HOYA ELECTRONICS SINGAPORE PTE. LTD.

D365 TRANSPORT CLAIM SUBMISSION GUIDE

Step 1: Log in to Dynamics 365 (D365)

1. Open your browser and navigate to the **D365 Portal**: d365.company.com.

2. Enter your company login credentials (email and password).

3. If prompted, complete any multi-factor authentication steps.

Step 2: Navigate to the Expense Management Module

1. On the D365 dashboard, click on the **"Expense Management"** tab.

2. Select **"New Expense Report"** from the menu.

Step 3: Create a New Transport Claim

1. **Enter Basic Details:**

o Fill in the required fields, such as the **Report Name** (e.g., "Transport Claim - [Month/Year]").

o Specify the **Date** of travel.

2. **Select Expense Category:**

o Choose **"Transport"** or the appropriate category for your claim.

3. **Provide Trip Details:**

o Enter the starting point and destination.

o Include the purpose of the trip (e.g., "Client Meeting," "Office Commute").

4. **Attach Receipts:**

o Click **"Add Attachments"** to upload scanned receipts or images.

o Ensure the receipts clearly display the date, amount, and travel details.

Step 4: Review and Submit

1. Double-check all entered details to ensure accuracy.

2. Click on **"Submit for Approval"** to forward the claim to your manager or the approving authority.

Support from IT for D365 Issues

If you encounter any issues while submitting your claim, follow these steps to get IT support:

1. **Check FAQs or Guides:**

   o Visit the internal IT knowledge base or FAQs related to D365.

2. **Raise a Support Ticket:**

   o Go to the **IT Helpdesk Portal**: ITHelpdesk.company.com.

   o Select **"Submit a Ticket"** and choose the category **"D365 Issues"**.

   o Provide a brief description of the problem and attach screenshots if possible.

3. **Contact IT Support:**

   o For urgent issues, email **itsupport@company.com** or call the IT helpdesk at **1800-IT-Helpdesk**.

   o Mention your employee ID and the specific issue with D365 (e.g., "Unable to upload receipts," "Error submitting claim").

4. **Track Ticket Status:**

   o Use the IT Helpdesk Portal to track the progress of your ticket.

Additional Tips

- **Receipts:** Ensure all receipts are clear and legible.

- **Deadlines:** Submit claims within the company's policy timeline to avoid delays.

- **Approvals:** Follow up with your manager if the claim remains pending for approval.

This guide serves as a step-by-step resource for submitting transport claims. If further assistance is required, don't hesitate to reach out to IT or your HR department.