

## Payment request and process – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal point	Volunteer Solutions Section (VSS)
Effective from	1 Oct 2021
Applicability	All volunteer modalities

1. **ATLAS HCM User Guide**
2. [Unified Conditions of Service](#)
3. [Overview of payment process](#)

### Payment request by a UN volunteer or Mobilization user

	Responsible party or person	Process step	Description	Documents	System role	Comments
1.	Volunteer UNV field unit UNV regional office	Request payment through UVP	Go to assignment tab, click on the current assignment, click “request payment” under ‘related actions’. Complete the payment information form.	UVP Payment guide: <a href="#">Interactive version, web-page version</a>	Volunteer Mobilization user	Payment request cannot be processed without required supporting document(s) and each request type has different requirements.  Unclear requests without sufficient supporting documents will be returned.
2.	OA -VM	Review and confirm the payment	Complete ‘Review payment request’ task.		Operations VM user	Returned payment requests are sent back to the requestor for review and resubmission.

			Review payment request including supporting documents. Approve if compliant. Return if information unclear or missing. Reject if invalid or ineligible.			Requestor also has option to cancel by clicking 'reject'. For rejected requests, the process ends.
3.	OA TL (voucher payments) Payroll Associate (Payroll payments)	Review and confirm the payment	Payroll associate - Review and confirm. Add to payroll directly in Atlas (for emergency payments) or add to payroll via UVP.  OA TL - Confirm voucher		Operations power user  Operations payroll user	Returned payment requests by OA TL or payroll associate are returned to the OA VM for review.
In case payment request returned						
1.	Volunteer UNV field unit UNV regional office	Edit the request and resubmit	Make necessary edits and resubmit the request through UVP		Volunteer Mobilization user	If payment request is returned, UN volunteer will receive a new task to amend it and make the necessary changes.  UN volunteers are also notified via email about the return of the payment and perform the "edit payment request" task by taking the same steps again.  Make sure that missing documents and requirements are fulfilled while resubmitting the request

2.	OA VM	Resubmit the request	OA VM resubmit the request to the OA TL/Payroll Associate		Operations VM user	
3.	OA TL (voucher payments) Payroll Associate (Payroll payments)	Review and confirm the payment	Payroll associate - Review and confirm. Add to payroll directly in Atlas (for emergency payments) or add to payroll via UVP.  OA TL - Confirm voucher		Operations power user  Operations payroll user	
<b>Payment request by an Operations Associate, Volunteer Management</b>						
1.	OA VM	Request the payment	OA VM request the payment for UN volunteer in UVP under the assignment via related action.		Operations VM user	
2.	OA TL/Payroll Associate	Review and confirm	Payroll associate - Review and confirm. Add to payroll directly in Atlas (for emergency payments) or add to payroll via UVP. OA TL - Confirm voucher		Operations power user  Operations payroll user	Returned payment requests are sent back to the requestor for review and resubmission. Comment should be provided. Requestor also has option to cancel by clicking 'reject'. For rejected requests, the process ends.
<b>In case of return of the payment</b>						
1.	OA VM	Update and resubmit the request	Make edits to the request and resubmit		UVP	Link of a <a href="#">video</a> showing how to find the <b>Edit Payment Request</b> task using filters.
2.	OA TL/Payroll Associate	Review and confirm	Payroll associate - Review and confirm. Add to payroll directly in Atlas			

			(for emergency payments) or add to payroll via UVP.			
			OA TL - Confirm voucher			

Abbreviations

- UVP – Unified Volunteering Platform
- OA TL – Operations Associate Team Leads
- OA VM – Operations Associate Volunteer Management