# How to submit your Online Travel Reimbursement Request (OTRR) and sign it electronically using the Strong Authentication (SA) feature

## User guide

Version 3 – 2018-02-01



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union

# Content

Introduction ..... 3
Online Travel Reimbursement Request (OTRR) rules..... 4
How to submit and sign your OTRR electronically……. ..... 6



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme
of the European Union

# 1. Introduction

The purpose of this document is to provide a step-by-step guide on how to submit and sign electronically an Online Travel Reimbursement Request (OTRR) by participants invited to COST Action events and deemed eligible for the reimbursement of their expenses.

The Online Travel Reimbursement Request (OTRR) feature allows each participant to directly encode into e-COST the accommodation and travel expenses incurred when attending a COST Action event, as well as to upload the supporting documents linked to their reimbursement request.

The eligible number of nights and the number of meals are based on a flat rate and calculated automatically based on the travel information (dates and hours) entered by the participants. Any potential meals provided by the Local Organiser are automatically deducted. It is the responsibility of the participant to deduct any additional meal(s) covered by other parties.

The Strong Authentication feature enables Action participants to identify themselves as unique individuals to the e-COST system in a secure way, and significantly improves the efficiency of the reimbursement procedure by reducing the processing times - not to mention its environmentally-friendly aspect, as it also minimises the need for printouts and paper in general.

The technical provider of the Strong Authentication solution is the French company InWebo (www.in-webo.com/en), a key provider of secure authentication solutions and fully certified by the French National Agency for the Security of Information Systems (ANSSI - see www.ssi.gouv.fr/fr/produits-et-prestataires/produits-certifies-cspn/certificat_cspn_2012_03.html).

For complete information on what expenses can be claimed on the OTRR, please refer to the COST Vademecum, at www.cost.eu/Vademecum .
For frequently asked questions, please consult our FAQ section available on the COST website at http://www.cost.eu/participate/networking/grant_holder_qa



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union

## 2. RULES FOR SUBMITTING TRAVEL REIMBURSEMENT REQUESTS AND CLAIMING EXPENSES

- Create an e-COST profile at https://e-services.cost.eu including your bank details
- Submit a completed Online Travel Reimbursement Request (OTRR) form within 30 calendar days from the end date of the COST Activity. The completed OTRR form must be submitted along with supporting documents (readable copies of invoices / receipts) relevant to the eligible expenses that are being claimed. Original invoices / receipts and other forms of supporting documentation must be kept and archived by each claimant.

<table>
<tr><th>ACCOMMODATION & MEALS</th><th colspan="2">SUPPORTING DOCUMENTS TO BE UPLOADED IN E-COST</th></tr>
<tr><td>Same flat rate for all participants<br>▪ Hotel: Up to max 120 €/night<br>▪ Meal: Up to max 20 €/meal (only lunch and dinner)</td><td colspan="2">▪ No receipts required</td></tr>
<tr><th colspan="3">LONG DISTANCE TRAVEL EXPENSES</th></tr>
<tr><td>▪ Flight (International/Domestic) (Up to 1200 € on Economy Class)</td><td colspan="2">E-tickets: name of the participant, full itinerary including flight date and time, booking class and airfare. Derogations require prior COST Association approval.</td></tr>
<tr><td>▪ Train Cross-Border<br>▪ Bus Cross-Border<br>▪ Ferry Cross-Border</td><td colspan="2">Receipt including date, time, route and rate (First class or Business class are eligible)</td></tr>
<tr><th colspan="3">LOCAL TRANSPORT EXPENSES</th></tr>
<tr><td rowspan="2">▪ Train within 1 country<br>▪ Bus within 1 country<br>▪ Metro within 1 country<br>▪ Shuttle within 1 country</td><td>PUBLIC TRANSPORT < 25 € for the entire duration of the journey</td><td>PUBLIC TRANSPORT > 25 € for the entire duration of the journey</td></tr>
<tr><td>No receipts required</td><td>All public transport receipts are required</td></tr>
<tr><td>▪ Car Travel across border or within 1 country<br>▪ 0.20€/km when travelling alone<br>▪ 0.30€/km when travelling with another eligible COST passenger (the driver is NOT a passenger)</td><td colspan="2">A print out from an online route planner (eg. Google maps, MapQuest, Bing maps, etc) showing the route taken and the number of kilometres travelled (up to max 2000 km round trip).</td></tr>
<tr><td>▪ Taxi</td><td colspan="2">Receipt showing date, time, and the amount paid. Limited to up to max 80 € in total for the entire trip if these conditions are met:<br>▪ between 22h00 until 07h00<br>▪ or when no public transportation available</td></tr>
<tr><td>▪ Parking</td><td colspan="2">Receipt including date and time (max one day before the meeting and one day after the meeting)</td></tr>
</table>



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union

# 3. How to submit and sign your OTRR electronically

The scenario used as an example in this guide concerns a COST Action Meeting, taking place on 14 April 2016, in Brussels, with 1 meal provided by the Local Organiser.

## 3.1 The invited participant who is deemed eligible for reimbursement receives the following automatic e-COST invitation:

OFFICIAL INVITATION

Dear,

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

- COST Action: BMXXX
- Meeting Title: Management Meeting
- Location: COST Association, Brussels, Belgium
- Meeting Type: Meeting Participant
- Meeting Dates: from 2016-04-14 09:00:00 to 2016-04-14 17:00:00

Please confirm or decline your participation in this event by clicking on the following link: https://e-services.cost.eu/invitation/bff0d03b/

If you are new to e-COST, you can register a new e-COST profile on the following link: https://e-services.cost.eu
By accepting this invitation, you confirm that you accept the set of COST Rules as approved by the COST CSO and described in the COST Vademecum. Any additional documents (user guide etc.) are provided for information purposes only and its contents are not intended to replace the set of COST Rules as approved by the COST CSO, or the COST Vademecum. Neither the COST Association, nor any person acting on its behalf can be held responsible for the use of these additional documents.

The following link provides instructions on how to fill in the Travel Reimbursement Request: http://www.cost.eu/Travel_Reimbursement_Instructions

Kind regards,

## 3.2 The participant clicks on the link provided in the invitation and logs into e-cost:

### Invitation to COST Association 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-140416-072346 |
| Title | Management Committee meeting |
| Start Date | 2016/04/14 |
| End Date | 2016/04/14 |
| Location | COST Association, 149 Avenue Louise, B-1050, 15th Floor, Brussels, Belgium |

**Your Details**

| | |
|---|---|
| Name | John Smith |
| Email | j.s.@cost.eu |
| Organisation | University of |

Username | Password | Login

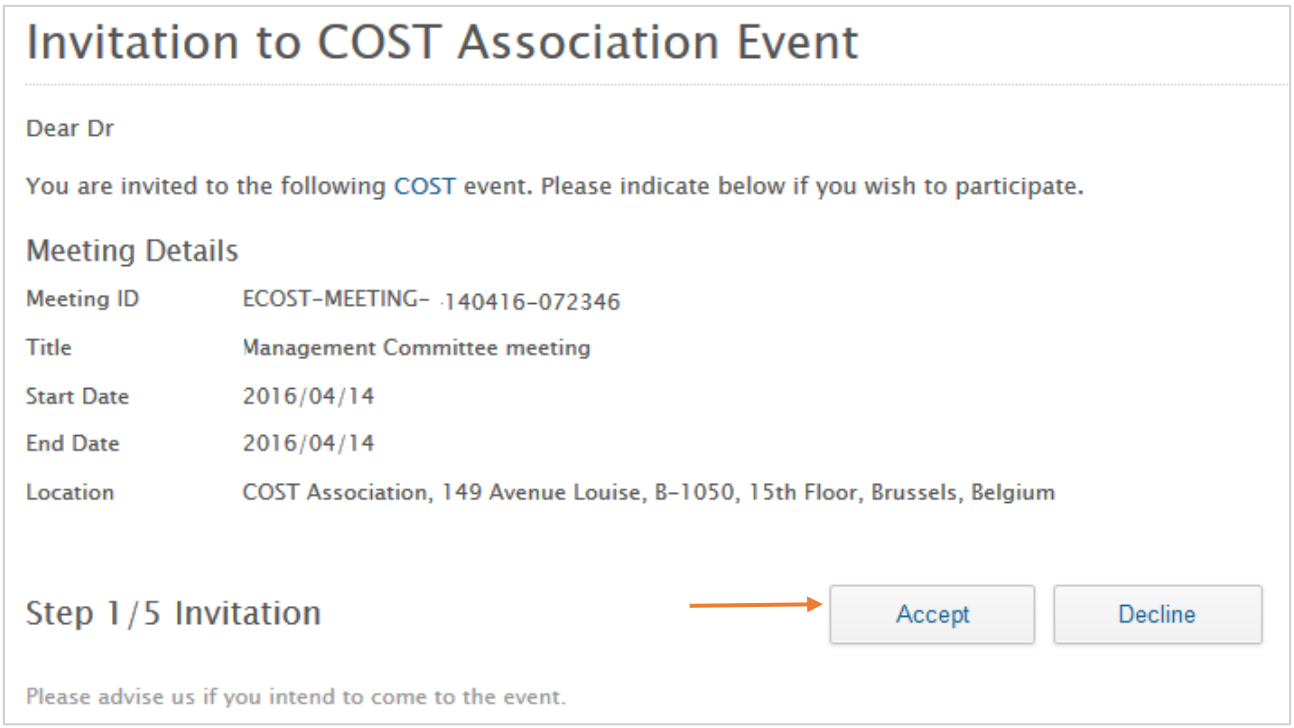
To continue you need to login with a user account having the e-mail address JSmith@gmail.com You will then be able to enter your bank details and download your personal Travel Reimbursement Form.
If you forgot your login and password, click here.
If you do not have a user account click here.
If JSmith@gmail.com is your e-mail address but your account is linked to another one you should contact Ms Gabriela CRISTEA and request a change in your contact information.



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

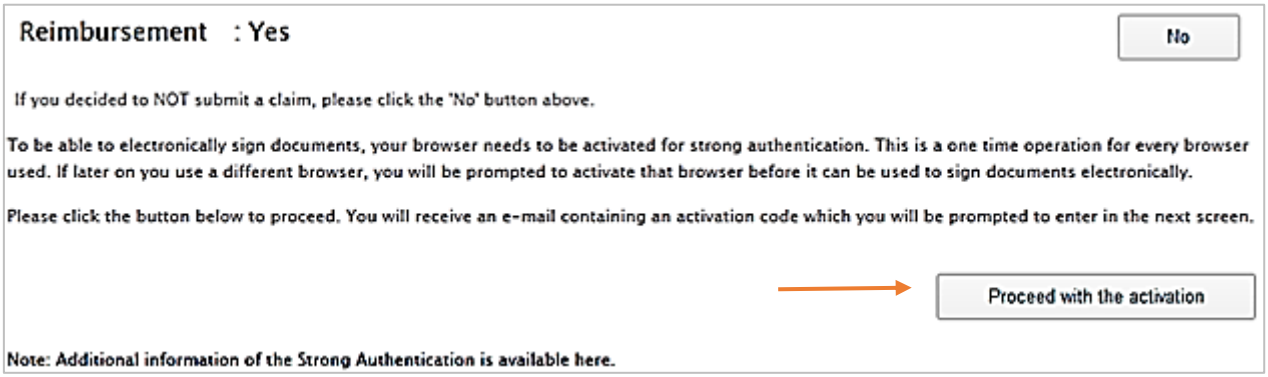
Funded by the Horizon 2020 Framework Programme
of the European Union

**3.3 The participant confirms or decline his/her participantion before the event:**




**3.4 The participant confirms whether or not (s)he wishes to claim the reimbursement of the expenses.**

**3.5 Once the participant confirms that (s)he intends to claim reimbursement, (s)he can already activate the browser in order to be able to sign the travel reimbursement request electronically using the Strong authentication feature:**

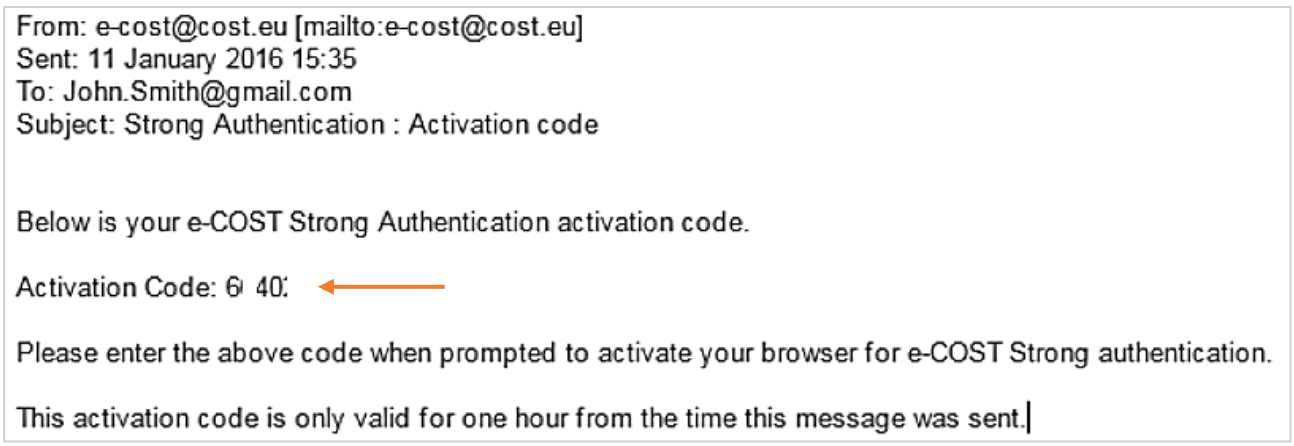


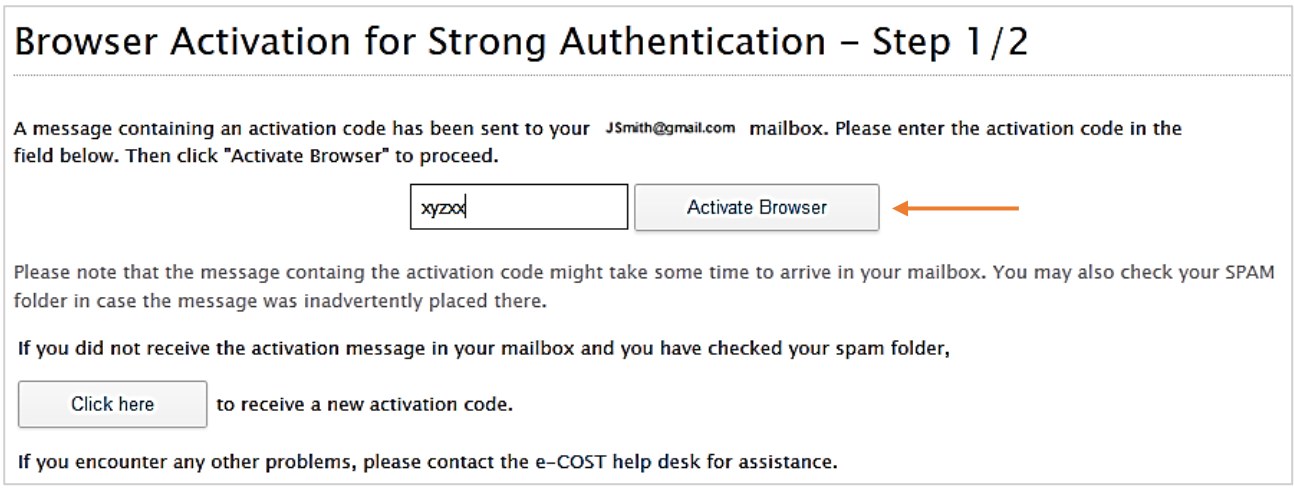


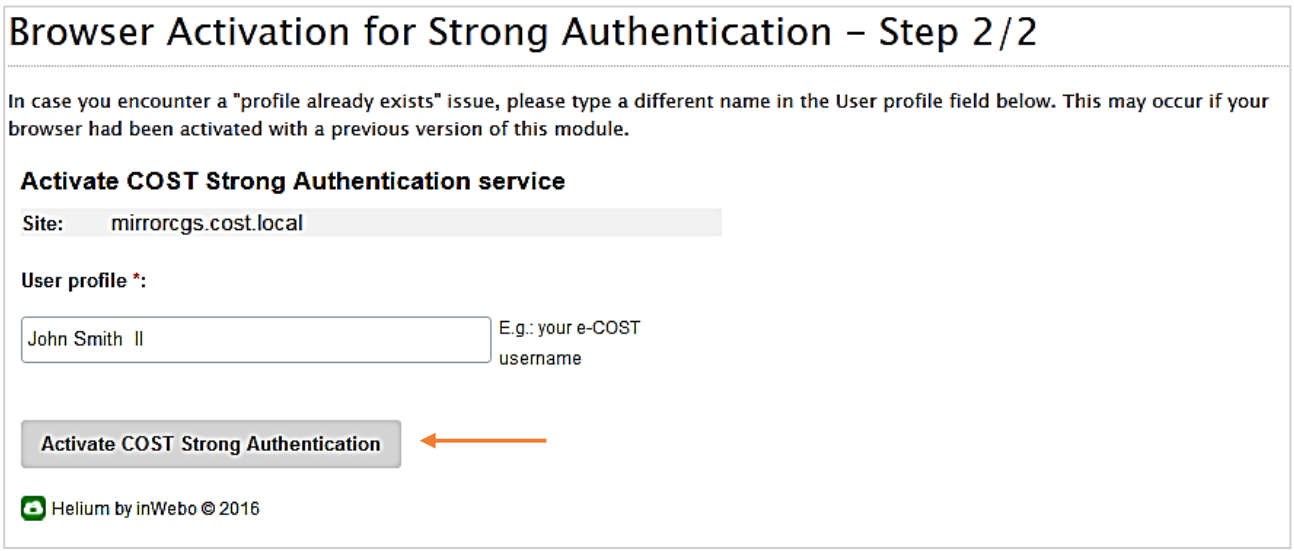

COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme
of the European Union

**3.6 The participant receives an e-mail notification containing the browser activation code which must be entered in the appropriate field in e-COST to complete the activation of the Strong Authentication feature:**






COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme
of the European Union

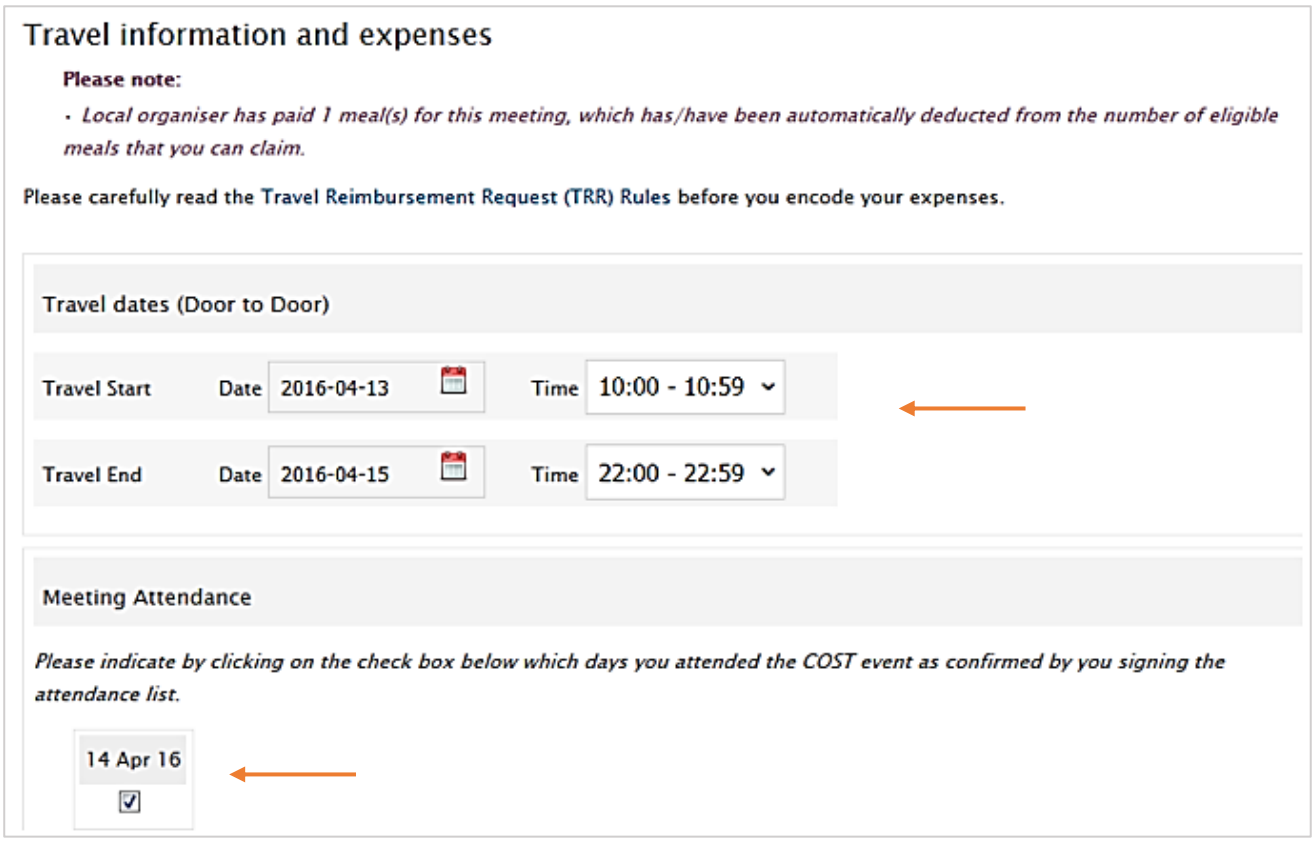
## 3.7 The participant can start completing online the request for reimbursement:

### 3.7.1 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).

The participant needs to complete the attendance to the meeting by selecting the date(s) for which the attendance list has been signed.

Travel and attendance information are necessary to automatically calculate the maximum number of nights and the maximum number of meals eligible to be reimbursed to the participant.




### 3.7.2 Accommodation and Meals expenses

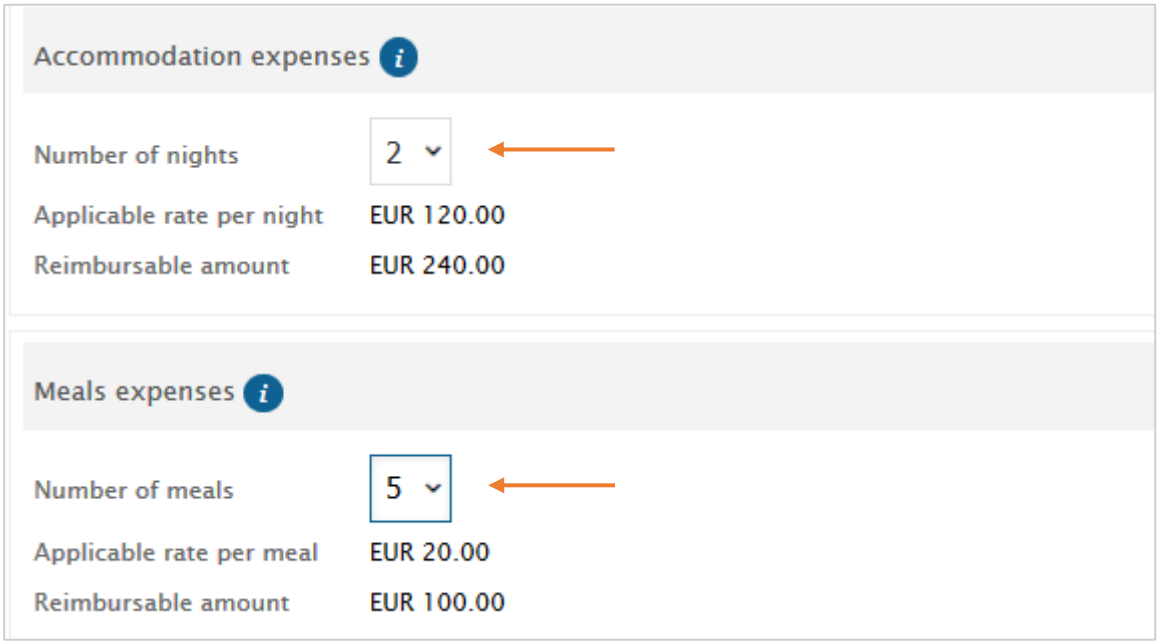
The applicable flat rate is specified by the Grant Holder while creating the meeting. Using the available drop-down menu, the participant selects the number of nights and meals to be reimbursed.

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) covered by other parties.



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

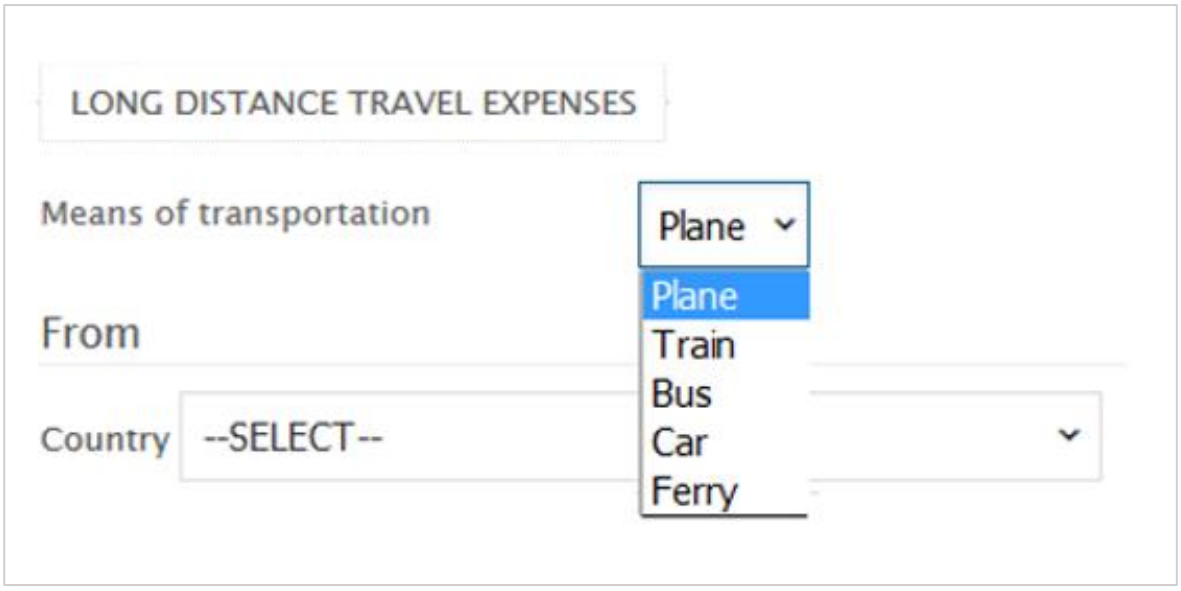
Funded by the Horizon 2020 Framework Programme of the European Union




### 3.7.3 Long distance travel expenses

The following items are considered means of long distance transportation: plane, train, bus, car, and ferry.

The participant may encode asmany long distance travel and/or local transport expenses as necessary to attend the meeting. All tickets, receipts, invoices related to these expenses must contain the itinerary, price paid, e-ticket number, and name of the passenger, and must be uploaded in e-COST.





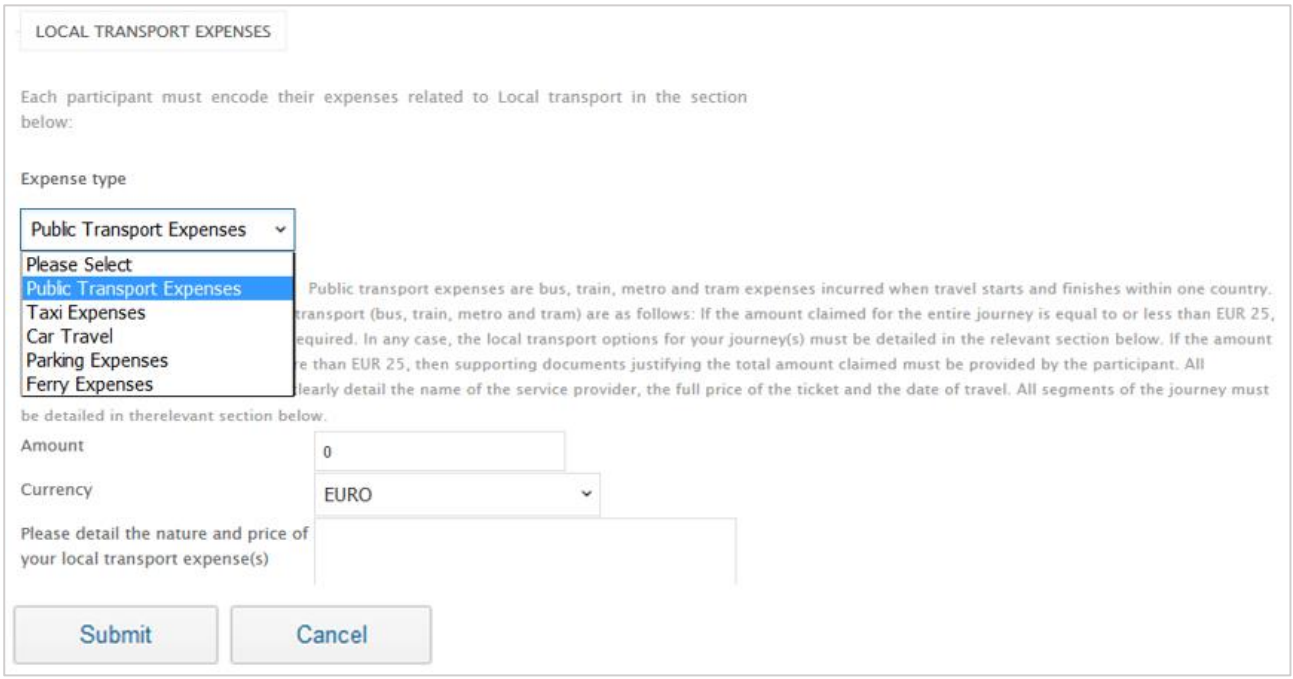

COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union

The participant can modify, delete, or add another leg of travel by clicking on one of the buttons shown below:

### 3.7.4 Local transport expenses

The following items are considered means of local transportation expenses: public transport, taxis, car, parking, and ferries.




### 3.7.5 Other Expenses

The following items can be claimed as other expenses: entry visa processing cost, extra night(s) of accommodation, extra meal(s), and conference fees.

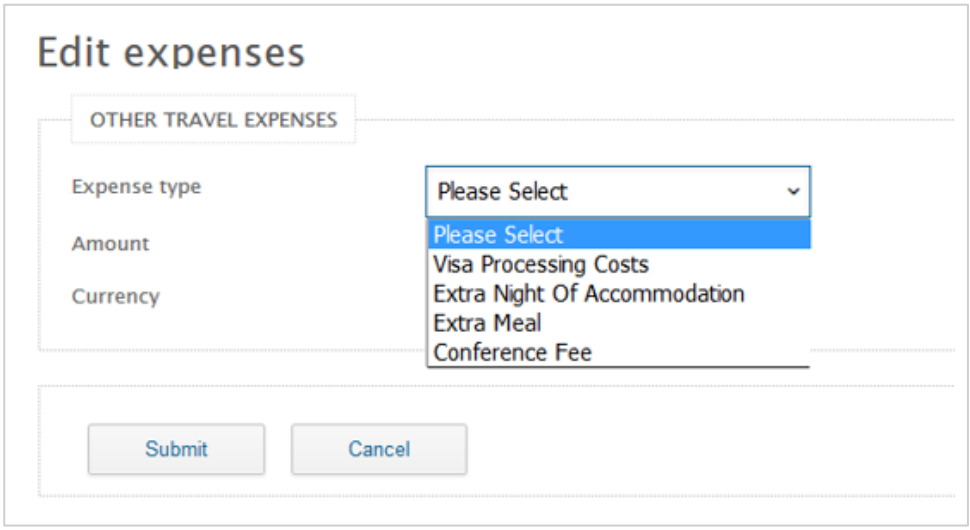
An approval must be obtained by the participants from the COST Association and the confirmation uploaded as supporting document in the relevant section further below. An extra night and extra meal will be automatically based on the flat rate encoded by the Grant Holder while creating the meeting.

Conference fees are reimbursable only if the participant attended a Dissemination meeting. Conference fees for any other types of meetings are not reimbursable and will be deleted from e-COST.



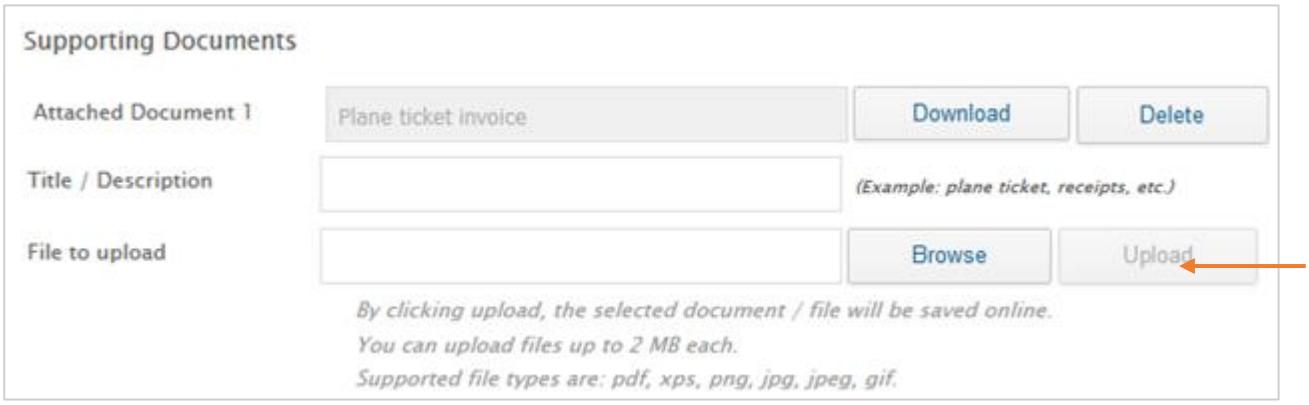
COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union




### 3.8 Upload Supporting Documents

Each participant must upload all the supporting documents (airplane ticket, transport receipt etc.) as well as any justification linked to the expenses claimed, by first clicking on the 'Browse' button at the bottom of the page and then on the 'Upload' button.




### 3.9 Select/Add the bank account on which to receive the reimbursement

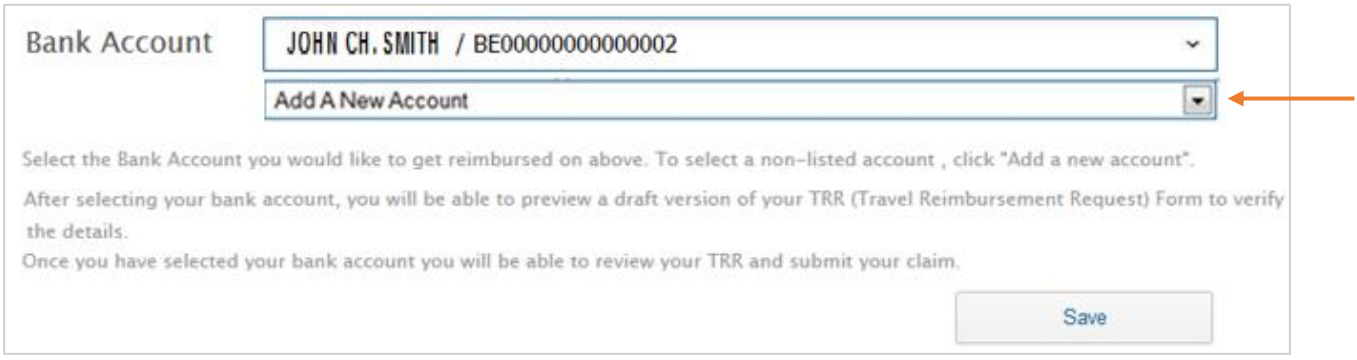
Once all the expenses had been entered and the supporting documents have been uploaded, the participant must select the bank account to which the payment should be transferred.

Any already encoded bank account would be available in the drop-down menu. Otherwise, or if wanted, the participant has the possibility to add a new bank account.



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

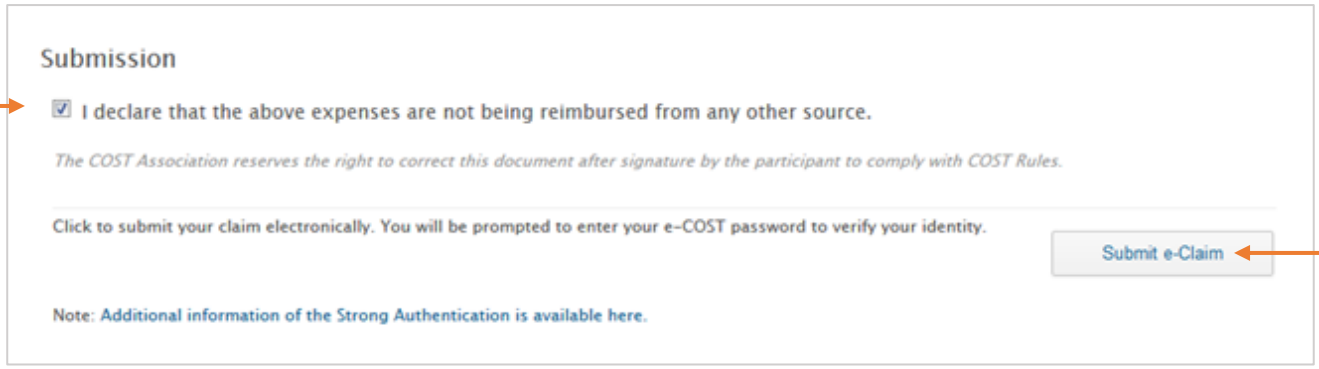
Funded by the Horizon 2020 Framework Programme of the European Union

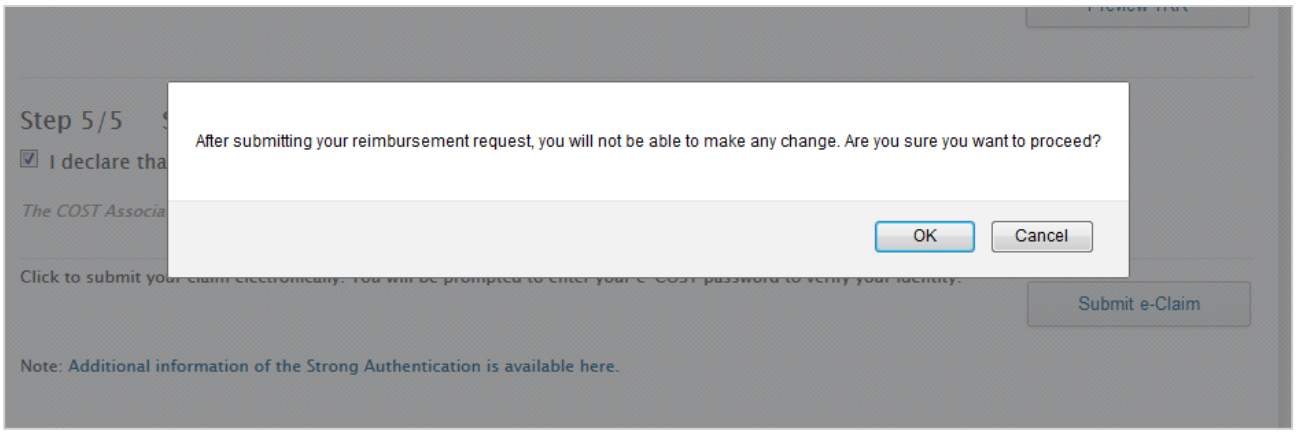



After completion of this step, the participant can save and preview the OTRR. This allows the participant to review the request before submitting it.

### 3.10 Submission

The participant confirms that the claimed expenses are not being reimbursed by any other sources by clicking on the box next to this declaration. As soon as the box is ticked, the button “Submit Claim” will be available to allow participants to authenticate him/herself by providing the e-COST profile password and submit the Online Travel Reimbursemnt Request.

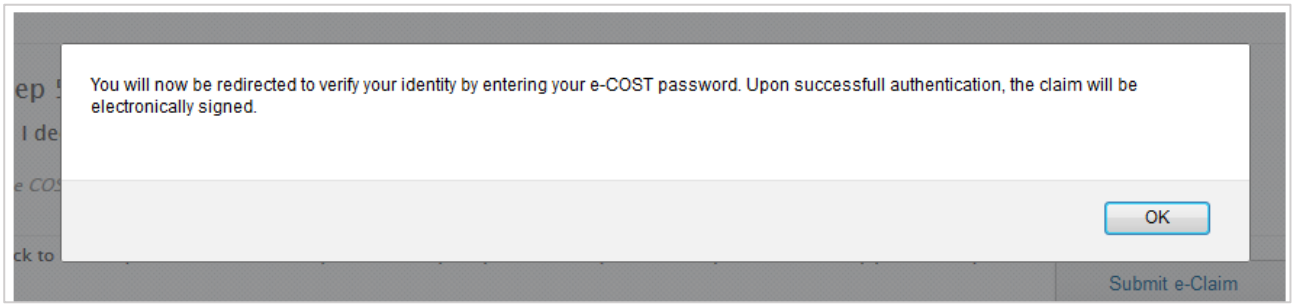


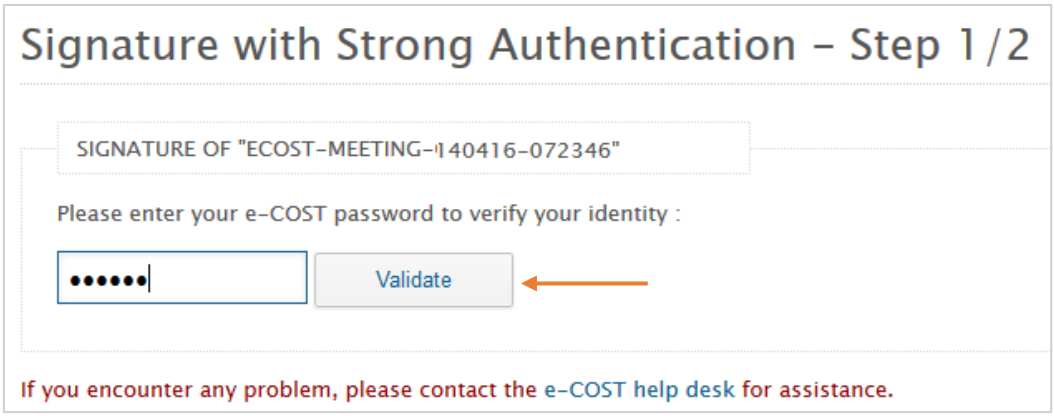






COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union




Once submitted, the participant cannot modify the request anymore. The Grant Holder is notified that the claim is ready to be reviewed. When the Grant Holder confirms the payment the participant receives an automatic e-mail mentioning the amount paid as well as the payment details.

After the submittion of the claim, the participant has the possibility to download the claim only for their own personal file.

For any questions concerning problems with the Online Travel Reimbursement Request, please contact the Grant Holder, or the COST Association helpdesk at ecost@cost.eu .



COST Association AISBL | Avenue Louise 149 | 1050 Brussels, Belgium
T +32 (0)2 533 3800 | F +32 (0)2 533 3890 | office@cost.eu | www.cost.eu

Funded by the Horizon 2020 Framework Programme of the European Union