

globalCONNECT ONLINE

TRANSFEREE USER GUIDE

Table of Contents

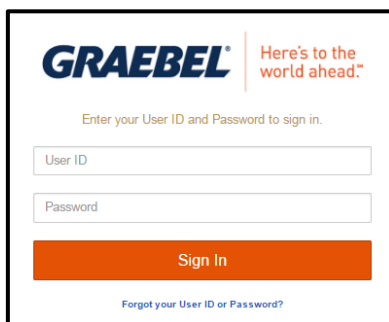
Welcome to globalCONNECT!	3
Signing On	3
Device Authentication	3
Change Password	4
Forgot Password	4
Selecting an Assignment (if applicable)	4
Dashboard	5
Assignment Timeline	6
My Benefits	6
Documents	7
Updating Contact/Family Information	7
Entering Banking Information	8
Bank Account Details	8
Intermediary Bank Information	8
Final Bank Information	9
Beneficiary Information Section	10
Country Specific Wire Data	10
Country Information	11

Welcome to globalCONNECT!

After talking with your Graebel Relocation Consultant, the Team will provide you with a username and password to our website: globalCONNECT. **You will receive 2 emails from the system – one will have your username; the other will have a password.** Both emails contain a link to the website - <https://myrelocation.Graebel.com>.

This guide will help you with how to:

- Sign on to globalCONNECT
- Become familiar with the Dashboard and it's features
- Enter banking information that will be used for expense payments/reimbursements
- Become familiar with the Resource Library and Documents



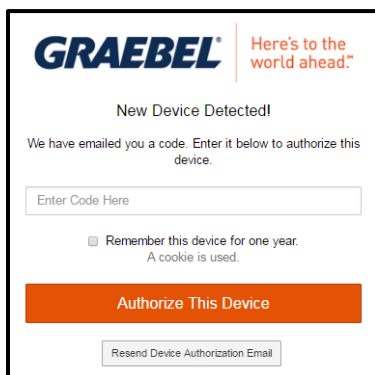
Signing On

1. Enter your **User ID** – this is your email address.
2. The original password that you receive via email must be typed into the login screen.
3. You will be prompted to change your password.
4. Your password must be at least 8 characters with at least 1 numeric character and 1 special character.

Device Authentication

All devices (desktop computers, laptops, etc.) are required to authenticate upon the first login to **globalCONNECT** with a specific user login.

It enables the user to determine if someone is attempting to utilize their login credentials without their knowledge by sending an email to that user that a new device is requesting activation under that user's login ID. The device will be registered and will not need to be re-registered again in globalCONNECT for a full year (browser cookie must be accepted). globalCONNECT will **display a notification** that it has detected a new device.



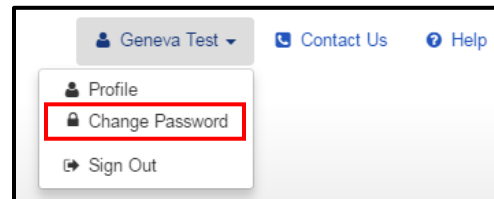
1. globalCONNECT **emails** a code to that user's email address
2. The user will **enter that code** into the globalCONNECT window
3. Click **Remember this device for one year**
4. Click the **Authorize This Device** button

Authenticate for a single-session only feature is specifically designed for users who sometimes use a temporary device (e.g. – hotel lobby computer) and will allow a single-use authentication, which is highly recommended in these cases.

Change Password

You may change your password at any time by clicking **Change Password** from the dropdown in the upper right corner of the screen.

Your password will expire after 90 days and prompt a reset.



Forgot Password

Should you have trouble signing on, please follow the below steps prior to contacting your consultant.

1. Click on **Forgot your User ID or Password?**
2. You will be prompted to enter your **email address** associated with your globalCONNECT account.
3. Click **Email Me**

You will receive 2 emails from the system – one will have your username; the other will have a password.



Selecting an Assignment (if applicable)

If you have previously moved with Graebel Relocation, you will need to select the current assignment in order to access information about your assignment. Choose your current assignment from the drop down menu and click OK.



OR

Click on your name in the left menu and click the pencil icon next to the current assignment.

5/5/2015 - Boston, US-MA, USA to Amsterdam, NL-NB, NLD		Type	International Long Term
System #	APRO34811	Status	Active
Policy	Long Term International Assignment	Phase	On-Going Services
Property:	123 Main St, Abbeville, US-AL, 32145, USA		
3/15/2013 - Midland, US-MI, USA to Tabuk, SA-07, SAU		Type	International Long Term
System #	DRAFT75812	Status	Canceled
Policy	International Long Term Expatriate Policy	Phase	Arrived - Country of Destination

It is very important to choose the appropriate assignment when submitting expenses.

Dashboard

When entering the portal, you will land on the Dashboard page. The menu options available can vary by Company, but may include:

- Dashboard
- Employee Details (*Your Name*)
- Relocation Details
- Assignment Timeline
- My Benefits
- Employee Contact Info
- Banking Information
- Spouse / Partner
- Children & Dependents, Services
- Pets
- Documents
- Business Travel Manager
- Documents Library

My Expenses

- My Expense Reports
- Compensation Worksheets
- Video Help – Online Expense

Resource Library

- Online Resources
- Country Information
- Travel Advice
- Travel Alerts
- International Schools
- Frequently Asked Questions

Tools

- Announcements
- Change Password

ABC Company | Diane Johnson | Contact Us | Help

Welcome Diane Johnson
Last Sign in: 7/13/2017 9:52 AM | Change Password (Expires in 90 days.)

Welcome to globalCONNECT, Graebel's online resource for your relocation. Graebel is committed to making the logistics of your relocation worry free. This portal is part of that commitment, but it is the people behind this site that you can count on to be with you every step of the way. We welcome your feedback on this portal and how we may serve you better.

Assignment Progress Bar (Months)
Total Months Of Assignment (25.20) (51% Complete)
Current Months On Assignment (12.73) | Months Left on Assignment (12.46)

Status of Your Expense Reports

Expense Report	Requested Amt	Status
Loss on Sale Auto	5,000.00 USD	Draft 7/8/2016
Loss on car	2,500.00 USD	In Process 7/12/2016
Loss on Car allowanc	2,501.00 USD	In Process 7/12/2016
Loss on Car allowanc	2,001.00 GBP	Draft 7/12/2016
Loss on car	2,001.00 USD	In Process 7/12/2016

Country Information (Global Road Warrior) | Go

Announcements
Electronics Ban on Direct Flights from Middle East & Africa - **PLEASE READ**
Posted Date: Apr 01, 2017 | Go to Announcements Page

Relocation Coordinator
Rob Giese
+1 303.214.6714
rgiese@graebel.com
+1 303.214.6714 (After Hours)
16346 E Airport Circle
Aurora, CO 80011
United States

Your **Relocation Consultant** contact details are in the lower right.

To email your Relocation Consultant, click the **email hyperlink**.

Graebel will post **Announcements** that may impact your relocation such as Tax Advice, Housing Market Trends, Mileage Rates, Travel Alerts, etc.

Click on the hyperlink, **Go to Announcements Page**, to expand the view.

For your convenience, a listing of existing **Expense Reports**. Reports that are in 'Draft' status may be edited or deleted. However, once you submit your report, you will no longer be able to edit the information.

Assignment Timeline

The **Assignment Timeline** offers a quick view into the history of your relocation as well as upcoming events.

This timeline will update in real time as details and events are modified or added.

2015	Family Size Effective Date	1/1/2015
	Employee Salary Effective Date	
2016	Household Goods Requested Survey Date	6/25/2016
	Relocation Services Authorized Date	6/29/2016
	Authorization Final Approved Date	
	Relocation Start Date	7/1/2016
	Cost Estimate Effective Date	7/8/2016
	Employee System Access Login Generated Date	
	Family Work Permit Start Date	7/10/2016
	Temporary Living Start Date	7/16/2016
	Relocation Effective Date	
	Host Location Lease Begin Date	
	Comp Worksheet Begin Date	8/1/2016
	Temporary Living End Date	8/14/2016
	Policy Exception Approved Date - Transportation, Moving & Storage Services	10/6/2016
2017	Today - 7/13/2017	
2018	Host Location Lease Expire Date	6/18/2018
	Family Work Permit Expiration Date	7/11/2018
	Relocation Scheduled End Date	7/17/2018

My Benefits

My Benefits page contains a grid listing **Employee Benefits** as approved by your company, **Documents to be Completed** (if applicable) and **General Information**.

General Information contains helpful tools and guides for your review.

Please open all documents listed in **Documents to be Completed** (if applicable), complete and upload to the **Documents Upload** section located at the bottom of this screen. Once uploaded, your Relocation Consultant will have access to the document. It is recommended to advise them when you have uploaded a document.

My Benefits			Sort	Default	Asc.
Employee Benefits	Documents to be Completed (If Applicable)		General Information		
Cost Estimate					
Expense Management	Complete and Return: Tax Filing Information Form Complete and Return: Manual Expense Report Form		Please read: How to Submit Relocation Expenses Online Please read: globalConnect User Guide		
Final Move Trip	Complete and Return (if not using Online Expense): Manual Expense Report				
Home Purchase Services	Complete and Return (if not using Online Expense): Manual Expense Report				
Home Sale - Buyer Value Option	Complete and Return: Graebel Homeowner Disclosure Form Complete and Return: Equity Information Form		Please read: Policy Addendum - Loss on Sale Please read: How to Prepare for your Property Assessment Please read: Sample Residential Property Purchase Agreement Please read: BVO Home Sale Checklist Please read: Relocation Policy B		
Lump Sum Payment					
Transportation, Moving & Storage Services					
Documents Upload			Sort	Default	Asc.
Add Document					
Type	Document	Description	Last Update Date		

To upload documents:

1. Click **Add Document**
2. From the **Type** dropdown, select **My Benefits – Upload**
3. Enter the document **Name** and **Description**
(i.e. – Name = Lease Termination / Description = April 2016 – Origin)
4. **Select file** to attach
5. Click

Attaching multiple files with one (1) upload will result in all documents having the same Name and Description. Most situations require each document to be uploaded separately to allow for a unique name and description.

Documents

Any **Year End Reports**, such as Relocation Tax Reports, will be saved to the Documents screen for your easy reference.

Assignment Package Reports and Documents			
Effective Date	Package Name	Document	Last Update Date

Year End Reports		
Tax Year	Publish Date	Document
2016	9/11/2017	2016_Mars_Bruno.pdf

Updating Contact/Family Information

There are multiple areas that you can edit to reflect your current contact or family information. Those areas include:

Employee Contact Info: You can add or edit the email address, phone numbers and mailing address information.

Spouse / Partner: You can add or edit the information related to your spouse or domestic partner.

Children & Dependents: You can add or edit any children or dependents.

Entering Banking Information

1. To enter your banking information, click **Banking Information** from the menu on the left.

Bank Account Summary		Sort	Default	Asc.
Total Records: 3 << < 1 of 1 pages > >>				
+	Bank	Account Information		Status

2. Click the **+** icon to add a new account.

Existing banking information may be edited by clicking on the pencil icon, enter corrections and Save.

Bank Account Summary	
+	Bank
Final Bank Name	Chase Bank NA
Names On Account	Bruno Mars
Name of Account	Chase Account for Expense Reimbursements

3. Please enter all * required fields and any other relevant information as shown in next steps below.



Verify banking details with your bank to ensure all information is accurate and to avoid delays in receiving funds. You can have more than one bank account saved.

Bank Account Details

- \$ Check **Primary** if you are adding more than one bank account.
- \$ Enter **Account Location** - this is the location of the account you are entering – Home (origin), Host (destination) or other.
- \$ Enter **Account Type** - choose ACH, US Domestic Wire or International Wire from drop down menu.
- \$ Enter **Account Currency** – this is the currency required by the bank.
- \$ Enter **Name of Account**-this is for you to identify what this account is to be utilized for. i.e., reimbursements only or equity payments.

Primary ☐
Inactive ☐

* Account Location **Please Select**

* Account Type **Please Select**

* Account Currency

* Name of Account

Save Close

Intermediary Bank Information

- \$ May be required for some international wires; check with your receiving bank.
- \$ Click **Show** to expand section for information entry.

Final Bank Information

- \$ Enter **Account Number**. Note: not cash or reloadable card
- \$ Enter **Names on Account** - The names of the account holders as they appear on the account in English. Please do not include any special characters.
- \$ Enter **Bank Name**.
- \$ You may be required to enter one or more of the below:
 1. **ABA Routing #** - Only for US Wire and ACH payments. Consists of 9 numbers.
This must be entered for all U.S. deposits even though it is not a required field.
 2. **SWIFT/BIC Code** – Only for Non-US Bank wire transfers. Consists of 8 or 11 identifying characters. If it is 8 numbers, please add XXX to the end.
 3. **IBAN** (International Bank Account Number) – Required mainly for European and Middle Eastern Banks.



Wire and ACH routing numbers differ so contact your bank to ensure you are providing the correct information based on the type of payment you are seeking.

Graebel is not responsible for inaccurate or incomplete banking information.

- \$ Enter **Bank Address Line 1** – Street Address of bank.
- \$ Enter **Country, State/Province and City** of bank.
- \$ Enter **Contact Name** and **Contact Phone** as some countries require this information. Check with your bank.

Final Bank Information

* Account Number

5836332114255

* Names On Account

Bruno Mars

* Bank Name

Chase Bank NA

SWIFT/BIC Code

ABA Routing #

023600251

IBAN

Bank Address

* Line 1

6639 Field Street

Line 2

Line 3

* Country

United States

State/Province

Massachusetts

Select City

Boston

* City

Boston

Contact Name

Contact Phone

Contact Email

Contact Fax

Postal Code

Save

Delete

Close



*Verify with your bank if **Beneficiary Bank** and **Further Credit Information** are required to avoid delays in funding.*

Beneficiary Bank Address

- \$ Enter **My Address on Account** - your personal address that is linked to the account.
- \$ Select **Country, State/Province and City** - your personal address that is linked to the account.
- \$ Enter the **Postal Code** for your personal address that is tied to the bank account.



If it is not properly entered, payments may be rejected by the receiving bank, as it is a requirement in many countries.

Beneficiary Bank Address

* My Address on Account

Line 2

Line 3

* Country ****Please Select**** ▼

State/Province ****Select Country**** ▼

Select City ****Please Select**** ▼

* City

* Postal Code

Beneficiary Information Section

- \$ **Beneficiary name as it appears on the accounts** is typically the same information you entered previously in Names on Account. Please enter this in English.
- \$ **Beneficiary phone number** should be your contact phone number, including country code.
Note: Please do not use any special characters, e.g. +
- \$ **Country of beneficiary** is the country where the beneficiary/you are residing.

Beneficiary Information

* Beneficiary name as it appears on the accounts

* Beneficiary phone number

* Country of beneficiary

Originator to Beneficiary Info - Line 1

Originator to Beneficiary Info - Line 2

Originator to Beneficiary Info - Line 3

Country Specific Wire Data

- \$ Please review the instructions for completing your bank account data, located under the **Help** link in the upper right hand corner of the page.

ABC Company

Bruno Mars ▼
Contact Us
Help

Instructions for completing your bank account data correctly are located [here](#)

Please review [this document](#) by selecting the country where your **bank is physically located**. The corresponding page will provide you with the information necessary to process your payments quickly and efficiently to your bank. All fields must be completed as required by your bank's country. If the data entered is not completed correctly or data is missing, it will delay your payment. Your Graebel consultant will notified after the wire has been rejected by your bank.

PLEASE NOTE: failure to enter all required bank wire instructions will result in delays in your payment!

- \$ Enter all fields required by your bank. Payment may be delayed if the data is not completed correctly or if data is missing.

Country Specific Wire Data (See Instructions)

CLABE	<input type="text"/>	IFSC Code	<input type="text"/>
Taxpayer ID	<input type="text"/>	Bank Code	<input type="text"/>
BSB Code	<input type="text"/>	Sort Code	<input type="text"/>
NUBAN	<input type="text"/>	Transit and Bank Code (8 digits)	<input type="text"/>
CBTC-Central Bank Transaction Code	<input type="text"/>	OBJ	<input type="text"/>
BKMMFO	<input type="text"/>	BIN	<input type="text"/>
Bank Branch Code	<input type="text"/>	BBAN	<input type="text"/>
Beneficiary ID Information - payments over 1000	<input type="text"/>	RNC - Registro Nacional de Contribuyentes	<input type="text"/>
Brazil CPF or CNPJ	<input type="text"/>	Bank Agency Code	<input type="text"/>
Zengin Code	<input type="text"/>	NIC ID	<input type="text"/>
Payment Classification Code	<input type="text"/>		

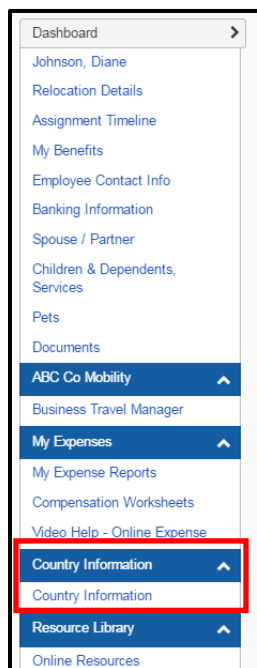
- \$ Click **Save** once all required information has been entered.



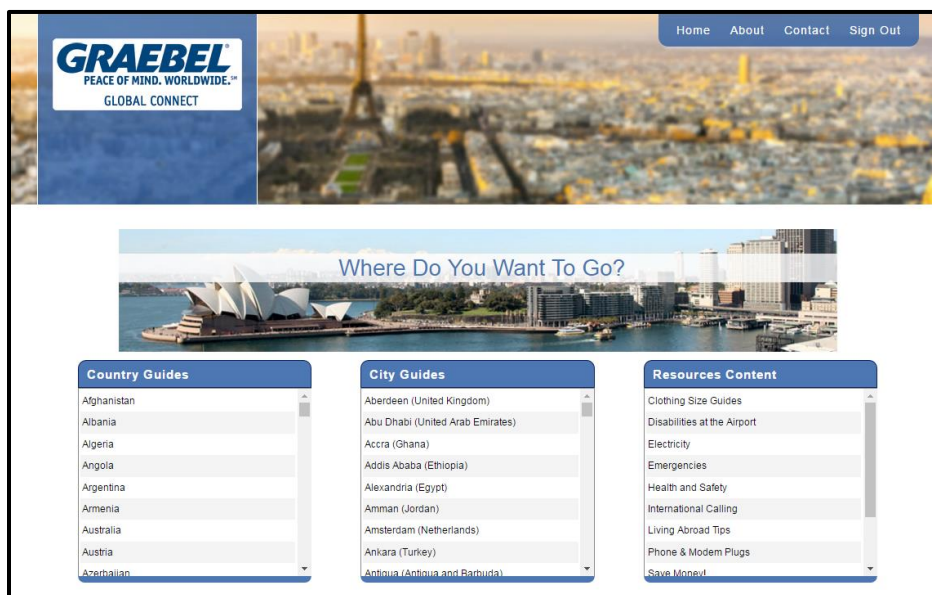
Frequently Asked Questions (FAQs) located at the bottom of each page of the Bank Requirements by Country.

Country Information

Global Road Warrior – For International Assignments



Select any country, city or specific resource to view for country guides, city guides and many other resources. Powered by Google Translate.



Graebel Relocation Services Worldwide hopes that you find the employee website to be useful during your relocation. If, at any time, you need assistance accessing or using the website, please contact your Relocation Consultant and they can provide additional assistance.