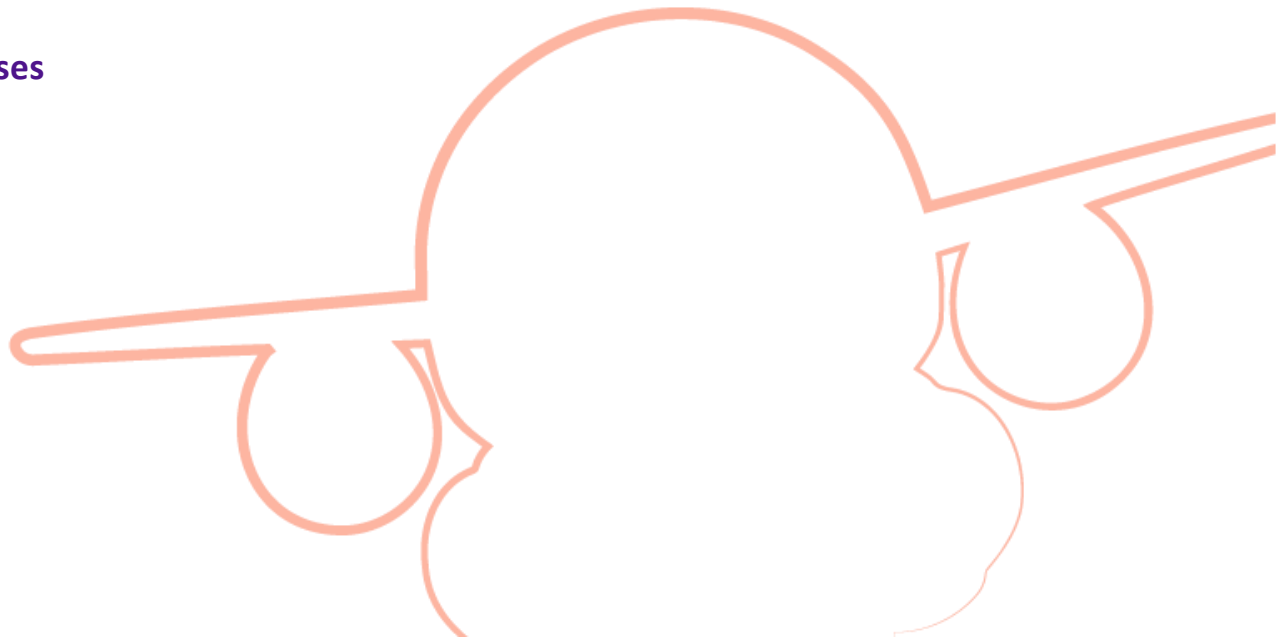# Training on the use of the OA system for employees in Kazakhstan

—— General Process Description for Finance

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1.

Full Process from Online

Payment to Financial

Accounting

OA Process Initiation

• 【Initiator】

In accordance with YTO International Expense Reimbursement Management Policy [2025] No.003, the payment process must be initiated by the department responsible for the expense, following the principle of "who incurs the expense, who initiates the process."

In principle, reimbursement processes must not be submitted on behalf of others.

• 【Process Attachments】

In principle, payment processes should include uploaded invoices, bills, and payment details.

• Note: Other business documents, such as contracts, should be determined based on the actual business approval scenario.

OA Approval Circulation

• 【Approval Nodes】

Currently, all online processes have been configured with approval nodes, and the system will automatically route the process.

• 【Approval Timeline】

The usual approval cycle is 3–4 days.

In case of urgent payments, follow-ups can be made through the OA reminder function, or by sending the process link to the approver via DingTalk or email.

• 【Approval Key Points】

During approval, reviewers must clearly specify the review details and must not approve with "Agree" only.

Finance Cashier Payment

• 【Payment Process】

Currently, all payment processes are configured with an execution node for the local cashier.

After the process is completed, it will be copied to the applicant and the finance officer.

OA发起流程

• 【发起人】根据国际财务【2025】003号 圆通国际费用报销管理制度，由费用归口部门发起付款流程，遵循"谁产生、谁发起"原则，原则上不得代他人提交报销流程。

• 【流程附件】付款流程原则上应上传发票、账单、付款信息。

• 注意：合同等其他业务资料根据业务实际审批场景确定。

OA流转审批

• 【审批节点】目前所有线上流程已配置了审批节点，系统会自动流转。

• 【审批时效】通常审批流转周期为3-4天，如遇紧急付款可通过以下方式进行催办：OA中的催办功能、钉钉或邮件发送该流程网址给审批人。

• 【审批要点】审批时需要注明审核内容明细，不能直接审批"同意"

财务出纳付款

• 【付款流程】目前所有的付款流程都已配置了当地出纳的抄送节点，同时在流程结束后会抄送给提交人和财务专员。

2.

The Management Principles of Petty Cash.

2.The Management Principles of Petty Cash

1.Applicable Scope and Application Conditions
The petty cash policy applies to all departments and individuals within the company who need to use petty cash.
Applicants must be confirmed employees, and in principle, they should be department heads or personnel designated by the department head.

2.The Management Principles of Petty Cash
Petty cash must be applied for based on real, necessary, and reasonable business needs and must strictly follow the principle of designated use only.
It must not be misappropriated, transferred, or used for personal purposes.
If the previous petty cash has not been cleared or repaid, a new petty cash application should generally not be submitted.
The borrower is the first person responsible for the petty cash, and the department head is the primary manager.
If petty cash is not recovered on time or results in losses, the relevant personnel shall bear corresponding management responsibilities.

3.Petty Cash Usage and Record Keeping
Borrowers must truthfully record the use of petty cash and cooperate with supervision and inspections.
After using petty cash, compliant invoices must be obtained in a timely manner, and reimbursement must be completed through the company's required process.
Unused or long-idle petty cash should be returned promptly and must not be occupied for an extended period.
Fixed-amount petty cash must be borrowed and managed by designated personnel and must not be transferred or used indirectly as temporary petty cash.

4.Repayment and Clearing Management
The maximum usage period for fixed-amount petty cash is one year.
Borrowers must complete clearing or repayment by December 28 each year, and reapply the following year based on actual needs.
The maximum usage period for temporary petty cash is three months, and borrowers must complete reimbursement or repayment based on actual usage.

5.Petty Cash Handover
If the responsible person for petty cash needs to be changed due to personnel transfer or resignation, handover procedures must be completed in a timely manner.
If clearing has not been completed due to special reasons such as in-process documents, the unsettled items must be clearly stated in the handover form and reviewed and confirmed by both the department head and the finance manager.

1. 适用范围及申请条件

本制度适用于公司内所有需使用备用金的部门和个人。备用金申请人须为已转正员工，原则上为部门负责人或其指定人员。

2. 管理原则

备用金应基于真实、必要、合理的业务需求申请，严格遵循专款专用原则，不得挪用、转借或用于个人事项。

上一笔备用金未完成核销或还款的，原则上不得再次申请备用金。

借款人为备用金第一责任人，部门负责人为第一管理人；备用金未按期收回或造成损失的，相关人员应承担相应管理责任。

3. 备用金使用与登记

借支人应如实做好备用金使用及补充登记，配合监督检查。备用金使用后应及时取得合规发票，并按公司规定流程办理报销；未使用完或长期闲置的备用金应及时归还，不得长期占用。

定额备用金实行专人借支、专人负责，不得转借或变相作为临时备用金使用。

4. 还款与核销管理

定额备用金使用期限最长为一年，借支人须于每年 12 月 28 日前完成核销或归还，次年根据实际需要重新申请。

临时备用金使用期限最长为 三个月，借支人应根据实际使用情况办理报销或还款。

5. 备用金移交

因人员调动、离职等原因需变更备用金责任人的，应及时办理移交手续。

因在途单据等特殊原因暂未完成核销的，应在交接单中明确未结事项，并由部门负责人及财务负责人复核确认。

3.

Full Process for Petty Cash

Application, Repayment, and

Expense Reimbursement

3. Full Process for Petty Cash Application, Repayment, and Expense Reimbursement

圆通国际备用申请-备用金还款-费用报销全流程

	备用金申请	备用金还款 (仅适用于现金还款和银行转账还款)	费用报销 (仅适用于备用金申请后拿票报销的还款)
流程驱动	开始	开始	开始
需求部门/业务部门	提交备用金申请 (OA-备用金申请) ↓ 业务审批	提交备用金还款流程 (OA-备用金还款) ↓ 业务审批	提交费用报销流程 (OA-XX费用付款流程) ↓ 业务审批
财务	财务审批 ↓ 出纳付款 ↓ 结束	财务审批 ↓ 出纳确认收款 ↓ 结束	财务审批 ↓ 出纳付款 ↓ 结束
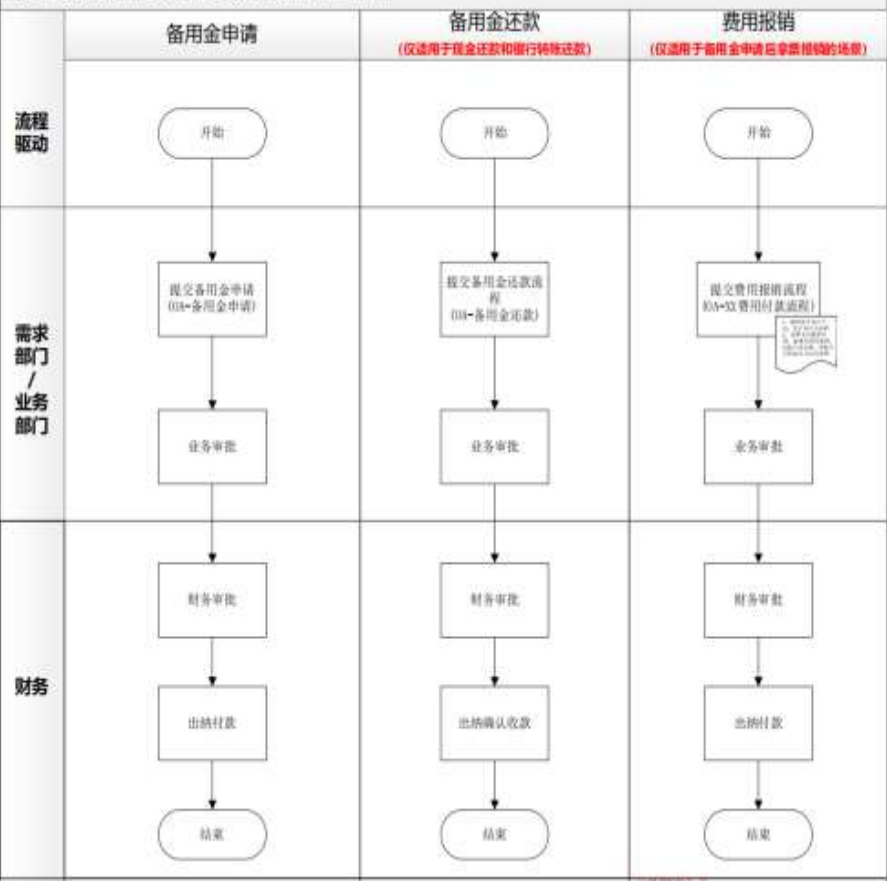
Petty Cash Application

Business Review: Confirm the applicant's eligibility, and whether the amount and purpose are reasonable;
Verify that all required attachments are complete to prevent duplicate borrowing.
Finance Review: Check that the form is completed in a standard manner and that the information is accurate;
Verify budget alignment;
Applications that are high-frequency, large-amount, or unclear in purpose must provide additional supporting documents.

Petty Cash Repayment

Business Review: Confirm that the repayer is the same person as the original borrower, and that the purpose matches the original borrowing reason;
Confirm that the business is genuine, the amount is reasonable, and attachments are complete;
Check whether there are any outstanding historical borrowings.
Finance Review: Verify that the outstanding loan balance matches the repayment amount;
Check that supporting documents are compliant and that account coding is correct;
Any abnormal amounts or unclear purposes must be further verified.

Expense Reimbursement

Business Review: Confirm the authenticity and necessity of the business;
Ensure expenses comply with company policies and standards;
Confirm the amount is reasonable;
Verify that attachments are complete and authentic;
For reimbursements involving prior borrowing, offsetting must be verified;
For petty cash clearing, ensure it is consistent with the approved purpose.
Finance Review: Ensure the form is properly completed and information is accurate; Verify that invoices are valid and meet tax requirements;
Confirm that expenses are posted to the correct accounts, with no duplicate or split reimbursements; Reimbursements that are high-amount, frequent, or insufficiently supported must be further reviewed.

圆通 YTO EXPRESS

圆通国际备用申请-备用金还款-费用报销全流程

	备用金申请	备用金还款 (仅适用于现金还款和银行转账还款)	费用报销 (仅适用于备用金申请后拿票据报销的场景)
流程 驱动	开始	开始	开始
需求 部门 / 业务 部门	提交备用金申请 (OA-备用金申请)	接交备用金还款流程 (OA-备用金还款)	提交费用报销流程 (OA-XX费用付款流程)
	业务审批	业务审批	业务审批
财务	财务审批	财务审批	财务审批
	出纳付款	出纳确认收款	出纳付款
	结束	结束	结束
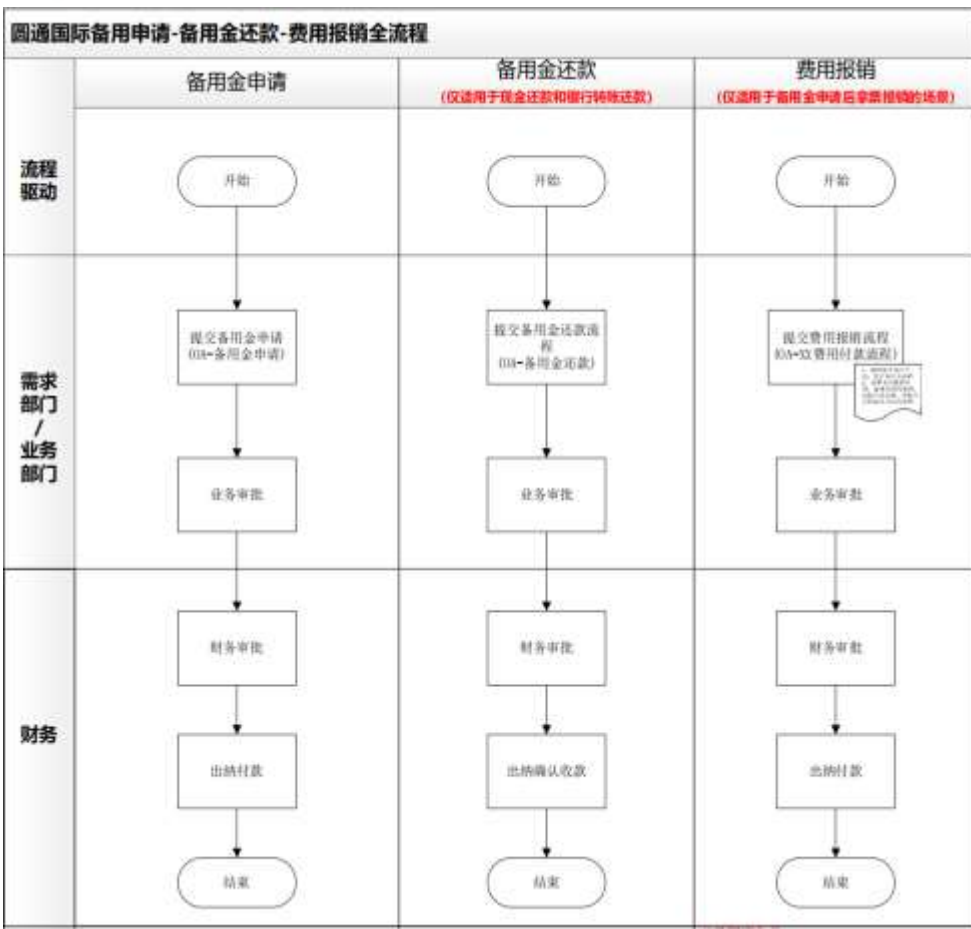
备用金申请
•业务审核：确认申请人资格、金额及用途合理；核实附件齐全，防止重复借款。
•财务审核：检查表单规范与信息准确；核对与预算匹配；高频/大额或事由不清晰的申请需补充佐证。

备用金还款
•业务审核：确认还款人与借款人一致，用途与原借款事由一致；确认业务真实、金额合理，附件齐全；关注是否存在未结清历史借款。
•财务审核：核对借款余额与还款金额一致；核查单据合规、科目填写正确；金额异常或用途不清的需进一步核实。

费用报销
•业务审核：确认业务真实性和必要性；费用符合公司制度与标准；金额合理；附件完整且真实；先借款报销需核对冲抵情况；备用金核销需与用途一致。
•财务审核：表单填写规范、信息准确；票据合法、符合税务要求；费用归属科目正确，无重复或拆分报销；高额、频繁或佐证不足报销需进一步核实。

4.

Common Finance-Related

Processes

4.1 Financial process - Petty Cash Request

1. Applicable Scope
①Fixed-amount petty cash
- Support daily operations of business units, with a maximum usage period of one year.
- It must be fully repaid by December 28 of the current year, and if continued use is required, it must be reapplied for in the following year.
- It is commonly used for daily departmental purchases and salary payments.

②Temporary petty cash
- Used for urgent or temporary needs of business units.
- It is short-term or one-time in nature, with a repayment period of three months, and is commonly used for miscellaneous expenses, business entertainment, and work-related injury expenses.

2.Create a Petty Cash Request
Select "Office Processes – Finance – Petty Cash Request", then complete and submit according to the system guide.

1.适用事项：

①定额备用金：
● 用于支持业务单位的日常运营需要。
● 使用时限最长为一年，当年年底12月28日前还清，如需继续使用，次年需再次申请。
● 常用作部门日常采购及薪酬支付。

②临时备用金：
● 用于业务单位的紧急或临时需要。
● 短期的或一次性的，还款期为三个月。
● 通常用于杂项费用，商务娱乐和工伤相关费用。

2.创建备用金申请：

选择【职能类流程—财务—备用金申请】，然后根据图鉴填写并提交。

4.2 Financial process - Petty Cash Repayment

1. Applicable Scope
After petty cash usage is completed, employees must initiate the petty cash repayment process in a timely manner.。

2.Create a Petty Cash Repayment
Select "Office Processes – Finance – Petty Cash Repayment", then complete and submit according to the system guide.

Note：
This process only applies to bank or cash repayments.
The petty cash repayment process must be linked to the original petty cash application process.
Supporting documents such as bank receipts or payment screenshots must be uploaded.

1.适用事项：
备用金使用完成后，员工需及时发起备用金还款流程。

2.创建备用金还款：
选择【职能类流程—财务—备用金还款】，然后根据图鉴填写并提交。

注意：
1.仅适用于银行或现金还款
2.备用金还款流程必须要关联备用金申请流程
3.需上传附件：银行回单、付款截图等

4.3 Financial process - Tax Payment

1. Applicable Scope

This process applies to all types of taxes and government charges that YTO International is legally required to pay to tax authorities or other relevant government departments.
It is used for operational tax payment applications.

2. Creating a Tax Payment

Select "Office Process – Finance – Tax Payment",
then complete the form and submit it according to the system guide.

Note:

For tax payment processes, supporting official or compliant documents must be submitted based on the type of tax involved, including but not limited to the following:
Tax returns or payment notices issued by tax authorities；
Relevant documents required by government or tax departments；
Payment details。

1.适用事项：
本流程适用于圆通国际依法需向税务机关或政府相关部门缴纳的各类税费及政府性收费；适用经营类税费付款申请。

2.创建税费付款：
选择【职能类流程—财务—税费付款】，然后根据图鉴填写并提交。

注意：税费付款流程需根据税费类型，提交相应的官方或合规证明材料，包括但不限于以下内容：
税务机关出具的纳税申报表／缴款通知书
政府或税务部门要求缴纳的相关文件
付款信息

1. Applicable Scope
This process applies to expense reimbursement and payments related to litigation and intellectual property registration for YTO International.

2. Creating an International Litigation Fee Payment
Select "Office Process – Finance – Litigation Cost Payment",then complete the form and submit it according to the system guide.

Note：
The international litigation fee payment process must be linked to a pre-approved prerequisite process, such as:
An approved request or demand application process (for example, procurement or service requests)
An approved contract approval process (such as tax service, audit, or consulting contracts)

4.4 财务类流程——国际诉讼费用付款

1.适用事项：
本流程适用于圆通国际有关诉讼和知识产权注册的费用报销和支付。

2.创建国际诉讼费用付款：
选择【职能类流程—财务—国际诉讼费用付款】，然后根据图鉴填写并提交。

注意：
国际诉讼费用付款流程需关联已完成审批的前置流程，例如：
已审批通过的需求申请流程（如：采购/服务需求）
已审批通过的合同流程（如：税务服务、审计、咨询等合同）

4.5 Financial process - Internal Company Loan

1. Applicable Scope

This process applies to intercompany fund lending transactions between wholly owned subsidiaries and joint venture companies.

2. Creating an Internal Company Loan

Select Office Process – Finance – Internal Company Loan, then complete the form and submit it according to the system guide.

1.适用事项：
全资公司及合资公司间资金拆借业务，借贷双方需为全资或合资公司。
双方均为全资公司的，审批流对应全资公司内部借款审批流；
借贷双方有至少一个合资公司且无"无股权关系"的，审批流对应非全资公司内部借款审批流；
若至少一方为"无股权关系"公司，则无法提交该流程。

2.创建公司内部借款：
选择【职能类流程—财务—公司内部借款】，然后根据图鉴填写并提交。

1. Applicable Scope
This process only applies to settlement personnel of overseas subsidiaries submitting invoice issuance requests to the overseas accounting team.

2. Creating an Invoice Demand
Select Office Process – Finance – Invoice Demand, then complete the form and submit it according to the system guide.

Note:
All invoice amounts must be filled in the original currency.

1.适用事项：
本流程仅适用于海外各子公司的结算人员向海外核算组提出开票申请；

2.创建发票开具需求：
选择【职能类流程—财务—发票开具需求】，然后根据图鉴填写并提交。

注意：
所有开票金额请填写原币种金额；

1. Applicable Scope
This process applies to applications for querying, acquiring, or using financial data for approved internal or compliant purposes.

2. Creating a Financial Data Acquisition
Select Office Process – Finance – Financial Data Acquisition, then complete the form and submit it according to the system guide.

4.7 财务类流程——财务资料提取

1.适用事项：
本流程适用于经批准的内部或合规用途所
需的财务资料查询、提取或使用申请。

2.创建财务资料提取：
选择【职能类流程—财务—财务资料提
取】，然后根据图鉴填写并提交。

4.8 Financial process - Opening/Closing Bank Account

1. Applicable Scope
This process applies to bank account opening and closing activities for all YTO International companies.

2. Creating an Opening/Closing Bank Account Request
Select Office Process – Finance – Opening/Closing Bank Account, then complete the form and submit it according to the system guide.

Note:
All bank account openings, changes, and closures must complete the approval process in advance.
Any handling without prior approval will be reported in accordance with company policies and included in performance assessments.

1.适用事项：
本流程适用于圆通国际所有公司银行账户开销户业务。

2.创建银行账户开销户：
选择【职能类流程—财务—银行账户开销户】，然后根据图鉴填写并提交。

注意：所有银行账户的开立、变更及注销均须事前履行审批流程；未经审批擅自办理的，将按公司相关规定进行通报并纳入考核。

4.9 Financial process - AR/AP Adjustment

1. Applicable Scope
This process applies to business compensation–related AR/AP adjustments between YTO International and its customers or suppliers.

2. Creating an AR/AP Adjustment Request
Select Office Process – Finance – AR/AP Adjustment, then complete the form and submit it according to the system guide.

1.适用事项：
本流程适用于圆通国际与所属客户及各供应商业务赔付调账使用。

2.创建收付款调账：
选择【职能类流程—财务—收付款调账】，然后根据图鉴填写并提交。

4.10 Financial process - SAP Company Code

1. Applicable Scope
This process only applies to creating a new company code in the SAP system.

2. Creating an SAP Company Code
Select Office Process – Finance – SAP Company Code, then complete the form and submit it according to the system guide.

1.适用事项：
本流程仅适用于SAP系统中新建账套事项。

2.创建SAP系统建账：
选择【职能类流程—财务—SAP系统建账】，
然后根据图鉴填写并提交。

1. Applicable Scope
This process only applies to situations where, after the NC/SAP system has been closed, a subsidiary needs to correct, supplement, or adjust accounting entries for a closed period, and therefore must temporarily reopen the posting period.

2. Creating an NC/SAP Reopen Posting Period Request
Select Office Process – Finance – NC/SAP Reopen Posting Period, then complete the form and submit it according to the system guide.

1.适用事项：
本流程仅适用于 NC/SAP 系统结账后，子公司对已结账期间的账务进行更正、补录或调整，须临时开启过账期间时的申请事项

2.创建NC/SAP 开账期申请：
选择【职能类流程—财务—NC/SAP 开账期申请】，然后根据图鉴填写并提交。

4.12 Financial process - Investment and Financing Payment

1. Applicable Scope

This process applies to all types of payments arising from the company's investment and financing activities, including but not limited to capital injections for newly established subsidiaries, interest payments, short-term loan repayments, shareholder loans, entrusted loan payments, equity repurchases, and dividend distributions.

2. Creating an Investment and Financing Payment

Select Office Process – Finance – Investment and Financing Payment, then complete the form and submit it according to the system guide.

Note:

Investment and financing payments must be initiated based on contracts that have already been fully approved, and the contract approval process must be linked in the payment workflow.

1.适用事项：
适用于公司投融资活动产生的各类支付，比如新建子公司注资、利息支出、短期贷款支出、股东借款、委贷款项、股权回购、股利分配等。

2.创建投融资付款：
选择【职能类流程—财务—投融资付款】，然后根据图鉴填写并提交。

注意：
投融资付款应基于已审批完成的合同发起，付款流程中须关联合同流程。

4.13 Financial process - Fund Transfer Request

1. Applicable Scope
This process only applies to fund transfers between headquarters and branches under the same company, or between different accounts of the same company.
It includes same-account-name transfers, foreign exchange settlement, and foreign exchange purchase transactions.

2. Creating a Fund Transfer Request
Select Office Process – Finance – Fund Transfer Request, then complete the form and submit it according to the system guide.

1.适用事项：
本流程仅适用于同一公司下的总分公司或同一公司不同账户之间的资金调拨。
，包含同户名划转，结汇，购汇业务。

2.创建国际资金调拨：
选择【职能类流程—财务—国际资金调拨】，然后根据图鉴填写并提交。

4.14 Financial process - Single Bad Debt Provision

1. Applicable Scope

This process applies to applications for single bad debt provisions on accounts receivable of YTO International.

It is used in cases where accounts receivable are expected or confirmed to be unrecoverable, and a bad debt provision needs to be applied for.

2. Creating a Single Bad Debt Provision

Select Office Process – Finance – Single Bad Debt Provision,
then complete the form and submit it according to the system guide.

Note:

Uploaded attachments must include, but are not limited to, the "Single Bad Debt Provision Application Report" and supporting evidence for bad debt recognition.

For litigation-related cases, attachments must include, but are not limited to:

Court judgments

Suspension of enforcement documents (if applicable)

Final execution rulings (if applicable)

If no such legal documents are available, the specific reasons must be clearly explained, so that the company can apply for pre-tax deduction accordingly.

4.14 财务类流程——单项坏账计提

1.适用事项：
本流程适用于圆通国际应收账款坏账单项计提申请业务。适用于应收账款预计或确认无法收回，申请坏账计提的事项。

2.创建单项坏账计提：
选择【职能类流程—财务—单项坏账计提】，然后根据图鉴填写并提交。

注意：
上传附件必须包括但不仅限于《单项坏账计提申请报告》、坏账认定依据等；
诉讼类须上传附件包括但不限于法院判决书、中止执行文书（如有）、终本裁定文书（如有）；
如无相关文书，须说明具体原因，以便公司做税前扣除。

4.15 Financial process - Bad Debt Write-off

1. Applicable Scope

This process applies to applications for bad debt write-offs of accounts receivable of YTO International.

It is used in cases where accounts receivable are confirmed to be unrecoverable, and a bad debt write-off needs to be applied for.

2. Creating a Bad Debt Write-off

Select Office Process – Finance – Bad Debt Write-off, then complete the form and submit it according to the system guide.

Note:

Uploaded attachments must include, but are not limited to, supporting evidence for bad debt write-off recognition.

For litigation-related cases, attachments must include, but are not limited to:

Court judgments

Suspension of enforcement documents (if applicable)

Final execution rulings (if applicable)

If such legal documents are not available, the specific reasons must be clearly explained, so that the company can apply for pre-tax deduction accordingly.

1.适用事项：
本流程适用于圆通国际应收账款坏账核销
申请业务。适用于应收账款确认无法收回，
申请坏账核销的事项。

2.创建坏账核销：
选择【职能类流程—财务—坏账核销】，
然后根据图鉴填写并提交。

注意：
上传附件必须包括但不仅限于坏账核销认
定依据等；
诉讼类须上传附件包括但不限于法院判决
书、中止执行文书（如有）、终本裁定文
书（如有）；
如无相关文书，须说明具体原因，以便公
司做税前扣除。

5.

Common Questions

Question 1: How do I choose the appropriate OA payment process when submitting a request?

① Main business payments
For any payments arising from main business transactions, the business supplier payment process should be selected.
Choose the corresponding business supplier payment flow based on the specific business type.
This process also applies to internal related-party transactions within main business activities.
Freight: Freight business supplier payment.
Express: International express business procurement payment.
Supply Chain: Business supplier payment.
② Expense reimbursement payments
Select different payment processes based on the actual expense scenario.Commonly used expense reimbursement processes include: Travel expense payment; Business entertainment expense payment; Daily office expense payment; Office supplier payment, etc.
③ Tax payments
The online OA tax payment process is now available.
Operational tax payment applications can be submitted through the tax payment process.
④ Fund transfers
This option only applies to fund transfers between headquarters and branches under the same company, or between different accounts of the same company.

Question 2: What should I do if an OA process cannot proceed due to a system issue?
When an OA process encounters an error, first check the error message to identify the cause.
Common reasons include missing approver configuration in the system or system updates.
In such cases, contact IT through the Smart OA DingTalk group for resolution.

Question 3: Does the OA interface support searching by process number?
Currently, Smart OA supports custom field display and fuzzy search by process number, process title, process status, process type, creator, and creation time.

Mistake 1:
Expense names or descriptions are unclear and do not reflect the actual business scenario.
When filling in expense names, make sure they accurately reflect the business content and are consistent with uploaded attachments.
Mistake 2:
Attachments are incomplete and cannot support payment review.
When submitting, ensure that invoices and required documents are uploaded and that attachment amounts match the amounts filled in the process.

All payments must be approved through the OA system.

问题1：提单时，如何选择合适的OA付款流程？
①主营业务付款：只要是主营业务交易产生的付款，均选择业务类供应商付款，根据业务类型分别选择对应的业务类供应商付款流程，主营业务中的内部关联交易同样适用该流程。
货运：货运业务类供应商付款；快递：国际快递业务类采购付款；供应链：业务类供应商付款
②费用报销付款：根据支出费用的实际场景选择不同的付款流程，目前常用的费用报销类流程有：
差旅费付款、业务招待费付款、日常办公费用付款、职能类供应商付款等。
③税费支付：线上OA税费支付流程已经上线，可以通过税费付款流程提交经营类税费付款申请。
④资金调拨：仅适用于同一公司下的总分公司或同一公司不同账户之间的资金调拨。

问题2：OA流程在流转时出现故障无法流转怎么办？
OA流程在流转时出现故障，需要先看一下报错提示，简单判断一下报错原因。
常见原因一般为审批节点的人员在系统后台未维护或系统更新等，遇到此类问题在Smart OA钉钉群中联系IT同事反馈修复即可。

问题3：OA流程的显示界面能否支持通过流程编号查找？
目前Smart OA已经实现了自定义字段显示，可以支持流程编号、流程标题、流程状态、流程类型、创建人、创建时间进行模糊查询。

易错点1：
费用名称/说明模糊，无法判定实际业务场景，请在填写费用名称时，确保能够准确反映实际业务内容，并与所上传附件保持一致。

易错点2：
附件上传不完整，无法支撑付款审核，请在提交时确保付款流程中已上传发票等必要凭证，且附件金额与流程填写金额保持一致。

所有付款必须完成OA审批

谢谢！
THANK YOU！