CARTUS

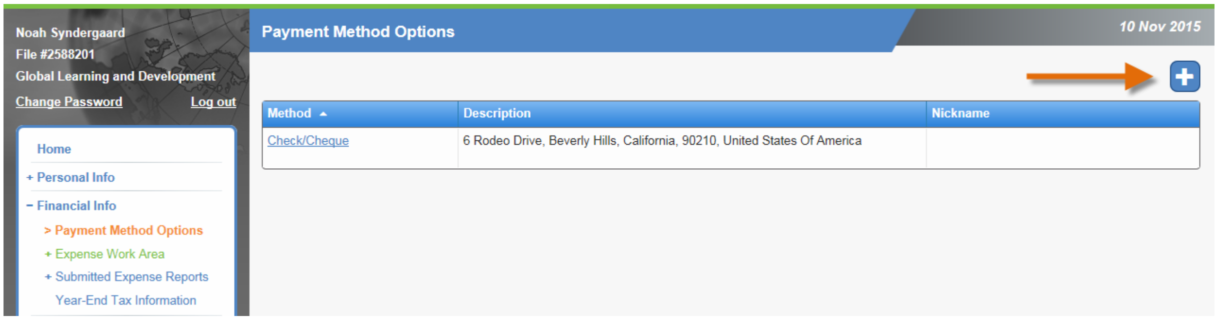
CartusOnline
Expense Submission Guide

The following guide will walk you through submitting an expense report, along with key reminders and best practices to ensure you get your reimbursement in a timely fashion.

Please note the process may vary depending on your relocation policy and differ from your business T&E benefits. Please contact your Relocation Consultant for policy clarification.

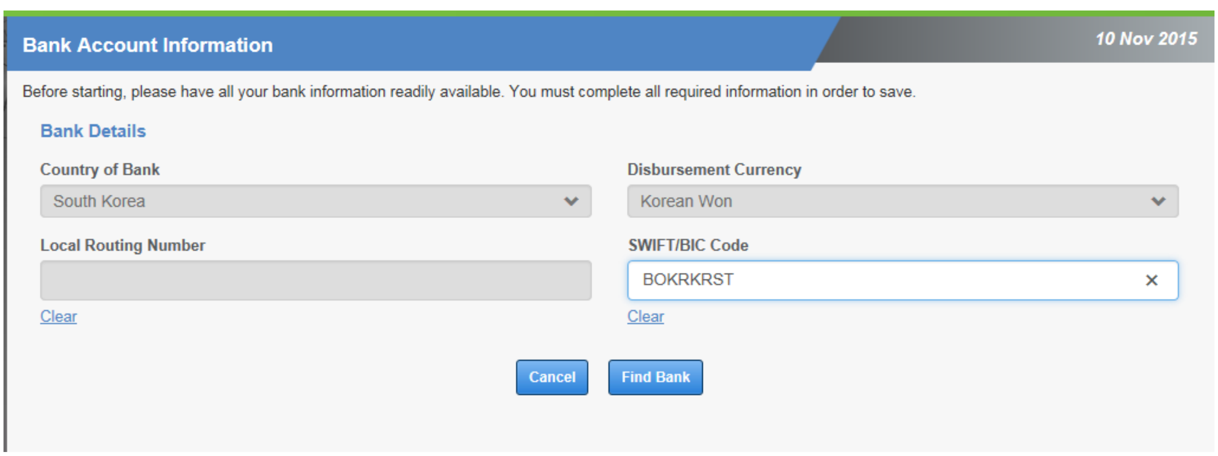
CartusOnline – Expense Submission Guide

Entering Banking Information



After registering for CartusOnline one of the first tasks that should be completed is to enter your payment method information. If you wish to receive funds via electronic funds transfer, your banking information must be provided.

1. Click **Financial Info** and select **Payment Method Options**
2. Click the  icon which will give you two options; **Add Electronic Reimbursement** or **Add Check/Cheque**
3. Select **Add Electronic Reimbursement**

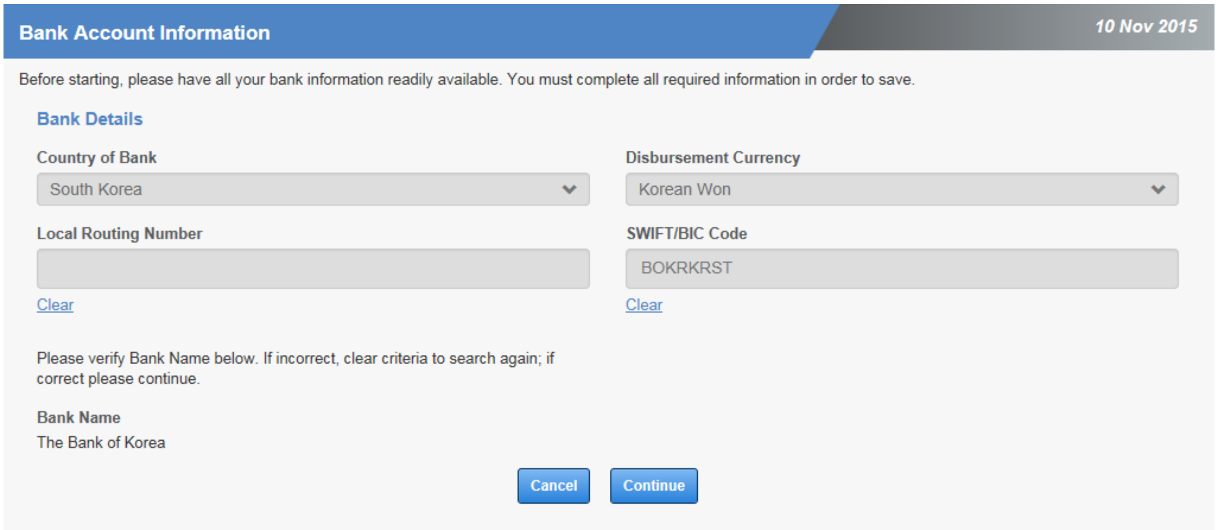


4. Select the **Country of Bank** from drop down
5. Select **Disbursement Currency** from the drop down
6. Click the **Continue** button
7. Enter the **Local Routing Number** (if applicable)
8. Enter the **SWIFT/BIC Code**
9. Click the **Find Bank** button

Note:
The banking information entered should be for the account you anticipate sending the majority of your reimbursements to, but you are able to set up multiple methods if needed

CartusOnline – Expense Submission Guide

Entering Banking Information



Bank Account Information — 10 Nov 2015

Before starting, please have all your bank information readily available. You must complete all required information in order to save.

Bank Details

Country of Bank: South Korea

Disbursement Currency: Korean Won

Local Routing Number:

SWIFT/BIC Code: BOKRKRST

Clear

Clear

Please verify Bank Name below. If incorrect, clear criteria to search again; if correct please continue.

Bank Name

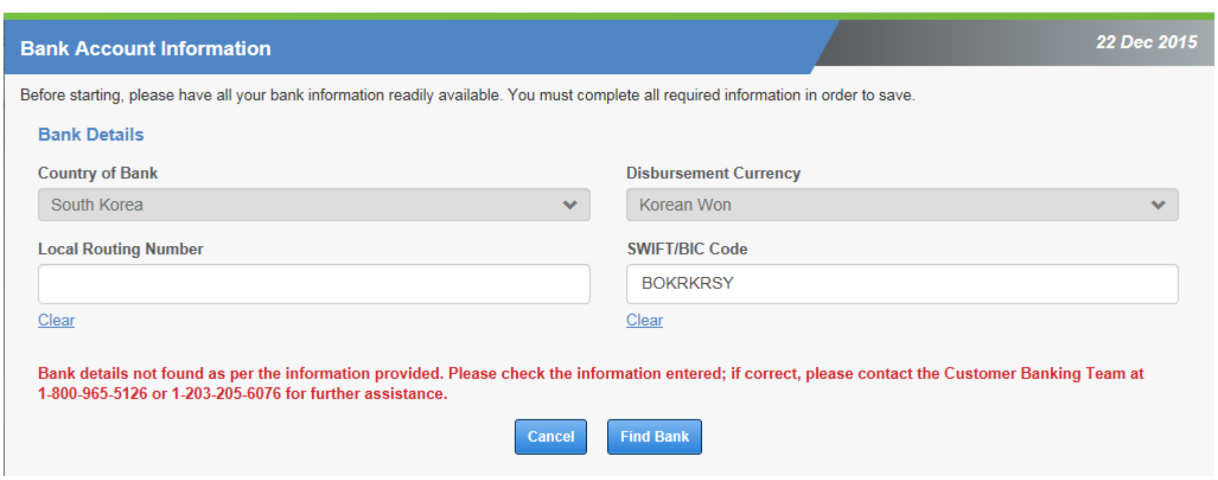
The Bank of Korea

Cancel | Continue

10. Verify the correct bank has populated on the page
11. Click the **Continue** button

Once your bank has been validated, enter your account information and the rest of your banking instructions.

Note:
If your bank is not populating based on the information you provide, please contact our Customer Bank Team and they will assist you



Bank Account Information — 22 Dec 2015

Before starting, please have all your bank information readily available. You must complete all required information in order to save.

Bank Details

Country of Bank: South Korea

Disbursement Currency: Korean Won

Local Routing Number:

SWIFT/BIC Code: BOKRKRSY

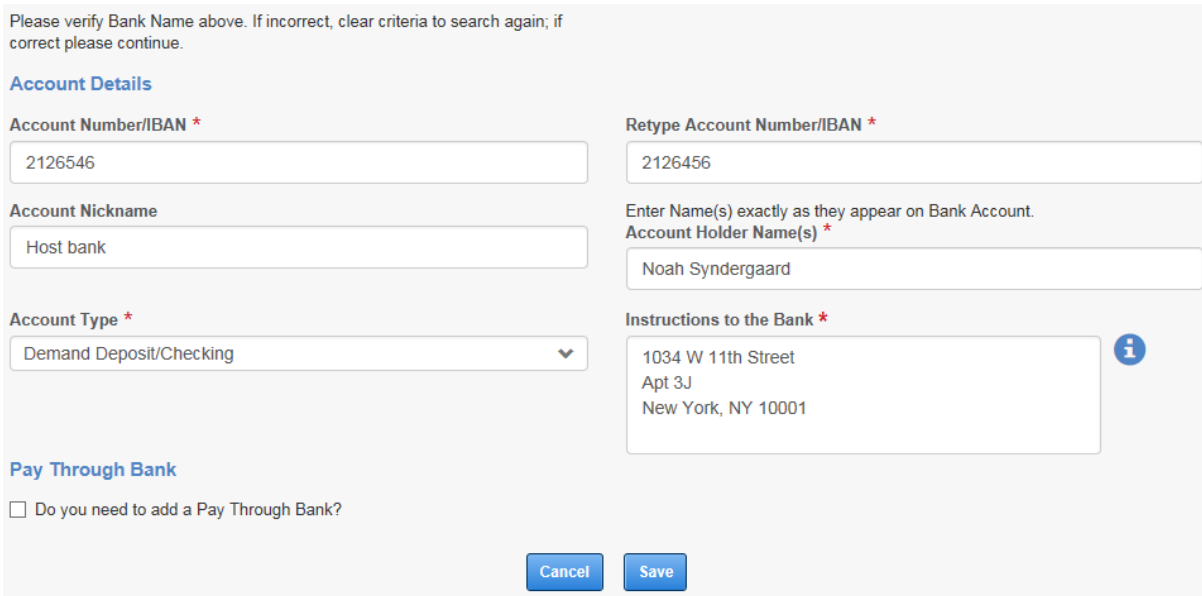
Clear

Clear

Bank details not found as per the information provided. Please check the information entered; if correct, please contact the Customer Banking Team at 1-800-965-5126 or 1-203-205-6076 for further assistance.

Cancel | Find Bank

Entering Banking Information



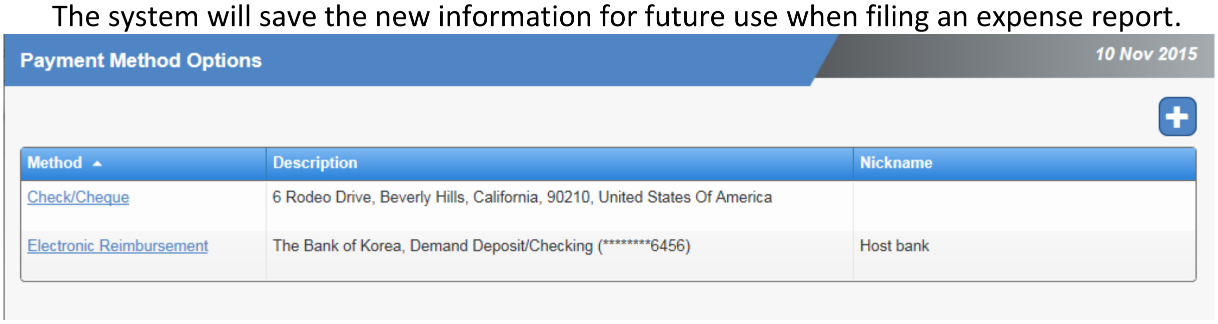
1. Complete your bank account information:

Tip: contact your bank if you are unsure about any information to help expedite receipt of your expense reimbursement.

- **Account Number/IBAN**
- **Account Nickname** (easier to identify when multiple banks are listed, home versus host bank)
- **Account Holder Name(s)**
- **Account Type** (i.e. savings/checking)
- **Instructions to the Bank**

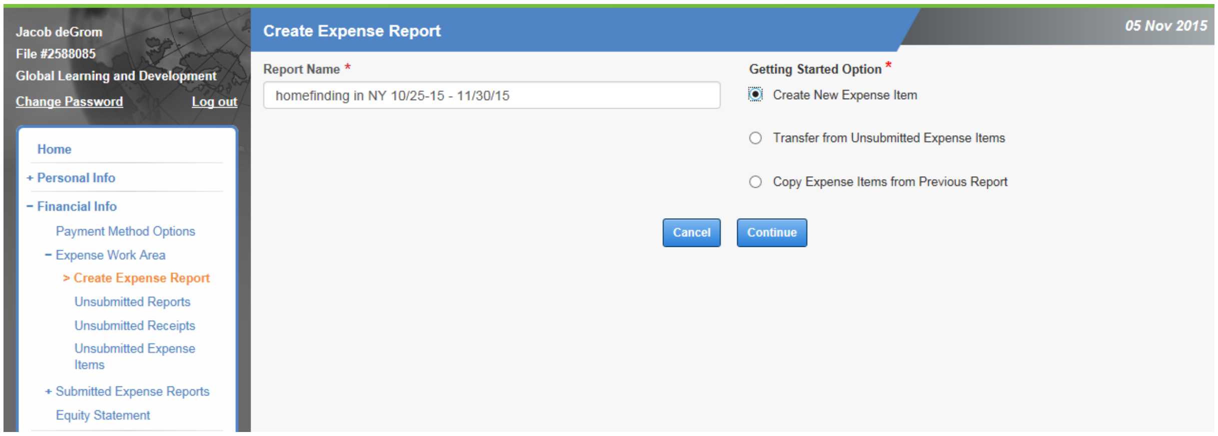
2. Click the **Save** button

The system will save the new information for future use when filing an expense report.



Note:
Incorrect or incomplete banking information is a leading cause of delayed payments

Submitting an Expense Report



To begin filing an expense report via CartusOnline:

1. Click on **Financial Info** to expand this section of CartusOnline
2. Click **Expense Work Area**
3. Click **Create Expense Report**
4. Enter **Report Name**.

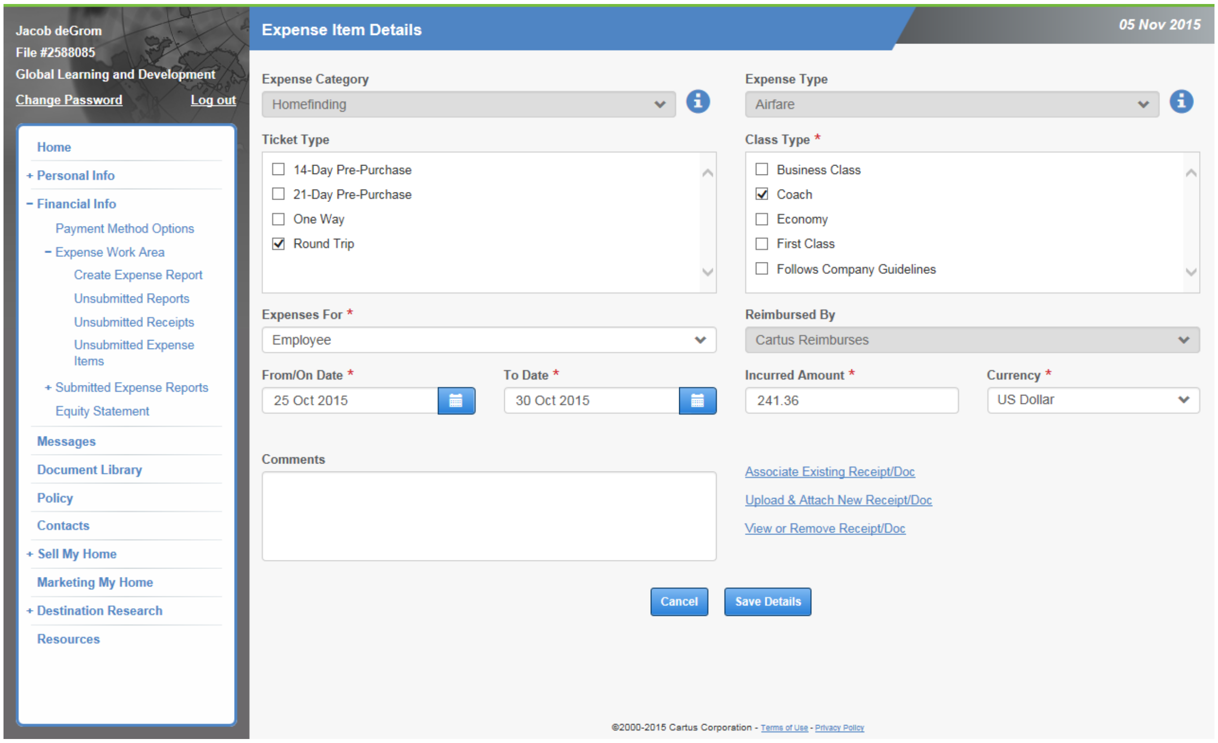
Tip: name your expense report using the expense category and dates to more easily track your submitted reports and refer back to them when needed. Examples: Homefinding 10/18/15 - 10/22/15; Temporary Living 11/16/15-11/30/15

5. Click **Create New Expense Item**
6. Click **Continue**

Note:
You may also:

- Add expense lines you drafted but haven't filed yet by selecting **Transfer from Un-submitted Expense Items** and then clicking **Continue**
- Create a new report from previously submitted expense by choosing **Copy Expense Items from Previous Report** and clicking **Continue**
- Or complete a report in "Draft" status by choosing **Unsubmitted Reports**

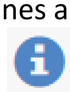
Submitting an Expense Report - Adding Expense Item Details



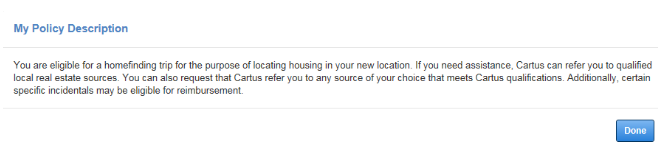
To fill in the details of the expense report:

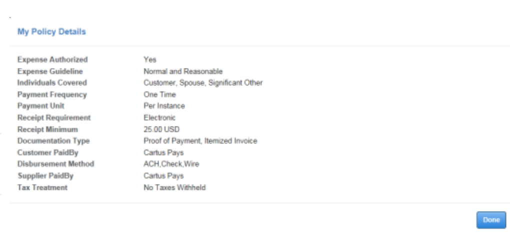
1. Click on the **Expense Category** drop down box and select the applicable Category.

2. Click on the **Expense Type** drop down box to further define the expense, expense category, or reimbursement. If you cannot find the applicable **Expense Type,** contact your Consultant immediately.

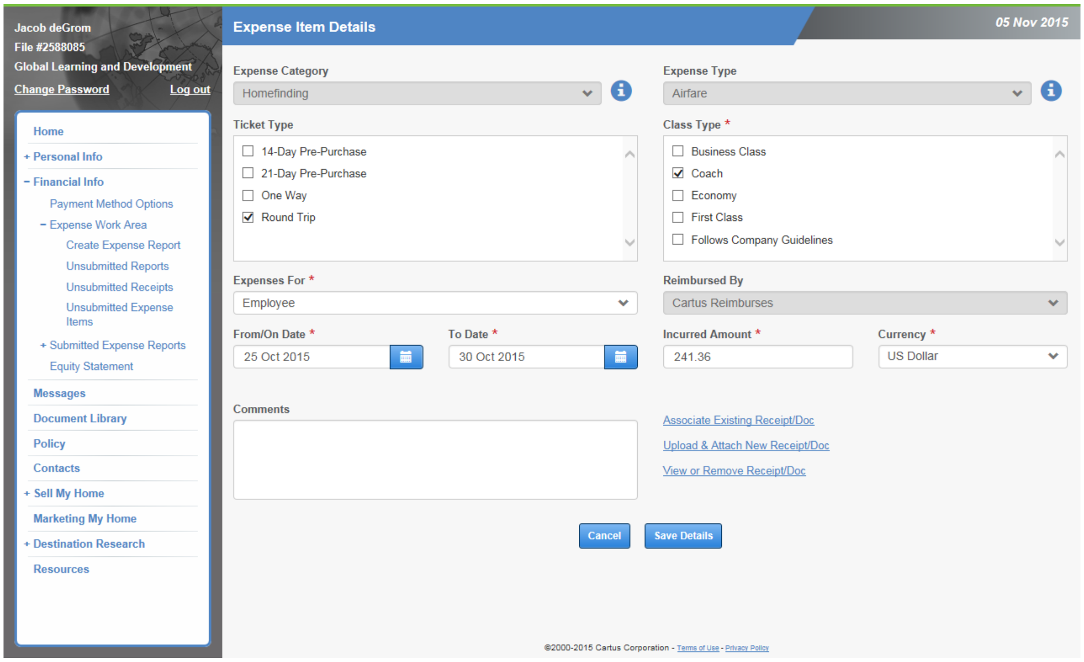
3. To insure that expenses are within the guidelines and limits of your Relocation Policy, it is highly recommended that you review the  icons for:

   - Expense Category – displays the policy description
   - Expense Type – displays policy details such as receipt requirements





Submitting an Expense Report - Adding Expense Item Details



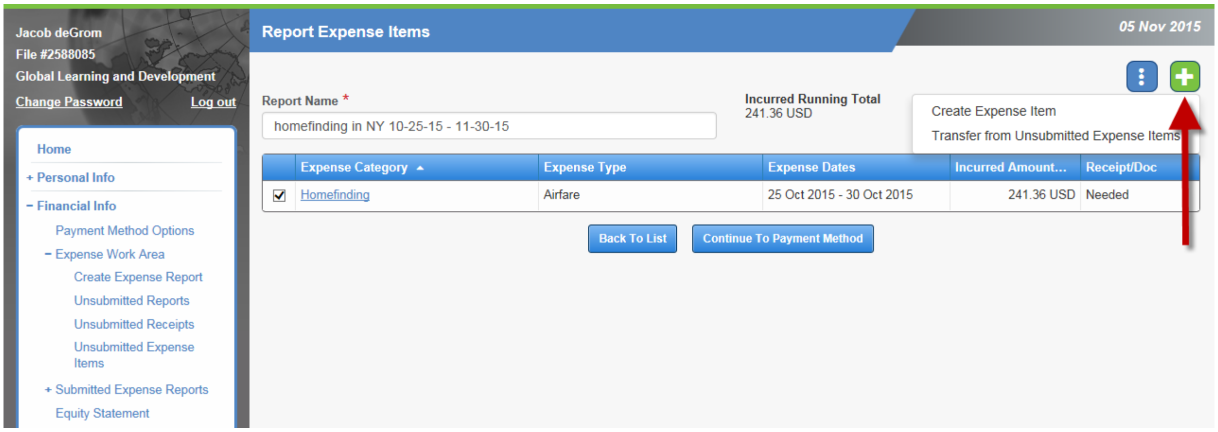
4. Complete the expense item details:
   - **Expenses For**
   - **Reimbursed By** options are set by your policy and will default to one of the following:
     - *Cartus Reimburses* - Cartus disburses payment
     - *Employer Will Pay* – Cartus audits and your employer disburses through payroll
   - **Expense Date(s) from/to**
   - **Incurred Amount**
   - **Currency** (currency shown on receipt)
   - **Comments** Please use this field to add details on any unusual items that might require an explanation.
5. **Receipt/Documentation -** there are multiple options for adding receipts:
   - **Associate Existing Receipt/Doc** currently in the Unsubmitted Receipts area or already attached to another expense line item within this report
   - **Upload & Attach New Receipt/Doc**
   - **View or Remove Receipt/Doc**
6. Click on **Save Details** button

Note:

- Maximum Attachment Size: 5MB per expense line item
- Allowable Document Types: PDF, TIFF, TIF, JPG, JPEG, GIF, BMP, and PNG

***Expenses submitted without proper documentation will result in a non-reimbursement. ***

Submitting an Expense Report - Adding Expense Item Details

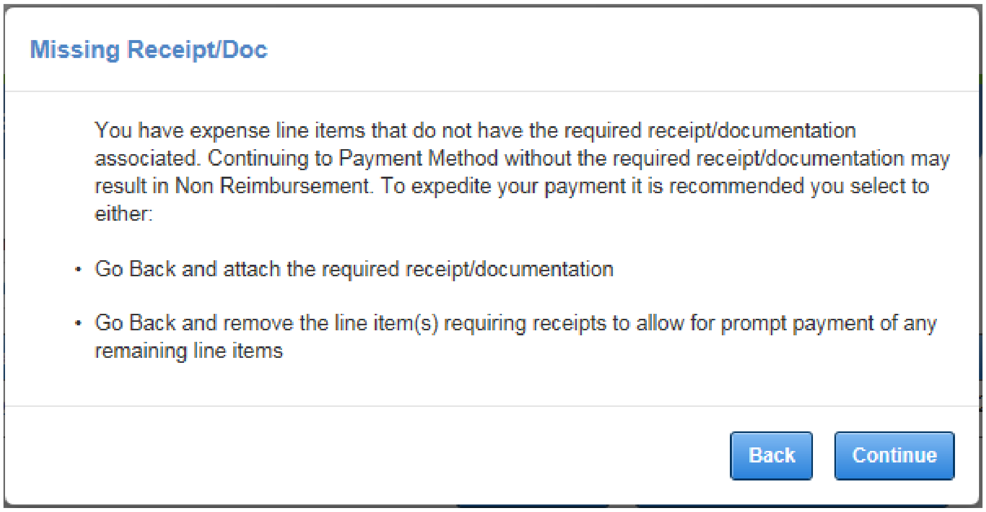


7. To add more expense lines click the  icon which will give you two options:
    - **Create Expense Item** – brings you back to the category selection screen
    - **Transfer from Unsubmitted Expense Items** – allows you to select expense lines previously drafted and saved in Unsubmitted Expense Items
8. When you are finished entering your expenses, click on the **Continue To Payment Method** button. This will take you to the **Select Payment Options** screen.

Tips:

- As you add each line, refer to the Receipt/Doc column for guidance on whether a receipt/doc is needed, is attached, or is not required
- You can start a report now and finish it later; any reports you begin and have added at least one line will automatically save and can be found in the **Unsubmitted Reports** area when you are ready

Submitting an Expense Report - Adding Expense Item Details



If you proceed to the payment screen without including required receipts or documentation, the system will prompt you to go back and either:

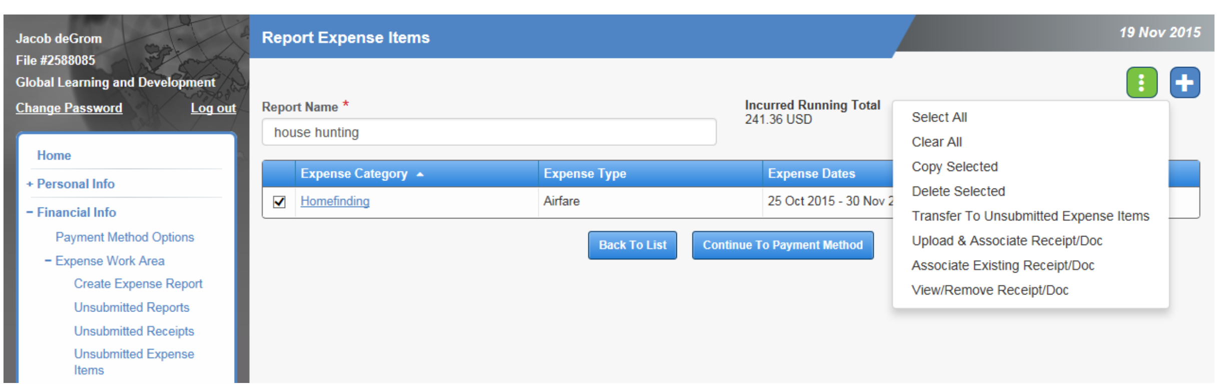
- Attach the documentation
- Remove the line item related the expense you do not have documentation for

before submitting the report.

Tip: Expenses submitted without proper documentation will result in a non-reimbursement.

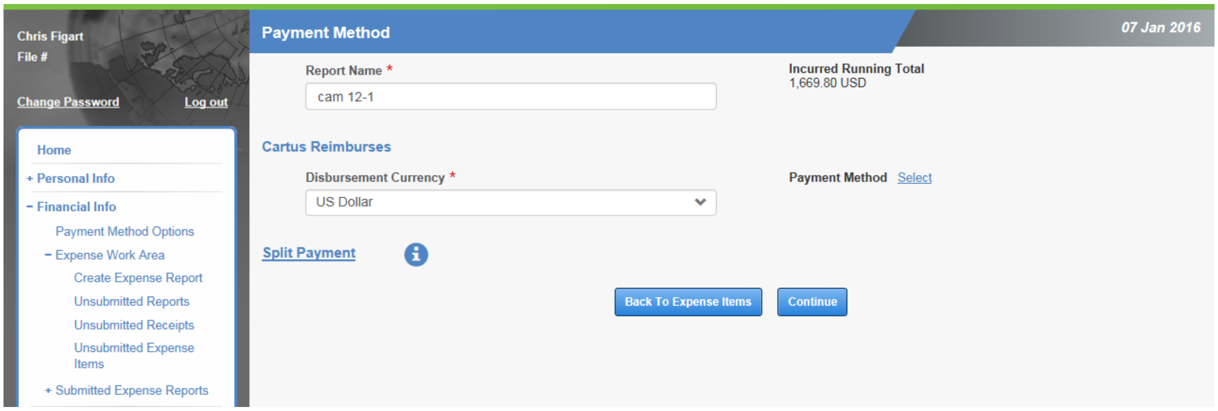
To add the receipt after receiving this pop up:

1. Click **Back**
2. Check the box next to the expense without documentation
3. Select the menu icon 
4. Choose **Upload & Associate Receipt/Doc**
5. **Browse** to locate the documentation and name it to Upload
6. Validate the **Receipt/Doc** column now says “attached”
7. Click **Continue to Payment Method**



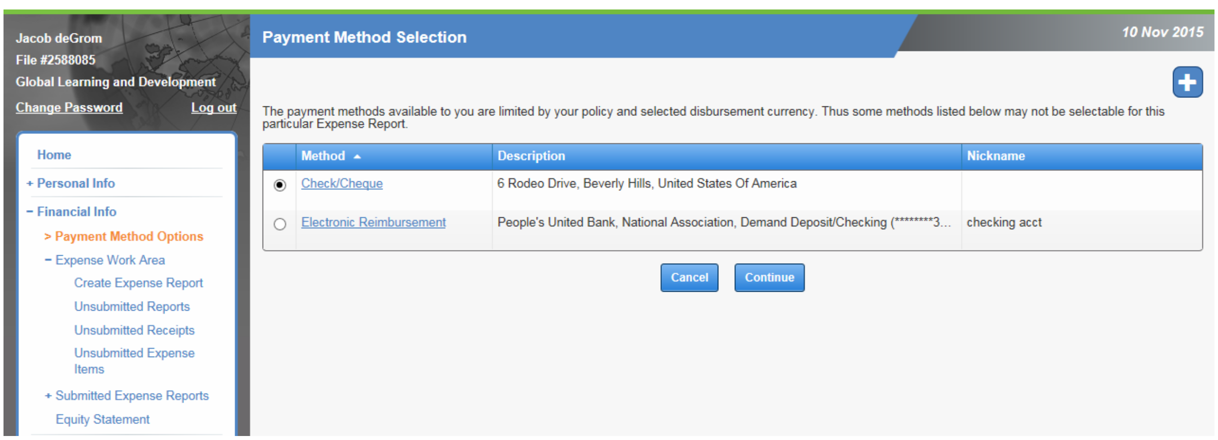
Payment Method Selection – Check/Cheque

Funds can be reimbursed by Check or an Electronic Funds Transfer.



If selecting a Check as the Payment Method:

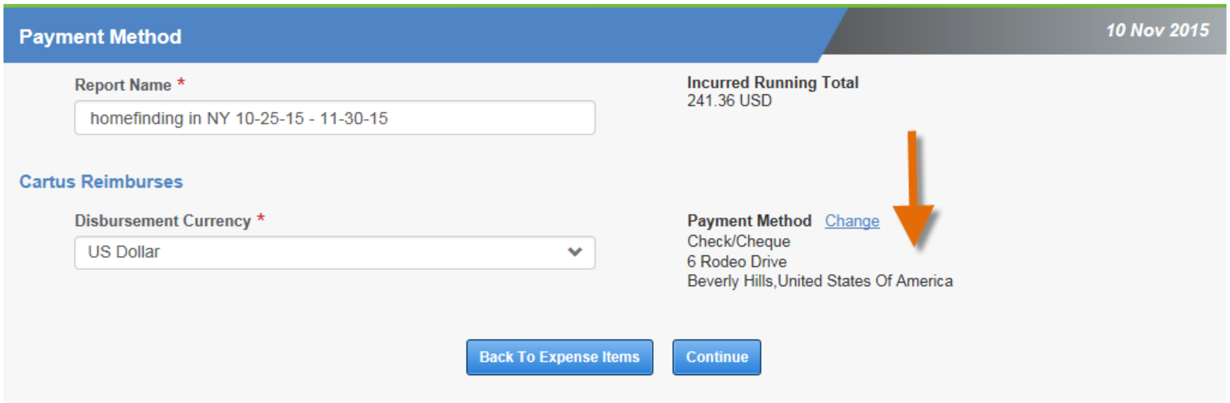
1. Click on the <u>**Select**</u> hyperlink for **Payment Method**



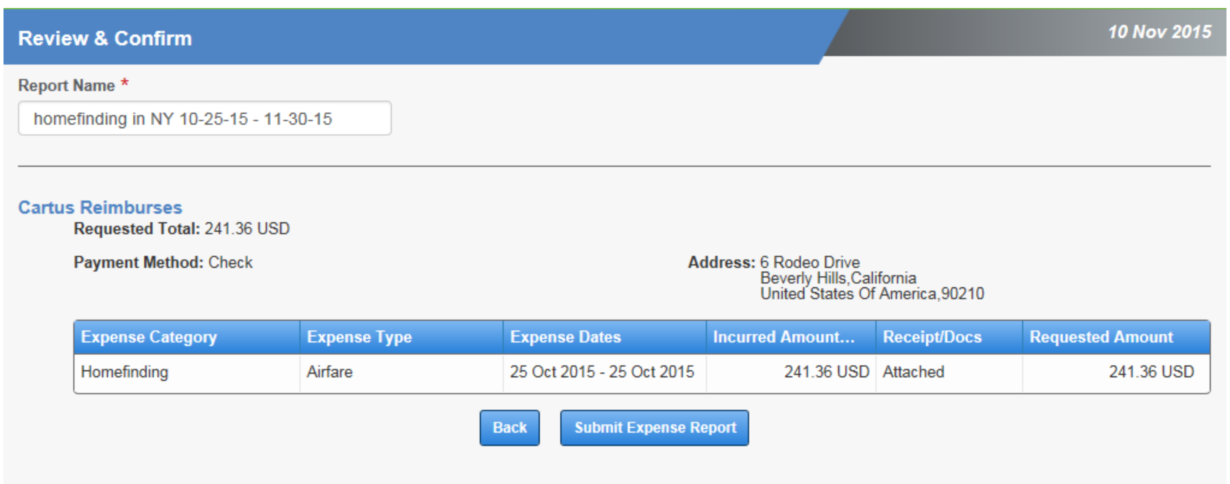
2. Click the radio button for **Check/Cheque**
3. Click the **Continue** button

Note: For electronic funds transfer please see pages 13 – 15
For details on Split Payment please see pages 16

Payment Method Selection – Check/Cheque

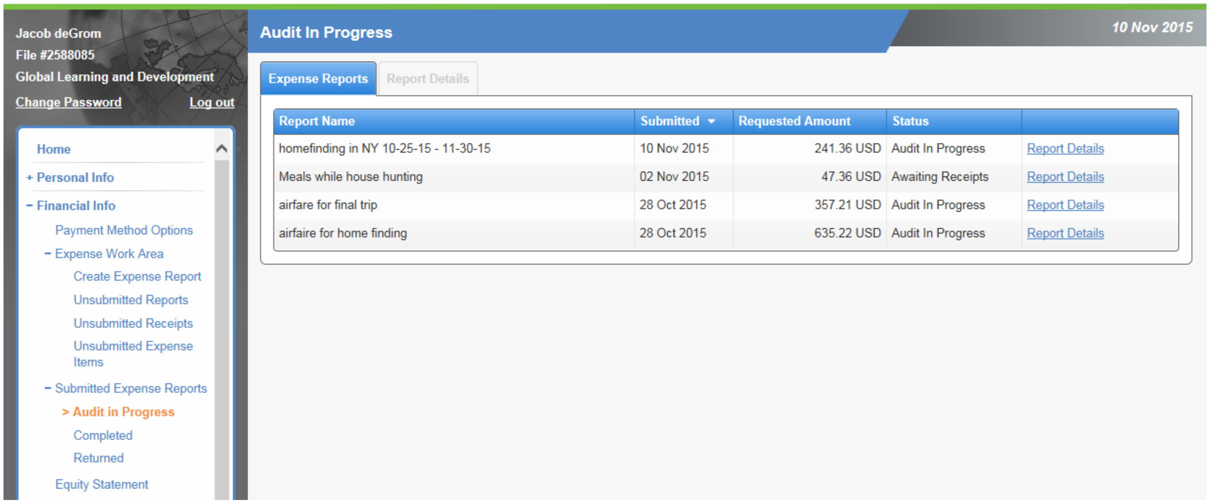


4. Verify the **Payment Method** is displaying the correct mailing address
5. Use the Change hyperlink to edit the address if it is not correct
6. Click the **Continue** button



7. Confirm all details of the expense are correct
8. Click the **Submit Expense Report** button

Payment Method Selection – Check/Cheque

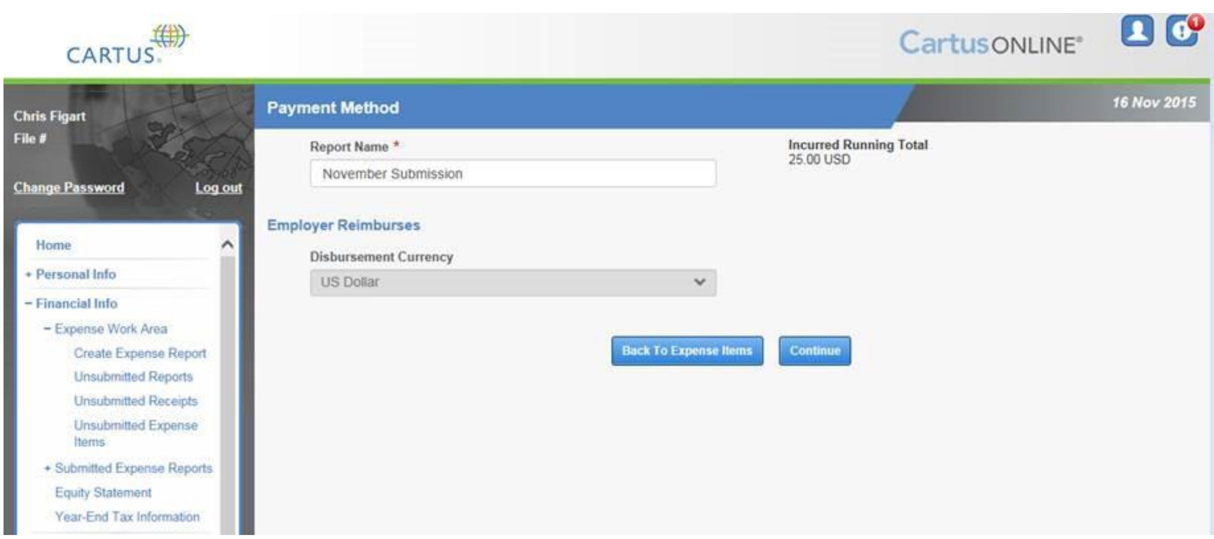


9. The report will now appear in Submitted Expense Reports -Audit In Progress area with that status of **Audit in Progress**

Congratulations! You have successfully submitted your expense report complete with receipts. All that remains is for it to be audited and processed.

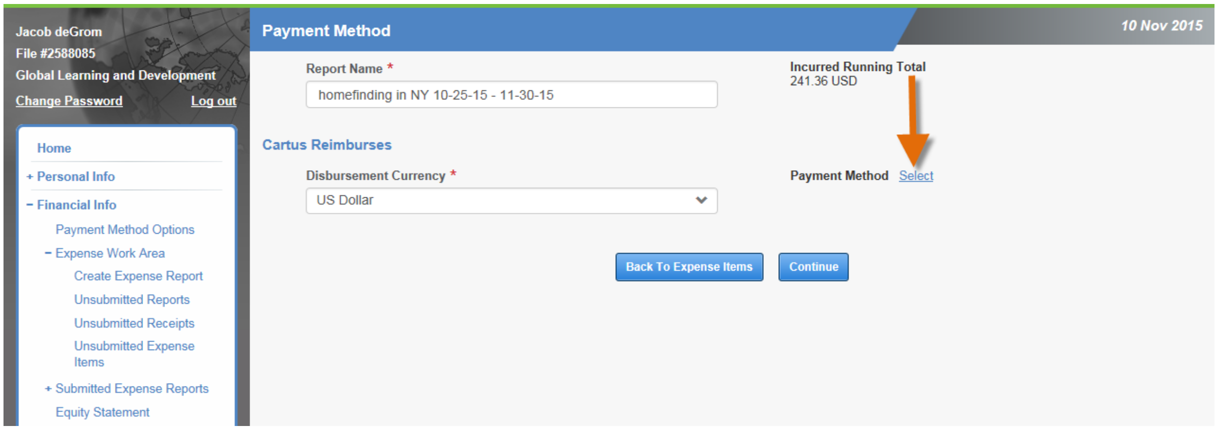
Notes:

- **Split Payment** may be viewable, as an option, if permitted by your employer. Contact your consultant for further assistance, if needed.
- If your employer requires your reimbursements to be processed through payroll (*Employer Will Pay*), selecting a **Payment Method** will not be viewable. Proceed directly to **Continue**.



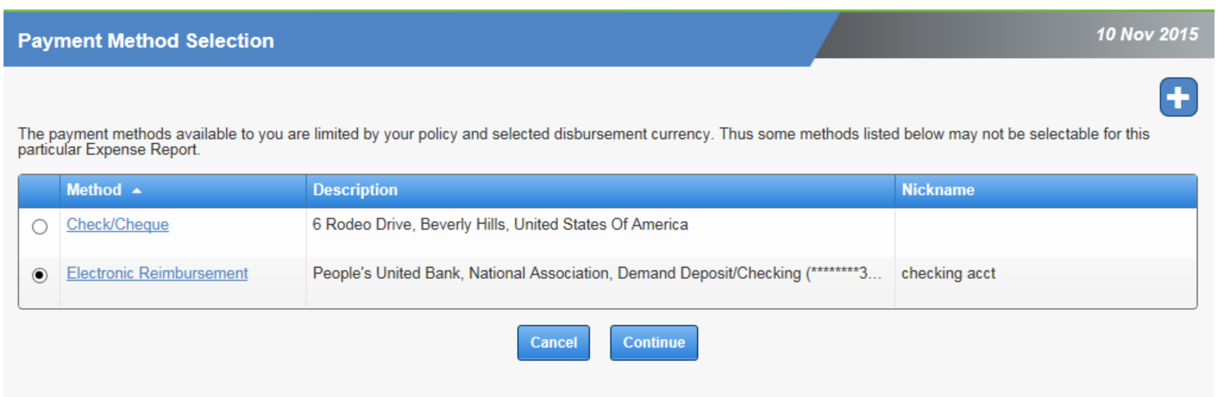
Payment Method Selection – Electronic Reimbursement

Funds can be reimbursed by Check or an Electronic Funds Transfer.



If selecting an electronic funds transfer:

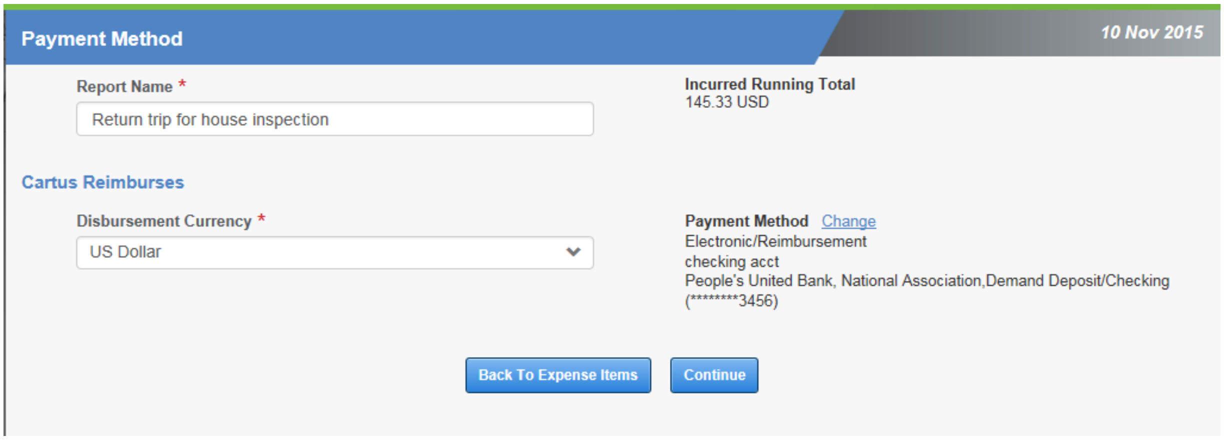
1. Click on the **Select** hyperlink for **Payment Method**



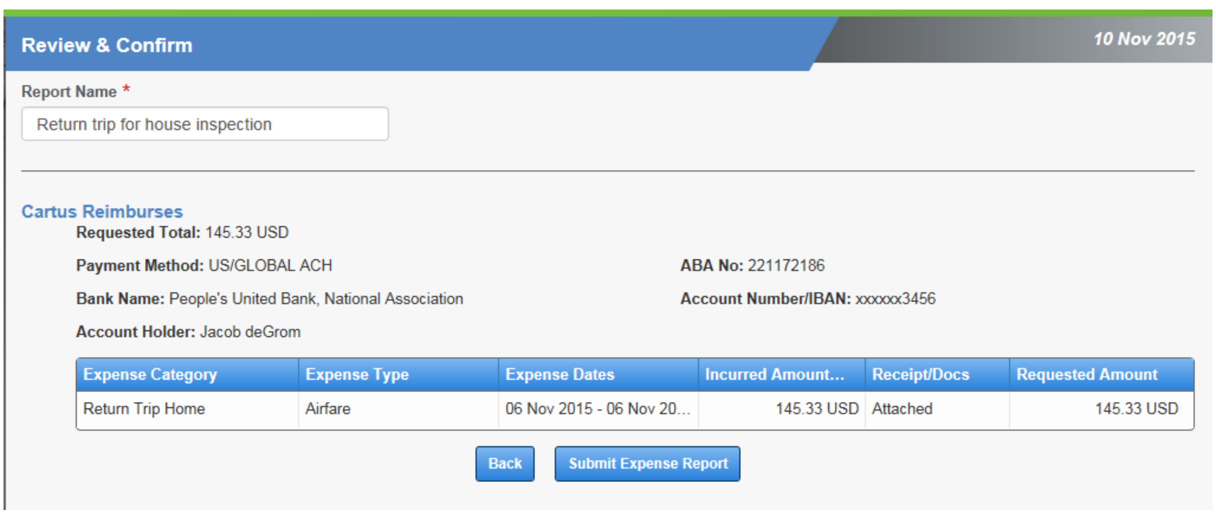
2. Click the radio button for **Electronic Reimbursement**
3. Click the **Continue** button

Note: For checks please see pages 10 - 12

Payment Method Selection – Electronic Reimbursement



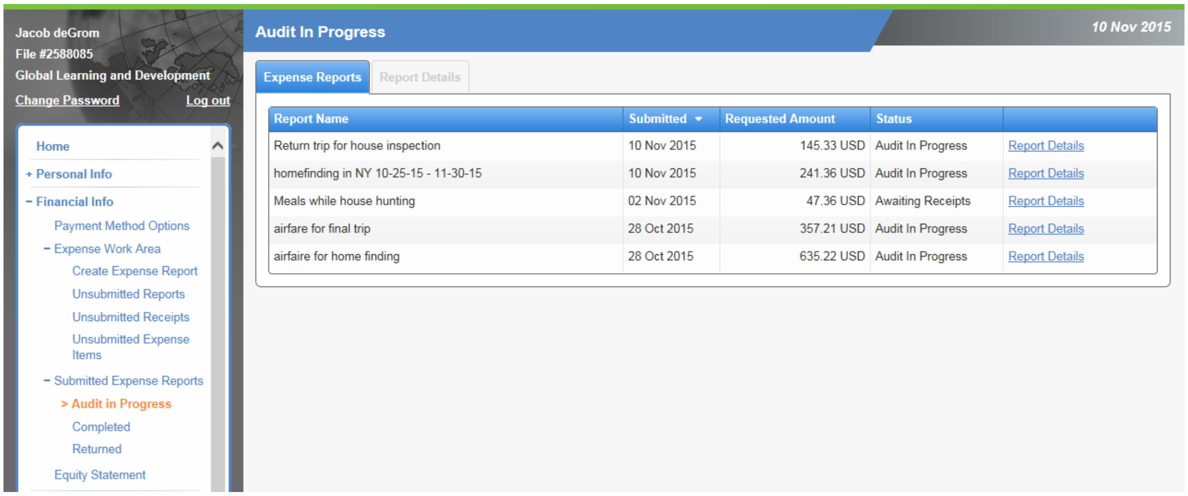
4. Verify the **Payment Method** is displaying the correct banking information
5. Click the **Continue** button
6. Use the Change hyperlink if the banking information is not correct



7. Confirm all details of the expense are correct
8. Click the **Submit Expense Report** button

CartusOnline – Expense Submission Guide

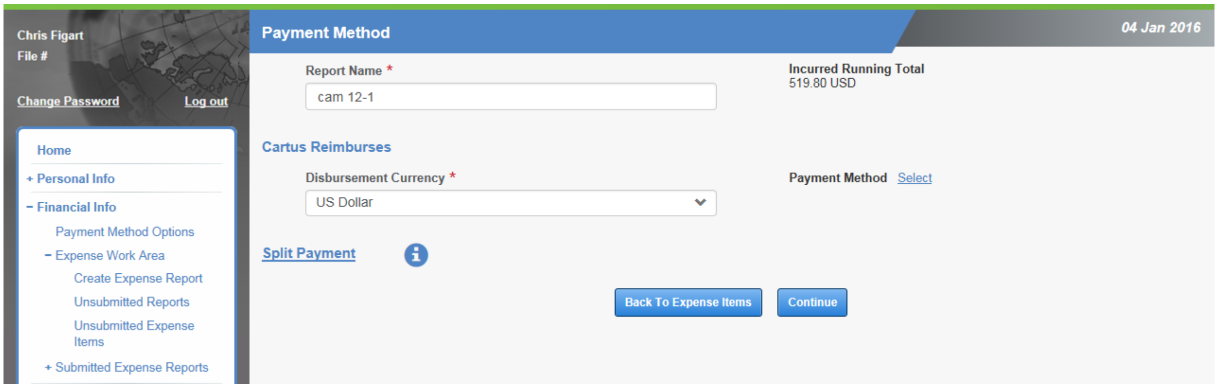
Payment Method Selection – Electronic Reimbursement



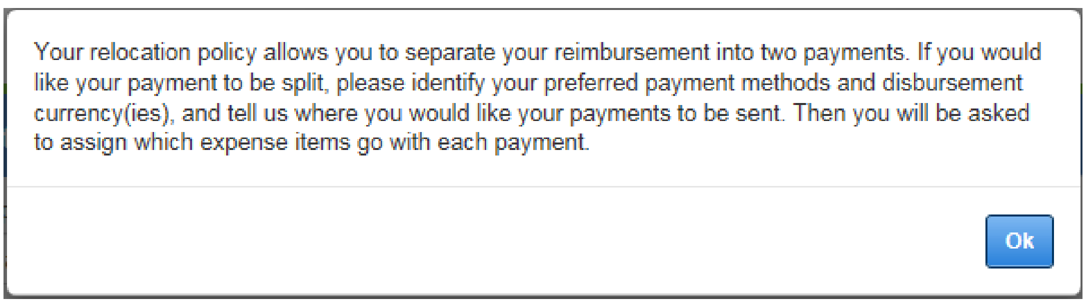
9. The report will now appear in Submitted Expense Reports -Audit In Progress area with that status of **Audit in Progress**

Congratulations! You have successfully submitted your expense report complete with receipts. All that remains is for it to be audited and processed.

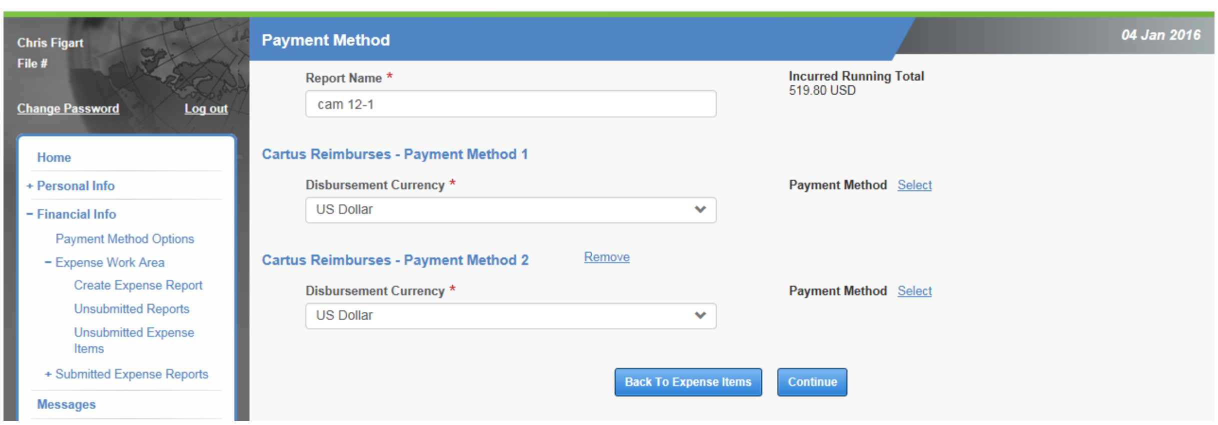
Payment Method Selection – Split Payment



If your policy allows a split payment, you will see Split Payment hyperlink within the Payment Method screen. The icon shows the following message:

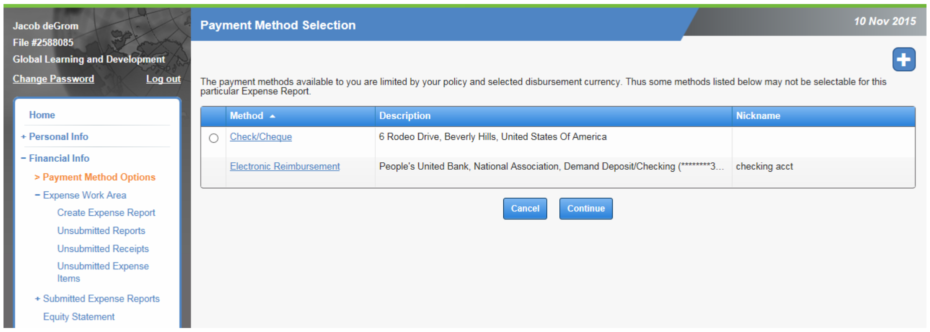


When you select the Split Payment hyperlink, you will be presented with two payment method options to designate your disbursements.



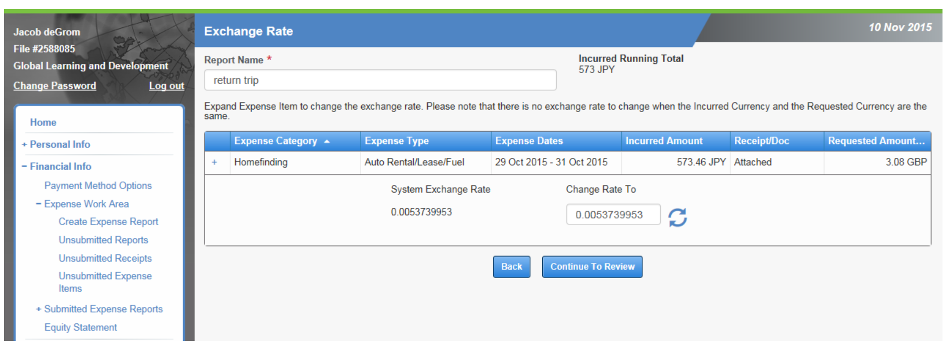
CartusOnline – Expense Submission Guide

Disbursement Currency versus Incurred Currency



When choosing a **Disbursement Currency** (currency you would like to be reimbursed in), CartusOnline will guide you to which payment method options you set up support disbursing in that currency.

Note: Disbursement currency is the currency you want to receive funds in. This may be different than the expense incurred currency.



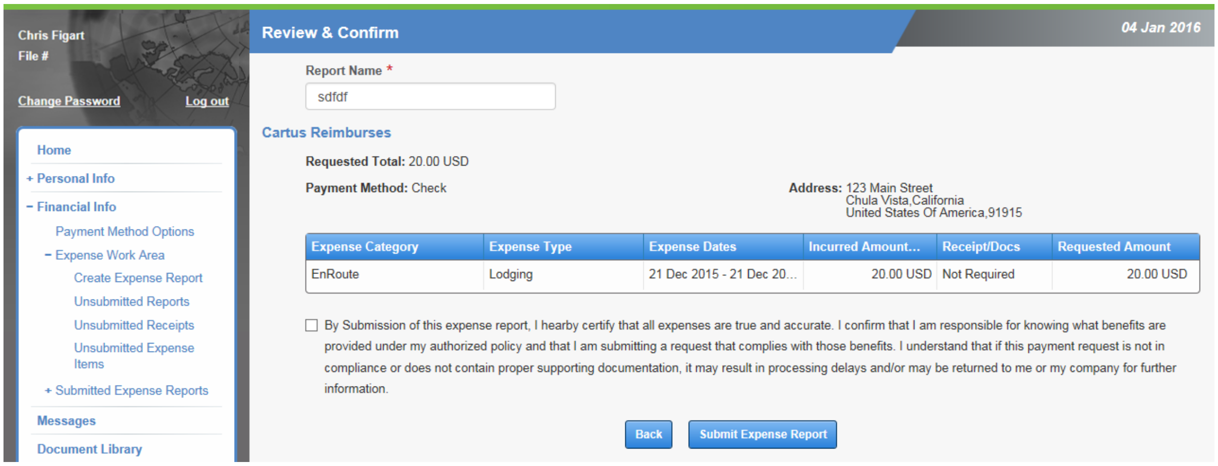
If the incurred is different, CartusOnline will automatically display the historical exchange rate for the date of the expense and do a foreign exchange conversion for you.

You may adjust the Exchange Rate if the documentation you are submitting shows the rate you were charged is different than what is reflected in the automatic Cartus System Exchange Rate.

Note:

- Exchange rates change daily.
- When a date range is being submitted for a particular Expense Category and Type, the Cartus System Exchange Rate will be the exchange rate for the last date in the date range.
- If you are changing the System Exchange Rate back-up documentation must be provided.

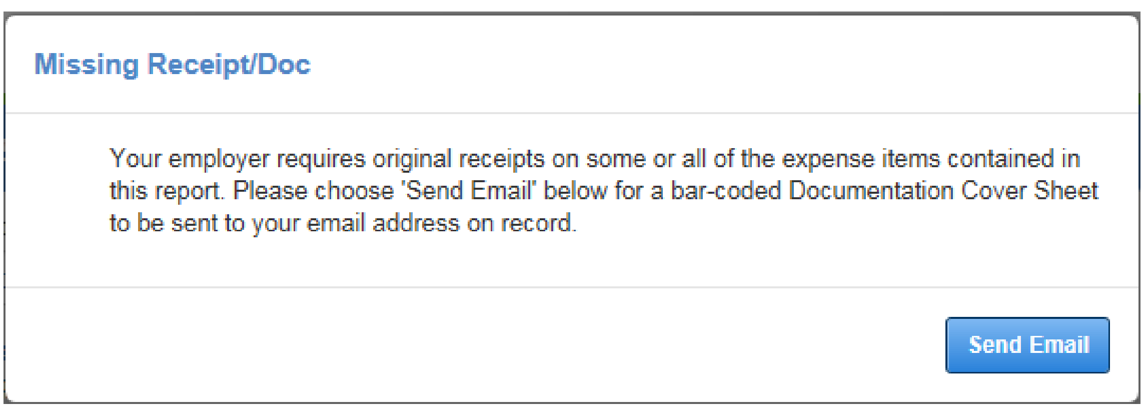
Mailing Receipts: Only when an Employer requires originals



Some employers require original receipts in order to reimburse expenses. Be sure to check your relocation policy or ask your Cartus Consultant if this applies to you.

If your employer requires original receipts, you will:

1. Enter all details of your expense report following pages 5-14 (please note you will not be presented with the hyperlinks to attach any electronic receipts)
2. After clicking the "Submit Expense Report" button you will receive the following message



3. Click the "Send Email" button

Mailing Receipts: Only when an Employer requires originals

Audit In Progress 22 Dec 2015

Expense Reports | Report Details

Report Name	Submitted	Requested Amount	Status	
cam12-22	22 Dec 2015	587.22 USD	Awaiting Receipts	Report Details
rtppp	22 Dec 2015	155.00 USD	Awaiting Receipts	Report Details
My trip Dec 2015	22 Dec 2015	342.65 USD	Audit In Progress	Report Details
original from mobile	21 Dec 2015	250.00 USD	Awaiting Receipts	Report Details
Original Receipt test three	21 Dec 2015	75.00 USD	Awaiting Receipts	Report Details
Original Receipt - test 2	21 Dec 2015	1,149.00 USD	Awaiting Receipts	Report Details

You will then see your expense report in the **Financial Info – Submitted Expense Reports – Audit in Progress** section.

Here is an example of the email you will receive:

1 attachment

ExpenseRepo ~.pdf

Dear Mr.Hunt,

Regarding Expense Report: cam12-22
Submit Date: 22 Dec 2015

To facilitate the submission of original expense receipts/documentation as required by your employer's relocation policy, please print the attached Documentation Cover Sheet, and follow the instructions provided. Please do not send any receipts/documentation that you may have already uploaded electronically.

Please Note: All required receipts/documentation for relocation expenses must be provided to Cartus prior to payment of authorized expenses.

Should you have any questions about the expense reimbursement process, please contact your Cartus Consultant:

Name: Anna Biasetti
Phone: 1-203-205-9614
Email: Anna.Biasetti@Cartus.com

Regards,

Mailing Receipts: Only when an Employer requires originals

Here is an example of the Relocation Expense Report Documentation Cover Sheet you will mail with your original receipts in order to receive your reimbursements:

RELOCATION EXPENSE REPORT
DOCUMENTATION COVER SHEET

Customer File ID	2562816
Expense Report Name	rtppp
Departure Location	Chula Vista, CA, USA
Destination Location	Deland, FL, USA
Submit Date	22 Dec 2015

DIRECTIONS FOR SUBMISSION

- Print the Documentation Cover Sheet.
- Organize your receipts/documentation in **date order.**
- If mailing, paper clip your receipts/documentation to the Documentation Cover Sheet and mail to the address below.
- If faxing of receipts is permitted by your policy, a Fax Number will be displayed below.
- If faxing, please fax the Documentation Cover Sheet and receipts to the Fax Number indicated below.
- Do not add a Fax Cover Sheet. The Documentation Cover Sheet will serve as your Fax Cover Sheet.

SUBMISSION INSTRUCTIONS

Cartus Expense Processing
Fax Receipts to: +1.203.749.8032
Email Receipts to:
Expensereports1@cartus.com
Mail Receipts to: PO Box 1049
Hartford, CT 06143 USA
Cartus Receipt Retention: 90 Days

OVERNIGHT MAILING ADDRESS

Cartus Expense Processing
Imaging Room 3
758 Rainbow Rd
Windsor, CT 06095
+1.860.787.5179 Ext 1549

Date/Range	Expense Category/Type	Incurred Amount	Receipts/Documentation	
			Required	Included
21 Dec 2015	EnRoute / Lodging	123.00 USD	Yes	No
21 Dec 2015	EnRoute / Lodging	12.00 USD	Yes	No
21 Dec 2015	EnRoute / Lodging	20.00 USD	Yes	No

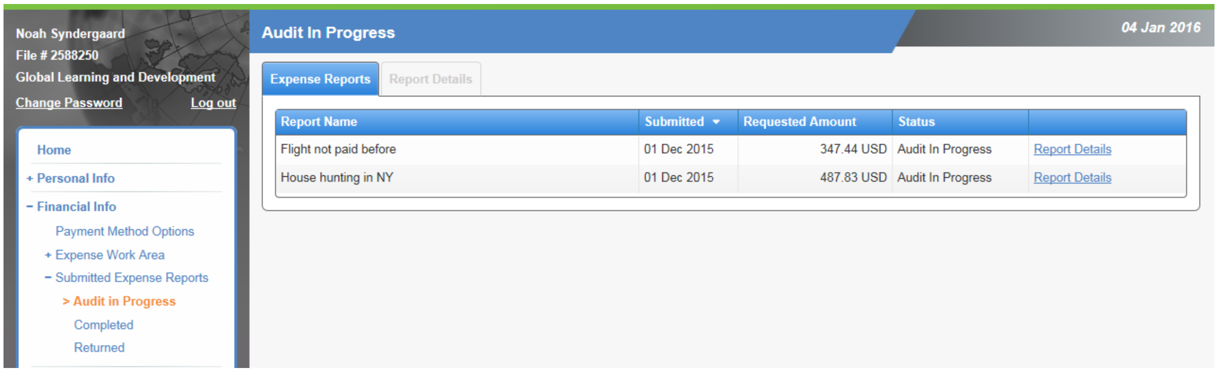
Total Number of Receipts/Documentation Included : 0

[Customer Signature] [Date]

Expense Report ID: **3574674**

Printed: 22 Dec 2015

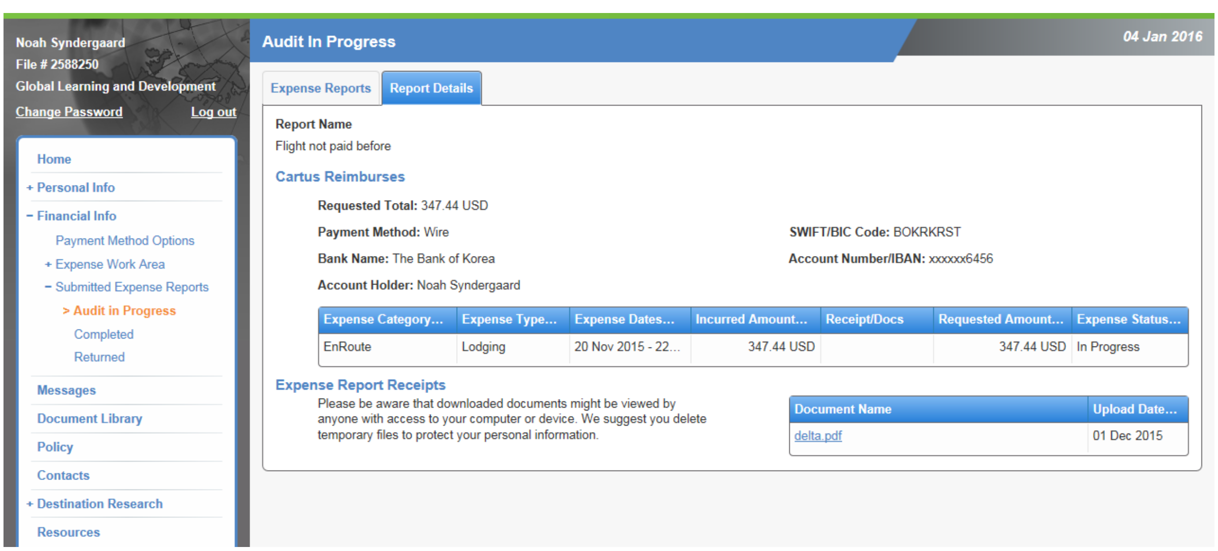
Check on the Status of your Expense Report



To view the status of your expense submission:

1. Click on **Financial Info** to expand the menu
2. Click on **Submitted Expense Reports**
3. There are three options within this section:
    a. Audit in Progress
    b. Completed
    c. Returned

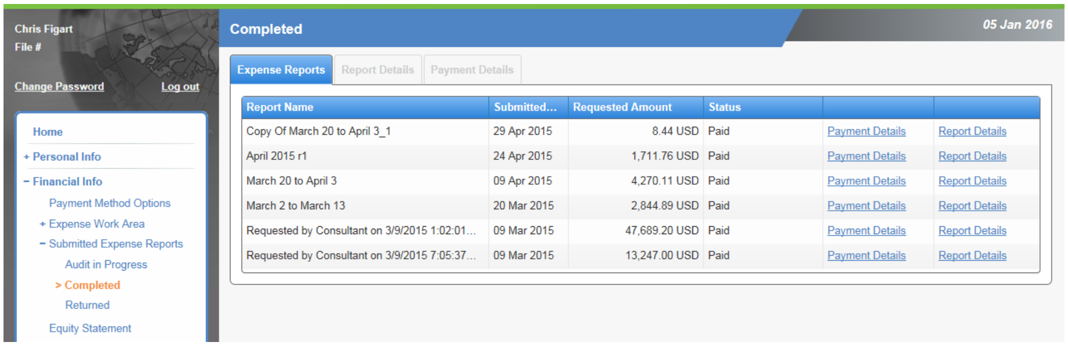
Audit in Progress
Within this section you can click on the Report Details hyperlink to view all expense report details such as total requested amount, receipts provided and expense type.



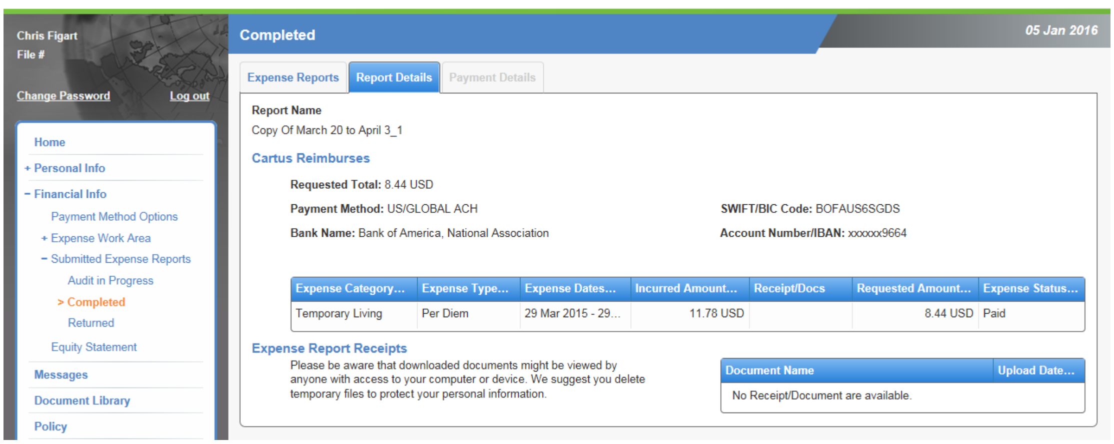
Check on the Status of your Expense Report

Completed

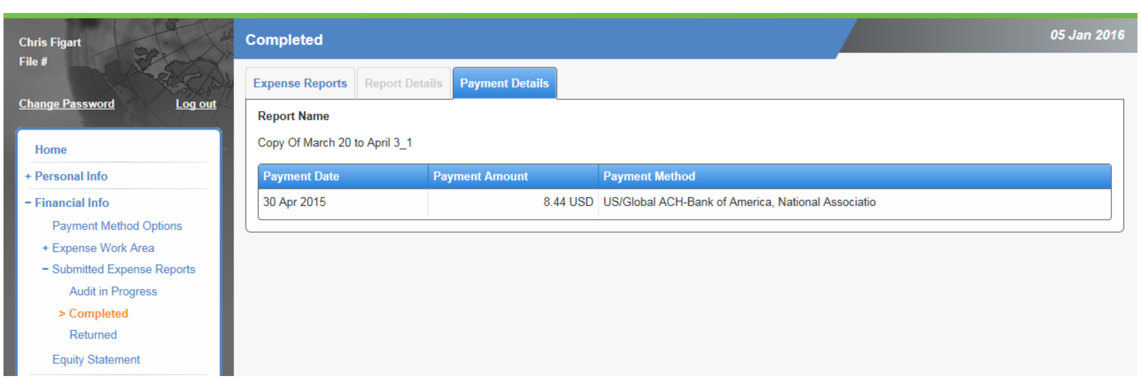
Within this section you have two options; Report Details and Payment Details.



The Report Details hyperlink displays expense report details such as total requested amount, receipts provided and expense.



The Payment Details hyperlink displays the payment date, amount, and payment method.

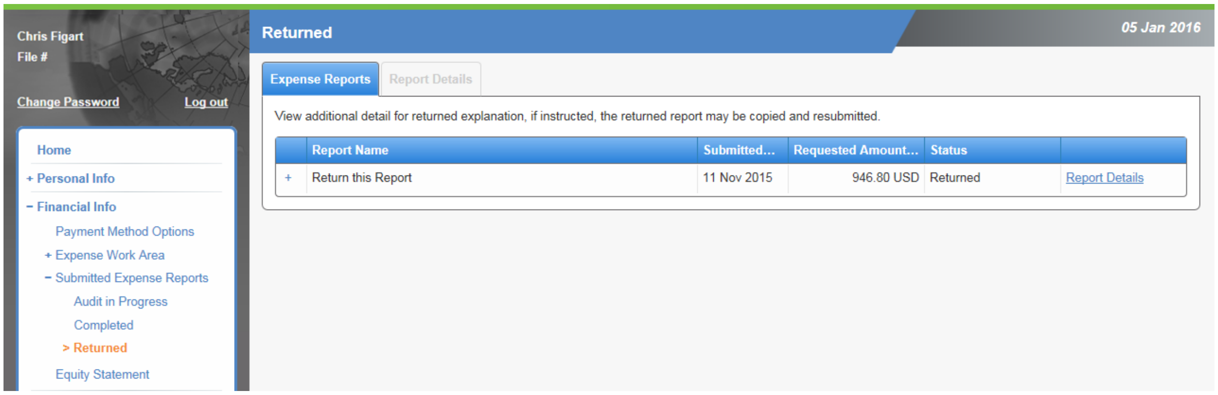


Check on the Status of your Expense Report

Returned

Within this section you can see any expense reports that have been non- reimbursed.

Click the + sign to view the reason for the non-reimbursement.



The Report Details hyperlink displays expense report details such as total requested amount, receipts provided and expense.