



SISTEM SUMBER MANUSIA

User Guide for Front End User (FIORI) Claim Approver

Benefit Claim Based

VERSION: 3.0

INTRODUCTION

This user guide acts as a reference for **Claim Approver (Front End User)** to manage **Benefit Claim Based module**. All Company and Individual names used in this user guide have been created for guidance on using SSM.

Where possible; user guide developers have attempted to avoid using actual Companies and Individuals; any similarities are coincidental.

Changes and updates to the system may lead to updates to the user guide from time to time.

Should you have any questions or require additional assistance with the user guide materials, please contact the **SSM Help Desk**.

GLOSSARY

The following acronyms will be used frequently:

Term	Meaning
SSM	Sistem Sumber Manusia
SAP GUI	SAP Graphical User Interface/Back End
FIORI	Front End/Web Portal
ESS	Employee Self Service
MSS	Manager Self Service

FURTHER ASSISTANCE

Should you have any questions or require additional assistance with the user guide materials, please contact **SSM Help Desk** at **+673 238 2227** or e-mail at **ssm.helpdesk@dynamiktechnologies.com.bn**.

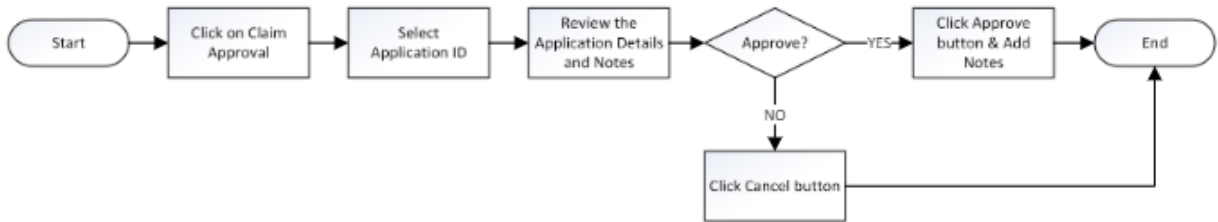


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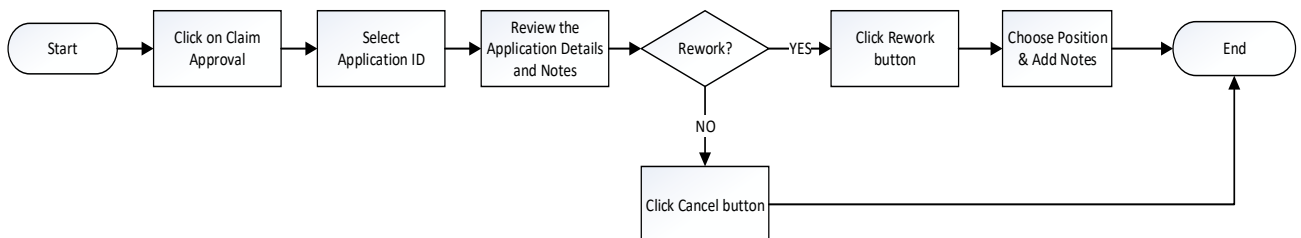
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Process Overview

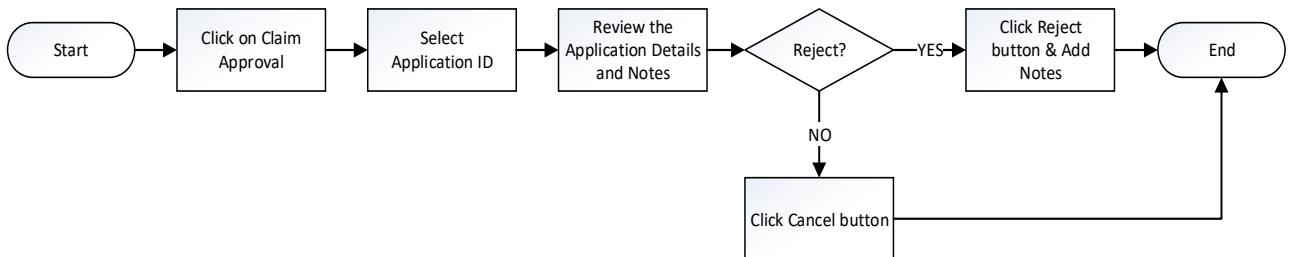
Approve Claim Submission for Approver



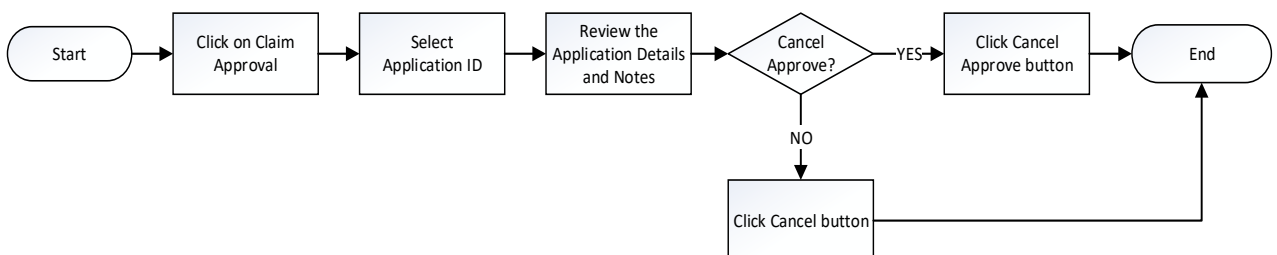
Rework Claim Submission for Approver



Reject Claim Submission for Approver



Cancel Claim Submission for Approver



Application / Claim Status Description

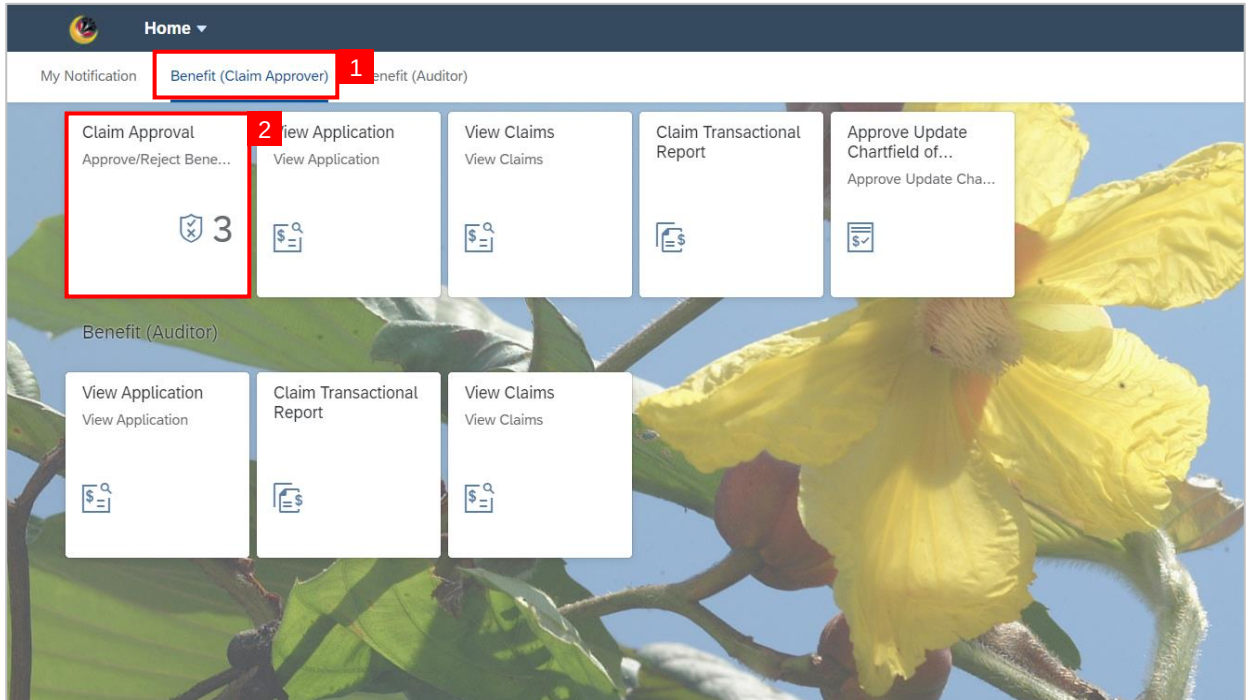
STATUS	DESCRIPTION
APPROVED	Application / Claim submission is approved by Approver .
CANCELED	Claim submission is canceled by Approver.
CERTIFIED	Application / Claim submission is certified by Certifier .
DRAFTED	Application / Claim is drafted by Employee .
INPROCESS	Approved claim submission has been submitted to TAFIS to be processed.
PROCESSED	Approved claim submission has been processed in TAFIS .
STOPPED	Application submission has been stopped by Application Approver .
SUBMITTED	Application / Claim has been successfully submitted – pending for Certifier's action .
VERIFIED	Claim submission has been verified by Claim Verifier .
REWORKED TO REQUESTER	Application / Claim submission has been reworked to Employee by Certifier / Verifier / Approver .

APPROVE CLAIM SUBMISSION

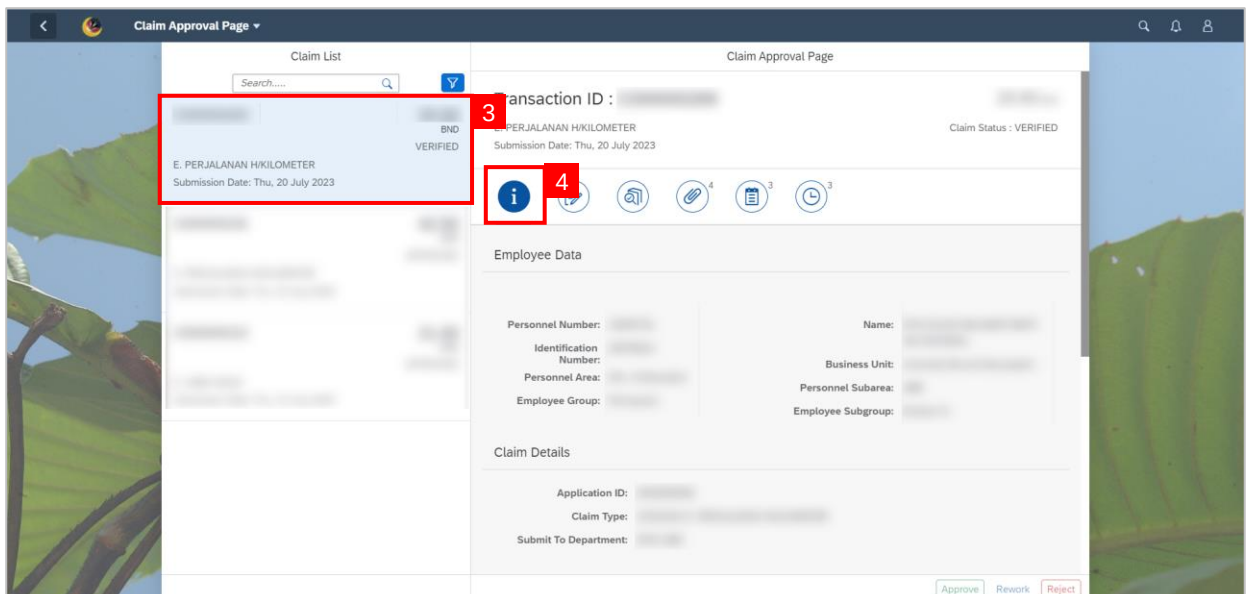
Front-End User

Claim Approver (Head of Department/Finance Officer)

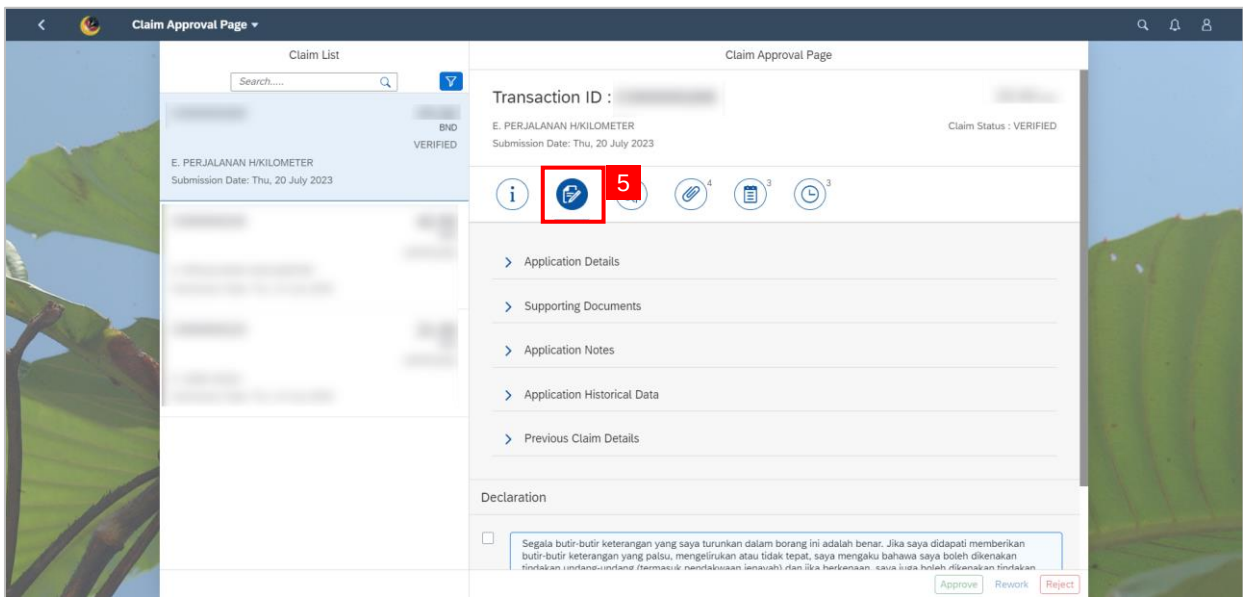
1. Navigate to and click on **Benefit (Claim Approver)** tab.
2. Select on **Claim Approval** tile.



3. Select the **Claim Transaction ID** to be approved.
4. Click on **Claim Details** tab to review the **Employee Data** and **Claim Details**.



5. Click on **Application Details** tab to view **Employee Data**.

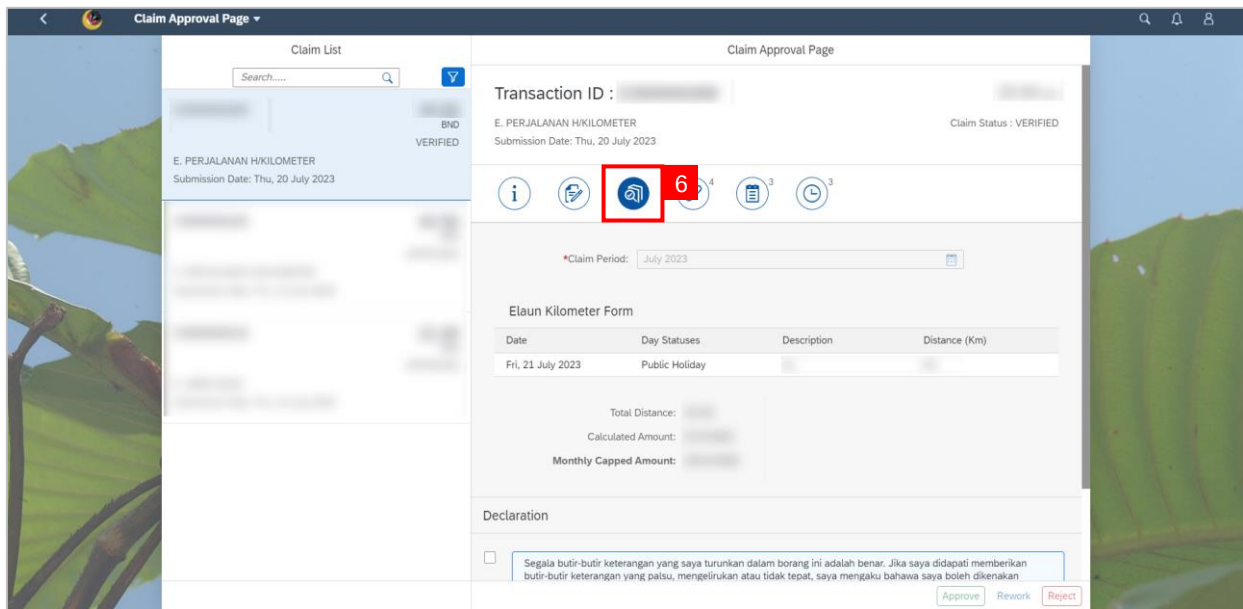


The screenshot shows the 'Claim Approval Page' with the 'Application Details' tab selected. The page displays the following information:

- Transaction ID :** [Redacted]
- E. PERJALANAN HIKILOMETER**
- Submission Date:** Thu, 20 July 2023
- Claim Status :** VERIFIED

The 'Application Details' tab is highlighted with a red box and the number 5. Below the tab, there are sections for 'Supporting Documents', 'Application Notes', 'Application Historical Data', and 'Previous Claim Details'. At the bottom, there is a 'Declaration' section with a checkbox and a text area for the user to provide details.

6. Click on **Claim Form** tab to view the **Claim Details**.



The screenshot shows the 'Claim Approval Page' with the 'Claim Form' tab selected. The page displays the following information:

- Transaction ID :** [Redacted]
- E. PERJALANAN HIKILOMETER**
- Submission Date:** Thu, 20 July 2023
- Claim Status :** VERIFIED

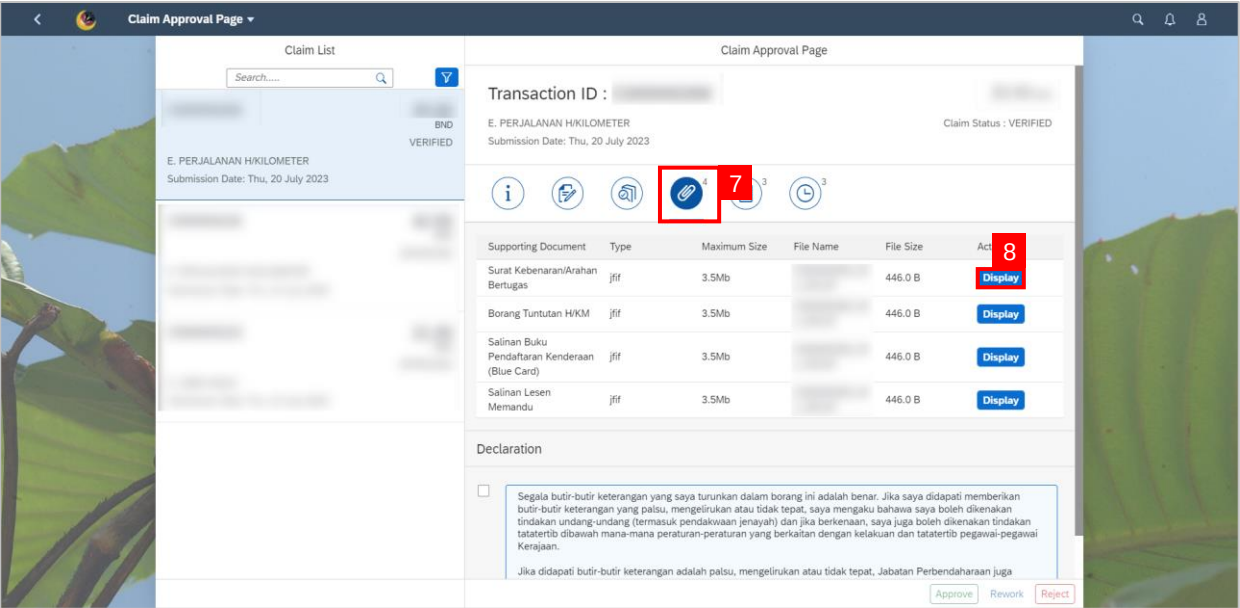
The 'Claim Form' tab is highlighted with a red box and the number 6. Below the tab, there is a 'Claim Period' dropdown menu set to 'July 2023'. The main section is titled 'Elaun Kilometer Form' and contains a table with the following data:

Date	Day Statuses	Description	Distance (Km)
Fri, 21 July 2023	Public Holiday		

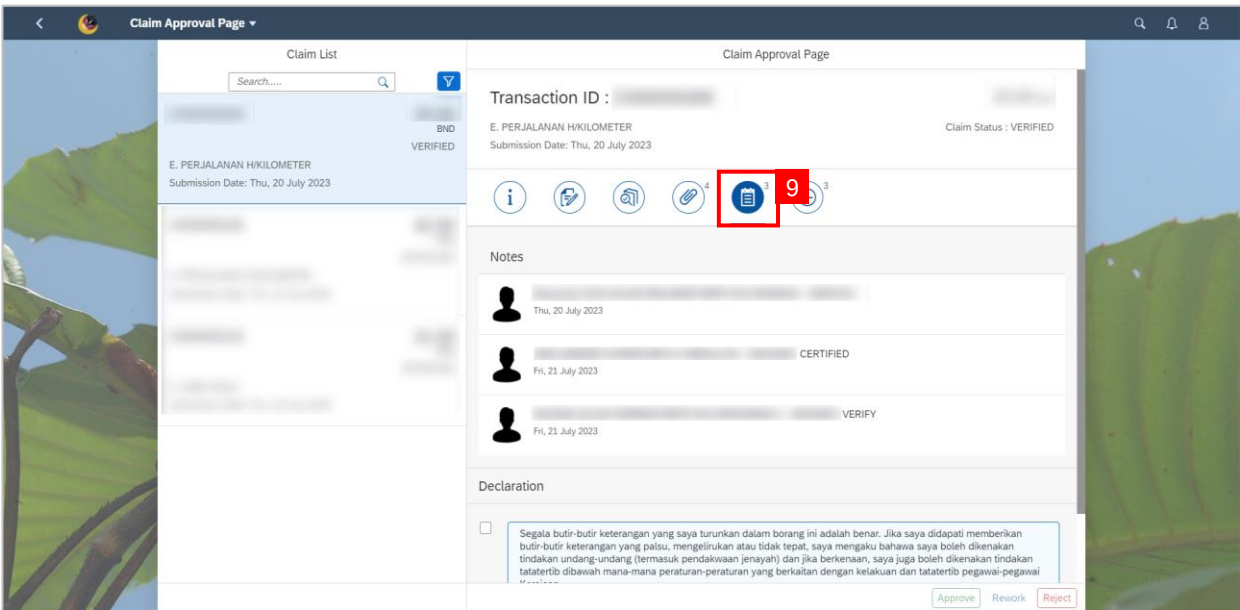
Below the table, there are fields for 'Total Distance:', 'Calculated Amount:', and 'Monthly Capped Amount:'. At the bottom, there is a 'Declaration' section with a checkbox and a text area for the user to provide details.

7. Click on **Attachment** tab to view the supporting document.

8. Click on **Display** to open the document.



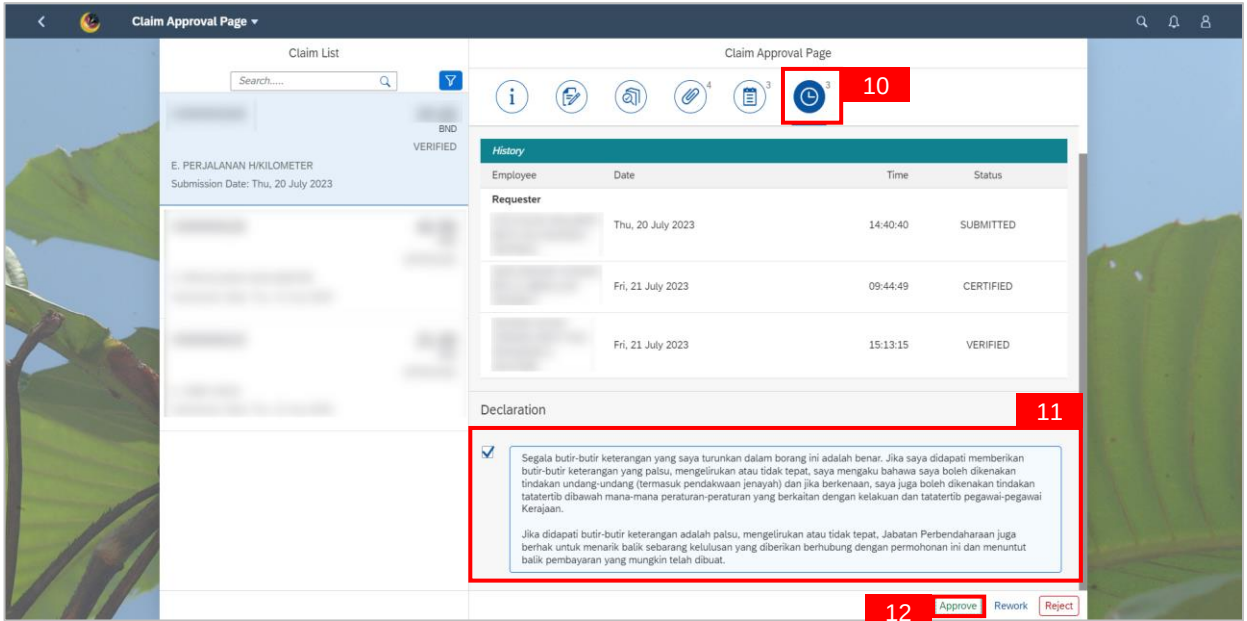
9. Click on **Notes** tab to view notes.



10. Click on **History** tab to view **claim history**.

11. Tick on the **Declaration** checkbox.

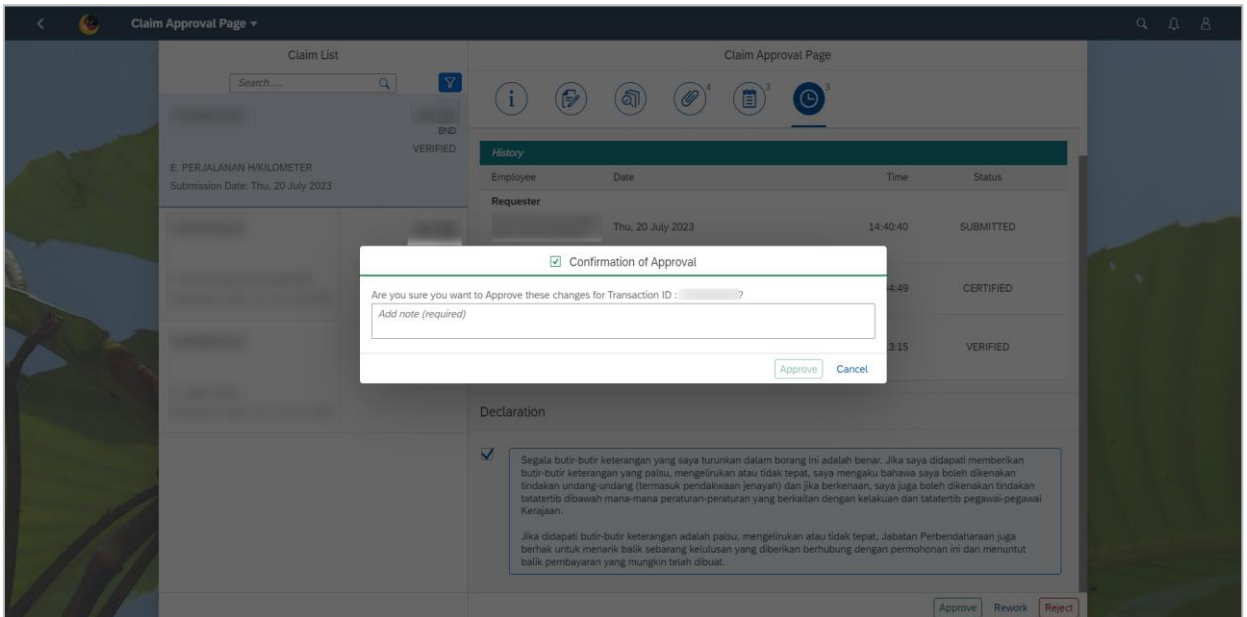
12. Click on **Approve** button.



The screenshot shows the 'Claim Approval Page' interface. On the left, there is a 'Claim List' section with a search bar and a list of claims. The main area is titled 'Claim Approval Page' and contains a 'History' tab, a 'Declaration' section, and an 'Approve' button. The 'History' tab is highlighted with a red box and the number 10. The 'Declaration' section has a checkbox that is checked, highlighted with a red box and the number 11. The 'Approve' button is highlighted with a red box and the number 12. The 'History' table shows the following data:

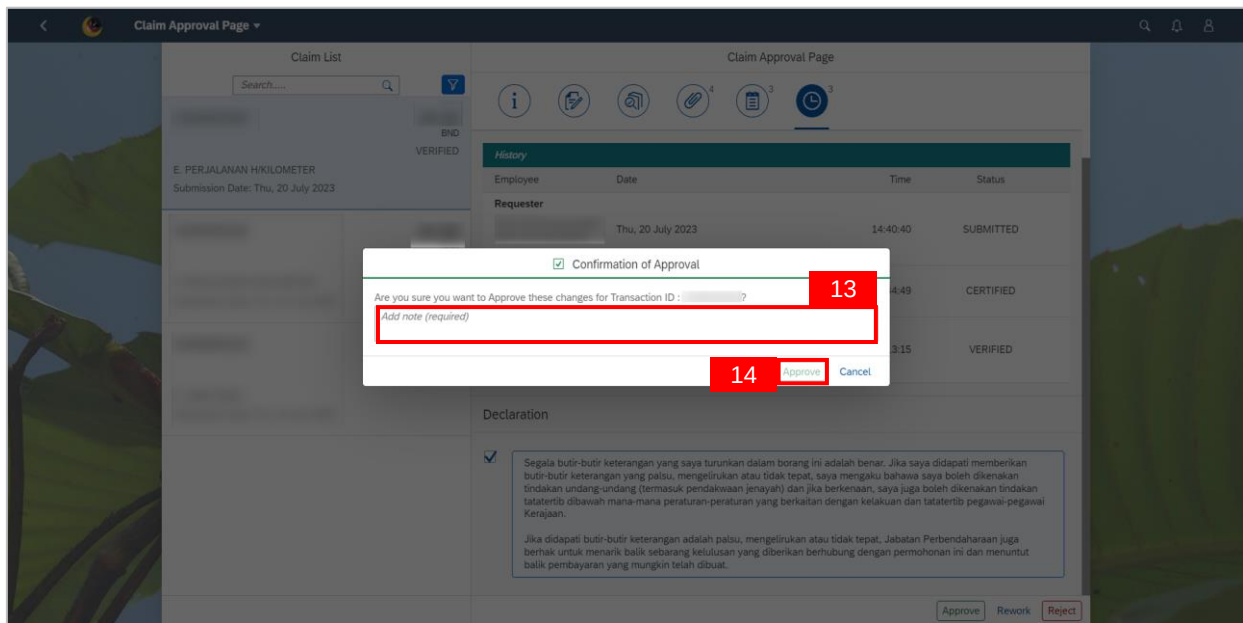
Employee	Date	Time	Status
Requester	Thu, 20 July 2023	14:40:40	SUBMITTED
	Fri, 21 July 2023	09:44:49	CERTIFIED
	Fri, 21 July 2023	15:13:15	VERIFIED

Note: A Confirmation of Approval pop-up window will be displayed.



The screenshot shows the 'Claim Approval Page' interface with a 'Confirmation of Approval' pop-up window. The pop-up window has a title bar with a checkmark and the text 'Confirmation of Approval'. It contains a message: 'Are you sure you want to Approve these changes for Transaction ID : [redacted]?' and a text input field labeled 'Add note (required)'. There are 'Approve' and 'Cancel' buttons at the bottom of the pop-up. The background shows the same 'Claim Approval Page' interface as the previous screenshot, with the 'History' tab, 'Declaration' section, and 'Approve' button.

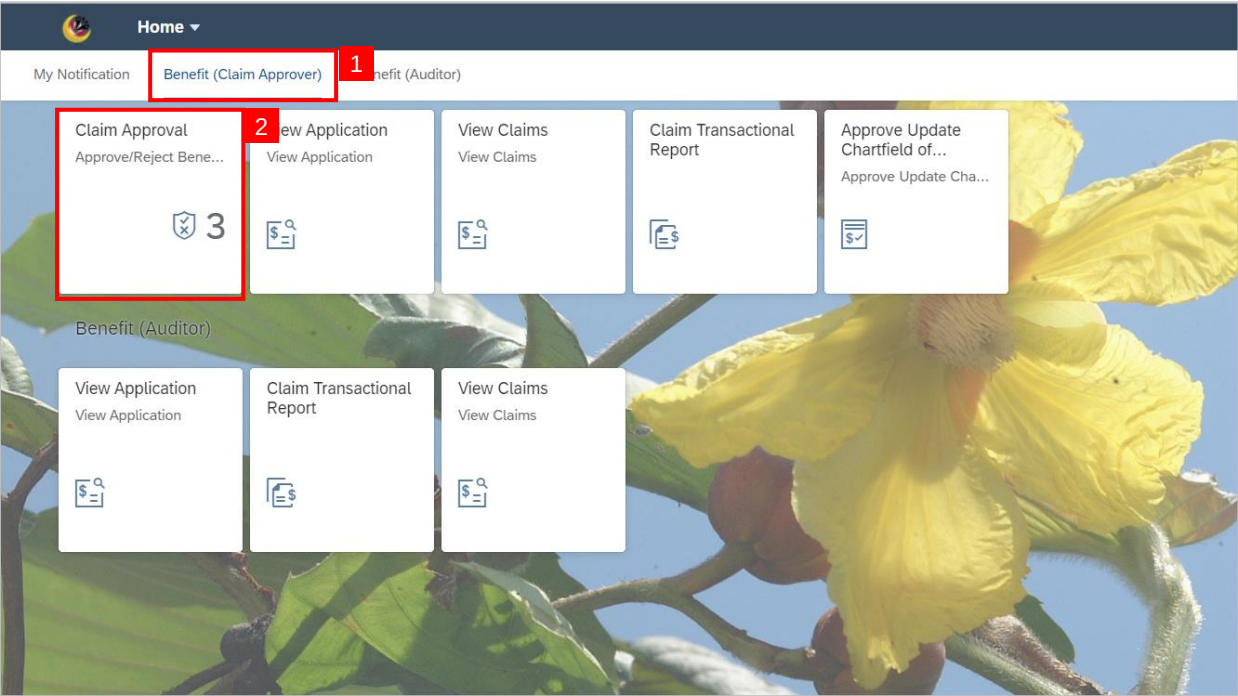
- 13. Input **Notes** accordingly.
- 14. Click on **Approve** button to confirm.



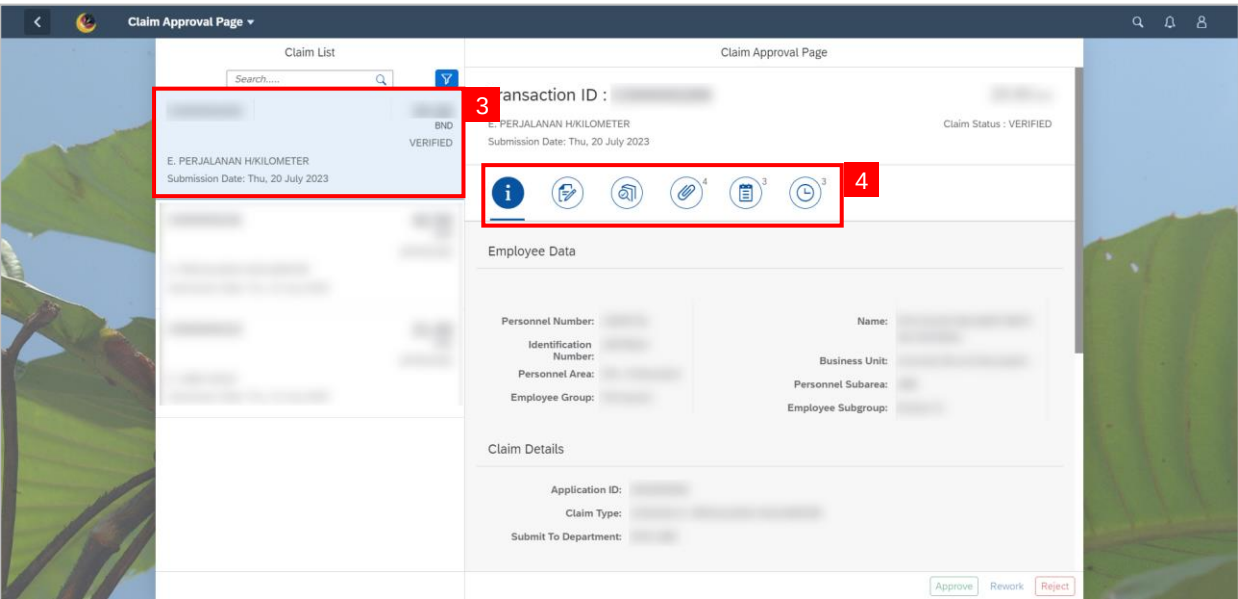
Outcome: Claim submission has been successfully approved.

REWORK CLAIM SUBMISSION	Front-End User
	Claim Approver (Head of Department/Finance Officer)

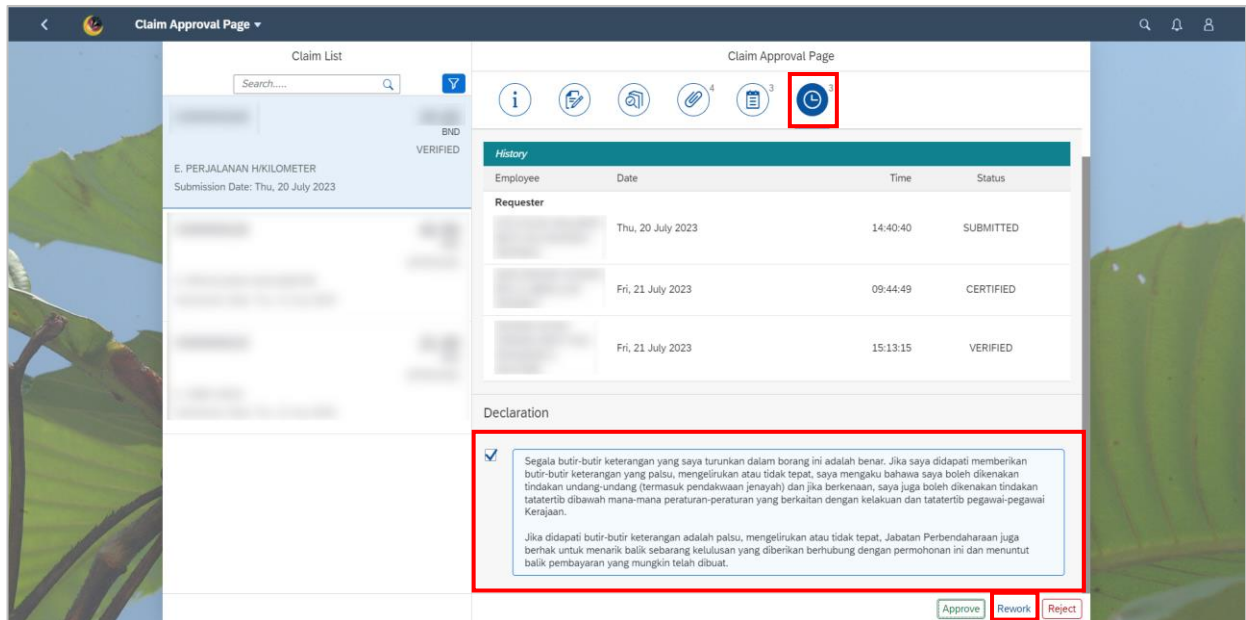
1. Navigate to and click on **Benefit (Claim Approver)** tab.
2. Select on **Claim Approval** tile.



3. Select a **Claim Transaction ID** to be reworked.
4. Review all **Employee and Claim Details**.

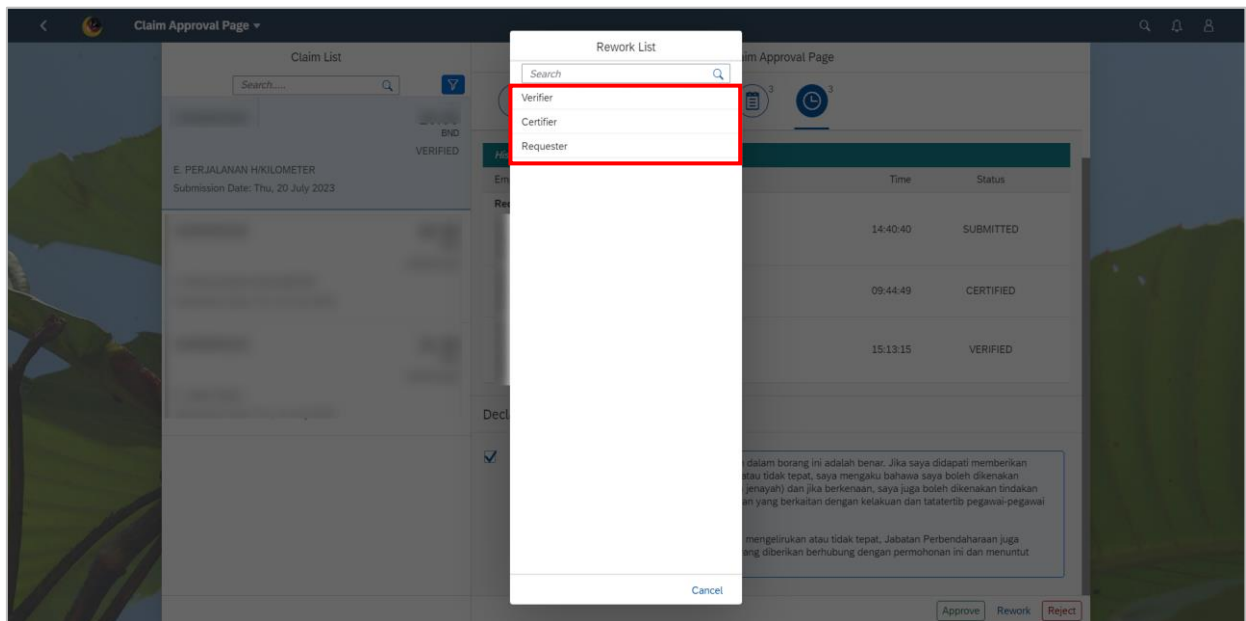


- 5. Tick on the **Declaration** checkbox.
- 6. Click on **Rework** button.

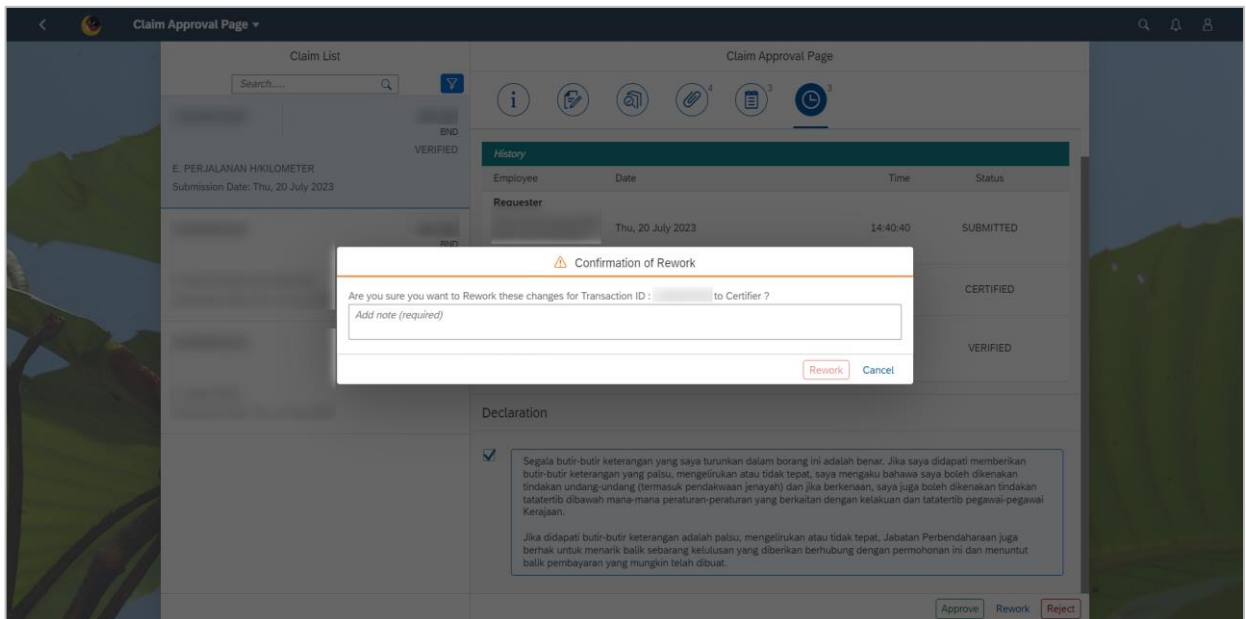


Note: A Rework List will be displayed.

- 7. Select the relevant user role to rework the claim submission to: **Verifier**, **Certifier** or **Requester**.

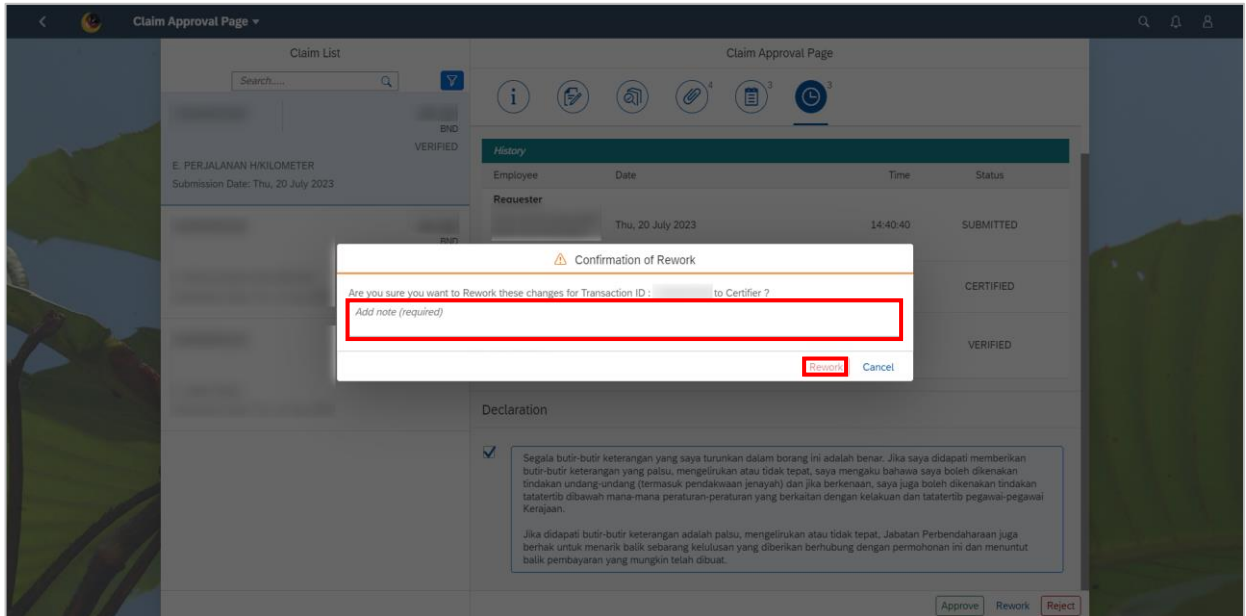


Note: A confirmation of Rework pop-up window will be displayed.



8. Input **notes** on which part needs to be reworked on.

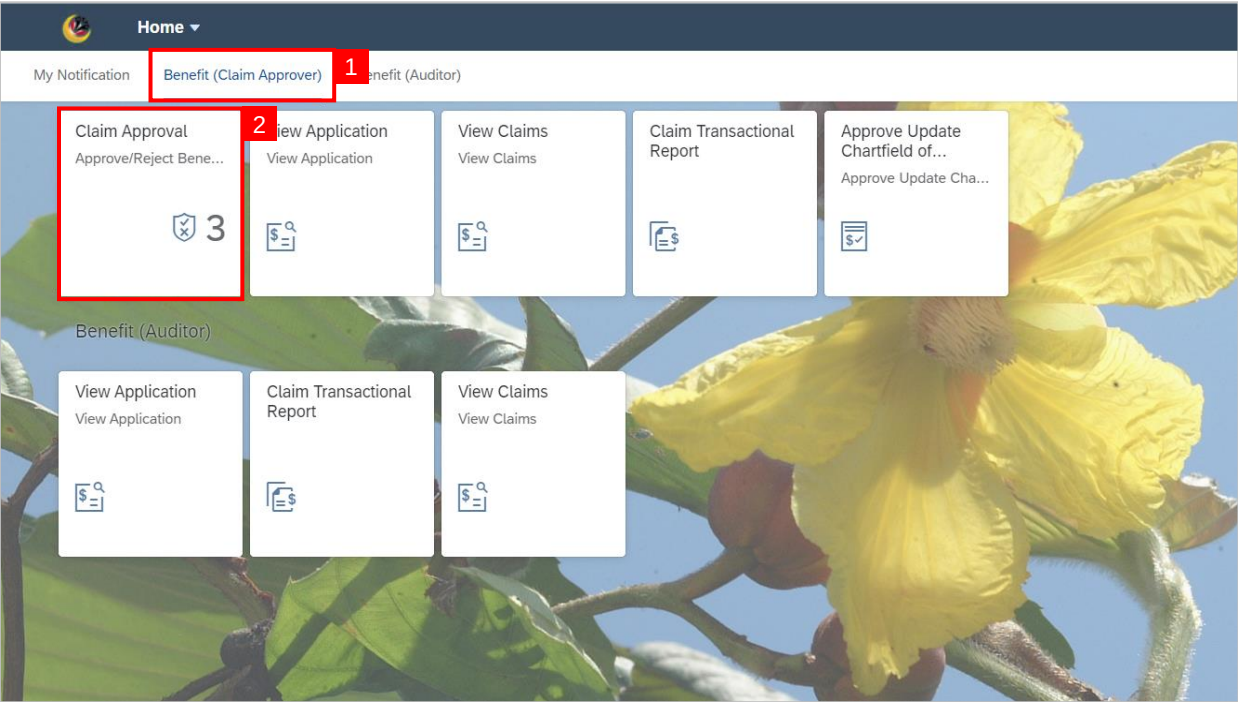
9. Click on **Rework** button to confirm.



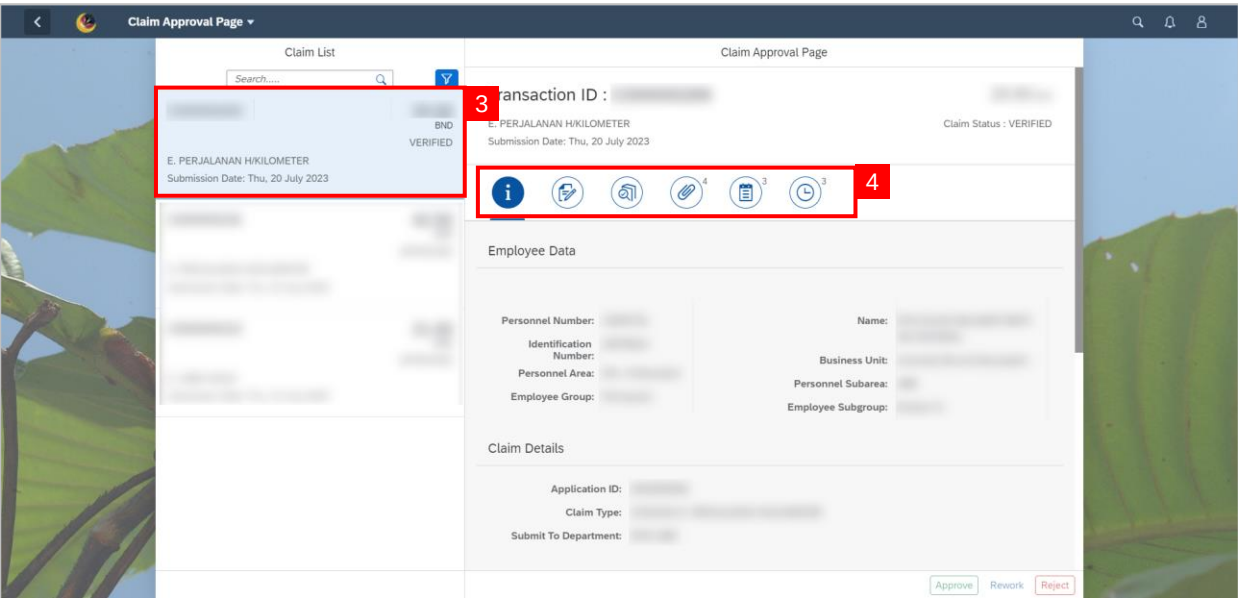
Outcome: Claim submission has been successfully reworked.

REJECT CLAIM SUBMISSION	Front-End User
	Claim Approver (Head of Department/Finance Officer)

1. Navigate to and click on **Benefit (Claim Approver)** tab.
2. Select on **Claim Approval** tile.

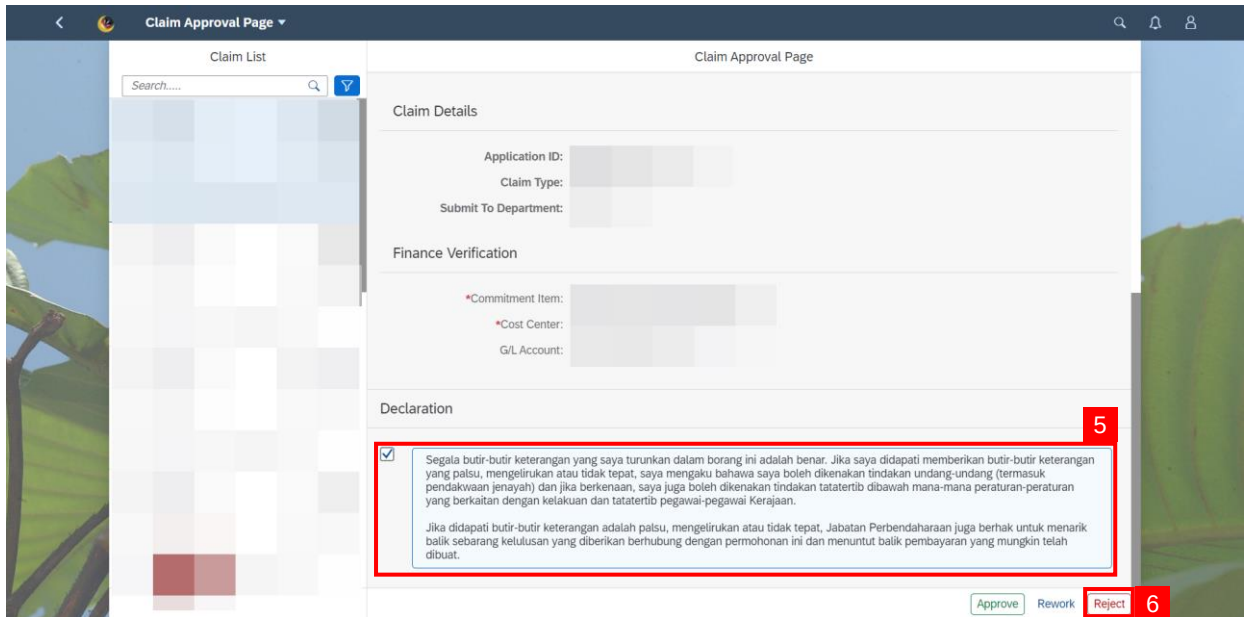


3. Select the **Claim Transaction ID** to be rejected.
4. Review all **Employee and Claim Details**.



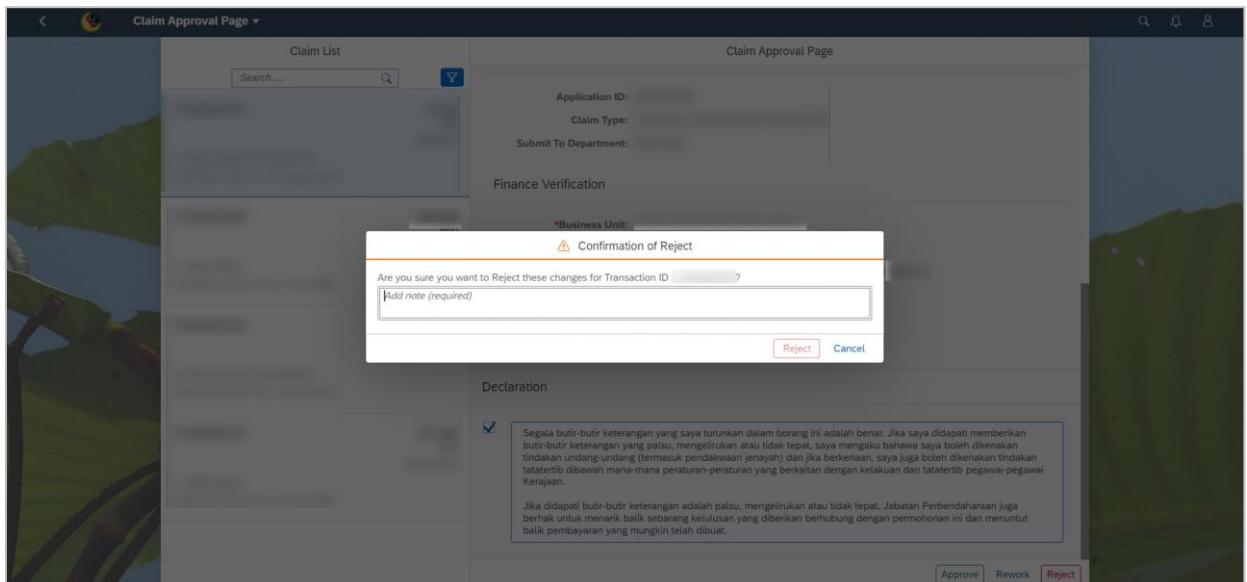
5. Tick on the **Declaration** checkbox.

6. Click on **Reject** button.



The screenshot shows the 'Claim Approval Page' interface. On the left is a 'Claim List' with a search bar. The main area is titled 'Claim Approval Page' and contains several sections: 'Claim Details' (Application ID, Claim Type, Submit To Department), 'Finance Verification' (Commitment Item, Cost Center, G/L Account), and 'Declaration'. In the 'Declaration' section, a checkbox is checked, and the text below it reads: 'Segala butir-butir keterangan yang saya turunkan dalam borang ini adalah benar. Jika saya didapati memberikan butir-butir keterangan yang palsu, mengelirukan atau tidak tepat, saya mengaku bahawa saya boleh dikenakan tindakan undang-undang (termasuk pendakwaan jenayah) dan jika berkenaan, saya juga boleh dikenakan tindakan tatatertib dibawah mana-mana peraturan-peraturan yang berkaitan dengan kelakuan dan tata tertib pegawai-pegawai Kerajaan. Jika didapati butir-butir keterangan adalah palsu, mengelirukan atau tidak tepat, Jabatan Perbendaharaan juga berhak untuk menarik balik sebarang kelulusan yang diberikan berhubung dengan permohonan ini dan menuntut balik pembayaran yang mungkin telah dibuat.' A red box highlights the 'Reject' button at the bottom right, with a red '5' next to the Declaration section and a red '6' next to the 'Reject' button.

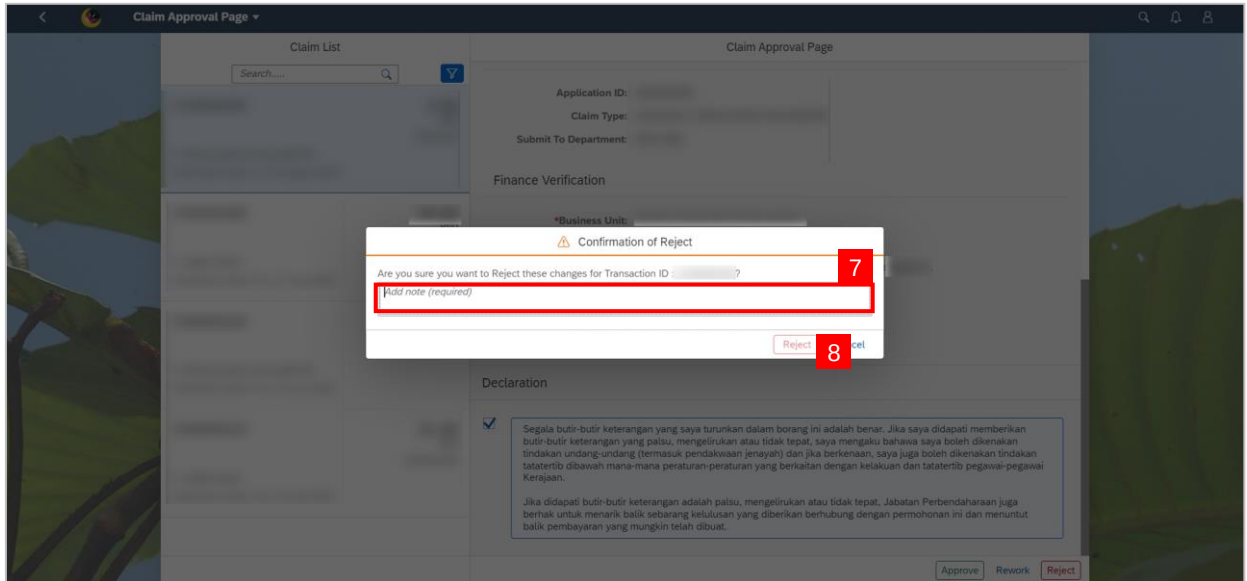
Note: A Confirmation of Reject pop-up window will be displayed.



The screenshot shows the 'Claim Approval Page' with a 'Confirmation of Reject' pop-up window displayed in the center. The pop-up window has a title bar with a warning icon and the text 'Confirmation of Reject'. It contains the question 'Are you sure you want to Reject these changes for Transaction ID [redacted]?' and a text input field labeled 'Add note (required)'. At the bottom of the pop-up are 'Reject' and 'Cancel' buttons. The background of the 'Claim Approval Page' is dimmed, showing the same 'Declaration' section as in the previous screenshot, with the 'Reject' button highlighted in red.

7. Input **Notes** accordingly.

8. Click on **Reject** button.



The screenshot displays the 'Claim Approval Page' interface. A 'Confirmation of Reject' dialog box is open, asking 'Are you sure you want to Reject these changes for Transaction ID [redacted]?' and 'Add note (required)'. The 'Reject' button is highlighted with a red box and labeled '8'. The background shows the 'Claim List' and 'Claim Approval Page' sections, including fields for 'Application ID', 'Claim Type', 'Submit To Department', and 'Finance Verification'. A 'Declaration' section is also visible at the bottom.

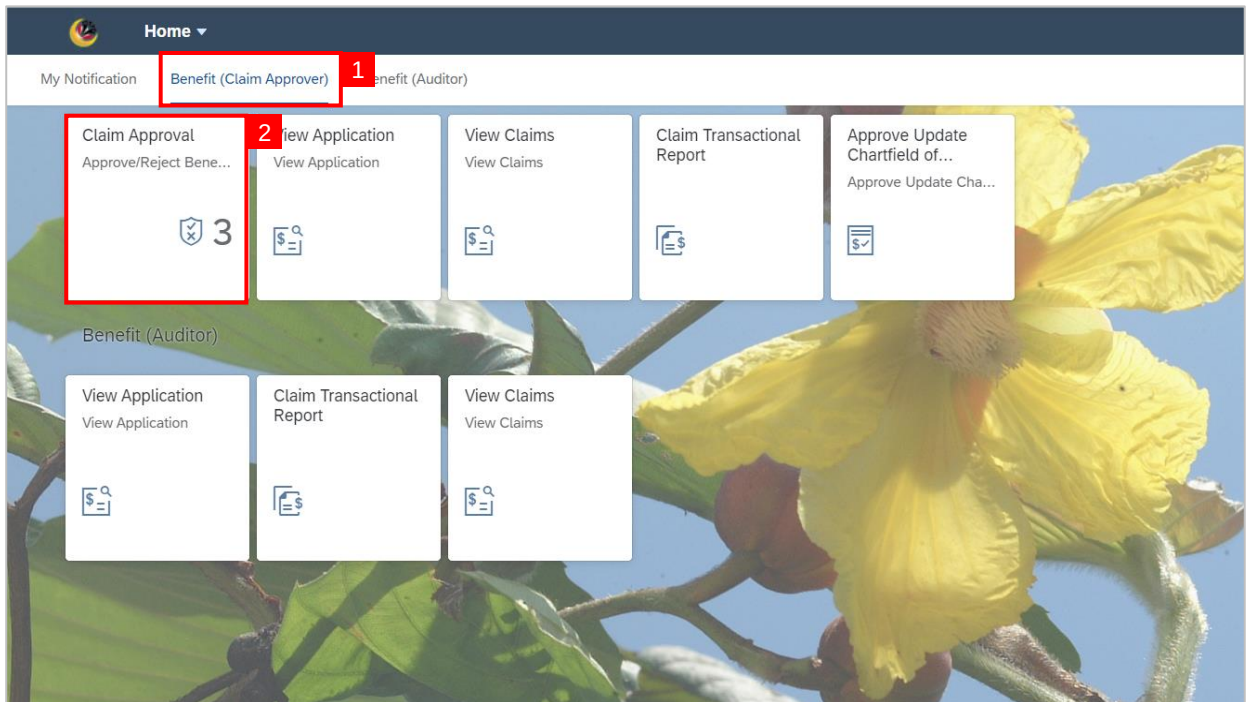
Outcome: Claim Submission has been successfully rejected.

**CANCEL CLAIM
SUBMISSION**

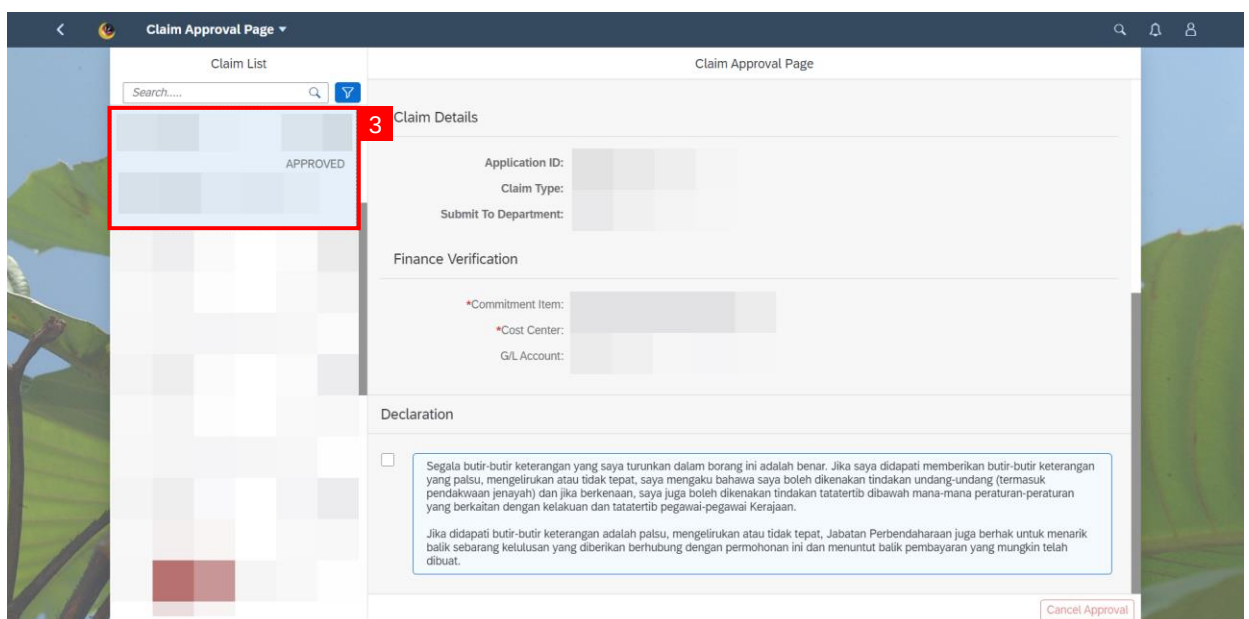
Front-End User

Claim Approver (Head of Department/Finance Officer)

1. Navigate to and click on **Benefit (Claim Approver)** tile.
2. Select on **Claim Approval** tile.



3. Select the correct **Claim Transaction ID**.

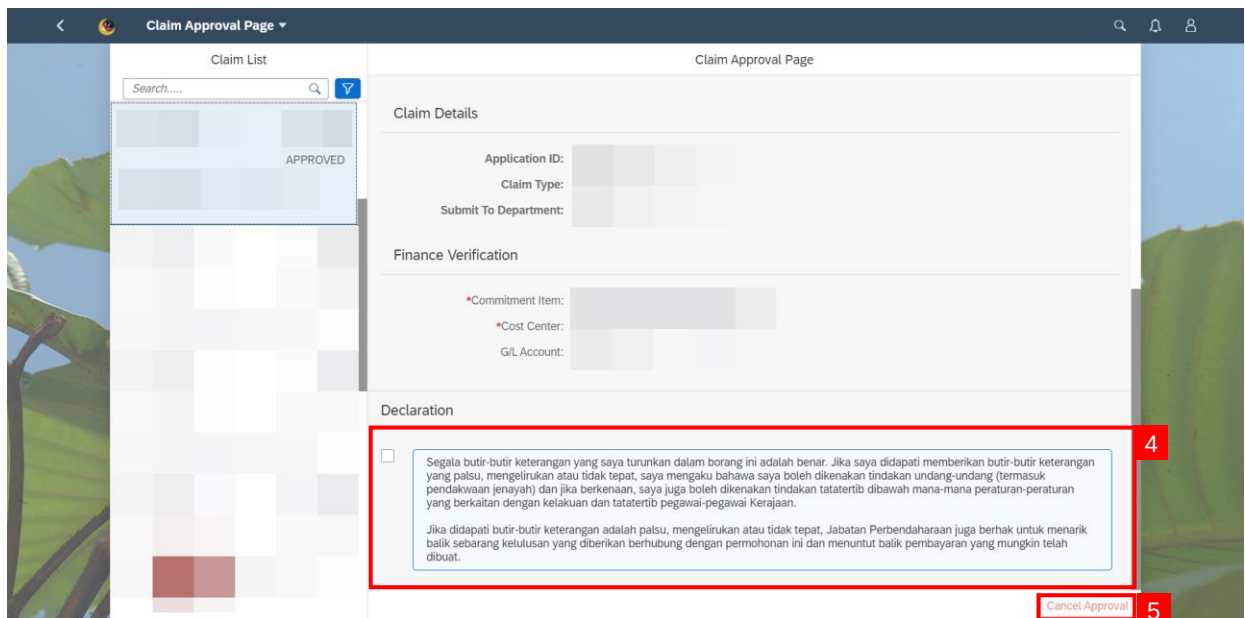


4. Tick on the **Declaration** checkbox.

5. Click on **Cancel Approval** button.

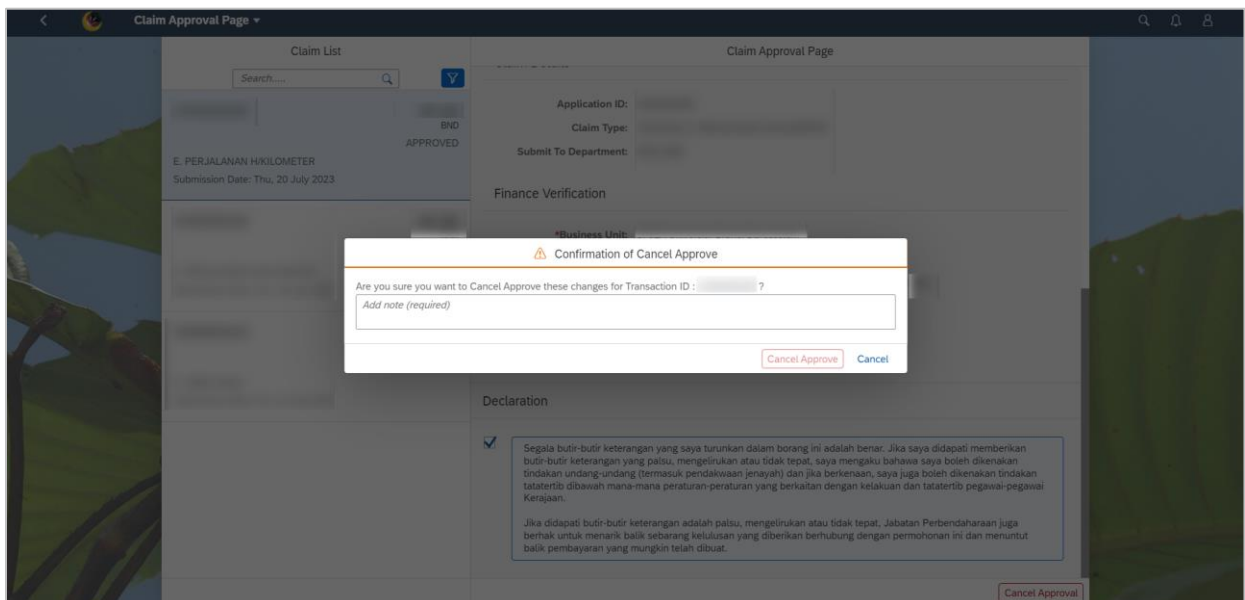
Note:

- I. Only an approved claim submission can be canceled.
- II. Claim Approver can cancel an approved claim submission before the overnight process to TAFIS. Once the claim submission is processed in TAFIS, the cancellation is to be made manually / according to the as-is process.



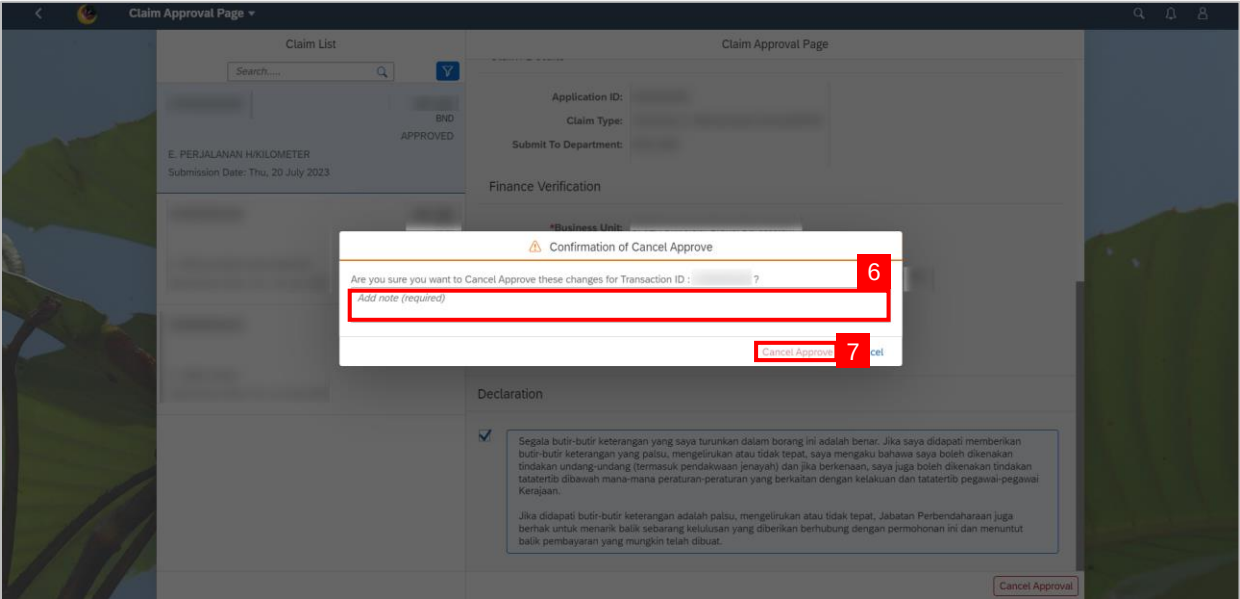
The screenshot shows the 'Claim Approval Page' interface. On the left, there is a 'Claim List' with a search bar and a table of claims. One claim is highlighted with a blue background and labeled 'APPROVED'. On the right, the 'Claim Details' section is visible, showing fields for 'Application ID', 'Claim Type', and 'Submit To Department'. Below this is the 'Finance Verification' section with fields for '*Commitment Item', '*Cost Center', and 'G/L Account'. The 'Declaration' section is highlighted with a red box and contains a checkbox (labeled 4) and a text area with a warning message. At the bottom right, there is a 'Cancel Approval' button (labeled 5).

Note: A confirmation of Cancel Approve pop-up window will be displayed.

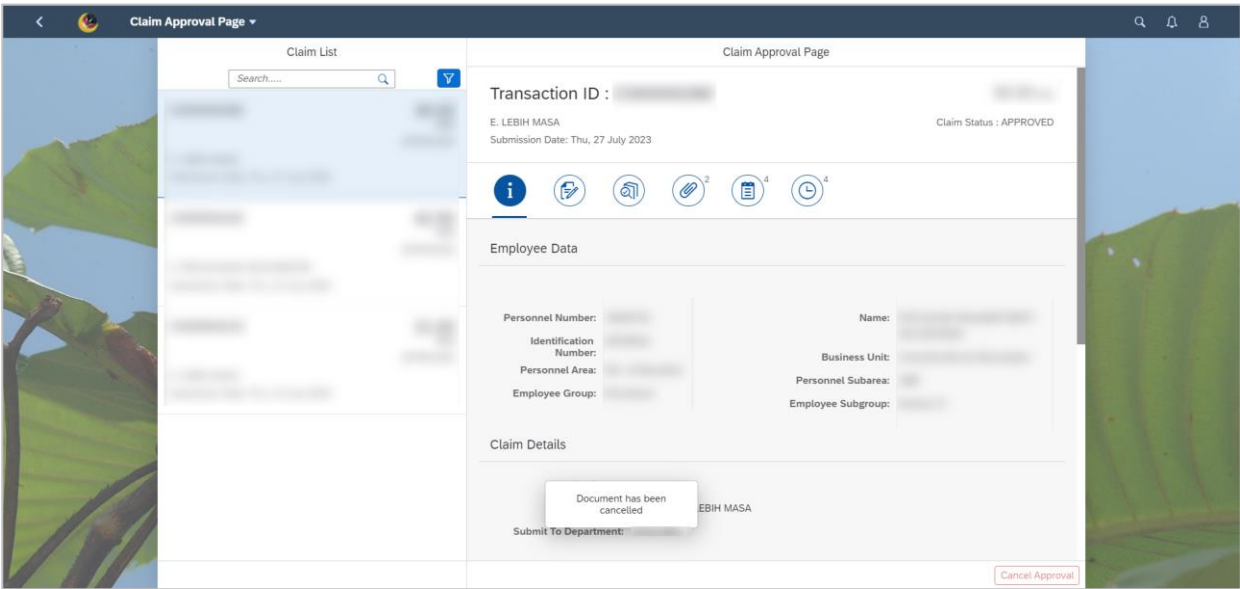


The screenshot shows the 'Claim Approval Page' interface with a 'Confirmation of Cancel Approve' pop-up window displayed. The pop-up window has a title bar with a warning icon and the text 'Confirmation of Cancel Approve'. It contains a question 'Are you sure you want to Cancel Approve these changes for Transaction ID : ?' and a text input field labeled 'Add note (required)'. There are two buttons at the bottom: 'Cancel Approve' and 'Cancel'. The background shows the same 'Claim Approval Page' interface as the previous screenshot, with the 'Declaration' checkbox checked.

- 6. Input **Notes** accordingly.
- 7. Click on **Cancel Approve** button.



Outcome: Claim submission has been successfully cancelled.



Note: Employee must submit a new claim submission to be certified, verified and approved.