

eServices System User Manual

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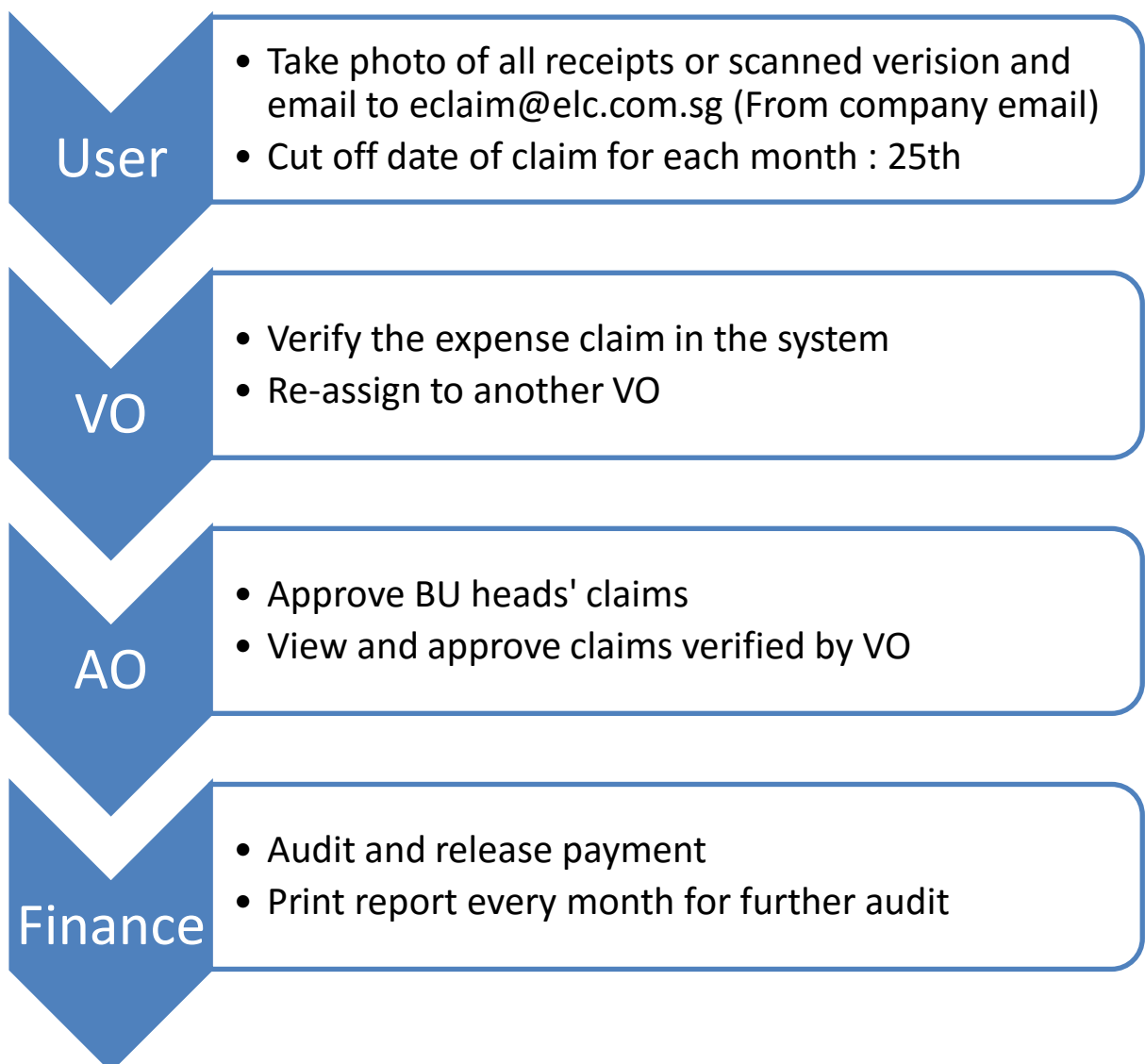
1. Description

This document describes how to use the system step by step. It targets to the system users who submit/approve claim using the system.

2. Requirements

- Internet access
- IE9, Chrome and Safari
- Company email access if using mobile devices

3. Workflow



4. Procedure for claim

4.1 Applicants to do claims

Step 1: Submit receipt by email from mobile devices

- Take photo of receipt whenever possible and email to eservices@elc.com.sg (From company email)---**System keeps all receipts for later attaching without uploading.**

Subject: ESS

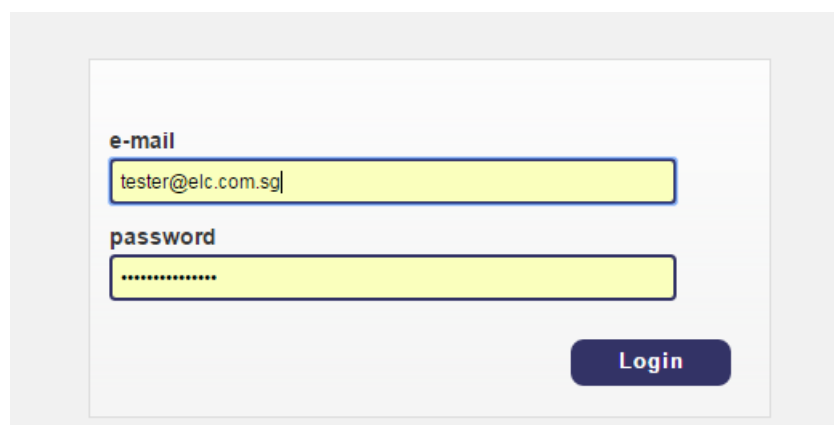
Body: {expense-type} {amount} {short comment} (*remember to remove signature if any*)

Example of mail body: **Lunch 50 Client**



Step 2: When ready to submit the claim just follow steps below:

- Access link: <http://services.elc.com.sg>
- Log in with email and password:
User name: *company email address* (example: yourname@elc.com.sg)
Default Password: *birthday* (same as e-leave system: 1999@Jan@01)
User may change password under 'Help' menu after login



- Main menu after log in:

The screenshot shows the eLc eServices main menu. At the top, there is a header with the eLc eServices logo and a navigation bar with links: Claim, Leave, Approval, History, Help, Logout, and System Tester. Below the header, there are two main sections: Expense Report and Expense Receipts. The Expense Report section has fields for From (27/6/2016), To (26/7/2016), Cost center (TEST (testing)), and Purpose (empty). The Expense Receipts section has a table with columns: Receipt date, Singapore Dollars, Expense type, Project, and Comments. The table has one row with values: 26/07/2016, empty, empty, empty, and empty. Below the table, there is a button 'add Another Item' and a 'Report Total' of 0.00. At the bottom, there is a button 'Next (to attach receipts)'.

- Now input all claim items:

The screenshot shows the eLc eServices main menu with handwritten annotations. The Expense Report section has the Purpose field filled with 'Taxi to NTU filming', with an arrow pointing to it labeled '1'. The Expense Receipts section has a table with columns: Receipt date, Singapore Dollars, Expense type, Project, and Comments. The table has one row with values: 22/07/2016, 25, TRANSPORTATION, 00107 (NTU), and taxi from office to NTU. Arrows point to each of these fields with labels 2, 3, 4, 5, and 6 respectively. Below the table, there is a button 'add Another Item' with an arrow pointing to it labeled '7'. At the bottom, there is a button 'Next (to attach receipts)' with an arrow pointing to it labeled '8'. The 'Report Total' is 25.00.

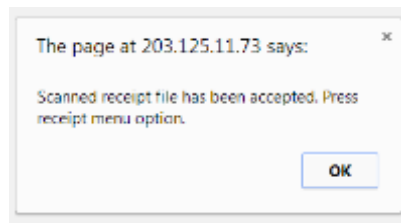
- Press **'Next (to attach receipts)'** and wait for the following screen to be shown:

- **'Receipts from email:'** lists all receipts system received from current user
Pressing **'+'** sign to attach the receipt to the report
Pressing **'X'** sign to delete the receipt
Pressing magnifying glass icon to view the receipt in a new popup window

'Receipts attached to this report:' lists all receipts already attached to this claim

- If you are working on PC you may use the following steps:
Using **'Choose File'** button to select receipt from PC
Add comment for the receipt with its content (example: **taxi 25**)

- After pressing '**Upload receipt scan file**' please wait for confirmation window:

The screenshot shows the 'eLC eServices' interface. At the top is a red navigation bar with links: 'Claims', 'Leave', 'Approval', 'History', 'Help', 'Logout', and 'About eLC'. The main content area is titled 'Receipts for report: 00001041'. It contains a 'Select receipt file to upload:' section with a 'Choose File' button and a 'No file chosen' status. Below this is a 'Comment (expense-type amount):' text input field. A blue 'Upload receipt as an file' button is positioned below the comment field. Further down, there are sections for 'Receipts from email:' (stating no receipts have been uploaded) and 'Receipts attached to this report:' (showing a broken image icon and the text '1041 1041/25'). At the bottom of the form is a blue 'Submit' button.

- Pressing '**Submit**' to finish attaching receipt and confirm to submit the claim

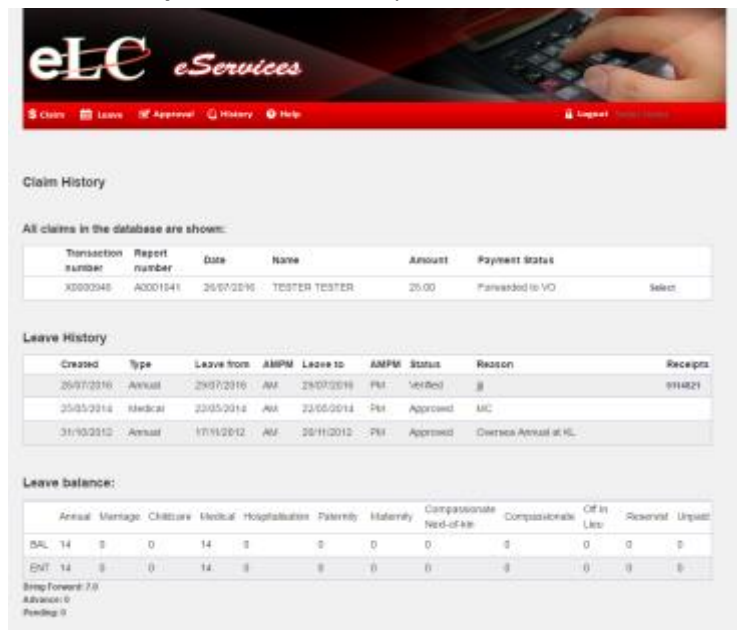
The screenshot shows the 'Submitting your report:' section of the eLC eServices interface. It includes instructions: 'To submit report, see the below: 1. After submission, ensure your receipts are forwarded to A/P 2. The att-recipient email upon approval.' Below the instructions are two buttons: a blue 'Confirm to submit' button and a grey 'Cancel' button.

- Press the button '**Confirm to submit**' and wait for the server to response:

The screenshot shows the eLC eServices interface after submission. The main content area displays a confirmation message: "Your report has been saved under number 1041. And submitted to the central database as report 0000946. Your personal database is updated." Overlaid on the right side of the page is a small white dialog box with a close button (X) in the top right corner. The text inside reads: "localhost:8080 says: Your report has been saved. You may produce a new one." Below the text is a checkbox labeled "Prevent this page from creating additional dialogs." and an "OK" button.

- Confirm by pressing 'OK'

Go to 'History' this submitted report is shown with status 'Forwarded to VO':



Claim History

All claims in the database are shown:

Transaction number	Report number	Date	Name	Amount	Payment Status	
X0000946	A0001041	26/07/2016	TESTER TESTER	25.00	Forwarded to VO	Select

Leave History

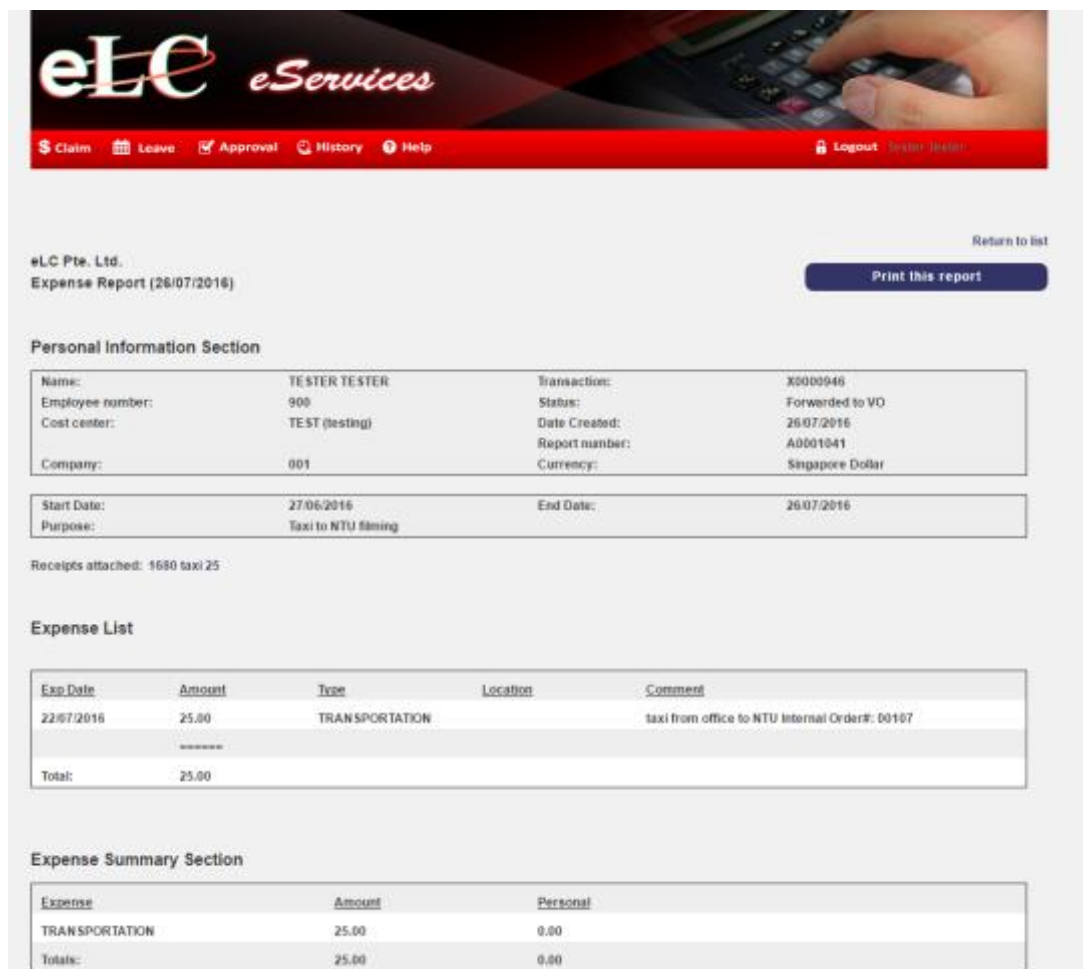
Created	Type	Leave from	Leave to	ANPM	Status	Reason	Receipts
26/07/2016	Annual	26/07/2016	26/07/2016	PM	Noted	IL	0114821
25/05/2016	Medical	23/05/2016	26/05/2016	PM	Approved	ILC	
31/10/2012	Annual	17/11/2012	30/11/2012	PM	Approved	Overseas Annual at KL	

Leave balance:

	Annual	Marriage	Childcare	Medical	Hospitalisation	Paternity	Maternity	Compassionate	Compassionate	Off in	Receivable	Unpaid
BAL	14	0	0	14	0	0	0	0	0	0	0	0
ENT	14	0	0	14	0	0	0	0	0	0	0	0

Bring Forward: 7.0
Advance: 0
Pending: 0

- Press 'Select' to view the report details:



eLC Pte. Ltd.
Expense Report (26/07/2016)

Return to list
Print this report

Personal Information Section

Name:	TESTER TESTER	Transaction:	X0000946
Employee number:	909	Status:	Forwarded to VO
Cost center:	TEST (testing)	Date Created:	26/07/2016
Company:	001	Report number:	A0001041
		Currency:	Singapore Dollar

Start Date:	27/06/2016	End Date:	26/07/2016
Purpose:	Taxi to NTU filming		

Receipts attached: 1680 taxi 25

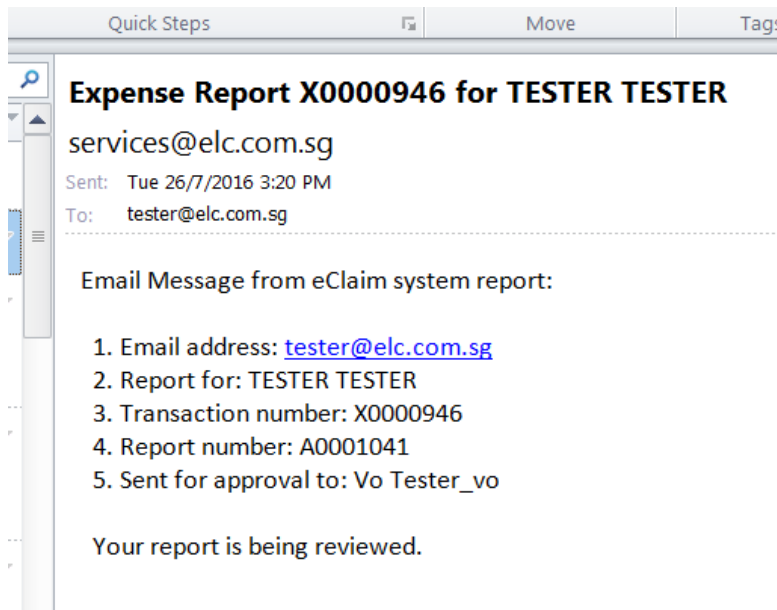
Expense List

Exp Date	Amount	Type	Location	Comment
22/07/2016	25.00	TRANSPORTATION		taxi from office to NTU Internal Order#: 00107
Total:	25.00			

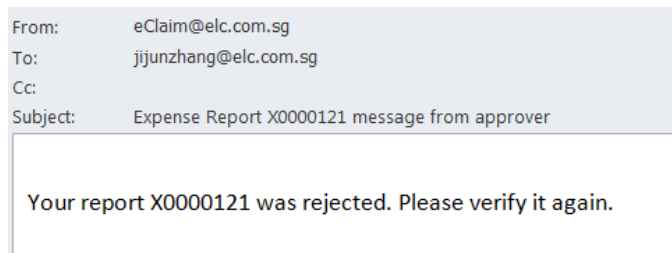
Expense Summary Section

Expense	Amount	Personal
TRANSPORTATION	25.00	0.00
Totals:	25.00	0.00

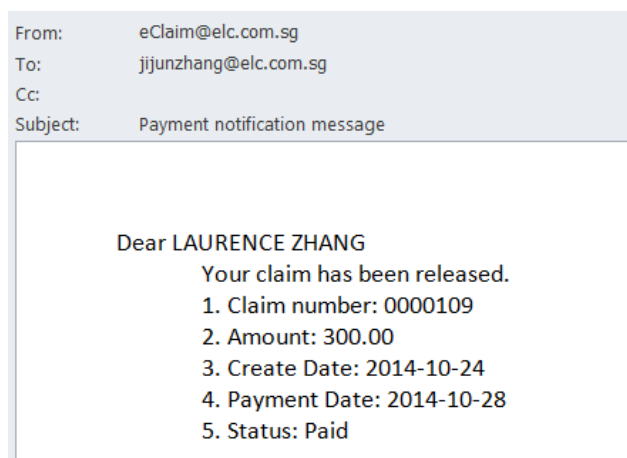
- Email will be sent to user when the claim is submitted:



- Emails will be sent to user when the claim is rejected:

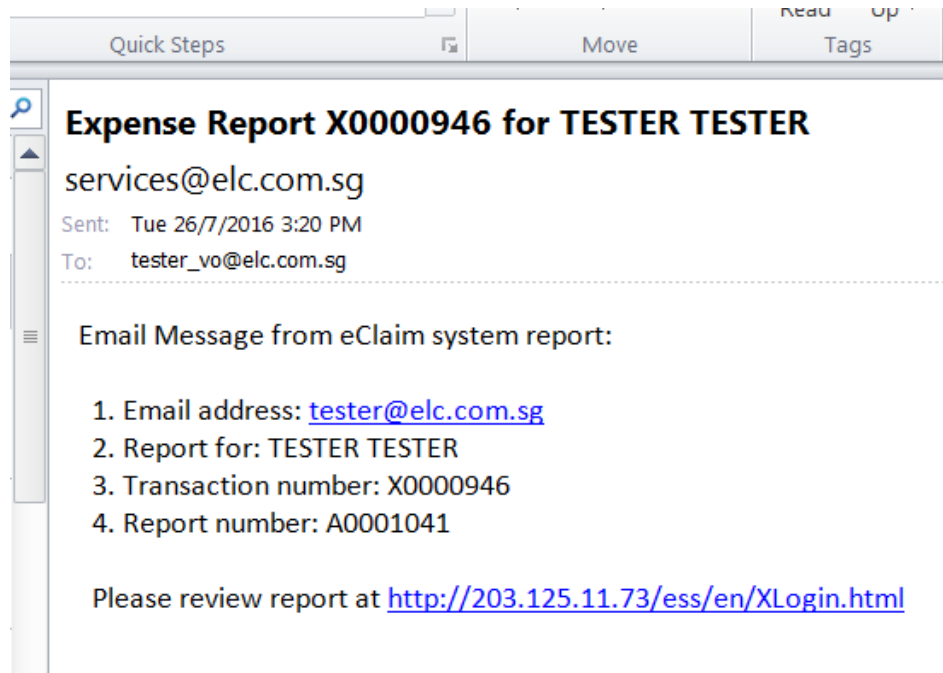


- Emails will be sent to user when the claim is paid:

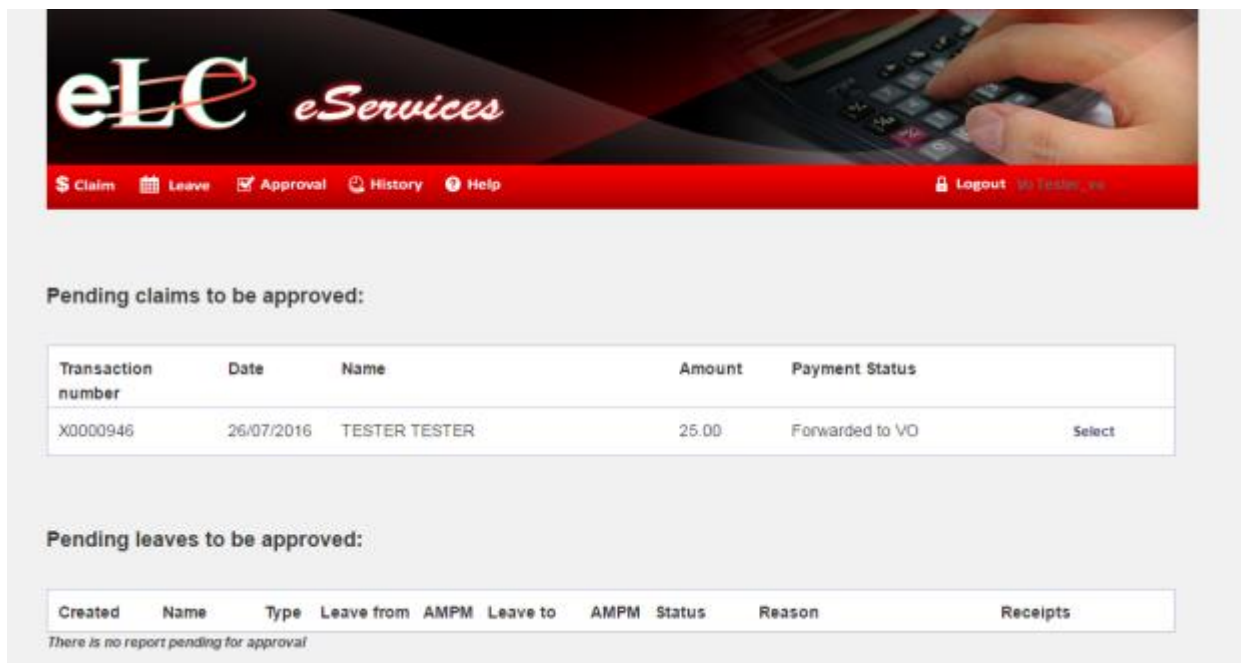


4.2 Verify officers (BU heads)

- Manager will receive email when there is a claim to be approved:



- Manager will see the pending claim in 'Approval' after log in:



- After press '**Select**' manager could Approve/Reject/Re-assign the claim with message which will be emailed to the submitter or new VO(for Re-assign):

Purpose: KL Trip

Receipts attached: 130 Flight:120

Expense List

Exp Date	Amount	Type	Location	Comment
18/11/2014	120.00	FLIGHT		AirAsia from SG to KL Internal Order#: 00103
22/11/2014	56.78	DINNER		McDonald Internal Order#: 99933
22/11/2014	130.00	FLIGHT		AirAsia from KL to SG Internal Order#: 00103

Total:	306.78			

Expense Summary Section

Expense	Amount	Personal
FLIGHT	250.00	0.00
DINNER	56.78	0.00
Totals:	306.78	0.00

This report has been submitted for a 306.78 reimbursement due employee.

☒ Approve report
☐ Reject report
☐ Re-assign

Re-assign to:

Approved by:

Message:

Process this report according to above instruction.

- If choose '**Re-assign**' and press '**Process this report according to above instruction**':

The page at localhost:8080 says:

Assign to another VO?

☐ Approve report
☐ Reject report
☒ Re-assign




Re-assign to:


Message:

Process this report according to above instruction.

- BU head of department re-assigned ('**CMT**' in above screenshot) will receive an email.

New claim re-assigned:it is your time to verify Inbox x

 **eClaim@elc.com.sg** 11:52 AM (0 minutes ago) ☆  

to me 

There is a new claim re-assigned to you. Please verify it from <http://elc.aim.elc.com.sg>.

5. Procedure for leave:

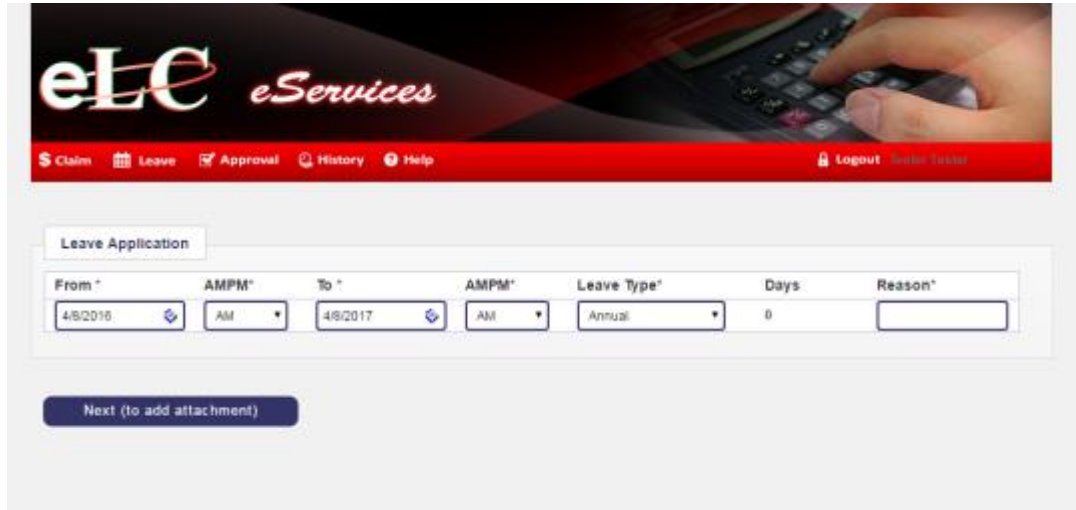
5.1 Basic information

- Leave types:
 - Annual
 - Marriage
 - Childcare
 - Medical
 - Hospitalisation
 - Paternity
 - Maternity
 - Compassionate Next-of-kin
 - Compassionate
 - Off In Lieu
 - Reservist
 - Unpaid

- Leave status:
 - **New:** created by user and waiting for VO to verify
 - **Verified:** approved by VO and waiting for AO to approve
 - **Rejected:** rejected by VO/AO
 - **Approved:** approved by AO
 - **Credit:** HR add leave for users
 - **Offset:** HR deducted leave for users
 - **Deducted:** HR created and user fails to apply in 7 days
 - **Cancelled:** HR cancelled the leave application

5.2 Applicants to apply leave

- Press **Leave** to open leave application page:

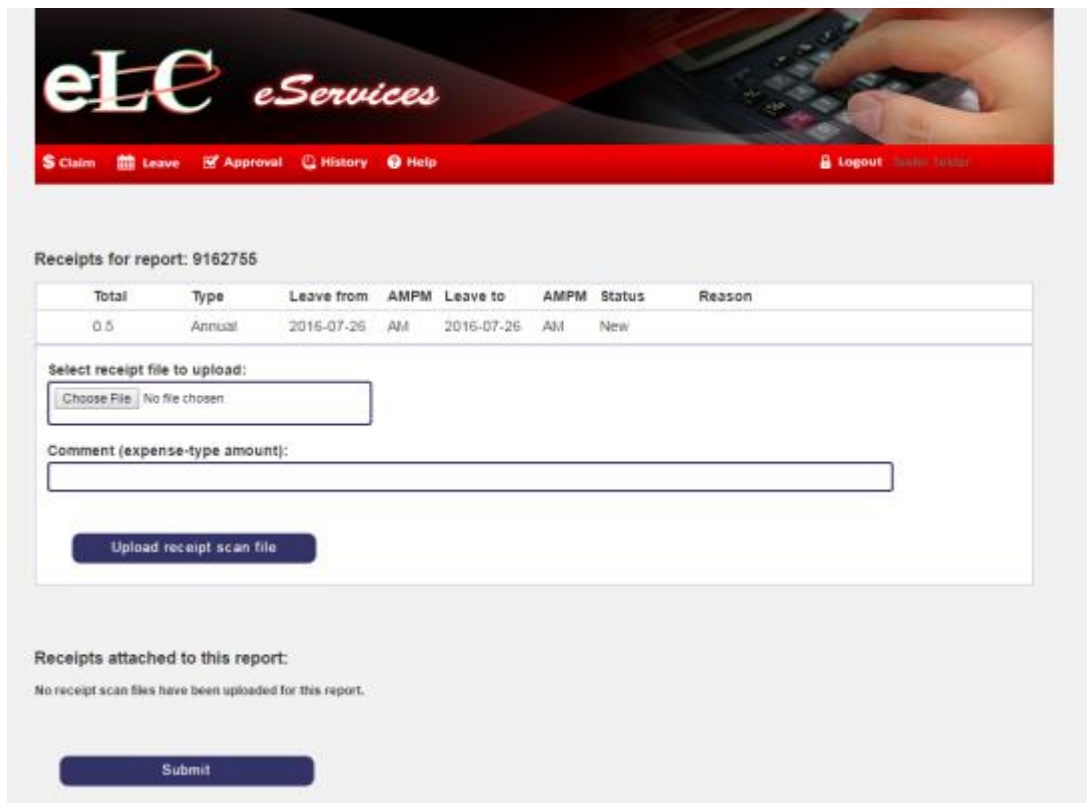


The screenshot shows the 'Leave Application' page in the eLC eServices system. The header includes the eLC eServices logo and navigation links: Claim, Leave, Approval, History, Help, Logout, and User Profile. The main form is titled 'Leave Application' and contains the following fields:

From *	AMPM*	To *	AMPM*	Leave Type*	Days	Reason*
4/8/2016	AM	4/8/2017	AM	Annual	0	

Below the form is a button labeled 'Next (to add attachment)'.

- Press 'Next (to add attachment)' button after filling all required information



The screenshot shows the 'Receipts for report: 9162755' page in the eLC eServices system. The header is the same as the previous page. The main content area displays a table with the following data:

Total	Type	Leave from	AMPM	Leave to	AMPM	Status	Reason
0.5	Annual	2016-07-26	AM	2016-07-26	AM	New	

Below the table, there is a section for uploading a receipt file:

Select receipt file to upload:

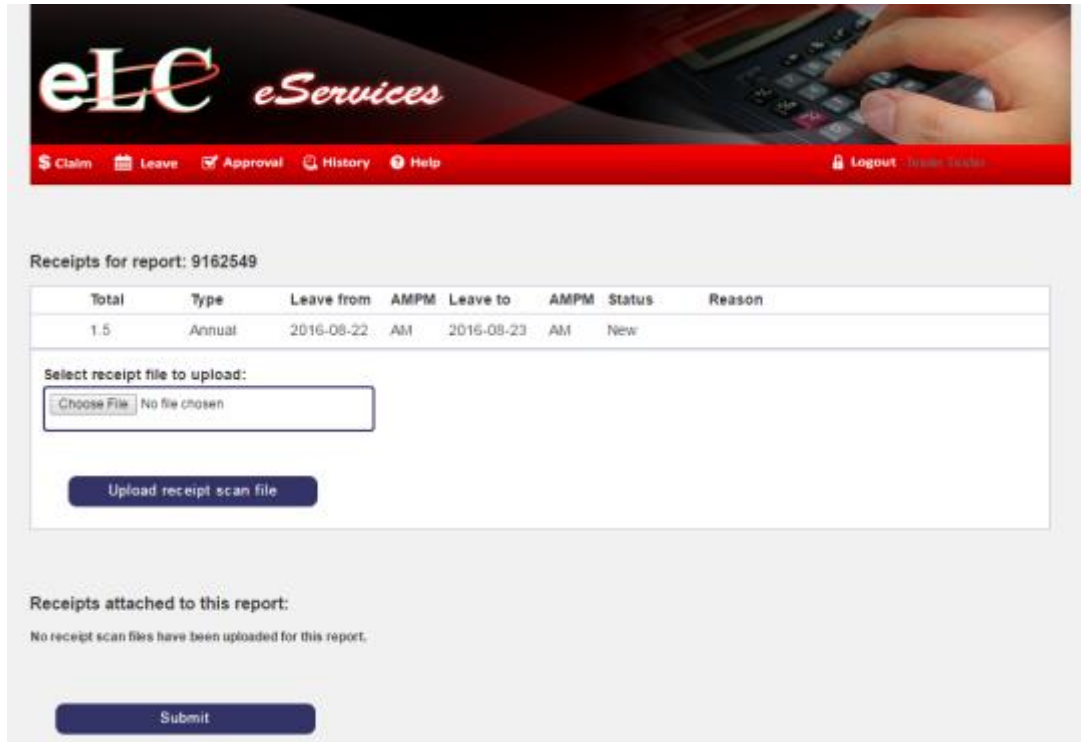
No file chosen

Comment (expense-type amount):

Receipts attached to this report:

No receipt scan files have been uploaded for this report.

- If HR created 'Pending' leave for you the following page displayed for you to add attachment for your pending leave first before you may apply new leave:



eLC eServices

Claim Leave Approval History Help Logout

Receipts for report: 9162549

Total	Type	Leave from	AMPM	Leave to	AMPM	Status	Reason
1.5	Annual	2016-08-22	AM	2016-08-23	AM	New	

Select receipt file to upload:

Choose File No file chosen

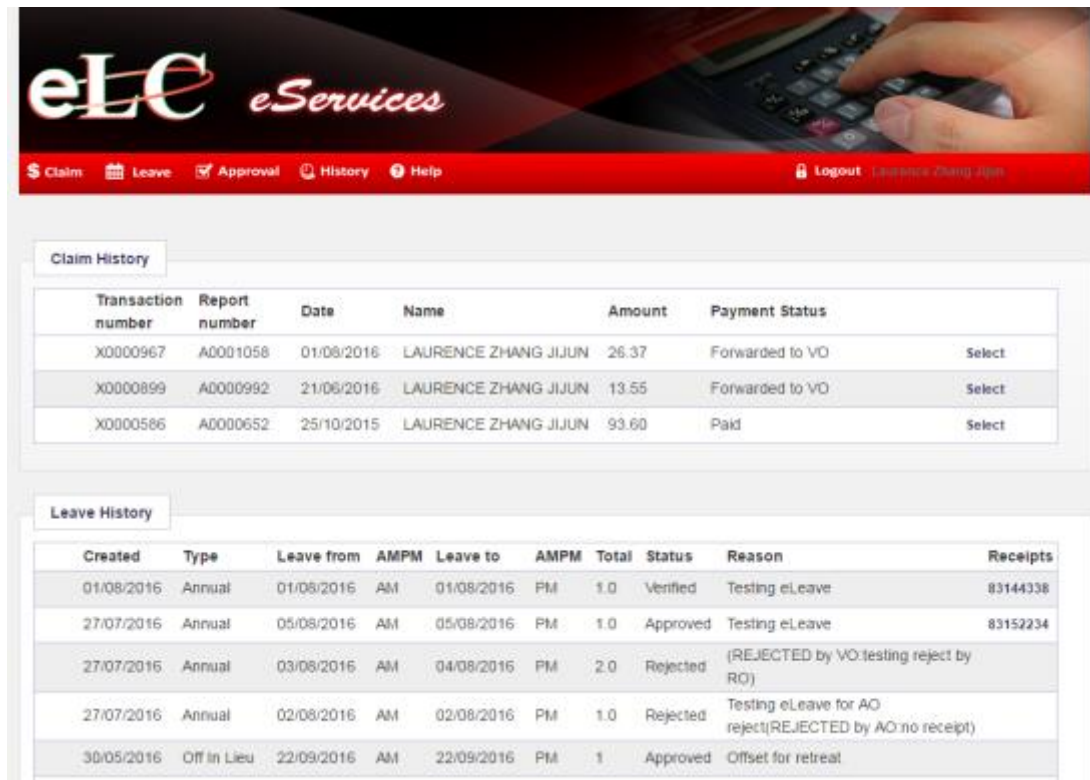
Upload receipt scan file

Receipts attached to this report:

No receipt scan files have been uploaded for this report.

Submit

- Press 'Submit' to submit leave application after attaching required documents



eLC eServices

Claim Leave Approval History Help Logout Laurence Zhang Jun

Claim History

Transaction number	Report number	Date	Name	Amount	Payment Status	
X0000967	A0001058	01/08/2016	LAURENCE ZHANG JIJUN	26.37	Forwarded to VO	Select
X0000899	A0000992	21/08/2016	LAURENCE ZHANG JIJUN	13.55	Forwarded to VO	Select
X0000586	A0000652	25/10/2015	LAURENCE ZHANG JIJUN	93.60	Paid	Select

Leave History

Created	Type	Leave from	AMPM	Leave to	AMPM	Total	Status	Reason	Receipts
01/08/2016	Annual	01/08/2016	AM	01/08/2016	PM	1.0	Verified	Testing eLeave	83144338
27/07/2016	Annual	05/08/2016	AM	05/08/2016	PM	1.0	Approved	Testing eLeave	83152234
27/07/2016	Annual	03/08/2016	AM	04/08/2016	PM	2.0	Rejected	(REJECTED by VO: testing reject by RO)	
27/07/2016	Annual	02/08/2016	AM	02/08/2016	PM	1.0	Rejected	Testing eLeave for AO reject (REJECTED by AO: no receipt)	
30/05/2016	Off in Lieu	22/09/2016	AM	22/09/2016	PM	1	Approved	Offset for retreat	

5.3 Verify officers (BU heads)

Press **Approval** to enter approval waiting list after log in

Pending claims to be approved:

Transaction number	Date	Name	Amount	Payment Status	
XD000946	26/07/2016	TESTER TESTER	25.00	Forwarded to VO	Select

Pending leaves to be approved:

Created	Name	Type	Leave from	AMPM	Leave to	AMPM	Status	Reason	Receipts
2016-07-26	tester	Annual	2016-07-26	AM	2016-07-26	AM	New		Approve Reject

Press **'Reject'** to add reason for rejection

Leave Details

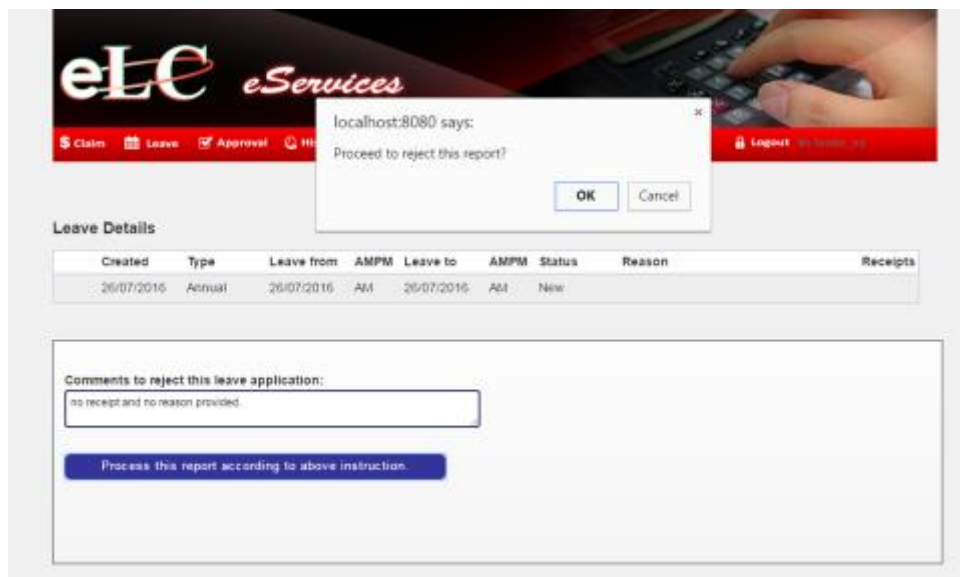
Created	Type	Leave from	AMPM	Leave to	AMPM	Status	Reason	Receipts
26/07/2016	Annual	26/07/2016	AM	26/07/2016	AM	New		

Comments to reject this leave application:

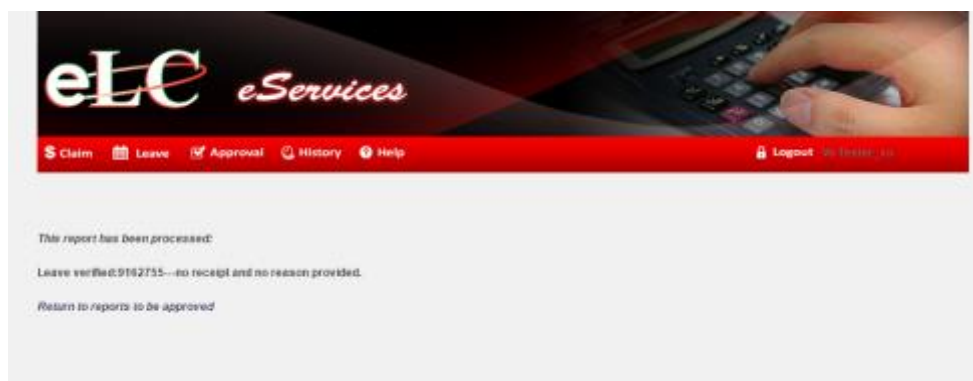
no receipt and no reason provided

Process this report according to above instruction.

Press **'Process this report according to above instruction'** button and click **'OK'** to confirm:

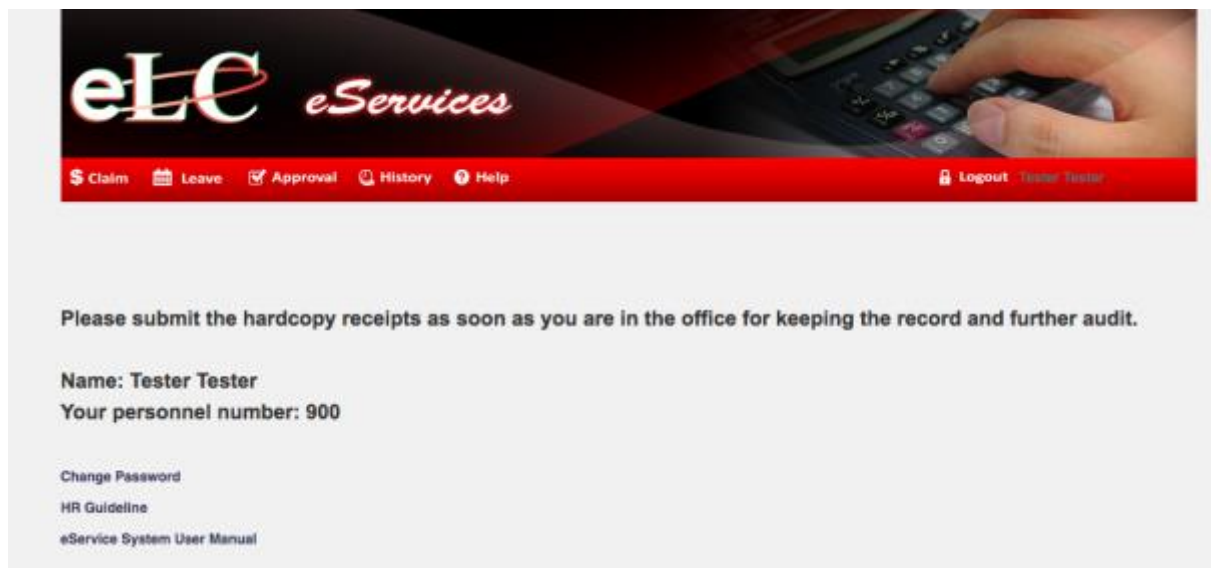


Confirmation page is shown:



6. Help menu

- Press **'Help'** menu:
 - "Change Password" link opens password changing dialog.
 - "HR Guideline" link opens leave guideline document (pdf format)
 - "eServices System User manual" link opens the user manual (pdf format).



Password Change Screen

Enter your new password twice to change from your current password to a new password.

New Password:

New Password Again:

[Change Password](#)