SISTEM SUMBER MANUSIA

User Guide (Scenario)

for Employees

via Employee Self Service (ESS)

Benefit Claim Based

VERSION: 1.0

INTRODUCTION

This user guide acts as a reference for **Employee (Front End User)** to manage **Benefit Claim Based module (scenario based).** 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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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**.
REWORKED TO REQUESTER	Application / Claim submission has been **reworked to Employee by Certifier / Verifier / Approver.**
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**.
WITHDRAWN	**Drafted Application / Claim** is deleted by **Employee.**

SCENARIO 1: *HKM ALLOWANCE (NOT ENOUGH CHARACTERS)*	**Front-End User**
	Employee Self Service (ESS)

Scenario: Employee encountered **error** when submitting *HKM* claim due to **maximum character has been reached** on Claim Submission Page or **Claim certifier, verifier and approver** are **not be able to view the employee's *HKM* full description**.

Workaround: Employee to split the *HKM* **at least into two rows / lines / dates**, provided that the description does not reach **500 characters**.

Below are the steps:

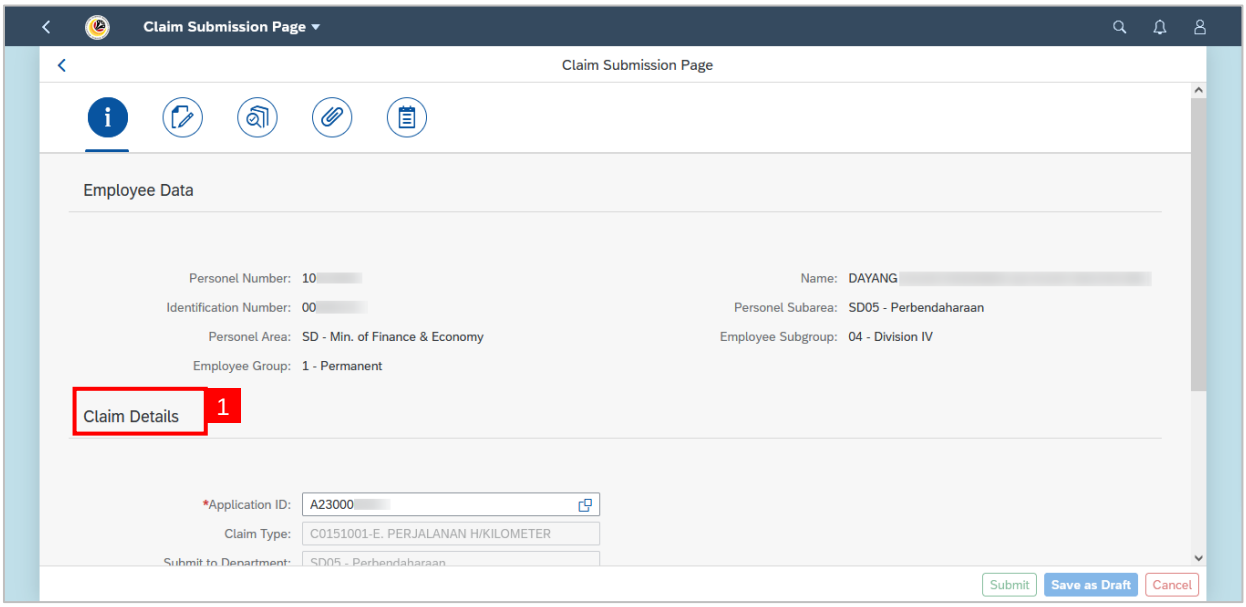
A. Log into SSM Front-End (FIORI) via www.ssm.gov.bn.

B. Click on add / copy / edit button.

Note: User will be navigated to Claim Submission Form.

1. Navigate to **Claim Details** section on **Information tab** and **fill in** accordingly.

Note: Please refer to Benefit Claim Based **User Guide** for **Employee / VIP Drivers.**

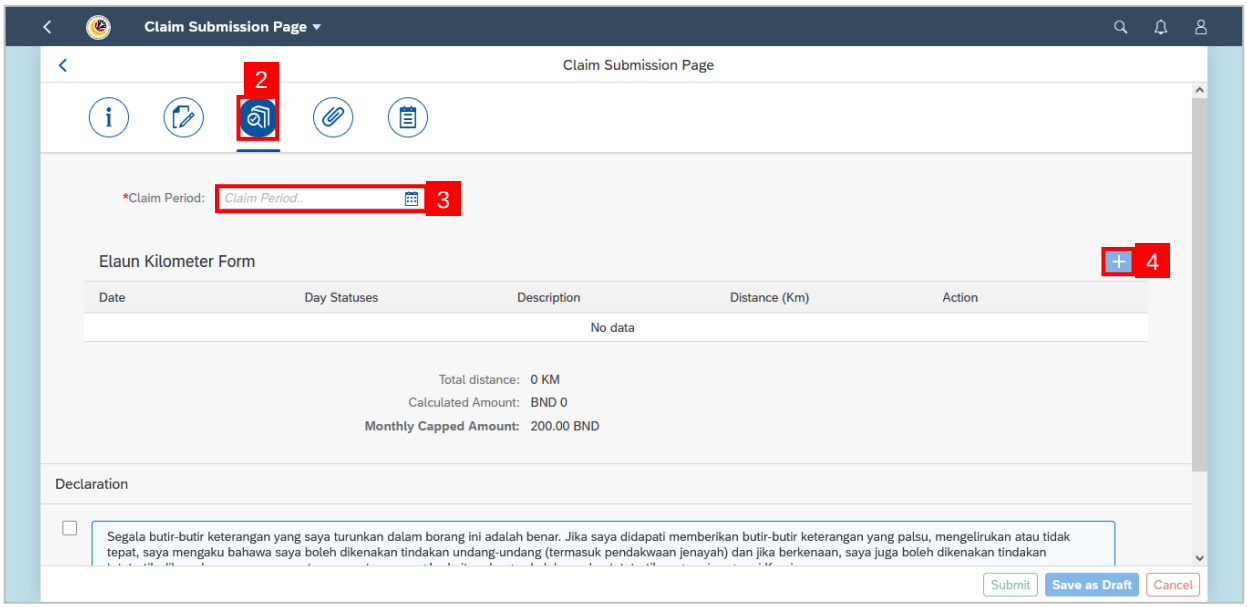


2. Navigate to and click on **Claim Form tab.**

3. Select the correct **Claim Period.**

4. Fill in the *Elaun HKM* Form by clicking on the **add icon.**

Note: Users need to click on add icon each time user wishes to add on a new row / line.



5. Select the **Date**.

6. Fill in the **Description, less than 500 characters.**

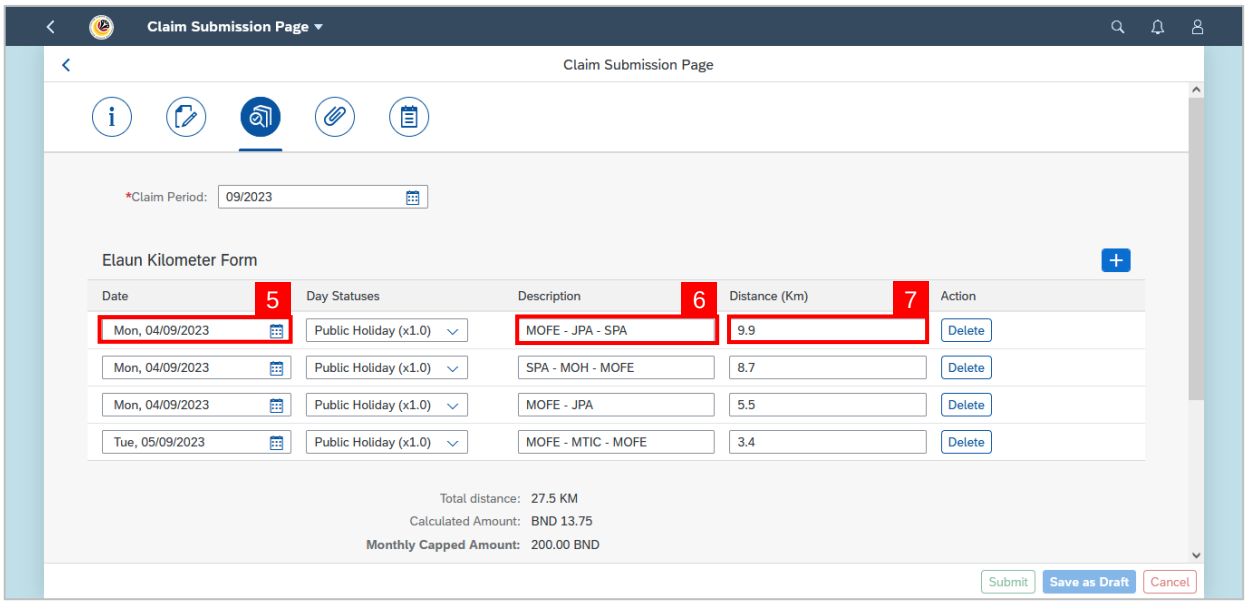
7. Enter the distance under **Distance (KM)** field.

Important Note:

i. System only allows users to fill in the **HKM description** on Claim Submission Page **up to 500 characters per row.**

ii. If the characters **exceed 500 count**, user may **click on add icon** to add another row.

iii. Users are allowed to **select the same date on multiple rows,** provided that the **descriptions are unique from each rows.** Should there be any duplicate data i.e., date, day statuses, description and distance (KM), an error message will be displayed; *"A duplicate record has been detected. Please review the record for duplications."*



Outcome: Claim Submission has been successfully submitted to Certifier for certification.

SCENARIO 2: *OT ALLOWANCE (PAST MIDNIGHT)*	**Front-End User**
	Employee Self Service (ESS)

Scenario: Employee encountered **total duration is incorrect** when submitting *OT* claim due to the OT time inputted is **inclusive of the start of a new day** (midnight) on **Claim Submission Page**. For example:

- *12 August 2023 – Overtime start **16:30** & Overtime ends **00:45***

Workaround: Employee to split the overtime **into two rows / lines / dates**, provided that the overtime occurred past midnight.

Below are the steps:

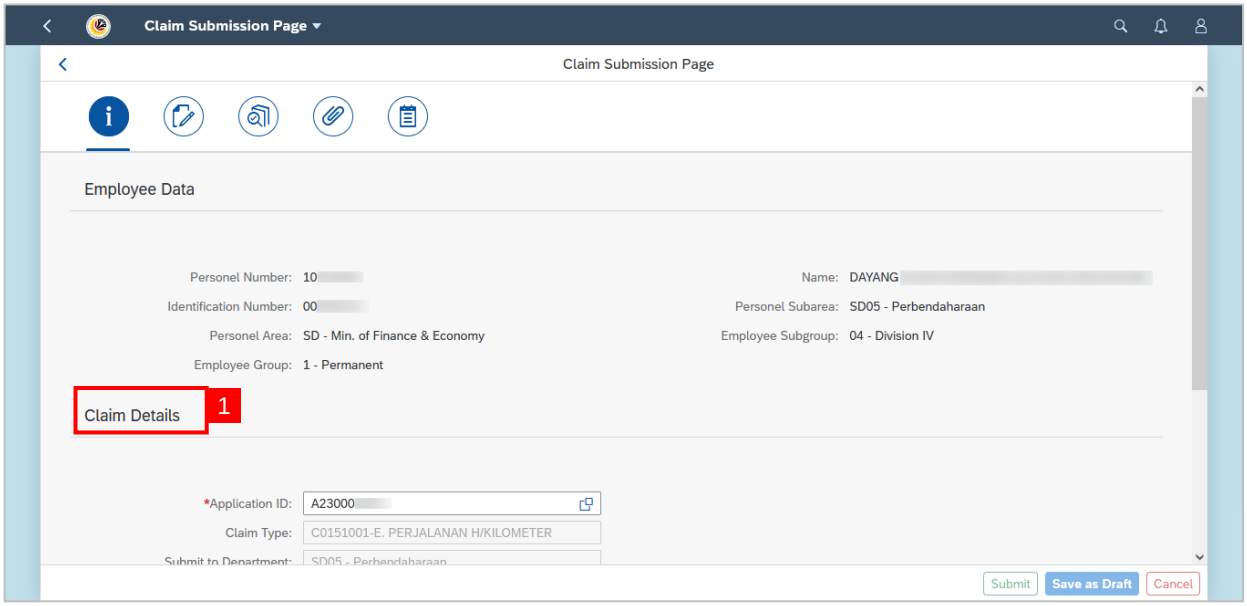
A. Log into SSM Front-End (FIORI) via www.ssm.gov.bn.

B. Click on add / copy / edit button.

Note: User will be navigated to Claim Submission Form.

1. Navigate to **Claim Details** section on **Information tab** and **fill in** accordingly.

Note: Please refer to Benefit Claim Based **User Guide** for **Employee / VIP Drivers.**

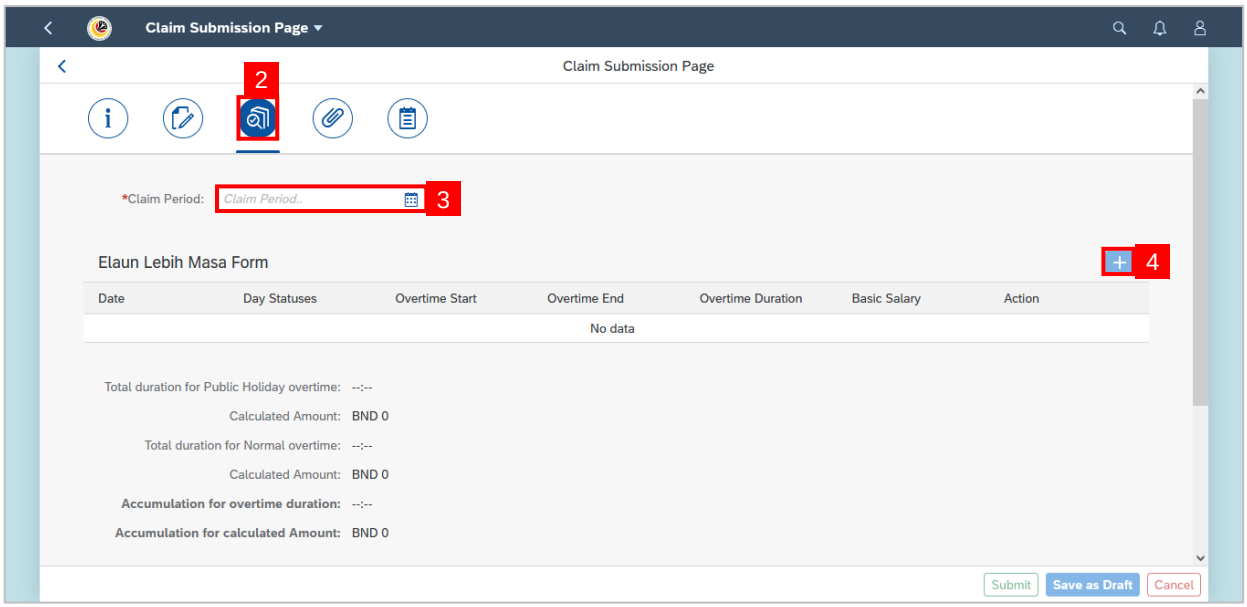


2. Navigate to and click on **Claim Form tab.**

3. Select the correct **Claim Period.**

4. Fill in the *Elaun Lebih Masa* Form by clicking on the **add icon.**

Note: Users need to click on add icon each time user wishes to add on a new line / row.



5. Select the **Date** the overtime was taken **i.e., 12 August 2023**

6. Select the **correct Day Statuses.**

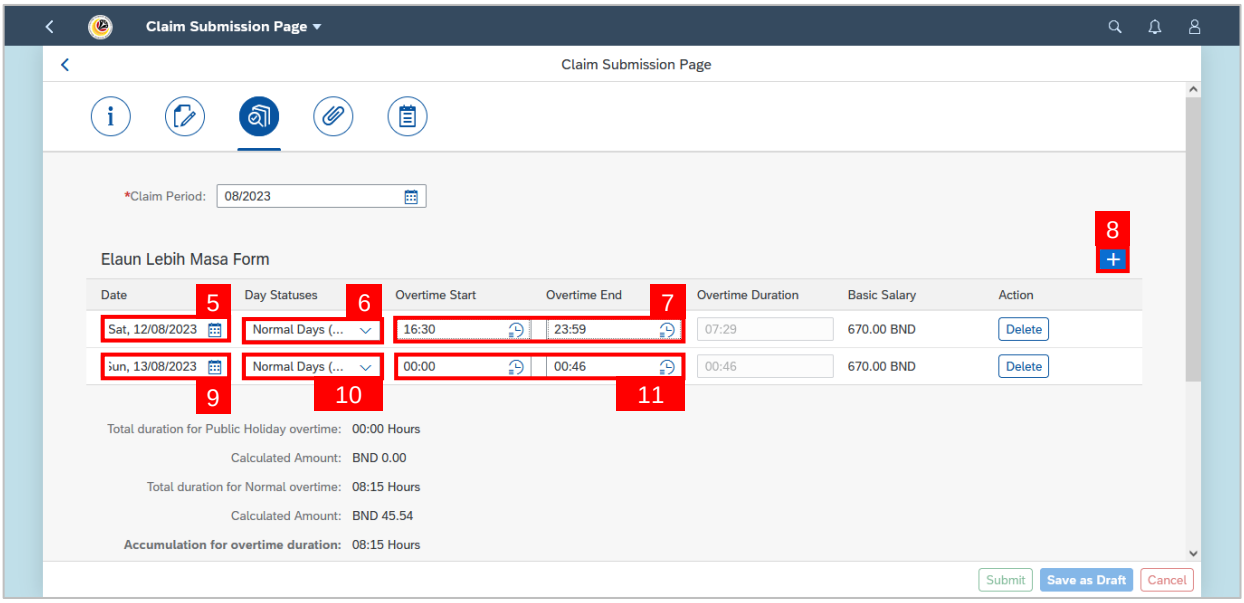
7. Fill in the **Overtime Start** and **Overtime End i.e., 16:30 to 23:59.**

8. Click on the **add icon** to add a new row / line.

9. Select the start date. **i.e., 13 August 2023.**

10. Select the **correct Day Statuses.**

11. Fill in the **Overtime Start** and **Overtime End i.e., 00:00 to 00:46.**



Outcome: Claim Submission has been successfully submitted to Certifier to certification.

Important Note:

i. System only allows users to fill in the **overtime end up to 23:59** for each day.

ii. **00:00** indicates the **start of a new day**.

iii. To capture the correct hours and minutes; the **loss of minute** from 23:59 to 00:00, employees may adjust the **overtime end** by **adding extra 1 minute**.

iv. The overtime hours are captured in **Overtime Duration** and **Accumulation for overtime duration** field(s).

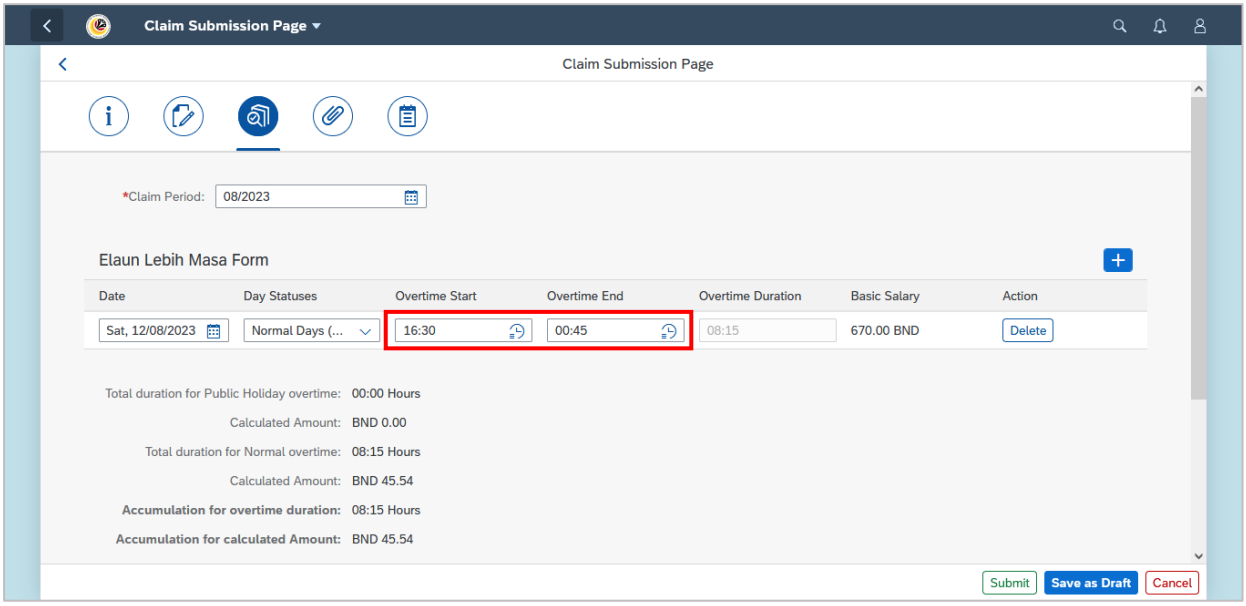
Following the above scenario, the overtime hours clocked reflected **should be 08:15 hours**. However, when entering overtime start and end **16:30 to 23:59** and **00:00 to 00:45** respectively, it will reflect **08:14 hours only**. Therefore, referring to **Note iii, employees are advised to add 1 minute at the overtime end.**

(Image shown on the next page)

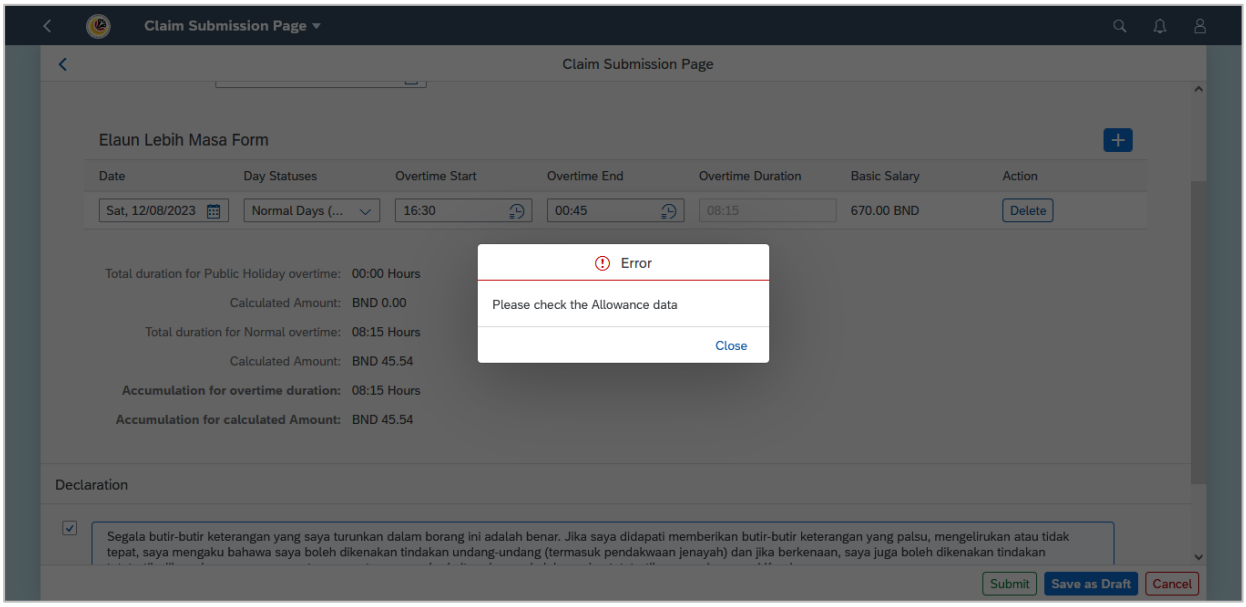
Once users has **correctly entered the overtime hours** and **uploaded the mandatory documents**, users may click on the **Declaration statement checkbox** and proceed to click on **Submit button.**

Sample of the error message can be seen on the next page.

Note: Should users enter the **overtime start and end** in the format below, users will encounter error messages.



Error message encountered will appear as below:



Note: To avoid encountering such error, please follow the steps found on page 8 onwards.