

## FAQ N2F USERS

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### **How to use N2F via the mobile application?**

- ⇒ Do not use in offline mode or you may not see the elements once on the website.



### **I can't access the website, the mobile app, or I have a technical problem.**

- ⇒ For any technical problem, problems related to the functioning, to the configuration of N2F, please send a ticket to N2F.  
Kratos is not a reference in this matter.  
For any other topic, please ask the accounting department.



### **I don't have enough money for an upcoming expense/trip.**

- ⇒ You must ask for an advance after completing a mission order validated by the PM.  
See Process.



### **What to do if the advance obtained is higher than the expense report?**

- ⇒ It will be carried over to the next expense report.



### **Can we modify an advance request after it has been validated by the PM?**

- ⇒ No, once validated by the PM, you must make a new request.



### **Can we modify a mission order after it has been validated?**

⇒ No, once validated by the PM, you must make a new request.

**I have already bought my plane ticket for a trip in two months, and I would like to be refunded.**

⇒ You do not need to submit an expense report at this time. An expense report cannot be submitted before the start of the mission.

In this case, an advance must be requested.

Note that the date should be the date of the flight and not the invoice date.

This expense should still be included in the final expense report but will not be reimbursed as already funded.



**My credit card limit has been reached, can I make a PR/PO for my airfare and hotel?**

⇒ The use of a PR/PO should be exceptional. Discuss with accounting before pursuing this option. It is absolutely essential to obtain a formal and correct invoice. It is therefore necessary to work in collaboration with the accounting and purchasing departments.

Be careful with hotel expenses, this is more complicated.

It is also possible to negotiate your credit card limits with your bank. For this, the accounting department can provide the necessary documents.



**I made an expense that does not fit into any of the available categories.**

⇒ In this case you have to put it in the “misc” category and specify what it is in the comment section.



**Are mileage allowances indirect cost?**

⇒ No. The mileage allowance must be included in the mission order. It is a cost on the project.

**I don't have a cab or meal bill. What should I do?**

- ⇒ A credit card receipt is not a valid justification. In some countries, invoices are not given directly but must be requested.

Please note that such expenses without a valid receipt can be refused. It is therefore better to bother the cab driver or the restaurant to get a good document than to be refused a refund.

In exceptional case, you can sign an attestation of loss. The template can be found on the QMS.

See process.

**I only have a hotel and plane reservation confirmation. What should I do?**

- ⇒ A reservation confirmation is not a valid document. It is absolutely necessary to ask for a proper invoice.

Please note that such expenses without a valid receipt can be rejected due to regulations.

**I have several similar tickets; can I take a group photo?**

- ⇒ No, you must take one photo per piece of evidence.

It is recommended to create your expense report as you go along in order to avoid too much work at once

**I have lost my receipt, what should I do?**

- ⇒ Expenses with no valid receipt can be rejected.

Exceptionally, you can complete the "missing receipt form", an attestation on your honor in the absence of supporting documents. This will only be accepted once.



**What if I make an expense report on my own project but I am not the one who validates?**

⇒ The workflow validation can be modified.

Click on « validation workflow » then « apply a different workflow »

**How do you transfer approval of the expense report or travel request to another manager?**

⇒ Position yourself on the report/travel request without entering the room.

Click on the double grey arrows (Transfer to another manager)

Select the manager concerned

Confirm

**I have invited a consultant who is not in the proposed list, how can I do?**

⇒ You can enter a name manually and inform the accounting department that the list is not up to date.

**How to manage expenses during a trip that were not foreseen in the mission order?**

⇒ These expenses should be added to the expense report and a comment should be included to explain them.

The approval of the expense report by the PM is deemed sufficient.



**I'll need PPE for my trip, what should I do?**

⇒ PPE/EPI should be requested when issuing the travel request.

List all necessary PPE in the dedicated section

Fill in the "analytical" field.

1.1 Détail (Non renseigné)

Cet écran vous permet de compléter des informations qui concernent l'ensemble de l'élément (Ordre de mission)

1.1 Détail

Date de départ Heure de départ

Date de retour Heure de retour

Lieu / destination

Analytique

Durée de la mission

Type de projet

Projet

Adresse Salariés  
17 bis, Chemin du vieux moulin 31850 MONTF

Société visitée

Adresse société visitée

Adresse du séjour

Fonction  
Responsable comptable (RCOMP)

But de la mission

Transport de matériel > 6500€

Besoin d'EPI

Identification des EPI requis

Justificatifs désactivés pour cette catégorie