

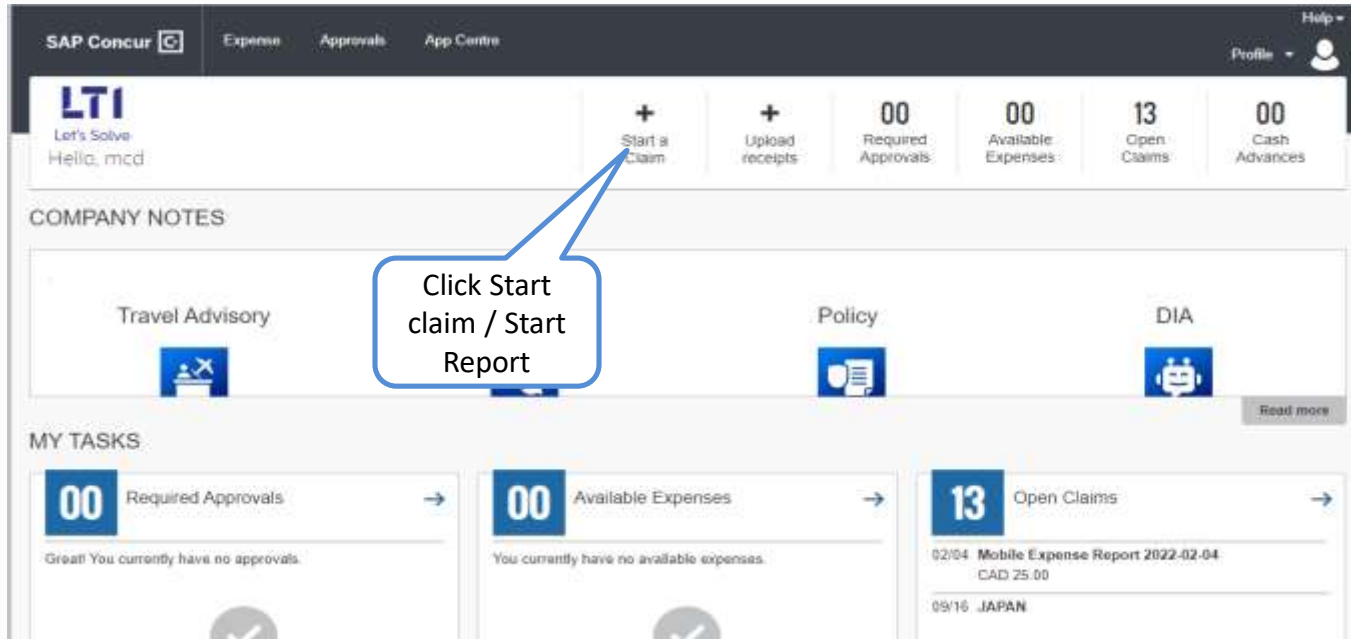
# India Domestic Expense User Manual

## How to login concur system:



- Concur URL : <https://icclaim.Intinfotech.com>
- Username : Your email id.(SSO)
- Password : Domain password

# How to Create New claim:

1. Login in Concur using <https://iclaim.lntinfotech.com/>
2. Select start a claim / Start a Report option in home screen.






### 3. Select create new claim.


SAP Concur  Requests Travel Expense Approvals App Centre Administration Help Profile 

#### Create New Claim





Create from an Approved Request


\* Required field

Expense Type * 	Expense Category * 	Category * 
<input type="text" value="Travel Expenses"/>	<input type="text" value="Domestic"/>	<input type="text" value="None Selected"/>



Report Name \* 

---

Trip Start Date *	Trip End Date * 	Duration * 
<input type="text" value="DD/MM/YYYY"/> 	<input type="text" value="DD/MM/YYYY"/> 	<input type="text"/>

AMT Id/Deputation/Transfer Number 

---

Company Code * 	WBS ID * 
<input type="text" value="⌵"/> (LTIN) Larsen & Toubro Infotech	<input type="text" value="⌵"/> (U.0032-01-01-03) Chennai - DLF II_MIS-M...

No Expenses

# Travel Expense & Reimbursement Expense:

## ➤ Travel Expense ( Outside base city expenses):

- Domestic(Within country and outside your city )  
Any expense while travelling outside your base location within India.  
Eg: Base location : Chennai  
Travelled and did expenses in: Pune
- International(Outside Country expenses)  
Any expense while travelling outside your country .

## ➤ Reimbursement Expense (Base city expenses):

Any expenses which is incurred in base location within your city.  
Eg: Base location : Chennai  
Travelled and did expenses in : Chennai

# Reimbursement Expense claim Header:

- Select Reimbursement Expense → fill Report name (eg: ps\_no\_purpose)
- Select next button to move on to claim creation page.

The screenshot shows a web form for creating a Reimbursement Expense claim. The form includes several fields and buttons, with annotations providing guidance:

- Expense Type \***: A dropdown menu currently showing "Travel Expenses". A callout box points to the dropdown and says "Select Reimbursement Expense from drop down". The "Reimbursement Expenses" option is highlighted in yellow in the dropdown list.
- Category \***: A dropdown menu currently showing "None Selected".
- Trip Start Date \***: A date field with a calendar icon, showing "DD/MM/YYYY".
- Trip End Date \***: A date field with a calendar icon, showing "DD/MM/YYYY".
- Duration \***: A text field.
- AMT id/Deputation/Transfer Number**: A text field.
- Company Code \***: A dropdown menu showing "(LTIN) Larsen & Toubro Infotech".
- WBS ID \***: A dropdown menu showing "(U 0032-01-01-03) Chennai - DLF II\_MIS-M ...". A callout box points to this field and says "Check your cost object id / WBS ID / Project id with your approver before you submit your claim."
- Buttons**: "Cancel" and "Create Claim" buttons are at the bottom right. A callout box points to the "Create Claim" button and says "Click Create Claim button".

Create Reimbursement Expense > fill Report Name (ps\_no\_location) > Check the WBS ID is correctly mapped or not.

Do not change any data in Company Code and Cost object id field.

Select Create Claim button.

Create New Claim

Create from an Approved Request

Expense Type \* ?  
Reimbursement Expenses

Report Name \* ?  
Food Expense

Company Code \* ?  
(LTIN) Larsen & Toubro Infotech

Cost Object ID \* ?  
(U.0032-01-01-03) Chennai - DLF II\_MIS-Ma...

Cancel

Create Claim

- Select Add Expense to add your expenses.

The screenshot displays the SAP Concur web interface for managing expenses. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense' (highlighted), 'Approvals', and 'App Centre'. On the right, there are links for 'Administration', 'Help', 'Profile', and a user icon. Below the navigation bar, a sub-header shows 'Manage Expenses', 'Cash Advances', and 'Process Claims'. A yellow alert bar at the top indicates 'Alerts: 1'. The main content area features a claim entry for 'Food Expense' with a total amount of 'INR 0.00' and a trash icon. Below this, it states 'Not Submitted'. A red 'Submit Claim' button is positioned to the right. A horizontal menu below the claim entry includes 'Claim Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. A toolbar contains buttons for 'Add Expense' (highlighted in blue), 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. The bottom section displays 'No Expenses' and a message: 'Add expenses to this claim to submit for reimbursement.'



# Reimbursement Expense claim page:

- Once you click “**Add Expense**” button List of Expense line item will be displayed as shown below. Select the desired expense type to claim your expenses.

The screenshot displays the SAP Concur interface. In the foreground, the 'Add Expense' modal is open. It features a header with '0 Available Expenses' and a '+ Create New Expense' button. Below this is a search bar labeled 'Search for an expense type'. A list of expense types is shown, including '03. Travel Expenses' (Conveyance) and '04. Reimbursement' (Covid-Internet Expense, Client Entertainment Expenses). The background shows a 'Food Expense' claim page with a 'Submit Claim' button.

# How to claim Visa Expense:

create a new claim :

The screenshot displays the SAP Concur 'Manage Expenses' interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense' (highlighted), 'Approvals', and 'App Centre'. On the right, there are links for 'Administration', 'Help', and a 'Profile' dropdown. Below the navigation bar, the 'Manage Expenses' section is active, with sub-tabs for 'Manage Expenses', 'Cash Advances', and 'Process Claims'. The 'CLAIM LIBRARY' section shows a 'View:' dropdown set to 'Active Claims'. A blue callout box with the text 'Click create new claim' points to a red-bordered box containing a red '+' icon and the text 'Create New Claim'. To the right of this box is a card for a 'NOT SUBMITTED' claim dated '12/10/2022', titled 'Food Expense' with a warning icon, and showing a value of 'INR 0.00'. Below the claim library, it states 'Displayed reports: 1, Total: 1'. The 'AVAILABLE EXPENSES' section has a 'View:' dropdown set to 'All Expenses' and buttons for 'Delete', 'Combine Expenses', and 'Move to'. At the bottom, a message reads 'No Expenses' followed by 'When expenses come in, they will be added to this list.'

# How to claim Visa Expense:

## Points to be followed :

- If expense done within your base city, select Reimbursement Expense type .
- Attach visa team e-mail approval ( screenshot / pdf) in any of your visa related expense line item.
- Read all the yellow alert message, follow the same and submit your claim.

**Note:** Yellow warning exception is a message for your information.

## Expenses that you can claim:

Visa medical	: Visa related expense line item
Cab	: Conveyance line item
Courier	: Courier expenses line item

- Select Visa related Expenses line item.
- Enter correct visa case id (from iVizon portal)
- Attach bill and attach visa team mail approval.
- Read all the yellow alert message and follow the same and ignore it.
- Save and submit your claim.

Manage Expenses    Create Advances    Pending Claims

### New Expense

Cancel    **Save Expense**

Details    Restrictions

**Expense Type \***  
 Visa Related Expenses

**Visa Case ID \***

**Transaction Date \***

**Place of Visit \***

**Country**

**Visa Application Country and Visa Type \***

**Amount \***

**Country \***

**Client Name**

☐ Attach Approval/Attachment

**Company Code \***

**Cost Object Type \***

**Cost Object ID \***

**Comments**

**Upload Receipt Image**

**Save Expense    Save and Add Another    Cancel**

# How to claim Certification:

There are two types of certification :

- Technical Training and Certification\_Reimbursement

The screenshot displays the 'New Expense' form in SAP Concur, specifically for the 'Technical Training and Certification\_Reimbursement' category. The form is divided into 'Details' and 'Itemisations' tabs, with 'Details' currently active. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', and 'App Centre'. Below this, there are links for 'Manage Expenses', 'Cash Advances', and 'Process Claims'. The form fields include:

- Expense Type \***: A dropdown menu set to 'Technical Training and Certification\_Reimbursement'.
- Transaction Date \***: A date field with a calendar icon, showing 'DD/MM/YYYY'.
- Completion Date \***: A date field with a calendar icon, showing 'DD/MM/YYYY'.
- Cost Approval Provided by \***: A text field.
- External Training and Certification Type \***: A dropdown menu with a search icon and the text 'Search by Code'.
- Name of External Training and Certification \***: A text field.
- Vendor/Institute/Agency Name**: A text field.
- Amount \***: A text field.
- Currency \***: A dropdown menu set to 'India, Rupee'.
- User ID for SAP® Certifications**: A large text area.

At the bottom of the form, there are three buttons: 'Save Expense', 'Save and Add Another', and 'Cancel'. To the right of the form, there is a large red-bordered box with the text 'Upload Receipt Image' and a red icon of a document with a checkmark. The top right corner of the form has a 'Cancel' button and a 'Save Expense' button. Below the 'Save Expense' button, there is a 'Hide Receipt' link and a small icon of a document with a checkmark.

- Select Technical Training and Certification\_Reimbursement expense line item. Fill all the details, attach your receipt and submit your claim.

*New Expense*

Details    Itemisations

Expense Type \*  
Technical Training and Certification\_Reimbursement

Transaction Date \* ? DD/MM/YYYY

Completion Date \* ? DD/MM/YYYY

Cost Approval Provided by ?

External Training and Certification Type \* 1  
▼ (EC) External Certification

Name of External Training and Certification \* ? 2  
▼ (EC001) AZ-101 Microsoft Az...

Vendor/Institute/Agency Name

Amount \* 10,000.00

Currency \* India, Rupee

SUser ID for SAP Certifications

Save Expense    Save and Add Another    Cancel

Cancel    Save Expense

Hide Receipt

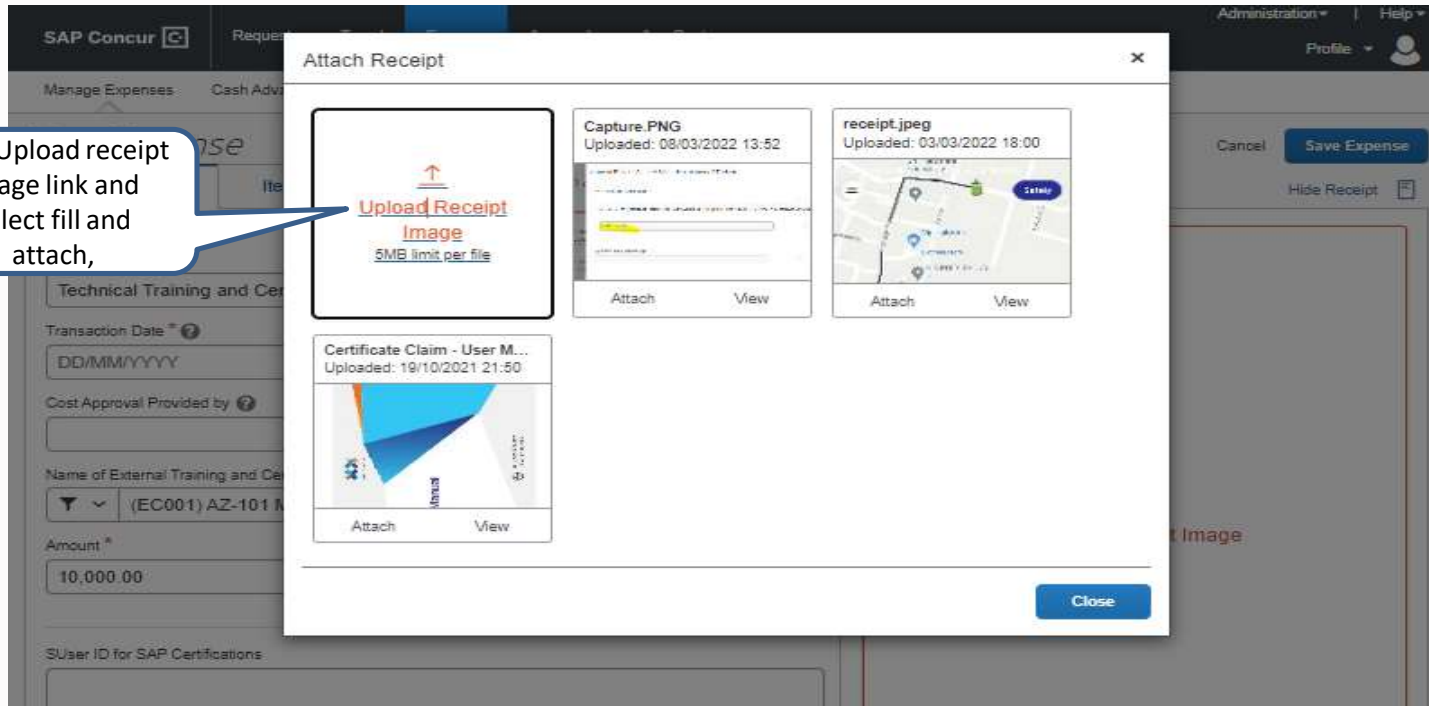
Upload Receipt Image

To attach bill, select Upload Receipt Image.

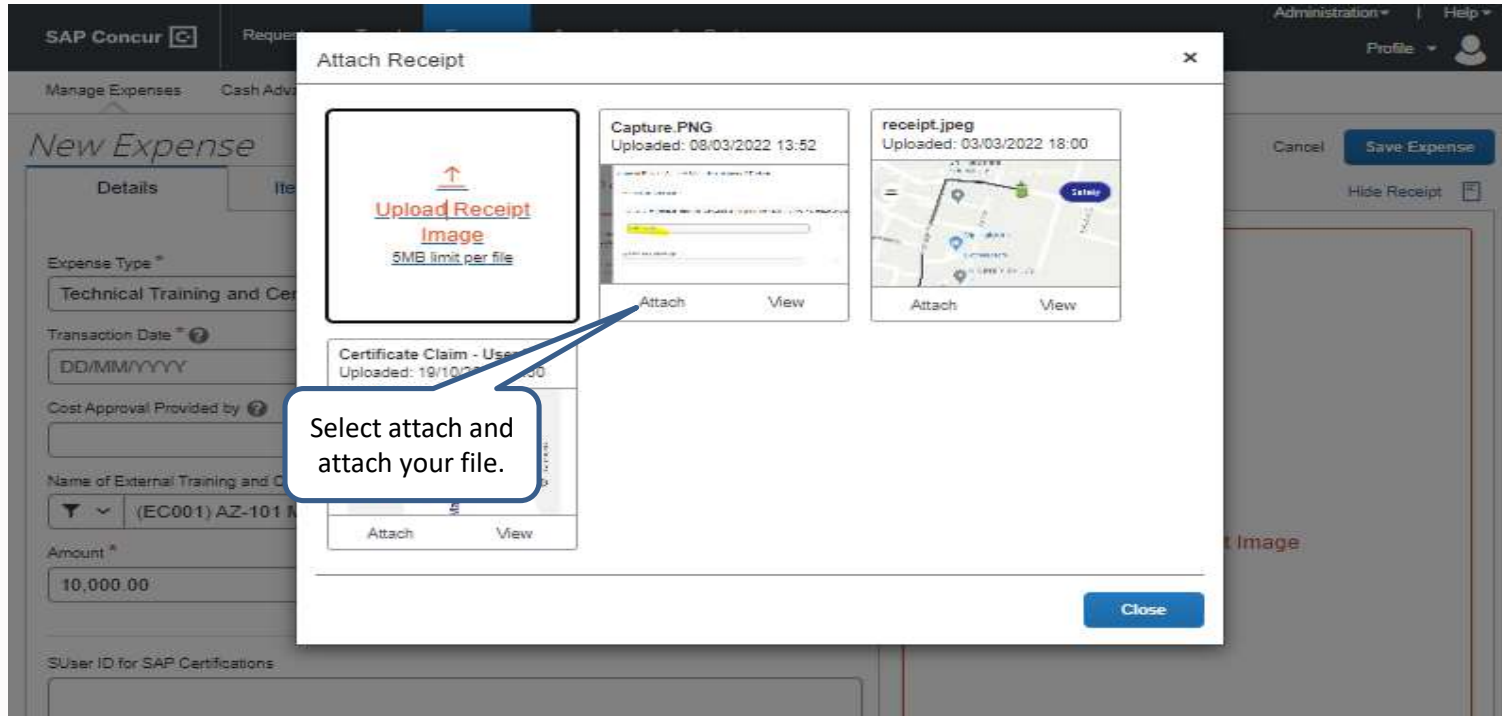
# Steps to attach the receipts :

- Click on Browse button to select your file and select attach button.

click Upload receipt  
Image link and  
select fill and  
attach,



- If you have already attached receipt using Available receipt option, Please select receipts check box and click attach button.





- Review receipt under Receipt image option and save your expense line item.

**New Expense** Cancel Save Expense

**Details** **Itemisations** Hide Receipt

**Expense Type \***  
Technical Training and Certification\_Reimbursement

**Transaction Date \* ?** DD/MM/YYYY **Completion Date \* ?** DD/MM/YYYY

**Cost Approval Provided by ?** **External Training and Certification Type \*** (EC) External Certification

**Name of External Training and Certification \* ? 2** (EC001) AZ-101 Microsoft Az... **Vendor/Institute/Agency Name**

**Amount \*** 10,000.00 **Currency \*** India, Rupee

**SUser ID for SAP Certifications**

Save Expense Save and Add Another Cancel

**Receipt Image**

Approval Flow for Claims: VISA medical,biometric,PR claim

Cost Object Approval

Next Number: Arohi PH V\_AEG FMB DevOps (LTPCLNT100.LTIN.PJ.7858.01.01.04)

Detach

**Detach**

If you want to remove, click Detach

You can View your bills on your right-hand side

- Once you add all the data in one line item select save expense.

select save  
expense.

Manage Expenses   Cash Advances   Process Claims

### New Expense

Cancel   **Save Expense**

Hide Receipt

**Details**   Itemisations

Expense Type \* \* Required field  
Technical Training and Certification\_Reimbursement

Transaction Date \* ? DD/MM/YYYY 📅   Completion Date \* ? DD/MM/YYYY 📅

Cost Approval Provided by \* ?   External Training and Certification Type \* ?  
(EC) External Certification

Name of External Training and Certification \* ? ⓘ (EC001) AZ-101 Microsoft Az...   Vendor/Institute/Agency Name

Amount \* 10,000.00   Currency \* India, Rupee

SUser ID for SAP Certifications

**Save Expense**   **Save and Add Another**   Cancel

Approval Flow for Claims: VTO medical insurance, FR claim

→ Last Detail Approval

→ Next Module: Approve FR 9, ADD FRB Details (TPCLBTRM LTR PJ 1000 IN 04 06)

→ [Next Expense]

Approve for Processing


Capture.PNG   Detach

- Once it is saved you can add other expense line item or click submit claim.

Manage Expenses   Cash Advances   Process Claims

Alerts: 3

Click submit claim



**Visa expense INR 10,000.00** 

Not Submitted

Submit Claim

Claim Details ▾   Print/Share ▾   Manage Receipts ▾   Travel Allowance ▾

Add Expense   Edit   Delete   Copy   Allocate   Combine Expenses   Move to ▾

<input type="checkbox"/>	Alerts ↑↓	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Supplier Details ↑↓	Date ≡	Requested ↑↓
<input type="checkbox"/>			Cash	Technical Training and Certification_Reimbursement		01/10/2022	INR 10,000.00
							INR 10,000.00

## Points to Note for Certification claim:

- Enter correct invoice date under Transaction date.
- Enter correct completion date mentioned in your certificate under Completion date field.
- Attach bills, certificate , cost approval mail from P8/L8/M8/P7/L7/M7 grade.
- Read all the yellow alert message, follow the same and ignore if you already done with it.
- If you did not find any certificate name in concur . Kindly raise ticket in iAssist -> IT Application -> iClaim.
- Once you submit your claim it will route to Technical training team for the approval.
- Once they approve it will flow to Finance team for processing the payment .
- If you did not find certificate in concur, please raise ticket in iAssist -> IT Application -> Create incident -> IT system -> iClaim

# Travel Expense Domestic:

## Types of travel:

- Inland travel per deim
- Deputation – LTI office
- Deputation – Client location
- Relocation New Joinee
- Inland Transfer

# Inland Travel Per deim:

## Points to Note:

- If employee traveling out of base city within same country (15 days max), will be applicable for Inland travel per deim policy.
- Read all the yellow alert message, follow the same and ignore if already done with it.
- Attach bills and all the necessary documents.

## Expense that you can claim from April 1'2022 onwards :

- Food Expense : Food and sundries ( with voucher)
- Cab :Conveyance
- Hotel stay :Accommodation (**Accommodation also booked by company, if it is self-booking then needs to be attached travel team approval mail**)
- Air ticket :Air fare self booking ( if it is done, attach travel team mail approval ).

**Note:** Food and Sundries (without Voucher) is not applicable from April 1' 2022.

Conveyance ( No voucher) need approval mail from manager and proper comments should be mentioned in expense line item.

# Limits for Inland travel per deim (Per day limit ):

Country Cluster	Grades	Entitlement	Currency	Proposal	
				Zone 1	Zone 2
India	L1-L8	Accommodation	INR	6500	6000
		Food, Sundry Expenses		2000	
		Local Conveyance		At Actuals	
	E1 & Above	Accommodation		7500	7000
		Food, Sundry Expenses		2500	
		Local Conveyance		At Actuals	

Zone I	Zone II
Mumbai	Others
Delhi	
Pune	
Bangalore	
Chennai	
Hyderabad	
Kolkata	

## Deputation – LTI office:

- If you are deputed out of your base location to any LTI office, select “Deputation – LTI office” under domestic category.
- “Food and Sundries deputation” expense line item is only applicable under this category.
- Attach deputation letter and bills mandatorily.

## Deputation – Client Location:

- If you are deputed out of your base location to any client location, select “Deputation – Client Location” under domestic category.
- Claim either:
  - 1a. Food and Sundries
  - (OR )
  - 2a. All inclusive without voucher
  - 1b. Client site deputation allowance
  - 2b. Client site deputation allowance
- Attach deputation letter and bills mandatorily.



# Deputation claim header:

Claim Header

✕

Visa expense | INR 10,000.00

⚠ Alerts: 2

Expense Type \* ⓘ  
Travel Expenses

Expense Category \* ⓘ  
Domestic

Category \* ⓘ  
Deputation - LTI Offices

Report Name \* ⓘ  
Deputation Expense

Trip Start Date \*  
01/02/2022

Trip End Date \* ⓘ  
28/02/2022

Duration \* ⓘ  
28.00

AMT Id/Deputation/Transfer Number ⓘ  
10644604-ILD-001

Company Code \*  
(LTIN) Larsen & T

WBS ID \* ⓘ  
(U.0032-01-01-03) Chennai - DLF II\_MIS-Maint & Support for

Enter Deputation number as mentioned in iManage email.

Add duration manually based on your start and end date.

Cancel Save

## Deputation Limits:

Grade	LTI offices (Other than employee's base location)	Deputed to Client Locations (Other than Employee's Base Location)		
	Company provided accommodation	Company provided accommodation	All Inclusive Without Voucher	Client-Side Deputation Allowance
	Food and Sundry Allowance	Food and Sundry Allowance		
Trainee/G/A	6,000	8,500	9,000	2,500
BXX and Band 3	6,500	9,500	10,000	3,500
Band 2 and Above	7,000	10,000	11,000	

How

Cancel Save

# Expense that can claim in Inland transfer:

## Expense types:

- Transfer Reimbursement Allowance
- Conveyance (BUS/Train ticket only) Other conveyance expenses cover under Initial/One time settlement allowance, which is paid through salary by HR.
- Transfer- Moving Charges

[Manage Expenses](#) [Cash Advances](#) [Process Claims](#)

Alerts: 6

Deputation Expense INR 7,000.00

Submit Claim

Not Submitted

[Claim Details](#) [Print/Share](#) [Manage Receipts](#) [Travel Allowance](#)

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move to

<input type="checkbox"/>	Alerts ↑↓	Comments ↑↓	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Supplier Details ↑↓	Date	Requested ↑↓
<input type="checkbox"/>				Cash	Conveyance	Mumbai, INDIA	03/02/2022	INR 1,000.00
<input type="checkbox"/>				Cash	Transfer Reimbursement Allowance	Mumbai, INDIA	03/02/2022	INR 6,000.00
								INR 7,000.00

# How to claim Relocation expense(New joinee):

Claim Header

Deputation Expense | INR 7,000.00

Alerts: 5

Expense Type \* ?

Travel Expenses

Expense Category \* ?

Domestic

Category \* ?

Relocation Expenses (New joinees)

Report Name \* ?

Deputation Expense

Report Id

DD392D7246EC4B8B9FC0

Trip Start Date \*

02/02/2022

Trip End Date \* ?

03/02/2022

Duration \* ?

2.00

AMT Id/Deputation/Transfer Number ?

Report Currency

India, Rupee

Approval Status

Not Submitted

Company Code \*

(LTIN) Larsen & Toubro Infotech

WBS ID \* ?

(U.0032-01-01-03) Chennai - DLF II\_MIS-Maint & Support for

Cancel


Save


Select Relocation New joinee category

# Expense that can claim under Relocation category:

## Expense that can claim under Relocation:

- Accommodation (Accommodation also booked by company, if it is self-booking then needs to be attached travel team approval mail).
- Conveyance
- Food and Sundries (with voucher)
- Transfer Moving charges

 Alerts: 5

Deputation Expense INR 7,000.00 

Submit Claim

Not Submitted

Claim Details ▾

Print/Share ▾

Manage Receipts ▾

Travel Allowance ▾

Add Expense

Edit




Delete

Copy

Allocate

Combine Expenses

Move to ▾

<input type="checkbox"/>	Alerts ↑↓	Comments ↑↓	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Supplier Details ↑↓	Date ▾	Requested ↑↓
<input type="checkbox"/>				Cash	Conveyance	Mumbai, INDIA	03/05/2022	INR 1,000.00
<input type="checkbox"/>				Cash	Transfer - Moving Charges	Mumbai, INDIA	03/05/2022	INR 6,000.00
								INR 7,000.00

## Claim Status :

- **Pending External Validation:** once you submit your claim , it will move to pending external validation, which will get clear automatically. If it is not cleared more than 5 hrs or one day. Please raise ticket in iAssist -> IT Application -> iClaim.
- **Pending with Audit :** Once claim reached “Pending with Audit ” step, it will be route to Finance team for further processing and once they approve it will move to your approver.
- **Pending with Supervisor approval :** Once claim reached “Pending with Supervisor approval” step, it will move to your supervisor approval. To check the approver flow, open your claim > Details > Approval flow > Click on the bold WBS ID(project id ) to see approver names. Once all level approval is done payment will be processed.
- **Approved and Financial posting failed :** Please ignore if the claim status is “Approved and Financial posting failed”. This will be taken care by Finance team .

# Approval flow:

Level 1: IRM (Immediate Reporting Manager) (M4 grades / P3 Grades)

Level 2: IRM's Reporting Manager. (M5 grade and above)

Level 3: GFO team (processing team).

## Note:

- If L1 approver is M5 and above grade, L2 approver will not be applicable.
- Once the claim is processed by GFO, the claim entry will be accounted in SAP and payment will be made to the employee.
- For any payment related query, raise ticket in iAssist -> F&A.
- For any concur portal related query, raise ticket in iAssist -> IT Application -> iClaim.



# Helpdesk & Escalation Matrix:

For any further assistance, you can raise ticket in iAssist -> IT Application -> iClaim category.

For any further payment query raise ticket in iAssist -> F&A

## Employee Reimbursement Escalation Matrix- India & FTS

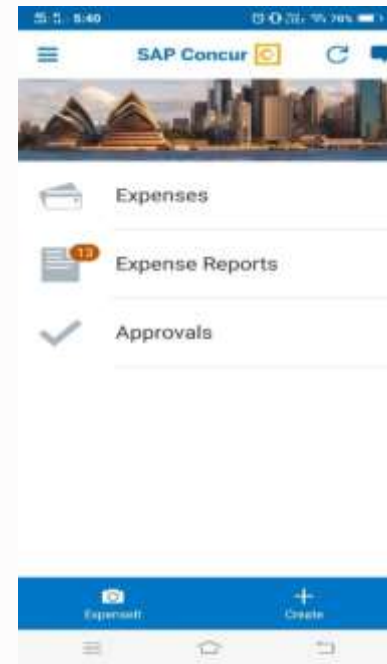
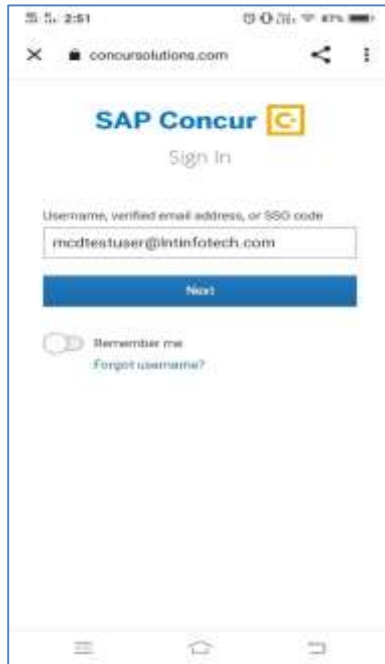
Category	Level 0	Level 1	Level 2	Level 3
	Raise a ticket (SLA 2 working days)	if query is not resolved within 2 working days of raising a ticket	if query is not resolved within 2 working days at level 1	if query is not resolved within 2 working days at level 2
India	Raise a ticket on Service Now <a href="https://iassist.Intinfotech.com/">https://iassist.Intinfotech.com/</a> >Create Incident >F&A	PoonamR Ganediwal <a href="mailto:PoonamR.Ganediwal@Intinfotech.com">PoonamR.Ganediwal@Intinfotech.com</a>	Vinay Tambe <a href="mailto:Vinay.tambe@Intinfotech.com">Vinay.tambe@Intinfotech.com</a>	Viren Pathare <a href="mailto:Viren.Pathare@Intinfotech.com">Viren.Pathare@Intinfotech.com</a>
Foreign Travel Settlement		Vinuta Deshpande <a href="mailto:Vinuta.Deshpande@Intinfotech.com">Vinuta.Deshpande@Intinfotech.com</a>		

# Steps for Mobile Setup:

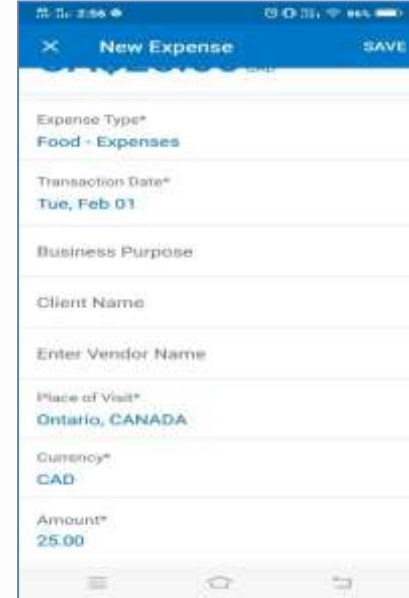
Step 1 : Download the SAP Concur App from Play store(Android) or Appstore(i.Phone)

Step 2 : Install the App

Step 3 : Open the App and provide email id.



# How to create Expense Claim via Mobile:



❑ View receipt images taken via Expense IT created while on travel.

❑ Enter the Details in the respective fields.

❑ You can select expense from expense types.

❑ you can add Expense by clicking on " Add Expense Tab"



Let's Solve