Membership)	500.00	500.00		Approved	
SG0001	Scarlett Sim Xue Er	03/11/2022	2022-0170	Flexible Benefit (Medical)	65.00	65.00		Pending Approval	Mitch Han
SG0001	Scarlett Sim Xue Er	17/01/2022	2022-0157	Flexible Benefit (Medical)	77.00	77.00		Approved	
SG0001	Scarlett Sim Xue Er	17/01/2022	2022-0158	Flexible Benefit (Optical)	273.00	273.00		Rejected	
Record Count	5				1,000.60	1,000.60			

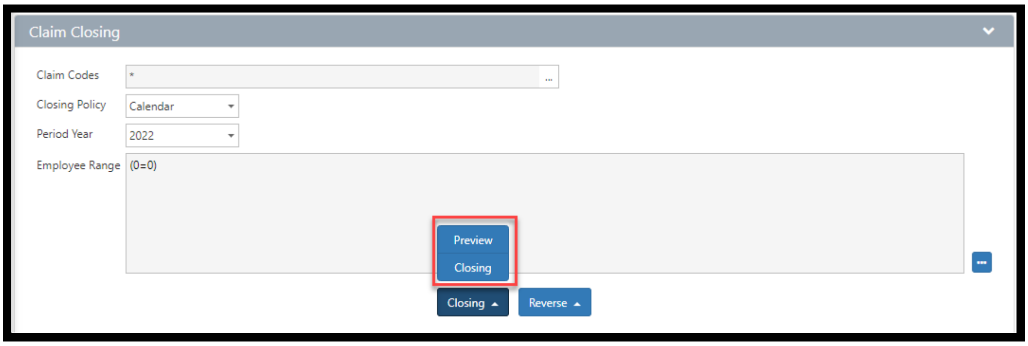
Note: Once the claim period is closed, employees will not be able to apply for claims that is applicable to the period.

Perform Year End Closing

<u>*Prerequisite*:</u> User to ensure that for all claims submitted, there should not be any ***Pending (Approval) Claim Records***.

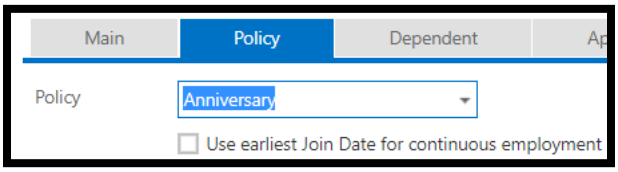
1. Perform Claim Closing for the period.

   Access: Claim Module > Claim > Claim Closing

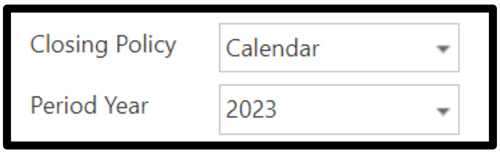


   a) Select all ***Claim Codes*** or the specific Claim Codes that you would like to close.

   b) Select the ***Closing Policy.*** This varies according to the claim policy set under ***Reference > Claim > Claim > Policy Tab***.



   If ***Closing Policy*** value equal to ***Calendar***, ***Period Year*** field will be enabled for selection. Specify the ***Period Year*** to close.



   If ***Closing Policy*** value equal to ***Anniversary***, ***Closing Days*** field will be enabled for selection.

   Closing Days = x days

   System will perform Claim Closing for Claim Status with Period End before today's date – x days

Example:

Today's Date: 10/4/2023

If there are 3 employees with Period End as below:

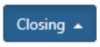
Employee	Period End
Employee A	8/4/2023
Employee B	9/4/2023
Employee C	10/4/2023

User select Closing Dates = 0 days, system will close for employee A and B because their period end date before today's date. Employee C will not be closed because period end date is equal today date.

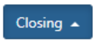
User select Closing Dates = 1 day, system will close for employee A only as system will select those Period End before Today's Date minus 1 day.

c) Select the ***Claim Period*** that you would like to close.

d) Specify the employee in ***Employee Range***. Value (0=0) means all employees.

e) Click the 

button to select the ***Preview*** button to view the list of employees and claim codes that will be included based on your selection.

f) Click the 

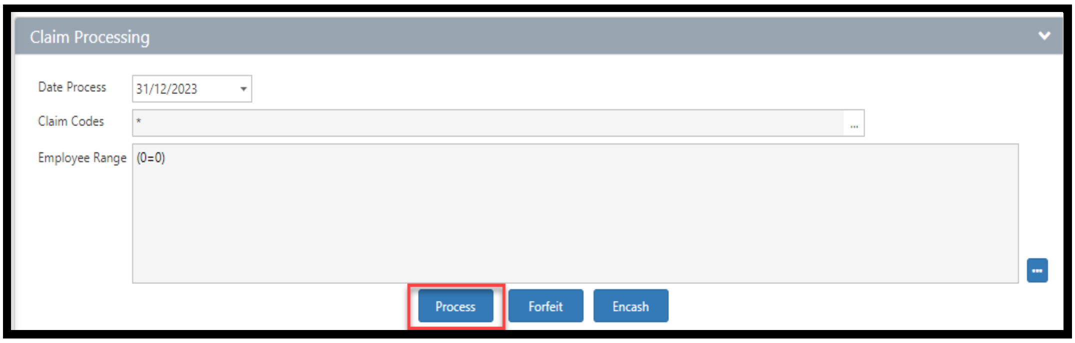
button to select the ***Closing*** button to close the claim records for the year.

Perform Processing for New Period

Ensure that claim for the previous period has been closed prior to processing for the new period.

1. Perform Claim Processing to compute the entitlement for the new period. It could be end of the month (i.e. 31st Jan of the new period) or year (i.e. 31st Dec of the new period), depending on the company's policy.

   Access: Claim Module > Claim > Claim Processing

2. Generate Claim Status Report.

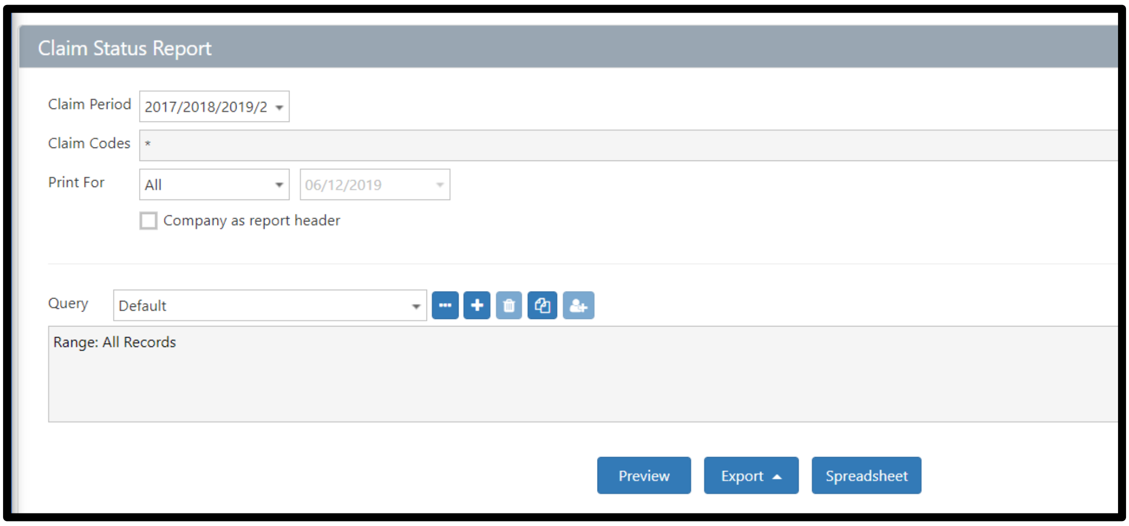
   Access: Claim Module > Report > Claim Status

   Check through the records and ensure that the Year End process has been performed correctly.

Report

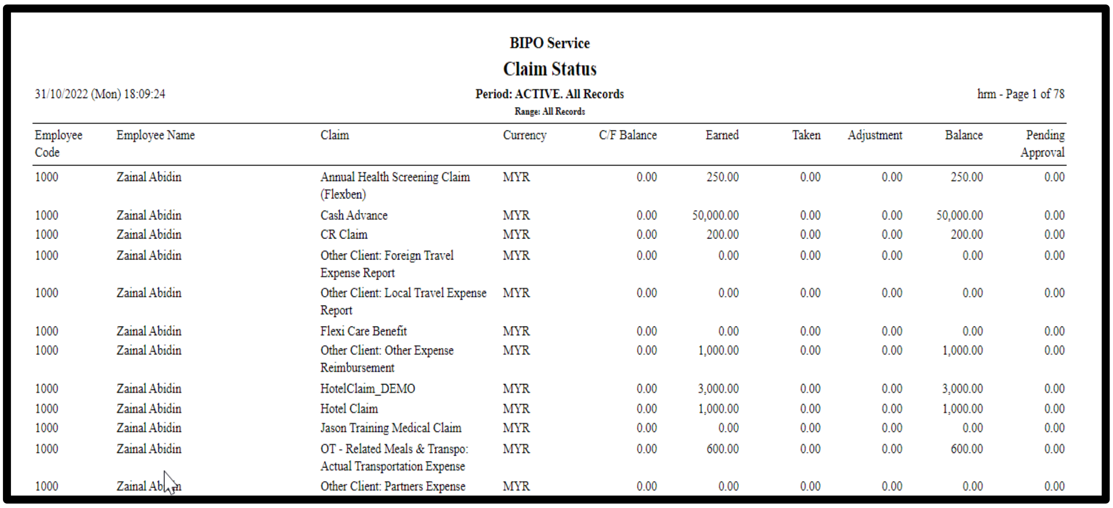
Claim Status

Access: Claim Module > Report > Claim Status



1. ***Claim Period*** – Select the period by year.
2. ***Claim Codes*** – Select the claim codes to be extracted in the report.

3. ***Print For*** – Select between: *(followed by the given date duration)*
   a) All
   b) Existing
   c) Resignees
4. ***Company as report header*** – Tick the checkbox if the company name requires to appear as report header.
5. ***Query*** – It is used to set the condition of range to be included in the report. Refer to Setup Query for more details.



BIPO Service

Claim Status

31/10/2022 (Mon) 18:09:24 | Period: ACTIVE. All Records | hrm - Page 1 of 78

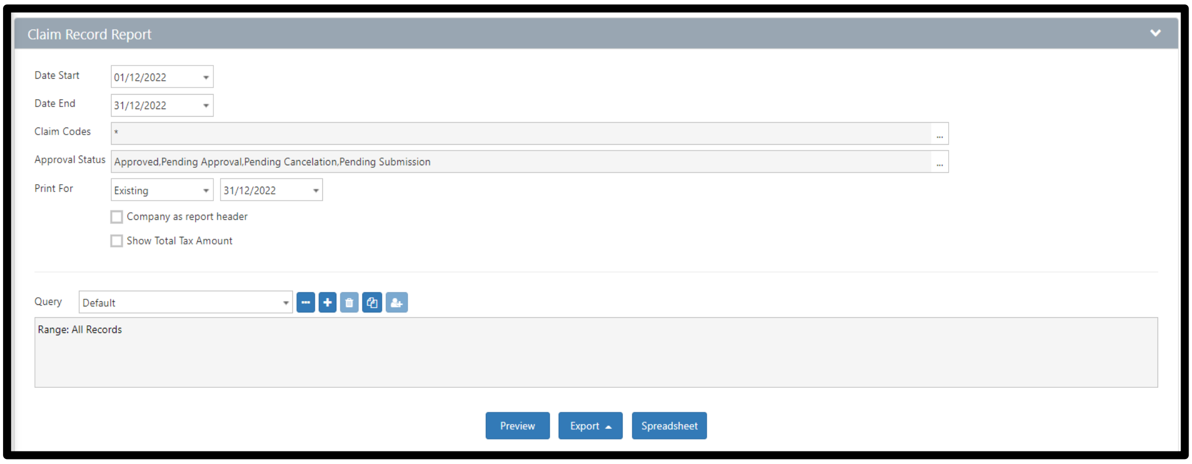
Range: All Records

Employee Code	Employee Name	Claim	Currency	C/F Balance	Earned	Taken	Adjustment	Balance	Pending Approval
1000	Zainal Abidin	Annual Health Screening Claim (Flexben)	MYR	0.00	250.00	0.00	0.00	250.00	0.00
1000	Zainal Abidin	Cash Advance	MYR	0.00	50,000.00	0.00	0.00	50,000.00	0.00
1000	Zainal Abidin	CR Claim	MYR	0.00	200.00	0.00	0.00	200.00	0.00
1000	Zainal Abidin	Other Client: Foreign Travel Expense Report	MYR	0.00	0.00	0.00	0.00	0.00	0.00
1000	Zainal Abidin	Other Client: Local Travel Expense Report	MYR	0.00	0.00	0.00	0.00	0.00	0.00
1000	Zainal Abidin	Flexi Care Benefit	MYR	0.00	0.00	0.00	0.00	0.00	0.00
1000	Zainal Abidin	Other Client: Other Expense Reimbursement	MYR	0.00	1,000.00	0.00	0.00	1,000.00	0.00
1000	Zainal Abidin	HotelClaim_DEMO	MYR	0.00	3,000.00	0.00	0.00	3,000.00	0.00
1000	Zainal Abidin	Hotel Claim	MYR	0.00	1,000.00	0.00	0.00	1,000.00	0.00
1000	Zainal Abidin	Jason Training Medical Claim	MYR	0.00	0.00	0.00	0.00	0.00	0.00
1000	Zainal Abidin	OT - Related Meals & Transpo: Actual Transportation Expense	MYR	0.00	600.00	0.00	0.00	600.00	0.00
1000	Zainal Abidin	Other Client: Partners Expense	MYR	0.00	0.00	0.00	0.00	0.00	0.00

Claim Record Report

Claim Record is the default report that allows user to quickly pull up claim information based on dates, claim types or status.

Access: Claim Module > Report > Claim Report



1. Define the date range of the data covered in the report by ***Date Start and Date End***.

Date Start	01/01/2022
Date End	31/12/2022

2. ***Claim Codes*** – Select the claim codes to be extracted in the report.
3. ***Approval Status*** – Check the status that will only reflect in the report.
4. ***Print For*** – Select between: *(followed by the given date duration)*
   a) All
   b) Existing
   c) Resignees
5. ***Query*** – It is used to set the condition of range to be included in the report. Refer to Setup Query for more details.

BIPO Service

Claim Record

09/22/2020 (Tue) 11:12:15 — Existing Records As At 12/06/2019 — hrm - Page 1 of 1

Range: All Records

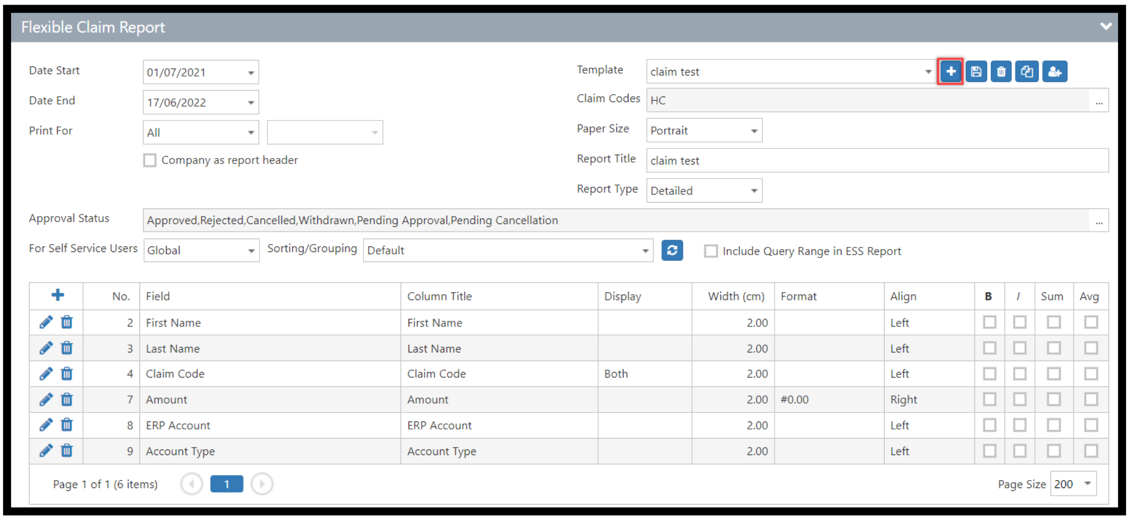
Employee Code	Employee Name	Claim Date	Claim No	Claim	Total Amount	Claim Amount	Payment Month	Approval Status	Approval Target
JML001	Manager One	09/18/2020	2020-000417	PH Claim test	100.00	60.00		Approved	
JML001	Manager One	09/18/2020	2020-000418	Hotel Claim	350.00	0.00	2020-09	Approved	
JML001	Manager One	09/18/2020	2020-000419	Hotel Claim	20.00	0.00	2020-10	Approved	
JML001	Manager One	09/22/2020	2020-000423	Optical Claim (Flexben)	200.00	0.00		Approved	
JML001	Manager One	09/22/2020	2020-000424	Hotel Claim	0.00	0.00		Approved	
Record Count	5				670.00	60.00			

Flexible Claim

The ***Flexible Claim*** allows user to configure the report according to certain requirements that will generate Claim information filed by employees.

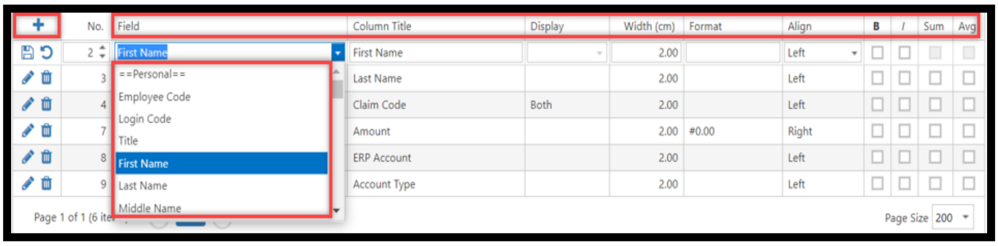
Creating a Flexible Claim Report Template

Access: Claim Module > Report > Flexible Claim



1. Click to create a new template. Enter the template name.
2. ***Date Start and Date End*** – Select the *Date Period* to be covered in the report.
3. ***Print for*** - The filter allows the user to set ***All, Existing*** or ***Resignees*** based on the date defined.
4. ***Company as report header*** – Tick to enable and display in the report header.
5. ***Approval Status*** – Serves as a filter of ***Approval Status*** of the claim that will be included in the report. Select * means all approval status.
6. ***For Self Service Users*** – Select if this template will be available in ***ESS*** for ***Global, Country Specific or None***.
7. ***Sorting/Grouping*** – Select the created ***Query*** from this field. If a ***Query*** has just been added or created, click to refresh and display the new ***Query.***
8. ***Include Query Range in ESS Report –*** Tick to include this report in ***ESS.***
9. ***Template*** – A drop-down selection of templates that have been created.
10. ***Claim Codes*** – Click to specify the claim codes that will be included in the report. Select * means all *Claim Codes*.
11. ***Paper Size*** – Select between ***Portrait or Landscape.***
12. ***Report Title*** – A free-text to enter the report title that will display in the report.

13. ***Report Type*** – Select between:
    a) *Summary* – Report will be presented in summarized and in grouping.
    b) *Detailed* – Report will be presented per employee.
14. ***Configure the Report Header***
    a) Click + to add a field.
    b) **No** is a sequence order in the report header.
    c) Select the ***Field*** that will be included in the report and will serve as a header.
    d) Edit ***Column Title*** to change the header name in the report. This is default to ***Field*** name.
    e) ***Display*** will be depending on the selected ***Field.*** For some ***Field,*** it could be greyed out while some fields can be selected to display as ***Code, Name or Both***.
    f) ***Width (cm) / Format / Align / B and I –*** Used to format the column and header fields in the report.
    g) ***Sum / Average –*** Sum and Average.



15. ***Query*** – It is used to set the condition of range to be included in the report. It has a default query intended for every report. Refer [Query Setup](#) for more details.
16. Click ***Preview***, ***Export*** or ***Spreadsheet*** button to generate the report.

BIPO Service

claim test

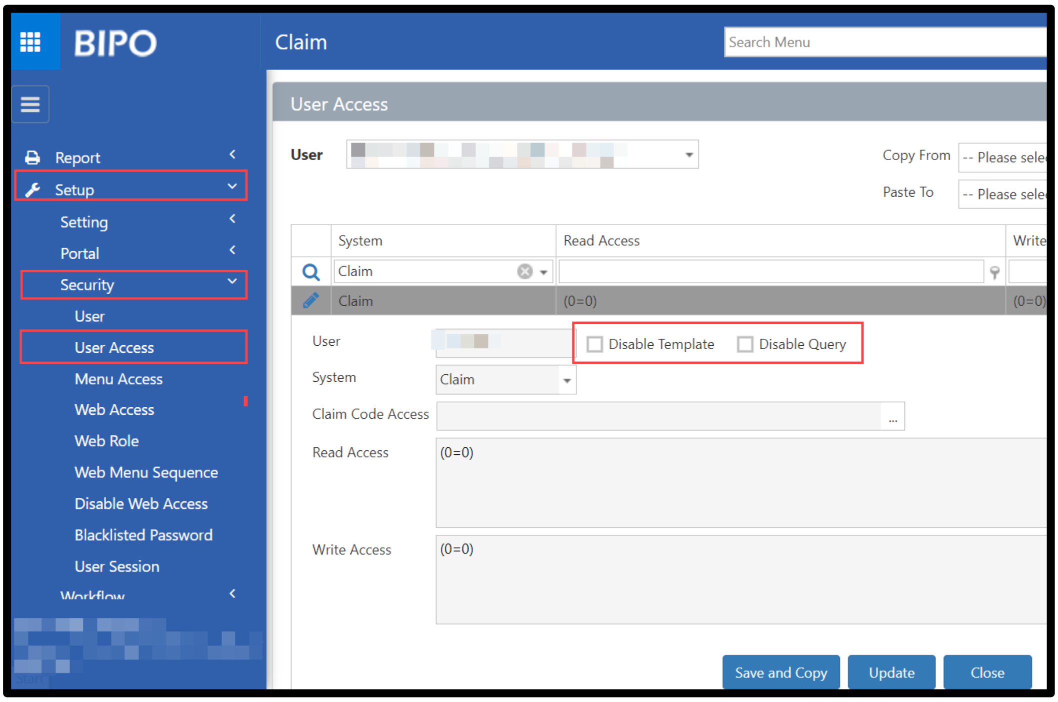
17/06/2022 (Fri) 09:19:24 **Period: 01/07/2021 to 17/06/2022. All Records** hrm - Page 1 of 1

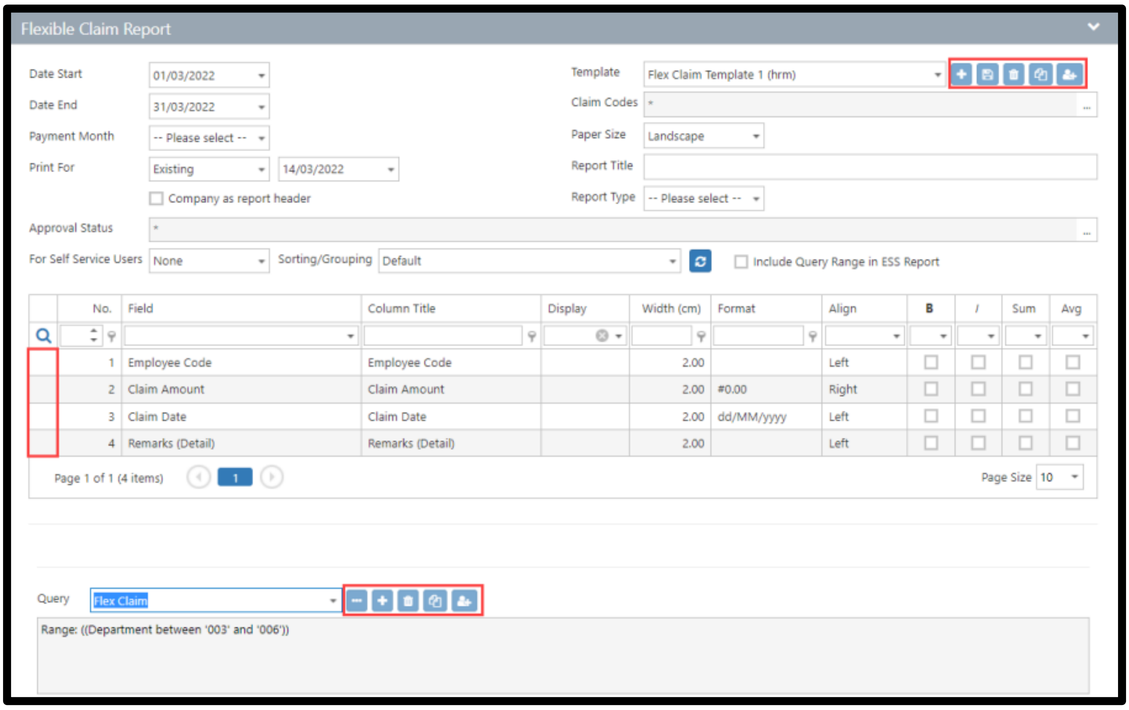
Range: All Records

First Name	Last Name	Claim Code	Amount	ERP Account	Account Type
Manager	One	HC / Hotel Claim	5000.00	Testing 321	testing123
Manager	One	HC / Hotel Claim	1000.00		
Manager	One	HC / Hotel Claim	3000.00	12313131231	213213123
Manager	One	HC / Hotel Claim	250.00	Testing 321	testing123
Manager	One	HC / Hotel Claim	50.00		
Manager	One	HC / Hotel Claim	100.00	12313131231	213213123
Manager	One	HC / Hotel Claim	250.00	Testing 321	testing123
Manager	One	HC / Hotel Claim	50.00		
Manager	One	HC / Hotel Claim	100.00	12313131231	213213123
Manager	One	HC / Hotel Claim	250.00	Testing 321	testing123
Manager	One	HC / Hotel Claim	50.00		

Note: *There are 2 checkboxes in User Access for Claim Module. When it is ticked, the Report and Query Template will be disabled for corresponding user in the Flexible Claim Report. Users will not be able to modify the Template / Query shared to them as well.*

Access: Setup > Security > User Access > Claim System

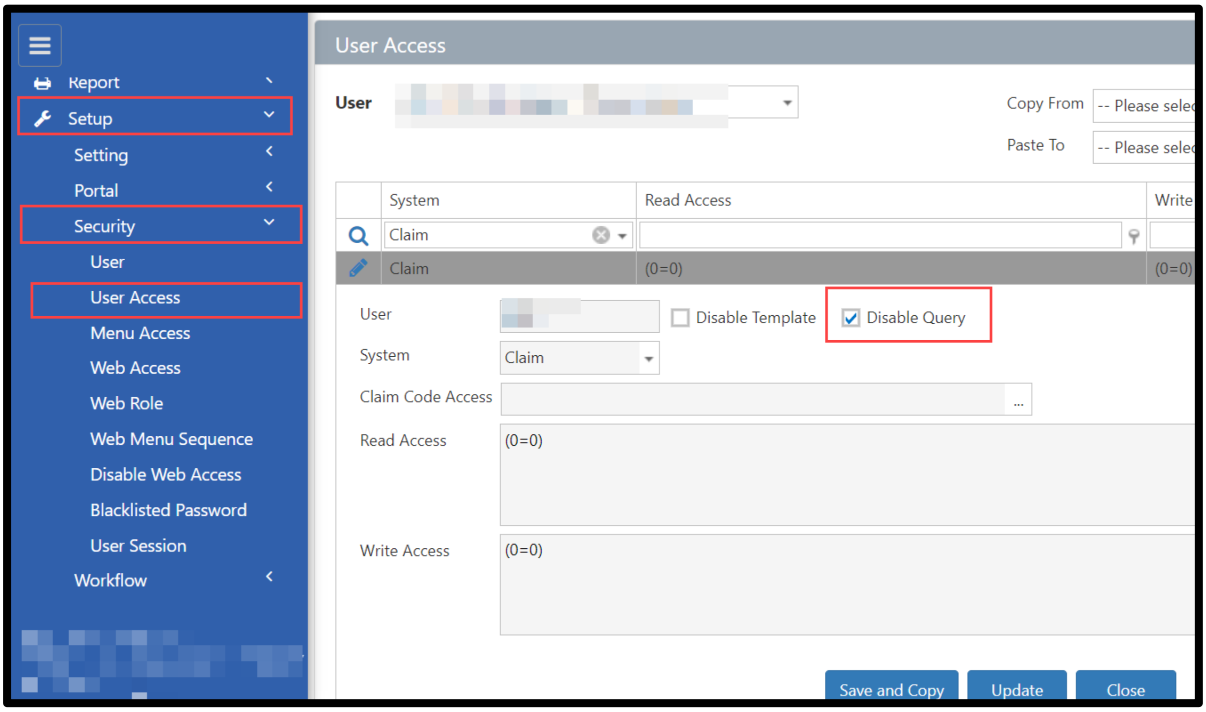




Bank File

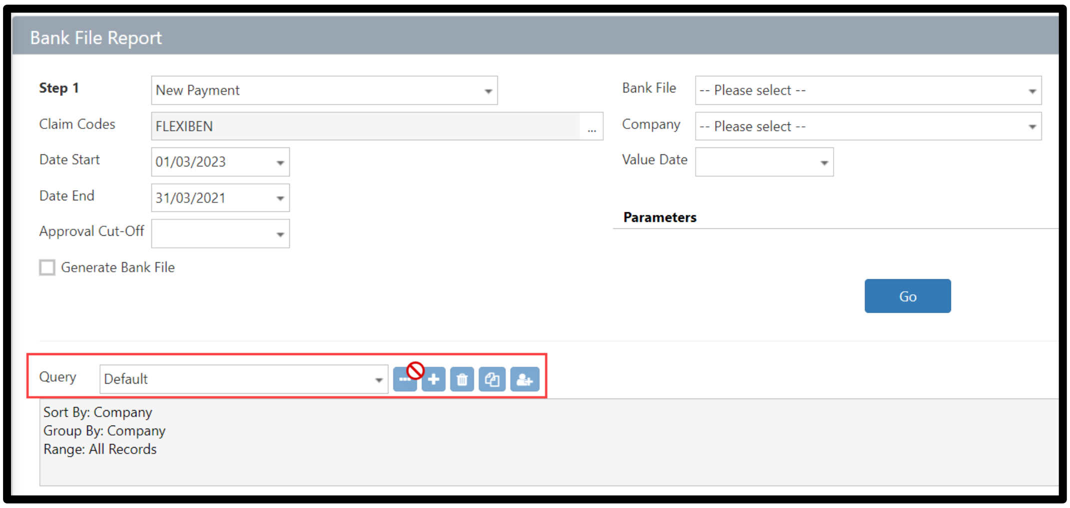
There is a checkbox in User Access for Claim Module. When it is ticked, the Query Template will be disabled for corresponding user in the Bank File to avoid indirectly letting unauthorized admin users to see sensitive information inside the bank file.

Access: Setup > Security > User Access > Claim System



Access: Claim Module > Report > Payment > Bank File

Users will not be able to modify the Template / Query shared to them as well.



Appendix 1

Setting Up Query

Query is used to set the following:

1. ***Sorting*** – determines how the report output will be sorted, whether it will be sorted by the Employee Code, Employee Name, etc.
2. ***Grouping / Page Break*** – determines whether the report output will need to be grouped by certain fields, e.g., group by company, department, etc.
3. ***Range*** – determines the range of employees to be included in the report, e.g., only generate employees under certain department, company, etc.

The following section covers how to set the query and the steps to create / delete / distribute the query template.

There are 2 ways to define the query:

1. Select the *Query Template* from the previously created template.
2. Define the *Query* manually.

Select the Query Template

If user has created query template previously, the template will be shown in the drop-down query selection.

Following are the steps to set the query range from the existing query template:

1. Click on the icon under the ***Query*,** as shown:

2. Select the query template and system will auto populate the query.

Define the Query

The following section covers the steps to define *Sorting*, *Grouping* and *Page Break*, and *Query Range*.

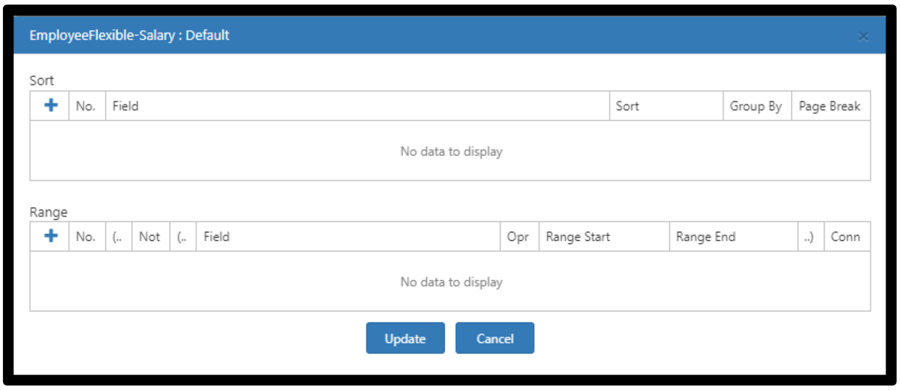
For *ad-hoc query generation*, it is recommended to use the *Default* query template. For *query that will be used often*, it is recommended to *create a specific query template.*

Sorting

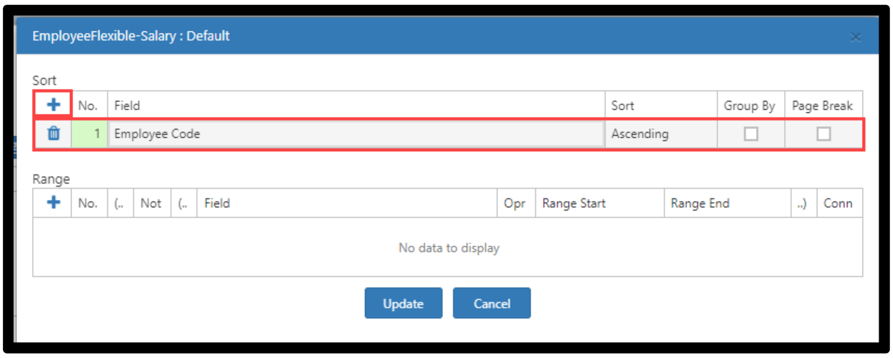
Following are the steps to define the sorting:

1. Click the icon at the Query section, as shown:

The following window will appear:

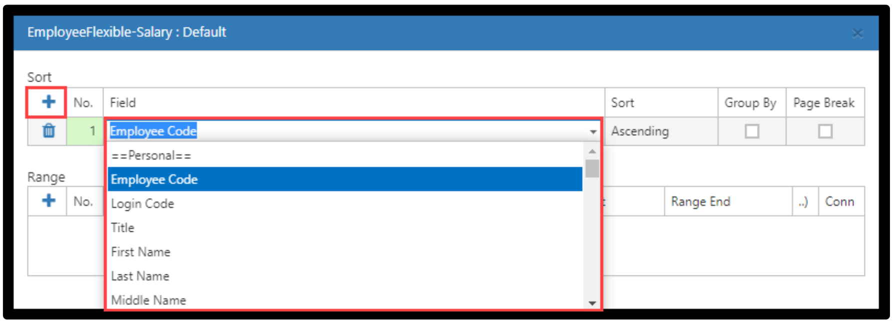


2. Click the icon under Sort section and new line will appear, as shown:



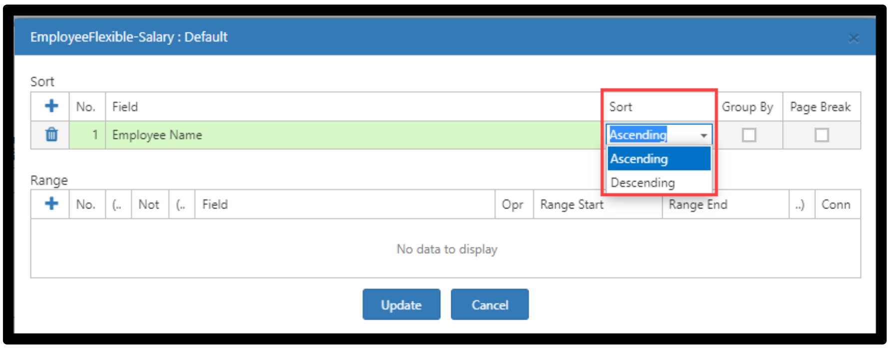
Click on the icon to delete the selected field.

3. Select the field on which the report output is to be sorted on.



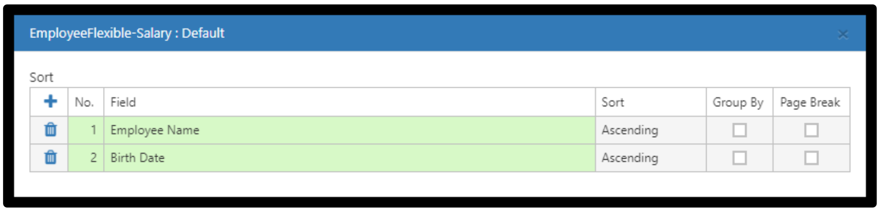
For example, if the report output needs to be sorted based on employee name, select *Employee Name* under the field.

4. Define the *Sorting* method: *Ascending* or *Descending*.



5. Click on the icon again to add another sorting field or click on the icon to delete the selected field.

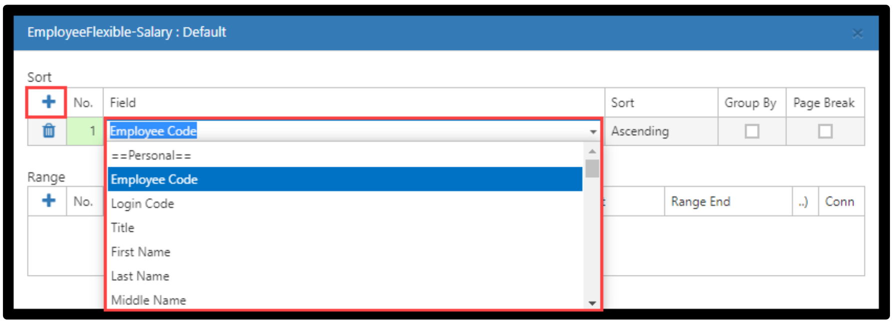
   For example, the report needs to be sorted first by employee name and followed by date of birth, this can be set as follow:



Grouping and Page Break

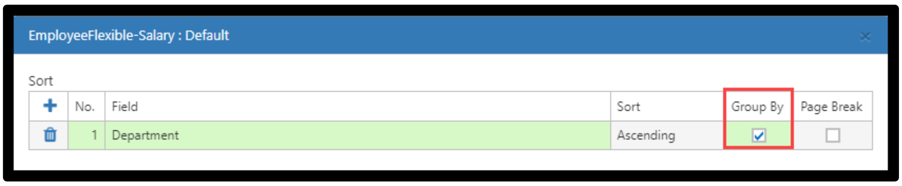
Following are the steps to define the *grouping/page break*:

1. Follow step 1 to 2 on steps to define the *sorting*.
2. Select the field on which the report output is to be grouped by.

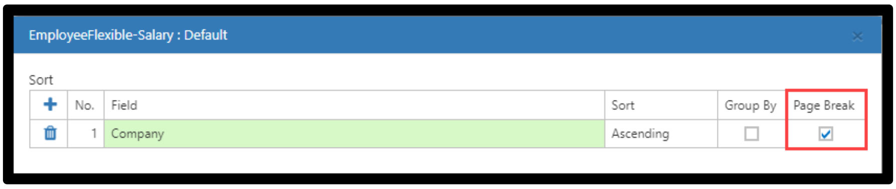


For example, if the report output needs to be grouped by department, select *Department* under the field.

3. Tick on the *Group By* column, as shown:



4. Click on the + icon again to add another grouping field.
5. If the report output needs to be page break by certain field, perform the same steps as above, but tick on the *Page Break* column, as shown:



Note:

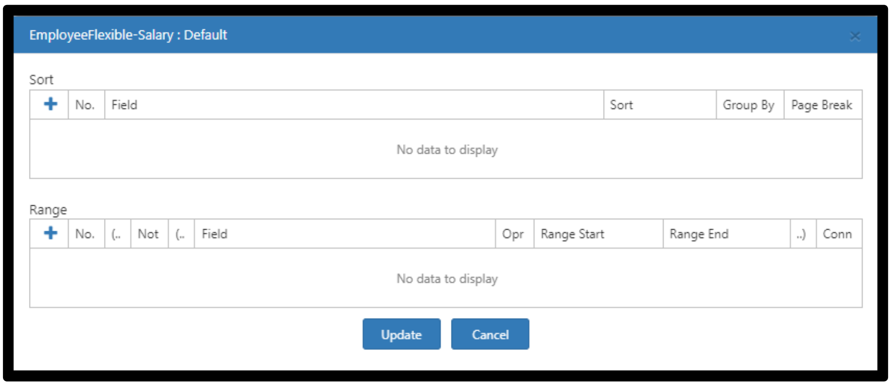
The order of the field is important, it is recommended to define fields that need to be grouped by in the smaller order number (*No.* field).

Range

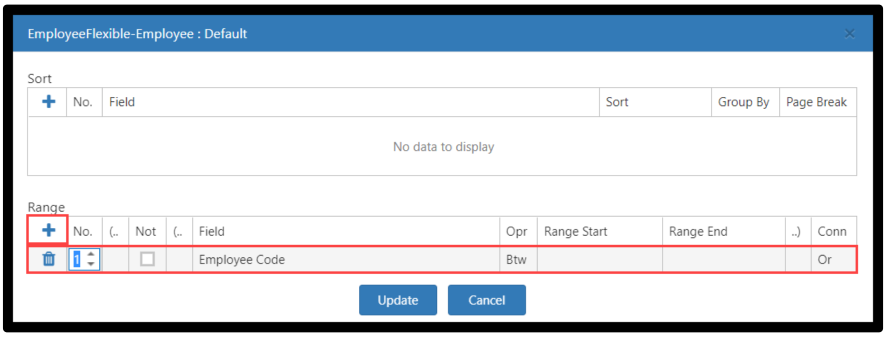
Following are the steps to define the query range:

1. Click the ··· icon at the *Query* section, as shown:

The following window will appear:



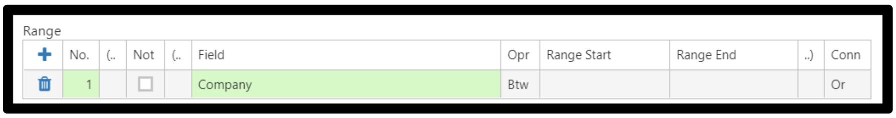
2. Click the icon under *Range* section and new line will appear, as shown:



Click on the icon to delete the selected field.

3. Select the field to be ranged upon.

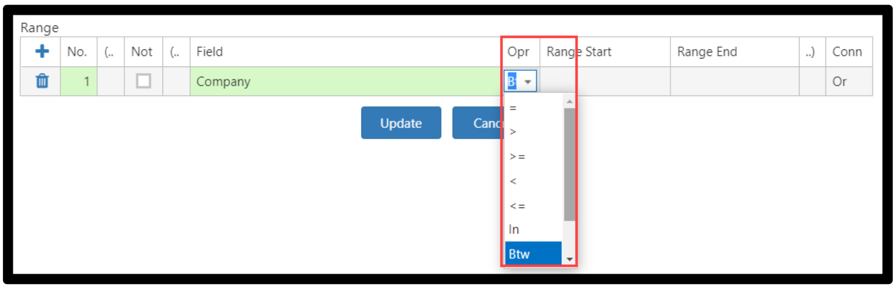
For example, if the report output to be generated is only for specific company, select *Company* field under the field.



4. Specify the *Opr*, *Range Start*, *Range End*, and *Conn* column to define the operator, the value range, and the connector if there are multiple conditions.

<u>Opr</u>

There are multiple operators that can be selected:



- '=' – refers to *equal* sign, which means the query range is for a specific value, e.g., Company = BIPOMY.

  When '=' is selected, user only need to define the value under *Range Start* field.

- '>' / '<' – refers to *greater than* / *less than* sign, which means the query range is anything greater than / less than the specified value, e.g., Salary Gross > RM2,000 or Salary Gross < RM2,000.

  When '>' / '<' is selected, user only need to define the value under *Range Start* field.

- '>=' / '<=' – refers to *greater than or equal* / *less than or equal* sign, which means the query range is anything greater than or equal to the specified value / less than or equal to the specified value, e.g., Salary Gross >= RM2,000 or Salary Gross <= RM2,000.

  When '>=' / '<=' is selected, user only need to define the value under *Range Start* field.

- 'In' – refers to multiple values under the defined field on which the value is not in order.

  For example:

  If user needs to generate report consist of employees A, D, G, and K, following is how to define the query range:

Range

	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
	1		☐		Employee Code	In	A,D,G,K			Or

- 'Btw' – refers to *between*, which means the query range is between the value defined under Range Start and Range End (inclusive).

  For example:

  If user needs to generate report consist of employees between D to K, following is how to define the query range:

Range

	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
	1		☐		Employee Code	Btw	D	K		Or

- 'Null' – refers to *empty*, which means the query range is to generate those records where the field defined has empty value.

  For example:

  If user needs to generate report for list of employees <u>who has not been confirmed</u> (Confirmation Date is empty), following is how to define the query range:

Range

	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
	1		☐		Confirmed Date	Null				Or

When ‘null’ is selected, user does not need to define any value under *Range Start* and *Range End* fields.

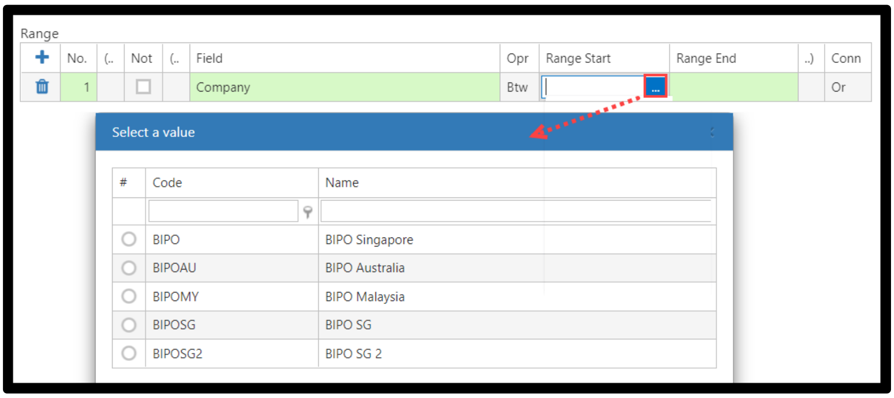
- ‘Like’ – refers to the values of the field that start with specific word.

  For example:

  If user needs to generate report for list of employees whose designation starts with ‘HR’ (HR Executive, HR Manager, HR Director, etc.), following is how to define the query range:

Range Start / Range End

Depending on the field selected, system may show the list of values corresponding to the field. To show the list of values, click on the ... icon under the *Range Start / Range End* field and a pop-up window will be shown with the list of values, as shown:



Conn

The *Conn* field is used to connect 2 or more conditions. When there are more than 1 conditions defined, user needs to tell the system how the conditions are connected.

There are 2 values available under Conn:

- ‘And’ – The connector ‘and’ is used when the 2 conditions must be fulfilled.
- ‘Or’ – The connector ‘or’ is used when either one of the conditions needs to be fulfilled.

For example:

- To generate report that consist of only female employees under company=BIPOMY, following is how to define the query range:

Range

+	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
🗑	1		☐		Company	=	BIPOMY			And
🗑	2		☐		Gender	=	F			Or

- To generate report that consists of employees whose Leave Grade is under EXE or whose Pay Group is under EXE, following is how to define the query range:

Range

+	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
🗑	1		☐		Leave Grade	=	EXE			Or
🗑	2		☐		Pay Group	=	EXE			Or

‘Not’ Checkbox and Brackets

The ‘not’ checkbox is used when user wants to get the values other than what was being defined.

The ‘brackets’ are used to group the query range.

For example:

- If user needs to generate report for list of employees who has been confirmed (Confirmation Date is not empty). Following is one way to define the query range:

Range

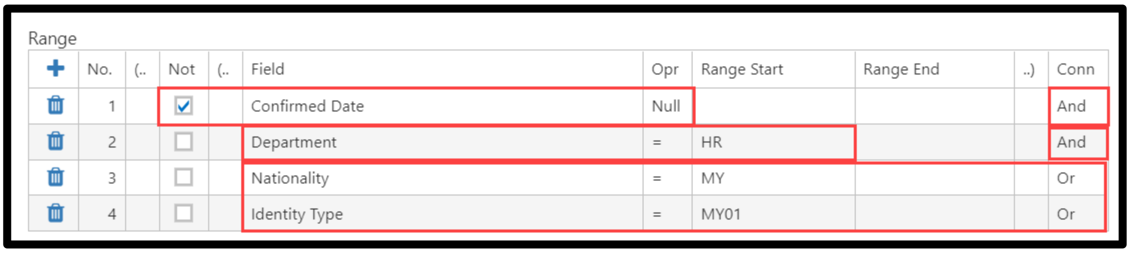
+	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
🗑	1		☑		Confirmed Date	Null				Or

- If user needs to generate report for list of employees who has been confirmed (Confirmation Date is not empty) under HR Department. Following is the way to define the query range:

Range

+	No.	(..	Not	(..	Field	Opr	Range Start	Range End	..)	Conn
🗑	1		☑		Confirmed Date	Null				And
🗑	2		☐		Department	=	HR			Or

- If user needs to generate report for list of employees <u>who has been confirmed</u> (Confirmation Date is not empty) <u>under HR Department</u> with <u>nationality equals to Malaysian or holding MY01 Identity Type</u>, following is the way to define the query range:



5. Click on the *Update* button once the query range has been defined.

Query Template

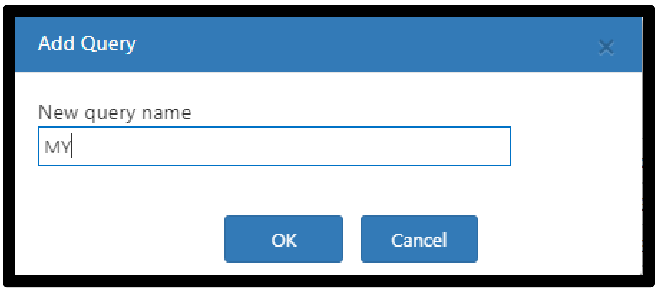
The following section covers the steps required to *Create / Update / Delete / Copy / Distribute* a query template.

<u>Create a New Query Template</u>

Following are the steps to create a new query template:

1. Click at the ***Query*** section.

2. Enter the ***Query Name*** and click on the ***OK*** button, as shown:



3. The query name will appear at the ***Query*** section.

4. Click on the to define the ***Query Range***. Please refer to [Define the Query] section for the steps to define the sorting / grouping and/or query range.

Edit Query Template

Following are the steps to edit an existing query template:

1. Select the ***Query*** to be modified from the drop-down ***Query*** selection.

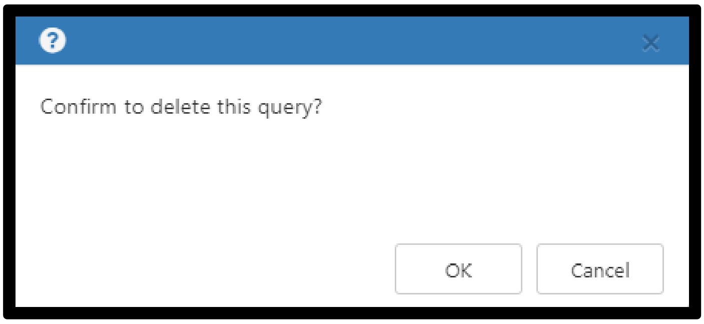
2. Click on the to make the necessary changes to the ***Query Range***.
3. The query will be automatically saved upon clicking the ***Update*** button.

Delete Query Template

Following are the steps to delete an existing query template:

1. Select the ***Query*** to be deleted from the drop-down ***Query*** selection.

2. Click on the to delete the specific query template. Following confirmation window will be shown:



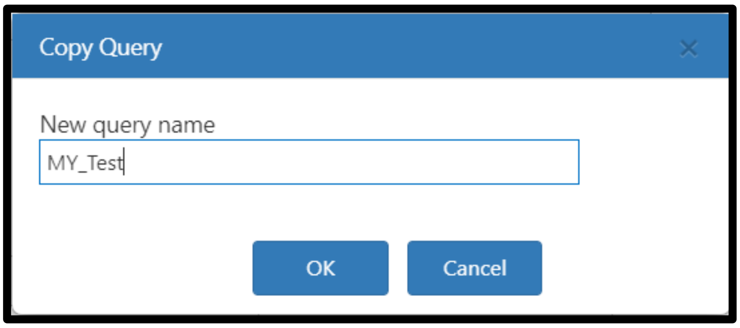
3. Click on the ***OK*** button to confirm the deletion.

Copy Query Template

Following are the steps to copy an existing query template to a new template:

1. Select the ***Query*** to be copied from the drop-down ***Query*** selection.

2. Click  to *copy* the query template.
3. Enter the ***Query Name*** and click on the ***OK*** button, as shown:



4. Click on the  to make the necessary changes to the newly copied query.

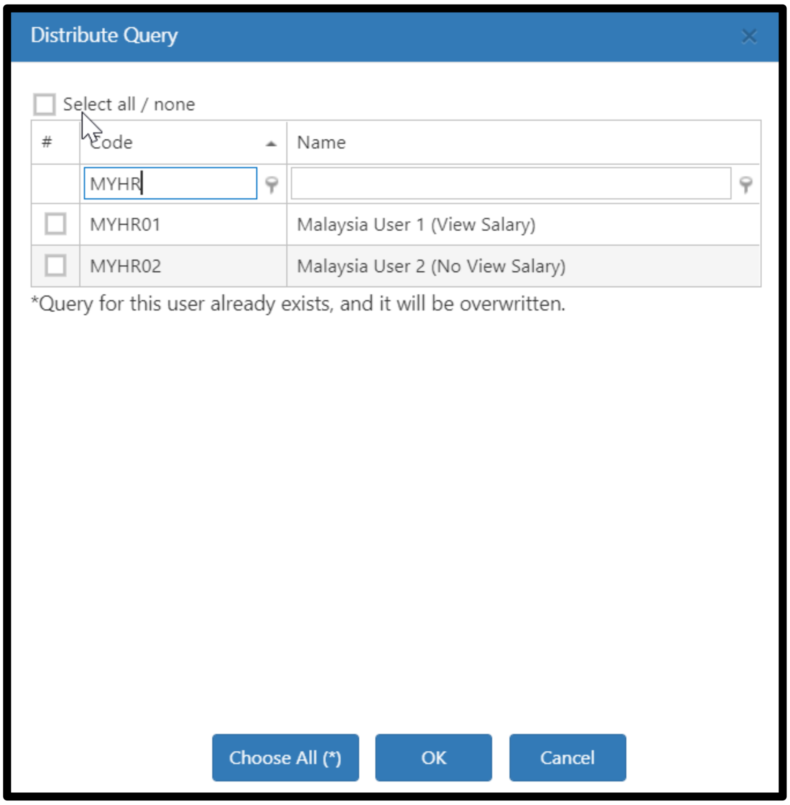
Distribute Query Template

Following are the steps to distribute a query template to another user:

1. Select the ***Query*** to be distributed from the drop-down ***Query*** selection.

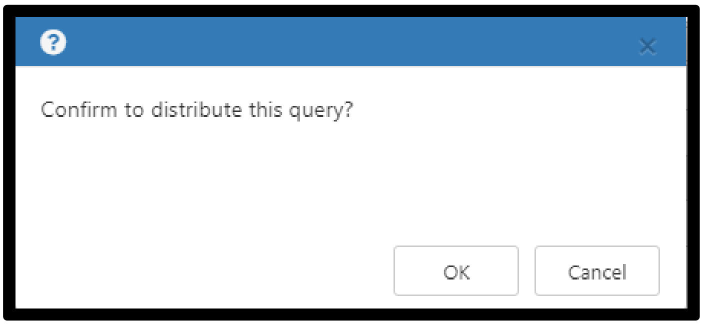
2. Click  to distribute the query template.

3. Select the user to distribute the query template with.



Note: System will overwrite the destination query if the recipient has a query template with the same name.

4. Click on the ***OK*** button, system will prompt the following confirmation window:



5. Click on the ***OK*** button and the following window will appear:

6. Click on the ***OK*** button to close the window.
7. Any changes made to query template by the user who distributed the template, will not update the query template that had been distributed.

Appendix 2

All Enhancement 2022 included in this User Guide can be found in the following Release Note Version:

#	RELEASE NOTE	JIRA	SUMMARY
1	Release Note 2203	HRMS-6769 HRMS-6819	Added Receipt Date Maximum Parameter under Approval tab New Allow Receipt from Join Date only Checkbox in Claim Setup
2	Release Note 2209	HRMS-6411 HRMS-7156 HRMS-7157	New Claim Carry Forward Policy New “ShowCFBalanceClaimCodes” and “ShowCFTakenClaimCodes” System Config
3	Release Note 2211	HRMS-7328	Added Disable Template and Query Checkbox in User Access for Claim
4	Release Note 2229	HRMS-8605	Additional Control for Tax Code List for Different Claim Codes
5	Release Note 2231	HRMS-8755	Countries Control on Claim Request Setup Screen
6	Release Note 2245	HRMS-9793 HRMS-9915	Add Allow Modify Workflow Upon Submission in Workflow Setup Rename No. and Date into Receipt No. and Receipt Date
7	Release Note 2247	HRMS-9870	Enable CC List for Claim Request
8	Release Note 2249	HRMS-10077	Add Group Business Travel Field
9	Release Note 2253	HRMS-10306 HRMS-10393	Enhance Tax Master to Respect Claim Receipt Date Apply Disable Query Option to Claim Bank File Report

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