ICT2.0@HRDF

HRDF System: User Guide for Claims

User Manual – Version 1.1





Mesiniaga







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CLAIMS MODULE







Section 1 Claims Overview

1.1 General Claims Functions

Below are the types of claims and its related functions:

Employer

- Submit Claims with Grant
- Submit Other Claims



Employers can do the followings:

- Submit claims with approved grants
- Submit other claims on direct claims
- Search claims
- Request for withdrawal claims
- Return query on claims back to claim officer for approval.







Claims can be divided into two (2) categories – Submit Claims with Grants and Submit Other Claims (direct reimbursement), which described as below:

- 1. Submit Claims with Grants (Approved Grants) includes:
 - Grant & Schemes (SBL, SBL KHAS, SLB, ITS, Purchase of Training Equipment, IT, SLDN, CBT-Development),
 - HR Consultancy & Advisory (NHRC)
 - Events schemes (SMETAP)
 - Apprenticeship schemes (Mechatronic, Tool & Die, Wood Base Industry, IT, Sewing Industry)
 - Special Trust Fund schemes (ASSET, STAR, SPICE)
- 2. Submit Other Claims (Direct Reimbursement or Direct Claims) include the following schemes:
 - Training conducted before registration (BD),
 - Computer Based Training (CBT) Purchases

Claims will not be approved if there is any submission/pending approval for the following applications:

- Levy / Interest adjustment (this cannot be approved if employer is under legal investigation or company is closed)
- Employer with Claims Complaint







Section 2 Submit Claims with Approved Grants

2.1 Submit Claims with Approved Grants

- 1. Submit Claims with Grants (Approved Grants) includes:
 - Grant & Schemes (SBL, SBL KHAS, SLB, ITS, Purchase of Training Equipment, IT, SLDN, CBT-Development),
 - HR Consultancy & Advisory (NHRC) schemes,
 - Events schemes (SMETAP)
 - Apprenticeship schemes (Mechatronic, tool & Die, Wood Based Industry, IT, Sewing Industry)
 - Special Trust Fund schemes (ASSET, STAR, SPICE)

Employer selects/picks the grant application to submit the claims by clicking the 'Claim' button to proceed with claims submission.

System will display the approved grants/schemes with the following details:

- Grant Reference Number,
- Course Title / Proramme Title
- Grant Approved Date,
- Grant approved amount (RM)/ approved transaction fee (RM) / approved quotation amount (RM)/ approved training fees (RM),
- Training commencement date and training completion date.

System also will display the un-submitted claims (the saved claims) with Claims ID, Grant Reference Number, Program Title, Grant Approved Amount (RM), Claimed Requested Amount (RM) and Saved Date.

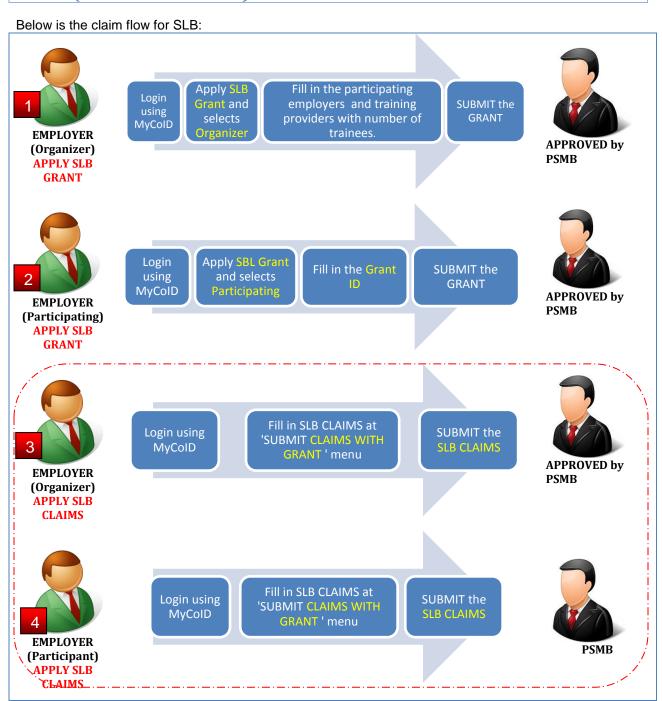






Section 3 Submit Claims with Approved Grant

3.1 SLB (Skim Latihan Bersama) - Submit Claim









Flow Descriptions:

All employers are required to apply the grant for the training to get approval from PSMB could reimburse the training fees with the employer's levy.

For SLB Grant, the organizer of the company is required to declare as organizer for the training when applying the grant application. In the grant application, the organizer needs to select the participating employers.

Training costs incurred will be shared equally by the participating employers based on the total number of participants. The 'organizing employer' is entitled to claim the 'allowable costs' at the rate of 100%, while other participating employers will be reimbursed based on the current rate of financial assistance. Only the 'organizing' employer' is entitled to claim the cost of consumable training materials. Payment will not be made if the trainees did not attend the full training programme.

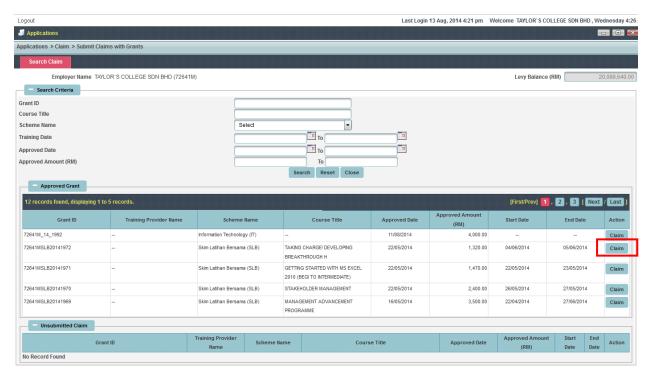
How to claims:

Attach the relevant supporting documents: Receipt, Payment vouchers, other related documents, if any.

Prerequisite:

- Grant is already approved, and
- Training had been conducted by validating the current date with training completion date.

This section will guide you on how to submit claims for SLB. The organizing employer must submit their claim before the participating employer can submit theirs.



Follow the steps below to submit claims for SLB Grant







Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.

Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

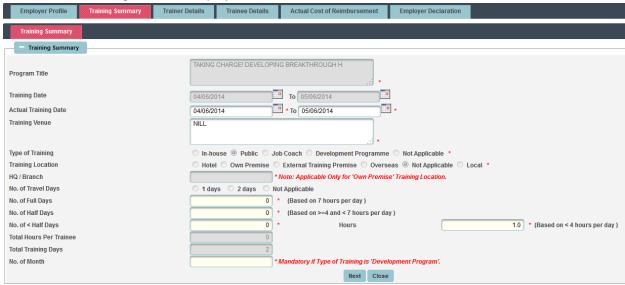
Step 3: Click 'Claim' button.

Result: The following screen is displayed:

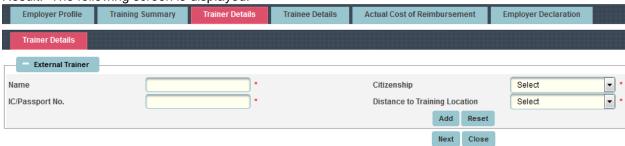


Step 4: Fill in the form then click 'next' button.

Result: The following screen is displayed:



Step 5: Click 'next' button.



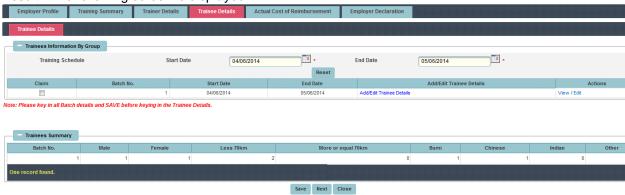






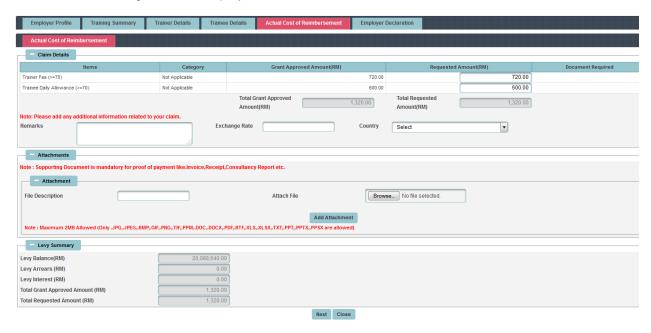
Step 6: Click 'Next'.

Result: The following screen is displayed:



Step 7: Fill in the trainee details, then click 'Next' button.

Result: The following screen is displayed:



Step 8: Click 'Edit' to edit the claim detail, then click 'Next' button







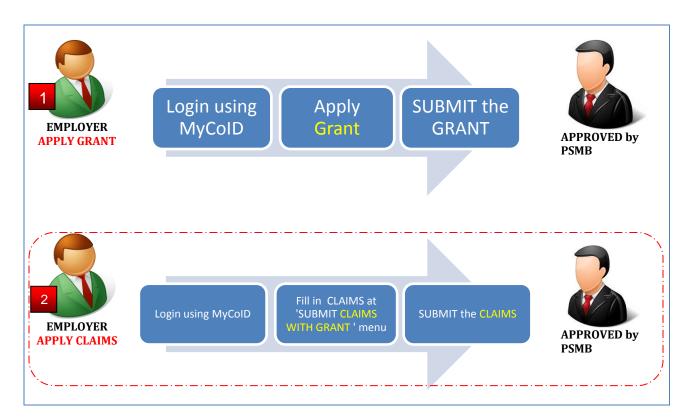


Step 9: Click on 'Save & Submit' button to proceed.

Result: The following screen is displayed:

Claim Submitted Successfully with Claim Reference No. (C72641SLB_14_000033)

3.2 SBL (Skim Bantuan Latihan) – Submit Claim

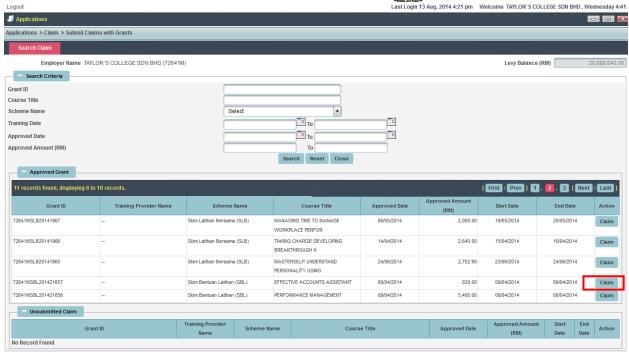


This section will guide you on the claims submission, as highlighted in red in the above diagram.

Prerequisite: Grant is already approved.

This section will guide you on how to submit claims for SBL.





Follow the steps below to submit claims for SBL:

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

Step 2: Key-in the search criteria the click on the 'Search' button, if necessary.

Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

Step 3: Click 'Claim' button.



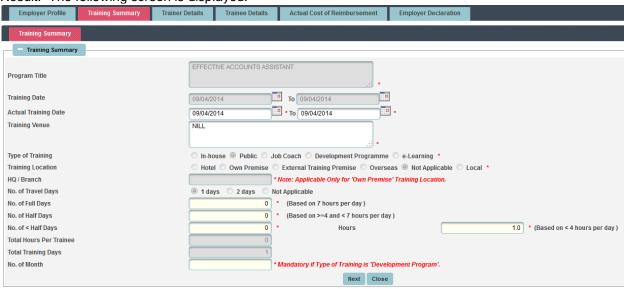






Step 4: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:



Step 5: Fill in the form then click 'Add' button. Result: The training summary will be added.

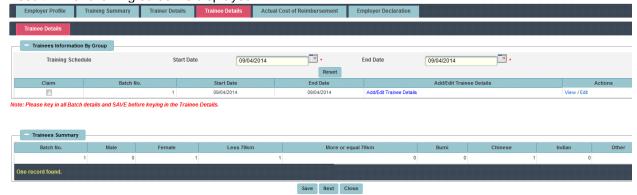
Step 6: Click 'next' button.

Result: The following screen is displayed:



Step 7: Click 'Next'.

Result: The following screen is displayed:

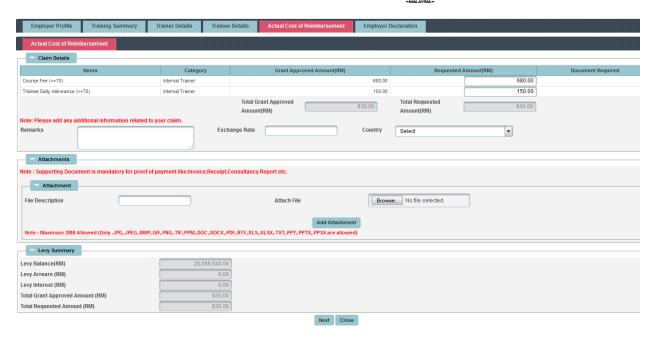


Step 8: Click 'Next'









Step 9: Click 'Next' button.

Result: The following screen is displayed:



Step 10: Click on 'Save & Submit' button to proceed.

Result: The following screen is displayed:

Claim Submitted Successfully with Claim Reference No.
(C72641SBL_14_000039)



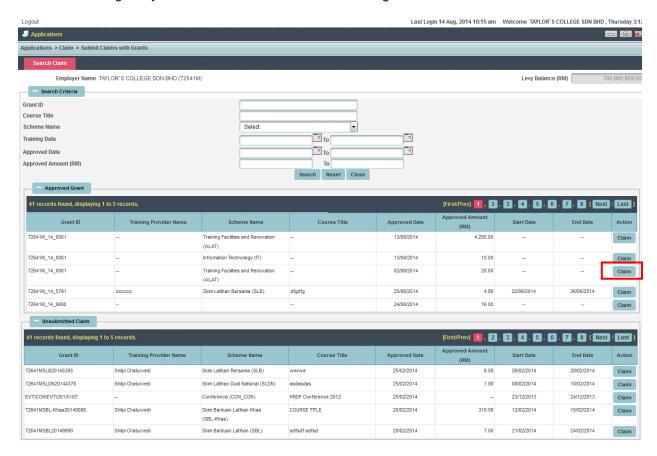




3.3 Training Facilities & Renovation - Submit Claim

Prerequisite: Grant is already approved.

This section will guide you on how to submit claims for Training Facilities & Renovation.



Follow the steps below to submit claims for Training Facilities & Renovation

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

Step 2: Key-in the search criteria for the click on the 'Search' button, if you wish.

Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

Step 3: Click 'Claim' button.



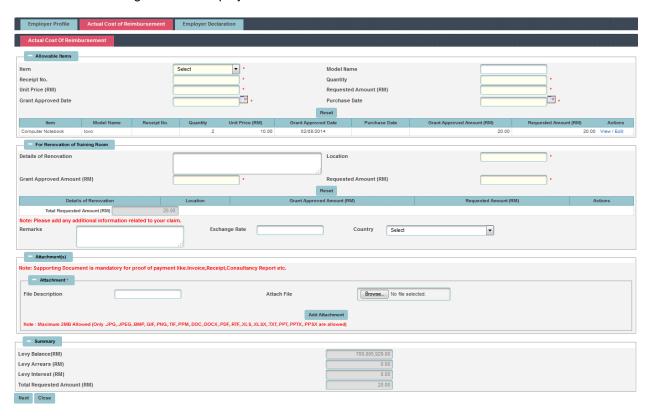






Step 4: Select the officer to be contacted, then click 'Next'.

Result: The following screen is displayed.



Step 5: Key-in the allowable item then click 'Add' button.

Result: The allowable item is added.

Step 6: Click 'Browse' to locate a file to attach then click 'Add Attachment' button.

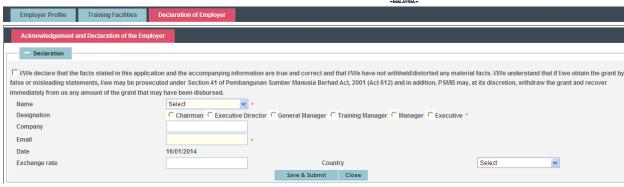
Result: The attachment is added.

Step 7: Click 'Next'.









Step 8: Fill in the declaration then click 'Save & Submit'.

Result: The following message is displayed:



Step 9: Click on 'Save & Submit' button to proceed.





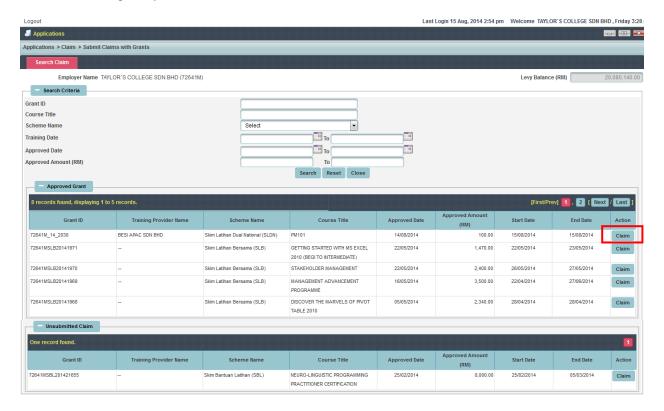




3.4 SLDN - Submit Claim

Prerequisite: Grant is already approved.

This section will guide you on how to submit claims for SLDN.



Follow the steps below to submit claims for SLDN:

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

- Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.
- Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.
- Step 3: Click 'Claim' button.









Step 4: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:

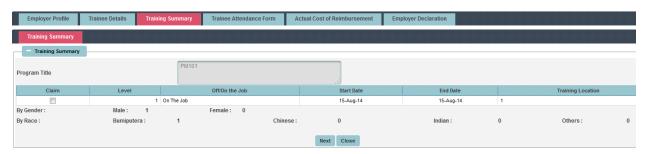


Step 5: Fill in the form then click 'Add' button.

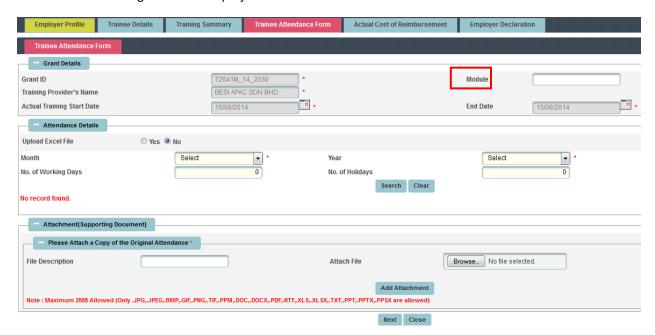
Result: The trainee details are added to the table.

Step 6: Click 'next' button.

Result: The following screen is displayed:



Step 7: Fill in the actual training date and its details, then click 'Next' button.



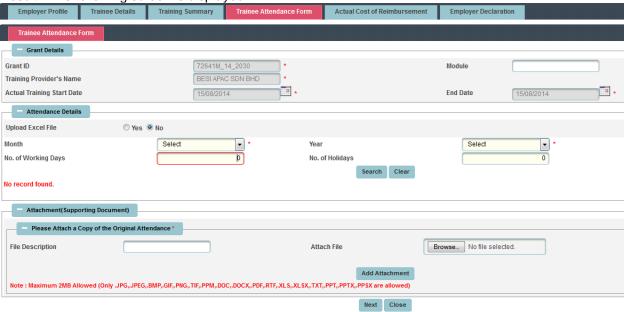






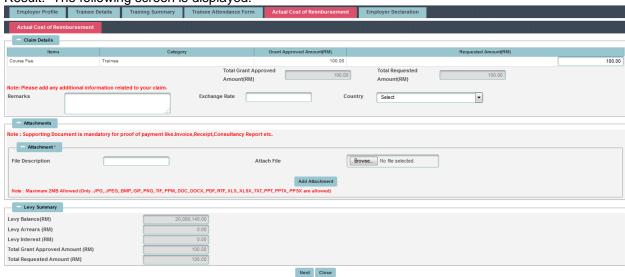
Step 8: Edit the claim details and click 'Next' button.

Result: The following screen is displayed:



Step 9: Fill in the attendance details then click 'Next' button.

Result: The following screen is displayed:



Step 10: Fill in the actual cost of reimbursement then click 'Next' button.









Step 11: Click on 'Save & Submit' button to proceed. Result: The following message is displayed:

Claim Submitted Successfully with Claim Reference No. (C72641SLD_14_000088)



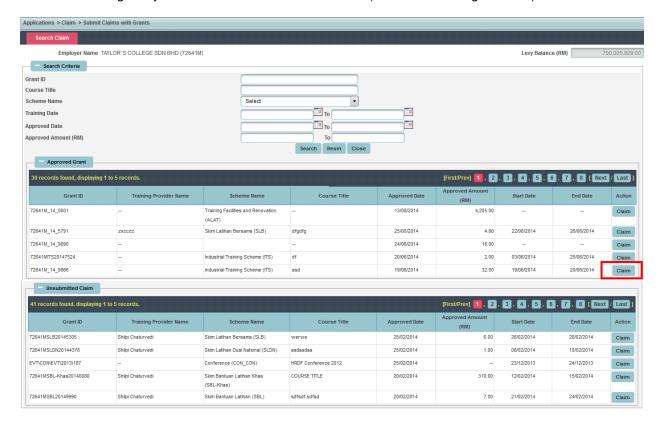




3.5 ITS (Industrial Training Scheme) - Submit Claim

Prerequisite: Grant is already approved.

This section will guide you on how to submit claims for ITS (Industrial Training Scheme).



Follow the steps below to submit claims for ITS (Industrial Training Scheme).

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

- Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.
- Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

Step 3: Click 'Claim' button.

Result: The following screen is displayed: Training Summary **Actual Cost of Reimbursement Employer Declaration Employer Profile Trainee Details Employer Profile Particulars** Registered Name and Address of Employer Officer to be Contacted Tel. No. NO 1 JALAN SS15/8 47500 SUBANG JAYA Email Next Close

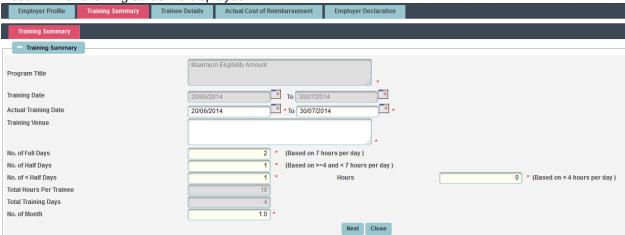






Step 4: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:



Step 5: Fill in the form then click 'Add' button.

Result: The training summary is added to the form.

Step 6: Click 'next' button.

Result: The following screen is displayed: Trainee Details Download Trainee List Load trainee details from XLSX or XLS file Attach File Browse... No file selected. File Description Upload XLSX Note : Maximum 2MB Allowed (Only .XLSX,.XLS are allowed) IC No. Gender • Attendance (75%) Free of Charge (FOC) ? Next Close viii. By Citizenship Malaysian

Next Close

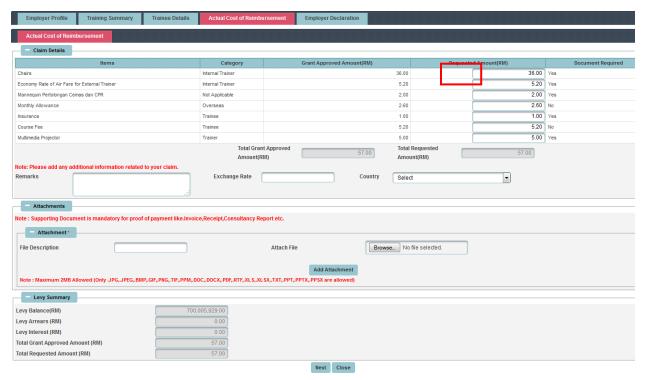






Step 7: Fill in the details, then click 'Next' button.

Result: The following screen is displayed:



Step 8: Enter the claim amount then click 'Next'.

Step 9: Click 'Next' button.

Result: The following screen is displayed:



Step 10: Fill in the declaration then click 'Save & Submit'.

Result: The following message is displayed:





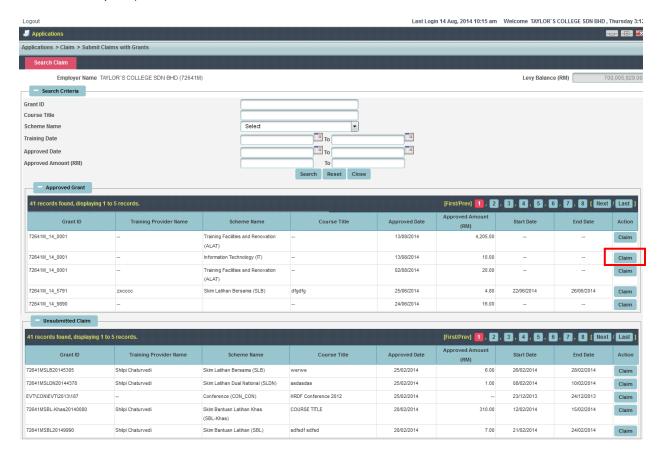




3.6 IT (Skim Teknologi Maklumat dan Latihan Berbantu Komputer) - Submit Claims

Prerequisite: Grant is already approved.

This section will guide you on how to submit claims for IT (Skim Teknologi Maklumat dan Latihan Berbantu Komputer).



Follow the steps below to submit claims for IT:

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.

Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

Step 3: Click 'Claim' button.



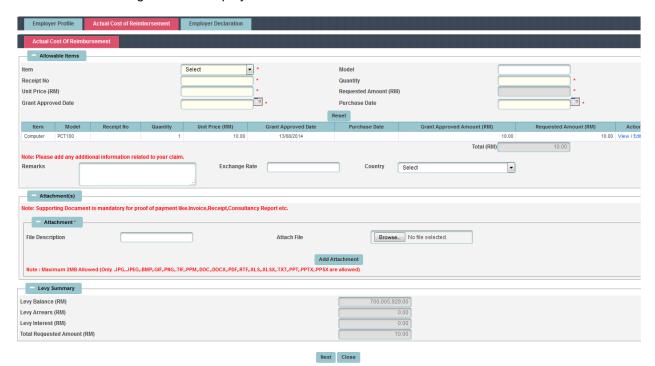






Step 4: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:



Step 5: Click 'Edit' to edit the claim details, if necessary, then click 'Next' button.









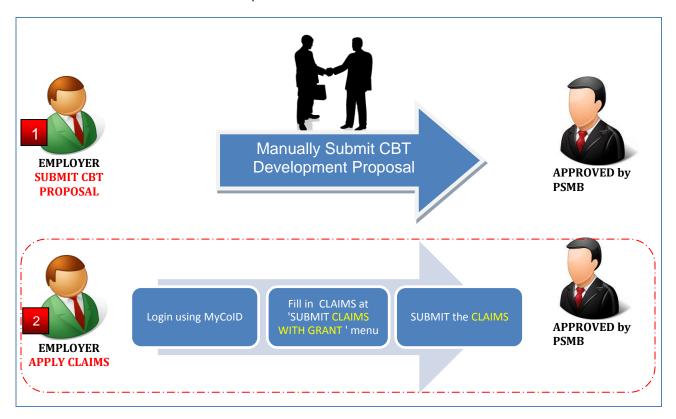
Step 6: Click on 'Save & Submit' button to proceed.

Result: The following screen is displayed:

Claim Submitted Successfully with Claim Reference No. (C72641IT_14_001978)

3.7 CBT Development - Submit Claims

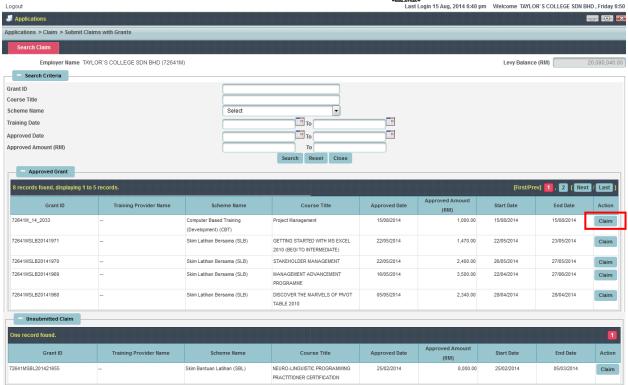
Below is the claim flow for CBT Development:



Flow descriptions:

- Employers have to submit detailed proposal on the software development including purpose of development, training modules/contents, software development plans and three quotations from the vendors to develop the computer-based training software.
- Letter of Approval on the amount of financial assistance will be issued to the employers.





Follow the steps below to submit CBT Development claims:

Step 1: Select 'Claim > Submit Claims with Grants' menu.

Result: The above screen is displayed:

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.

Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.

Result: The record is displayed under 'Approved Grant' table.

Step 3: Click 'Claim' button.

Result: The follow	wing screen is displayed:			
Employer Profile	Actual Cost of Reimbursement	Employer Declaration		
Employer Profile				
Particulars				
Registered Name and Ad	dress of Employer		Officer to be Contacted	Select ▼ *
TAYLOR'S COLLEGE SE NO 1 JALAN SS15/8.			Tel. No.	*
SELANGOR,			Email	*
			Next	Close

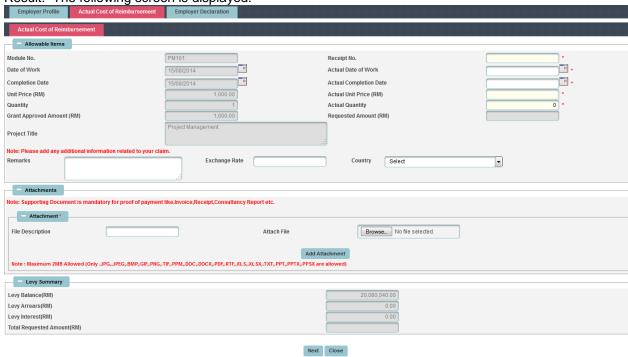






Step 4: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:



Step 5: Update the claim details, if necessary, then click 'Next' button.

Result: The following screen is displayed:



Step 6: Fill in the declaration section then click 'Save & Submit'.

Result: The following message is displayed:









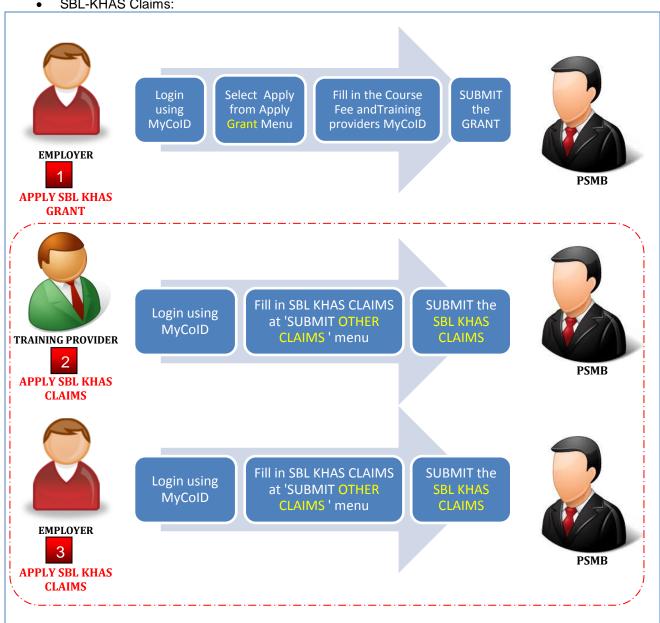
3.8 SBL KHAS – Submit Claims

Prerequisite: Grant is already approved.

Training Provider needs to submit claims first before the employer.

Flow Diagram for the following:

SBL-KHAS Claims:







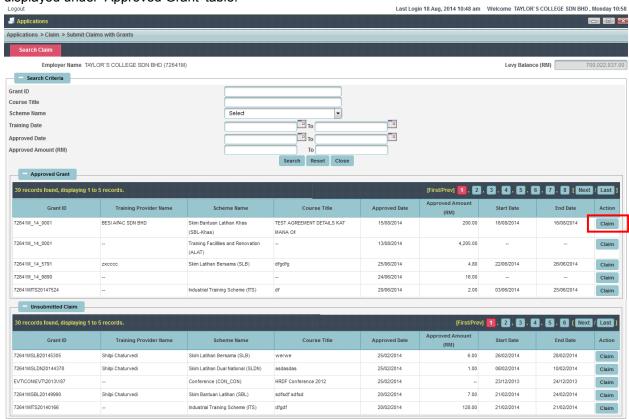


Follow the steps below to submit SBL Khas claims:

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The above screen is displayed.

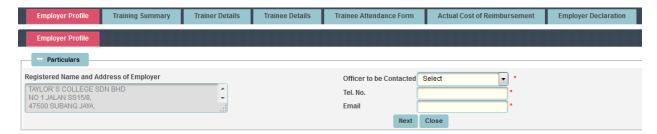
Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.



Step 2: Key-in the search criteria for the click on the 'Search' button, if necessary.

Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.

Step 3: Click 'Claim' button.



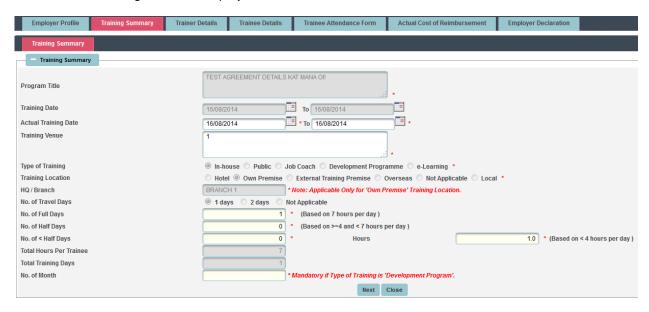






Step 4: Select the officer to be contacted then click 'Next'.

Result: The following screen is displayed.



Step 5: Click 'Next' after viewing the training summary.

Result: The following screen is displayed:



Step 6: View the details then click 'Next'. Result: The following screen is displayed.

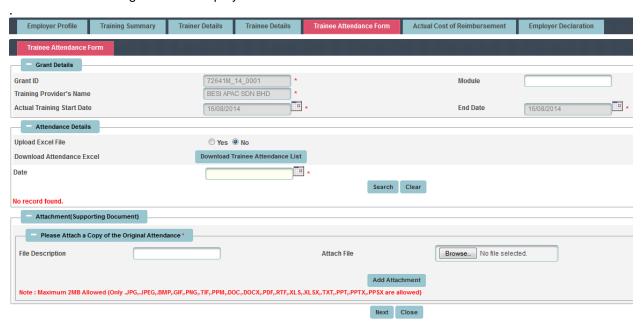




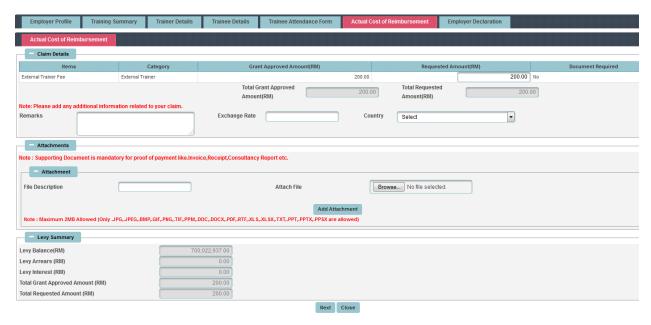




Step 7: View the details then click 'Next'. Result: The following screen is displayed.



Step 8: Fill in the attendance form then click 'Next'.



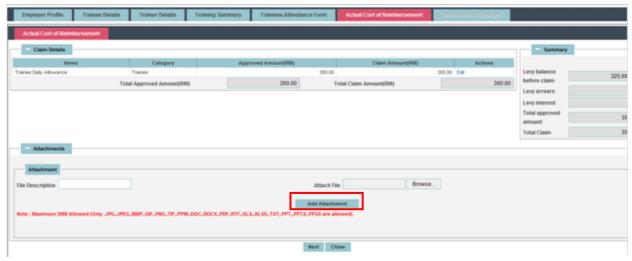
Step 9: Fill in the actual cost of reimbursement then enter the claim amount.







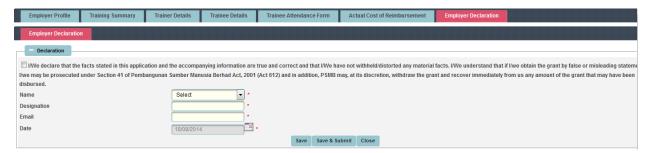
Step 10: Fill in the file description then click 'Browse' to locate file for attachment.



Step 11: Click 'Add Attachment' to attach the file. Result: The softcopy of the file will be attached.

Step 12: Click 'Next'.

Result: The declaration screen is displayed.



Step 13: Fill in the declaration section and click 'Save & Submit'. Result: The following message is displayed.

Claim Submitted Successfully with Claim Reference No. (C72641SBL_14_001980)







Section 4 Submit Claims for Event

4.1 Event - Submit Claims

Prerequisite:

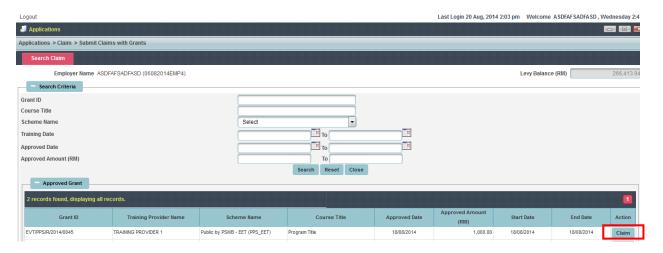
- Event had been approved.
- Training had been conducted.
- Employer or Training Provider had submitted and finalized the trainees' attendance.

Follow the steps below to submit claims for Event.

Step 1: Select from menu 'Claim' > 'Submit Claims with Grants'.

Result: The following screen is displayed.

Note: Employer can only make claims for approved grant. By default, all approved grant record is displayed under 'Approved Grant' table.



- Step 2: Key-in the search criteria the click on the 'Search' button, if necessary.
- Result: The record is displayed in either 'Approved Grant' or 'Unsubmitted Claims' table accordingly.
- Step 3: Click 'Claim' button.



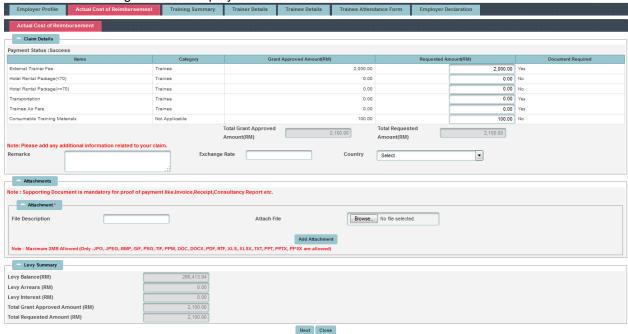






Step 4: Select the Officer's name then click 'Next' button.

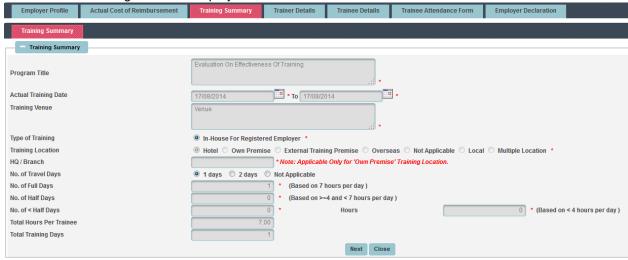
Result: The following screen is displayed:



Step 5: Fill in the claim details .

Step 6: Click 'next' button.

Result: The following screen is displayed:



Step 7: Click 'Next'.

Result: The following screen is displayed:

Employer Profile Actual Cost of Reimbursement Training Summary Trainer Details Trainee Details Trainee Attendance

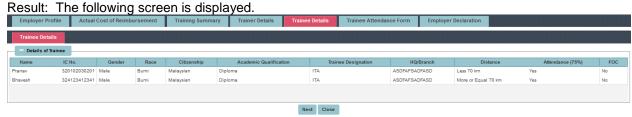
rainer Details			
Haller Details			
Trainer Details			
Name	IC No.		Citizenship
		Malaysian	
RANA	123412341324	Maiaysian	
PRANA Bhavesh	123412341324 123409875647	Malaysian Malaysian	





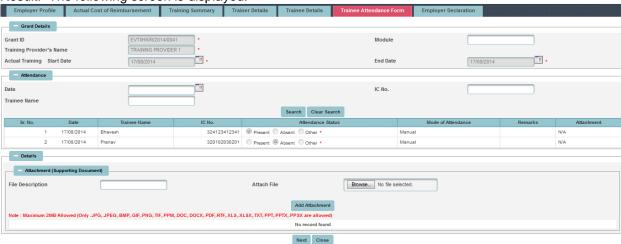


Step 8: Click 'Next'.



Step 9: Click 'Next'.

Result: The following screen is displayed.



Step 10: Update the trainee attendance.

Step 11: Click 'Next'

Result: The following screen is displayed:



Step 12: Fill in the employer declaration then click 'Save & Submit'.

Result: The following message is displayed:









Section 5 Direct Reimbursement Claims

5.1 Process Flow for CBT Purchase and Training Conducted Before Registration

Below is the claim flow for direct reimbursement claims:

- CBT Purchase
- Training Conducted Before Registration



5.2 CBT Purchase - Direct Reimbursement Claims

Prerequisite: Employer may submit direct claims for CBT purchase. Employer will receive notification from PSMB to submit CBT claims, if the employer is eligible for this type of claim.

This section will guide you on how to submit direct claims for CBT purchase.

Step 1: Select from menu 'Claim' > 'Submit Other Claims'. Result: The following screen is displayed.

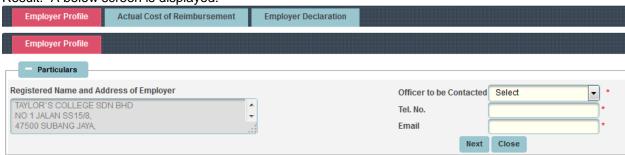
Last Login 18 Aug. 2014 10:48 am Welcome TAYLOR'S COLLEGE SDN BHD , Monday 12:00 cations > Claim > Submit Other Claims Employer Name: TAYLOR'S COLLEGE SDN BHD (72641M) Levy Balance (RM): Other Claim Please Select the Type Of Claim Apply Claim Close Un Submitted Claim [First/Prev] 10, 2, 3, 4, 5, 6, 7, 8 [Next / Last] Saved Date C72641PER_14_001975 0.00 Claim Claim 0.00 30/07/2014 C72641PRO_14_001806 PROLUS (PROLUS) 0.00 17/07/2014 Claim C72641PRO_14_001805 Claim C72641CBT_14_001739 CBT Software Purchase (CBTP) 0.00 31/05/2014 Claim





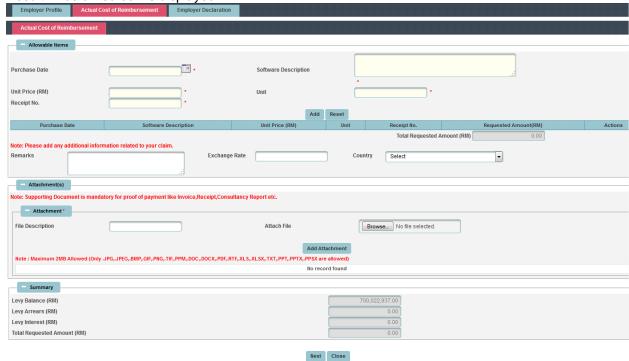


Step 2: Select claim type 'CBT Software Purchase' from the dropdown list then click 'Apply Claim' button. Result: A below screen is displayed:



Step 2: Select the officer's name then click on 'Next' button to proceed.

Result: A below screen is displayed:



- Step 3: Key-in the allowable items then click 'Add'.
- Result: The allowable item is added.
- Step 4: Add an attachment then click 'Next'.









Step 5: Fill up the form then click on 'Save & Submit' button to proceed. Result: The following message is displayed:

Claim Submitted Successfully with Claim Reference No. (C72641CBT_14_001981)

5.3 Training Before Registration - Direct Reimbursement Claims

Prerequisite: Newly registered employer is allowed to apply claims for training which had occurred prior to the employer's registration with PSMB.

This section will guide you on how to submit direct claims for Training before Registration.

Step 1: Select from menu 'Claim' > 'Submit other Claims'.

Result: The following screen is displayed.



Step 2: Select claim type 'Training conducted before registration' from the dropdown list then click 'Apply Claim'.

Result: A below screen is displayed:



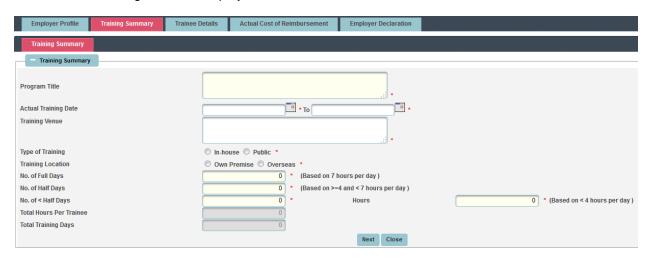






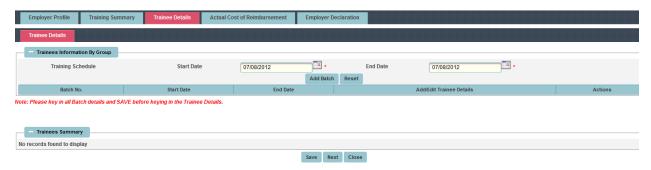
Step 3: Select the Officer's name then click 'Next' button.

Result: The following screen is displayed:

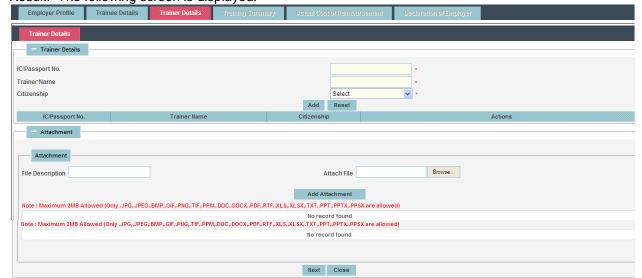


Step 4: Fill in the form then click 'Next' button.

Result: The following screen is displayed:



Step 5: Click 'next' button.

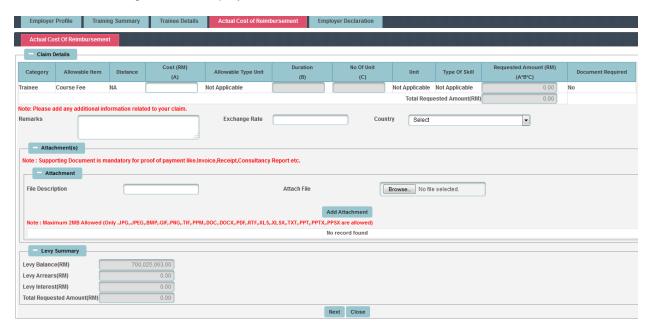






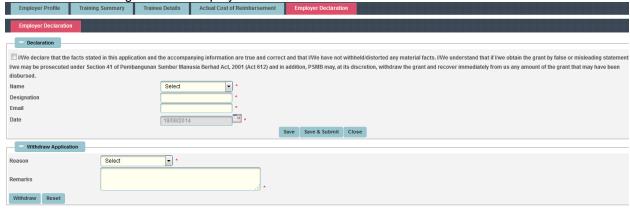


- Step 6: Enter the trainee's then click 'Add' button.
- Step 7: Click 'next' button.
- Result: The following screen is displayed:



Step 8: Enter the actual cost of reimbursement then click 'Next'.

Result: The following screen is displayed:



Step 9: Fill in the declaration section then click on 'Save & Submit' button to proceed.

Result: The following message is displayed:

Claim Submitted Successfully with Claim Reference No. (C72641TBD_14_001982)







Section 6 HR Consultancy and Advisory Claims

6.1 NHRC Claims

Follow the steps below to submit NHRC claims:

Step 1: From the portal, select from menu 'HR Consultant' > 'TNA/HR Consultant Claim Application'.



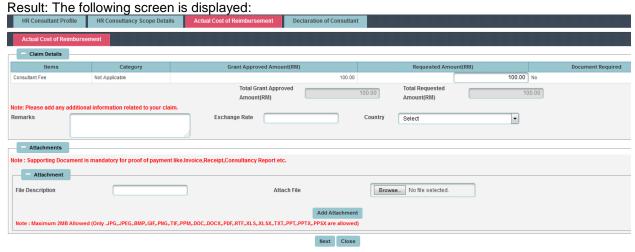
Step 2: Enter the HR Consultant Profile details and click 'Next' button.







Step 3: Update the details then click on 'Next' button to proceed.



Step 4: Update the details then click 'Next'.



Step 6: Fill up the declaration section and attach the required document.

Step 7: Click on 'Save & Submit' button to proceed.

Result: The following message is displayed:

Claim Submitted Successfully with Claim Reference No (CNHR_14_000186) And File Is Forwarded To Officer : (MOHD NAZRI BIN SABRI)







Section 7 Search/Withdraw Claims

7.1 Search/Withdraw Claims

Prerequisite:

Employer can only withdraw the unsubmitted claims. Once the claims is approved/rejected, employer can no longer request for withdrawal.

This section will guide you on how to search for claim record and withdraw claims.

Step 1: Select from menu 'Claim' > 'Search/Withdraw Claim'.

