Travel Arrangement (Overview)– Standard Operating Procedure

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

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

Mission	
WFP Aviation Global Passenger Services during COVID 19	

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
	Flight quotation for initial travel to assignment duty station							
1.	Volunteer			Confirm travel date task	Complete travel date task to confirm tentative travel date.			
2.	OA-VM			Request airfare quote	Review travel date and Closest Airport of departure under the assignment detail page in Travel Quotation Section. Create a new Travel Quote case in Salesforce P2P and submit to UNV Travel.		VM User in UVP And UN V	

					Personnel in Salesforce	
3.	OA-VM	Complete travel date task	Confirm via travel date task in UVP that quote has been entered in Salesforce			
4.	UNV Travel	Provide quote	Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available under assignment detail page (120%)	[Entitlement Travel Monetization Policy](#)		Avoid low-cost airlines. VSC not to share the actual quoted itinerary with the UN volunteer
5.	UVP	Trigger entry lump sum payment request	Trigger entry lump sum payment request			
6.	OA-VM	Process entry lump sum	Process either entry lump sum or both entry lump sum and travel quotation together. If travel quotation payment is needed, add the quotation amount manually to the entry allowance in the payment request. Travel quotation information is found under assignment detail page. To complete this task, information is needed from the voucher raised in Atlas Finance			
7.	OA-VM	Prepare pre-departure entitlements	Raise voucher in Atlas Finance for payment of entry allowance together with the lump sum travel payment. Copy the voucher link. Return to the UVP task in step 19 and submit the UVP payment request.		Atlas Finance user	OA-VM/Payroll Associate have the responsibility to ensure all clearance is obtained prior to releasing/payment of pre-departure entitlements
8.	OA-VM	Complete the task in UVP	Copy the payment voucher link from ATLAS Finance and total amount and complete the task			
9.	OA TL	Approval	Review payment request in UVP. Click link in request to go to Atlas Finance. Approve voucher in Atlas Finance and complete task in UVP		ATLAS approval	
10.	System	Notify payment approved	Notify candidate that payment has been approved			

11.	System	Trigger case creation in Salesforce P2P	Create Salesforce record of the voucher approval			
12.	System	Confirm voucher approved	Atlas triggers approval of case in salesforce and marks the case status as 'pay cycle'.			
13.	System	Notify payment requester	Notify by email that voucher has been approved.			
14.	Candidate	Request Security Clearance	Enrol with UNDSS TRIP, request security clearance for travel to duty station using the instructions provided by UVP after acceptance of offer. Upload in UVP via task.			If travel itinerary changes, TRIP clearance to be updated. In such cases, document should be uploaded to document library until additional functionality developed. Candidates who are already living in the duty station should upload proof of TRIP registration. Candidates who are telecommuting should upload evidence that telecommuting was approved.
15.	Candidate	Upload security clearance	Complete task in UVP to confirm security clearance and update proof is complete.			
16.	OA	Check security clearance	Check that candidate has uploaded the security clearance correctly. Follow up as required with the candidate.			
17.	Candidate	Purchase flight ticket and send details to UNV	Volunteer confirms arrival date with host entity and field unit (where available) or OA before purchasing their own ticket			Volunteer should buy the ticket as soon as possible to avoid price changes.
	Flight quotation for dependant arrival					
1.	UN Volunteer	Request travel of dependent	Fil the form and Perform a task " Requesting travel of dependent" by uploading the document	Request Dependent Arrival form		
2.	PA	OA	Request airfare quote	Review travel date and create a new Travel Quote case in Salesforce P2P and submit to UNV Travel

				Complete the task in UVP			
3.	UNV Travel	provide quote		Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available in UVP.			VSC not to share the actual quoted itinerary with the UN volunteer
4.	OA VM	Create payment request in UVP		Create a payment request for dependent travel in UVP.			
5.	Payroll Associate	Approve dependent travel payment		Approve payment in UVP			
6.	OA VM	Notify UN volunteer		Notify UN Volunteer that payment is approved			
7.	Volunteer	Register in TRIP		Register flight in TRIP and purchase ticket. Upload security clearance of dependent under "document library"			.
	Flight Quotation for Home Visit						
1.	Volunteer	Request for Home Visit		Complete 'request a home visit' task in UVP. Upload home visit request form	Home visit request form		Volunteer should request home visit as soon as possible but no later than **6 weeks** to departure date. This will allow UNV personnel to process travel quotation by payroll/voucher on time.
2.	OA-VM	Confirm eligibility		Review request form. Confirm eligibility for home visit. Complete the task in UVP to confirm.			
3.	OA-VM	Request travel quote		Create travel quotation case in Salesforce Procure to Pay (P2P)			
4.	UNV Travel	provide quote		Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available in UVP.			VSC not to share the actual quoted itinerary with the UN volunteer

5.	OA-VM	Create home visit payment request	Create a payment request for home visit travel in UVP.			
6.	Payroll Associate	Payroll Associate approve home visit payment request	Approve payment in UVP		GP Admin	.
7.	OA-VM	Notify UN volunteer	Notify UN Volunteer that payment is approved Volunteer can also review the Payment Status from Assignment Detail page			Volunteer should purchase ticket as soon as possible to avoid price changes.
8.	Volunteer	Register TRIP	Register flight in TRIP and purchase ticket			It is the volunteers' responsibility to get security clearance for their travel
	Flight Quotation for Repatriation Travel/Resignation (End of Assignment SOP)					
1.	Volunteer	Confirm travel date	Complete repatriation travel form and upload using UVP task	[Repatriation travel form](#)		Temporary solution for UVP launch.
2.	OA-VM	Request airfare quote	Cross check volunteer travel form and request travel quote in Salesforce. Complete the task			
3.	UNV Travel	Produce quotation	Provide travel quote. Triggers task to OA in UVP to review.			
4.	OA-VM	Create travel payment request	Create travel payment request in UVP based on quote.			
5.	Payroll Associate	Approve travel payment	Approve travel payment in UVP.			
6	Volunteer	Register Travel in TRIP	Volunteer registers his/her travel in UNDSS TRIP.			
	Direct Flight Ticket Booking					
1.	Volunteer	Request for direct flight ticket booking	UNV in very exceptional cases can book flight tickets directly through local travel service provider (LTA) **Exceptions:**			

			1. The volunteer is unable to purchase their own travel tickets. 2. In emergency situations when a volunteer must travel urgently.			
2.	OA	Review the request	Review the request to ensure it warrants an exception.			
3.	OA	Request airfare quote	Create a new Travel Quote case in Salesforce P2P and submit to UNV Travel.			
4.	UNV Travel Unit	Receive a case request and Produce travel quotation	Enter travel quote into salesforce case. Task is created in UVP to notify that travel quotation is available under assignment detail page			
5.	Travel Unit	Traveller's profile	Travel unit creates travellers' profile in ATLAS Travel and Expenses Module (T&E)	[T&E Guidelines](#) **(p5-21)**		
6.	OA	Travel request (TR)	TR in T&E to be created based on the itinerary and supporting document uploaded.	Passport copy, itinerary, travel authorization		
7.	OA-TL	TR certification	Review and certify TR	Passport copy, itinerary, travel authorization		
8.	UNV Finance	TR approval	Review and approve TR	Passport copy, itinerary, travel authorization		Upon approval T&E sends automatic ticket request email to travel agency
9.	Travel agent	Issue the ticket	Issue and share ticket with UNV travel			
10.	Travel agent	Invoice submission	Invoice submission to UNV travel via email			
11.	UNV Travel	Ticketing	Review flight ticket and share with OA-VSC		Email	
12.	OA	Shares ticket with volunteer	OA shares ticket with volunteer via email			
13.	UNV travel	Invoice processing	o Review and certify travel invoice upon receipt of the travel ticket.			

			o Forward invoice with matching TR information to Finance for payment.			
14.	UNV Finance	Process payment	Process payment of invoice against matching TR			
	Reimbursement of travel (in all cases)					
1	**Scenario 1:** Reimbursement of actual cost of the ticket		In case of missions/AFPs want UN Volunteers to travel to their home country due to COVID 19 situation or any other official travel and the price of the most economical and locally available commercial flight is higher than the quotation provided by UNV travel unit, UN Volunteer will be reimbursed for the actual cost of the ticket/cost difference upon submission of receipt and review and approval by Volunteer Service Centre. R&R, personal travel etc. are not included. This also applies to the mission volunteers who use UN/ UNHAS and commercial flights for home visit and repatriation travel. .	• Quotation from airlines/ travel agency • F10 form with valid signature of certifying officer • Receipt of the ticket • Boarding pass		Global COA of travel for volunteers based in Agency Funds and Programmes and mission COA for mission volunteers COA for global charges are available here The reimbursement can be done through payroll. No DSA or terminals are to be paid with 120% lump sum. Please refer Interoffice memo In case of actual ticket cost reimbursement to volunteer, terminal expenses need to be included. OA -Team Leads approve cost difference up to 20% more than quotation provided by UNV travel Unit. If the cost difference is more than 20% than the quotation, VSC Chief approves the cost difference.

					In case of mission volunteers, if the cost difference is within 20% more than the quotation provided by UNV travel unit, OA Team Leads approve. If case of more than 20%, VSC needs to get approval from mission. All F10s with claims need to be certified from HE/Mission.
1.1	**Scenario 2 -** Authorized travel changed due to COVID 19 (Assignment travel)	If authorized assignment travel changed due to COVID 19 restriction such as cancellation of flights and volunteer has to rebook, UNV travel monetization practice will follow. Addition cost of rebooking will be charged to HE's COA. Please refer to section 3 of UNV Administrative Guidelines for more details.			The COA of the HE will be used for such reimbursement for volunteers based in Agency Funds and Programmes. Mission COA is used for mission-based volunteers. The reimbursement will be done through voucher.
1.2	**Scenario 3 –** Authorized travel changed due to COVID19 (Home Visit)	If the volunteers have already purchased the ticket and airlines cancelled the flights due to	• Proof from the airlines		The Global COA of travel will be used in such cases COA for global charges are available here OA -Team Lead approves cost difference up to 20% more than quotation provided by UNV travel Unit. If the cost difference is more than 20% than the

		COVID 19, the volunteer asks for the alternative travel arrangement from the airlines first. If alternative option is not immediately available and the price of next available ticket is higher than the quotation provided by UNV travel, the difference amount will be reimbursed to UN Volunteers upon submission of supporting documents. Volunteers share the proof email from the airlines about the cancellation, share new itinerary which includes new cost and get approval from VSC before purchase the new ticket.	company about cancellation of flight and new available options of flight (if any) • F10 form with valid signature of certifying officer • Receipt of the ticket • Boarding pass		quotation, VSC Chief approves the cost difference. In case of mission volunteer, if the cost difference is within 20% more than the quotation from UNV travel unit, OA Team Leads approve. If case of more than 20%, VSC needs to get approval from mission. All F10s with claims need to be certified from HE/Mission
1.3	**Scenario 4** – Reimbursement of cost difference in normal cases	If UN volunteers cannot buy ticket within the quotation provided by UNV travel; • UN Volunteer writes to OA and inform about it, provide the quotation and request to review the quotation. • OA requests travel unit to send the revised quotation.	• Volunteers provide quotation from airlines which indicates itinerary and price of the ticket		Payment of the cost difference will be charged to Global COA of travel. The reimbursement will be done through payroll COA for global charges are available here OA -Team Lead approves cost difference up to 20% more than the quotation provided by UNV travel Unit. If the cost difference is more than 20% than the

		• OA send new quotation to UN Volunteers which covers the cost of the ticket. **Or** • UN Volunteers inform OA about the cost difference between the quotation provided and actual cost of the ticket. • OA Team Leads/VSC Team Lead agree to reimburse the cost difference upon submission of all relevant documents.	• Quotations from the airline/travel agency • F10 form • Receipt of the ticket	quotation, VSC Chief approves the cost difference. In case of mission volunteer, if the cost difference is within 20% more than the quotation from UNV travel unit, OA Team Leads approve. If case of more than 20%, VSC needs to get approval from mission. All F10s with claims need to be certified from HE/Mission
1.4	**Scenario 5** – Reimbursement of ticket in absence of 120% quotation from UNV Travel Unit	When UNV travel confirms that there is no availability of flight for a particular travel route, while the volunteers can purchase tickets for these itineraries; • OA asks volunteer to provide the itinerary of most direct and least economy class fare. (or available flight option. Due to COVID19, various options may not be available). • OA contacts travel unit and confirm if provided itinerary is most direct and least economy class or not or close to it. • Once Travel Unit confirm, OA advice volunteer to purchase the ticket.	• F10 form • Quotations from the airline/travel agency • Email approval from VSC • Receipt of the payment	COA for global charges are available here All F10s with claims need to be certified from HE/Mission

	Responsible party or person	Process step	Description	Documents	System role	Comments
1.5	PA/OA/SO	Verifies the documents	Volunteer claim for reimbursement with all Supporting document PA/OA/So verifies the documents. If supporting documents are missing, contact UN Volunteers (in case of scenario 1 & 3).	• F10 form with valid signature of certifying officer • Receipt of the ticket • Boarding pass		All F10s with claims need to be certified from HE/Mission
2	GP Admin	Process reimbursement	GP Admin process reimbursement through payroll using existing element of travel for authorized travel using global COA (excluding assignment travel changed due to COVID 19, Scenario 2).	• F10 form with valid signature of certifying officer • Receipt of the ticket • Boarding pass		
3	OA	Process reimbursement	OA process the reimbursement through voucher for any cost difference which occurred following rebooking due to COVID 19. The HE COA will be used for this payment.	Proof of the booking provided by the volunteer candidate		
	Responsible party or person	**Process step**	**Description**	**Documents**	**System role**	**Comments**
4			If the lump sum payment has already been paid to the volunteer and volunteer could not manage to book the flight, deduct the lump-sum amount that has been processed from the next payroll.			
			WFP Aviation Global Passenger Services during COVID 19			

Due to limited commercial airline travel during the Covid-19 pandemic, the World Food Programme (WFP) is providing air transport with lower cost to ensure that all humanitarian workers, the UN, NGOs, the broader humanitarian community, and medical personnel are not restricted by commercial transport closures. This allows such personnel to rapidly reach the areas where they are most needed, in full compliance with states' public health procedures.

The details about WFP Aviation Global Passenger Air Service is available here – [User Organizational Guide, Version 4](#).

The service can be used also for 'Non Critical Medical Evacuation` In such case, Request / Authorization' form should be used in addition if this service is required.

WFP requests the completion and submission of an excel form ([Passenger Coalition Tool](#)) for passengers transiting in Sharjah coming/going to Dubai with a Emirates commercial flight. The booking submitter mention in the comments the full itinerary for all bookings even in only WFP flights.

The preferred option for WFP bookings submitted to and placed by the local UNDP office/Host Entities. In exceptional cases and where no UNDP administration is available and host entities cannot make booking, cases can be submitted to UNV HQ via Volunteer Services Centre (VSC) only.

General WFP booking process						
1.	Volunteer / Host Entity	HE identifies the demand	• Can be used in cases no commercial airlines are operating.	United Nations Booking Service [WFP Humanitarian Hub](#)		UN domain email is required to register on the website. Candidates won`t be able to access it.
2.	Host Entity (HE)	Request WFP booking	• The host entities send request to FU/RO/VSC at least 12 working days in advance	WFP Booking form for UN Volunteer; [Official & Non Official Air Travel for UNDP Personnel](#) [letter of introduction](#)	Email	The traveler's name should be in the subject line while submitting the request. The form has to be signed by the traveler [Official & Non Official Air Travel for UNDP Personnel](#) In case the travel has more than one leg –(for example Addis- Accra- Brazzaville), only one form should be filled and submitted – example- it should say Addis- Brazzaville and the details should be reflected in the comments box. Before filing the form, requester must check if flights

			• All travelers must hold UN ID card; • Travelers who do not have UN ID card, must submit a letter of introduction in the letter head of respective organizations.	Traveler passport copy		are available or not. This should be done on the humanitarian booking hub and the search result match the filled form which need to be attached to the booking submission email. For 'Non Critical Medical Evacuation Request / Authorization' form should be added.
3.	UNDP Travel/HE/OA	Creation of Travel request (T&E)	• UNDP Travel/OAs in VSC creates travel request in Atlas Travel and Expense Module (T&E): • Travel Request (TR) using the data and COA initially provided with the booking request. Selecting 'WFP Aviation Global - COVID 19' as the ticket expense line vendor • VSC Team Leads of relevant portfolio with T&E certification rights should be selected in Atlas T&E. Additionally approval request can be submitted manually as well to unv.voucherapprovals@unv.org UNV HQ Finance Section should be selected as approvers		ATLAS Finance ATLAS Finance/ Email	The preferred option for WFP bookings submitted to and placed by the local UNDP office/Host Entities. In exceptional cases and where no UNDP administration is available and host entities cannot make booking, cases can be submitted to UNV HQ via Volunteer Services Centre (VSC) only. UNV travel creates the profile of the traveller in T&E Depending on the different scenarios, UNDP Travel Unit or OA creates the Travel request in T&E module
4.	OA	Request booking				Assignment, repatriation and Home visit should charged

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			• Submit request to travel unit with an approved ATLAS travel request		Email	from global COA for AFPs volunteers Assignment, home visit and repatriation travel for mission based volunteer should be charged from mission COA
5.	UNV Travel Unit/UNDP Travel	Booking process	• Send booking request to Travel Clearance travel.clearance@undp.org (12 days prior departure date);		Email	
6.	Global Operations – NY	Approves travel request and submit to WFP	• Approve travel request and submit to WFP (min. 72 hours prior departure time)			
7.	World Food Programme (WFP)	Confirmation of Booking			Email	Tickets are relatively nominal in cost; WFP does not allow exchanges or trades. The full fee is charged by WFP for a 'no show'. WFP allows passenger cancelations at least 24 hours prior to the departure (10:00 hours on the last working day preceding the day of the booked flight). Requests for cancelation should be submitted to travel.clearance@undp.org. Cancelations must be submitted through Global Operations (GO). In the event of a flight cancelation WFP will make the

			• Issue booking confirmation 48 hours in advance of travel and send to UNV travel			refund to the user account. There is no cash refund. For approved cancelations, the funds will be returned to the same COA used in the travel request after the ticket reconciliation is performed monthly.
8.	UNV Travel Unit and OA	Sending ticket to travelers	• UNV travel shares ticket with OA. OA shares ticket with travelers along with self-declaration form			Self-declaration form
Alternative scenario: combination with commercial flight						
8.1	OA	Authorization process	• Prepare authorization with valid COA for UNHAS flights with 120% flight quotation from transit to the home country • Pay terminal allowance for UNHAS leg if applicable	UNHAS Flight authorization		To avoid unplanned stay in the transit area, volunteers to confirm that the onwards booking from transit to home country is confirmed In case of no direct flight available from the transit, it is the responsibility of the volunteers and the host entity to make sure that the transit visa is in place. In some cases, volunteers pay directly to WFP and WFP manages booking for volunteers within 3 working days. Depending on a particular case, UNV may not be involved in the booking process, and UN

						Volunteer may reimburse the booking HE from received travel lumpsum. If during authorized travel local authorities, UN guidelines, or airlines create an unavoidable stopover for a UN Volunteer, then DSA payments will follow applicable UN rules and remain payable in the stopover location until new departure travel is authorized and until the first available flight to the authorized final destination. The cost associated with DSA payment will be borne by the Host Entity. Please refer to Section 3,b of UNV Administrative Guidelines for the Novel Coronavirus (COVID 19) Outbreak. Volunteers travelling through UNHAS flights contains transit procedures when traveling to / through select countries that should be reviewed in advance of initiating travel to ensure the traveler can meet the requirements for travel
8.2	OA-TL	Authorization approval	• OA-TL approves authorization			
9.	OA – TL	Travel Request Certification				

				• Review and certify T&E request in ATLAS Finance		ATLAS Finance	
10.	UNV Finance Section	Travel Request approval	• Applicable UNV Finance section staff at UNV HQ approves the TR		ATLAS Finance Email	
9	UNV Travel/UNDP Travel	Notify General Operations (NY)	• UNV Travel to provide TR number to travel.clearance@undp.org		Email	
10.	General Operations (UNDP NY)	Ticket payment/reconciliation	• **TKT Payment / reconciliation**: will be done General Operations (GO - UNDP NY).			
11	Travel Unit/VSC	Add a new travel claim/Closure of the travel request	• Once the volunteer reaches the destination, the requestor of travel will create the travel claim and close the travel request.			

Abbreviations

CDA (HRS) - Capacity Development Associate
GSSC – Global Shared Services Centre (Copenhagen)
GSSU – Global Shared Services Unit (Kuala Lumpur)
HRS – Human Resource Section
OA – Operations Associate (VSC)
OA TL – Operations Associate Team Lead (VSC)
PA – Programme Assistant (Field unit)
RM - Regional Manager
SO - Support Officer

UVP – Unified Volunteering PlateformVSC – Volunteer Service Centre
TL-CD (HRS) - Team Leader of Capacity Development Team
TL-VSC - Team Leader of Volunteer Service Center
UNDP CO - UNDP Country Office