Le manuel de l'utilisateur pour les demandes de remboursement est présentement en cours de traduction et sera disponible en français très prochainement. Nous regrettons sincèrement cet inconvénient et vous prions de bien vouloir nous en excuser.

Expense Claim User Manual

Home Page

The Home Page contains the basic information of your relocation as held in our database; your file number and name, losing and gaining base. Through the links provided here, you are able to view the list of your "Family Members" as held in the database, the names and contact numbers for your assigned RLRS Relocation Team and the address of the RLRS office administering your file.

All claims that have been submitted for your relocation to date are itemized in the "List" window. You can view and print any claims completed and saved by you or your RLRS team and can easily see the status of each claim previously submitted.

The List window consists of the following columns:

Column Title	Contains								
Claim	A claim # specific to this particular claim								
Created	The date the claim was first saved								
By	The name of the person who saved the claim								
Amount	The total amount of the claim								
Туре	The "Claim Type" as selected from the Scenario Page								
Status	A claim could be in one of the following stages:								
	• "Pending for Submit" - claims saved but not yet								
	submitted for processing.								
	• "Waiting for Audit"- claims submitted but not yet								
	processed or audited (RLRS must await your original								
	receipts prior to processing).								
	• "Accepted for Payment"- claims reviewed and								
	processed for payment.								
Accepted	The date the claim is accepted for payment								
Updated by	The name of the person who last updated the claim. This								
	could be the person who modified a saved claim, accepted								
	the claim for payment or actually approved the claim for								
	payment								

Action buttons on the Home Page allow you to:

- Add a new claim
- *Modify* a claim you have previously saved provided it hasn't been submitted to RLRS. You will be unable to modify a claim once it is submitted or a claim that has been input by your RLRS team.

- **Delete** a claim you have saved but haven't yet submitted to RLRS. You will be unable to delete a claim once it is submitted or a claim that has been created by your RLRS relocation team
- *Submit* a claim to RLRS for processing and reimbursement that you have completed.
- *Print* a claim: You are able to print any claims that appear in the list on the Home Page.

In order to Modify, Delete, Submit or Print a claim, you must first select or highlight the claim in the List window.

Scenario Page

The Scenario Page is divided into three sections:

- 1. Basic Information
- 2. Transportation Details
- 3. Travel Allowance Rates

The Expense Claims program will use the information that you enter into the Scenario Page to determine the total allowances and expenses payable under the IRP provisions specific to your move type.

1. Basic Information Section

This section must be completed for every claim. Begin by selecting the Claim Type from the drop down list provided.

Claim Types available in the drop-down list are:

- Assist Move/Finalize Sale Trip
- Destination Home Inspection Trip
- Final Move Trip
- House Hunting Trip
- Miscellaneous Non-Travel Expenses Only Selecting this type limits your access to the Miscellaneous Expenses only. You will be unable to claim for child-care, pet care or car rental, as these are expenses incurred during periods of travel or interim living.
- Spousal Job Search Trip
- TDRA
- Unaccompanied Travel

Once you select a "Claim Type" and moved to other Expense Tabs in the program you will be unable to change your Claim Type selection. However, you can return to the Home page, delete this claim and begin again if required.

Claim Amount field:

The Claim Amount field is available on most screens of the Expense Claim Program. It will contain the cumulative total of your claim as you add expenses.

Outstanding Advance Amount field:

If you have received an advance of funds that remains outstanding, this amount will appear in this field. The total amount of any claim will be reconciled against this advance. You are able to do this at the end of your claim, prior to submitting to RLRS; or you may wish to simply complete the claim, submit and have RLRS reconcile the advance for you.

Completing a Claim Type for travel expenses (HHT, Final Move, etc):

- You must provide number of travelers, the start and end dates and times and the mode of transportation.
- Selecting "Next Step" will take you to the Itinerary Page that automatically provides the correct number of rows to complete your claim for Meals, Incidental/Miscellaneous Allowance and Lodgings, determined by the dates entered in the Scenario Page.

The information inserted on the Scenario screen is used to automatically calculate amounts based on that criteria and in accordance with the IRP Policy Directive.

Example:

- If you insert "1" in the fields next to Transferee and Spouse, the claim calculator will automatically calculate a full meal allowance for two people.
- If you add 2 children under 12, the meal allowance for the entire number of days will be totaled at 2 at the full daily meal rate and 2 at ¹/₂ the daily meal rate.

2. Transportation Details Section:

This section must be completed if you are submitting a claim for "travel" expenses. Some of the fields will populate automatically depending on your choices. For example, if you choose PMV as Mode of Transportation, the mileage from origin to destination will appear in the next field. If you have chosen House Hunting Trip as a claim type – this distance will default to the "round trip" mileage. You are able to change these values if required.

3. Travel Allowance Rates Section:

This section will default automatically to the travel allowances rates for travel within Canada. Links are provided under "Lookup" that will take you directly to the applicable Government websites for Domestic and Overseas rates.

- These rates can be modified if required
- Incidental allowance rate will default to "-1". This will calculate the 12% and 6% miscellaneous allowance entitlement provided in the IRP Policy for interim living.
- For HHT/DHIT insert \$17.30 in the Incidental Allowance field
- You can enter the Exchange Rate and a different tax rate if required

When you have completed all the fields required, select "Next Step". If you have missed any fields or required information, the program will not advance. You will find an itemized list of the criterion the program is looking for at the bottom of the page and the specific fields will be identified with a red *. Once you have satisfied all the requirements, selecting "Next Step" will bring you to the Itinerary Page.

Completing a "Non-Travel" Claim Type:

- The dates will automatically default to the current date.
- Selecting "Next Step" will take you to the Miscellaneous Tab of the program where you will be able to enter a variety of IRP Miscellaneous Relocation expenses.

NOTE: Selecting "Save" from the Scenario Page will generate error messages. If you receive an error message, merely select "OK" and then "Next Step".

Itinerary Page

The Itinerary page when completed provides an itemized list of the meals and incidentals payable during your travel and the costs for lodgings occupied. This page must be completed if you have selected a "Claim Type" for travel expenses, i.e. House Hunting Trip, Final Move Trip, etc.

There are a number of helpful hints on this page in blue font that will assist you in completing the itinerary correctly. You will receive warning messages if portions of this page are incorrectly completed or exceed your specific entitlements according to the IRP Policy. You will also find a list of any missing information at the bottom of the page and the corresponding fields will be identified by a red *.

The number of rows provided to you on this page for meals, incidentals and lodgings depends on the start and end dates you entered on the Scenario Page. Each row represents one day.

Meals and Incidentals Section

Columns for breakfast, lunch, dinner and incidentals are provided for each day. To claim meals and incidentals you must insert either "O' for origin, or "D" for destination in each field of each row. The program defaults to "D" in each field; but you are able to change as required to reflect your personal itinerary.

- Insert "O" for Origin for all days of actual travel
- Insert "D" for destination for all days of interim living at the destination location.
- Select the funding envelope that, in accordance with policy, will pay each day's expense

Completing a Final Move Claim

If you are completing a Final Move claim, the entitlements in accordance with policy, are reimbursable under **four** specific "Trip" titles that you are able to select from the available drop down list:

- 1. Interim Living at Origin: For the days spent at origin (normally during pack/load/ clean)
- 2. Travel to New location: For each day of authorized travel
- 3. **Final Day Travel to New Location**: For the day you arrived at your destination. This will correctly assign the meal and incidental allowances to Travel expenses and any interim lodging costs to "Interim Living at destination".

4. **Interim Living at Destination**: For the days spent in interim lodgings while awaiting delivery of your HG&E or possession of your permanent accommodation.

Example:

If you have spent the first two days in interim lodgings at origin during the packing and loading of your HG&E, three days traveling to destination and 2 days in interim lodgings at destination during unpack and unload, this section would be completed as shown below:

SCENARIO CHILD CARE		ITINERA	RY	TRANSPO	RTATION	LODGING	MEALS	CAR RENTAL	
		PET CAI	RE	το	RA	MISC	NOTES	HELP	
MEALS AND INCIDENTALS (Enter meals at origin or destination with letter 0 or D)									
Day	Date	Breakfast	Lunch	Dinner	Incidental Allowance	Funding	Tri	р	
1	29-Aug-2003	0	0	0	0	Core 💌	Interim Living at Origin	•	
2	30-Aug-2003	0	0	0	0	Core 💌	Interim Living at Origin	•	
3	31-Aug-2003	0	0	0	0	Core 💌	Travel to New Location	•	
4	01-Sep-2003	0	0	0	0	Core 💌	Travel to New Location	•	
5	02-Sep-2003	D	D	D	D	Core 💌	Final Day Travel To New	Location 💌	
6	03-Sep-2003	D	D	D	D	Core 💌	Interim Living at Destin	ation 💌	
7	04-Sep-2003	D	D	D	D	Core 🗸	Interim Living at Destin	ation 💌	

- Insert "O" for Origin for all days actually spent at origin during interim living
- Insert "O" for Origin for all days of actual travel
- Insert "D" for destination for all days of interim living at the destination location.
- Select the funding envelope that, in accordance with policy, will pay each day's expense

Complete this portion of the itinerary and proceed to the Lodgings section.

Lodgings Section

The number of rows provided in this section is set from the start and end dates entered on the Scenario Page.

When completing commercial lodgings:

- Insert the name of the hotel
- The number of rooms used
- The room rate on the hotel receipt
- The Province (The program will automatically calculate the applicable taxes according to the province you have selected)
- Insert the Max room rate allowed in accordance with policy. *See below
- Choose the Funding envelop that will pay for the expense

*Each time you enter a hotel you have to enter the maximum rate in accordance with the Government Accommodations and Car rental directory. To determine the Maximum rate allowed under the IRP Policy Directive:

- Select the link "Accomm.Directory (website)" located above the lodgings section
- Choose "Accommodations less than 30 days".
- Insert the coordinates for the location

• Insert the Maximum rate for this location into the applicable column

If you have stayed in the same place for a number of nights, you may wish to use the "Fill Grid" function. Insert the row number you wish to copy and the last row to fill in – select Fill Grid and the program will auto populate those rows.

LC (Ent Fi	ODGING ter aily actual commercial lodging rate, OR for non-commerical, enter letter 0 or D in the last column labled Non Comm.) Ill Grid from row number 0 to 0 (include row to be pied) Accomm. Directory (website)												to Government ommodation Directory ving Max Room rates
Day	Date	Hotel/Non-Comm Address	No. of rooms	Room Rate	Prov.	GST/HST	Room Tax	Total Charge	Max. Room Rate Cap	Exch. Rate to CDN	Non Comm	Funding	9
1	01-Aug-2003	Inn on the Park	2	125.00	ON 🗸	8.75	6.25	280.00	130	1.00		Core	
2	02-Aug-2003	Inn on the Park	2	125.00	ON 🗸	8.75	6.25	280.00	130	1.00		Core	
3	03-Aug-2003	123 Friend's Place	0	0.00	МВ 💌	0.00	0.00	0.00	0	1.00	D	Core	-
4	04-Aug-2003	Holiday Inn	2	130.00 *	SK 📕	9.10	6.50	291.20	130	1		Core	
5	05-Aug-2003	Day's Inn	2	100.00 *	AB 🔻	7.00	5.00	224.00	130	1		Core	
6	- If you have stayed in non-commercial accommodations, enter the address and "O' or "D" as applicable in this column. The \$50 allowance will not appear in the Room rate column but will be calculated in the total reimbursable amount on the Lodgings Page.												

When you have completed the Itinerary Page, select "Next Step". This will automatically save the information and bring you to the Lodging Page.

NOTE: Selecting "Save" at this point may generate error messages. Choosing "Next Step" automatically saves the information you have inserted and takes you to the Lodgings Page. If you receive an error message, merely select "OK" and the "Next Step".

Lodging Page

The program will automatically default to this page so that you can easily review the total lodging expenses that has been calculated. The total expenses are separated into Interim living at Origin, at Destination, and during travel as input on the Itinerary. It will also show individual totals for Commercial and Non Commercial and the funding envelopes that will pay these expenses as entered on the Itinerary Page and calculated by the Expense Claims program.

Adding Additional Expenses

From this page you are able to "Add" other expenses that are claimable under interim lodgings such as Telephone charges while on HHT.

Selecting "Add" will open a "dialogue" window.

- You must select the applicable funding envelope, the expense item and the reason for the expense from the drop downs provided.
- You are able to insert the amount and applicable taxes from your expense receipt; or,
- You can have the program automatically back out the GST/HST (whichever applies):

- Enter the total amount of the expense in the bottom field provided,
- Select the applicable tax and choose "Calc Tax". The program will automatically back out the selected tax amount.
- Choose save and the expense is added to total amount you are claiming under lodgings.

Meals and Incidentals Page

This page shows you the total meal and incidental/miscellaneous allowance expenses you are claiming from each funding envelope as entered on the Itinerary Page and calculated by the Expense Claims program.

Though an "Add" button is provided on this page, there should be no need to add any entries. All allowances for meals and incidentals should be entered as required on the Itinerary page.

Transportation Page

This page shows you the mileage as auto calculated if you have chosen PMV as Mode of Transportation in the Scenario Page.

- If you have entered a final move claim and have driven two vehicles to destination the mileage allowance for the 1st vehicle will show as an expense from the Core Funding envelope and the 2nd vehicle mileage allowance will show as an expense from the Custom Funding envelope.
- If you have selected "Trailer" in the Transportation Details of the Scenario Page the mileage allowance total for towing a trailer will be indicated on this page

Adding Additional Expenses

From this page you are able to "Add" other expenses that are claimable, in accordance with the IRP Policy Directive under Travel such as Ferries and Tolls, Parking etc.

Selecting "Add" will open a "dialogue" window.

- You must select the applicable funding envelope, the expense item and the reason for the expense from the drop downs provided.
- You are able to insert the amount and applicable taxes from your expense receipt; or,
- You can have the program automatically back out the GST/HST (whichever applies):
 - Enter the total amount of the expense in the bottom field provided,
 - Select the applicable tax and choose "Calc Tax". The program will automatically back out the selected tax amount.
- Choose save and the expense is added to total amount you are claiming under Transportation.

Car Rental Page

If you are claiming car rental expenses in accordance with policy provisions, select add and utilize the drop down lists provided in the new "dialogue" window. You must indicate the funding envelope and the expense type being claimed (Car Rental cost and/or Gas). You may insert any particular details in the space provided.

Enter the amount and applicable taxes as per your receipt; or if you have only a "total" amount you are able to back out the GST or HST by entering the total amount in the bottom field provided, select the applicable tax and choose "Calc Tax". The program will automatically back out the tax selected.

Choose save and the expense is added to total amount of your claim.

Child Care Page

If you are claiming Child Care expenses, choose Add and use the drop downs provided to select the funding envelope that will pay for the expense in accordance with the IRP Policy. Insert the name of the child-care provider in the space provided.

Enter the net amount and the applicable taxes from your receipt; or you can enter the total amount in the bottom field, choose the applicable GST or HST and have the program automatically back out the taxes by selecting "Calc Tax".

If claiming the child-care allowance provided in the IRP policy, GST/HST must be backed out of the total.

Choose save and the expense is added to total amount of your claim.

Pet Care Page

If you are claiming Pet Care expenses, choose Add and use the drop downs provided to select the funding envelope that will carry the expense in accordance with the IRP Policy. Insert the pet care provider/kennel name in the space provided.

Enter the net amount and the applicable taxes from your receipt; or you can enter the total amount in the bottom field, choose the applicable GST or HST and have the program automatically back out the taxes by selecting "Calc Tax".

Choose save and the expense is added to total amount of your claim.

TDRA Page

In the Temporary Dual Residence Assistance Page you are able to itemize and claim expenses incurred for each authorized month of TDRA in accordance with the IRP Policy.

- Choose Add and select the Expense Item from the drop down list provided.
- Select the applicable funding envelope
- Select the month of TDRA in which this expense was incurred. (Month 1, Month 2, Month 3 etc.)

You can enter any applicable taxes for each expense or let the program back the taxes out of the total amounts.

• Select Save and each expense will be added to the total amount of your claim

Miscellaneous Page

The Miscellaneous Page is used to claim a variety of relocation expenses reimbursable under the IRP Policy.

Selecting "Add" will open the Expense Detail window which provides a drop down menu of the following expenses:

- Cleaning
- Home Inspection Purchase
- Job Search Assistance resume etc
- Lease Termination Penalty
- Mortgage Appraisal Fee
- Non-Accountable Incidental Allowance * See note below
- 060 Advance Adjustment *See note below
- Pyrite Inspection Purchase
- Rent in Advance
- Shipment of Automobile
- Shipment of Household goods
- Shipment of Pets
- Sundry Relocation Expenses
- Water Test Purchase

Non-Accountable Incidental Allowance

This expense type may be used to request payment of the \$650.00 Non-accountable Incidental expense provided you are within the time frames as stated in the IRP Policy.

060 Advance Adjustment

If you have received an advance of funds that has not been reconciled against previous claims, you will see the outstanding amount in the upper right corner of every page of the Expense program with the exception of the Itinerary and Notes pages.

• Select "060 Advance Adjustment" from the expense drop down if you wish to reconcile the advance against the claim amount

If your claim is for *more than* the outstanding advance amount:

- Enter the total amount of the outstanding advance amount **as a negative**. (There is no need to back out or calculate taxes)
- Select "Save"

This will reduce your claim by the total amount of the advance you have already received. The Outstanding advance total will remain the same until your RLRS Relocation Team accepts your claim for payment.

Example:

Claim is for \$500 and you have an outstanding advance of \$300. Enter the advance amount (\$300) in the Expense Detail window of the 060 Advance Adjustment. When the entry is "saved", the Claim Amount field will show \$200.

If your claim is for less than the outstanding advance amount:

- Enter the total amount of your claim as **a negative** amount
- Select "Save"

This will reduce your claim amount to "\$0.00. The Outstanding Advance amount will remain the same until your RLRS Relocation Team accepts the claim for payment.

Example:

Claim is for \$200 and you have an outstanding advance of \$300. Enter the claim amount (\$200) in the Expense Detail window of the Advance Adjustment. When the entry is "saved", the Claim Amount will show \$0.00.

Notes Page

This page provides you with a large area to enter any details or items regarding your claim that you wish to bring to the attention of your RLRS team. You can also visit this page to review any notes entered by your RLRS Relocation Team regarding a claim or any amendments made to the claim as submitted.

Program Features

The Expense Claim program makes it possible for you to:

- 2. Check the status of any claim submitted to RLRS either electronically or on hardcopy
- 3. View or print any claim saved or submitted by you or RLRS on your behalf
- 4. Complete an expense claim and submit to your RLRS Relocation team for review, processing and payment.

The Expense Claim program can be used to claim reimbursement for the following types of expenses:

- Travel during House Hunting, Home Inspection or your Move to Destination Trips
- Interim lodging during House Hunting or Final Move Trips
- Child and pet care during interim lodging
- Temporary Dual Residence Assistance
- Other Miscellaneous Relocation expenses

Most amounts will be calculated automatically for you based on the information you insert into the Scenario and Itinerary Pages and the policy provisions that apply to your move type.

Saving, Modifying and Submitting

You are able to save a claim at any point after you have completed the scenario and itinerary pages and you may return to the saved claim to modify, if required, prior to submitting to RLRS. Once completed, you can submit the claim electronically to your RLRS relocation team and forward a copy of the claim with your signature in the spaces provided and the applicable original receipts to the RLRS office.

On receipt of your supporting documents/receipts, RLRS will completely review your claim, verifying the receipts submitted and confirming the amounts requested in the claim are in accordance with your eligibility under the IRP Directive.

Claim Policy – View button

Once you have entered a scenario and itinerary and "Saved" your claim, you can return to the Scenario page to view the policy provisions that have been used by the program. Select "View" next to the Claim Policy Title.

Help Tab

The program contains a Help Tab on each page. Selecting this tab from the Home Page will provide you with the complete User Manual. Selecting the "Help" tab from all other pages of the program will bring you to instructions and details specific to that page of the program.

Submitting a Claim

When you have entered all the expenses that you are claiming at this time into each applicable section select "Save" and go back to the "Home" Page. You will see that the claim you have just saved appears in the list window. It has been assigned a claim number and the program has inserted the date the claim was created, who created the claim, the total amount of the claim and that it is "Pending for Submit".

Select or highlight the claim in the list, choose "Submit" and you will receive a message confirming that your claim has been submitted to RLRS for review and processing.

RLRS is unable to process your claim until we receive your signed claim and original supporting receipts. Select Print, review and sign the claim in the spaces provided and forward to RLRS via mail or courier. We recommend that you photocopy your receipts for your personal records prior to sending.

Outstanding Advances

You will notice in the upper right of each page of the Claims Program there are two amount fields:

- 1. Claim Amount: This will show a cumulative total of the claim as you are entering individual expenses
- 2. **Outstanding Advance Amount**: This will show the total amount of funds that have been advanced to you that remains outstanding. This amount must be reconciled against any claims for reimbursement.

When selecting "Submit" if there is an amount in the Outstanding Advance field, you will receive the following message:

"RLRS records show that you have an outstanding relocation advance of \$ xxx. Do you want to continue?"

You can select "Yes" and your RLRS team will reconcile the outstanding advance against the claim or if you wish to reconcile the advance, select "No" and go back to the Miscellaneous Expense Tab and proceed as follows:

• Select "060 Advance Adjustment" from the expense drop down.

If your claim is for *more than* the outstanding advance amount:

- Enter the total amount of the outstanding advance amount **as a negative**. (There is no need to back out or calculate taxes)
- Select "Save"

This will reduce your claim by the total amount of the advance you have already received. The Outstanding advance total will remain the same until your RLRS Relocation Team accepts your claim for payment.

Example:

Claim is for \$500 and you have an outstanding advance of \$300. Enter the advance amount (\$300) in the Expense Detail window of the 060 Advance Adjustment. When the entry is "saved", the Claim Amount field will show \$200.

If your claim is for less than the outstanding advance amount:

- Enter the total amount of your claim as a negative amount
- Select "Save" This will reduce your claim amount to "\$0.00. The Outstanding Advance amount will remain the same until your RLRS Relocation Team accepts the claim for payment.

Example:

Claim is for \$200 and you have an outstanding advance of \$300. Enter the claim amount (\$200) in the Expense Detail window of the Advance Adjustment. When the entry is "saved", the Claim Amount will show \$0.00.

Helpful Hints

Action buttons: You are able to add, modify, submit, view or print a claim from the Home Page only

Claim Numbers: On the Home Page you will notice that each claim is assigned a claim number when saved in the program. You may refer to this number whenever contacting your RLRS team regarding a specific claim.

Funding Envelopes: You will be required to select the funding envelope that will carry or pay for each expense. Please refer to your IRP Policy Directive to confirm the correct funding envelopes.

Inactive fields: Your RLRS Relocation team will complete any "greyed" out or inactive fields such as the "Supporting documents received on" date field

Incidentals & Miscellaneous Allowance: The Scenario Page will default to -1 in the Incidental field. This indicates that the program will calculate the 12 & 6 % Miscellaneous Incidental Allowance for Final Move travel and interim living. If you are completing a House Hunting or Destination Home Inspection Trip, insert the allowable \$17.30.

Next Step Button: The Scenario and Itinerary Pages have a "Next Step" button that you must select to proceed. The "Save" button is inactivated in these pages. Selecting the "Next Step" saves the information you have entered and activates the program to validate and calculate the applicable allowances and amounts.

Saving in the Program: If you are completing a Travel claim you are unable to "save" until you have completed the Scenario and Itinerary Pages and selected "Next Step" at the end of each page. This is because the program has to validate the information you insert into these pages in order to correctly calculate the totals in accordance with the IRP Policy, the travelers, the start and end dates of your travel, etc.

NOTE: Selecting "Save" in the Scenario and Itinerary Pages when "Adding" a claim may generate error messages. If you receive an error message, merely select "OK" and the "Next Step".

Once you have past the Itinerary Page or if completing a Miscellaneous Expense claim you should select "Save" prior to proceeding to any other section. The system will warn you to save if you are changing pages and have forgotten to do so.

You are able to select "Save" from any other page of the program and from the Scenario and Itinerary Pages when you are modifying a claim.

Tab Key: Using the "Tab" key throughout the program will allow you to easily navigate from one field to another

Travel Days: When completing your itinerary for meals and incidentals during travel days, enter "O" (for origin) for these days in order for the system to calculate the correct provincial taxes.

If you have been authorized only one day of travel – choose Final Day Travel from the drop down list provided in the Expense Subject column of the Meals and Incidentals section of the Itinerary Page.

Validation messages: The program contains many "validation" messages that will appear on each page in red font to alert you to information required to proceed. The field(s) affected will be identified on the page with a red *