

# 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.

TOPIC	PAGES
Entering Banking Information	2 - 4
Submitting an Expense Report	5 - 9
Payment Method – Check/Cheque	10 - 12
Payment Method – Electronic Reimbursement	13 - 15
Payment Method Selection - Split Payment	16
Disbursement Currency versus Incurred Currency	17
Mailing Receipts: Only when an Employer requires originals	18 - 20
Check on the Status of your Expense Report	21 - 23

# CartusOnline – Expense Submission Guide

## Entering Banking Information


Noah Syndergaard  
File #2588201  
Global Learning and Development  
[Change Password](#) [Log out](#)

10 Nov 2015

Payment Method Options

Method	Description	Nickname
<a href="#">Check/Cheque</a>	6 Rodeo Drive, Beverly Hills, California, 90210, United States Of America	

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**

10 Nov 2015

Bank Account Information

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](#)

[Cancel](#) [Find Bank](#)

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 (dropdown menu)

Disbursement Currency: Korean Won (dropdown menu)

Local Routing Number: (empty text box)

SWIFT/BIC Code: BOKRKRST (text box)

[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 (dropdown menu)

Disbursement Currency: Korean Won (dropdown menu)

Local Routing Number: (empty text box)

SWIFT/BIC Code: BOKRKRST (text box)

[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](#)

# CartusOnline – Expense Submission Guide

## Entering Banking Information

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

### Account Details

Account Number/IBAN \*

2126546

Retype Account Number/IBAN \*

2126456

Account Nickname

Host bank

Enter Name(s) exactly as they appear on Bank Account.

Account Holder Name(s) \*

Noah Syndergaard

Account Type \*

Demand Deposit/Checking

Instructions to the Bank \*

1034 W 11th Street  
Apt 3J  
New York, NY 10001



### Pay Through Bank

☐ Do you need to add a Pay Through Bank?

Cancel

Save

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.

Payment Method Options			10 Nov 2015
Method ^	Description	Nickname	
<a href="#">Check/Cheque</a>	6 Rodeo Drive, Beverly Hills, California, 90210, United States Of America		
<a href="#">Electronic Reimbursement</a>	The Bank of Korea, Demand Deposit/Checking (*****6456)	Host bank	

### Note:

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

# CartusOnline – Expense Submission Guide

## Submitting an Expense Report

The screenshot shows the 'Create Expense Report' page in CartusOnline. On the left is a sidebar with a user profile for Jacob deGrom (File #2588085, Global Learning and Development) and a navigation menu. The menu includes 'Home', '+ Personal Info', '- Financial Info' (expanded), and '+ Submitted Expense Reports'. Under 'Financial Info', there are links for 'Payment Method Options', '- Expense Work Area', '> Create Expense Report' (highlighted in orange), 'Unsubmitted Reports', 'Unsubmitted Receipts', 'Unsubmitted Expense Items', and 'Equity Statement'. The main content area is titled 'Create Expense Report' and has a date of '05 Nov 2015' in the top right. It contains a 'Report Name' field with the text 'homefinding in NY 10/25-15 - 11/30/15'. To the right of this field are three radio buttons under the heading 'Getting Started Option \*': 'Create New Expense Item' (selected), 'Transfer from Unsubmitted Expense Items', and 'Copy Expense Items from Previous Report'. At the bottom right of the form are 'Cancel' and 'Continue' buttons.

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**

# CartusOnline – Expense Submission Guide

## 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

# CartusOnline – Expense Submission Guide

## Submitting an Expense Report - Adding Expense Item Details

The screenshot shows the 'Expense Item Details' form in the CartusOnline system. The user is Jacob deGrom, File #2588085, with a role of Global Learning and Development. The date is 05 Nov 2015. The form includes a left sidebar with navigation links like Home, Personal Info, Financial Info, and Submitted Expense Reports. The main form area contains fields for Expense Category (Homefinding), Expense Type (Airfare), Ticket Type (Round Trip), Expenses For (Employee), Reimbursed By (Cartus Reimburses), Incurred Amount (241.36), and Currency (US Dollar). There are also fields for From/On Date (25 Oct 2015) and To Date (30 Oct 2015). A comments section is at the bottom with a text area and buttons for Cancel and Save Details. Links for Associate Existing Receipt/Doc, Upload & Attach New Receipt/Doc, and View or Remove Receipt/Doc are also present.

#### 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. \***

# CartusOnline – Expense Submission Guide

## Submitting an Expense Report - Adding Expense Item Details

Jacob deGrom  
File #2588085  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
+ Submitted Expense Reports  
    Equity Statement

Report Expense Items 05 Nov 2015

Report Name \*  
homefinding in NY 10-25-15 - 11-30-15

Incurred Running Total  
241.36 USD

Create Expense Item  
Transfer from Unsubmitted Expense Items

Expense Category ^	Expense Type	Expense Dates	Incurred Amount...	Receipt/Doc
<input checked="" type="checkbox"/> Homefinding	Airfare	25 Oct 2015 - 30 Oct 2015	241.36 USD	Needed

Back To List Continue To Payment Method

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



# CartusOnline – Expense Submission Guide

## Submitting an Expense Report - Adding Expense Item Details

**Missing Receipt/Doc**

You have expense line items that do not have the required receipt/documentation associated. Continuing to Payment Method without the required receipt/documentation may result in Non Reimbursement. To expedite your payment it is recommended you select to either:

- Go Back and attach the required receipt/documentation
- Go Back and remove the line item(s) requiring receipts to allow for prompt payment of any remaining line items


**Back** **Continue**

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**

Jacob deGrom  
File #2588085  
Global Learning and Development  
[Change Password](#) [Log out](#)

[Home](#)  
+ [Personal Info](#)  
- [Financial Info](#)  
    Payment Method Options  
    - [Expense Work Area](#)  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items

**Report Expense Items**

Report Name \*  
house hunting

Incurred Running Total  
241.36 USD

Expense Category ^	Expense Type	Expense Dates
<input checked="" type="checkbox"/> Homefinding	Airfare	25 Oct 2015 - 30 Nov 2

**Back To List** **Continue To Payment Method**

Select All  
Clear All  
Copy Selected  
Delete Selected  
Transfer To Unsubmitted Expense Items  
Upload & Associate Receipt/Doc  
Associate Existing Receipt/Doc  
View/Remove Receipt/Doc

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Check/Cheque

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

Chris Figart  
File #  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
    + Submitted Expense Reports

**Payment Method** 07 Jan 2016

Report Name \*  
cam 12-1

Incurred Running Total  
1,669.80 USD

**Cartus Reimburses**

Disbursement Currency \*  
US Dollar

Payment Method [Select](#)

[Split Payment](#) ⓘ

[Back To Expense Items](#) [Continue](#)

If selecting a Check as the Payment Method:

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

Jacob deGrom  
File #2588085  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    > **Payment Method Options**  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
    + Submitted Expense Reports  
    Equity Statement

**Payment Method Selection** 10 Nov 2015

The payment methods available to you are limited by your policy and selected disbursement currency. Thus some methods listed below may not be selectable for this particular Expense Report.

Method	Description	Nickname
<input checked="" type="radio"/> <a href="#">Check/Cheque</a>	6 Rodeo Drive, Beverly Hills, United States Of America	
<input type="radio"/> <a href="#">Electronic Reimbursement</a>	People's United Bank, National Association, Demand Deposit/Checking (*****3...	checking acct

[Cancel](#) [Continue](#)

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

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Check/Cheque

**Payment Method** 10 Nov 2015

Report Name \*  
homefinding in NY 10-25-15 - 11-30-15

Incurred Running Total  
241.36 USD

**Cartus Reimburses**

Disbursement Currency \*  
US Dollar

Payment Method [Change](#)  
Check/Cheque  
6 Rodeo Drive  
Beverly Hills, United States Of America

[Back To Expense Items](#) [Continue](#)

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

**Review & Confirm** 10 Nov 2015

Report Name \*  
homefinding in NY 10-25-15 - 11-30-15

**Cartus Reimburses**  
Requested Total: 241.36 USD  
Payment Method: Check

Address: 6 Rodeo Drive  
Beverly Hills, California  
United States Of America, 90210

Expense Category	Expense Type	Expense Dates	Incurred Amount...	Receipt/Docs	Requested Amount
Homefinding	Airfare	25 Oct 2015 - 25 Oct 2015	241.36 USD	Attached	241.36 USD

[Back](#) [Submit Expense Report](#)

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

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Check/Cheque

Jacob deGrom  
File #2588085  
Global Learning and Development  
[Change Password](#) [Log out](#)

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
    - Submitted Expense Reports  
        > **Audit in Progress**  
        Completed  
        Returned  
        Equity Statement

**Audit In Progress** 10 Nov 2015

Expense Reports Report Details

Report Name	Submitted	Requested Amount	Status	
homefinding in NY 10-25-15 - 11-30-15	10 Nov 2015	241.36 USD	Audit In Progress	<a href="#">Report Details</a>
Meals while house hunting	02 Nov 2015	47.36 USD	Awaiting Receipts	<a href="#">Report Details</a>
airfare for final trip	28 Oct 2015	357.21 USD	Audit In Progress	<a href="#">Report Details</a>
airfare for home finding	28 Oct 2015	635.22 USD	Audit In Progress	<a href="#">Report Details</a>

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**.

CARTUS CartusONLINE® 16 Nov 2015

Chris Figart  
File #  
[Change Password](#) [Log out](#)

Home  
+ Personal Info  
- Financial Info  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
    + Submitted Expense Reports  
        Equity Statement  
        Year-End Tax Information

**Payment Method**

Report Name \*  
November Submission

Incurred Running Total  
25.00 USD

Employer Reimburses

Disbursement Currency  
US Dollar

[Back To Expense Items](#) [Continue](#)

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Electronic Reimbursement

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

Jacob deGrom  
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Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    - Expense Work Area  
        Create Expense Report  
        Unsubmitted Reports  
        Unsubmitted Receipts  
        Unsubmitted Expense Items  
    + Submitted Expense Reports  
        Equity Statement

Payment Method

Report Name \*  
homefinding in NY 10-25-15 - 11-30-15

Incurred Running Total  
241.36 USD

Cartus Reimburses

Disbursement Currency \*  
US Dollar

Payment Method [Select](#)

Back To Expense Items Continue

If selecting an electronic funds transfer:

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

Payment Method Selection

10 Nov 2015

The payment methods available to you are limited by your policy and selected disbursement currency. Thus some methods listed below may not be selectable for this particular Expense Report.

Method	Description	Nickname
<input type="radio"/> <a href="#">Check/Cheque</a>	6 Rodeo Drive, Beverly Hills, United States Of America	
<input checked="" type="radio"/> <a href="#">Electronic Reimbursement</a>	People's United Bank, National Association, Demand Deposit/Checking (*****3...	checking acct

Cancel Continue

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

**Note:** For checks please see pages 10 - 12

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Electronic Reimbursement

Payment Method

10 Nov 2015

Report Name \*

Return trip for house inspection

Incurred Running Total

145.33 USD

Cartus Reimburses

Disbursement Currency \*

US Dollar

Payment Method [Change](#)

Electronic/Reimbursement  
checking acct  
People's United Bank, National Association, Demand Deposit/Checking  
(\*\*\*\*\*3456)

Back To Expense Items

Continue

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

Review & Confirm

10 Nov 2015

Report Name \*

Return trip for house inspection

Cartus Reimburses

Requested Total: 145.33 USD

Payment Method: US/GLOBAL ACH

Bank Name: People's United Bank, National Association

Account Holder: Jacob deGrom

ABA No: 221172186

Account Number/IBAN: xxxxxx3456

Expense Category	Expense Type	Expense Dates	Incurred Amount...	Receipt/Docs	Requested Amount
Return Trip Home	Airfare	06 Nov 2015 - 06 Nov 20...	145.33 USD	Attached	145.33 USD

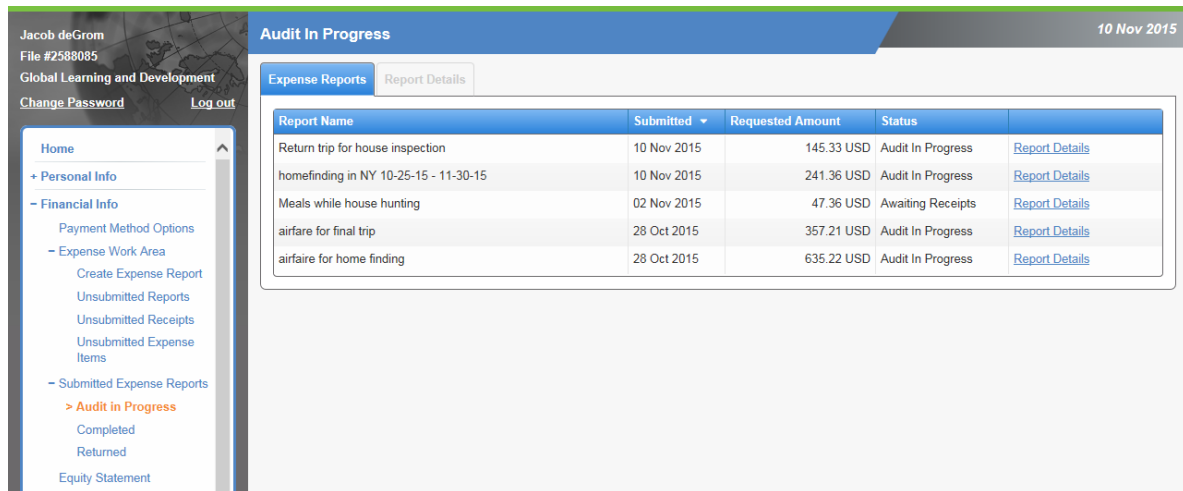
Back

Submit Expense Report

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



The screenshot shows the 'Audit In Progress' section of the CartusOnline interface. On the left is a navigation menu with options like Home, Personal Info, Financial Info, and Submitted Expense Reports. The main area displays a table of expense reports with columns for Report Name, Submitted date, Requested Amount, Status, and a link to Report Details. The table lists five reports, all with a status of 'Audit In Progress' or 'Awaiting Receipts'.

Report Name	Submitted	Requested Amount	Status	
Return trip for house inspection	10 Nov 2015	145.33 USD	Audit In Progress	<a href="#">Report Details</a>
homefinding in NY 10-25-15 - 11-30-15	10 Nov 2015	241.36 USD	Audit In Progress	<a href="#">Report Details</a>
Meals while house hunting	02 Nov 2015	47.36 USD	Awaiting Receipts	<a href="#">Report Details</a>
airfare for final trip	28 Oct 2015	357.21 USD	Audit In Progress	<a href="#">Report Details</a>
airfare for home finding	28 Oct 2015	635.22 USD	Audit In Progress	<a href="#">Report Details</a>


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.

# CartusOnline – Expense Submission Guide

## Payment Method Selection – Split Payment

The screenshot shows the 'Payment Method' screen in the CartusOnline system. The user is Chris Figart, and the date is 04 Jan 2016. The 'Report Name' is 'cam 12-1' and the 'Incurred Running Total' is 519.80 USD. The 'Disbursement Currency' is set to 'US Dollar'. The 'Payment Method' is 'Select'. The 'Split Payment' option is highlighted with a blue circle and an information icon. The 'Back To Expense Items' and 'Continue' buttons are visible at the bottom.

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

Your relocation policy allows you to separate your reimbursement into two payments. If you would like your payment to be split, please identify your preferred payment methods and disbursement currency(ies), and tell us where you would like your payments to be sent. Then you will be asked to assign which expense items go with each payment.

[Ok](#)

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

The screenshot shows the 'Payment Method' screen in the CartusOnline system, now displaying two payment method options. The 'Report Name' is 'cam 12-1' and the 'Incurred Running Total' is 519.80 USD. The 'Disbursement Currency' is set to 'US Dollar'. The 'Payment Method' is 'Select'. The 'Split Payment' option is highlighted with a blue circle and an information icon. The 'Back To Expense Items' and 'Continue' buttons are visible at the bottom.



# CartusOnline – Expense Submission Guide

## Disbursement Currency versus Incurred Currency

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File #2588085  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
+ Payment Method Options  
- Expense Work Area  
Create Expense Report  
Unsubmitted Reports  
Unsubmitted Receipts  
Unsubmitted Expense Items  
+ Submitted Expense Reports  
Equity Statement

Payment Method Selection 10 Nov 2015

The payment methods available to you are limited by your policy and selected disbursement currency. Thus some methods listed below may not be selectable for this particular Expense Report.

Method	Description	Nickname
<input type="radio"/> Check/Checkque	6 Rodeo Drive, Beverly Hills, United States Of America	
<input type="radio"/> Electronic Reimbursement	People's United Bank, National Association, Demand Deposit/Checking (*****3...	checking acct

Cancel Continue

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.

Jacob deGrom  
File #2588085  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
Payment Method Options  
- Expense Work Area  
Create Expense Report  
Unsubmitted Reports  
Unsubmitted Receipts  
Unsubmitted Expense Items  
+ Submitted Expense Reports  
Equity Statement

Exchange Rate 10 Nov 2015

Report Name \*  
return trip

Incurred Running Total  
573 JPY

Expand Expense Item to change the exchange rate. Please note that there is no exchange rate to change when the Incurred Currency and the Requested Currency are the same.

Expense Category	Expense Type	Expense Dates	Incurred Amount	Receipt/Doc	Requested Amount...
+ Homefinding	Auto Rental/Lease/Fuel	29 Oct 2015 - 31 Oct 2015	573.46 JPY	Attached	3.08 GBP

System Exchange Rate  
0.0053739953

Change Rate To  
0.0053739953

Back Continue To Review

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.

# CartusOnline – Expense Submission Guide

## Mailing Receipts: Only when an Employer requires originals

The screenshot shows the 'Review & Confirm' page in the CartusOnline system. On the left is a navigation menu with links like Home, Personal Info, Financial Info, and Messages. The main content area shows the report details: Report Name 'sdfdf', Requested Total of 20.00 USD, and Payment Method of Check. An address is listed as 123 Main Street, Chula Vista, California, United States Of America, 91915. A table lists one expense item: EnRoute Lodging for 20.00 USD. At the bottom, there is a checkbox for certifying the accuracy of the report and two buttons: 'Back' and 'Submit Expense Report'.

Expense Category	Expense Type	Expense Dates	Incurred Amount...	Receipt/Docs	Requested Amount
EnRoute	Lodging	21 Dec 2015 - 21 Dec 20...	20.00 USD	Not Required	20.00 USD

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

The screenshot shows a message box titled 'Missing Receipt/Doc'. The text inside states: 'Your employer requires original receipts on some or all of the expense items contained in this report. Please choose 'Send Email' below for a bar-coded Documentation Cover Sheet to be sent to your email address on record.' At the bottom right of the box is a blue button labeled 'Send Email'.

3. Click the “Send Email” button

# CartusOnline – Expense Submission Guide

## Mailing Receipts: Only when an Employer requires originals

Audit In Progress				22 Dec 2015
<div>Expense Reports</div> <div>Report Details</div>				
Report Name	Submitted ▾	Requested Amount	Status	
cam12-22	22 Dec 2015	587.22 USD	Awaiting Receipts	<a href="#">Report Details</a>
rtppp	22 Dec 2015	155.00 USD	Awaiting Receipts	<a href="#">Report Details</a>
My trip Dec 2015	22 Dec 2015	342.65 USD	Audit In Progress	<a href="#">Report Details</a>
original from mobile	21 Dec 2015	250.00 USD	Awaiting Receipts	<a href="#">Report Details</a>
Original Receipt test three	21 Dec 2015	75.00 USD	Awaiting Receipts	<a href="#">Report Details</a>
Original Receipt - test 2	21 Dec 2015	1,149.00 USD	Awaiting Receipts	<a href="#">Report Details</a>

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



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,

# CartusOnline – Expense Submission Guide

## 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				
 550-243838781				
Customer File ID	2562816			
Expense Report Name	rtppp			
Departure Location	Chula Vista, CA, USA			
Destination Location	Deland, FL, USA			
Submit Date	22 Dec 2015			
<b>DIRECTIONS FOR SUBMISSION</b>				
<ul style="list-style-type: none"><li>• Print the Documentation Cover Sheet.</li><li>• Organize your receipts/documentation in <b>date order</b>.</li><li>• If mailing, paper clip your receipts/documentation to the Documentation Cover Sheet and mail to the address below.</li><li>• If faxing of receipts is permitted by your policy, a Fax Number will be displayed below.</li><li>• If faxing, please fax the Documentation Cover Sheet and receipts to the Fax Number indicated below.</li><li>• Do not add a Fax Cover Sheet. The Documentation Cover Sheet will serve as your Fax Cover Sheet.</li></ul>				
<b>SUBMISSION INSTRUCTIONS</b>			<b>OVERNIGHT MAILING ADDRESS</b>	
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			Cartus Expense Processing Imaging Room 3 758 Rainbow Rd Windsor, CT 06095 +1.860.787.5179 Ext 1549	
<b>Date/Range</b>	<b>Expense Category/Type</b>	<b>Incurred Amount</b>	<b>Receipts/Documentation</b>	
			<b>Required</b>	<b>Included</b>
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
<b>Total Number of Receipts/Documentation Included :</b> 0				
_____ [Customer Signature]			_____ [Date]	
Expense Report ID: 3574674			Printed: 22 Dec 2015	

# CartusOnline – Expense Submission Guide

## Check on the Status of your Expense Report

Noah Syndergaard  
File # 2588250  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    + Expense Work Area  
    - Submitted Expense Reports  
        > **Audit In Progress**  
        Completed  
        Returned

**Audit In Progress** 04 Jan 2016

Expense Reports Report Details

Report Name	Submitted	Requested Amount	Status	Report Details
Flight not paid before	01 Dec 2015	347.44 USD	Audit In Progress	<a href="#">Report Details</a>
House hunting in NY	01 Dec 2015	487.83 USD	Audit In Progress	<a href="#">Report Details</a>

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.

Noah Syndergaard  
File # 2588250  
Global Learning and Development  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    + Expense Work Area  
    - Submitted Expense Reports  
        > **Audit In Progress**  
        Completed  
        Returned

**Audit In Progress** 04 Jan 2016

Expense Reports **Report Details**

Report Name  
Flight not paid before

**Cartus Reimburses**

Requested Total: 347.44 USD  
Payment Method: Wire  
Bank Name: The Bank of Korea  
Account Holder: Noah Syndergaard  
SWIFT/BIC Code: BOKRKRST  
Account Number/IBAN: xxxxxx6456

Expense Category...	Expense Type...	Expense Dates...	Incurred Amount...	Receipt/Docs	Requested Amount...	Expense Status...
EnRoute	Lodging	20 Nov 2015 - 22...	347.44 USD		347.44 USD	In Progress

**Expense Report Receipts**

Please be aware that downloaded documents might be viewed by anyone with access to your computer or device. We suggest you delete temporary files to protect your personal information.

Document Name	Upload Date...
<a href="#">delta.pdf</a>	01 Dec 2015

# CartusOnline – Expense Submission Guide

## Check on the Status of your Expense Report

### Completed

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

The screenshot shows the 'Completed' section of the CartusOnline interface. On the left is a navigation menu with options like Home, Personal Info, Financial Info, and Completed (highlighted). The main content area has tabs for 'Expense Reports', 'Report Details', and 'Payment Details'. The 'Expense Reports' tab is active, displaying a table of reports.

Report Name	Submitted...	Requested Amount	Status		
Copy Of March 20 to April 3_1	29 Apr 2015	8.44 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>
April 2015 r1	24 Apr 2015	1,711.76 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>
March 20 to April 3	09 Apr 2015	4,270.11 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>
March 2 to March 13	20 Mar 2015	2,844.89 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>
Requested by Consultant on 3/9/2015 1:02:01...	09 Mar 2015	47,689.20 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>
Requested by Consultant on 3/9/2015 7:05:37...	09 Mar 2015	13,247.00 USD	Paid	<a href="#">Payment Details</a>	<a href="#">Report Details</a>

The [Report Details](#) hyperlink displays expense report details such as total requested amount, receipts provided and expense.

The screenshot shows the 'Report Details' section. The 'Report Name' is 'Copy Of March 20 to April 3\_1'. Under 'Cartus Reimburses', it shows 'Requested Total: 8.44 USD', 'Payment Method: US/GLOBAL ACH', 'Bank Name: Bank of America, National Association', and 'SWIFT/BIC Code: BOFAUS63GDS'. Below this is a table of expenses.

Expense Category...	Expense Type...	Expense Dates...	Incurred Amount...	Receipt/Docs	Requested Amount...	Expense Status...
Temporary Living	Per Diem	29 Mar 2015 - 29...	11.78 USD		8.44 USD	Paid

Below the table, there is a section for 'Expense Report Receipts' with a note about document access and a table for document uploads.

The [Payment Details](#) hyperlink displays the payment date, amount, and payment method.

The screenshot shows the 'Payment Details' section. The 'Report Name' is 'Copy Of March 20 to April 3\_1'. Below, a table shows the payment details.

Payment Date	Payment Amount	Payment Method
30 Apr 2015	8.44 USD	US/Global ACH-Bank of America, National Associatio

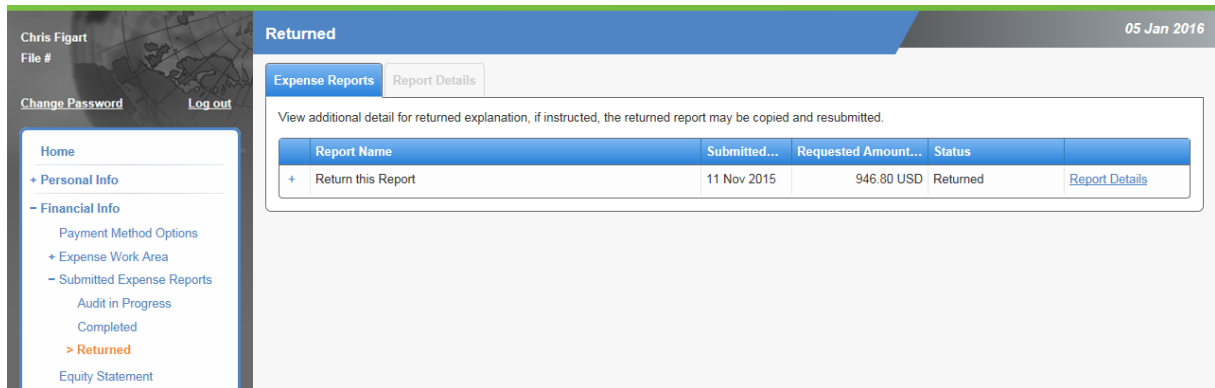
# CartusOnline – Expense Submission Guide

## 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.



Chris Figart  
File #  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    + Expense Work Area  
    - Submitted Expense Reports  
        Audit in Progress  
        Completed  
        > Returned  
    Equity Statement

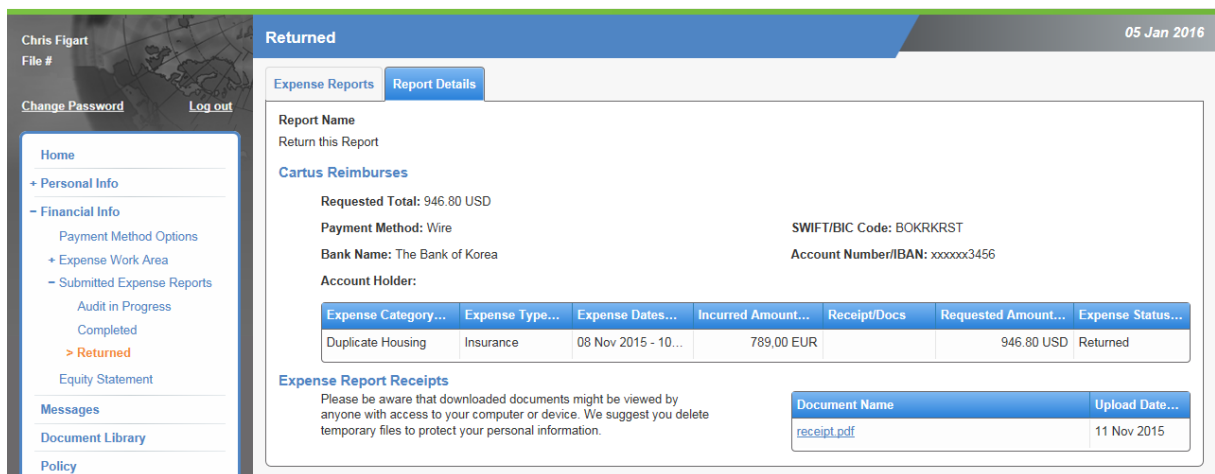
Returned 05 Jan 2016

Expense Reports Report Details

View additional detail for returned explanation, if instructed, the returned report may be copied and resubmitted.

Report Name	Submitted...	Requested Amount...	Status	
+ Return this Report	11 Nov 2015	946.80 USD	Returned	<a href="#">Report Details</a>

The [Report Details](#) hyperlink displays expense report details such as total requested amount, receipts provided and expense.



Chris Figart  
File #  
Change Password Log out

Home  
+ Personal Info  
- Financial Info  
    Payment Method Options  
    + Expense Work Area  
    - Submitted Expense Reports  
        Audit in Progress  
        Completed  
        > Returned  
    Equity Statement

Returned 05 Jan 2016

Expense Reports Report Details

Report Name  
Return this Report

Cartus Reimburses

Requested Total: 946.80 USD

Payment Method: Wire

Bank Name: The Bank of Korea

Account Holder:

SWIFT/BIC Code: BOKRKRST

Account Number/IBAN: xxxxxx3456

Expense Category...	Expense Type...	Expense Dates...	Incurred Amount...	Receipt/Docs	Requested Amount...	Expense Status...
Duplicate Housing	Insurance	08 Nov 2015 - 10...	789,00 EUR		946.80 USD	Returned

Expense Report Receipts

Please be aware that downloaded documents might be viewed by anyone with access to your computer or device. We suggest you delete temporary files to protect your personal information.

Document Name	Upload Date...
<a href="#">receipt.pdf</a>	11 Nov 2015