

Why am I not able to submit claim?

Scenario 1:

You are not able to click "Save & Continue" button even you fill in all the fields?

Something similar to the screen on the right?

Answer:

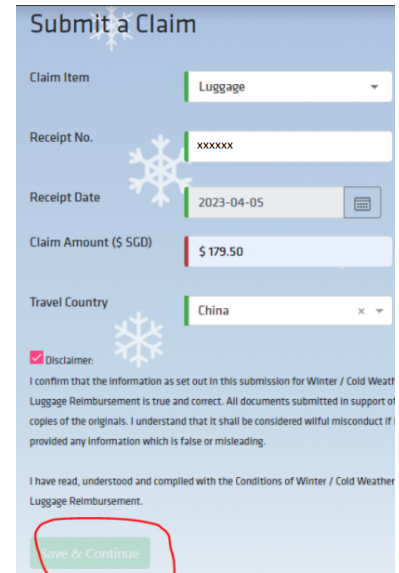
Please check carefully on whether which field is giving you alert.

Example on the right, the Claim Amount field is in Red, which means that the validation on this field is fail.

The reason could be you are copy and paste the value that might consist of some unexpected characters.

Please remove the value and key in the amount manually.

It will solve the problem.



The screenshot shows a 'Submit a Claim' form with the following fields and values:

- Claim Item: Luggage
- Receipt No.: xxxxxx
- Receipt Date: 2023-04-05
- Claim Amount (\$ SGD): \$ 179.50
- Travel Country: China

Below the fields is a disclaimer section with a checked checkbox and the text: "I confirm that the information as set out in this submission for Winter / Cold Weather Luggage Reimbursement is true and correct. All documents submitted in support of copies of the originals. I understand that it shall be considered wilful misconduct if I provided any information which is false or misleading."

At the bottom, there is a statement: "I have read, understood and complied with the Conditions of Winter / Cold Weather Luggage Reimbursement."

The 'Save & Continue' button at the bottom right is highlighted with a red circle, indicating it is not clickable due to a validation error in the Claim Amount field.