



DANONE

Danone Dumex (Malaysia) Sdn. Bhd

Appendix

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1 Claim Flow Scenarios

1.1 Scenario 1

Claimant submits claim for reimbursement. A email notification will be send to the Claimant to inform him that his claim has been submitted to the Admin Checker for verification. An email notification will be send to the Admin Checker requesting for verification. Admin Checker verifies the claim. Claimant will receive an email notification that the claim has been verified and the claim has been forwarded to the Approver for approval. An email will also be send to the Approver requesting for approval. Claimant will be notified once his claim has been approved and the claim will proceed to Finance for processing. Finance will process the claim. Claimant will receive a email notification that the claim has been processed. Payment will be remitted according to the payment cycles.

1.2 Scenario 2

Admin Checker rejects claim submitted. Claimant receives a email notification regarding the rejected claim. Claimant amends and re submit the claim. The amended claim will flow to the Admin Checker for verification. Finance will process the claim once the Approver has approved the amended claim.

Note: The claim flow history will reflect the claim flow process in the claim record.

1.3 Scenario 3

Approver rejects claim submitted. Claimant receives a email notification regarding the rejected claim. Claimant amends and re submit the claim. The amended claim will flow to the Admin Checker for verification. Finance will process the claim once the Approver has approved the amended claim.

Note: The claim flow history will reflect the claim flow process in the claim record.

1.4 Scenario 4

Finance rejects claim submitted. Claimant receives a email notification regarding the rejected claim. Claimant amends and re submit the claim. The amended claim will flow to the Admin Checker for verification. Finance will process the claim once the Approver has approved the amended claim.

2 Frequently Asked Questions

2.1 Before making a claim

1. How many claim categories are there?
 - Staff Travel Expenses Claim(includes oversea travel)
 - Staff Promotional & Sponsorship Expenses Claim
2. How do I find out who my approver is?
 - Your pre-determined Approver is listed in the Claim form -> Check Flow.
3. Can I use eClaim while out of office?
 - Yes. eClaim is web-enabled, so you can submit your claims while traveling or from home via Intranet.

2.2 When making a claim

1. How many characters can I type in the Description column?
 - 50, as required for posting to SAP.
2. What is the "document date"?
 - The date stated on your receipts or the date the expense was made.
3. Can a transaction be backdated?
 - Yes. The popup calendar from date column allows you to select the required dates.
4. I can't find the Internal Order or Cost Center for my expense. How?

- Please contact Finance admin for clarification.
5. What should I put under Exchange Rate?
 - The exchange rate is the purchase rate that is stated on your receipt when you purchase currency from a vendor.
 - If a credit card is used, please obtain the exchange rate from the card issuer.
 6. What is the maximum number of rows for one claim?
 - 20. If you are claiming for more items, you may submit a separate claim.

2.3 After making a claim

1. Do I need to submit my expense receipts to my Approver?
 - Your claim and the supporting receipts must be submitted to your checker. However, the approver may use his discretion whether to view the physical copies of the claim.
2. How would I know the status of my claims submitted?
 - You will receive email notifications when your claims have been approved, rejected or processed. At any time, you may also access eClaim to view the status under My Claim Status.
3. What happens if I submit a claim with the wrong claim type selected? Example, for “Newspaper” but wrongly selected “Medical Fees”
 - Finance Administrator will reject your claim.
4. What if I discovered some mistakes on my submitted claims?
 - You should alert your Approver or Finance Administrator to reject it for your further amendment.
5. Why do I still need to print my claim details and provide physical documents after submitting a claim online?
 - Your Finance Administrator still needs to check the authenticity of your claims – That process has not changed. The print out will help to speed up the verification process. The print out of the claim together with all the supporting receipts/bills are required for statutory and audit purposes
6. How do I print out the claim details?
 - There is a Print button on the page after you hit the Submit button. If your computer is not linked to a printer at the office, please seek the assistance of your local IT system administrator.