



Entering Bank Account Details and Submitting an Expense Report in Connect+

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Learn how to enter bank account details and submit expense reports in the Connect+ Portal.



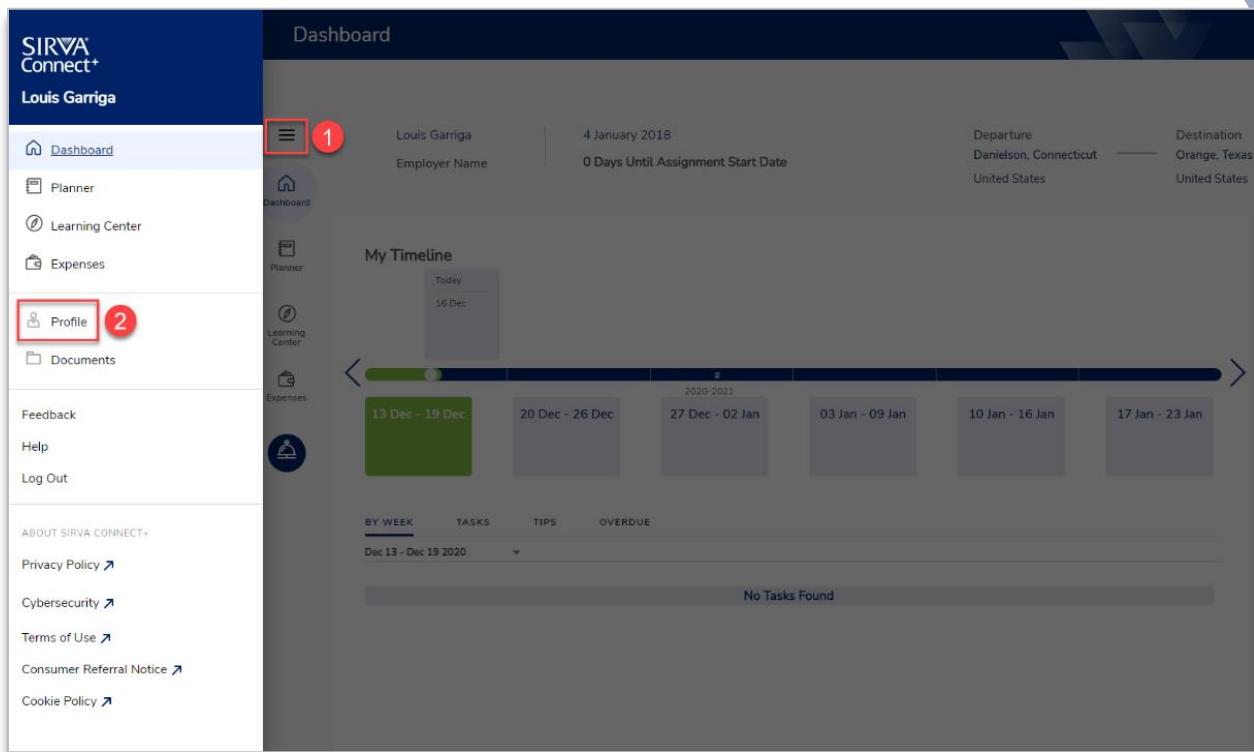
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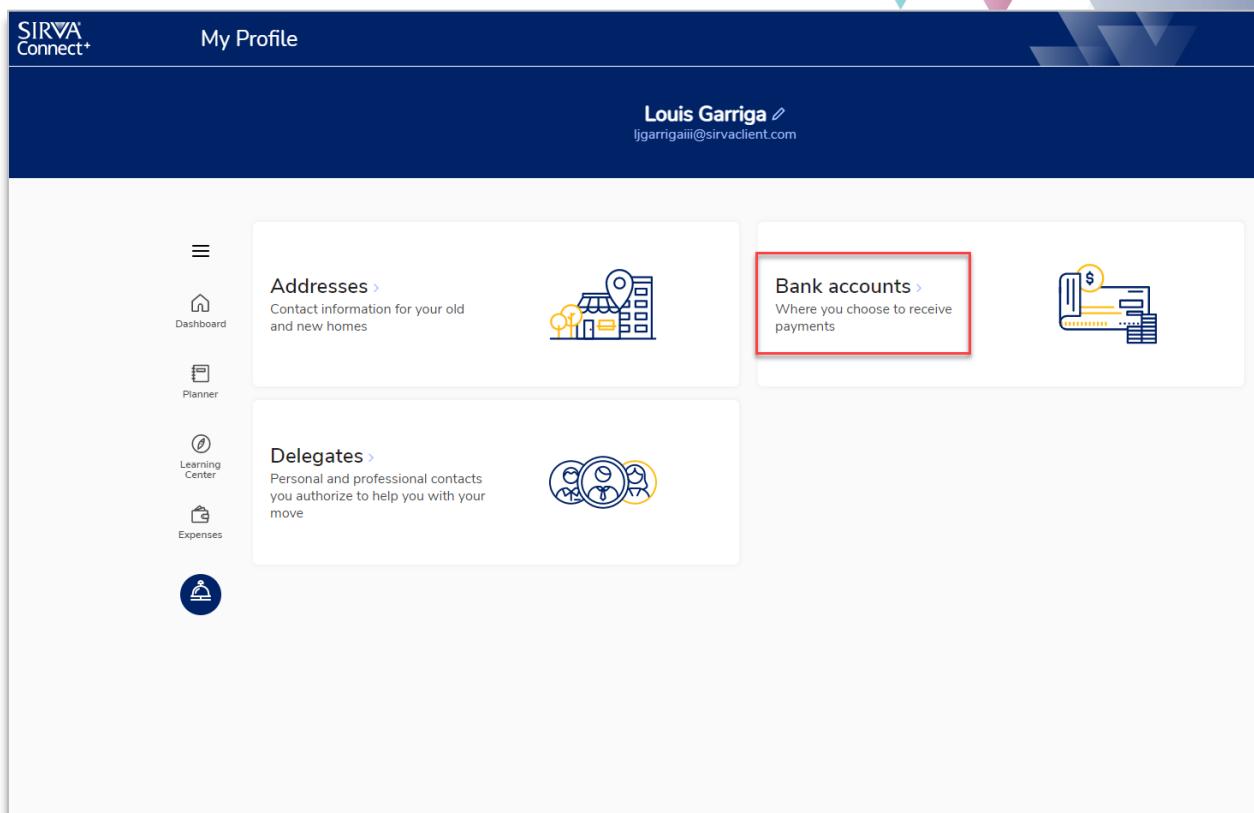
Set up Direct Deposit (US) /Bank Account information (as applicable)

Prior to submitting your first expense, you MUST provide the remittance details of each account into which you will be receiving funds.

1. From your Connect+ portal Dashboard, open the slide-out menu.
2. Click **Profile**.

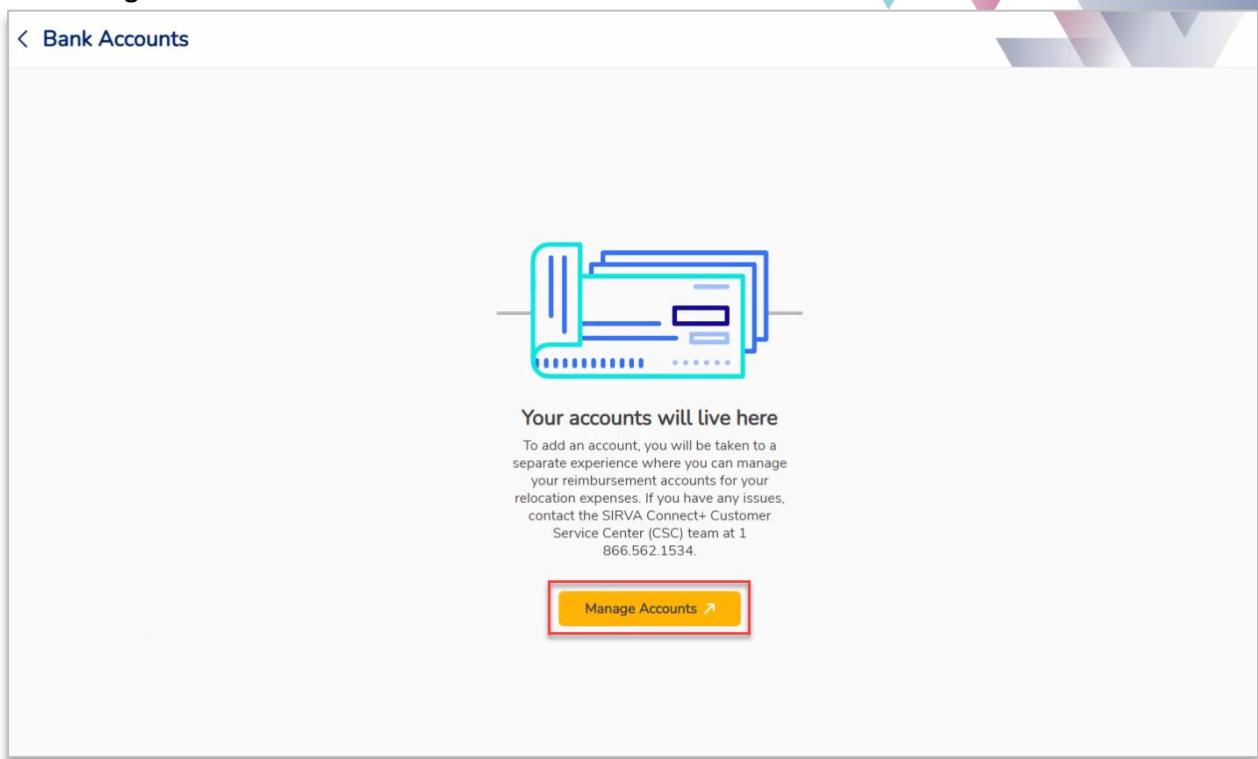


3. Select **Bank accounts.**

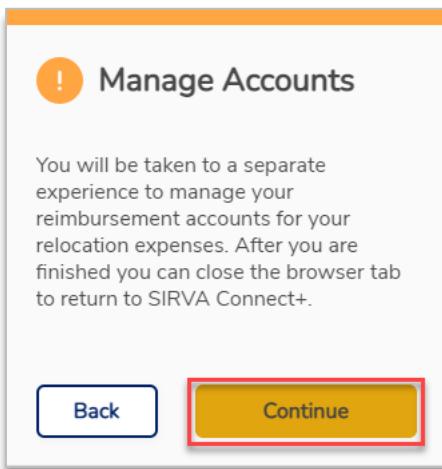


The screenshot shows the Sirva Connect+ interface. At the top, there's a dark blue header with the Sirva logo and the text "My Profile". Below the header, the user's name "Louis Garriga" and email "lgarrigaiii@sirvaclient.com" are displayed. On the left, there's a sidebar with icons for Dashboard, Planner, Learning Center, and Expenses. The main area contains four cards: "Addresses" (with a location pin icon), "Delegates" (with a group of people icon), "Bank accounts" (with a banknote icon, which is highlighted with a red border), and another card whose content is partially obscured. A blue circular notification icon is located at the bottom left of the main content area.

4. Click **Manage Accounts**.



5. Click **Continue**.



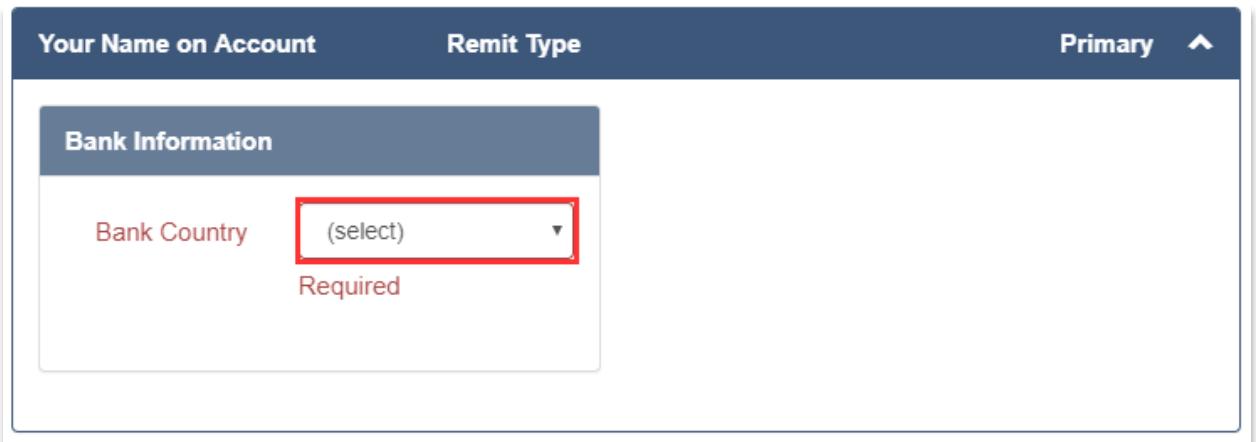
6. On the Wire Instructions Page, Remittance Preferences, select the **Preferred Remit Method** from the dropdown and click **Add New**.



The screenshot shows a form titled "Remittance Preferences". A dropdown menu labeled "Preferred Remit Method" is highlighted with a red box. Below the dropdown is a blue button labeled "Add New", also highlighted with a red box.

- **ACH** – (Automated Clearing House; also called *Direct Deposit*) – For US bank accounts ONLY
- **Wire** – International wire transfers – Non-US bank accounts ONLY
- **Check** – N/A – DO NOT USE
- **Apply to Open Invoice** – N/A – DO NOT USE

7. Select the **Bank Country** from the dropdown.



The screenshot shows a table with columns: "Your Name on Account", "Remit Type", and "Primary". Below the table is a section titled "Bank Information". A dropdown menu labeled "Bank Country" is highlighted with a red box. Below the dropdown is a red label "Required".

8. Enter your banking information in the screen that appears and click **Save**. You will then see an "Update Complete" message. See legend below for field definitions.

Country-Specific Examples

NOTE: Countries have different legal requirements for banking information. As such, the following process may appear slightly different based on the country selected. For example:

United States

- The United States requires the entry of a **Routing # (ABA)**

Your Name on Account	Remit Type	Primary																																																																		
<table border="1"> <thead> <tr> <th colspan="2">Bank Information</th> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Bank Country</td> <td>United States</td> <td>Primary Account</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Bank Name</td> <td></td> <td>Remit Type</td> <td>(select)</td> </tr> <tr> <td>BankPhone</td> <td></td> <td colspan="2">Required</td> </tr> <tr> <td>Bank Address 1</td> <td></td> <td>Your Name on Account</td> <td></td> </tr> <tr> <td></td> <td>Required</td> <td>Required</td> <td></td> </tr> <tr> <td>Bank Address 2</td> <td></td> <td>Account Number</td> <td></td> </tr> <tr> <td>Bank Address 3</td> <td></td> <td>Required</td> <td></td> </tr> <tr> <td>Bank City</td> <td></td> <td>Account Type</td> <td>(select)</td> </tr> <tr> <td></td> <td>Required</td> <td>Required</td> <td></td> </tr> <tr> <td>Bank State</td> <td>(select)</td> <td>Routing # (ABA)</td> <td></td> </tr> <tr> <td>Bank Postal Code</td> <td></td> <td>Required</td> <td></td> </tr> <tr> <td>Bank Currency</td> <td>USD - US Dollar</td> <td>Swift Code</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Template</td> <td></td> </tr> <tr> <td colspan="4"> <table border="1"> <tr> <td>Effective Begin Date</td> <td></td> </tr> <tr> <td>Effective End Date</td> <td></td> </tr> <tr> <td colspan="2">Begin date is required</td> </tr> </table> </td> </tr> </tbody> </table>			Bank Information		Account Information		Bank Country	United States	Primary Account	<input checked="" type="checkbox"/>	Bank Name		Remit Type	(select)	BankPhone		Required		Bank Address 1		Your Name on Account			Required	Required		Bank Address 2		Account Number		Bank Address 3		Required		Bank City		Account Type	(select)		Required	Required		Bank State	(select)	Routing # (ABA)		Bank Postal Code		Required		Bank Currency	USD - US Dollar	Swift Code				Template		<table border="1"> <tr> <td>Effective Begin Date</td> <td></td> </tr> <tr> <td>Effective End Date</td> <td></td> </tr> <tr> <td colspan="2">Begin date is required</td> </tr> </table>				Effective Begin Date		Effective End Date		Begin date is required	
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Canada

- Canada requires the entry of a **Swift Code** and **Bank & Transit Codes**

Your Name on Account	Remit Type	Primary																														
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Bank Information		Account Information																														
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Begin date is required																																

Germany

- Germany requires the entry of an IBAN

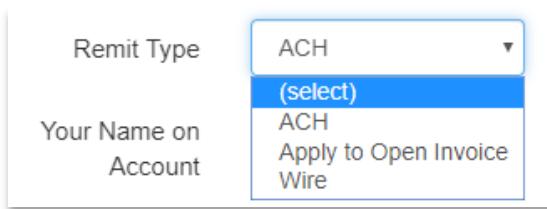
Your Name on Account		Remit Type	Primary
Bank Information		Account Information	
Bank Country	Germany	Primary Account	<input checked="" type="checkbox"/>
Bank Name		Remit Type	(select)
BankPhone		Your Name on Account	
Bank Address 1		Required	
Bank Address 2		Account Number	
Bank Address 3		Required	
Bank City		Account Type	(select)
Bank State	(select)	Required	
Bank Postal Code		Swift Code	
Bank Currency	EUR - Euro	IBAN	
Required			
Effective Begin Date <input type="text"/> 			
Effective End Date <input type="text"/> 			
Begin date is required			

IMPORTANT: Check with your bank for the correct information needed to transfer ACH (US) or WIRE funds (Non-US) into your account before entering your account detail into your SIRVA Connect Portal. Failure to do so can result in payment rejection or delay.

NOTE: In the Account Name field, enter your full name as it appears in your bank documents (example: James R. Smith)

Select Remit type as:

- Payments within US = ACH
- Payments from US to non-US accounts = Wire
- Payments within EU = ACH
- Payments from EU to non-EU accounts = Wire
- Other payments = Wire



9. Enter Bank account details. Example used below is below is a United States Bank Account.

Your Name on Account Jack Training		Remit Type ACH	4/2/19 -	Primary
Bank Information		Account Information		
Bank Country A	United States	Primary H <input checked="" type="checkbox"/>	Remit Type I	ACH
Bank Name B	Bank of America	Account K	*****5945	Number
BankPhone		Account Type L	Checking	
Bank Address 1 C	3131 Route 38	Routing # (ABA) M	021272655	
Bank Address 2		Swift Code		
Bank Address 3		Template		
Bank City D	Mount Laurel	Effective N	04/02/2019	Begin Date
Bank State E	New Jersey	Effective O		End Date
Bank Postal F Code	08054			
Bank Currency G	USD - US Dollar			
Further Account Information		Beneficiary Information		
P	Further Credit Account or Bank	Beneficiary Postal Code	63090	
	<input type="checkbox"/>	Beneficiary Phone	1 314 244-6000	
Instructions	US Instructions test. R			
Wire Comments	<input type="text"/>			

NOTE: See the legend below for field definitions.

Wire Instruction Field Descriptions

- A. **Country** – Country in which your account is located.
- B. **Bank Name** – Use full bank name (no abbreviation) for example, Deutsche Bank instead of DB.
- C. **Address 1 or 2** – Enter the street address of your bank.
- D. **City** – Enter the city in which your bank is located.
- E. **State/Province** – Enter the state or province in which your bank is located.
- F. **Postal Code** – Enter the postal code for the mailing address for your bank.
- G. **Currency** – Currency your account accepts.
- H. **Primary** – Select this option if you would like to use this information as your preferred/main banking information. (Applicable when multiple banks/accounts are entered).
- I. **Remit Type** – Select one from the options below.
 - Payments within US = ACH
 - Payments from US to non-US accounts = Wire
 - Payments within EU = ACH
 - Payments from EU to non-EU accounts = Wire
 - Other payments = Wire
- J. **Your Name on Account** – Enter your name how it appears on your account.
- K. **Account Number** – Your personal account number (varies by country, bank and account type).
- L. **Account Type** – Select the type of the account from the drop-down list (Checking, Savings, Money Market).
- M. **Routing # (US accounts) or SWIFT Codes** – These are unique identification codes for a particular bank. The SWIFT code identifies the Bank, ISO #, location and branch. It is used for transferring money between banks. Entering incorrect information will delay your payments.
 - If Remit Type = ACH, confirm your routing number from your check.
 - If Remit Type = WIRE, check with your bank to get correct routing number – it may be different from the number you see on your check.

NOTE: IBAN (International Bank Account Number) – uniquely identify a customer's bank account. The IBAN consists of an alphabetical country code, followed by two digits, and then up to thirty-five characters for the bank account number.
- N. **Effective Begin Date** – Date you are entering the account details.
- O. **Effective End Date** – Should you need to close an account or deactivate it, enter an effective end date. Once you do this, you will no longer be able to receive payments to that account.
- P. **Further Account Information** – Your bank will notify you if they do not work with directly with United States Federal Reserve or SWIFT system (Non-US Transfers). In this situation, your bank will provide you with additional information of their partner that will be able to facilitate the transfer of funds. In such instances enter the partner bank information in the main bank section. And Enter your bank's information in the Further To section.
- Q. **Beneficiary Information** – You are the beneficiary of your bank account.

NOTE: Beneficiary phone – This information is required. You must enter the phone number where you may be reached in this field.

- R. **Instructions** – This field can give you specific instructions on how to complete the form if there are special requirements for certain countries. **Wire Comments** – Specific instructions to be included on the wire request, when sending the wire to your bank.

Completed Wire Instructions Screen

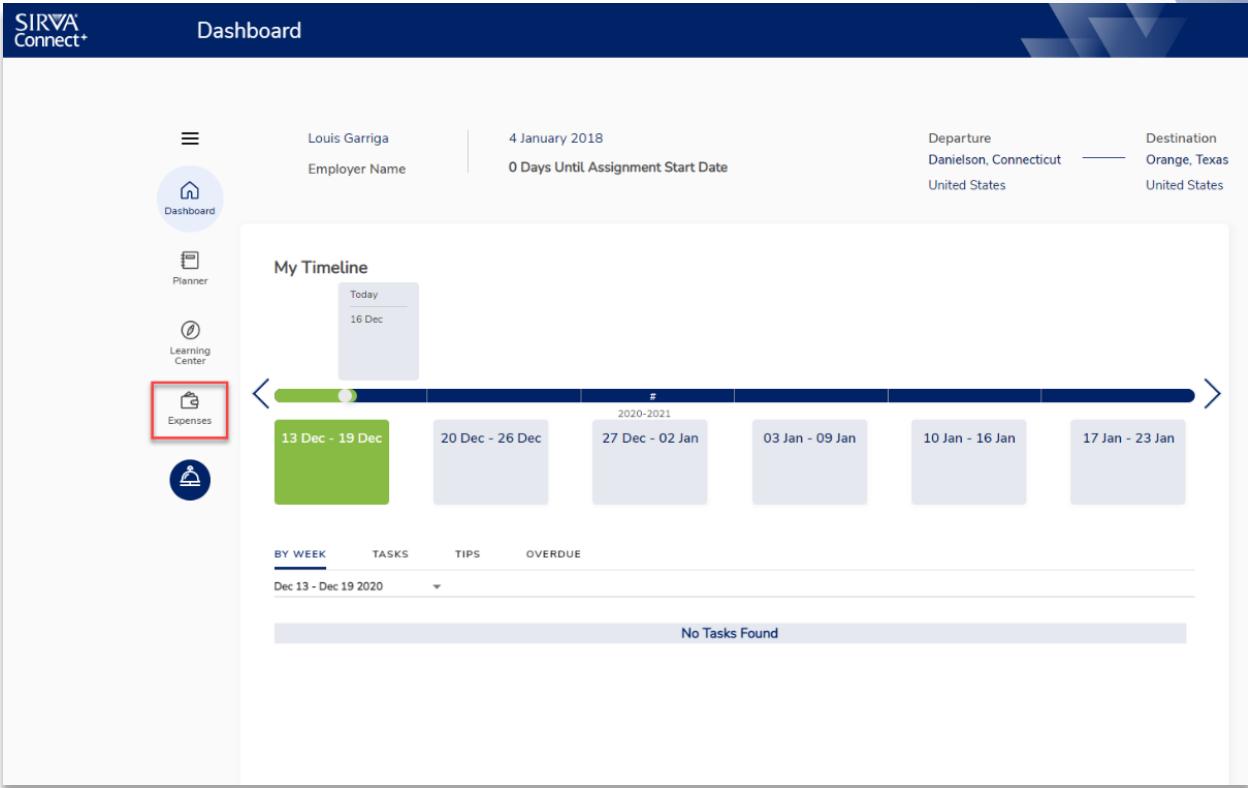
Your Name on Account	Remit Type	Date	Primary																																												
Bethlisa Demo	ACH	7/19/19 -																																													
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Create a New Expense Report

Reimbursement via ACH or Wire

Your direct deposit information MUST be in the file before submitting an expense report.

- From your Connect+ portal Dashboard, click **Expenses**.

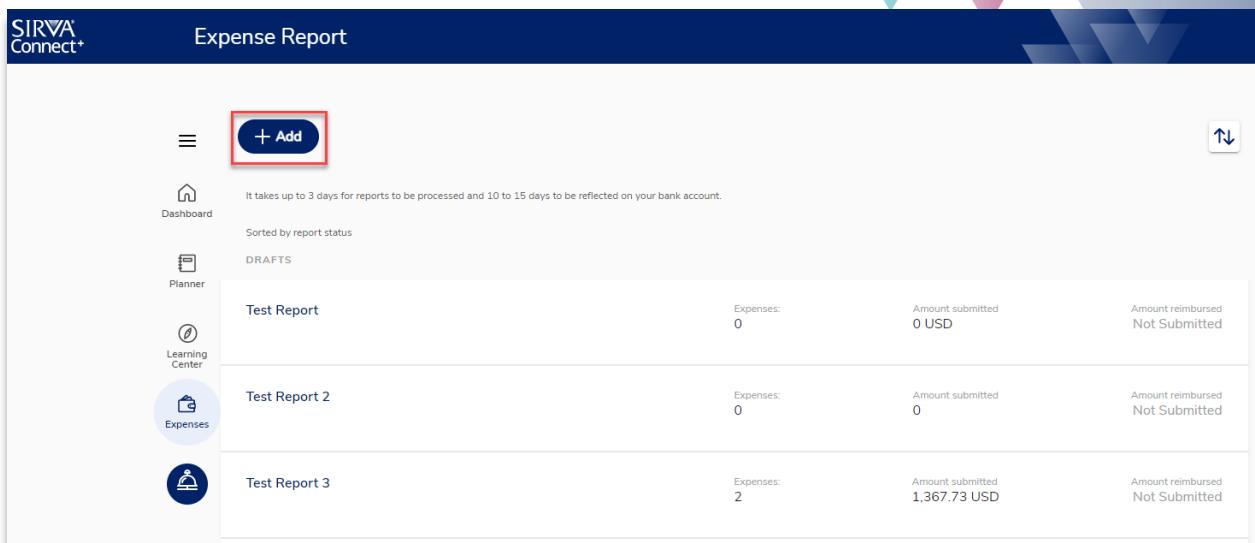


The screenshot shows the SIRVA Connect+ portal dashboard. At the top, it displays the user's name (Louis Garriga), employer name (Employer Name), start date (4 January 2018), days until assignment start date (0 Days Until Assignment Start Date), departure location (Danielson, Connecticut, United States), and destination location (Orange, Texas, United States). On the left, there is a sidebar with icons for Dashboard, Planner, Learning Center, Expenses (which is highlighted with a red box), and a bell icon. The main area is titled "My Timeline" and shows a timeline from December 13 to January 23, 2020. Below the timeline, there are tabs for "BY WEEK", "TASKS", "TIPS", and "OVERDUE". A message "No Tasks Found" is displayed at the bottom of the tasks section.

NOTE: All expense reports previously created will be displayed below.

Report Status	Description
Drafts	The expense report is in draft status and has not yet been submitted
Submitted	The expense report has been submitted and is pending the Client Finance team's review and approval
Completed – Fully Reimbursed	The expense report has been reviewed and fully reimbursed
Completed – Partially Reimbursed	The expense report has been reviewed and partially reimbursed
Completed – Declined	The expense report has been reviewed and declined
Completed – On-Hold	The expense report has been reviewed and is on hold pending further details

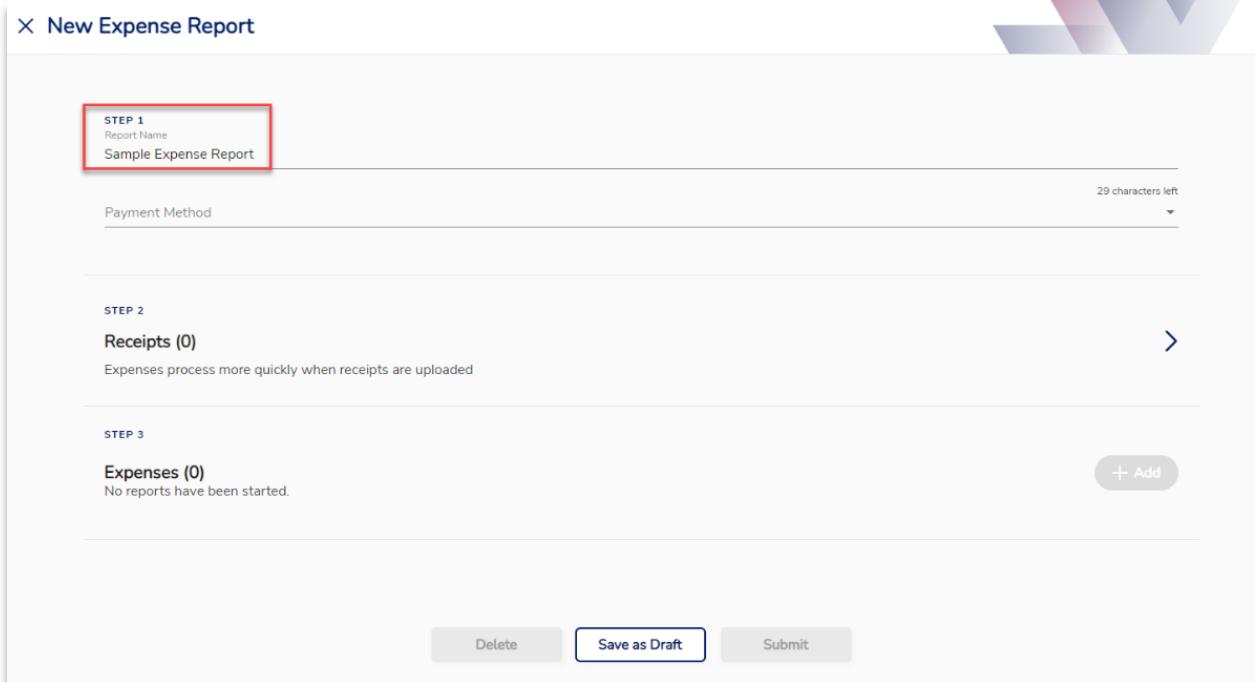
2. Click **Add**.



The screenshot shows the SIRVA Connect+ platform with the 'Expense Report' tab selected. On the left, there's a sidebar with icons for Dashboard, Planner, Learning Center, and Expenses (which is currently selected). The main area displays a table of expense reports under the heading 'DRAFTS'. The table has columns for 'Report Name', 'Expenses', 'Amount submitted', and 'Amount reimbursed'. Three rows are listed:

Report Name	Expenses	Amount submitted	Amount reimbursed
Test Report	0	0 USD	Not Submitted
Test Report 2	0	0	Not Submitted
Test Report 3	2	1,367.73 USD	Not Submitted

3. Enter a Report Name.



The screenshot shows the 'New Expense Report' creation process. It consists of three steps:

- STEP 1:** Report Name (highlighted with a red box). The input field contains 'Sample Expense Report'. There is a character limit indicator '29 characters left'.
- STEP 2:** Receipts (0). A note says 'Expenses process more quickly when receipts are uploaded'.
- STEP 3:** Expenses (0). A note says 'No reports have been started.' and features a '+ Add' button.

At the bottom, there are buttons for 'Delete', 'Save as Draft' (highlighted with a red box), and 'Submit'.

4. Select a **Payment Method** from the dropdown, either **ACH** or **Wire**.

X New Expense Report

STEP 1
Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement

Currency

All expenses in a report need to be submitted in the same currency

STEP 2
Receipts (0) >
Expenses process more quickly when receipts are uploaded

STEP 3
Expenses (0)
No reports have been started. + Add

Delete Save as Draft Submit

5. Select the account in which the reimbursement should be deposited.

NOTE: The bank name and account number will be automatically selected based on the information you provided when you entered your direct deposit information.

X New Expense Report

STEP 1

Report Name
Sample Expense Report

Payment Method
Wire

Account for reimbursement
Test Bank - Test Employee

Currency

All expenses in a report need to be submitted in the same currency

Reimbursement Currency
GBP

STEP 2

Receipts (0)

Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (0)
No reports have been started.

+ Add

Delete Save as Draft Submit

6. The reimbursement currency will automatically default to the correct currency for the country in which the account is opened.

X New Expense Report

STEP 1

Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency

All expenses in a report need to be submitted in the same currency

STEP 2

Receipts (0) >

Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (0) + Add

No reports have been started.

Delete Save as Draft Submit

7. In the **Currency** dropdown, select the currency in which the expenses were made.

X New Expense Report

STEP 1
Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency
GBP

All expenses in a report need to be submitted in the same currency

STEP 2
Receipts (0) >
Receipts process more quickly when receipts are uploaded

STEP 3
Expenses (0)
No reports have been started. + Add

Delete Save as Draft Submit

Upload Receipts

1. Click on the arrow next to **Receipts**.

X New Expense Report

STEP 1

Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency
GBP

All expenses in a report need to be submitted in the same currency

STEP 2

Receipts (0) >

Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (0) + Add

No reports have been started.

Delete Save as Draft Submit

2. Click **Add**.

< Receipts

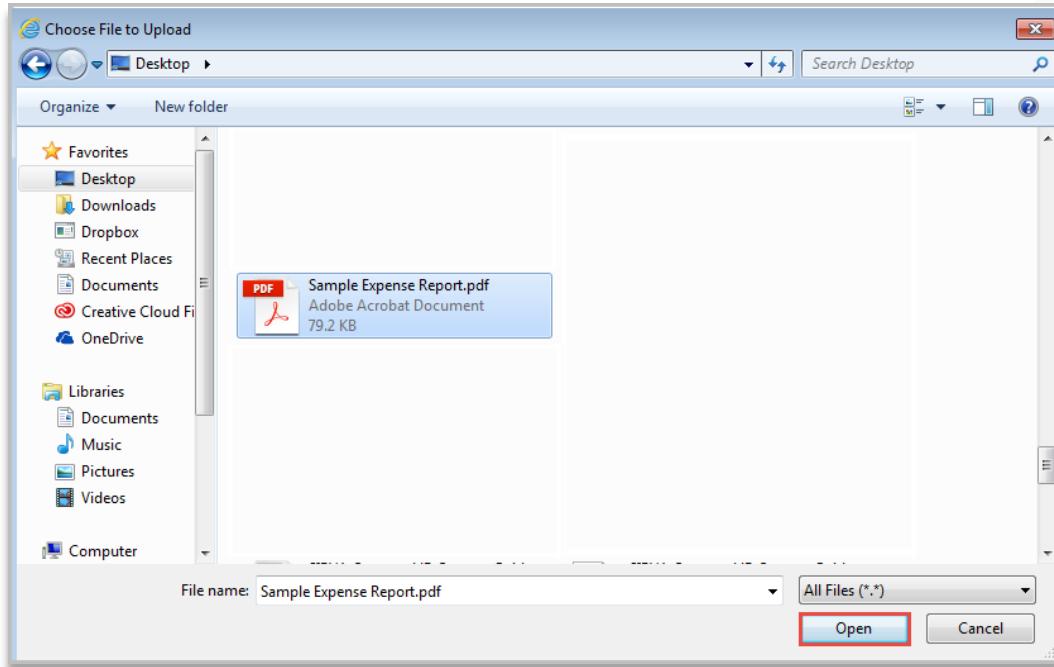

Nothing here yet

Allowed file types: JPG/JPEG, PNG and PDF

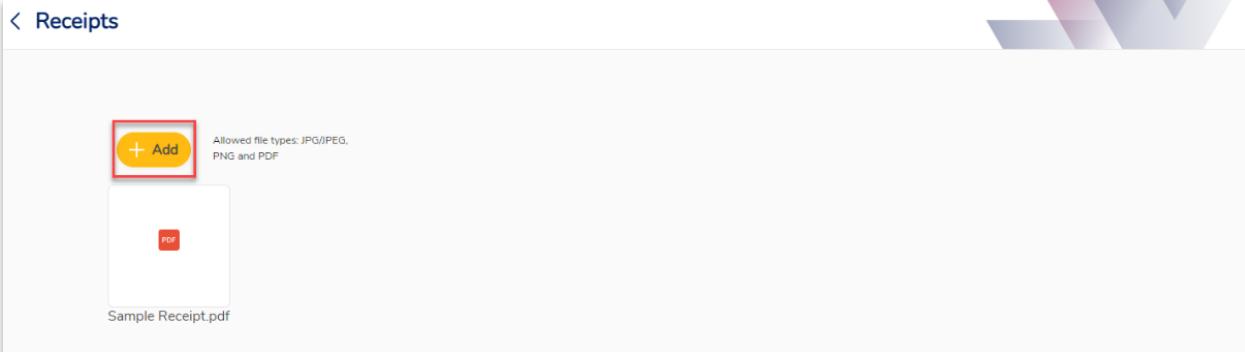
+ Add

3. Navigate to where the receipt file is located, select it and click the **Open** button.

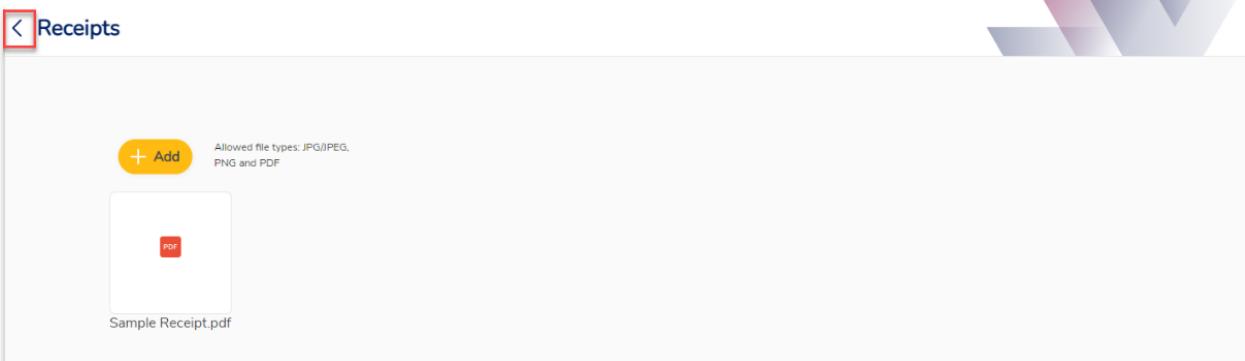
NOTE: You can only upload PDF, JPEG or PNG file types.



4. Click **Add** to include additional receipts.



5. To return to the Expense Report, click the arrow in front of **Receipts**.



Add Line Items

1. Click **Add**.

X Edit Expense Report

STEP 1
Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency
GBP

All expenses in a report need to be submitted in the same currency

STEP 2
Receipts (1) >
Expenses process more quickly when receipts are uploaded

STEP 3
Expenses (0)
No reports have been started.

+ Add

Delete Save as Draft Submit

2. Provide the following information:
 - A. Expense description
 - B. Category of the expense
 - C. Subcategory of the expense
 - D. Start date of expense
 - E. End date of expense
 - F. Amount

< New Expense

All fields are required.

A	Expense description Final move airfare	C	Subcategory Final Move Airfare
B	Categories Final Move	Select a category before selecting a subcategory	
D	Start date of expense 12/1/2020	E	End date of expense 12/1/2020
F	Amount 1500	GBP	

EXCHANGE RATE ON 20-12-01
1 GBP = 1 GBP [/](#)
Provided by Interbank

REIMBURSEMENT AMOUNT
1,500.00 GBP

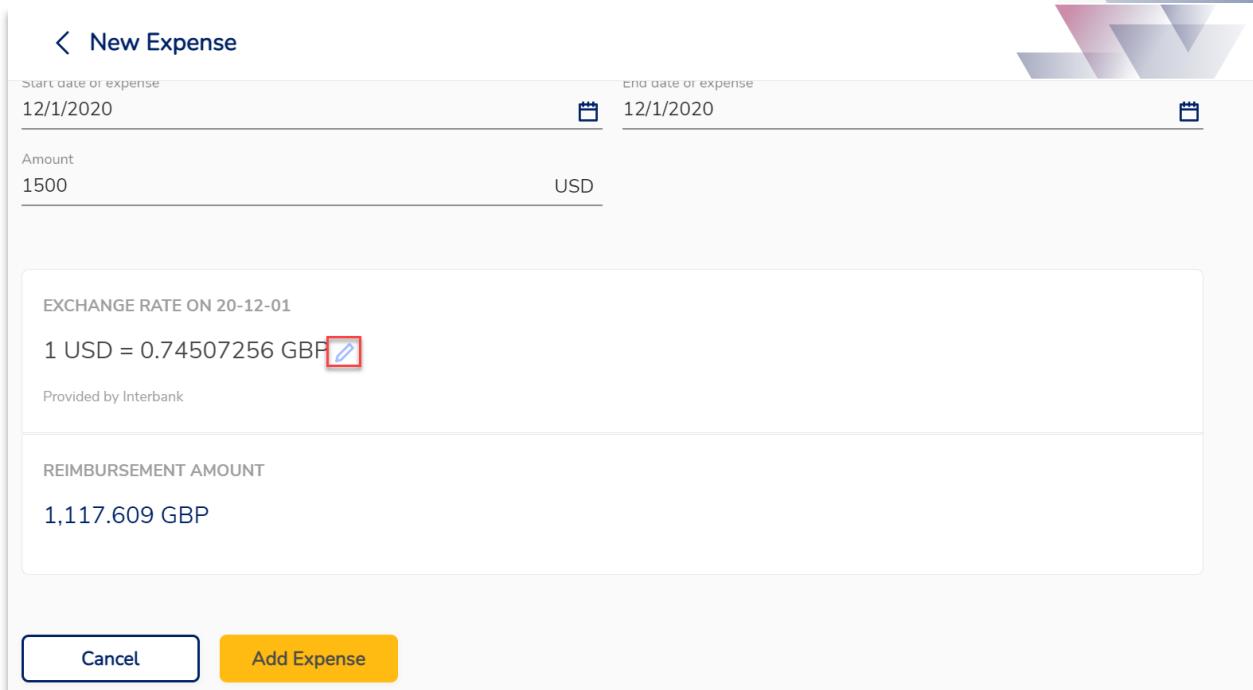
[Cancel](#) [Add Expense](#)

Expense Category and Subcategory: If the exact category for your expense does not appear, select the one that most closely matches, and if there are any further clarifications needed your SIRVA Consultant will reach out to you.

NOTE: The system will default to setting the currency exchange rate to the interbank rates, which are the “official” rates quoted in media such as the Wall Street Journal. You have the option to override this data and specify the exchange rate and date. This information will be audited during the processing of the expense report.

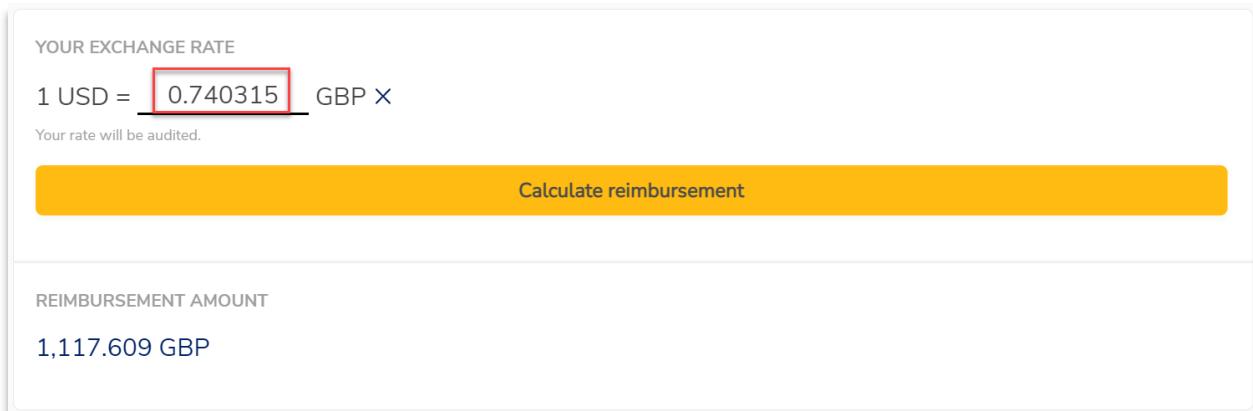
****If you will not submit a different exchange rate, skip to step 6.**

3. To override the interbank exchange rate, click the blue pencil next to the exchange rate.



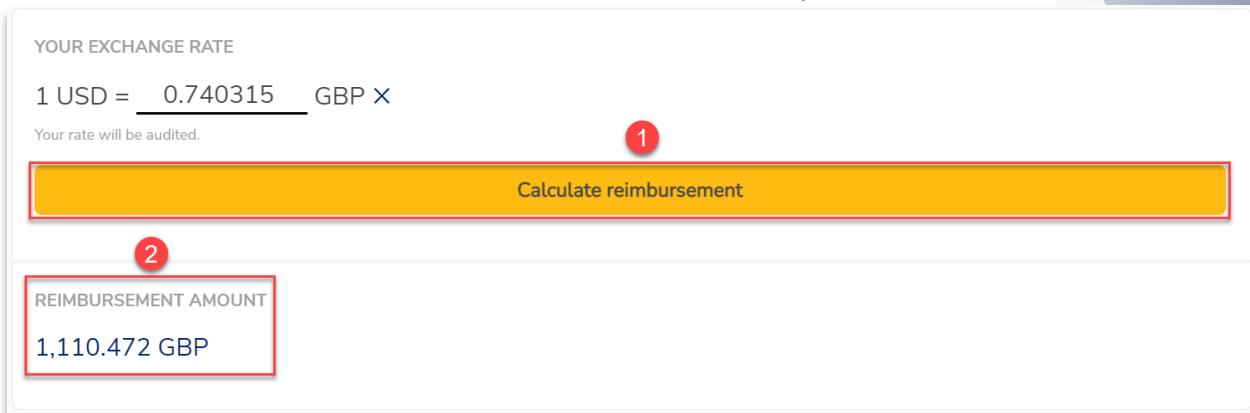
The screenshot shows a 'New Expense' form. At the top, there are fields for 'Start date or expense' (12/1/2020) and 'End date or expense' (12/1/2020). Below these are fields for 'Amount' (1500) and 'Currency' (USD). A section titled 'EXCHANGE RATE ON 20-12-01' displays '1 USD = 0.74507256 GBP' with a blue pencil icon in a red box next to the GBP value. It also says 'Provided by Interbank'. Below this is a section titled 'REIMBURSEMENT AMOUNT' showing '1,117.609 GBP'. At the bottom are 'Cancel' and 'Add Expense' buttons.

4. Enter your exchange rate.



The screenshot shows a 'YOUR EXCHANGE RATE' section where '1 USD = 0.740315 GBP' is displayed, with the '0.740315' part highlighted in a red box. Below it, a note says 'Your rate will be audited.' A yellow button labeled 'Calculate reimbursement' is visible. Below this is a 'REIMBURSEMENT AMOUNT' section showing '1,117.609 GBP'.

5. Click Calculate reimbursement. The Reimbursement Amount will update.



YOUR EXCHANGE RATE

1 USD = 0.740315 GBP 

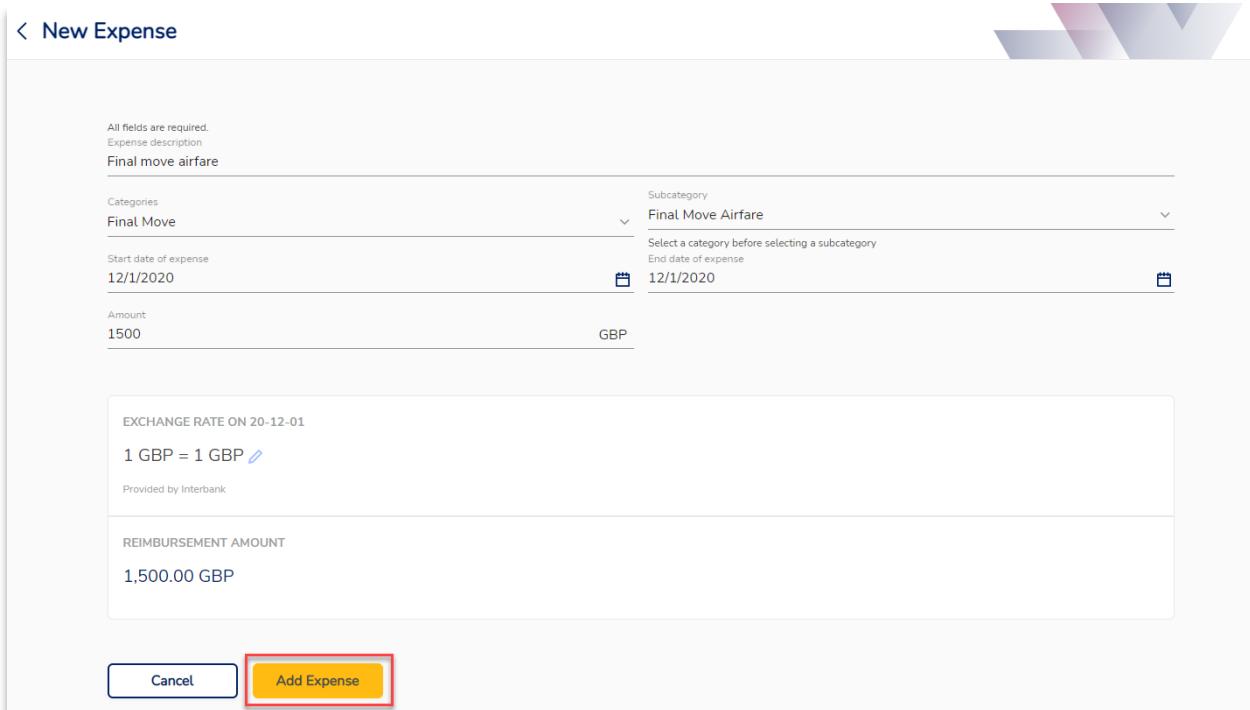
Your rate will be audited.

1 

2 

REIMBURSEMENT AMOUNT
1,110.472 GBP

6. Click Add Expense.



< New Expense

All fields are required.
Expense description
Final move airfare

Categories Final Move	Subcategory Final Move Airfare
Start date of expense 12/1/2020	Select a category before selecting a subcategory End date of expense 12/1/2020
Amount 1500	GBP

EXCHANGE RATE ON 20-12-01
1 GBP = 1 GBP 

Provided by Interbank

REIMBURSEMENT AMOUNT
1.500.00 GBP

Add Expense

7. The summary of your added line item will display on the main expense screen.

X Edit Expense Report

STEP 1
Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency
GBP

All expenses in a report need to be submitted in the same currency

STEP 2
Receipts (1)
Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (1)	+ Add
Final move airfare	1,500.00 GBP

8. Click **Add** to create additional line items as needed.

X Edit Expense Report

STEP 1
Report Name
Sample Expense Report

Payment Method
Wire 29 characters left

Account for reimbursement
Test Bank - Test Employee

Reimbursement Currency
GBP

Currency
GBP

All expenses in a report need to be submitted in the same currency

STEP 2
Receipts (1)
Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (1)	+ Add
Final move airfare	1,500.00 GBP

NOTE: If you need to make edits to the line item you've added, click on the line item to open it. You can make edits while the report is in Drafts status.

Submit Expense Report for Payment

- Click the **Submit** button to submit your expenses for payment.

Edit Expense Report

STEP 1

Report Name: Sample Expense Report
Payment Method: Wire
Account for reimbursement: Test Bank - Test Employee
Reimbursement Currency: GBP
Currency: GBP
All expenses in a report need to be submitted in the same currency

STEP 2

Receipts (1) >
Expenses process more quickly when receipts are uploaded

STEP 3

Expenses (1) + Add

Final move airfare	1,500.00 GBP
--------------------	--------------

EXPENSE REPORT TOTAL
1,500.00 GBP

Actions: Delete, Save as Draft, Submit



NOTE: Until you add at least one line the expense report will remain in **Drafts** status.

SIRVA Connect+ **Expense Report**

Dashboard **+ Add** **Up/Down**

It takes up to 3 days for reports to be processed and 10 to 15 days to be reflected on your bank account.

Sorted by report status

DRAFTS			
Test Report	Expenses: 0	Amount submitted: 0 USD	Amount reimbursed: Not Submitted
Test Report 2	Expenses: 0	Amount submitted: 0	Amount reimbursed: Not Submitted
Test Report 3	Expenses: 2	Amount submitted: 1,367.73 USD	Amount reimbursed: Not Submitted

- Once the report is submitted, the status will change to **Submitted** on the list of expense reports.

Trip	Status	Expenses	Amount submitted	Amount reimbursed
final trip	SUBMITTED	0	0 USD	Not Submitted
House Hold Goods	Pending	1	3,450.00 USD	Pending

View Existing Expense Report

- From your Connect+ portal Dashboard, click **Expenses**.

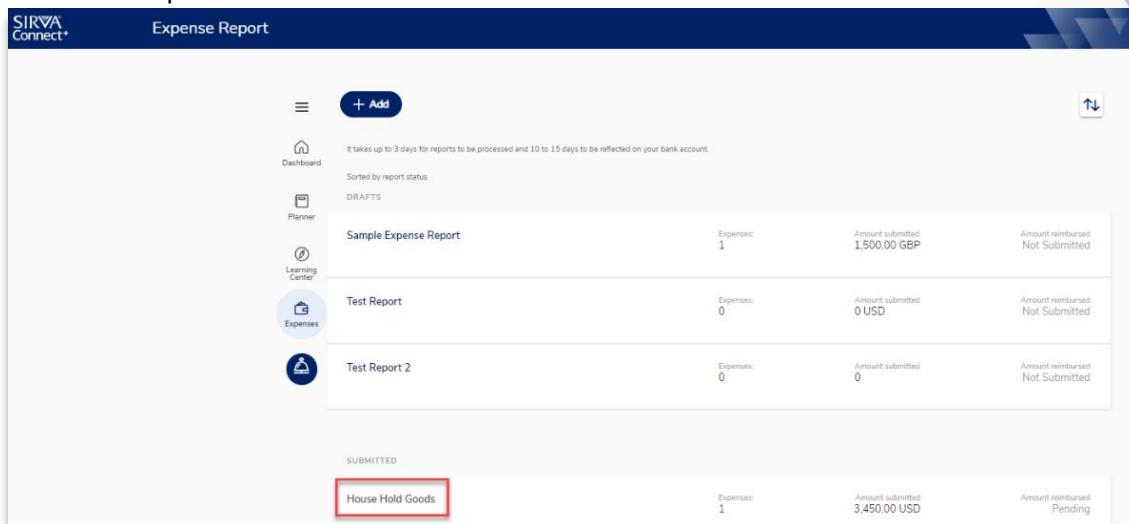
My Timeline

- 13 Dec - 19 Dec
- 20 Dec - 26 Dec
- 27 Dec - 02 Jan
- 03 Jan - 09 Jan
- 10 Jan - 16 Jan
- 17 Jan - 23 Jan

BY WEEK TASKS TIPS OVERDUE

No Tasks Found

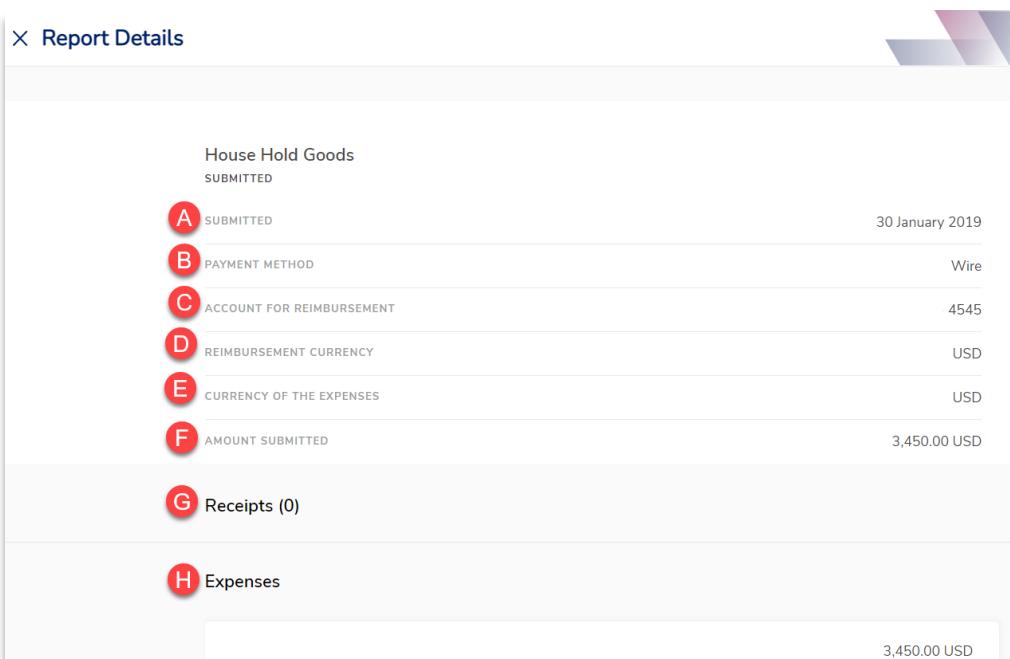
2. The **Expense Report** page will show all expense reports created and their status.
 Click on the report name to see information about it.



Report Name	Expenses:	Amount submitted	Amount reimbursed
Sample Expense Report	1	1,500.00 GBP	Not Submitted
Test Report	0	0 USD	Not Submitted
Test Report 2	0	0	Not Submitted
House Hold Goods	1	3,450.00 USD	Pending

3. The **Report Details** screen will display the following information:

- A. Overall Report Status
- B. Payment Method
- C. Account for Reimbursement
- D. Reimbursement currency
- E. Currency of Expenses
- F. Amount Submitted
- G. Receipt(s)
- H. Line item(s)



Line Item	Description	Value
F	AMOUNT SUBMITTED	3,450.00 USD
G	Receipts (0)	
H	Expenses	3,450.00 USD

4. Click the line item to view details.

X Report Details

House Hold Goods

SUBMITTED

SUBMITTED

30 January 2019

PAYMENT METHOD

Wire

ACCOUNT FOR REIMBURSEMENT

4545

REIMBURSEMENT CURRENCY

USD

CURRENCY OF THE EXPENSES

USD

AMOUNT SUBMITTED

3,450.00 USD

Receipts (0)

Expenses

3,450.00 USD

5. The **Expense Details** screen will display the following:

- A. Category
- B. Subcategory
- C. Date of Expense
- D. Amount Submitted in Original Currency
- E. Amount Submitted
- F. Exchange Rate

< Expense Details

A CATEGORY

Automobile

B SUBCATEGORY

Driver Host Location

C DATE OF EXPENSE

7 February 2019

D AMOUNT SUBMITTED IN ORIGINAL CURRENCY

3,450.00 USD

E AMOUNT SUBMITTED

3,450.00 USD

F EXCHANGE RATE

1 USD = 1 USD