

Employee Claim Processing Guidelines

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Purpose

Purpose of these guidelines is to appraise employees on relevant document requirement for processing the claim and clarity over few of the most common issues observed during the claim processing. These guidelines are issued to provide more clarity to employees on the claim process and first time right transaction.

General Guidelines

- a. All claims need to be submitted within the prescribed timeline as per VECV policy.
- b. In case of Travel, Non-Limits & Mobile Reimbursement etc. claims should be submitted maximum within 3 months of expense date. Period of 3 months shall not be applicable in case of change of financial year. Claims during one financial year to be claimed within same financial year.
- c. No claim for previous financial year shall be processed in next financial year.
- d. No Voucher to be sent without EPIC no. In absence of voucher no. processing team is not able to trace the reference leading to delay in claim processing.
- e. Employees are requested to send the vouchers through designated SPOCs and avoid sending the vouchers directly to have proper tracking. In case employees are sending claim vouchers **directly to VEBS**, it is recommended to mention no. of vouchers on envelop (Eg. Travel – 4, Gen -3, LC-2). This would enable mailroom to validate and proper segregation in first place itself.
- f. Employee has to ensure necessary supportings are properly attached with the claim. In absence of any document missing, voucher shall be processed based on available supporting after deduction of amount. In case the ticket copies are not attached with the claim, the voucher would be rejected and remarks would be mentioned in Admin comments. *Print-out of ticket, EL snapshots other supportings is not possible at processor's end.*

Claim Specific Guidelines

Travel Claim Guidelines

A. Documents to be attached along with the claim

- a. For Ticket Details – Boarding Pass + Ticket Copy mentioning the details of **Fare, Journey date and Location**. Print-Out attached by employees with claim mostly does not have fare details mentioned leading to exchange of mails. Pls. check the ticket print attach has the fare details.
- b. In case of ticket booked through Self (Prior approval of admin/ Functional Head approval required). Copy of admin/FH approval to be attached along with claim
- c. For Lodging Expenses, **Hotel Invoice + Humming Bird Confirmation Copy** to be attached. In case hotel not booked through Hummingbird, Approval copy from Admin In-charge to be attached. In absence of hummingbird confirmation print, claims would be rejected with remarks mentioned.
- d. For food consumed in Hotel, along with invoice the food slips to be attached. In absence of the slip, the claim would be processed with deducted amount.
- e. For Conveyance – Taxi bill to be attached. No amount could be processed without Bill. Taxi bill >2500/- shall require approval of Dept. Head (GM and above)
- f. For Food Bills / any other bills – Bills should clearly mention the date, name of vendor and amount. In case of Dhaba's there should be proper seal and date mentioned on bill. Food Bill on plain/rough piece of paper not eligible.
- g. Employee's claim dinner with Customers, CSM, external agencies for Business purposes are presently claimed under Other expenses in travel claim.
Pls. note these expenses are Sales / Business Promotion expenses and need to be claimed under **relevant head through Non-Limit Claim**. Approver One Level Above (Minimum DGM) shall be required for processing of such expenses.

B. Claims not eligible for processing

- a. Few employees claim Flat DA for a day in case of overnight journey in train which is not eligible. The expenses to be processed on actuals as per policy limits.
 - b. Claims towards Liquor, Chocolates, Dry-fruits, Sweet Packets shall not be processed
 - c. Limits of incidental expenses include expenses towards Laundry, water, tea, coffee, cold drinks, snacks, newspaper etc. hence no re-imbursement over and above incidental expenses are permissible.
- C.** In case of company booked tickets, employee is required to claim the ticket expenses under ticket section in travel claim. In many of the cases employee do not claim the ticket amount. In such cases it remains as unadjusted debit in employee account.
In case of re-scheduling of travel, through company travel desk, pls. obtain confirmation from travel desk regarding any differential charges and request for supporting. *Pls. claim the same in your Travel claim.*

- D. In case of Foreign Travel Claim, Claim to be made only in currency in which Imprest was taken. Claim in currency different than Imprest currency would be rejected. Claim documents at time of submission to be arranged in order of claim in EPIC.

FPA (Limit Claims)

Furnishing / Furnishing Repairs Claims

- a. **For Furnishing Claims Separate Claim voucher to be raised by employee.** The same should not be claimed together with other FPA heads like LTA, Fuel & Oil etc.
- b. Bills required in name of VE Commercial Vehicles Ltd.
- c. Original Bills required for processing of claim
- d. Bill should mention proper details of Vendor, Contact no., TIN/Service Tax Registration. No.
- e. Claim would not be passed on Performa Invoice, Quotation, and Receipt. Proper Invoice is required for processing of claim.
- f. In case of payment > 20K, mode of payment should not be through cash. The same should be clearly mentioned on Invoice or supporting to be attached along with the claim.
- g. Furnishing Repairs could only be claimed against furnishing capitalized. Repairs cannot be claimed unless asset for which repairs is made is capitalized is claimed earlier under furnishing
- h. 10% of the value of furnishing shall be added in taxable income as Perquisite for "Use of Movable Asset" every year for tax computation purpose. Employee need to keep this in mind while having claims made under furnishing.

LTA Claims

- a. **Approved Earned Leave Snapshot to be mandatorily attached with the claim.** In absence of the same, the voucher would be rejected with comments updated in FI admin remarks.
- b. LTA advance cannot be taken based on passed period earned leave. Further, as per the prevailing circular on LTA advance could only be taken within 30 days of travel and not prior to the same. In case you are claiming LTA after travel, ticket copies to be attached with approved EL screenshot, within 10 days of travel.
- c. For LTA Claims, **copy** of tickets / bills to be provided for processing.

Originals to be retained by employee and to be submitted at time of Investment Proof Submission activity.

Pls. note tax benefit would only be available if employee has claimed LTA during the year through FPA and also submitted the details at time of Proof submission. Employee's do not claim LTA during the year and submits proof at time of tax submission. In such case benefit of LTA cannot be given.

Medical Claims

- a. Spectacles /Lenses can only be claimed under medical expenses if prescription from doctor is available.
- b. Any amount towards skin cream, lotion, Hair oil, Cosmetics or items of similar nature shall not be processed under Medical.

Newspaper, Magazines, DTH Recharge & Internet Bills

- a. Bills should be in name of employee only. Bills in name of relative not allowed
- b. Children Books / Academic books cannot be claimed under this head.
- c. For DTH Recharge, copy of receipt required on which employee name should be mentioned with customer ID. Claim shall not be processed based on **Statement of accounts.**
- d. Only professional magazines allowed for claim under this head.
- e. Newspaper bills should clearly mention the names of Newspapers and magazines with correspondent amount. Many bills are received with bulk amount and all newspaper selected. Such bills are not eligible.

Fuel and Oil

- a. Only employees having **Car under vehicle scheme** are eligible to claim fuel and oil.
- b. Original fuel bills required for processing. **Credit card / bank slips shall not be considered.** In case of thermal copy bills, please attach photocopies along with original thermal copy bills.
- c. Overwritten bills would be strictly rejected.

Non-Limit Claims

Mobile Reimbursements

- a. As per policy Mobile Reimbursement is a need based facility and is not extended to all employees. It is based on recommendation of Functional Head. For Limit updation you need to send the request to HR along with relevant functional head approval. Limits shall only be updated for Prospective months from which approval is obtained.
- b. Claims to be made under section Mobile Claim and not in Non-Limits
- c. Month-wise claim to be made by employee. Any clubbed claim (Eg. In month Apr'16 – expense claimed for both Mar & Apr) shall be rejected.
- d. Original Bill to be attached along with the claim. **In case of photocopy / Coloured print out of bills, service tax amount shall be deducted and processed.**
- e. Employee to mention period of bill in Details at time of putting the claim in EPIC.
- f. Pre-paid mobile bills reimbursement will not be processed under this category.

Other Non-Limit Claims

- a. In case of get-together claims, list of person attending the claim and approval from dept. head to be attached along with claim.
- b. In case of conveyance, mode of travel, details of journey and km. to be mentioned by employee in details section.
- c. **For Uniform Expenses, Approval from IR** department is mandatory. Employee to attach the approval mail along with claim.
- d. In case of Laptop Bag Purchase, Approval from IT is required. Employee to obtain prior approval and attach along with the claim.
- e. In case of Local Self Taxi booking, prior approval of admin is required.
- f. Supporting is required for all expenses. No amount without supportings could be processed in any of the category.

Travel Imprest

- a. Imprest Request for Travel to be made through Travel Request and not through General Imprest.
- b. At time of travel impost, employee should mention the Purpose of travel and duration of travel
- c. Employee to mention breakup of likely expenses (Lodging – 5000, Boarding 3000, Conveyance) in comments section
- a. No employee can draw any fresh travel advance unless claim against previous advance has been settled.
- b. Any impost taken (Travel / General) to be cleared within one month of impost request. Any impost lying un-adjusted beyond 1 salary run shall be adjusted in next salary run.

Payment against Claims Processed

- a. As per HR circular on payments against claim processed shall be made on 10th / 20th / 30th of the month and in case of holiday on next working day.

SLA for Claim Processing

All claims shall be processed within the SLA as under

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|--|------------------------------|
| Travel, Non-Limits, Mobile Reimbursement | 7 Working days from receipt |
| Furnishing Claims | 10 Working days from receipt |

Abovementioned SLA is for the claims received first time right. In case of query cases/incomplete documents the above SLA would not apply.

Employees are requested not to follow-up before the SLA defined. In case of claim not processed beyond specified time, query may be logged in ZingHR under relevant category.

Query Redressal

Query by employee

Any query relating to claim processing should be routed through ZingHR Helpdesk.

Various categories and sub-categories are available in ZingHR Helpdesk and mapped the relevant process owner along with SLA defined.

Having the query through ZingHR Helpdesk would facilitate in correct allocation of query, monitoring and speedy resolution. Queries over mail may get delayed response.

Query by Processor / FI admin

Many times during claim processing processor also have some doubts / clarification pending which he's unable to process the claim. Any query raised by the processor has to be clarified within 3 working days from day of query. In absence of clarification received within 3 working days, processor is authorized to reject the claim.