

eServices System User Manual

Contents

Description	2
Requirements	2
Workflow	2
Procedure for claim	3
Applicants to do claims	3
Step 1: Submit receipt by email from mobile devices	3
Step 2: When ready to submit the claim just follow steps below:	3
Verify officers (BU heads)	10
Procedure for leave:	12
Basic information	12
Applicants to apply leave	13
Verify officers (BU heads)	15
Edit attendance (BU heads)	16
Procedure for inventory	18
Help menu	20

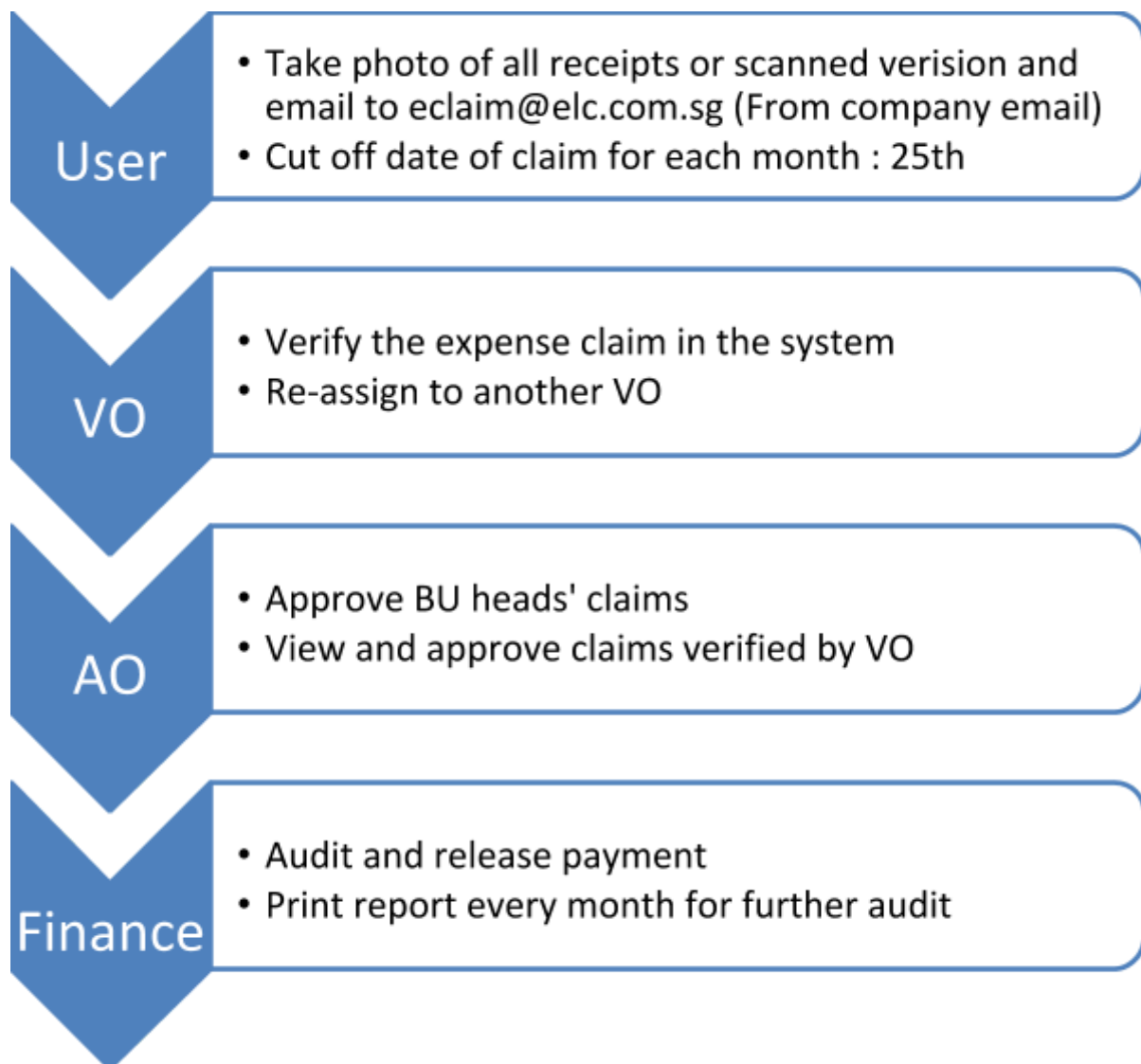
1. Description

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

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>
- Login 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

e-mail



tester@elc.com.sg

password

.....

Login

- Main menu after login:

[\\$ Claim](#)
[📅 Leave](#)
[✅ Approval](#)
[🕒 History](#)
[🔑 Help](#)
[🔒 Logout](#)
Tester Tester

Expense Report

From *

27/6/2016

To *

26/7/2016

Cost center *

TEST (testing) ▼

Purpose *

Expense Receipts

Receipt date*	Singapore Dollars	Expense type*	Project	Comments	
26/07/2016 ▼		▼	▼		Delete

add **Another Item**

Report Total

0.00

Next (to attach receipts)

- Now input all claim items:

eLCC eServices

Claim Leave Approval History Help Logout Tester Tester

Expense Report

From * 27/6/2016 To * 28/7/2016 Cost center * TEST (testing)

Purpose * Taxi to NTU filming ← 1

Expense Receipts

Receipt date*	Singapore Dollars	Expense type*	Project	Comments	
22/07/2016 ↑ 2	25 ↑ 3	TRANSPORTATION ↑ 4	00107 (NTU) ↑ 5	taxi from office to NTU ↑ 6	Delete
					add Another Item ↑ 7
Report Total 25.00					

Next (to attach receipts) ← 8

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

eLCC eServices

Claim Leave Approval History Help Logout Tester Tester

Receipts for report: 00001059

Select receipt file to upload:

Choose File No file chosen

Comment (expense-type amount):

Upload receipt scan file

Receipts from email:

No receipt scan files have been uploaded for this report.

Receipts attached to this report:

1709 🔍 ✕

Submit

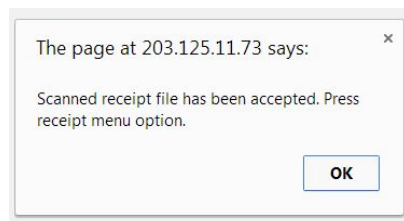
- 'Receipts from email:' lists all receipts system received from current user
 - Pressing '+' sign to attach the receipt to the report
 - Pressing 'X' sign to delete the receipt
 - Pressing magnifying glass icon to view the receipt in a new popup window

'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**)

The screenshot shows the 'eLC eServices' web application. The header includes navigation links: Claim, Leave, Approval, History, Help, Logout, and User Tester. The main content area is titled 'Receipts for report: 00001041'. It contains a form with two sections: 'Select receipt file to upload:' with a 'Choose File' button and a file name 'butHelpMO.png', and 'Comment (expense-type amount):' with a text input field containing 'taxi 25'. Below the form is an 'Upload receipt scan file' button. Further down, there are two sections: 'Receipts from email:' with the message 'No receipt scan files have been uploaded for this report.', and 'Receipts attached to this report:' showing a list with '1680' and 'taxi 25' (marked with a red X). At the bottom is a 'Submit' button.

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



Receipts for report: 00001041

Select receipt file to upload:

No file chosen

Comment (expense-type amount):

Receipts from email:

No receipt scan files have been uploaded for this report.

Receipts attached to this report:

1680 taxi 25

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

Submitting your report:

To submit report, use the button below

1. After submission, ensure your receipts are forwarded to A.P
2. You will receive email upon approval.

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

Your report has been saved under number 1041.
And submitted to the central database as report X00000946.
Your personal database is updated.

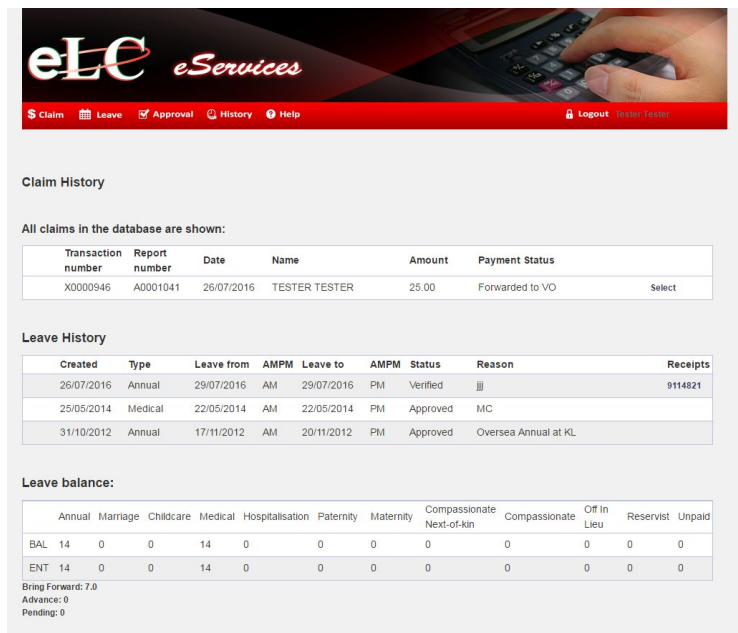
localhost:8080 says:

Your report has been saved.
You may produce a new one.

☐ Prevent this page from creating additional dialogs.

- Confirm by pressing **'OK'**

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



The screenshot shows the eLC eServices 'Claim History' page. The header includes navigation links for Claim, Leave, Approval, History, and Help, along with a Logout button. The 'Claim History' section displays a table of claims. The first claim, with transaction number X0000946 and report number A0001041, is highlighted. Below this, the 'Leave History' section shows a table of leave records, and the 'Leave balance' section shows a table of leave balances.

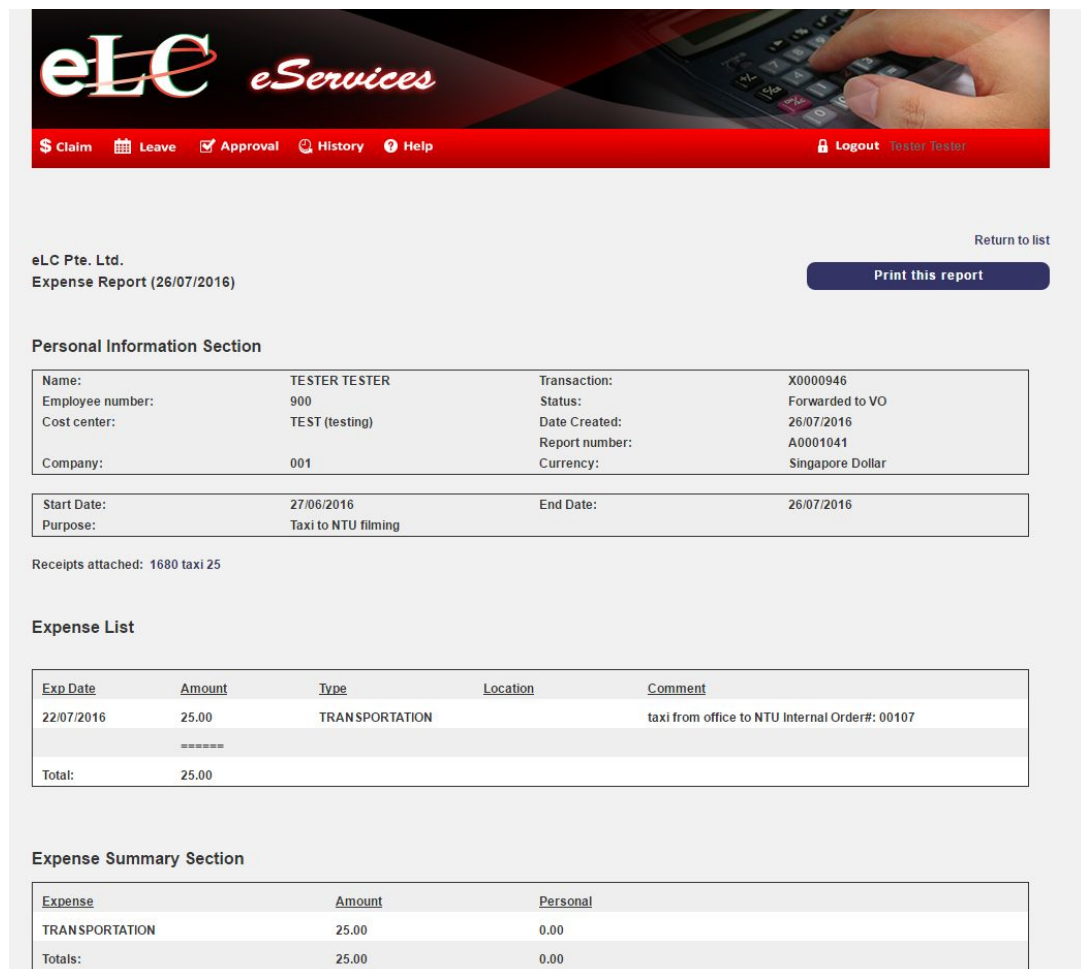
Transaction number	Report number	Date	Name	Amount	Payment Status	
X0000946	A0001041	26/07/2016	TESTER TESTER	25.00	Forwarded to VO	Select

Created	Type	Leave from	AMPM	Leave to	AMPM	Status	Reason	Receipts
26/07/2016	Annual	29/07/2016	AM	29/07/2016	PM	Verified	jjj	9114821
25/05/2014	Medical	22/05/2014	AM	22/05/2014	PM	Approved	MC	
31/10/2012	Annual	17/11/2012	AM	20/11/2012	PM	Approved	Oversea Annual at KL	

	Annual	Marriage	Childcare	Medical	Hospitalisation	Paternity	Maternity	Compassionate Next-of-kin	Compassionate	Off in Lieu	Reservist	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:



The screenshot shows the eLC eServices 'Expense Report (26/07/2016)' page. The header includes navigation links for Claim, Leave, Approval, History, and Help, along with a Logout button. The 'Expense Report (26/07/2016)' section displays a table of expense details. The 'Expense List' section shows a table of expense items. The 'Expense Summary Section' shows a table of expense summary data.

Name	Employee number	Cost center	Company	Transaction	Status	Date Created	Report number	Currency
TESTER TESTER	900	TEST (testing)	001	X0000946	Forwarded to VO	26/07/2016	A0001041	Singapore Dollar

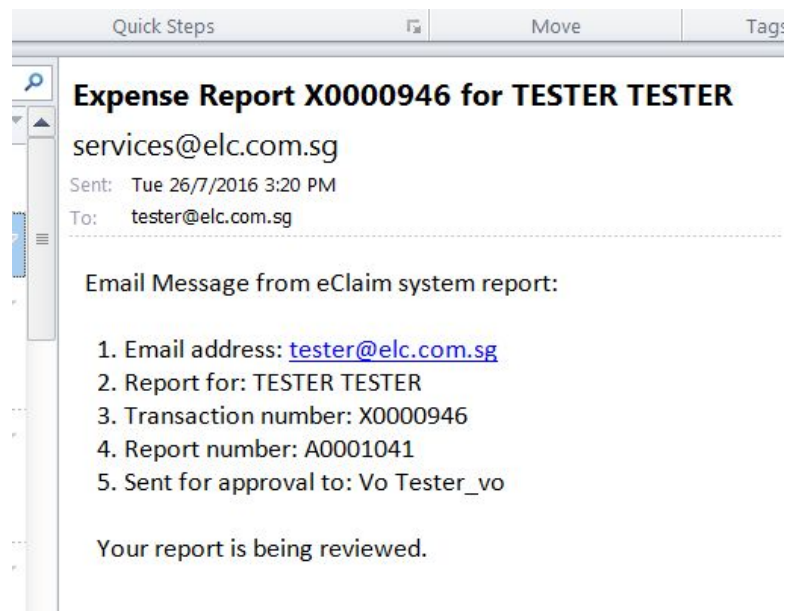
Start Date	Purpose	End Date
27/06/2016	Taxi to NTU filming	26/07/2016

Receipts attached: 1680 taxi 25

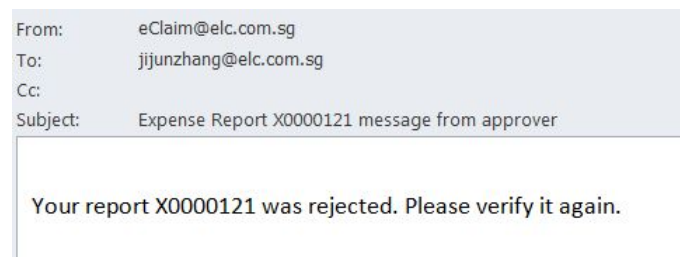
Exp Date	Amount	Type	Location	Comment
22/07/2016	25.00	TRANSPORTATION		taxi from office to NTU Internal Order#: 00107
=====				
Total:	25.00			

Expense	Amount	Personal
TRANSPORTATION	25.00	0.00
Totals:	25.00	0.00

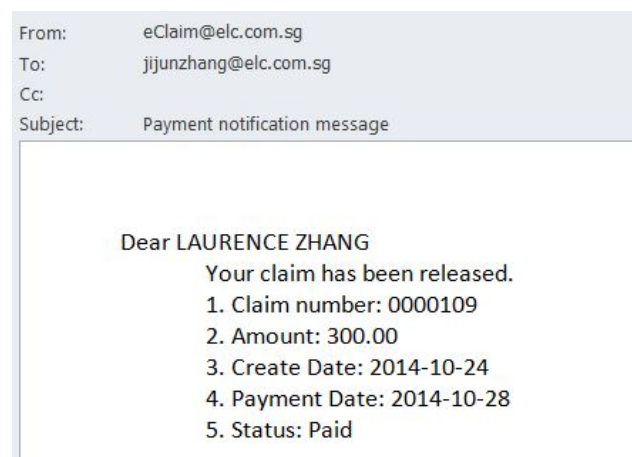
- Email will be sent to user when the claim is submitted:



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

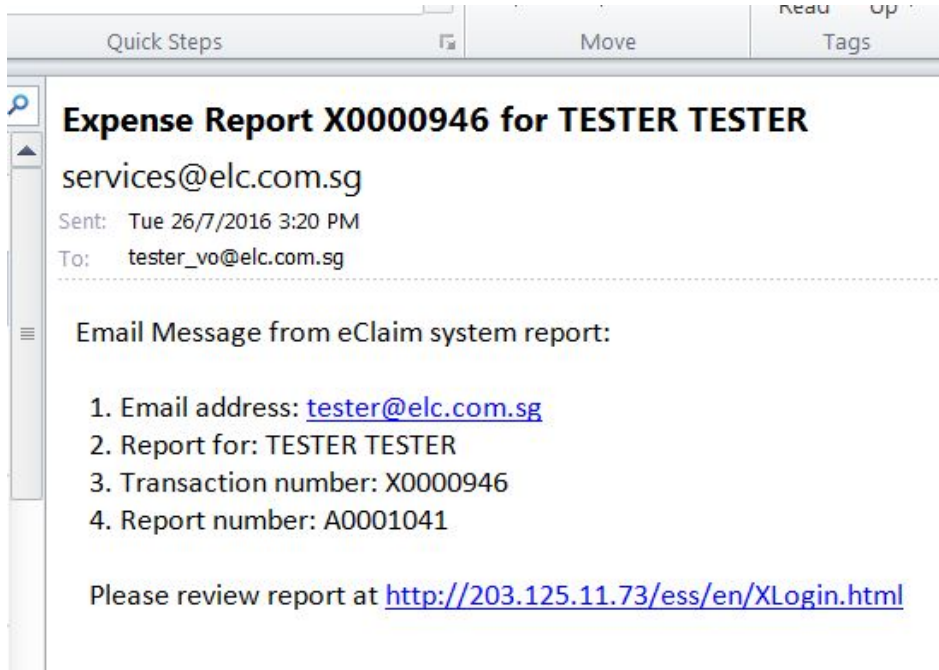


- Emails will be sent to user when the claim is paid:

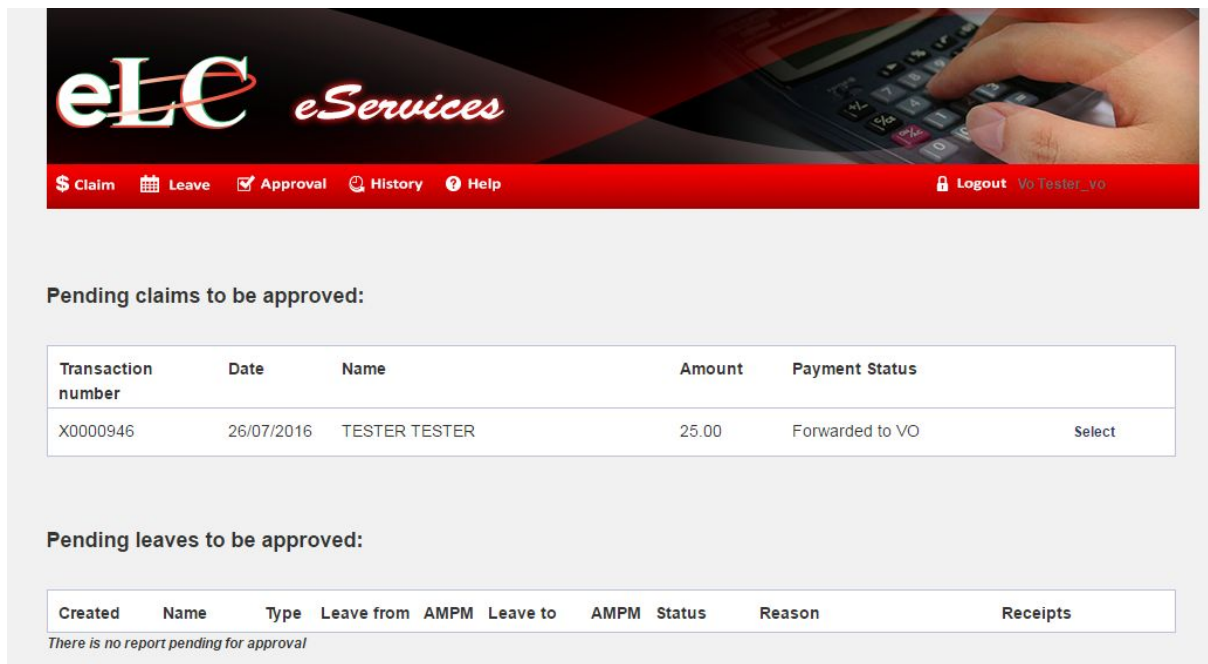


Verify officers (BU heads)

- 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#: 00103
22/11/2014	130.00	FLIGHT		AirAsia from KL to SG Internal Order#: 00103
<hr/>				
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

Approved by:

Re-assign to:

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:

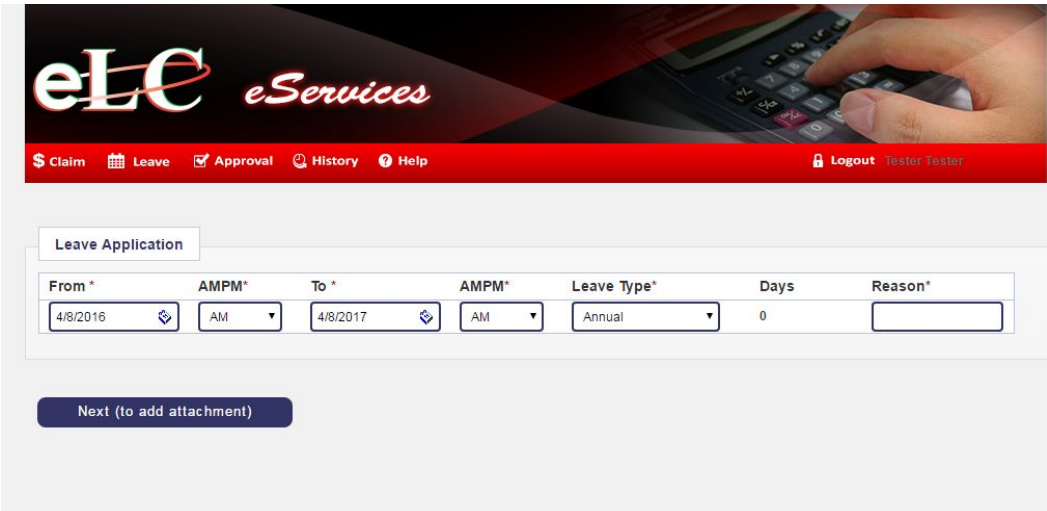
Basic information

- 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

Applicants to apply leave

- Press  to open leave application page:

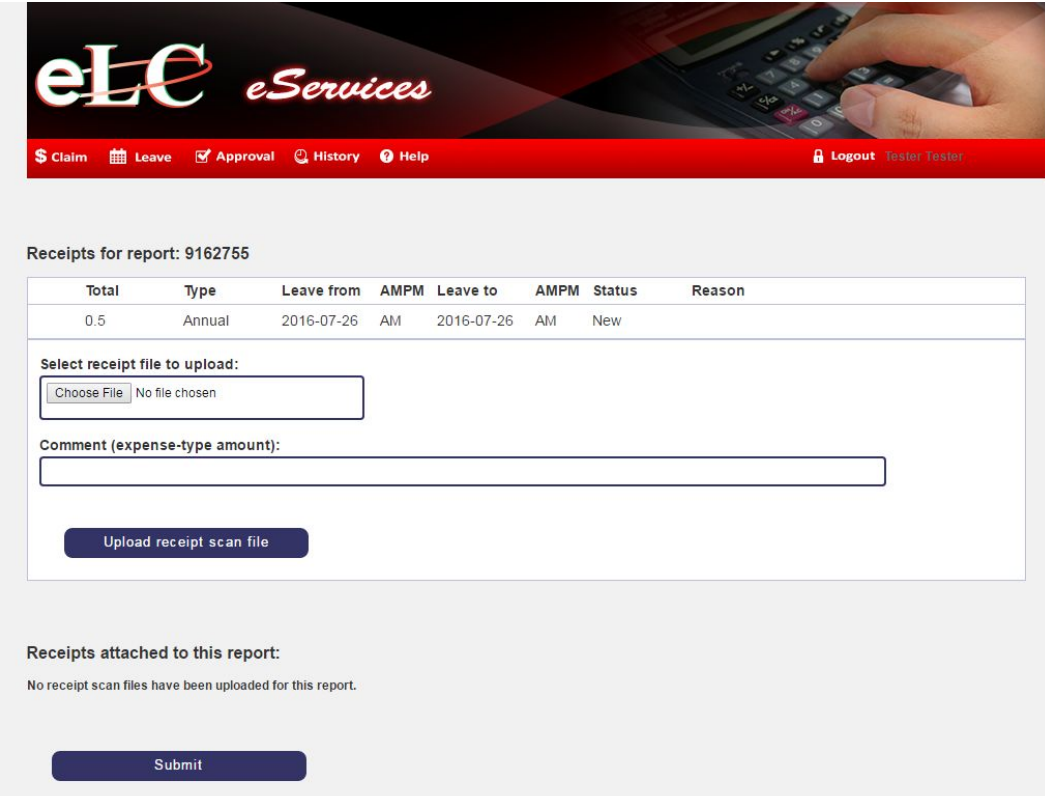


The screenshot shows the 'Leave Application' form in the eLC eServices system. The header includes the eLC eServices logo and navigation links: Claim, Leave, Approval, History, Help, Logout, and Tester Tester. The form fields are as follows:

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 includes a table of receipts and a section for uploading a receipt scan file.

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 is a section for uploading a receipt scan 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:



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:

No file chosen

Receipts attached to this report:

No receipt scan files have been uploaded for this report.

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




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	21/06/2016	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	

Verify officers (BU heads)

Press  to enter approval waiting list after log in




Pending claims to be approved:

Transaction number	Date	Name	Amount	Payment Status	
X0000946	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



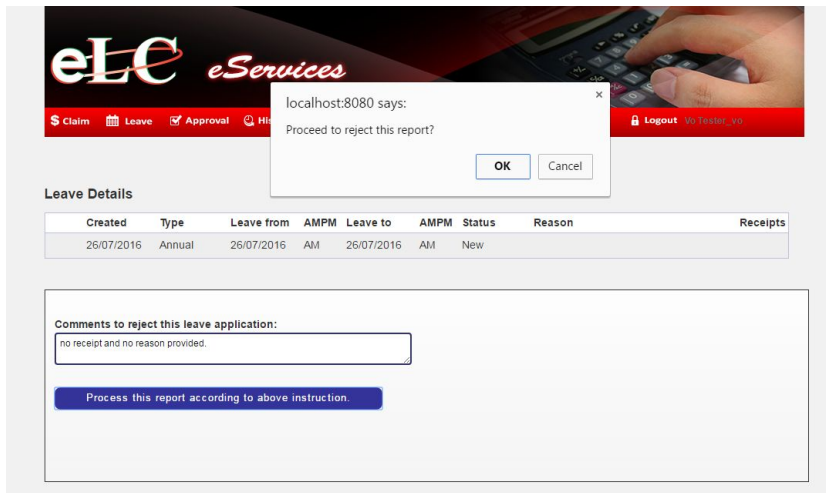
Leave Details

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

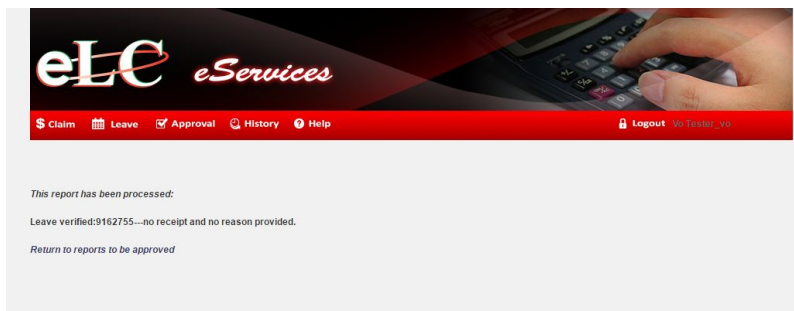
Comments to reject this leave application:

Process this report according to above instruction.


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

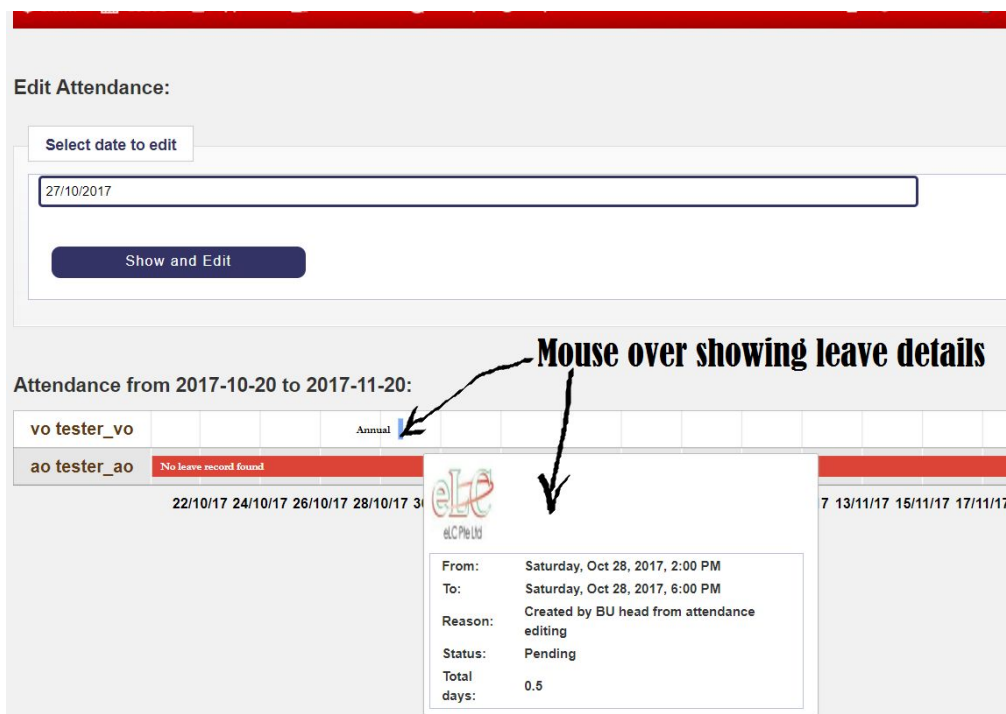


Confirmation page is shown:



Edit attendance (BU heads)

Press  to enter attendance editing page after log in



- Click on the date field to select attendance date:

Edit Attendance:

Select date to edit

27/10/2017

Oct 2017

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Annual

ao tester_ao No leave record found

22/10/17 24/10/17 26/10/17 28/10/17 30/10/17 1/11/17 3/11/17 5/11/17 7/11/17 9/11/17 11/11/17 13/11/17 15/11/17 17/11/17 19/11/17

- Click on button “Show and Edit” to enter the editing page:

Edit Attendance:13/11/2017

Name	Current	Change To	Leave Period(AM/PM)	Role
tester tester	Present	Present		Alternate VO
vo tester_vo	Present	Present		VO
ao tester_ao	Present	Present		User

Apply

- Change the attendance (red color if changed) and click on button “Apply” to modify it:

Edit Attendance:13/11/2017

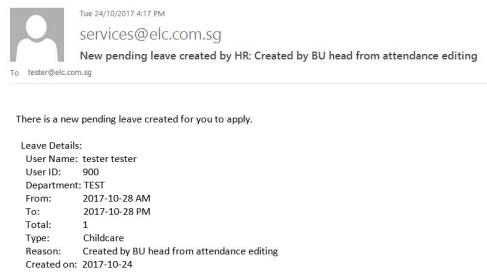
Name	Current	Change To	Leave Period(AM/PM)	Role
tester tester	Present	Medical		User
vo tester_vo	Present	Present		VO
ao tester_ao	Present	Annual	PM	Alternate VO

Apply

Please note the **Role**:

- **VO**: BU head who is able to edit attendance by default
- **Alternate VO**: the user assigned by BU head who is able to edit attendance
- **User**: normal user who can't edit attendance

- Notification emails will be sent to the users whose attendance are changed:



- User will have a new pending leave to apply

6. Procedure for inventory

- Press  to enter inventory submission page after login

eLC eServices

Navigation: Claim, Leave, Inventory, Approval, Attendance, History, Help, Logout, Tester Tester

Pending Requests:

Requests for Sign/Cancel (Click here to open/close details)

Tester Tester, No reports found in database matching your description.

New Request:

Reason:

Name	Category	Description	Available	Requested
WOOVEN BAGS green	BAGS	eLC WOOVEN BAGS green	76	<input type="text" value="0"/>

- Key in the number for your requested items and press the button to submit:

eLC Empty File	STATIONARY	eLC Empty File	1	<input type="text" value="0"/>
eLC Note Books	STATIONARY	eLC Note Books (with POST-IT)	117	<input type="text" value="7"/>
PLAIN NOTEPAD black	STATIONARY	PLAIN NOTEPAD black	75	<input type="text" value="5"/>
Powerdrive Empty Fi	STATIONARY	Powerdrive Empty File	1	<input type="text" value="0"/>
White Empty File	STATIONARY	White Empty File	1	<input type="text" value="0"/>
EMPTY FILES	STATIONARY	EMPTY FILES	4	<input type="text" value="0"/>

Confirm (to send request)

- Confirmation page is shown after your request has been submitted successfully:

Inventory Request :

Name	Category	Description	Amount
eLC Note Books	STATIONARY	eLC Note Books (with POST-IT)	7
PLAIN NOTEPAD black	STATIONARY	PLAIN NOTEPAD black	5

- You may cancel your request in  -> "Pending Requests" -> "Requests for Sign/Cancel" -> "Submitted on [DATE OF SUBMISSION] [REASON OF REQUEST]"

NOTE: it is not possible to cancel after your requested items have been prepared.

Pending Requests:

Requests for Sign/Cancel (Click here to open/close details)

Submitted on 2019-02-07 - New request

Cancel

Name	Category	Description	Amount
PLAIN NOTEPAD black	STATIONARY	PLAIN NOTEPAD black	5
eLC Note Books	STATIONARY	eLC Note Books (with POST-IT)	7

- You will receive the email below once your requested items are ready for collection:

Inventory prepared (2019-02-07) 02074855



From: services@elc.com.sg

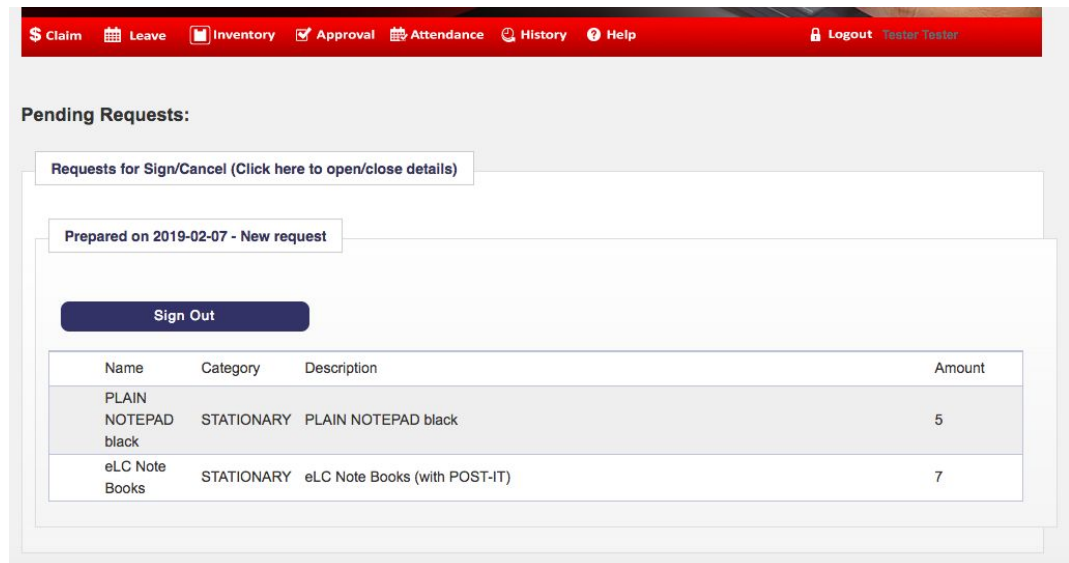
To: tester@elc.com.sg

Date: Today 12:02

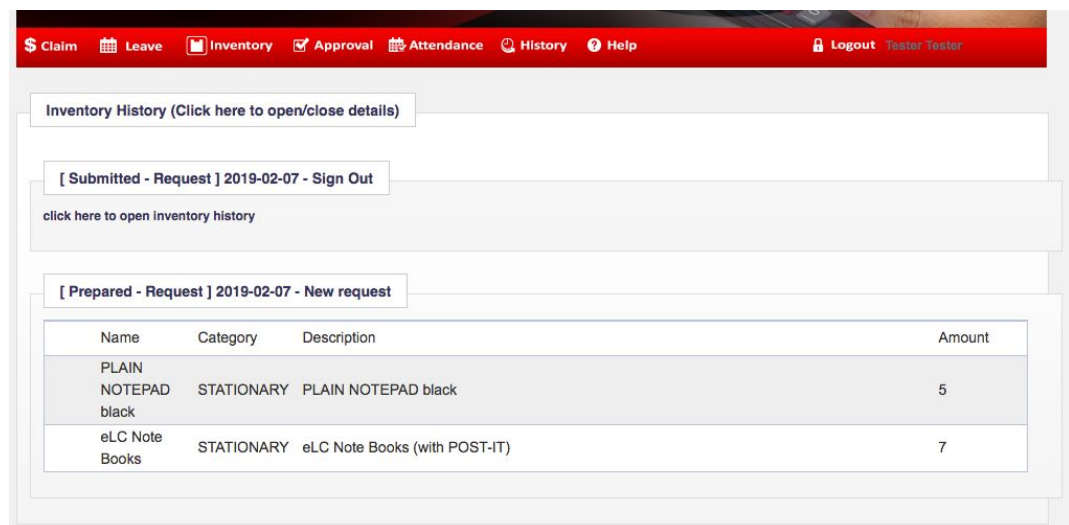
Your inventory request is prepared:

Inventory Request Details:
 User Name: tester tester
 User ID: 900
 Created on: 2019-02-07
 Reason: New request
 Type: Request

- You have to sign out the request at  -> “Pending Requests” -> “Requests for Sign/Cancel” -> “Submitted on [DATE OF SUBMISSION] [REASON OF REQUEST]” by pressing  before you are allowed to collect your items:



- All your inventory requests can be found in “History” -> “Inventory History”



7. Help menu

- Press ‘**Help**’ menu:
 - o “User manual” link allows user to open the user manual (.pdf format).
 - o “Change Password” link opens password changing dialog.

Guide Online:

- [eService System User Manual](#)
- [eLC HR Guideline](#)
- [eLC Services HR Guideline](#)
- [POWERdrive HR Guideline](#)

Please submit the hardcopy receipts as soon as you are in the office for keeping the record and further audit.

Name: Tester Tester

Your personnel number: 900

[Change Password](#)

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](#)