



MINISTRY OF HUMAN RESOURCES



HUMAN RESOURCE DEVELOPMENT CORPORATION

# HRD CORP CLAIM HELPER FOR TRAINING PROVIDERS

## REPLY QUERY CLAIM

Purpose : To reply query of claims





Claims query need to be replied to HRD Corp officers after necessary actions have been taken such as attaching the completed documents.



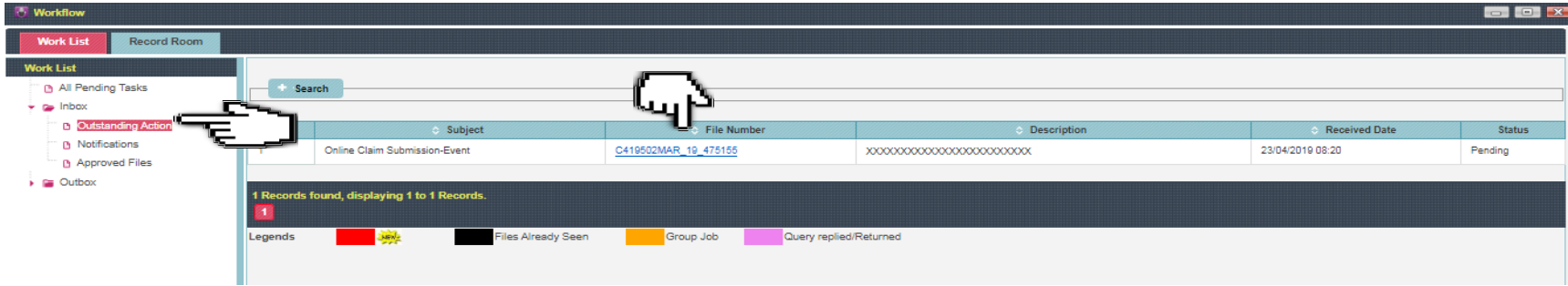
All query on claims must be replied before claim submission dateline (**6 months from training end date**)

(1) Login to Training Provider's eTRiS account

(2) Click **Inbox**



(3) Click **Outstanding Action** then click **File Number**

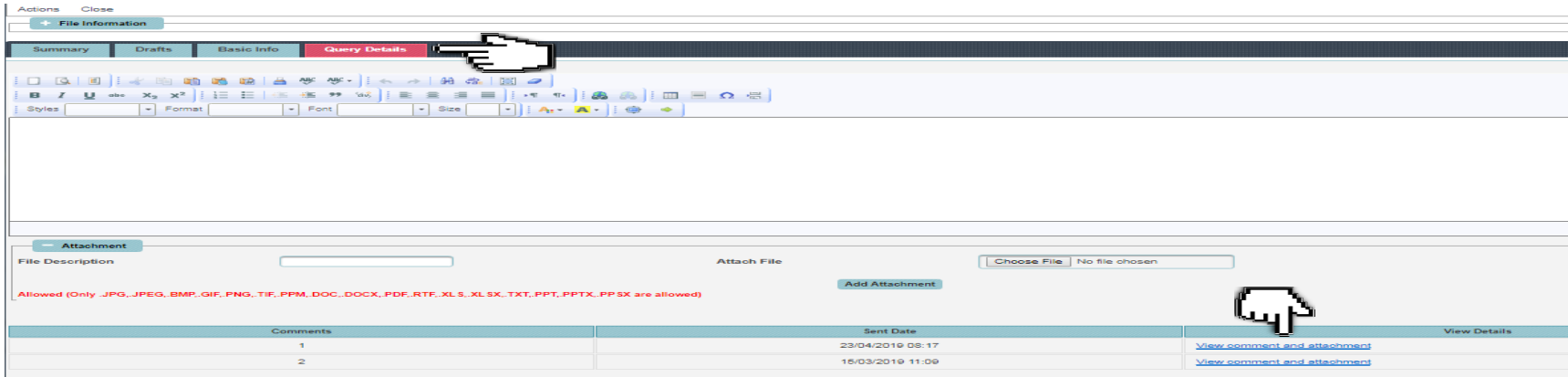


The screenshot shows the 'Workflow' application interface. The 'Work List' tab is active. In the left sidebar, 'Outstanding Action' is highlighted. The main table displays one record with the following details:

Subject	File Number	Description	Received Date	Status
Online Claim Submission-Event	<a href="#">C419502MAR_19_475155</a>	XXXXXXXXXXXXXXXXXXXXXXXXXXXX	23/04/2019 08:20	Pending

Below the table, it states '1 Records found, displaying 1 to 1 Records.' and includes a legend with categories: Files Already Seen, Group Job, and Query replied/Returned.

(4) Click on **Query Details** then click **View comment and attachment** to read on the queries sent by HRD Corp



The screenshot shows the 'Query Details' view. The 'Query Details' tab is selected. Below the tab is a rich text editor area. At the bottom, there is an 'Attachment' section with a file description, attach file options, and an 'Add Attachment' button. Below the attachment section is a table of comments:

Comments	Sent Date	View Details
1	23/04/2019 08:17	<a href="#">View comment and attachment</a>
2	15/03/2019 11:09	<a href="#">View comment and attachment</a>

**(5)** Read on the queries and take the necessary action as requested by HRD Corp.

Date: 03/05/2021

MANAGING DIRECTOR

Dear Sir,

QUERY OF TRAINING GRANT CLAIMS UNDER PEMBANGUNAN SUMBER MANUSIA ACT - - (SBL-Khas) ..

Please be informed that your claim has been queried as below: -

Grant Reference No.: [REDACTED]

Claim Reference No. [REDACTED]

Course Title : Project Management Life Skills Foundation

Training Date : [REDACTED]

Note: KINDLY CHECK IN THE SYSTEM, IN TRAINEE ATTENDANCE FORM, THE TRAINEE LIST FOR 15/04/2021 NOT IN THE SYSTEM - PLEASE CHECK AND UPDATE - THANK YOU

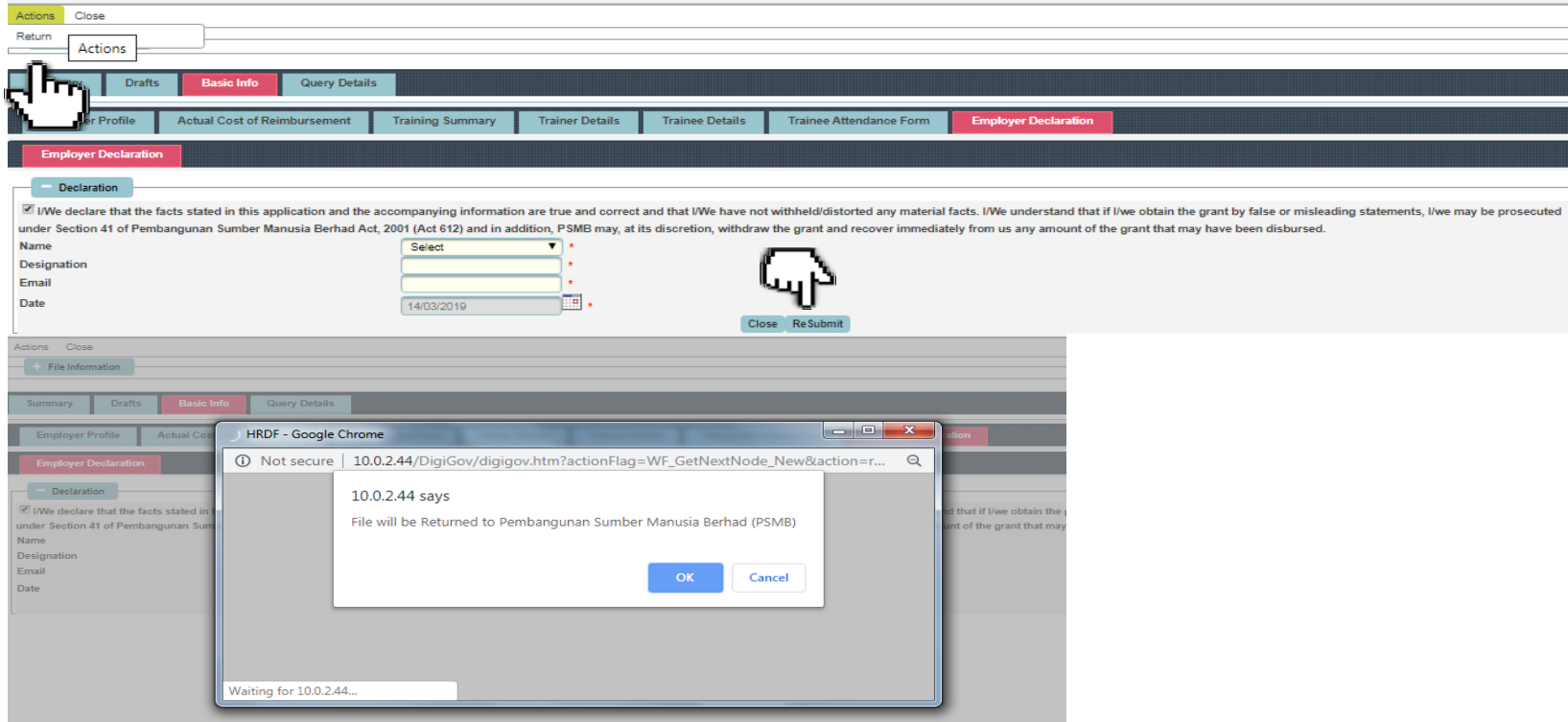
Thank you.

Pembangunan Sumber Manusia Berhad

SUPPORT TEAM : 1800-88-4800

\*This is a computer-generated letter and signature is not required. \*

(6) Then reply the queries by clicking **Action > Return** or **Resubmit Button** then click **OK** to submit the claim back to HRD Corp.



The screenshot displays the HRD Corp portal interface. At the top, there are navigation tabs: 'Drafts', 'Basic Info', and 'Query Details'. Below these, a horizontal menu includes 'Employer Profile', 'Actual Cost of Reimbursement', 'Training Summary', 'Trainer Details', 'Trainee Details', 'Trainee Attendance Form', and 'Employer Declaration'. The 'Employer Declaration' tab is active, showing a form with a declaration checkbox and fields for Name, Designation, Email, and Date. A mouse cursor points to the 'Return' button in the top navigation bar. Below the form, there are 'Close' and 'ReSubmit' buttons. A dialog box is overlaid on the screen, displaying the message: '10.0.2.44 says File will be Returned to Pembangunan Sumber Manusia Berhad (PSMB)'. The dialog box has 'OK' and 'Cancel' buttons. The browser's address bar shows the URL: '10.0.2.44/DigiGov/digigov.htm?actionFlag=WF\_GetNextNode\_New&action=r...'. The status bar at the bottom of the dialog box indicates 'Waiting for 10.0.2.44...'.

## SUPPORTING DOCUMENTS FOR ITEMS CLAIMED

COST CLAIMED	SUPPORTING DOCUMENTS
Course Fees (YPL / YUR)	JD/14 Form
	Invoice (Attention to HRD CORP)
Trainee Attendance	T3 Form
Trainee Attendance (Remote Online Learning)	System Generated Attendance Report (declare by both Training Provider and Employer with signature, name, designation, company stamp & date)



- JD/14 Form only can be approved by **Manager** level and above
- JD/14 Form only can be approved after training completion.
- JD/14 Form **Must** be filled in by Training Provider completely as per requirement and submit to employer for declaration



- T3 form must be filled in by Training Provider and ensure that trainees sign the form on daily basis, for remote online learning, physical signature is not necessary
- T3 Form must be declared by the Training Provider and fulfill the form requirement
- HRDF may request for any other relevant documents for verification/ confirmation purposes.



Claims have been successfully submitted after clicking the Resubmit button.



The resubmission of claims will be reviewed and checked within **four (4) working days** from claim resubmitted date.



Letter of approval will be sent to training providers via email once the claims have been approved.





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# THANK YOU