Claim / Expenses (e-Claims)

Streamline the entire process of staff expenses: from claims to approval to payment

Eliminate the confusion of countless paper forms with one electronic form. Frontier Software's e-Claims solution is a selfservice module that integrates seamlessly with our Payroll Management module. It allows your employees to submit their claims online, view their expense claim records, query approval status and perform cancellations at anytime. Expense claim approval is made in accordance with your organisation's hierarchy – with approval rules created by you, the user.

Clear and concise browser-based forms ensure that users can effortlessly use this module. Generating reports on current and historical information is a simple process using the supplied Report Designer. Reports may be scheduled in advance by the user.

A fundamental design aspect of this module is that you are able to incorporate payment claims rules in line with company policy – not only for staff, but for their dependants too.

Consider the benefits:

- **Greater efficiency with a single form**
- **Avoids duplication of effort**
- **Convenience of self service or back-office access**
- **Higher productivity with less time spent on manual work**
- **Administrative cost savings**
- **Automatic accounting entries**
- **Total integration**
- **Payment rules created by the user**
- **Receipts attached to the record**

Unlimited history

As with all Frontier Software solutions, the e-Claims module allows users to view all current and historical records, at any time. For example, you can check the status of an outstanding expense claim and all its associated history, whenever needed.

User-defined rules

e-Claims is designed so that the user can specify workflow processes associated with approval and disbursement of expense claims, including:

- **Expense claim types**
- **Entitlements**
- **Receipt capping (percentage and / or amount)**
- **Maximum claimable amounts**
- **Clinic names and company doctors**

...and others

And because e-Claims can also be used to pay an employee's dependants if necessary, the same rules that pertain to the employee will also apply to their dependants.

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Frontier software

e-Claims

Empowering both employees and managers

Workflow

Reduce administration time associated with expense claims processing by leveraging the e-Claims workflow engine. This essential business tool enables organisations to streamline the entire workflow process by allowing expense claim approval routines to be pre-set for automatic forwarding. For example, expense claims made by employees can be directed to a specified line manager and if they are on leave or away from the office, the workflow engine will re-direct requests to alternative approvers.

Alternative data entry

In addition to employees entering their own claims, the back-office functions of the e-Claims module allow staff members (with appropriate security clearance) to enter claims on behalf of others. Naturally, the line manager is able to view all entered expense claims that have been input independently.

Accounting

e-Claims can be used to automatically reimburse employees via Frontier Software's Payroll Management module, or to pass data into an alternative financial system – e.g. that of a creditor. All appropriate back-office accounting entries are created automatically, therefore guaranteeing that the books are balanced.

User-friendly reporting facilities and accurate data retention are key benefits of the e-Claims module. The easy-to-use Report Designer allows even the novice user (with the appropriate access authorisation) to create sophisticated reports and subsequently schedule these for processing at their convenience. Users can generate periodic expense claim reports for analysis, with results being made available at anytime and anywhere.

Only valid information is written to the HR database via the e-Claims module, since validation rules are integral to this solution. Users can also create their own validation rules and thereby eliminate possibly countless hours of investigative work.

Integration

e-Claims is just one of a suite of modules offered by Frontier Software that operate in conjunction with our Human Resource Module. Integration is key to the success of our solutions and when data is entered into the e-Claims module, it is automatically consolidated within the HR database. This eliminates the errors and duplication of data that often occurs when multiple systems are in use.

Security and auditing

Security mechanisms inherent within our application apply strict security and authentication procedures that control access to the forms associated with the e-Claims module. Departmental access rights ensure that only those staff members within a specified division / department can delete, add, modify or view employee records. This comprehensive security feature offers peace of mind to organisations.

Furthermore, when access is granted and the database is updated, a comprehensive audit log is maintained. The log identifies exactly when and who has amended the database, together with a record of the specific information entered.

Multiple expense claims

When an employee enters many claims, the approver can receive one email to approve multiple claims, reducing administrative time and effort. This module has also been designed to allow every claim to be for a different purpose.

Foreign currency claims

Entering expense claims in different currencies is easy. Claims will be reimbursed in the chosen currency using an exchange rate defined by the user.

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