SERVICECENTRAL INTERNET EXPENSES REQUEST PROCESS
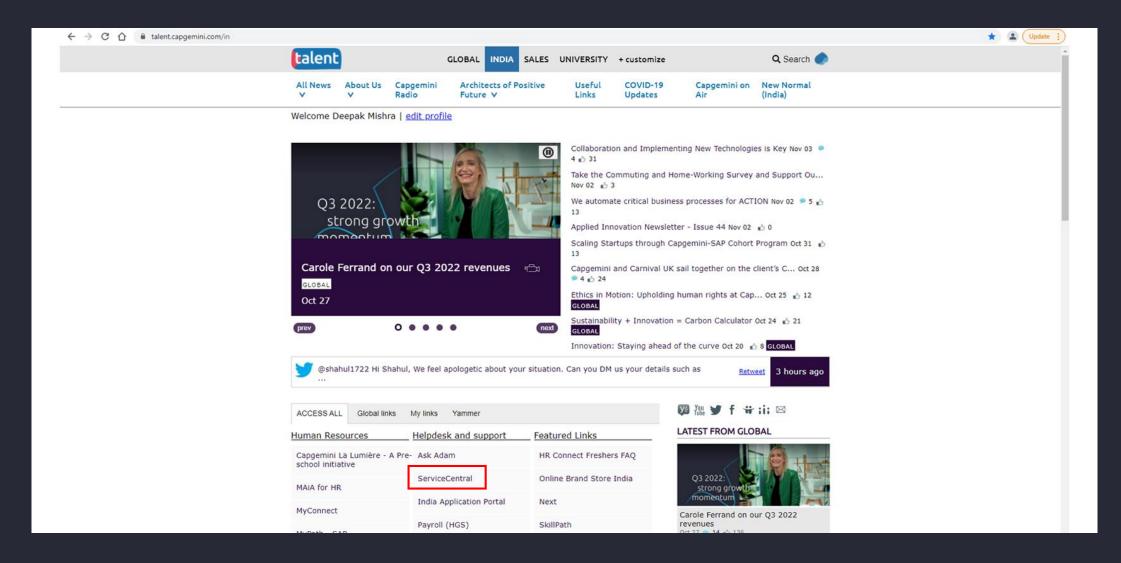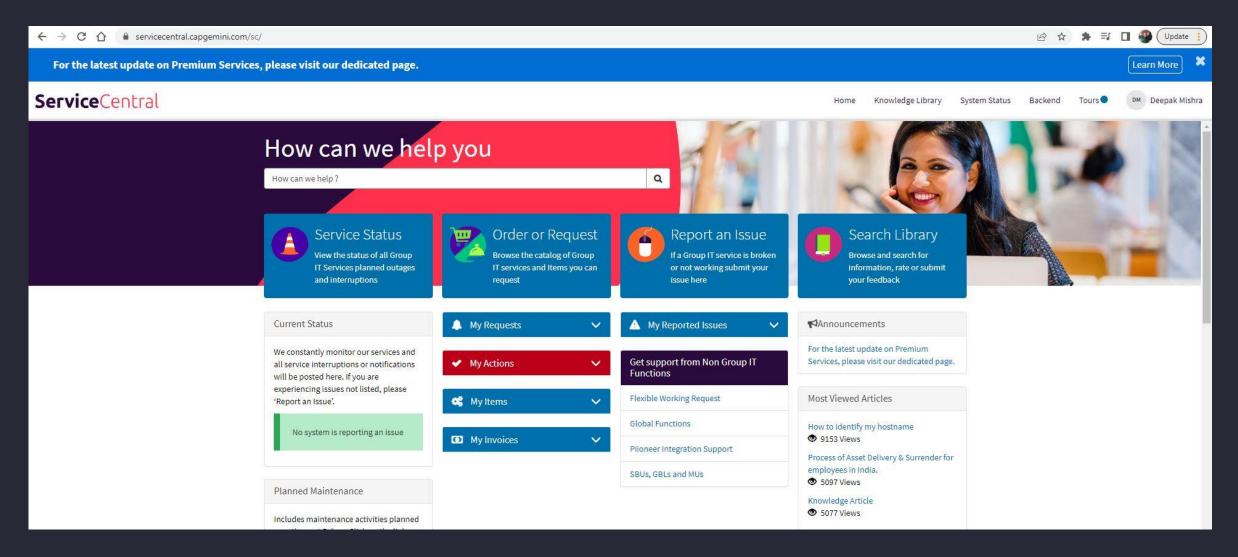
TOPICS TO BE COVERED IN THE TRAINING

1. SUBMITTING INTERNET EXPENSE REQUEST

2. HOW TO RAISE TICKET FOR ISSUES

3. HOW TO CHECK CURRENT AND CLOSED TICKETS

SUBMITTING INTERNET EXPENSES REQUEST

GO TO TALENT HOME PAGE.
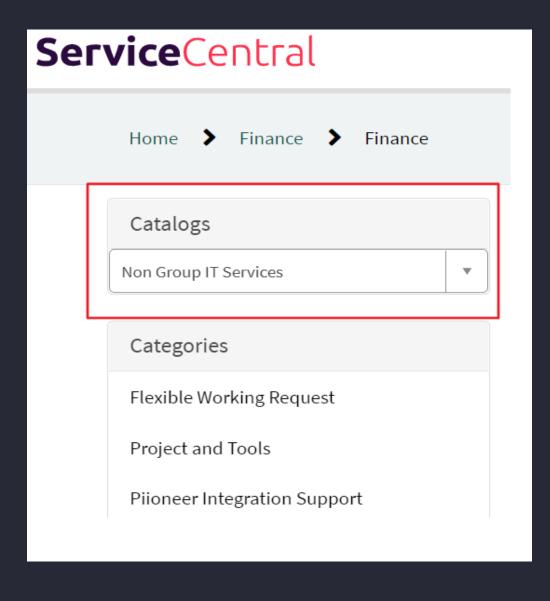# CLICK ON SERVICECENTRAL UNDER 'HELPDESK AND SUPPORT'.

AFTER OPENING SERVICECENTRAL, CLICK ON 'ORDER OR REQUEST'

CLICK ON 'NON GROUP IT SERVICES' UNDER CATALOGS

EXPAND 'GLOBAL FUNCTIONS' AND CLICK ON 'FINANCE'

Home **>** Service Catalog

Flexible Working Request

Project and Tools

Piioneer Integration Support

⊟ Global Functions

  Corporate Real Estate Services (CRES)
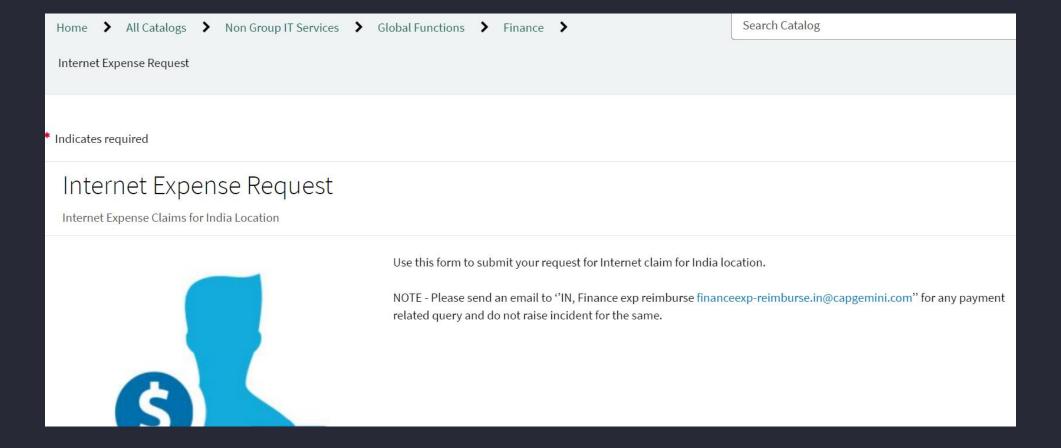
  Global Marketing and Communicati...

  Group Cyber Security

  Group Delivery

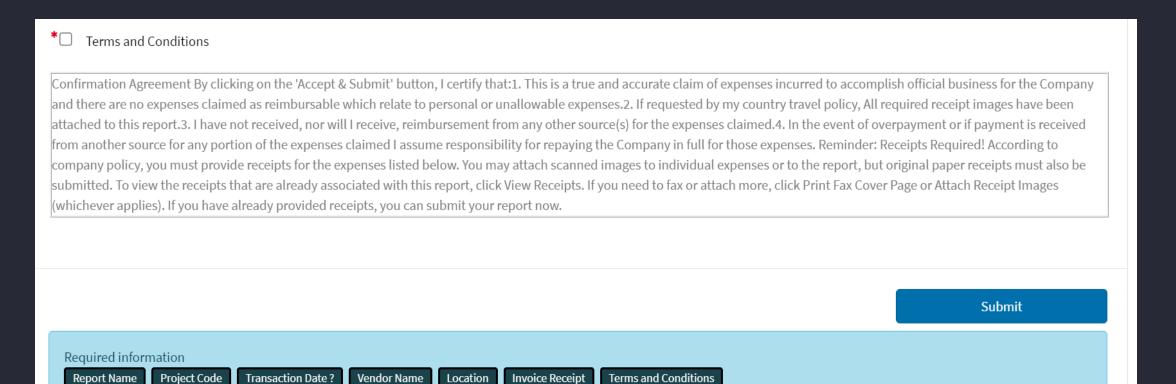Finance

CLICK ON 'INTERNET EXPENSE REQUEST'

Home > All Catalogs > Non Group IT Services > Global Functions > Finance >

Internet Expense Request

* Indicates required

Internet Expense Request

Internet Expense Claims for India Location

Use this form to submit your request for Internet claim for India location.

NOTE - Please send an email to ''IN, Finance exp reimburse financeexp-reimburse.in@capgemini.com'' for any payment related query and do not raise incident for the same.

FILL IN ALL THE MANDATORY FIELDS

Project code task

[▼]

* Expense Approver

[▼]

* Business Purpose / Comment

[   ]

* Transaction Date ? ⊙

[📅]

* Vendor Name

[   ]

* Location

[-- None -- ▼]

* Payment Type

[Cash]

Amount (INR)

[   ]

* Invoice Receipt ⊙

Please attach the Payment Receipt and complete Invoice of your transaction   ✖

[⬆ Required - Upload]

SELECT THE 'TERMS AND CONDITIONS' BOX AND CLICK ON 'SUBMIT'

* ☐ Terms and Conditions

Confirmation Agreement By clicking on the 'Accept & Submit' button, I certify that:1. This is a true and accurate claim of expenses incurred to accomplish official business for the Company and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.2. If requested by my country travel policy, All required receipt images have been attached to this report.3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.4. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying the Company in full for those expenses. Reminder: Receipts Required! According to company policy, you must provide receipts for the expenses listed below. You may attach scanned images to individual expenses or to the report, but original paper receipts must also be submitted. To view the receipts that are already associated with this report, click View Receipts. If you need to fax or attach more, click Print Fax Cover Page or Attach Receipt Images (whichever applies). If you have already provided receipts, you can submit your report now.

Submit

Required information

Report Name | Project Code | Transaction Date ? | Vendor Name | Location | Invoice Receipt | Terms and Conditions

REQUESTER WILL RECEIVE THE BELOW EMAIL NOTIFICATION AFTER SUBMITTING A REQUEST.

REQUESTER WILL GET THE BELOW NOTIFICATION ONCE THE REQUEST IS APPROVED BY THE FIRST APPROVER.

REQUESTER WILL GET THE BELOW NOTIFICATION ONCE THE REQUEST IS APPROVED BY SECOND APPROVER TOO.

ServiceCentral

Your expense claim listed below has changed status.

Changed By	**Name**
Claim Name	testRepo1
Claim ID	RITM2450733
Claim Date	2022-08-01
Submit Date	2022-08-23 11:58:46
Amount Approved	830
Approval Status Set To	Approved
Payment Status Set To	Approved for Payment

Regards,
Group IT

REQUESTER WILL GET THE BELOW EMAIL NOTIFICATION ONCE THE REQUEST IS APPROVED AND COMPLETED.

Preview Email

ServiceCentral

Dear   **Name**

Your request has been successfully Completed.

Delivery Comments:

Details

Internet Expense Request
Request Number: RITM2450432
Payment amount: 30
Payment date: 2022-08-18
Report Name: report_test

Regards,
Group IT
This email has been generated automatically, please do not reply.

REQUESTER WILL BE NOTIFIED IF THE REQUEST IS REJECTED BY THE APPROVER. THE REASON FOR REJECTION WILL ALSO BE MENTIONED IN THE REJECTION NOTIFICATION.

HOW TO RAISE A TICKET FOR ISSUES

TO RAISE TICKET – NAVIGATE TO SERVICECENTRAL PORTAL AND CLICK ON 'REPORT AN ISSUE'

HOW TO RAISE TICKET FOR ISSUES

In the search option, select or type 'Internet Expense Issue' under 'Category'.

HOW TO RAISE TICKET FOR ISSUES
Please enter a short description of the issue and then click on Submit.

HOW TO RAISE TICKET FOR ISSUES

The below screen will be visible after the ticket is submitted

HOW TO CHECK CURRENT AND CLOSED TICKETS
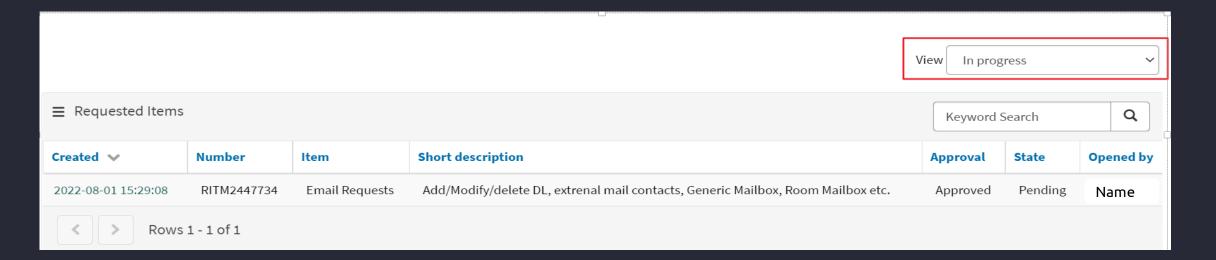
HOW TO CHECK CURRENT AND PREVIOUS TICKET STATUS

Click on 'My Requests' and then click on 'number' to view current status of the tickets.

BELOW SCREEN WILL APPEAR WITH TICKET NUMBERS

Click on 'View', and select 'All', and 'In progress' in the filter.

View | In progress ▼

≡ Requested Items

Keyword Search 🔍

Created ▼	Number	Item	Short description	Approval	State	Opened by
2022-08-01 15:29:08	RITM2447734	Email Requests	Add/Modify/delete DL, extrenal mail contacts, Generic Mailbox, Room Mailbox etc.	Approved	Pending	Name

‹ › Rows 1 - 1 of 1

BELOW SCREEN WILL APPEAR AS YOU SELECT ON 'ALL' UNDER 'VIEW'

Click on ticket 'State' to view the status of your ticket.

PAYMENT RELATED QUERY

User can send email to IN, Finance exp reimburse financeexp-reimburse.in@capgemini.com for any payment related query.

THANK YOU

![Capgemini logo]

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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