

Brussels, 17 February 2014

## Memo | Online Travel Reimbursement Request (OTRR)

Dear COST Action Members,

In order to further facilitate the process of reimbursing participants attending a COST Action meeting, the COST Office has introduced a Strong Authentication feature in e-COST, enabling Online Travel Reimbursement Request (OTRR) forms to be submitted fully online.

Strong Authentication will enable Action participants and other relevant stakeholders to identify themselves as unique individuals to the e-COST system in a fully secure way, and thus submit not only supporting documents, but also the OTRR form completely online.

The new feature is based on the release of 'One Time Passwords' similar to those used by some e-banking systems, and will significantly improve the efficiency of reimbursement processes and reduce processing times - not to mention its environmentally-friendly aspect, as it will also minimise the need for printouts and paper in general.

The technical provider of the Strong Authentication solution is French company InWebo ([www.in-webo.com/en](http://www.in-webo.com/en)). The company was selected by the COST Office and the ESF through a solid and well-documented tender process, and is a key provider of secure authentication solutions. The solution chosen is 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](http://www.ssi.gouv.fr/fr/produits-et-prestataires/produits-certifies-cspn/certificat_cspn_2012_03.html)).

The Online Travel Reimbursement Request (OTRR) allows each participant to directly encode into e-COST the expenses incurred in relation to the attendance of COST Action meetings, as well as to submit the supporting documents linked to the request, by scanning them and attaching them to the Online Travel Reimbursement Request (OTRR).

In order to simplify the process, the maximum eligible number of nights and the maximum number of meals is calculated automatically on the basis of the travel information encoded by the participants, and the flat rate indicated by the Grant Holder when creating the meeting. 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.

The OTRR is to be submitted only after the meeting took place. After the participant has encoded the relevant expenses and uploaded the supporting documents, the participant will be able to authenticate him/herself by providing the InWebo password, and submit the claim.

In case of any difficulties with the form, a step by step guide, including print screens of e-COST is included. This guide will be available in email invitation you will receive from e-cost.

For any additional information, please do not hesitate to contact either the e-COST Helpdesk ([helpdesk@cost.eu](mailto:helpdesk@cost.eu)) or the Administrative Officer in charge of the Action.

With kind regards

COST Office

Brussels, 17 February 2014

## **Memo | Guide for Submission of a COST Online Travel Reimbursement Request for COST Actions Participants**

In this document, COST Action Participants will find a step-by-step guide (including print screens) detailing how to fill in and authenticate themselves when submitting the Online Travel Reimbursement Request (OTRR), released on 19 September 2012 and updated on 17 February 2014.

This guide is only applicable for those Actions whose Gran Holder opted into the Strong Authentication feature and concerns only those claims provided by participants eligible and entitled to reimbursement of travel expenses while attending COST Action related activities.

*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	<a href="mailto:j.s.@cost.eu">j.s.@cost.eu</a>
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 only 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 immediately. 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 expenses will no longer be eligible.

Once the participant agrees to claim the reimbursement of expenses, the information related to the Strong Authentication is displayed and the participant is prompted to **create a Strong Authentication profile**.

Step 2/5 Reimbursement : Yes

If you decided to NOT submit a claim, please click the 'No' button above.

You are required to create a Strong Authentication profile in order to submit your claim online. You will be prompted to enter a profile name, a password and antiphishing sentence. The profile will be associated with this browser. If later on you use a different browser, you will be prompted to create a new browser profile for your Strong Authentication account.

This is a one time process and we advise you to keep track of your Strong Authentication browser profile, password and antiphishing sentence.

**The Strong Authentication profile** consists of several elements:

- The name of the **browser** on which the participant creates the profile will be prominently displayed on the top of the page;
- The **profile username** associated with the browser will be also displayed once the participant chose the user name;
- The **PIN code** will be used only after the participant authenticated him/herself. *The PIN code cannot be used to access e-cost!*
- The **antiphishing sentence** can be any sentence chosen by the participant and will be displayed each time the participant used his/her PIN code to authenticate him/herself before submitting the OTRR.

Once the Strong authentication profile is created, a confirmation message is displayed. The participant acknowledges this message by pressing the button 'Ok'. The participant can now continue with the completion of the OTRR.

## Activate COST Strong Authentication service

Site: qa-dev

Browser: Firefox on Windows

This site is protected by InWebo.  
Please activate it in this browser.

### User profile and browser

User profile \*:

jsmith

*E.g.: your e-COST username*

Your user profile associated to this browser:

jsmith - Firefox on Windows

*Your user profile is automatically inserted*

### Authentication data

PIN code \*:

••••••••



*7 to 16 characters, with at least one digit and one letter*

Confirm PIN code \*:

••••••••




Antiphishing sentence \* (e.g.: I love reading)


Go FC Barcelona!

*This secret sentence that you choose yourself will be displayed each time you will have to strongly authenticate yourself, asserting you are on the correct website.*

Activate COST Strong Authentication


 Helium by inWebo © 2013

## Activate COST Strong Authentication service

 Activation of COST Strong Authentication service successful

COST Strong Authentication authentication service has been successfully activated for qa-dev. An authentication device, InWebo Helium, is configured in this browser.

OK

 Helium by inWebo © 2013

### 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 is 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: 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

Meeting Attendance

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

15 Dec 13

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.



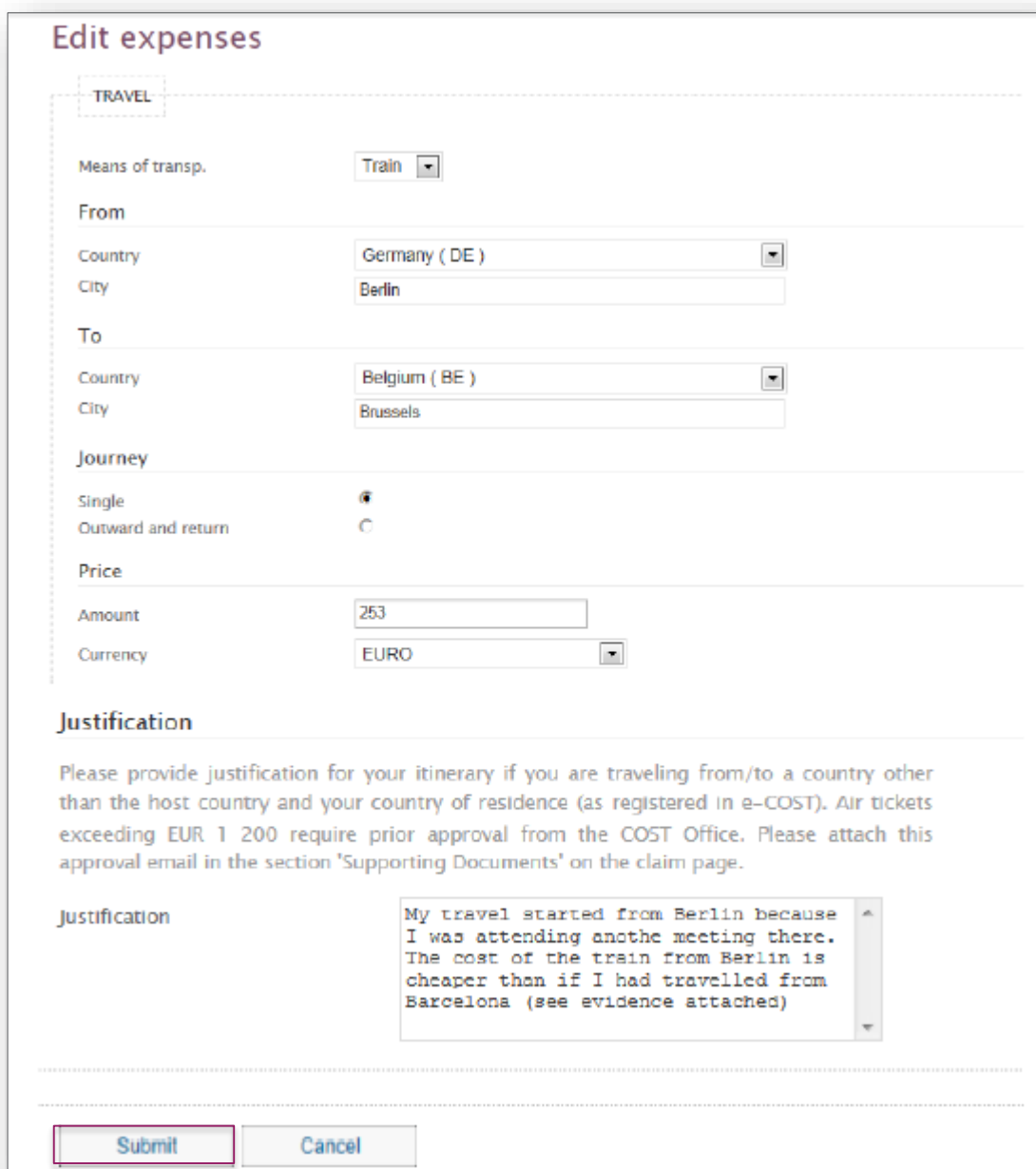
- Travel Expenses

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



Travel Expenses ⓘ 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

Submit Cancel

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 <span>i</span>		<a href="#">edit</a> <a href="#">delete</a> <a href="#">add</a>
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 <span>i</span>		<a href="#">edit</a> <a href="#">delete</a> <a href="#">add</a>
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 <span>i</span>		<a href="#">edit</a> <a href="#">delete</a> <a href="#">add</a>
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 <span>i</span>		<a href="#">add</a>
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

ction from home to the airport, or train station etc.

irectly 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.

**Edit expenses**

**OTHER EXPENSES**

Type: Please Select  
Amount:   
Currency:   
Please Select  
Visa Processing Costs  
Extra Night Of Accommodation  
Extra Meal

Submit 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).

**Supporting Documents**

Title / Description:   
(Example: plane ticket, receipts, etc.)

File to upload (\*):   
Browse Upload

(\*) The file will not be available until you click the Upload button.  
You can upload files up to 2 MB each.  
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 it is available in the drop down menu. Otherwise, or if wanted, the participant has the possibility to add a new bank account at this stage.

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 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 by ticking the box next to the declaration

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.

Please tick the above checkbox to be able to Finalise and Submit your claim [Submit e-Claim](#)

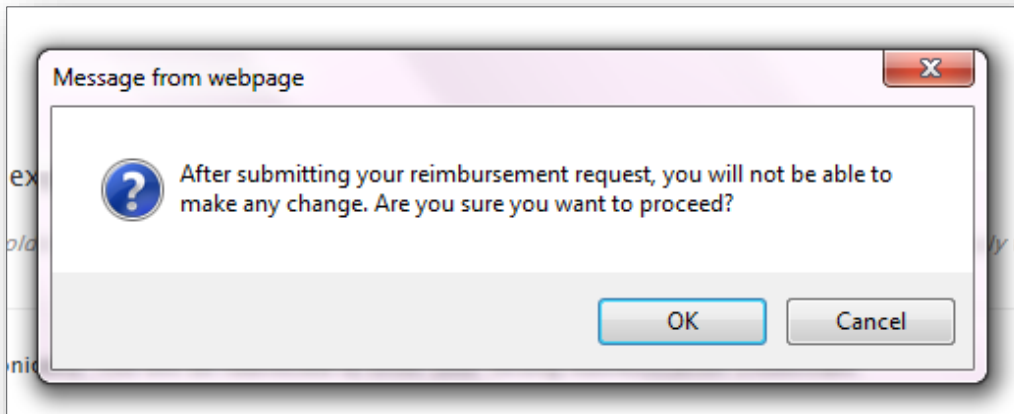
As soon as the box is ticked, the button “Submit Claim” will be available which will allow participants to authenticate him/herself by providing the profile username and the PIN code and then submit the Online Request to the Grant Holder. Once submitted, the participant cannot modify the request anymore.

Step 5/5 Submission

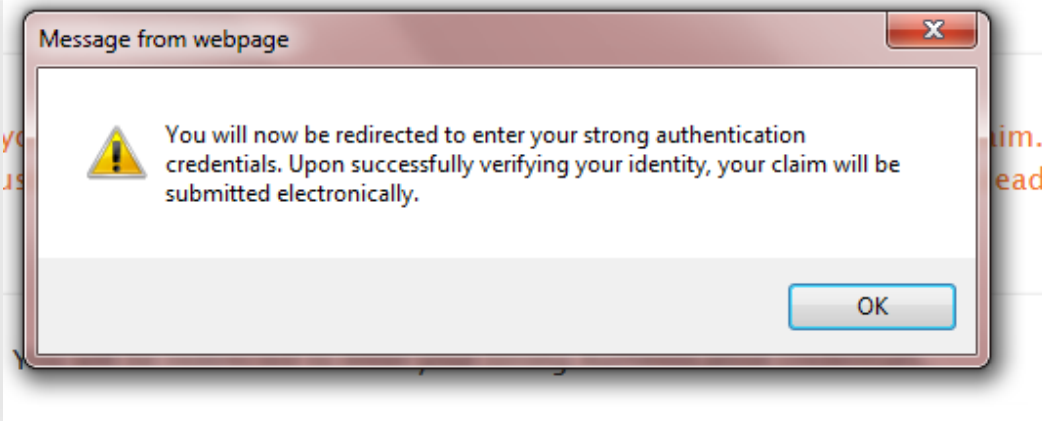
I declare that the above expenses are not being reimbursed from any other source.


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

Click to submit your claim electronically. You will be redirected to enter your Strong Authentication credentials. [Submit e-Claim](#)



*reserve the right to correct this document after signature by the participant to cor*



 Options


## Authentication

User profile: **jsmith**

Your antiphishing sentence: *Go FC Barcelona*

PIN code:

[I forgot my PIN code](#)

 Helium by inWebo © 2013

If your user profile is not listed above, [activate this browser](#)

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Once the participant submitted the claim, (s)he has the possibility to download the claim only for his/her own personal file, without the need to send it by post to the Grant Holder.

## Invitation to COST Event

Prof John Smith

*Your online reimbursement request has been successfully submitted and the Grant Holder has been notified. You may download the Travel Reimbursement Request(TRR) in pdf format for personal filing. No further action is required from your side.*

A confirmation email is also sent to him/her as below:

**AUTOMATED NOTIFICATION: TRAVEL REIMBURSEMENT REQUEST RECEIVED**

Dear Prof **John Smith** ,

The Grant Holder for the following Meeting, has been notified that you have submitted a travel reimbursement request. Please note that you are no longer able to make any online changes to the submitted reimbursement request or to the bank account on which you are to be reimbursed.

You have completed the process. No further action is expected from you.

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

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

Thank you for your cooperation.

The confirmation of the reception of the Strong authentication OTRR by the Grant Holder creates automatically the payment linked to the request. 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 problems with the new Online Travel Reimbursement Request, please contact the Grant Holder or submit a help request to [ecost@cost.eu](mailto:ecost@cost.eu).