# End of assignment (including resignation) – Standard Operating Procedure

| | |
|---|---|
| **Responsible Unit** | Volunteer Solutions Section (VSS) |
| **Focal Point** | Volunteer Solution Section-Onsite |
| **Effective Date** | 1 October 2021 |
| **Applicability** | All UN Volunteers |

1. **ATLAS HCM User Guide**
2. **Unified Conditions of Service**
3. **End of Assignment checklist workflow**

**Processes specific to a particular workflow are indicated by the colors below.**

| | |
|---|---|
| **International** | |
| **National** | |

# End of assignment



**Legend:**
- UN Volunteer
- OA VM
- Mobilization user
- Host entity
- UVP
- GSSU

**End of contract confirmed (resignation process complete or HE confirms no extension)**

International → Provide repatriation information → No (loop back) → Repatriation info ok? → Yes → Repatriation travel quote and payment process

Upload performance appraisal

Confirm volunteer reporting complete

Check/update bank information → Update bank account information in Atlas HCM if requested

Checklist process begins → End of assignment checklist task in UVP → Mission? 
- Yes → Host entity clearance task in UVP
- No → Host entity clearance task in UVP

→ Final end of assignment review → Issue certificate of service and notify UN Volunteer

Exit allowance to be paid?
- No
- Yes → Payment process incl. withheld amount for missions

End of process

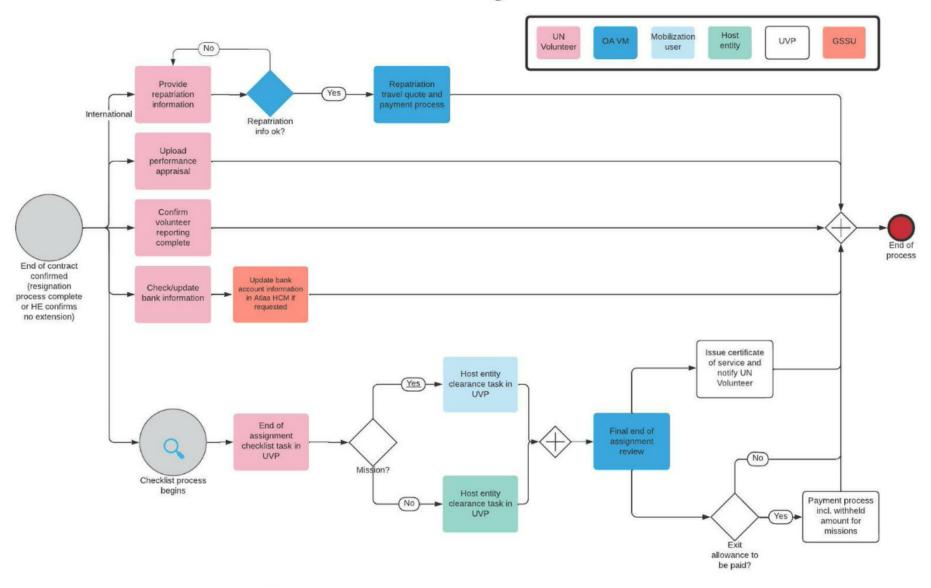Diagram of the end of assignment process

## Resignation

| # | Responsible party or person | | | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|---|---|
| | Country presence (PA/PAn) | Country presence (PAn) | No Country Presence | | | | | |
| 1. | UN Volunteer | | | Submit resignation in UVP | Perform resignation action in UVP. Provide new end of contract date, number of leave days owing. | | | Date of resignation in UVP is the official resignation date. |
| 2. | UVP | | | Notify OA VM | Notify OA VM of potential resignation via a dashboard task. | | | |
| 3. | OA VM | | | Put UN Volunteer into 'non-pay' | Put UN Volunteer into 'non-pay' in Atlas to prevent any over-payment. Mark task as complete. | | | If resignation is eventually cancelled, de-activate non-pay. |
| 4. | HE | | | Accept resignation | Review resignation information. Confirm if correct. Return if changes needed. | | | |
| 5. | UVP | | | Confirm if notice period given. Calculate EOA entitlements | Consider COS and information provided by UN Volunteer. <br> • If 30 days notice is given, continue with standard EOA process. <br> • If 30 days notice not given, generate task for mobilization user. Proceed to step 5.1 | | | |
| 5.1. | CC, RPS | | | Confirm if exception applies | Review resignation case: <br> • If exception applies (exit allowance paid and/or VLA deduction not applied). <br> • If exception, confirm RM approval. UVP continues with EOA process. <br> • If RM doesn't approve exception, UVP continues with EO process noting change to exit allowance and VLA deduction for payment calculation. | | | This step can also be used during the transition from VMAM to UVP for cases that were not able to be entered during the launch freeze period. |
| 6. | UVP | | | Create task for OA VM | Add process resignation in Atlas task to OA VM dashboard | | | |
| 7. | OA | | | Process resignation in Atlas | Process resignation in Atlas and complete UVP task. | | | |

## Contract end date is reached:

| # | Responsible party or person | | | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|---|---|
| | Country presence (PA/PAn) | Country presence (PAn) | No Country Presence | | | | | |
| 1. | | CC, RPS | | Monitor contract end dates (optional) | Monitor volunteer assignment end dates as part of relationship management with partners and discuss possibility of (non)extension of contracts/ new assignments. | | | |
| 2. | | UVP | | Send end of contract reminder to host entity | At 3 months and 2 months from end of contract (EOC) date, send reminder and create task for host entity to request confirmation of extension or end of assignment. 15 days from EOC create tasks for OA VM and mobilization user if no action taken by HE | | | |
| 2.1. | | OA VM | | Add volunteer to non-pay | Move the volunteer to non-pay in Atlas Tag the volunteer as non-pay in UVP Mark 15 day reminder task as complete | | | |
| 2.2. | | CC, RPS | | EOC actions in Atlas for cases of HE inaction | Follow up with host entity and request to confirm end of assignment or extension in UVP | | | VSC Team Leads now have an option to end an assignment early for reasons other than resignation. This is done via the assignment detail page. Users can select a new end of contract date, reason for the early separation and upload supporting documents. Completing this action triggers the end of assignment process and updates contract data. |
| 3. | | HE | | Confirm end of assignment | Confirm end of assignment via the task in UVP | | | |

| | Responsible party or person | | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|---|
| 4. | UVP | | Provide end of assignment information | Send email with instructions for end of assignment. Create tasks on volunteer dashboard to complete:<br>- End of assignment checklist<br>- Reporting in VRA<br>- Update bank account (if needed)<br>- Confirm date and place of repatriation (IUNV only) | Repatriation travel form | | |
| 5. | PA | FP | Debrief volunteer | Discuss end of assignment entitlements and check out procedure | | | |
| 6. | Volunteer | | Volunteer reporting | Complete volunteer assignment reporting in the Volunteer Reporting Application (VRA). Confirm complete via task in UVP. | | | |
| 7. | Volunteer | | Upload Performance appraisal | Upload Performance appraisal in UVP via task. | (EN - ESP - FR) – UN Volunteer Performance Assessment Report (VPA)<br><br>UN Volunteer Performance_Assessment_Guidelines ENG.docx (live.com) | | Volunteers can also use the Host Entity's performance appraisal template instead of the UNV VPA form |
| 8. | Volunteer | | Complete final clearance checklist | Complete final clearance checklist task in UVP to confirm that there are no outstanding debts/charges owing, all equipment is returned to the host entity. Checklist is required to receive final entitlements. | | | Upload of host entity checkout document is mandatory |
| 9. | Volunteer | | Review bank details | Review bank details in UVP and update if needed. Complete UVP task to confirm. | | | |
| 10. | Volunteer | | Confirm travel details | Complete repatriation travel form and upload using UVP task | Repatriation travel form | | Temporary solution for UVP launch. |
| 10.1. | OA VM | | Request travel quote | Cross check volunteer travel form and request travel quote in Salesforce. | | | |
| 10.2. | UNV Travel | | Provide travel quotation | Provide travel quote. Triggers task to OA in UVP to review. | | | |

| | Responsible party or person | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|
| 10.3. | OA VM | Create travel payment request | Create travel payment request in UVP based on quote. Complete travel quotation task. | | | |
| 10.4. | Payroll Associate | Confirm travel payment | Confirm travel payment in UVP. | | | |
| 11. | OA VM | Check travel eligibility (NUNV) | For volunteers recruited in VMAM: Check in Atlas HCM if travel reimbursement was made at beginning of assignment. For volunteers recruited in UVP: Check in UVP assignment detail page to see if payment was recorded. | | | If NUNV received reimbursement for travel at the beginning of the assignment, they are eligible at the end to receive the lump sum. |
| 11.1. | OA VM | Pay travel lump sum (if eligible) | Create travel payment request in UVP for $200 if eligible. | | | |
| 11.2. | Payroll associate | Approve travel lump sum payment | Approve lump sum payment in UVP. | | | UVP adds the payment to a list of one time earnings which is sent to payroll associate for review and then GSSU CPH for uploading to Atlas HCM |
| 12. | HE for non-missions Mobilization user for missions | Complete host entity review | Complete host entity review task in UVP. Identify any outstanding payments, if needed. | | | |
| 13. | UNV Field Units and Regional Offices | Report to OA about outstanding obligation (if any) | UNV Field Units and Regional Offices have to report to their VM OA at any time potential outstanding obligations and financial liability of the UN Volunteers in their duty station, provided there is legal proof of it. | | | This step will help further reduce the risk of completing the EoA process and processing assignment payments while the volunteer still has outstanding obligations such as private debts (e.g. landlords or banks) |
| 14. | OA VM | Final clearance review | Complete end of assignment clearance task in UVP. Check for open items (and clear if needed), clear any outstanding payments. | | | Confirmation triggers certificate of service and exit allowance payments. |
| 14.1. | OA VM | Remove open item | Remove open item from assignment record in UVP | | | |

| | Responsible party or person | Process step | Description | Documents | System role | Comments |
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| 15. | UVP | Issue certificate of service | Generate certificate of service. Notify UN Volunteer is available in document library. | | | UVP also saves a template letter to the UN Volunteer's document library when they reach the end of their assignment. The letter can be used for tax or other administrative purposes if needed |
| 16. | OA | Process separation in Atlas HCM | Enter separation in Atlas HCM Job Data, effective 1 day after the end of contract date. Terminate health and life insurance coverages. Note: if eligible, health insurance should be terminated 1 month after the end of contract date.<br><br>One month additional health insurance coverage applies to UN volunteers only.<br><br>In exceptional circumstances, after-service health insurance is extended for UN volunteers only based on UNOG medical doctor's recommendation and with a valid chart of account provided by the host entity. The duration is to be confirmed by UNOG. | | Atlas HCM HR Administrator | *Example:*<br>*The UN Volunteer was terminated in Job Data effective 06/04/2021. Therefore the health benefits coverage should be terminated effective 06/05/2021.*<br><br>See section IX(2) for extra month insurance eligibility.<br><br>A UN Volunteer who chooses not to return immediately to the place of recruitment/domicile, to stay on in the country of assignment, travels via a different route or mode of transport or to travel to a third country, will forfeit the one-month additional health insurance coverage. |
| 17. | Payroll Associate | Terminate recurring earnings and deductions | Terminate recurring earnings and deductions if applicable with the contract end date and validate payroll results. | | Atlas HCM GP Administrator | |
| 18. | UVP | Trigger exit allowance payment | Trigger exit allowance payment | | | |
| 19. | UVP | Trigger exit allowance withheld amount (missions only) | Trigger exit allowance withheld amount (missions only) | | | |

| | Responsible party or person | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|
| 20. | UVP | Trigger exit allowance withheld amount release (missions only) | Trigger exit allowance withheld amount release (missions only) | | | |
| 21. | OA | Check banking information is updated | Check that volunteer has completed 'update banking information' task in activity log and follow up with UN Volunteer by email if needed. | | | |
| 22. | OA VM | Confirm exit allowance | Complete exit allowance payment request task | | | Process entitlements through payroll unless circumstances require a voucher. seek a clearance from UNFCU before releasing final entitlements (*applicable to UN Volunteers having UNFCU accoun*t)<br><br>As an interim measure, OA VM and payroll associates are to check the exit allowance amount calculated in UVP against New COS exit allowance calculator.xlsx and report any discrepancies for review and correction by UVP project team. |
| 23. | OA VM | Confirm exit allowance withheld amount (mission only) | Complete exit allowance withheld amount task | | | |
| 24. | OA VM | Confirm exit allowance withheld amount (mission only) | Complete exit allowance withheld amount (release) task. Indicate future date for release. | | | Follow page no-41 of Unified Condition of Service for more details about Deduction from allowance and payment |
| 25. | Payroll associate | Approve payment | Approve payment request in UVP | | | UVP adds the payment to a list of one time earnings which is sent to payroll associate for review and then GSSU CPH for uploading to Atlas HCM |
| 26. | Payroll associate | Approve exit allowance withheld amount (mission only) | Approve withheld amount in UVP | | | |

| | Responsible party or person | Process step | Description | Documents | System role | Comments |
|---|---|---|---|---|---|---|
| 27. | Payroll associate | Approve exit allowance withheld amount release (mission only) | Approve withheld amount in UVP | | | |

**Entitlement in all scenarios of resignation**

| | First contract | Second contract | Notice period = 30 days | Notice period < 30 days | Entry Lump Sum | Exit Lump Sum | Repatriation Travel | 1-month additional CIGNA coverage |
|---|---|---|---|---|---|---|---|---|
| Resignation Scenario 1 | | | | | NO return | NO | YES | YES |
| Resignation Scenario 2 | | | | | NO return | NO | YES | YES |
| Resignation Scenario 3 | | | | | NO return | YES | YES | YES |
| Resignation Scenario 4 | | | | | NO return | PARTIAL LOSS | YES | YES |

## Abbreviations

EOC – End of contract
GSSC – Global Shared Services Centre (Copenhagen)
GSSU – Global Shared Services Unit (Kuala Lumpur)
HEC – Host entity contact
OA – Operations Associate (VSC)
OA TL – Operations Associate Team Lead (VSC)
PA – Programme Assistant (Field unit)
PAn – Programme Analyst (Field unit)
RPS – Regional Programme Specialist (Regional Office)
VSC – Volunteer Service Centre
VRA – Volunteer Reporting Application
FP- Focal Point
OTE- One time entry