eServices System User Manual

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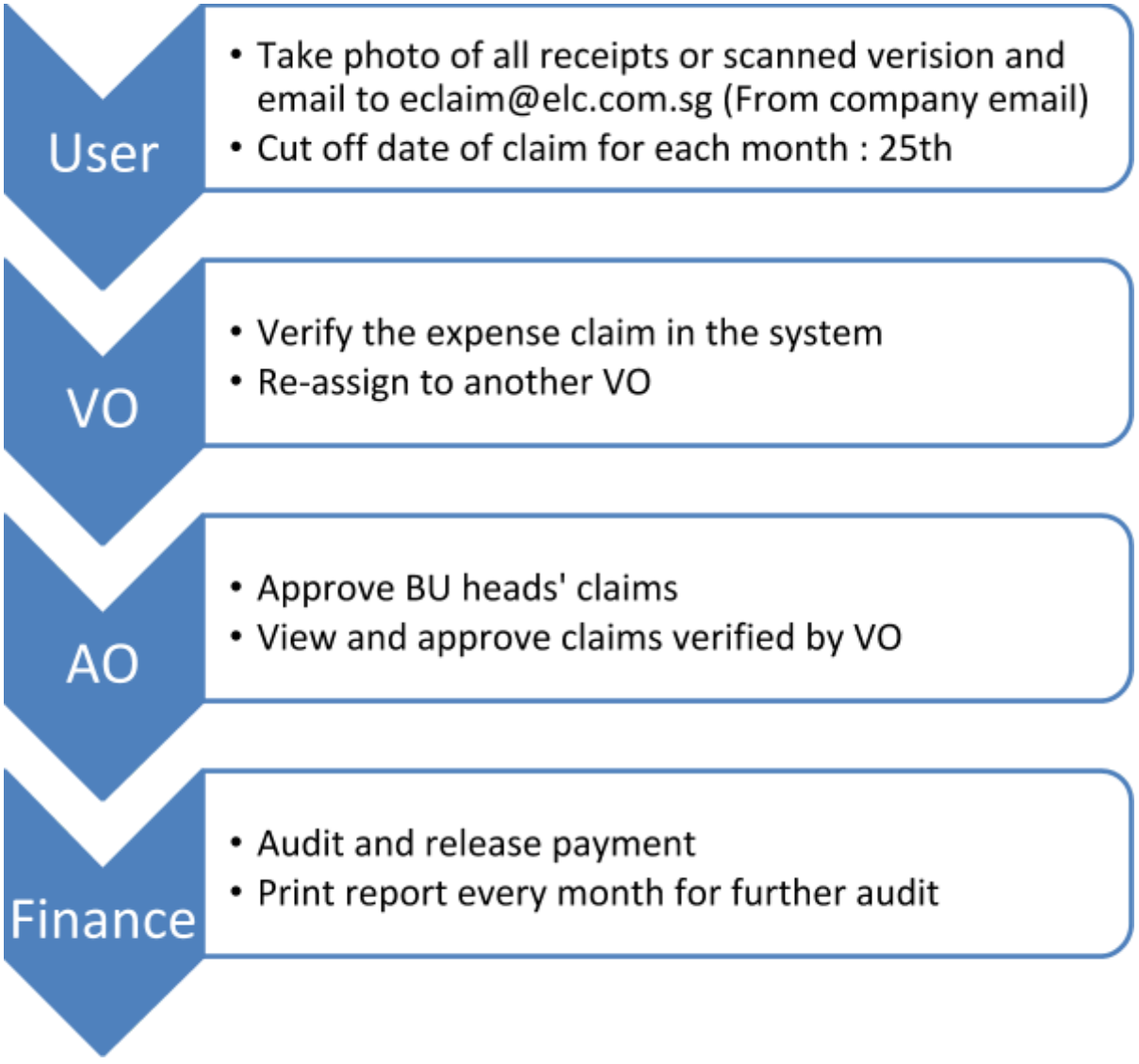
1. Description

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

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**

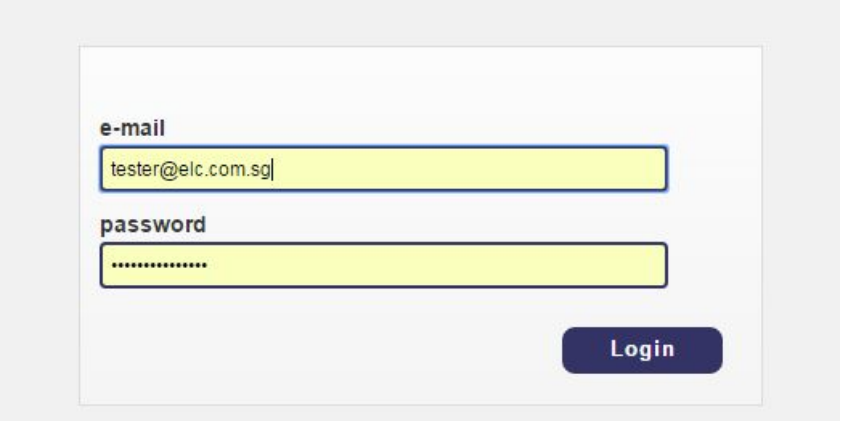
Step 2: When ready to submit the claim just follow steps below:

- Access link: http://services.elc.com.sg
- Login with email and password:

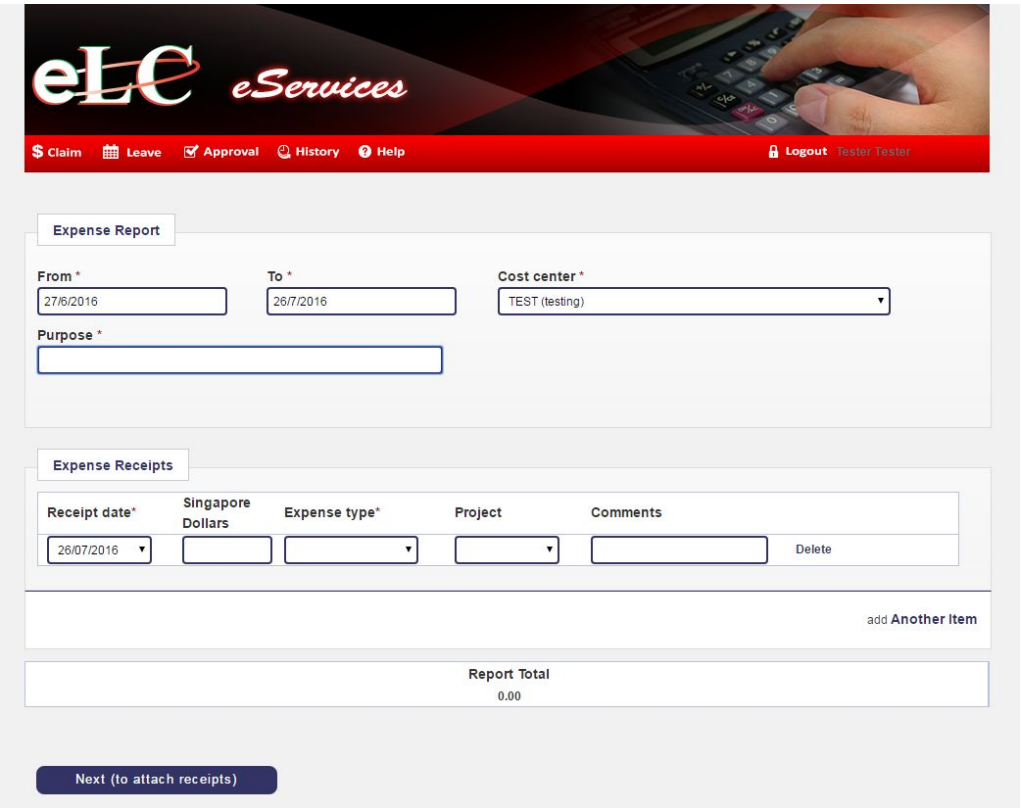
User name: *company email address* (example: yourname@elc.com.sg)

Default Password: *birthday* (same as e-leave system: 1999@Jan@01)

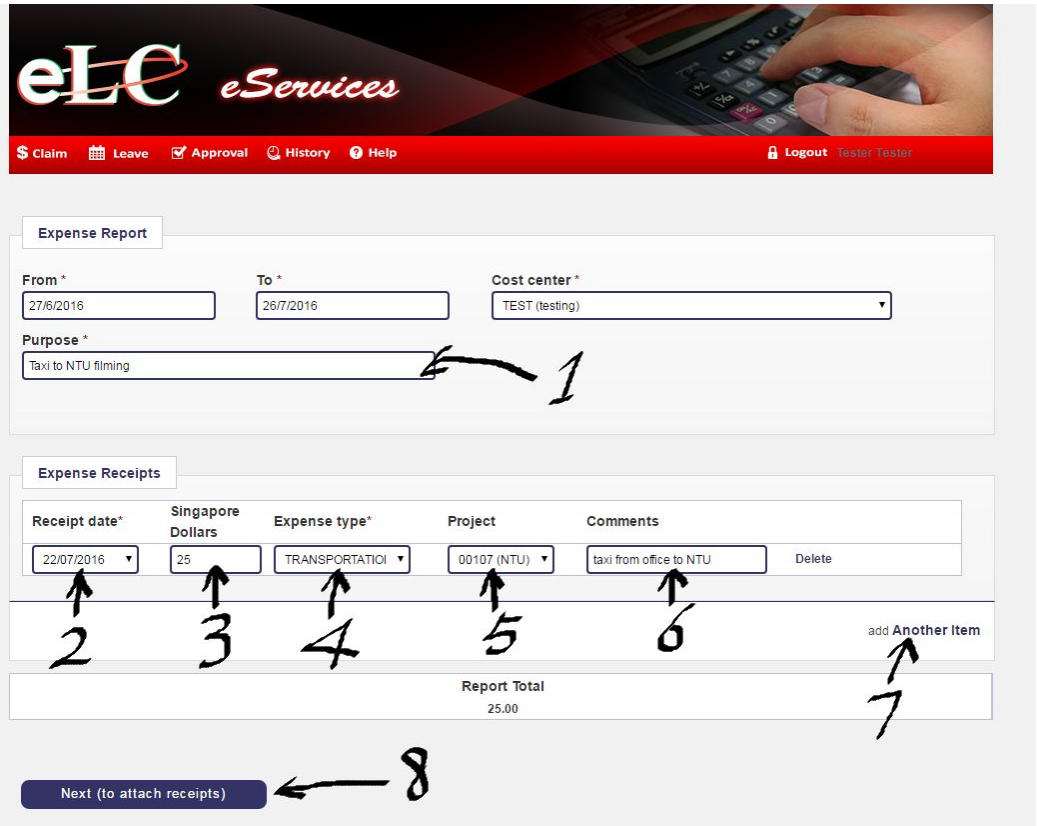
User may change password under '**Help'** *menu after login*



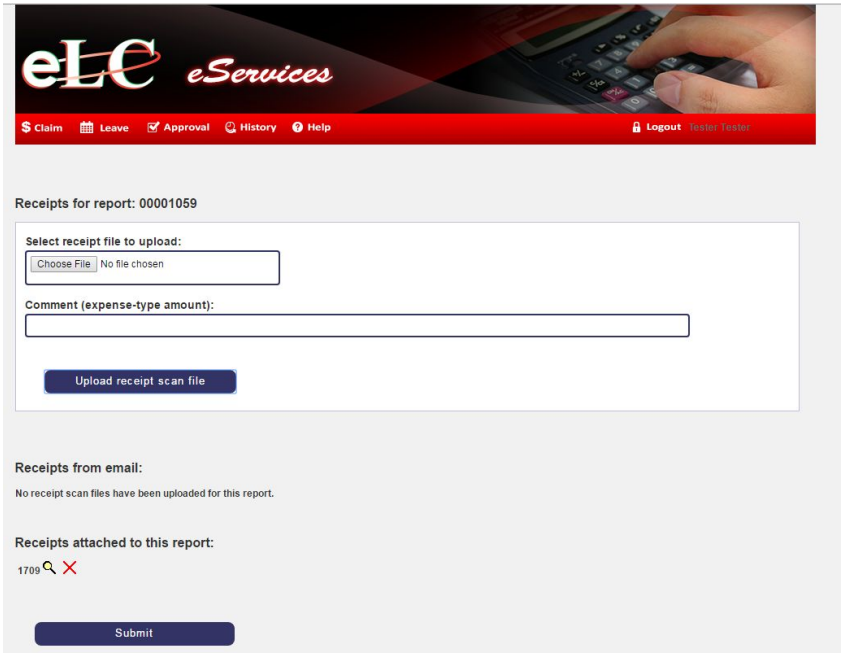
- Main menu after login:



- Now input all claim items:



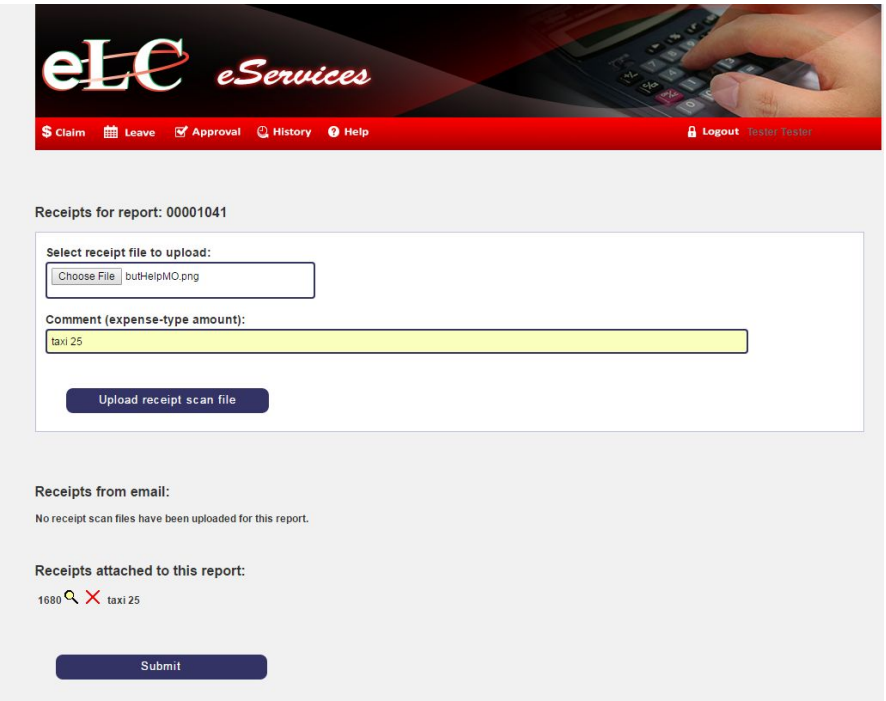
- Press '**Next (to attach receipts)'** and wait for the following screen to be shown:



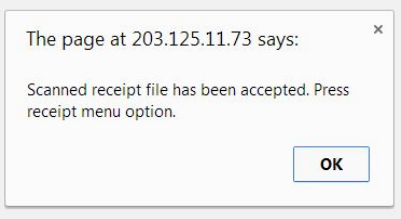
- '**Receipts from email**:' lists all receipts system received from current user
  Pressing '**+**' sign to attach the receipt to the report
  Pressing '**X**' sign to delete the receipt
  Pressing magnifying glass icon to view the receipt in a new popup window

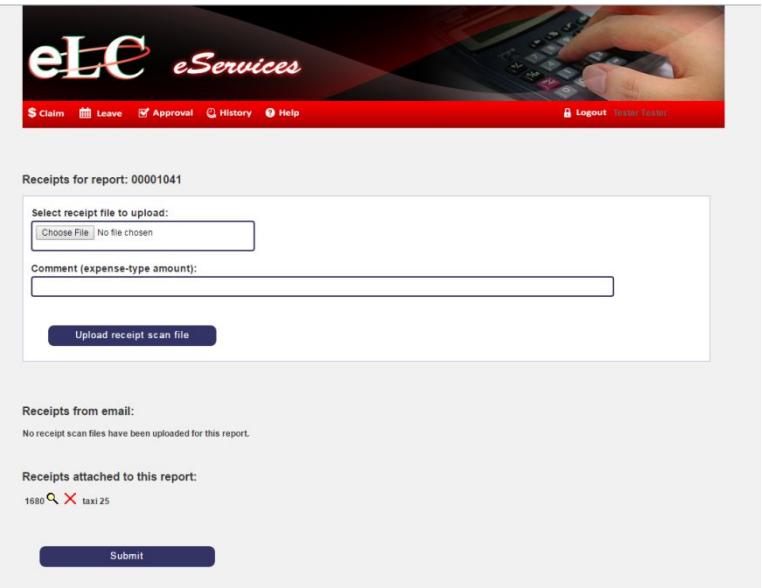
‘**Receipts attached to this report:**’ lists all receipts already attached to this claim

- 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**)

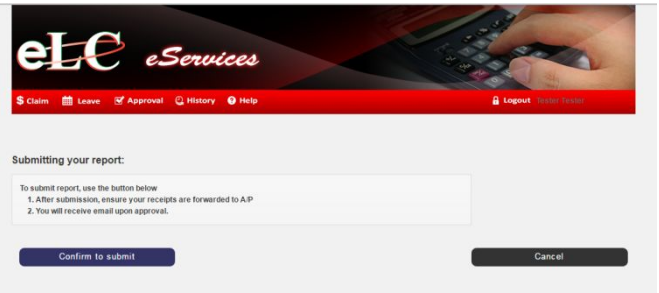


- After pressing ‘**Upload receipt scan file**’ please wait for confirmation window:

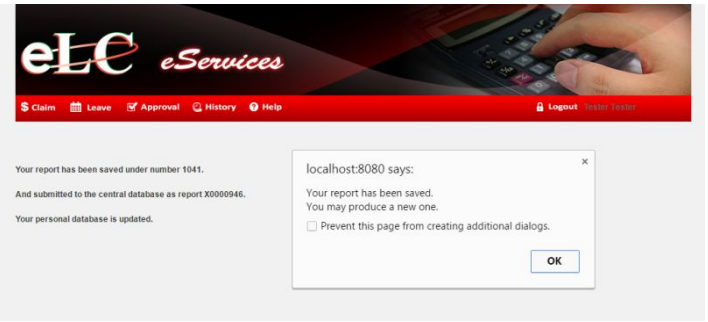




- Pressing '**Submit'** to finish attaching receipt and confirm to submit the claim

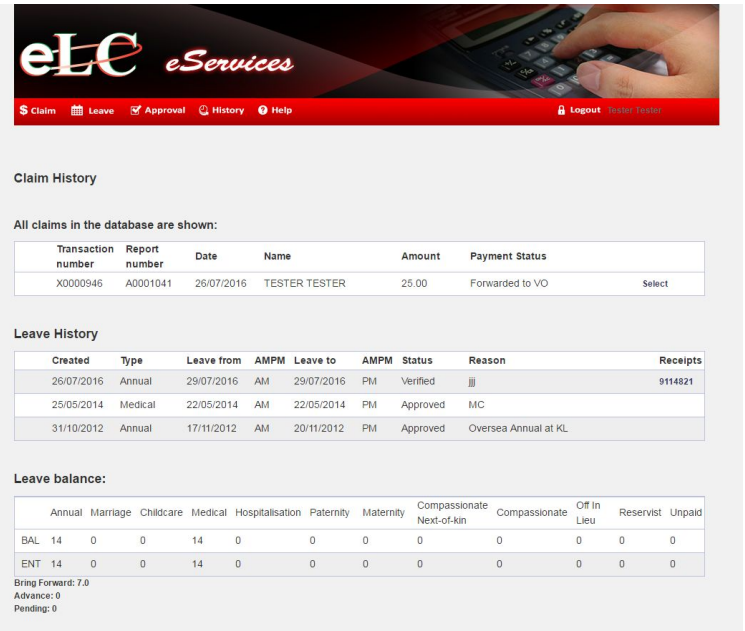


- Press the button '**Confirm to submit**' and wait for the server to response:

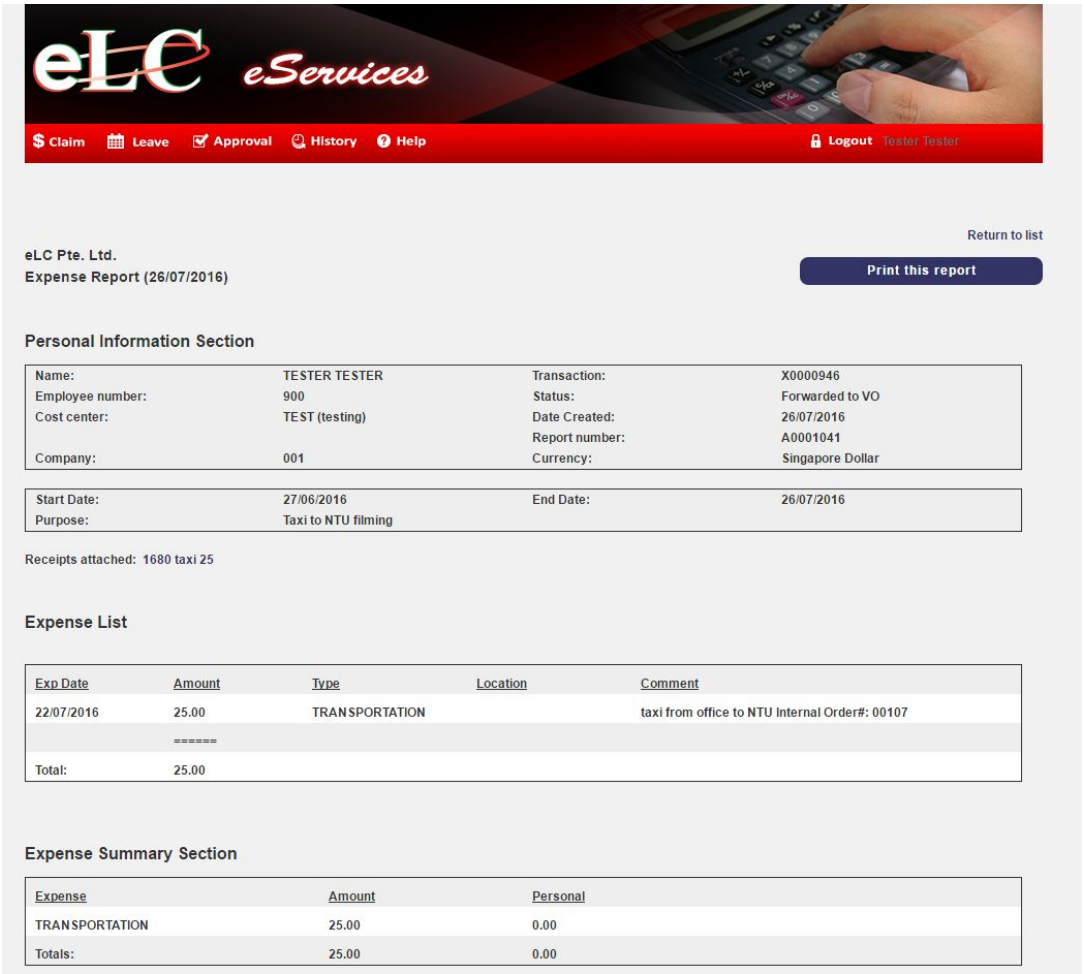


- Confirm by pressing '**OK**'

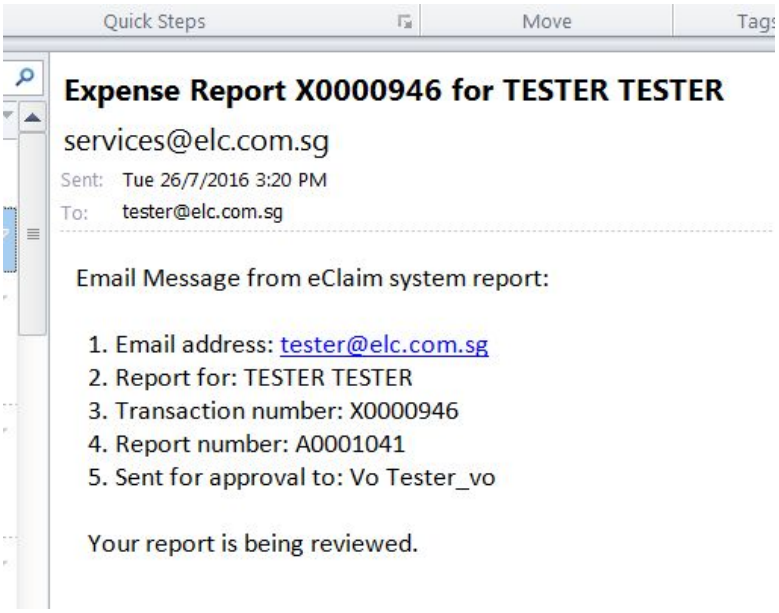
Go to '**History**' this submitted report is shown with status '**Forwarded to VO'**:



- Press '**Select**' to view the report details:



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



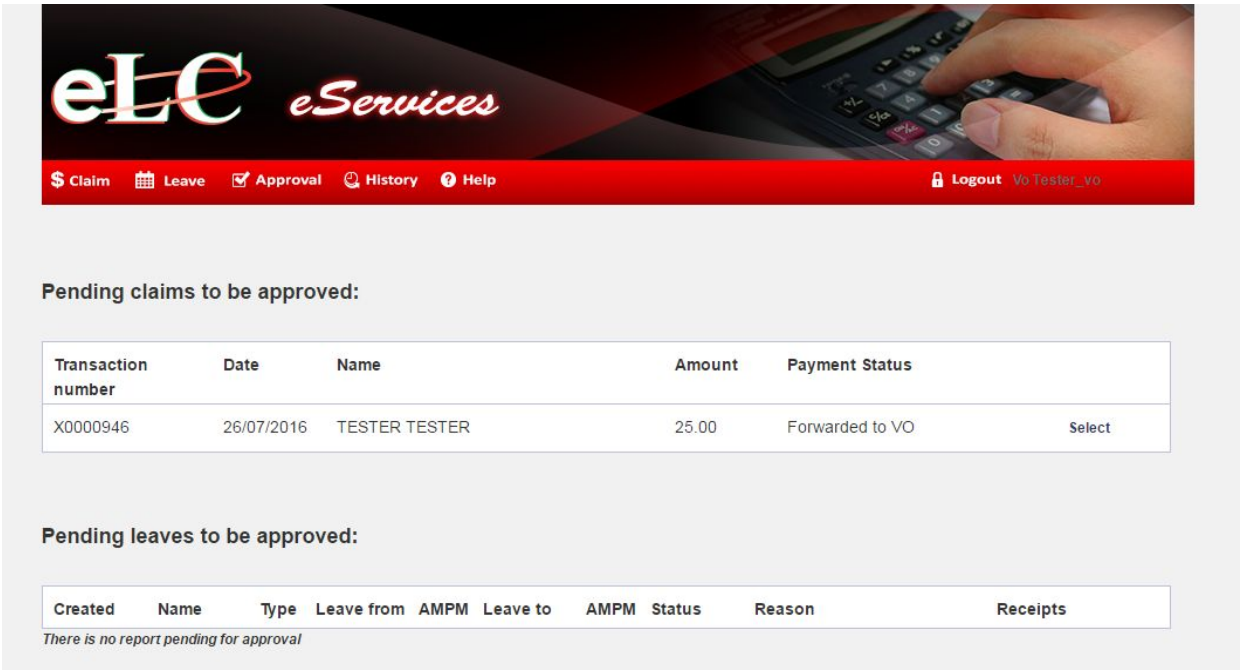
- Emails will be sent to user when the claim is rejected:

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

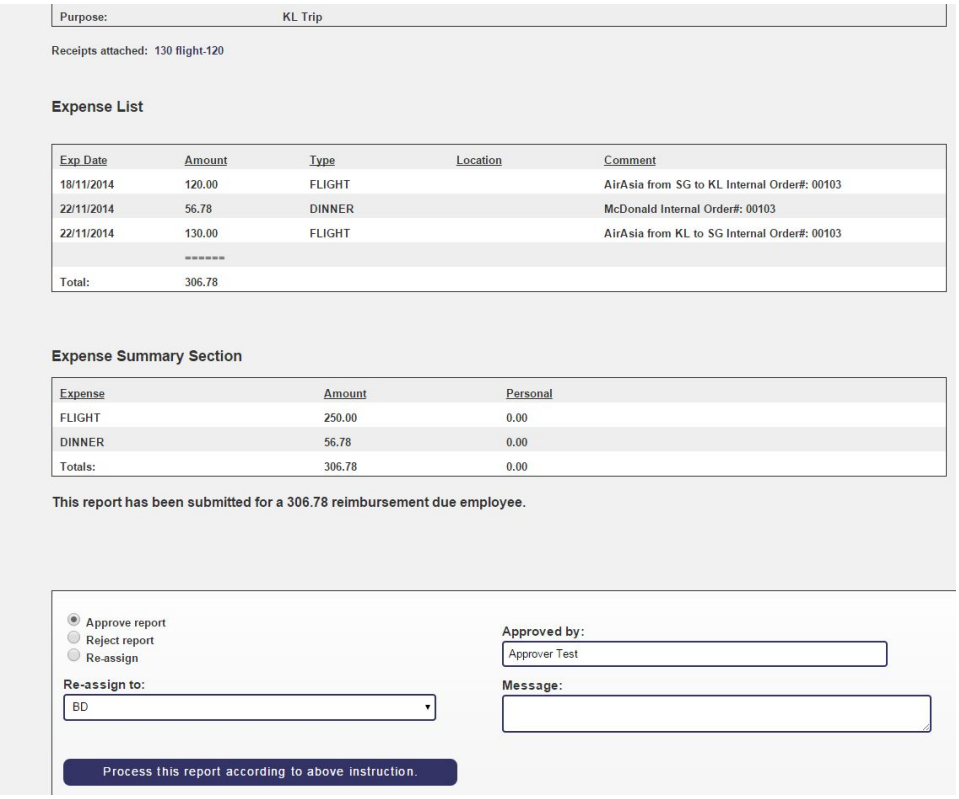
Verify officers (BU heads)

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

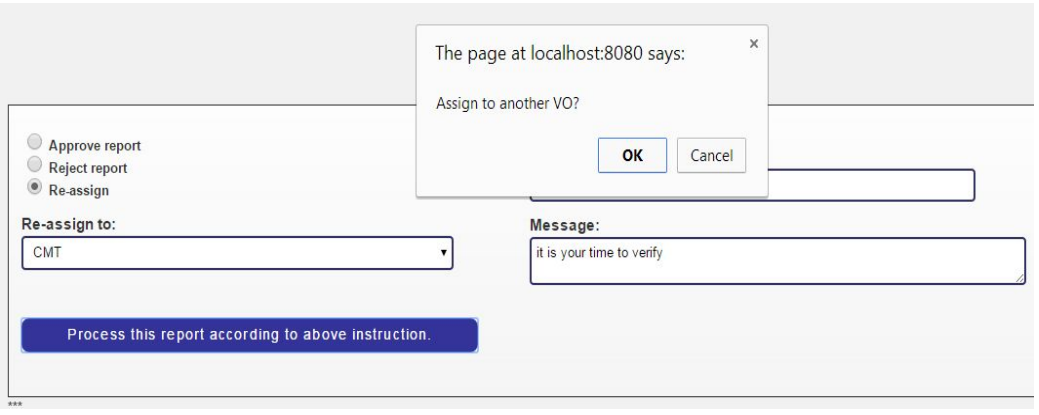
- Manager will see the pending claim in '**Approval'** after log in:



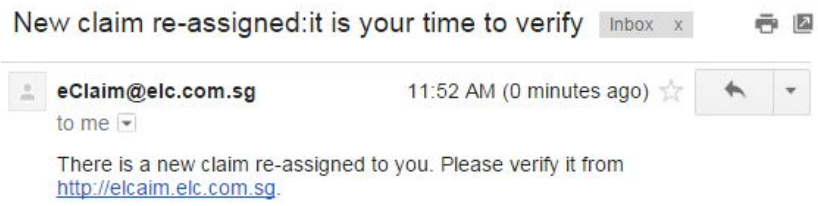
- After press '**Select'** manager could Approve/Reject/Re-assign the claim with message which will be emailed to the submitter or new VO(for Re-assign):



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



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



5. Procedure for leave:

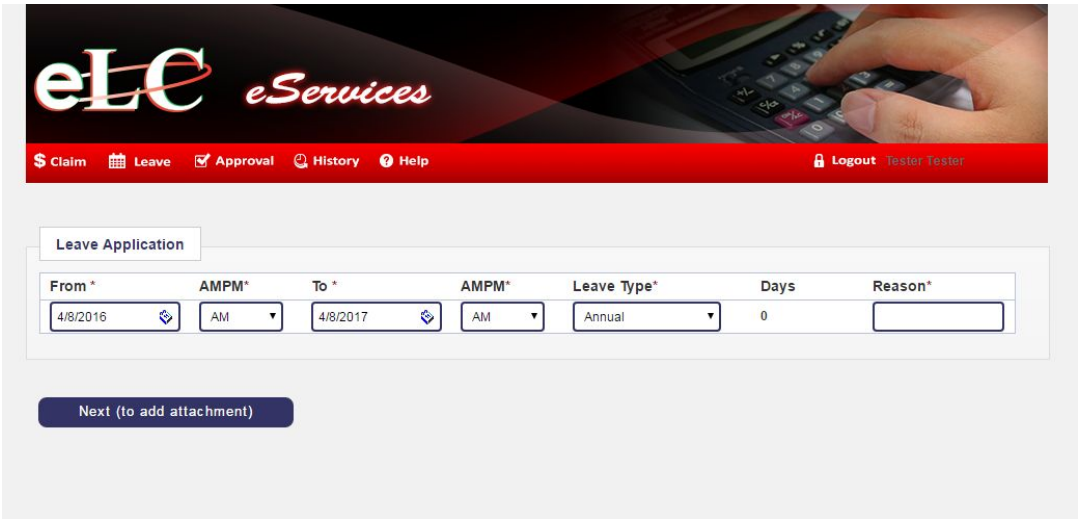
Basic information

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

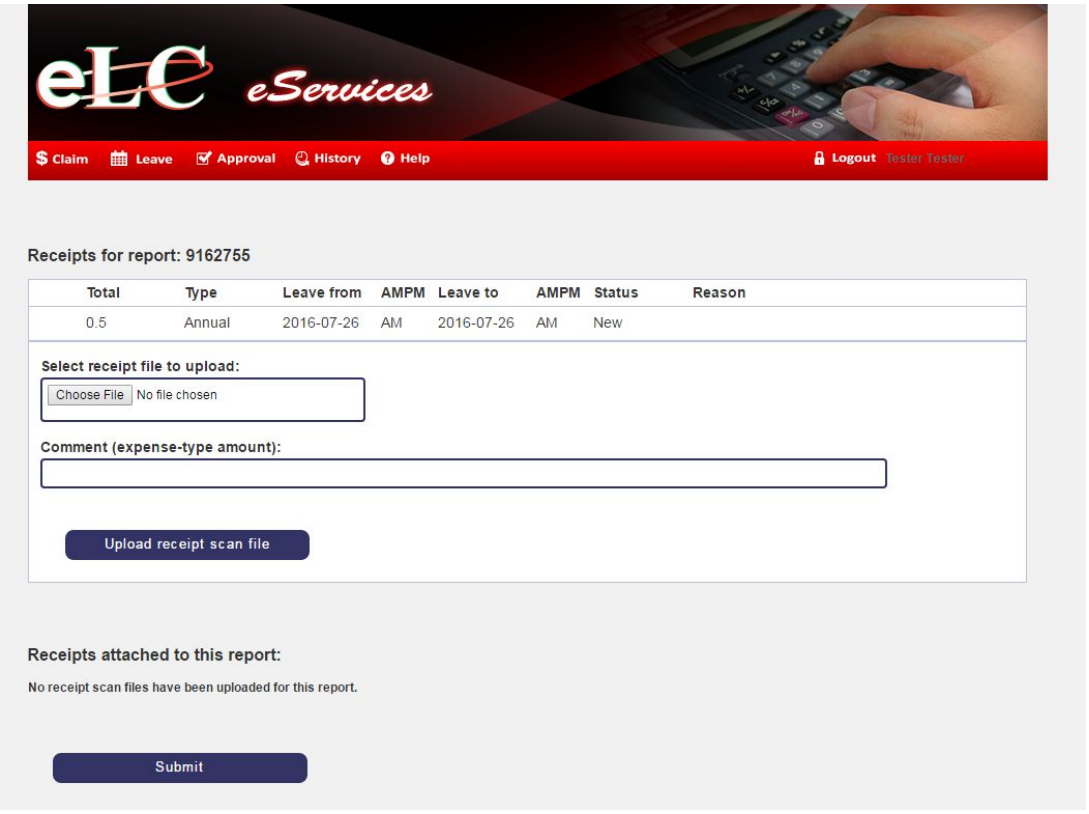
- Leave status:
    - **New**: created by user and waiting for VO to verify
    - **Verified**: approved by VO and waiting for AO to approve
    - **Rejected**: rejected by VO/AO
    - **Approved**: approved by AO
    - **Credit**: HR add leave for users
    - **Offset**: HR deducted leave for users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

Applicants to apply leave

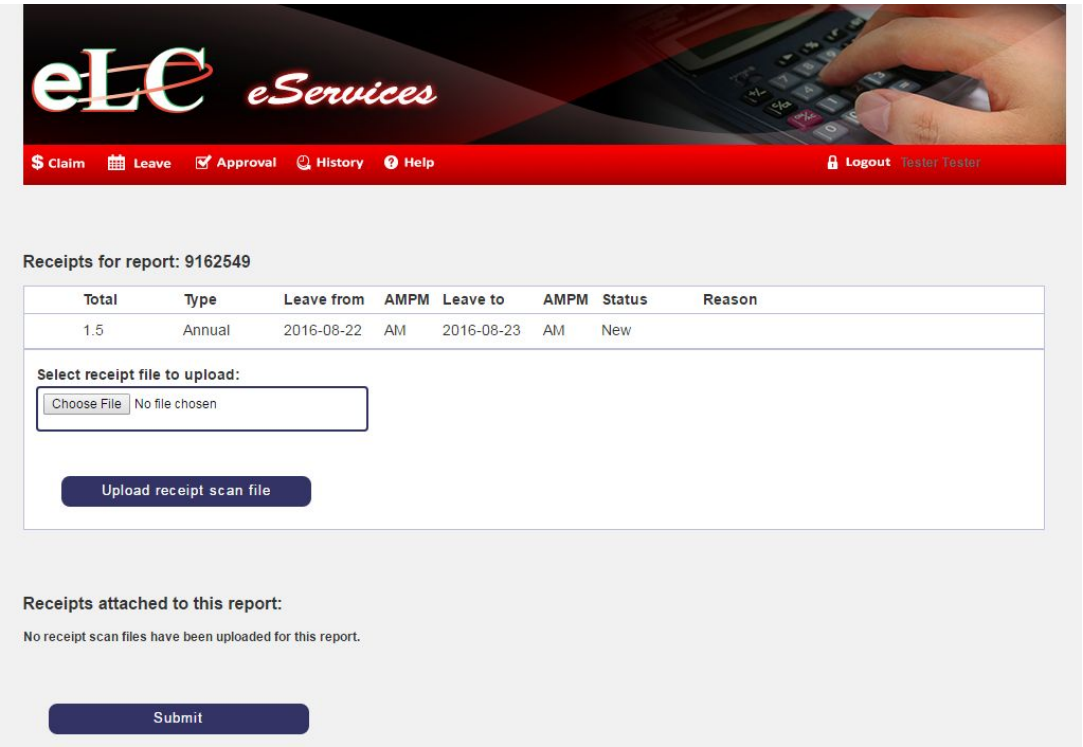
- Press to open leave application page:



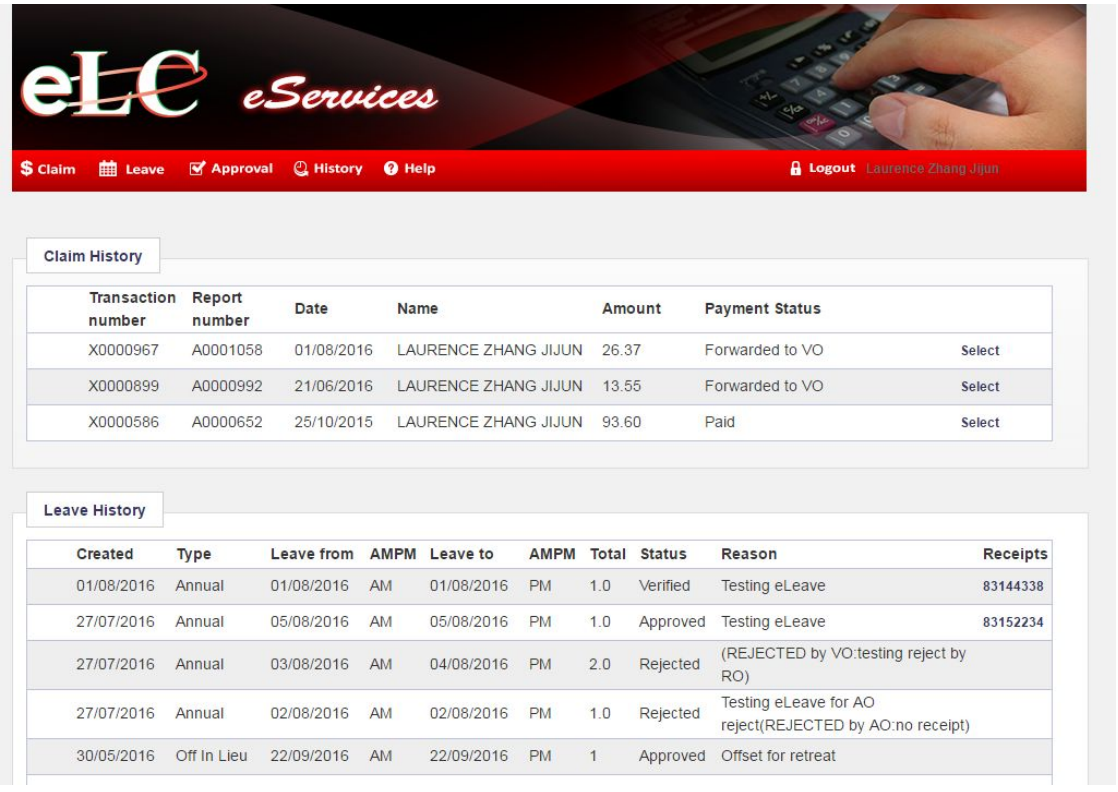
- Press '**Next (to add attachment)**' button after filling all required information



- 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:

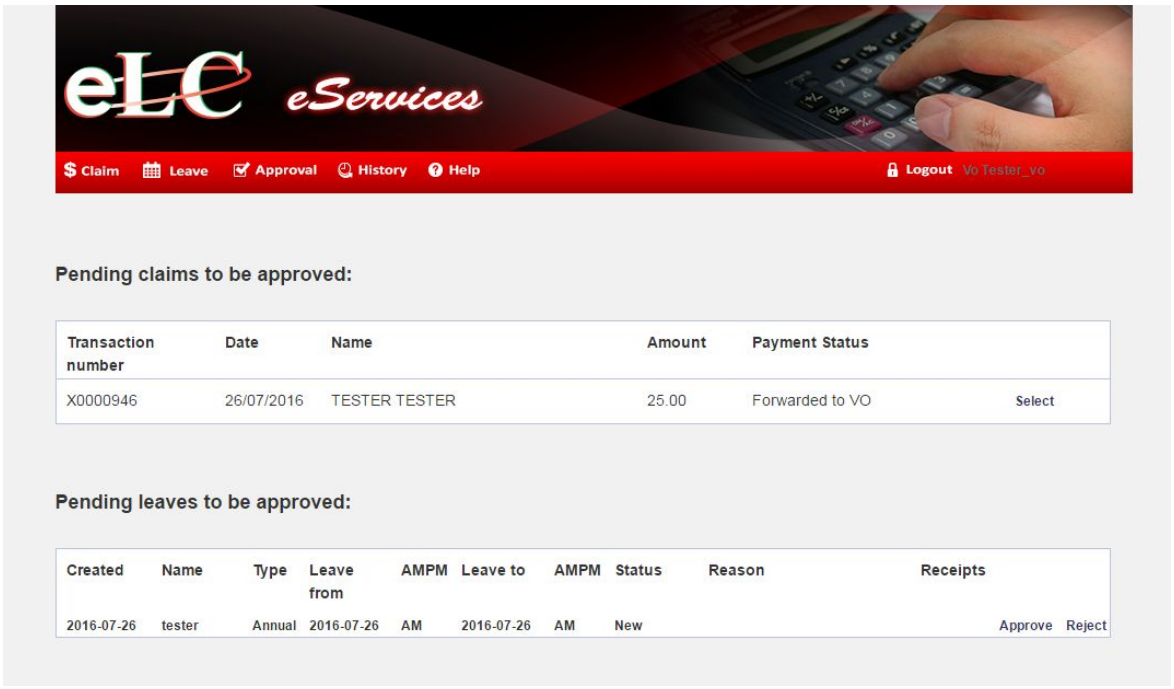


- Press '**Submit**' to submit leave application after attaching required documents

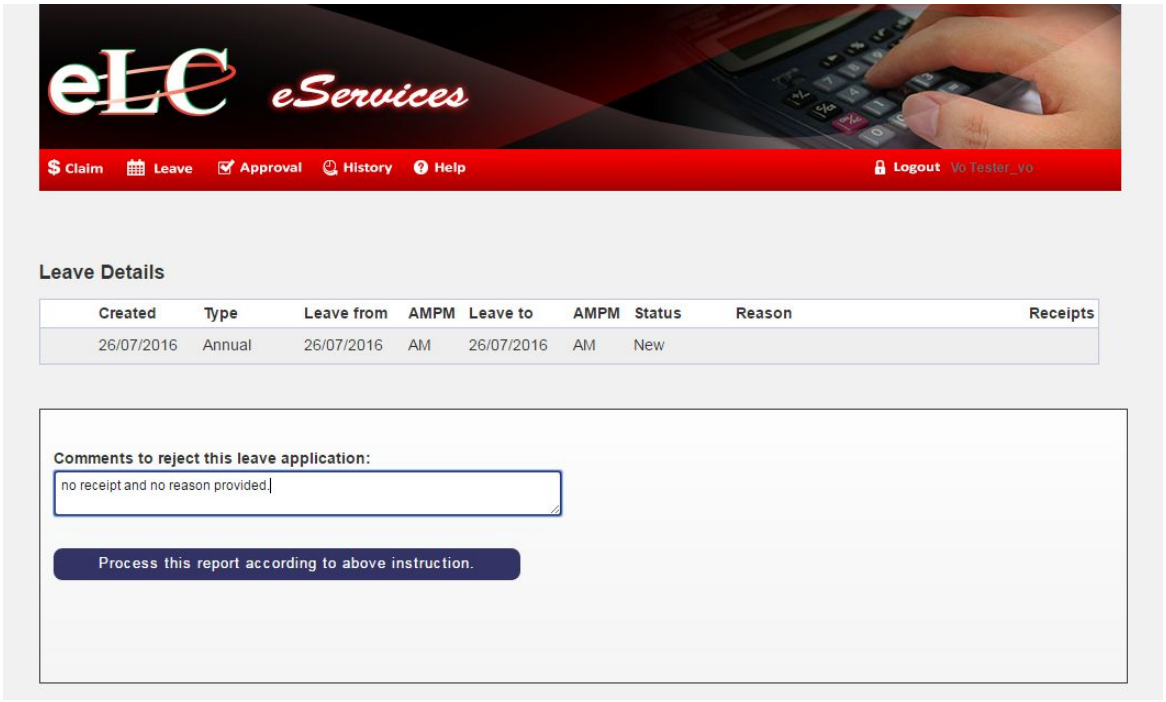


Verify officers (BU heads)

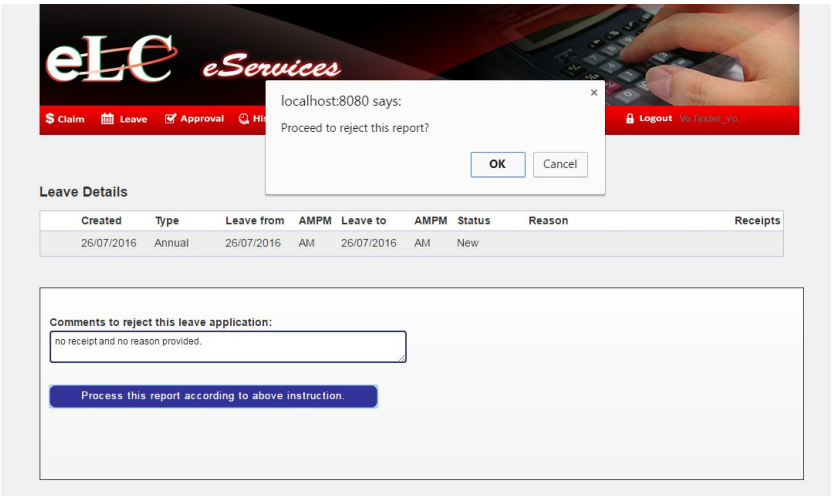
Press to enter approval waiting list after log in



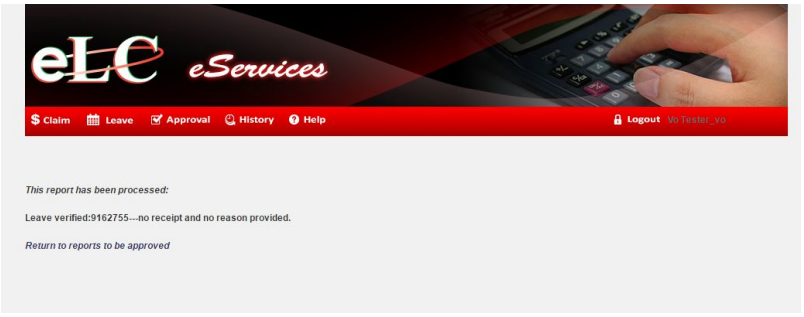
Press '**Reject**' to add reason for rejection



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



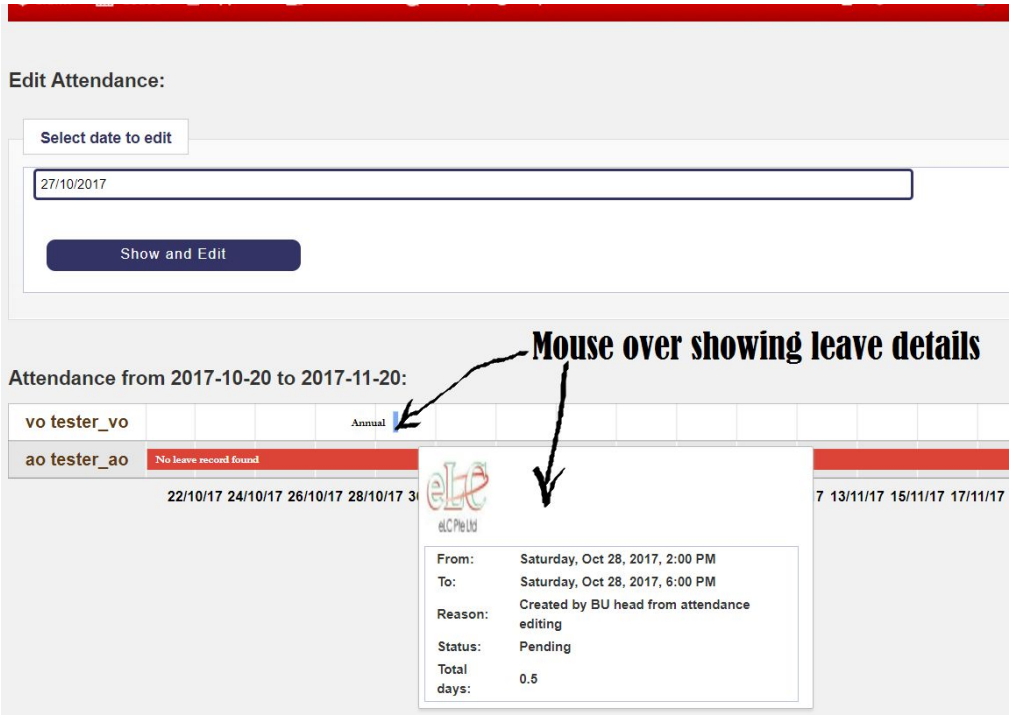
Confirmation page is shown:



Edit attendance (BU heads)

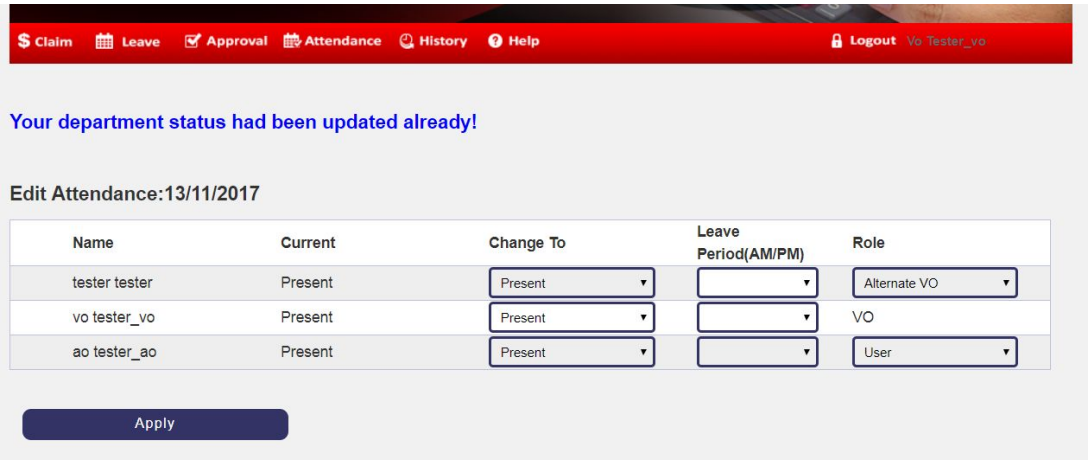
Press

to enter attendance editing page after log in

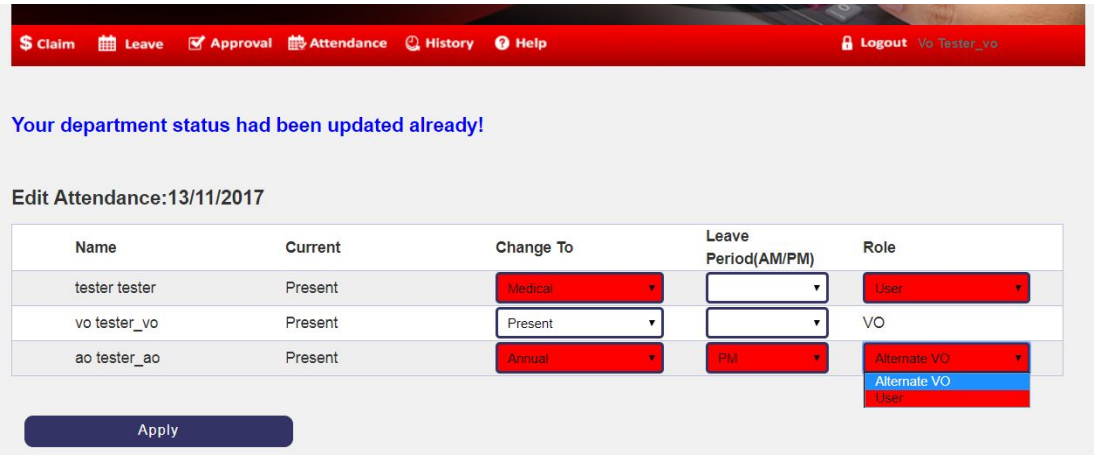


- Click on the date field to select attendance date:

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



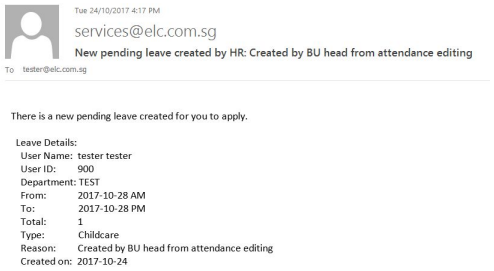
- Change the attendance(red color if changed) and click on button “Apply” to modify it:



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:


Tue 24/10/2017 4:17 PM

services@elc.com.sg

New pending leave created by HR: Created by BU head from attendance editing

To tester@elc.com.sg

There is a new pending leave created for you to apply.

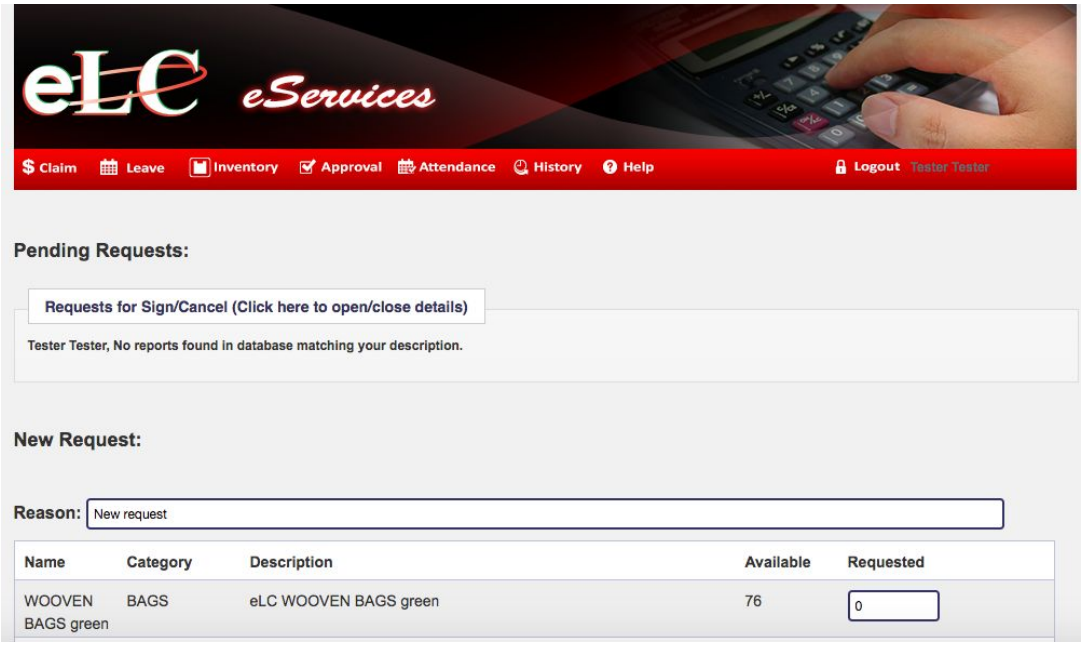
Leave Details:
User Name: tester tester
User ID: 900
Department: TEST
From: 2017-10-28 AM
To: 2017-10-28 PM
Total: 1
Type: Childcare
Reason: Created by BU head from attendance editing
Created on: 2017-10-24

- User will have a new pending leave to apply

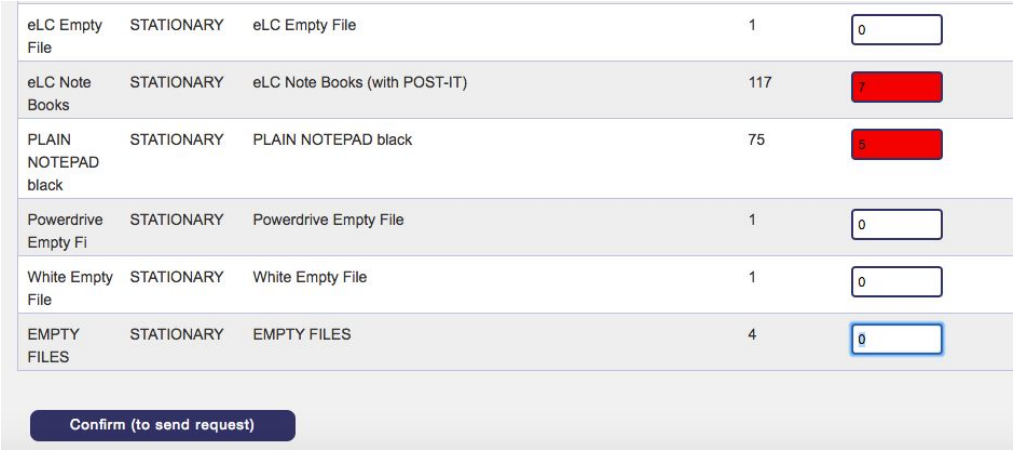
6. Procedure for inventory

- Press

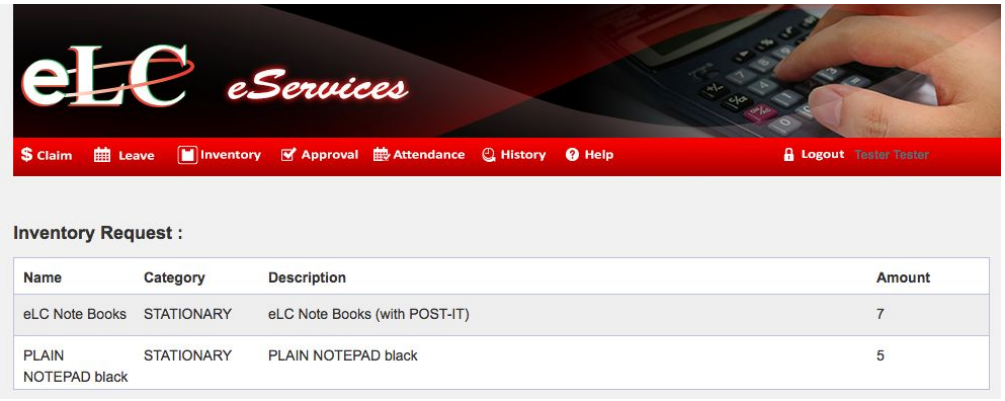
to enter inventory submission page after login



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



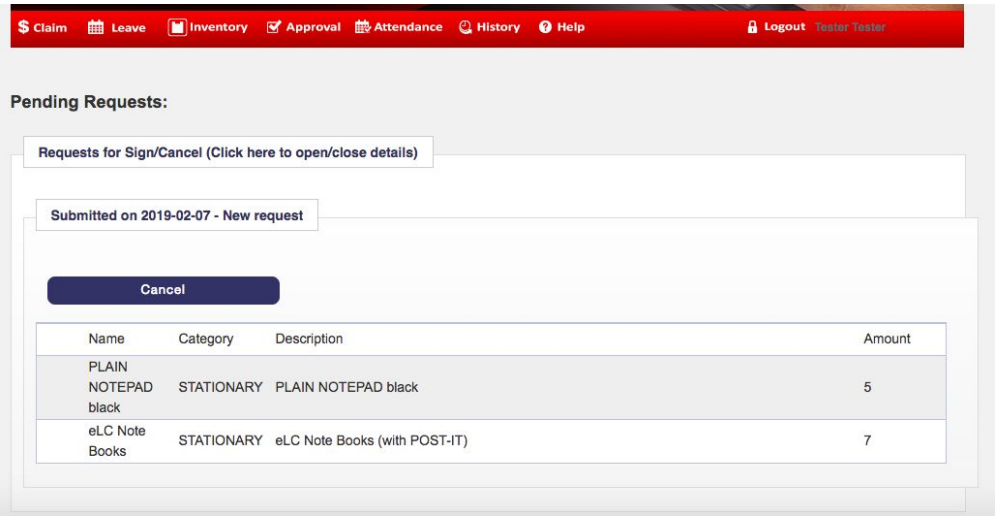
- Confirmation page is shown after your request has been submitted successfully:



- 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.



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

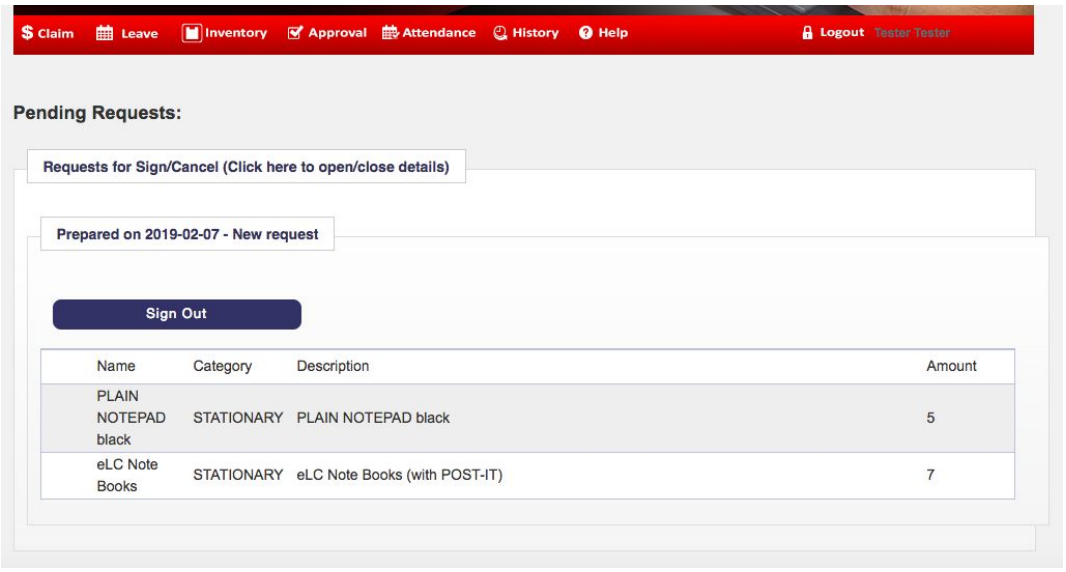
```
Your inventory request is prepared:

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

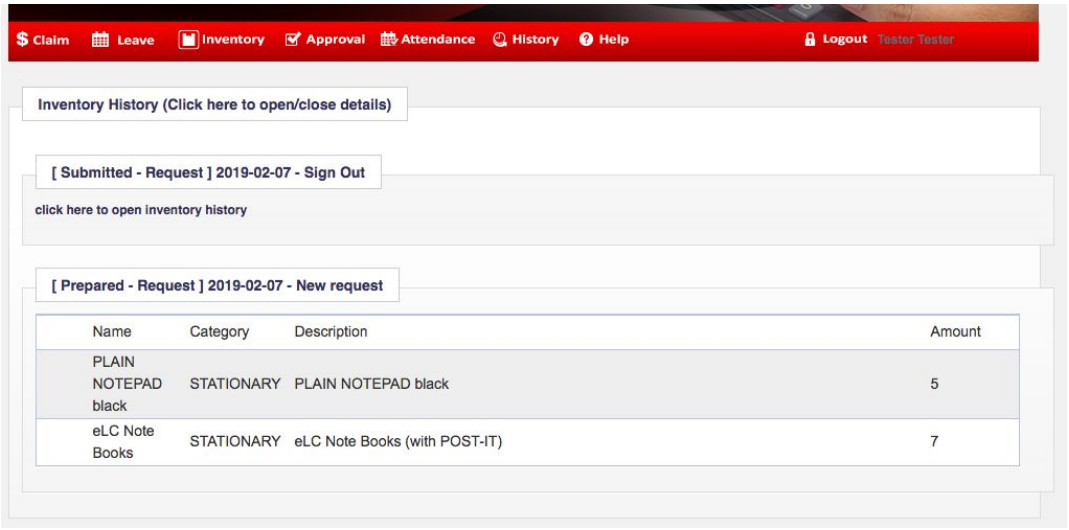
- You have to sign out the request at

-> “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”



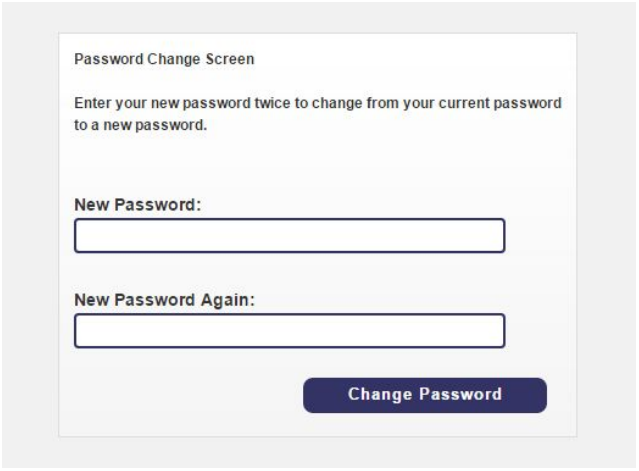
7. Help menu

- Press ‘**Help’** menu:
  - “User manual” link allows user to open the user manual (.pdf format).
  - “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