

Effective April 2, 2012, CA moved to an expense electronic receipt submission process in which CA **will not accept any mailed or emailed receipts**. All expense submissions **MUST** use the electronic submission process correctly to be paid. Failure to properly submit the expenses and / or applicable receipts within 60 days of when the expenses were incurred may result in CA rejecting payment to the vendor.

The Process:

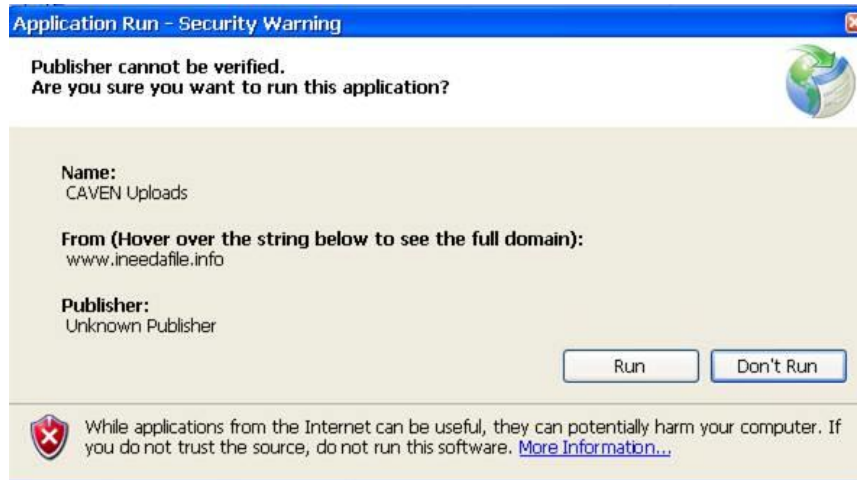
- Partners will submit expenses utilizing the SAP system and must use the "Print button" in SAP to print a cover sheet. Screen prints are **not acceptable** and will be rejected as it leaves off numbers needed to properly submit expenses.
- The expense item in SAP will be rejected even with uploaded expenses, **if the expense sheet is not in "Submitted" status**. A status of "open" or "approved" will not allow workflow to route the expense item to the PM for approvals and will not be processed.

Status
Submitted
Open
Approved

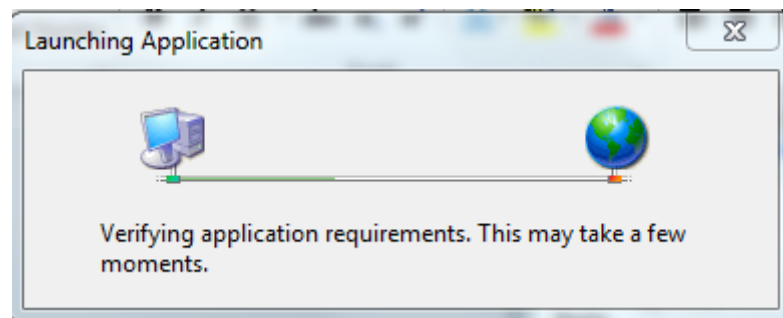
- It is preferred that Partners ensure that their staff scans **BOTH the COVER SHEET and all EXPENSE RECEIPTS** together in either one PDF, JPG, or TIF formatted file. *No other formats will be accepted. PDFs should **not be password protected**; they will be rejected if they are password protected.* It is preferred that the scanned pages be consolidated into one PDF but the application does allow for multiple uploaded files up to a max of 6 not to exceed 10 megabytes in size combined. Individual files cannot exceed 5 megabytes in size. Please save into multiple files if more than 5 megabytes each.
- The expense upload is accessible either by clicking on the upload icon on the "my services expenses" list or by clicking on the link provided when an expense sheet is submitted. The expense upload is designed to work on both Microsoft and MAC platforms and IE, Google Chrome (with plug in installed), Firefox, or Safari. **For first time use with the new upload, please ensure you clear out all your browser cache and passwords entirely! Only after clearing out the cache will the new screen be used from there on.**

Important – *IF using IE and a failure to run the application occurs, please place the IE browser you are using in **compatibility mode** as this typically corrects the problem. If you still have problems, you can contact caservicepartners@ca.com for assistance. Please ensure any popup blockers are turned off for this to run.*

- The first time you run the application, you'll get a warning message like this:



Click on **Run**. This is the part of the application that will allow you to upload files.



- Once the application is successfully installed, all the required fields (i.e., Expense Sheet#, Personnel#, WBS#, PO#, Resource Name) should already be pre-populated and should not be editable. However, you will need to manually add your company (partner) name and the appropriate email address. *Note: None of the manual fields are necessary for workflow, however, they are captured for reporting so any issues can be looked up and resolved.*

CA Vendor Upload

Expense Sheet #	1018341834
Personnel #	00063310
WBS / Internal Order #	4300009419
PO #	S00000029065
Resource Name #	EXPEN09 EXPEN09
Resource Email Address	<input type="text"/>
Vendor Company Name	<input type="text"/>

Attach files before submitting

→ Drop files to upload
(or click)

Valid files:
.pdf (non encrypted or password protected)
.jpg
.tif

Maximum files per upload: 6

- Attach your cover sheet and your receipts together in PDF, JPG, or TIF format. *Note: You will not be able to submit the form until files are attached as required.* The application does allow multiple files to upload if needed up to a max of 6 not to exceed 10 Megabytes combined but it is preferred to combine them into one file if possible. Individual files cannot exceed 5 Megabytes in size. Please resave them if needed into smaller files less than 5 Megabytes to ensure success.

- Press the **Submit** button and your expense report will be sent to CA Technologies for processing. If the files were submitted properly, a green check mark will appear next to all uploads. Any red X next to an upload file will accompany an error message stating what failed and you can try again.
- If you make a mistake or attach the wrong file(s), simply click on the **Remove** button and start again however, once it is actually submitted it will not process again until rejected by a PM. Each expense report needs to be submitted separately. Once you have submitted all receipts, close the pop up window and you are done.
- **At no time should you send in your cover sheet or expense receipts to CA Technologies via regular mail as it will be rejected and discarded.** The workflow will route the electronic submission (provided there are no errors) to the PM for approval.
- **The partner is required to ensure that the resource submits the receipts correctly via the online form.** Failure to submit the receipts within 60 days of notification by CA Technologies could result in CA Technologies rejecting payment of the erroneous expense item.
- *If you encounter an error while using the application, please email caservicepartners@ca.com describing the error(s) and provide screen prints and your contact information so that we can assist you further.*
- Once the receipts are processed and approved by a CA Technologies PM, payment terms will start, the status will change in SAP, and a CA generated invoice will be created confirming that payment terms have started which will be sent to the vendor administrator.
- Please DO NOT contact askap@ca.com for help prior to successful submission and approval by a PM because they cannot help you until the expense is processed, an SES is generated, and payment terms have started. All issues must be escalated to either the PM, RM, or caservicepartners@ca.com

Other tips to note:

All receipts must be completely taped to an 8 ½ x 11 sheet of paper, but not taped over any date, establishment or amounts that are pertinent to the reimbursement and then scanned **along with the latest printed cover sheet**. Any expenses entered in SAP which are either a) rejected and resubmitted OR b) saved and submitted at a later time; will have a **NEW SES** number utilized and it is required to use the **print button in SAP ONLY** (no screen prints) to reprint the latest coversheet when submitting receipts electronically or the process will not work. Copies and scans need to be legible for reimbursement and cannot be password protected.

Mileage

Mileage will be reimbursed based on the geography applicable industry and income tax allowances. (For North America this is the current Internal Revenue Service (IRS) rate or IRS Runzheimer plan rate in the US and Canada.): <http://www.irs.gov>. The mileage must be manually calculated by the vendor and the actual cost amount should be used not the actual number of miles. Vendor is also required to enter in the mileage comment field, the actual miles traveled and the mileage rate used for the calculation.

Important - Please note: While CA Technologies does not require you to mail in receipts, your contract with CA Technologies requires you to keep copies on file for audit purposes. Failure to retain paper receipts would be a contractual compliance issue; receipts must be made available to CA Technologies upon its request during the applicable audit period. Should a CA Technologies client request paper receipts, the partner must be able to produce them at the request of CA Technologies or risk non-payment of expenses.

We appreciate and thank you for your continued support.

Appendix A

Below is a breakdown of the actual process in conceptual form should you want to understand how expenses are flowed through the system, this is for informational purposes only.

