

GUIDELINE FOR CLAIMS & REIMBURSEMENTS

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1.0 PURPOSE

The purpose of this document is to provide guidelines regarding the claim and reimbursement process for expenses incurred on business reason for all employees of the Company (YASH Technologies Pvt. Ltd). It covers the details of various types of claims along with associated requirements for reimbursement process.

2.0 SCOPE

The policy is applicable to all permanent & contract employees of YASH Technologies Pvt. Ltd. (YASH/YTPL).

3.0 OWNERSHIP/IMPLEMENTATION

The ownership & implementation of this policy lies with Human Resources (HR) Team. It will be effective from June 01, 2014 & will continue to be in force unless superseded by a revised policy. The HR team reserves the right to amend, abrogate & reinstate the entire policy or any part of it as & when it deems fit.

4.0 ELIGIBILITY

This document defines reimbursement process for claim types that are covered in various existing policies and guideline documents. The eligibility criteria and entitlements would remain same as the ones defined in the corresponding policies. This guideline elaborates only on the procedure of submitting each claim and reimbursement process to be followed therein.

5.0 OVERVIEW

Once travel is completed & an employee is back to the base location or place of posting as applicable, s/he shall submit the duly filled expense report as per Annexure II to HR within the timelines specified in respective policies.

Employees need to ensure that they are claiming for expenses actually incurred within the compliance of the applicable policy. In case, HR or Finance find out the claim to be fake,

the complete claim can be rejected & disciplinary action may be initiated against the employee. Moreover, in case Finance team finds the bills insufficient for processing of a claim, it reserves the right to reject the claim.

It is essential to submit the report immediately if the expense has to be billed to the client. In case of delay, client may reject the claim causing financial loss to the Company. In case client rejects the claim due to late submission of claim such expenses has to be borne by the employee.

In case of late submission of claim, approval hierarchy as defined in respective policies needs to be followed except wherever specific approvals on exceptions are to be taken from BUH/SSUH or BGH/SSGH or CFO as applicable.

In case of any exception, approval authorities need to follow the turnaround time as specified for submitting the claim and late submission. In case of delay for approval/rejection, an employee can further take it to next level copying HR.

Pre-requisites for reimbursement are detailed in corresponding policies & employee should refer the same before proceeding for submission of claim to HR.

Employees are advised to keep and submit all the original bills, receipts etc. for claiming the reimbursement. No reimbursement shall be made in the absence of valid original bills/receipts etc. as applicable.

6.0 PRE-REQUISITES & TIMELINE FOR CLAIM SUBMISSION

Pre-requisites & timeline for claim submission for reimbursement of following are detailed in corresponding policies & employee should refer the same before proceeding for a submission of claim to HR.

S. No	Type of Claim	Corresponding Policy Name
1	Transportation of Goods/Relocation related	Relocation Policy
2	Business Travel within India	Domestic Travel Policy
3	Business Travel outside India	International Travel Policy
4	Notice period buy-out	As per the clause defined in Offer Letter

5	Team Lunch/Dinner or Team Outing	Policy for Team Outing and Team Lunch/Dinner
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7.0 PROCESS FOR REIMBURSEMENT

Claim submitted within regular timeline as defined in various policies will be processed as per below mentioned process:

Step	Activity	Responsibility	Essentials	Timeline	Comments
1	E-mail submission of Claim	Employee	Soft copy of Expense Reimbursement Report as per annexure/template defined for the claim type. Herein further to be referred as Expense Report (ER). Supporting e-mails (if any).	Before submitting hardcopy or same day of submitting the hardcopy of the claim to location HR	Date of submission (DOS) of claim will be considered as the date when both hard copy & soft copy have been received by the local HR along with all necessary supporting documents.

2	Submission of Claim to local HR (Hard copy)	Employee	Expense Report (hard copy duly filled & signed). Hard copies of required supporting as per the prerequisites mentioned in respective policies & guidelines as applicable. Hardcopies of the supporting document should be attached in chronological order of the headers as specified in the claim form.	As per defined in various policies	Along with the hard copy, employee is also required to send the soft copy of the ER along with the required supporting e-mails as per aforesaid point.
3	Acknowledgment of the Claim submission	Location HR	HR will verify the ER against the enclosed bills/receipt in context to the entitlement of the employee & then will send an e-mail acknowledging the receipt of the claim & mentioning any discrepancy/query/recovery/exceptions, in case amount claimed & processed will be different along with tracking ID number	<p>Date of Acknowledgment/Query (DOAQ): Within 3 working days of DOS for domestic claim</p> <p>Date of Acknowledgment/Query (DOAQ): Within 5 working days of DOS for international claim</p>	

4	<p>Query resolution by the employee (if any)</p>	<p>Employee</p>	<p>Query resolution in terms of submission of additional doc/ approval etc. In case the employee is submitting the documents related to queried items; he/ she should revert accordingly on the query e-mail for closing the same. If all details are fine, employee to acknowledge the e-mail from HR & provide consensus to HR for processing the claim further.</p>	<p>Date of Query Resolution (DOQR): Within 2 working days from DOAQ.</p>	<p>In case where an employee may require more than 2 days for the resolution of query/ submission of additional docs/ approval etc. He/she may revert within 2 days with the tentative time which will be required by employee with reason so that accordingly HR can follow up else it can be treated as deemed consensus on details & HR will process the claim as per policy further.</p>
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5	Acknowledgment on Query	Location HR	E-mail acknowledging the closure of the query or further discrepancy (if any) or recovery (if any)	Within 1 working day from DOQR	In case the query gets closed; this date will be considered as the final date of submission of claim
6	Processing of Claim by HR	Location HR	HR will process the claims as per guidelines of the policy and will send the details to AP India team.	<p>Within 4 working days from DOAQ or DOQR (As the case may be) for domestic claim.</p> <p>Within 5 working days from DOAQ or DOQR (As the case may be) for international claim.</p>	<p>Time for HR also includes time for transition of claim to AP. India team @ Indore like courier time etc. HR should process the claim with utmost care & attach all required supporting documents while sending it further for AP India team review to avoid any further</p>

					<p>queries on claim.</p> <p>In case of an amount payable/recoverable against ER; HR will inform the Finance team (Accounts Payable team) to credit & debit recoverable amount to/from the employee's salary account in forthcoming payroll</p>
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7	Processing & Settling of Claim by AP. India	AP India (Finance & Accounts team)	AP India team would again verify the claim against the enclosed the bills/receipt in context to the entitlement of the employee and would initiate claim settlement (payment/recovery as the case may be)	Within 7 working days after receiving the claim from HR	<p>Processing of claim will be done in maximum 11 & 12 working days for domestic & international claim resp. after the final date of submission of claim.</p> <p>In case AP India team has any query on the claim, they may raise it to HR. HR will clarify on the same & take it forward with employee if required. The process for claim will move to step 4 again. However, step 6 will have processing time reduced</p>
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					<p>to 1 working day for HR.</p> <p>In case of any deviation in amount to be credited or recovered from employee as processed by HR. AP. India team to inform & update HR before proceeding for next step so that in turn HR can inform employee.</p>
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8	Acknowledgment & Information on Settling of Claims	AP India (Finance & Accounts team)	Details of the Claim Processed, Amount deposited/ Recoverable amount (if any)	Immediately after settlement of claim	<p>Finance team will credit the approved payable amount within 7 working days from the date of receipt of final claim from HR in employee's salary account & inform HR when such credit is made.</p> <p>In case of recoverable amount, AP. India team to inform location HR about the deduction to be done in forthcoming payroll.</p>
9	Information to employees	Location HR	Details of claim settled and amount	Details of claim settled and amount deposited/	

	for settlement		deposited/ Recovery amount (if any)	Recovery amount (if any)	
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Note: Above mentioned process is defined for a single claim only. For any claim submitted after defined submission timelines, Date of Acknowledgement/Query will be considered as 'within 10 days from date of submission of claim'.

8.0 REPORT SUGGESTIONS & QUERIES

We believe an employee is the biggest asset for the Company. Hence; your suggestions & queries are most welcome. This will help us in making the policies employees friendly. Should you have any suggestions & queries; please e-mail at corphr.india@yash.com.

9.0 ACRONYMS

Company	YASH Technologies Pvt Ltd
Finance team	Finance & Accounts Team
AP. India	Accounts Payable Team (Finance & Accounts Team)
HR Team/HR	Human Resource Team
DOS	Date of Submission
DOAQ	Date of Acknowledgement/Query
DOQR	Date of Query Resolution

BUH	Business Unit Head
BGH	Business Group Head
SSGH	Shared Service Group Head
SSUH	Shared Service Unit Head
CFO	Chief Financial Officer
ER	Expense Reimbursement Report Template/Annexure defined for submitting the expense related to different type of claim.

Thanking You – Team HR

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