

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'.



talent.capgemini.com/in

talent GLOBAL INDIA SALES UNIVERSITY + customize Search

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Welcome Deepak Mishra | [edit profile](#)

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Carole Ferrand on our Q3 2022 revenues
GLOBAL
Oct 27

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4 31

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Nov 02 3

We automate critical business processes for ACTION Nov 02 5 13

Applied Innovation Newsletter - Issue 44 Nov 02 0

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Capgemini and Carnival UK sail together on the client's C... Oct 28 4 24

Ethics in Motion: Upholding human rights at Cap... Oct 25 12
GLOBAL

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GLOBAL

Innovation: Staying ahead of the curve Oct 20 8 GLOBAL

@shahul1722 Hi Shahul, We feel apologetic about your situation. Can you DM us your details such as ... Retweet 3 hours ago

ACCESS ALL Global links My links Yammer

Human Resources	Helpdesk and support	Featured Links
Capgemini La Lumière - A Pre-school initiative	Ask Adam	HR Connect Freshers FAQ
MAiA for HR	ServiceCentral	Online Brand Store India
MyConnect	India Application Portal	Next
MyBank - CAP	Payroll (HGS)	SkillPath

LATEST FROM GLOBAL

Q3 2022: strong growth momentum
Carole Ferrand on our Q3 2022 revenues
Oct 27 14 136

AFTER OPENING SERVICECENTRAL, CLICK ON 'ORDER OR REQUEST'



← → ↻ 🏠 🔒 servicecentral.capgemini.com/sc/ 🔍 ☆ ⚙️ 📄 🗂️ 👤 Update

For the latest update on Premium Services, please visit our dedicated page. [Learn More](#) ✕

ServiceCentral Home Knowledge Library System Status Backend Tours DM Deepak Mishra

How can we help you

How can we help? 🔍

Service Status
View the status of all Group IT Services planned outages and interruptions

Order or Request
Browse the catalog of Group IT services and Items you can request

Report an Issue
If a Group IT service is broken or not working submit your issue here

Search Library
Browse and search for information, rate or submit your feedback

Current Status

We constantly monitor our services and all service interruptions or notifications will be posted here. If you are experiencing issues not listed, please 'Report an Issue'.

No system is reporting an issue

Planned Maintenance

Includes maintenance activities planned

My Requests ▾

My Actions ▾

My Items ▾

My Invoices ▾

My Reported Issues ▾

Get support from Non Group IT Functions

- Flexible Working Request
- Global Functions
- Pioneer Integration Support
- SBU, GBLs and MUs

Announcements

For the latest update on Premium Services, please visit our dedicated page.

Most Viewed Articles

- How to identify my hostname
👁 9153 Views
- Process of Asset Delivery & Surrender for employees in India.
👁 5097 Views
- Knowledge Article
👁 5077 Views

CLICK ON 'NON GROUP IT SERVICES' UNDER CATALOGS



ServiceCentral

Home > Finance > Finance

Catalogs

Non Group IT Services



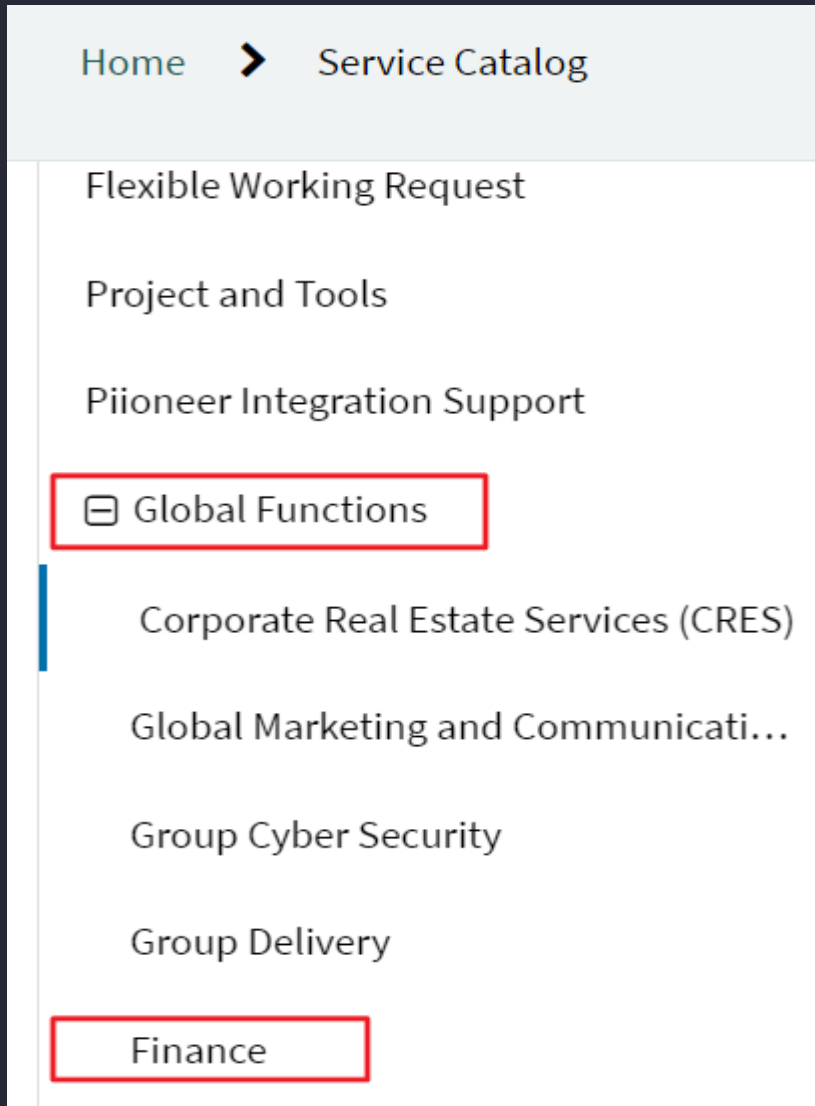
Categories

Flexible Working Request

Project and Tools

Pioneer Integration Support

EXPAND 'GLOBAL FUNCTIONS' AND CLICK ON '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.

ServiceCentral

Claim From	Name
Claim Name	testRepo1
Claim Purpose	testcomment
Requested Amount	830
Project	100751974

To see the latest updates and details for your case, please click on the button below or enter the case number into [Ask Adam](#).

[View Case Status](#)

Regards,
Group IT

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

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	Not Paid

Regards,
Group IT

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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

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



ServiceCentral

Your expense claim listed below has changed status.

Changed By	Name
Claim Name	Test
Claim ID	RITM2452043
Claim Date	2022-09-09
Submit Date	2022-09-12 12:52:04
Amount	1000
Approved	
Approval Status	Sent Back to
Set To	Employee
Payment Status	
Set To	Not Paid
Rejection Reason	test reject

Regards,
Group IT
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HOW TO RAISE A TICKET FOR ISSUES



TO RAISE TICKET – NAVIGATE TO [SERVICECENTRAL](https://servicecentral.capgemini.com/sc/) PORTAL AND CLICK ON ‘REPORT AN ISSUE’



← → ↻ 🏠 🔒 servicecentral.capgemini.com/sc/ 🔍 ⚙️ ⌵ 🗂️ 🖨️ 🌐 Update

For the latest update on Premium Services, please visit our dedicated page. [Learn More](#) ✕

ServiceCentral Home Knowledge Library System Status Backend Tours DM Deepak Mishra

How can we help you

How can we help ? 🔍

Service Status

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No system is reporting an issue

🔔 My Requests

✓ My Actions

⚙️ My Items

📄 My Invoices

My Reported Issues

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Knowledge Article
👁️ 5077 Views



HOW TO RAISE TICKET FOR ISSUES

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

Home > Report an Issue for Group IT Service

Search Catalog

servicece

Data configuration issue	ServiceCentral	
Internet Expense Issue	ServiceCentral	Please use this category only for Internet Expense Claim issues
Issue with ServiceCentral mobile app	ServiceCentral	
Login/Access Issue	ServiceCentral	Ensure your issue is related to Group IT URL : https://servicecentral.capgemini.com/sc
Not Working	ServiceCentral	Please share details/screenshot of issue observed along with behavior expected from servicecentral

HOW TO RAISE TICKET FOR ISSUES



Please enter a short description of the issue and then click on Submit.

* Requested for

i

Name

✕

▼

Service

ServiceCentral

* The list is long, it's advised to NOT TO SCROLL. Instead, type the Service or Application on which you've the Issue to narrow the list. ?

For best search results, use "*" (e.g. "*excel" instead of "excel").

Inaccurate/incorrect selection will result in misrouting of your ticket to the wrong resolving group. Second column in list below is the Service/application, please carefully search & select it, for faster resolution.

i

Internet Expense Issue

✕

▼

* Short description

Enter a short text

* Description

Please use this category only for Internet Expense Claim issues.

Additional information field for this category is mandatory. please fill the information against each line item respectively

Submit

Required information

Short description



HOW TO RAISE TICKET FOR ISSUES

The below screen will be visible after the ticket is submitted

ServiceCentral

[Home](#)[Knowledge Library](#)

[Home](#) > [Ticket Form](#)

Search

test

Type your message here...

Send

AS

Name

2022-07-26 12:27:16

INC3399633 Created

Start



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.

The screenshot displays the ServiceCentral web application interface. At the top, a blue banner reads "For the latest update on Premium Services, please visit our dedicated page." with a "Learn More" button. The ServiceCentral logo is on the left, and navigation links (Home, Knowledge Library, System Status, Backend, Tours) and a user profile (DM Deepak Mishra) are on the right. A large hero section titled "How can we help you" features a search bar and four main action buttons: "Service Status" (with a traffic cone icon), "Order or Request" (with a shopping cart icon), "Report an Issue" (with a lightbulb icon), and "Search Library" (with a magnifying glass icon). Below this, the interface is divided into several panels. On the left, "Current Status" shows a message about service monitoring and a red alert for a network outage. Below it is "Planned Maintenance". The central "My Requests" panel shows "In progress" (1) and "Waiting Approval" (0) counts, with a "View active" link. To its right is "My Reported Issues" with a dropdown menu. The bottom row includes "My Actions", "My Items", and "My Invoices" buttons. On the far right, "Announcements" and "Most Viewed Articles" are listed.

ServiceCentral

Home Knowledge Library System Status Backend Tours DM Deepak Mishra

How can we help you

How can we help ?

Service Status
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Outage - Networks (started 2022-08-25 19:06:51)

Planned Maintenance

Includes maintenance activities planned over the next 5 days. Click on the links below for more details.

My Requests

In progress
1

Waiting Approval
0

View active

My Reported Issues

Get support from Non Group IT Functions

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SBU, GBs and MUS

Announcements

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Most Viewed Articles

- OG333 : IT Solution Design
15 Views
- OG800 : Primary and Additional Computers
14 Views
- OG160 : Google Cloud Platform (GCP)
7 Views

My Actions

My Items

My Invoices



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.

Requested Items							Keyword Search		Q
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			
2022-08-01 14:52:56	RITM2447729	Email Requests	Add/Modify/delete DL, extrenal mail contacts, Generic Mailbox, Room Mailbox etc.	Approved	Closed Complete	Name			
2022-05-05 17:53:11	RITM2434335	ServiceCentral Access Request	Submit your request here for access to ServiceCentral (ITIL, Read, Demand and Knowledge)	Approved	Closed Complete	Name			
2022-05-04 15:29:05	RITM2426568	ServiceCentral Access Request	Submit your request here for access to ServiceCentral (ITIL, Read, Demand and Knowledge)	Approved	Closed Complete	Name			



PAYMENT RELATED QUERY

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



THANK YOU



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