

# Submitting a claim



The quickest way to submit a claim or provide documents or receipts so a balance for an existing benefit can be paid out to you is via E-claims. Here you can also track and view previously submitted claims.

- In the E-claims menu, select either 'Submit new claim' or 'Track my claim'.

The screenshot shows the Smartsalary website interface. The 'eClaims' menu item is highlighted with a red box and a red arrow pointing to it. The interface includes a navigation bar with 'My benefits', 'My personal details', 'FAQs', 'Forms', and 'Rewards'. The main content area displays 'Activity summary' with fields for 'Available reimbursement balance' and 'Spendable balance', both set to '\$0.00'. There is also a bar chart showing 'Deductions' and 'Payments' over the last 90 days. A sidebar on the right contains a 'View my salary packaging calculator', 'Recent claims (past 90 days)' summary, and 'Contact Us' information.

- To submit a new claim or provide updated documents for an existing benefit, select the benefit and the expense type. Enter the dates and amounts of all transactions you are including (you can submit multiple receipts/files in the same claim), then upload your receipts. (You can upload up to 10 megabytes (MB) and the following formats are accepted: PDF, JPEG/JPG, BMP, TIF/TIFF, PNG or GIF).
- Check that your bank account details are correct as this is where the payment(s) will be made.
- Accept the declaration and submit your claim.



## Uploading supporting documents

Providing supporting documents and keeping them up to date is important to keep your salary packaging payments going. For some of the most popular salary packaging benefits such as mortgage and rent, you only need to provide the documents once. For others that are claimable under the tax-free cap, you'll need to submit a claim, along with receipts, for reimbursement.

Follow the instructions on "Submitting a claim" to do this.