



Memo | Online Travel Reimbursement Request (OTRR)

Dear COST Action participants,

In order to optimise the travel reimbursement process and to avoid a duplication of work on the e-COST system, the COST Office has introduced the Online Travel Reimbursement Request (OTRR). The OTRR is an online form which allows eligible participants to directly encode their travel expenses into e-COST and also acts as a platform whereby supporting documents linked to a participants request for reimbursement can be scanned, uploaded and stored.

For the convenience of all, the maximum number of nights (accommodation) and the maximum number of meals (lunch and dinner only – up to a maximum of 2 per meals per day) that can be claimed by each eligible participant are automatically calculated by the e-COST system based on the travel information (dates and time of travel) encoded by each participant. The maximum number of nights (accommodation) that a participant can claim is limited to the number of meeting days attended by the participant (as evidenced by signing the meeting attendance list) plus 1 night.

The respective flat rate amounts afforded to cover accommodation and meal expenses are determined by the Management Committee (MC) and are pre-set on e-COST by the Grant Holder. Meals provided to participants by the Local Organiser and/or from other sources throughout the duration of any given meeting must be deducted from the meal allowance afforded to each participant.

To enable eligible participant to submit travel expenses incurred whilst returning from the meeting place back to their country of residence, the OTRR should be submitted only after the meeting has taken place. Please note that each participant still needs to print the final version of their submitted reimbursement form, sign it and send it together with the legible copies of supporting documents by post to the Grant Holder in charge of the Action. For electronic tickets and other relevant documentation such as Google maps itineraries, it is sufficient to have these documents simply uploaded and stored onto e-COST.

On the first day after the meeting, eligible participants receive an automated reminder requesting them to complete their online travel reimbursement request. 2 further reminders are sent - 30 and 53 calendar days after the end date of the meeting. Please note that if a claim is submitted beyond 30 days from the end date of the approved meeting, the reimbursement of the participant is up to the discretion of the Grant Holder.

Please see below a step-by-step guide demonstrating how to compile and submit an Online Travel Reimbursement Request (OTRR). The steps detailed below are only relevant to participants who receive an official invitation to a COST meeting and who are deemed eligible to be reimbursed for travel, accommodation and meal expenses incurred whilst attending approved COST Action related activities.

If you encounter any difficulties when submitting the online travel request, please do not hesitate to contact the Grant Holder of the respective COST Action for guidance.

Kind regards,

COST Office



The scenario used as an example in this guide concerns a COST Action Working Group Meeting, taking place on 15 December 2013, in Brussels, with 0 meals provided by the Local Organiser.

Participants eligible and entitled to reimbursement

The invited participants who are deemed eligible for reimbursement will receive the following automatic e-COST invitation:

OFFICIAL INVITATION

Dear Dr John Smith,

You are invited to attend the following COST Meeting as a Meeting Participant:

COST Action: BM1207
Meeting Title: Release of the OTRR-Strong Authentication feature
Location: Cost, Brussels, Belgium

Meeting Type: Working Group Meeting
Meeting Dates: from 15-12-2013 to 15-12-2013

If you wish to attend, you will need to register for this event. If you already have an e-COST user profile, you will only need to login and accept this invitation by following the link below:

<http://qa-ecost-dev.bruxelles.esf.org/invitation/1bbefdf1f72ef79617f1ab4a243cc460/>

If you are new to e-COST, you can register a new e-COST profile on the following link:
<https://e-services.cost.eu>

The following link provides instructions on how to fill in the Travel Reimbursement Request:
<http://www.cost.eu/download/Travel-Reimbursement-Instructions.pdf>

By clicking on the link provided in the invitation, the participant will be re-directed to this page:

Invitation to COST Office Event

If you are the intended invitee to the following COST event and you wish to participate, please log in below to proceed.

Meeting Details

Meeting ID	ECOST-MEETING-BM1207-151213-038157
Title	Release of the OTRR-Strong Authentication feature
Start Date	2013/12/15
End Date	2013/12/15
Location	COST, Brussels, Belgium

Your Details

Name	John Smith
Email	j.s.@cost.eu
Organisation	University ***

Username Password

After login, the participant has to follow 5 steps, taking into consideration that ideally, step 1 should be done before the meeting, that steps 2 to 3 can be done either before or after the meeting, and that step 4 and 5 can be done after the meeting took place.

Step 1/5 - Invitation

In step 1, the participant is asked to accept or decline the invitation.

Invitation to COST Office Event

Dear John Smith

You are invited to the following [COST](#) event. Please indicate below if you wish to participate.

Meeting Details

Meeting ID	ECOST-MEETING-BM1207-151213-038157
Title	Release of the OTRR-Strong Authentication feature
Start Date	2013/12/15
End Date	2013/12/15
Location	COST, Brussels, Belgium

Step 1/5 Invitation

Please advise us if you intend to come to the event.

Step 2/5 - Reimbursement

In step 2, the participant can start to fill in the claim. When selecting "YES", the claim is displayed below and can be updated. The system will record any modification made by the participant from the step 2 to 5.

The participant can only finalise the request and submit it to the Grant Holder after the meeting, therefore it is advisable that the participant completes the request only after the meeting. When selecting "NO", the participant will have the possibility to re-access the page at a later time by following the link provided in the invitation.

Invitation to COST Office Event

Dear Dr John Smith

You are invited to the following [COST](#) event. Please indicate below if you wish to participate.

Meeting Details

Meeting ID	ECOST-MEETING-BM1207-151213-038157
Title	Release of the OTRR-Strong Authentication feature
Start Date	2013/12/15
End Date	2013/12/15
Location	COST, Brussels, Belgium

Step 1/5 Invitation : Accepted

Step 2/5 Reimbursement

You are eligible to claim reimbursement of your expenses related to this event. Do you wish to submit a claim?

The claim **must** be submitted within **30** calendar days after the end date of the meeting. After 30 days, the reimbursement of expenses are subject to the approval of the Grant Holder and can be rejected.

Step 3/5 – Travel Information and Expenses

Step 3 concerns the actual encoding of expenses.

For the purpose of this guide, the scenario described is as follows: the participant attends a Working Group meeting in Brussels on 15 December 2013. The participant is affiliated to a Spanish institution. To attend the meeting, the participant should be leaving from Barcelona to Brussels and then flying back to Spain.

The participant has the possibility to update each category of expenses.

■ Travel Dates and Meeting Attendance

Travel start date and travel end date are automatically populated with the meeting dates and are editable. The drop down menu allows the participant to select the departure time (from home/ starting location) and the arrival time (back home/arrival location) as well.

Travel Dates (Door To Door)

Travel Start Date: 2013-12-14 Time: 08:00 - 08:59

Travel End Date: 2013-12-15 Time: 22:00 - 22:59

Meeting Attendance

Check all the attended days according to the signed attendance list.

15 Dec 13

November 2013							December 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2	1	2	3	4	5	6	7
3	4	5	6	7	8	9	8	9	10	11	12	13	14
10	11	12	13	14	15	16	15	16	17	18	19	20	21
17	18	19	20	21	22	23	22	23	24	25	26	27	28
24	25	26	27	28	29	30	29	30	31	1	2	3	4

The participant needs to complete the attendance to the meeting by selecting the date(s) for which the attendance list has been signed. Travel information and attendance to the meeting are necessary to calculate automatically the maximum number of nights and the maximum number of meals eligible to be reimbursed to the participant.

Please read carefully the [Travel Reimbursement Request \(TRR\) Rules](#) before completing your expenses.

Travel Dates (Door To Door)

Travel Start Date: 2013-12-14 Time: 08:00 - 08:59

Travel End Date: 2013-12-15 Time: 22:00 - 22:59

Meeting Attendance

Check all the attended days according to the signed attendance list.

15 Dec 13

- **Accommodation and Meals Expenses**

The applicable rate is the same here as the one specified by the Grant Holder while creating the meeting. Using the available drop down menu, the participant selects the number of nights and meals to be reimbursed.

Accommodation Expenses <i>i</i>	
Number of nights	1
Applicable Rate per Night	EUR 120.00
Reimbursable amount	EUR 120.00

Meals Expenses <i>i</i>	
Number of meals	4
Applicable Rate per Meal	EUR 20.00
Reimbursable amount	EUR 80.00

Meals provided by the Local Organiser are automatically deducted from the reimbursement to individual participants. It is the responsibility of the participant to deduct any additional meal(s) being offered.

- **Travel Expenses**

In this section, the participant may encode any long distance travel expenses necessary to attend the meeting by clicking the “Add” button.

Travel Expenses <i>i</i>		add
Reimbursable amount	EUR 0.00	

The participant needs to specify the means of transport using the drop-down menu, the itinerary, and the amount to be reimbursed. Each leg of the travel has to be encoded separately. Therefore, once the first leg is completed, you have to click on the “Submit” Button at the bottom of the page.

Edit expenses

TRAVEL

Means of transp.

From

Country

City

To

Country

City

Journey

Single

Outward and return

Price

Amount

Currency

Justification

Please provide justification for your itinerary if you are traveling from/to a country other than the host country and your country of residence (as registered in e-COST). Air tickets exceeding EUR 1 200 require prior approval from the COST Office. Please attach this approval email in the section 'Supporting Documents' on the claim page.

Justification

As the example above requires a justification (*in this case, the participant is not travelling from his home country, but from Germany*) the system will ask for it. The derogation requires a MC approval or a COST Office approval and the participant must upload it as supporting document in the relevant section further below.

If the participant needs to modify, delete, or add another leg of travel, then the participant has to click on one of the button highlighted in the print screen below:

Travel Expenses i		edit delete add
Means of transportation	Train	
From	Berlin, Germany	
To	Brussels, Belgium	
Journey	Single	
Justification	My travel started from Berlin because I was attending another meeting there. The cost of the train from Berlin is cheaper than if I had travelled from Barcelona (see evidence attached)	
Reimbursable amount	EUR 253.00	

Using the example provided, the Travel Expenses section is completed as follows

Travel Expenses i		edit delete add
Means of transportation	Train	
From	Berlin, Germany	
To	Brussels, Belgium	
Journey	Single	
Justification	My travel started from Berlin because I was attending anothe meeting there. The cost of the train from Berlin is cheaper than if I had travelled from Barcelona (see evidence attached)	
Reimbursable amount	EUR 253.00	

Travel Expenses i		edit delete add
Means of transportation	Plane	
From	Brussels, Belgium	
To	Barcelona, Spain	
Journey	Single	
Justification		
Reimbursable amount	EUR 95.00	

- Local transport expenses

Local transportation expenses include all costs related to the local transport needed to attend the meeting. Local transport refers to any inner city trip or short transport to go from home to the airport / train station, and to the city of the meeting, including public transport, taxis, car and ferries.

Local Transport Expenses i		add
Reimbursable amount	EUR 0.00	

Edit expenses

LOCAL TRANSPORT

The participant must indicate under this section all costs related to the local transport needed to attend the meeting. Local transport refers to any inner city trip or short transport to go from home to the airport / train station, and to the city of the meeting, including public transport, taxis, car and ferries.

Type

Please Select
Please Select
Car
Public Transport
Taxi
Parking
Ferry Costs

Local car transport used as a connection from home to the airport, or train station etc.

Car travel to go to meeting venue directly or above 200 km shall be recorded under

The distance in KM

Number of other COST Passengers

0

Justification

For the purpose of this guide, the participant uses the car to return from the airport back home. Car travel expenses are reimbursed based on the distance (in kilometres) travelled by the participant. The system automatically calculates the related total amount in EUR. The proof of distance must be uploaded in the supporting document section (further below).

Once completed, the participant needs to click on the "Submit" button at the bottom of the page.

Edit expenses

LOCAL TRANSPORT

The participant must indicate under this section all costs related to the local transport needed to attend the meeting. Local transport refers to any inner city trip or short transport to go from home to the airport / train station, and to the city of the meeting, including public transport, taxis, car and ferries.

Type

Car

Local car transport used as a connection from home to the airport, or train station etc.

Car travel to go to meeting venue directly or above 200 km shall be recorded under Travel Expenses.

The distance in KM

25

Number of other COST Passengers

0

Justification

Car km from Barcelona airport to home.

Submit

Cancel

- Other Expenses

A list of pre-defined other expenses is populated in the drop-down menu. Depending of the type of other expenses encoded (travel visa cost, additional night, and additional meal), a text box will appear to allow the participant to justify the request. The justification encoded at this stage will also appear in the Financial Report of the Action as well as in the OTRR. An extra night and extra meal will be automatically based on the flat rate encoded by the Grant Holder while creating the meeting.

The screenshot shows a web form titled "Edit expenses". At the top, there is a section labeled "OTHER EXPENSES". Below this, there are three input fields: "Type", "Amount", and "Currency". The "Type" field has a dropdown menu open, showing the following options: "Please Select", "Please Select", "Visa Processing Costs", "Extra Night Of Accommodation", and "Extra Meal". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

- Upload Supporting Documents

After completing the request, and **before** final submission of the claim to the Grant Holder, the participant must upload all the supporting documents (airplane ticket, transport receipt etc.) as well as any email/justification linked to the expenses claimed, by clicking on the Browse button at the bottom of the page (supported files types are: pdf, xps, png, jpg, jpeg, gif).

The screenshot shows a web form titled "Supporting Documents". It has two main input fields: "Title / Description" and "File to upload (*)". The "Title / Description" field has a placeholder text "(Example: plane ticket, receipts, etc.)". The "File to upload (*)" field has two buttons next to it: "Browse" and "Upload". Below the input fields, there is a note: "(*) The file will not be available until you click the Upload button." followed by "You can upload files up to 2 MB each." and "Supported file types are: pdf, xps, png, jpg, jpeg, gif."

Step 4/5 – Bank Account

Once all the expenses had been recorded and the supporting documents have been uploaded, the participant needs to select the bank account to which the payment should be transferred. If the participant has already encoded his/her bank account in e-COST, then this will be available in the drop-down menu. Otherwise, or if wanted, the participant has the possibility to add a new bank account.

Step 4/5 Bank Account Add A New Account

Any reimbursement claims can only be processed after you complete your registration including full SWIFT/BIC codes.

BENEFICIARY DETAILS

Type of Account* ... Select ...

Account holder's Name*

Account holder's Address*

Account holder's Country* ... Select ...

EDIT BANK DETAILS

Receiving Bank Country* ... Select ...

Save

After completion of the step 4, it is now possible to preview the completed TRR. This allows the participant to review the request before submitting it to the Grant Holder.

Step 4/5 Bank Account John Smith / BE100000222

Now you can preview a draft version of your TRR (Travel Reimbursement Request) Form and verify the details.

Preview TRR

Step 5/5 – Submission

If everything is correctly encoded and uploaded, then the participant has to certify that the expenses claimed here are not being reimbursed by any other sources. This is done by ticking the box next to the declaration, as shown below.

Step 5/5 Submission

I declare that the above expenses are not being reimbursed from any other source.

The COST Office and the Grant Holder reserve the right to correct this document after signature by the participant to comply with COST Rules.

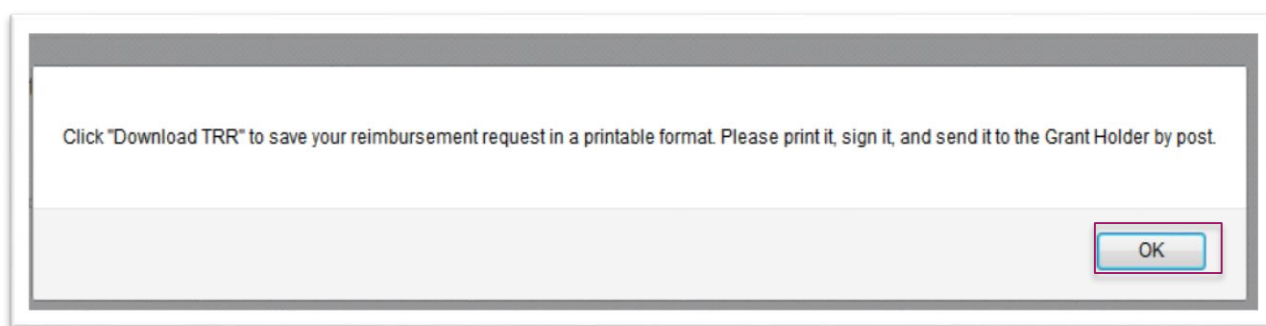
If you are certain that all the details on the printed TRR are correct, you can submit your claim.

Submit Claim

As soon as the box is ticked, the button "Submit Claim" will be available which will allow participants to submit the Online Request to the Grant Holder. Once submitted, the participant cannot modify the request anymore.



The participants are prompted to print the travel claim, sign it and send it by post to the Grant Holder. Without the signed paper-version of the claim, the participant cannot be reimbursed.



As soon as the participant presses the button 'Ok', (s)he will be instructed as to where to post the travel reimbursement request.

Invitation to COST Event

Prof John Smith



Download, Print, Sign, and Send your TRR to the Grant holder by Post to:

Dr J.J. Smith
ULB
Avenue de Arts, 148,
B-1000, Brussels,
Belgium

The Grant Holder has to receive your signed TRR (Travel Reimbursement Request form) by post in order to process your claim. You will be notified once the Grant Holder has received your signed TRR.

Download TRR

Once the Grant Holder receives the signed claim, the participant will receive the below notification:

AUTOMATED NOTIFICATION: TRAVEL REIMBURSEMENT REQUEST RECEIVED

Dear Dr John Smith

The Grant Holder for the following Meeting, has indicated receipt of your signed travel reimbursement request.

You will no longer be able to make any online change to the submitted request or to the bank account which you indicated to be reimbursed on.

COST Action: BM1207
Meeting Title: Working Group meeting
Location: Brussels
Meeting Type: Working Group meeting
Meeting Dates: from 15-12-2013 to 15-12-2013

Thanks for your cooperation.

Grant Holder
[This is an automated e-mail]

As soon as the Grant Holder confirms the processing of the payment to the participant in e-COST, an automatic e-mail is sent to the participant mentioning the amount paid (including any modifications introduced by the Grant Holder) as well as the payment details.

Event Details

COST Action: [BM1207]
Date: 2013-12-15 to 2013-12-15
Place: COST Office
Event Reference: ECOST-MEETING-BM1207-20131215-038157

Bank Transfer Details

Beneficiary Dr John Smith
Amount EUR EUR 743.96
Account Holder Name Some One
Account Holder Address *****
Account Holder Country *****
Bank Name Belfius
Bank Country Belgium
IBAN *****
SWIFT *****

For any questions concerning the new Online Travel Reimbursement Request, please contact the Grant Holder or submit a request to ecost@cost.eu.