

# How to Make a Request Using Bezala

The Student Union of Hanken School of Economics (hereafter abbreviated as SHS) uses the payment service Bezala to pay back costs that students have encountered on behalf of SHS. Bezala is a service developed by the Finnish company Renance. The service can also be used to refund erroneous transactions e.g. student union payments in the case that the student will not attend Hanken School of Economics during the semester.

This is the only way in which SHS can refund students, and we apologize for any inconvenience that this may cause.

## How to use Bezala

1. To access the SHS's Bezala-environment, you have to use the student union's invitation link provided here:

[https://rcam.co/invite?company\\_uuid=7a0cd365-e54a-419f-9209-c8fe7e977384&embedded=true&locale=sv&load\\_spa=false](https://rcam.co/invite?company_uuid=7a0cd365-e54a-419f-9209-c8fe7e977384&embedded=true&locale=sv&load_spa=false)

**Note!** You must use this link to register for the service, otherwise you will not be able to request a refund for your student union payment. If you try to register through Bezala's home page or straight through their mobile app, your account will not be tied to an organisation and therefore you will not be able to do your request.

2. By following the aforementioned link, you will be greeted by the following page:

SHS  
Reseräkningar och kvitton

Fyll i fälten och påbörja sändandet av dina reseräkningar och kvitton till SHS genom Bezala!

\* E-post

\* Lösenord

Genom att använda Bezala accepterar du våra användarvillkor.

Börja använda Bezala

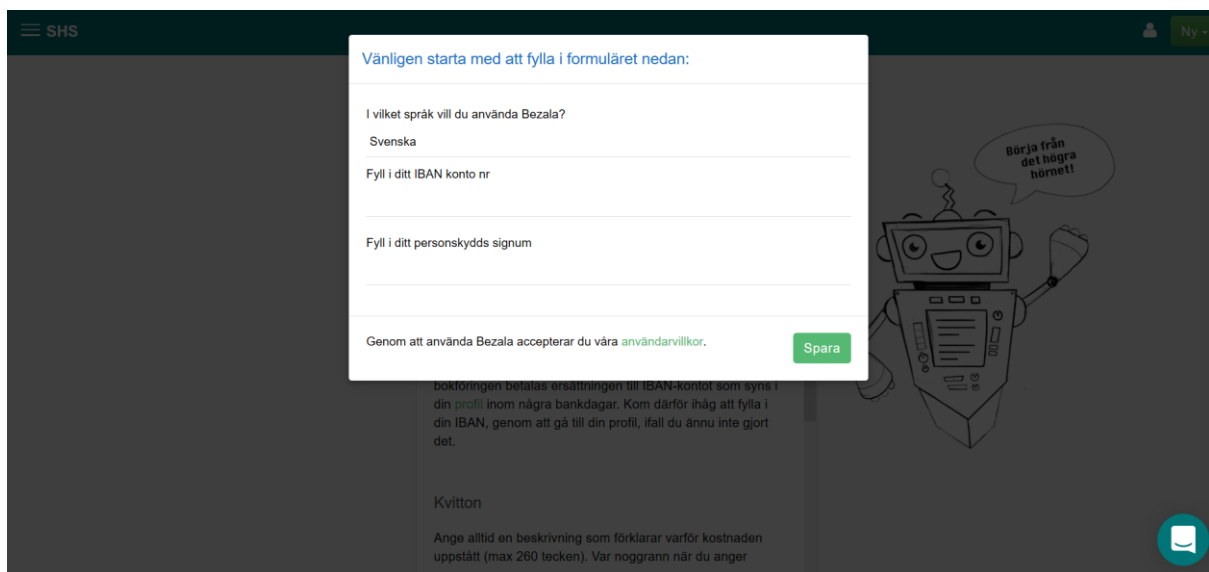
Har du redan ett konto? Logga in här.

Google Microsoft Okta

Tillgängligt på engelska och finska.

Unfortunately, the page is in Swedish, but you only have to fill out two fields on this page. In the mandatory field called “E-post”, you write down your email address. Use an email address that you actually use, because notifications about your request will be sent to this address. The second mandatory field called “Lösenord” is where you put a password of your liking.

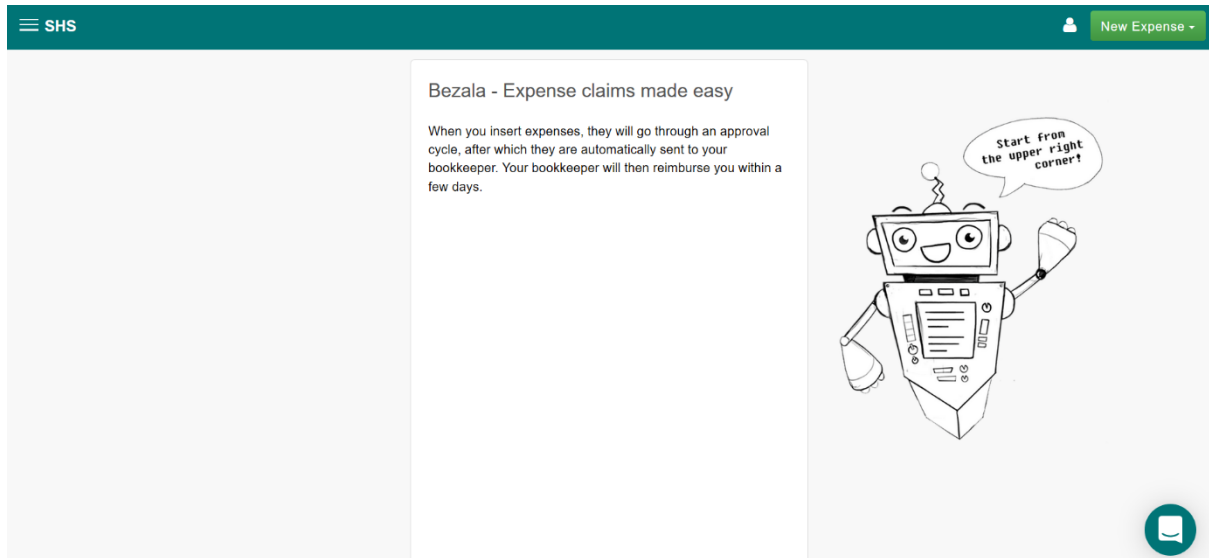
3. After that you have written down your email address and a password, you should be redirected to the Bezala application, and greeted with this page:



The page is still in Swedish, but at this point you can change your language preference. The question “I vilket språk vill du använda Bezala?” roughly translates to “In what language do you want to use Bezala?”, and by clicking the option “Svenska” (Swedish), you will be able to change it to English (here written in Swedish as “Engelska”) instead. This change will come into effect once you start using the service.

For now, ignore the two following inputs the service asks you for, because these can be filled in afterwards.

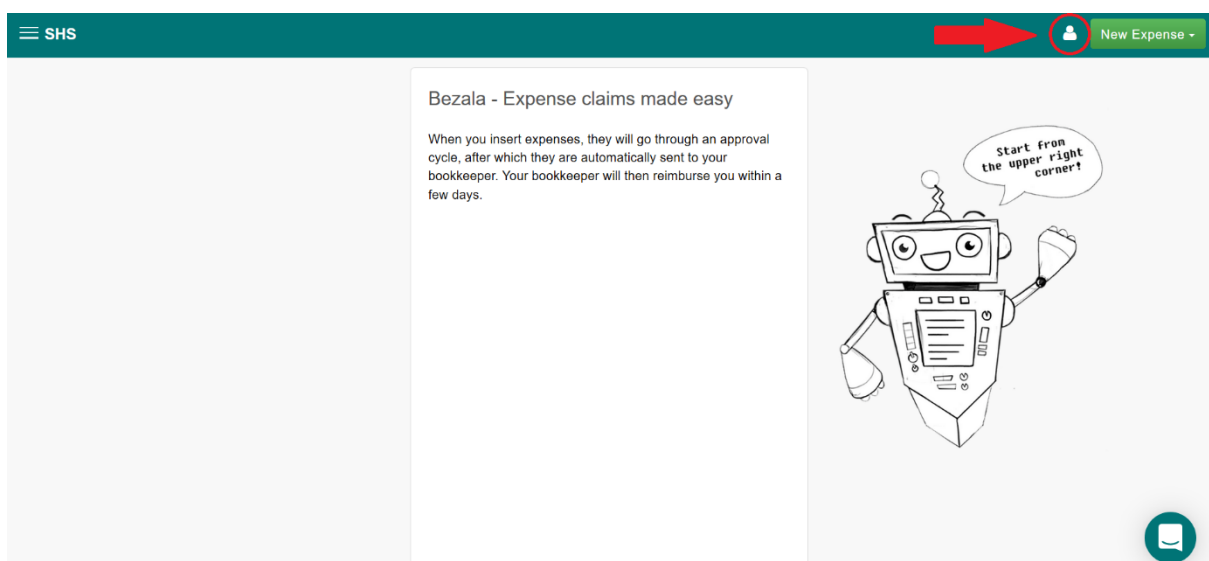
Click “Spara” and the page should now look like this:



The page should also now be in English instead of Swedish.

**4.** Congratulations! You have now accessed Bezala. There are however further steps that must be taken in order for you to do your request. You can also ignore any “tips and tricks” that Bezala offers you, since these are meant for companies using this service.

Start off by clicking on your profile in the upper right corner (on the left side of the “New Expense” -button):



5. On the following page, fill in your bank account information:

SHS New Expense

### Your Personal Settings Logout

**Your details**

Name

Email

IBAN

BIC

SSN

**Notifications**

Allow for email reminders to be sent to you

**Bookkeeping settings**

Default Purchase Type

Default purchase type

Default Payment Method

Default payment method

**Language**

English

**Change your password**

New password

New password

Password Confirmation

Password Confirmation

Did you know you can email your receipts to Bezala?

Bezala will take a picture of the email and add all PDF or image attachments as attachments to a new receipt. All you need to do is to send your receipt to this email:

The IBAN and BIC are needed for the program to process your request, so if these fields are empty, we will not be able to refund your request. The IBAN is your bank account number e.g. FI00 1234 1234 1234 12 and the BIC is the bank identifier code e.g. NDEAFIHH for the Finnish bank Nordea.

Fill these two fields in and check that the other information you have given is correct.

6. Go back to the front page and click on the “New Expense” -button in the upper left corner. Choose “Receipt” as the request you want to make.

SHS New Expense

### Bezala - Expense claims made easy

When you insert expenses, they will go through an approval cycle, after which they are automatically sent to your bookkeeper. Your bookkeeper will then reimburse you within a few days.

Start from the upper right corner!

## 7. On this page you can make the request for a refund.

The screenshot shows a web interface for creating a new receipt. The header includes 'SHS' and a 'New Expense' button. The main form is titled 'Receipt | New' and contains the following fields:

- Description:** A text area with a placeholder: 'Start by writing a @trip\_name and reason for the purchase'.
- Date & currency:** A field with '2020-06-18' and a dropdown menu showing '€ (EUR)'.
- Cost:** A field with '0.00'.
- Summary:** A section with a '+add expense line' link and a 'Total' of '0,00 €'.

At the bottom of the form are 'Cancel' and 'Save' buttons. To the right of the form, a dashed box contains instructions:

1. Upload your image here (Drag & Drop or Click)
2. Fill in the form on the left
3. Click save

As the description, put your name and that you are requesting a refund for your student union fee e.g. “Mike Millionaire student union fee refund”. As date put the current date when you fill out the form. As currency keep it as EUR (€). As cost, put in the sum that you have paid as your student union fee (should be 62.5 €).

On the right side of the page, attach a scanned copy of the form you made earlier as well as some kind of proof that you have originally paid the student union fee. This could e.g. be a screenshot of your online bank showing that the transaction has been made.

Finally, press the green “Save” -button.

Phew! That was a handful, but now the request has been made and sent to us. We will first check that you actually were an incoming exchange student, where after we will process your request. The request will be sent forward to our payment system if everything seems to be in order. If there is missing or incorrect information, a notification will be sent to your email. You can also log in to Bezala again a week or so later and check what the current status of your request is.

The whole process will take about 1-2 weeks, after which you should be reimbursed for your student union fee payment.

*If you have any questions regarding the usage of Bezala, as well as other questions regarding the economy at SHS, please email us at [ekonomi@shs.fi](mailto:ekonomi@shs.fi).*

*For more general questions please email [gensek@shs.fi](mailto:gensek@shs.fi) or [kansli@shs.fi](mailto:kansli@shs.fi).*