

Vendor Creation and Banking 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. [Vendor creation and banking entry process in UVP](#)
 - A. **Volunteer Vendor Bank Information Creation in ATLAS Finance (UNV10 Business Unit) IUNV ONLY**
 - B. **Banking info in Atlas HCM at hiring (**
 - C. [UN Volunteer self-service updates during assignment and repatriation](#) (including when IUNVs open local bank account)
 - D. [Monthly Statistical Reports \(IUNV and NUNV\)](#)

	Responsible party or person	Process step	Description	Documents	System role	Comments
A. Volunteer Vendor Bank Information Creation in ATLAS Finance (UNV10 Business Unit) IUNV/NUNV Vendor profiles for NUNVs should be created in exceptional cases only. This can be triggered manually in UVP by Operations Associates.						
1.	Candidate	Enter bank details in UVP	When offer is accepted, complete the task 'Add bank information'. Enter bank details in UVP under 'My banking' and submit.		Candidate	Note: Upload proof of Banking or other necessary information required for certain exceptional countries where it is needed to process payments (e.g. Jordan, Brazil)

						Guide for how to enter banking information: Interactive version , web-page version
a.	OA	Request vendor profile for NUNV (exceptional)	For exceptional cases when NUNV vendor creation and update is required, OA can submit a request from candidate profile - candidate banking. Edit banking information. Click submit. Select Atlas Finance from dropdown.			<p>This applies if NUNV needs to receive payment by vouchers in exceptional cases.</p> <p>NUNV can also submit their banking information in pre-deployment stage, the status will change to "In progress-pending Hiring". This new status allows national UN Volunteers to update banking information as many times they want until they are hired in HCM. The status remains "In Progress-pending Hiring".</p> <p>"In Progress-pending Hiring" also allows Operations Associate Volunteer Management (OV VM) users to request vendor creation in Atlas Finance (for exceptional cases where voucher payment is needed). In such cases the status will show "In Progress" until GSSC Kuala Lumpur completes the task. The status will then show as "Complete".</p> <p>Vendor creation not related to volunteers entitlements should</p>

						not be processed through UVP and it should be through UNDP country offices to GSSU KL cluster team directly. GSSU KL cluster team will create the vendor for the mission travel under the local BU (like; AFG10 or FIJI10 or LBN10)
2.	System (UVP)	Notification	Send automatic notification email to GSSU and create task on GSSU dashboard		System	
3.	GSSU	Review banking task in UVP	Open task. Review bank information in UVP.		GSSU user	
a.	GSSU	Request for clarification/correction	<p>In case clarification/correction is needed:</p> <p>Contact candidate using 'request edit' function in UVP (sends automated email to candidate). Or directly by email if needed (e.g. to request proof of banking).</p> <p>If no response from candidate:</p> <ul style="list-style-type: none"> -Send a reminder after 24 hours and final reminder 48 hours. If no response within 96 hours, email OA at VSC and mark case as pending. After sending an email to OA, GSSU will close the case after 48 hours if there is no response. 	Portfolio distribution of VSC OA VMs		<p>Note:</p> <p>If bank information form does not match with the verification portal, GSSU will proceed with data from the portal.</p>

b.	Candidate	Send clarification to GSSU	Volunteer sends clarification (missing information) to GSSU			
4.	GSSU	Create vendor profile and complete task	<p>Confirm creation of Vendor Profile in ATLAS Finance by completing 'Review banking information' task in UVP.</p> <p>Indicate Vendor number in the vendor ID field in the candidate details page.</p>			Note : For cases with specific local bank requirements which result in <i>ad hoc</i> procedures to create vendors and record bank, VSC liaises with UNDP CO Finance Unit to get guidelines, and provide them to GSSU.
5.	OA	Unsuccessful case and follow up with volunteer	OA to follow up with candidate and ask them to clarify the request and respond to GSSU (putting OA in copy). UVP also sends generic email to candidate with case outcome.			
6.	System	Notification	UVP sends generic email to requestor, candidate and GSSU with case outcome			

B. Automated notification to request entry of banking info in Atlas HCM at hiring (all volunteers)

1.	NUNV/IUNV	Enter bank details in UVP	When offer is accepted, complete the task 'Add bank information'. Enter bank details in UVP under 'My banking' and submit.			All candidates enter bank details after offer acceptance as described in vendor creation workflow above
2.	OA	Hire in Atlas	Hire UN Volunteer in Atlas			
3.	System	Automatic notification	Send automatic notification to GSSU and create task on GSSU dashboard			
4.	GSSU	Enter banking information in Atlas HCM	Enter banking information in Atlas HCM as per current banking information in UVP			Note: Intermediary bank account for Atlas HCM can only be entered by GSSC Copenhagen. GSSU to request from GSSC Copenhagen directly.
5.	GSSU	Confirm task complete	Complete 'review banking information' task			

C. UN Volunteer self-service updates during assignment and repatriation (including when IUNVs open local bank account)						
1.	System (UVP)	Notify UN Volunteer	One week after contract start date, notify UN Volunteer with instructions to update bank information once local account opened.			
2.	Volunteer	Update bank information and submit	Update banking information in UVP and submit. Add additional bank account if needed and choose the percentage split between the accounts.			Note: Volunteers are allowed two changes in bank information per year. Changes due to reassignment or

						unavoidable bank detail changes (banks merging, changing IBAN numbers or SWIFTs etc.) do not count towards these two changes.
3.	System	Automatic notification	Send automatic notification to GSSU and create task on GSSU dashboard			Note: Intermediary bank account for Atlas HCM can only be entered by GSSC Copenhagen. GSSU to request from GSSC Copenhagen directly.
4.	GSSU	Request clarification/correction	<p>In case clarification/correction is needed:</p> <p>Contact candidate using 'request edit' function in UVP (sends automated email to candidate). Or directly by email if needed (e.g. to request proof of banking).</p> <p>If no response from candidate:</p> <ul style="list-style-type: none"> -Send a reminder after 24 hours and final reminder 48 hours. If no response within 96 hours, email OA at VSC and mark case as pending. After sending an email to OA, GSSU will close the case after 48 hours if there is no response. 		Email	Note: If the verification portal (Routing, IBAN and Swift) does not match with vendor form-GSSU will proceed with data from the portal if the branch name did not match with bank information form.
5.	Volunteer	Send clarification to GSSU	Volunteer sends clarification (missing information) to GSSU			

6.	OA	Unsuccessful case and follow up with volunteer	OA to follow up with candidate and ask them to clarify the request and respond to GSSU (putting OA in copy). UVP also sends generic email to candidate with case outcome.		Email	
7.	GSSU	Confirm task complete	Complete 'review banking information' task		Email	Note: Volunteers can request update of their bank information/VLA distribution twice in year (every month) and the process will be the same as before (B: Step 1-5)

D. Monthly Statistical Report (IUNV and NUNV)						
1.	GSSU	Monthly reports	GSSU provides monthly reports to UNV (VSS Onsite Programme Associates and Chief of Finance and Budget Section and VSC Team Leader) on volume and informs about issues that cause delays in creation and update of vendor form.			

Abbreviations

- GSSU-General Shared Services Unit
- PA-Programme Assistant in Field Unit
- PAn-Programme Analyst
- PRA-Payroll Associates