



1.0 SCOPE OF THIS SOP

Sections:

- A. Creation of Travel Requests
- B. Creation of Travel Advances
- C. Expense reports
- D. DSA for meeting participants
- E. Ticket billing
- F. Support
- G. Quality Assurance Requirements

2.0 REFERENCES IN CONJUNCTION WITH THIS SOP

Financial Regulations and Rules of the UN
ST/AI/2013/3 (Official Travel)
ST/AI/2014/2 (System of Daily Subsistence Allowance)
ST/IC/2011/29 (Reimbursement for Travel by Private Motor Vehicle)
BFMS Procedures Manual

3.0 ROLES INVOLVED IN THIS SOP

Travelers – Staff members who are travelling at the United Nations cost.

Travel Administrator (TA) – the staff member who creates travel requests and advances on behalf of others.

HR Partner – Human Resources staff member who approves travel entitlement for staff members and dependents.

Travel and Shipment Approver (TSA) – Certifying Officer (CO) – Person who certifies the travel request and expense report.

Travel Approving Officer (TPO) - The person who approves all travel and transportation related commitments.



Travel Claims Processor - The person who processes the Expense Report (Travel Claims) after the travel has completed.

Accounts Payable creator – The staff member who reviews and creates DSA down payment in Umoja for the Conference Paymaster.

Accounts Payable approver – The staff member who approves the Conference Paymaster down payment.

Conference Paymaster – The staff member who hand carries DSA to disburse to meeting participants.

Notes:

- The approval process for travel is done offline.
- Medical and security clearance are the responsibility of the staff member and are also done offline. It is the responsibility of the staff member or the travel administrator, where applicable, to ensure that all prior approvals and clearances are obtained.

Section A: Creation of Travel Requests

1. Travel requests are to be created in Umoja Portal (Employee Self Service (ESS)) under “Travel, Shipment and Expenses”, and submitted at least 21 days before travel begins. If twenty one days’ notice cannot be given to Travel Unit justification must be explained in the Travel Request and approved by Certifying Officers.
2. While creating the travel request in ESS, the correct travel type must be selected. Options are:
 - Official Travel
 - HR Travel or
 - Entitlement Travel
3. Terminal expenses are paid for each required trip between the airport and other point of arrival or departure, and the hotel or other place of dwelling, at a fixed amount. Terminal expenses will not be paid unless claimed.
4. The travel request picks the cost assignment of the staff member’s personnel emoluments. For official business travel, the cost should be obtained in advance and added to the total.



5. Deviations for personal reasons need to be properly explained to facilitate faster approval. Any personal deviation from the authorized entitlement is at the personal risk and responsibility of the traveler.

Section B: Creation of Travel Advances

6. Travel advances may be paid in one of three ways:
 - By Electronic Funds Transfer (EFT) to the traveler's bank account
 - By Cheque
 - By UNDP.

The normal payment method is EFT. If payment is to be made via cheque, request, with justification, is to be submitted to Chief of Accounts Section.

7. The choice of the bank account is the responsibility of the staff member or travel administrator. Failure to choose the correct bank account may result in payment to the bank account and currency not desired by the traveler.
8. Additional advances after the travel request is approved are made by the Accounts Section, through an email request sent by the certifying officer, after amendment of the travel request where necessary.
9. Staff members are paid 100% of DSA and terminal expenses as advance, while other travelers are paid 75% of DSA only as advance (i.e. no terminal expenses).
10. Travel advances are disbursed at most 5 days before travel.
11. Travel advances are offset on approval of expense reports. Failure to submit expense reports within 2 weeks after the travel has ended may result in recovery from salary or from other payables.
12. Where travel has been cancelled but a travel advance has been paid, refund is to be made immediately by cheque or bank transfer.
13. Similarly, where travel has been postponed by more than 30 days but a travel advance has been paid, the travel advance is to be returned and a new advance requested when travel is taking place.



14. Travel advances to be paid through a Conference Paymaster should not be requested through the TRIP (see Section D).

Section C: Expense Reports

15. Under Umoja, travel requests can turn to be expense reports. Expense reports therefore bear all the estimated costs in the travel requests. It is the responsibility of the staff member or travel administrator to amend these costs to the actual expenses incurred.
16. Staff members are expected to submit their expense reports within two calendar weeks after completion of travel. Travel administrators are also expected to submit expense reports for non-staff within two weeks of completion of travel.
17. When travel dates or times have changed, the itinerary details in the expense reports have to be amended.
18. It is no longer a requirement to attach original travel documentation, such as used airline tickets and/or boarding passes, as supporting documentation in the travel expense report. Hotel and any other possible receipts will only be needed when special or ad-hoc daily subsistence allowance and other expenses are claimed.
19. If self-ticketing, scanned copies of the ticket and the receipt received on purchase will be required to be attached in all cases, even where self-ticketing had been pre-authorized. The claim amount must be adjusted to the actual receipt amount or the pre-authorized amount, whichever is less. Amounts indicated on copies of tickets are not sufficient evidence of payment for self-tickets.

Note: In line with ST/AI/2013/3, staff members and travel administrators will continue to be required to retain original travel documentation for a period of five years, and must be ready to provide the original documentation at any time, upon request, for audit and monitoring purposes.

Section D: DSA for Meeting Participants

20. Action Required before the Event:
 - a. Participants invited to meetings, where ticket and DSA will be paid by the UN, should have Index as well as Business Partner (BP) numbers. The index is necessary for creation of the travel request while the BP will be required for posting of the travel



request that facilitates the settlement of the ticket invoice, accounting of DSA and any other transactions related to the travel request.

- b. Offices organizing large meetings or meeting in locations that do not have a UN office should contact UNON Treasury at least one month in advance to determine the best way to disburse DSA to participants.
- c. When DSA is through the Conference Paymaster System, the meeting will need to be created as an "Event" and the event field will be populated with the event ID from a pull down menu in the "General Data" screen of the travel request. A Conference Paymaster will have to be identified at this stage.
- d. A memo request is sent to UNON Accounts requesting a down payment to a designated staff member (the Conference Paymaster) at least 5 days before payment is required. The request should indicate clearly how the Conference paymaster wishes to collect the DSA amount. The DSA roster with TRIP numbers indicating the total amount requested should be attached.
- e. If funds are requested for a purpose other than DSA (for instance meeting expenses, hire of meeting room etc.), a fund commitment will need to be created in UMOJA.
- f. Cash advances are to be used only for the purpose for which they were authorized (Financial Rule 104.9).
- g. The Approving authority and responsibility is assigned to the Conference Paymaster on a personal basis and cannot be delegated (Financial Rule 105.6(b)). The Conference Paymaster is personally responsible and financially liable for the proper management and safekeeping of cash advanced.

Note: Approving authority as Approving Officer also includes responsibility for ensuring full implementation of all existing Financial Regulations, Rules and Instructions of the United Nations

21. Accounting for DSA after the Event:

- a. At the end of the Event, the Conference Paymaster will be required to provide written justification for the funds disbursed. For payments of DSA, a roster with the names, locations, periods of attendance, *and per diem* rates, and total entitlements, forms of



payment and signatures of the recipients of funds should be submitted to the Accounts Section, within two weeks after the conclusion of the meeting. Photocopies of the participants' passports, boarding passes and copies of the air ticket must be attached to the signed roster.

- b. Any unspent balance is to be returned to UN House bank or local UNDP office (if payment was through UNDP) within two weeks following the conclusion of the meeting.
- c. Ensure that all travel requests have been approved before the event.
- d. Where the payee was different (e.g. a government or agency nominated a different person other than the one originally on the list), make sure that the original travel request is closed, and a new one (for the new person) is processed and approved.
- e. Expense reports are created/submitted by substantive office Travel Administrator for all meeting participants for the exact amount paid at the meeting within two weeks after the conclusion of the meeting.
- f. Where unpaid DSA funds have been used for other purpose (e.g. hiring a meeting room), ensure that this is duly authorised and a funds commitment to charge is provided. The amounts obligated and authorised on TRIP should not be used for this purpose. A separate F.10 claim must be submitted for reimbursement of non-travel costs for a meeting.

Section E: Ticket Billing

- 22. The ticket billing process in Umoja is done through the upload of electronic invoices received from the travel agent. The invoices are uploaded into Umoja and automatically processed if matched with the corresponding entries in the ticket clearing GLs that are posted when a TRIP is approved.
- 23. When a TRIP is approved, ticket expense is debited and the ticket clearing GL is credited. The ticket billing process will clear the ticket clearing GL and create a payable (TG document) in the name of the travel agent; provided that the amount in the electronic invoice matches the in the ticket clearing GL or with a difference less than USD 100.
- 24. The ticket billing process has two steps:



- a. The upload process where the electronic invoices are matched to the ticket clearing GL entries. This step will result in a TG payable document without payment parameters and with payment block R.
- b. The ticket matching desk where the TG documents will be populated with the payment parameters and the payment block R will be removed.

25. Another program for ticket liquidation will be run to post the <\$100 balances in the ticket clearing GL to the ticket expense.

Note: Ticket settlement in Umoja is done by upload using the template (See Annex A)

Section F: Support

26. If further support or advice is required, the following sources are available:

- Umoja Help Desk
- Local Process Expert (LPE)
- Travel Unit, UNON
- FSU, BFMS, UNON

Section G: Quality Assurance Requirements

27. The key Quality Assurance (QA) Requirements for travel are as follows:

- a. Each Traveller is responsible for ensuring that a TRIP is approved prior to the travel.
- b. The Certifying Officer is responsible for ensuring that all travel requests and expense reports are certified according to UN Rules and Regulations.
- c. Supervising Officers are to ensure that all TRIPs are approved prior to the an Event and the original documents are properly secured and that access to documents is restricted to External Auditors or properly-authorized representatives of Headquarters organizations.
- d. FSU, BFMS, UNON is to ensure that Procedures Manuals, Job Aids and Desktop Instructions are regularly reviewed and updated as necessary and that all relevant changes are brought to the attention of users.



- e. Certifying Officers, Headquarters Offices and BFMS, UNON are to ensure that effective monitoring and checking systems are in place to minimize the risks of fraud, theft or misuse of United Nations funds.

Annexes:

- A. Ticket Settlement template
- B. Directory of Related ST/AIs and ST/ICs

**Annex A to
BFMS SOP 101**

Ticket settlement in Umoja is done by upload using the template below:

Along with the invoices, the Travel Unit submits a spreadsheet in the format of Annex A

<u>Global Travel Ticket Billing Template</u>			
Field Name	Properties	Purpose	DataType
Unique Record Identifier	Required	Control Record Number sent by the Vendor or maintained by the Office to avoid duplication of records/file loads	Numeric
Account Number	Optional	UN's Account Number with the Vendor. The UN could have multiple account numbers	Char(20)
Invoice Date	Required	The date the invoice is billed or posted to the Account	dd-mm-yyyy
Invoice Number	Required	Agent's Invoice Number	Char(20)
Billed Currency	Required	Transaction Currency	Char(3)
Billed Amount	Required	Ticket Price/Refund	Amount
Trip Number	Required	Travel Authorization Number	Char(10)
Personnel Number	Required	Traveler's Personnel Number	Char(12)
Passenger First Name	Required	Traveler's First Name	Char(40)
Passenger Last Name	Required	Traveler's Last Name	Char(40)
Itinerary Details	Required	Trip Routing	Char(60)
Ticket Number	Required	Ticket Number	Char(30)
Departure Date	Required	Departure Date of the trip	dd-mm-yyyy
PNR Number	Required	PNR Number when available	Char(10)
Payment Due Date	Required	Statement Due Date	dd-mm-yyyy
Reference Document	Optional	Generic place holder for offices that would have the means to capture credit/cancellation references when applicable	Char(60)

Notes:

- (i) The billed amount cannot exceed the amount in the travel request by more than US\$ 100 or 10%, which is less
- (ii) Where the ticket amount exceeds the travel request by more than US\$ 100 or 10% as above, the travel request requires amendment before the template is finalized.
- (iii) If the transaction fee is on a separate line in the travel request, the submission template needs to have a separate line as well.
- (iv) Travelers pay the travel agent directly the cost related to deviation. Personal costs should therefore not form part of the submission.
- (v) For family travel, the travel request will have as many itinerary lines as the number of travelers. Similarly, the submission template will have the same number of lines.

**Annex B to
BFMS SOP 101**

[ST/SGB/2014/1 - Staff Rules](#)
[ST/SGB/2014/2 - Staff Regulations](#)
[ST/AI/2014/2 - System of Daily Subsistence Allowance](#)
[ST/AI/2013/3-Official Travel](#)
[ST/AI/2011/7 - Rest and Recuperation](#)
[ST/AI/2011/7 - Rest and Recuperation, Amend.1](#)
[ST/AI/2011/7 - Rest and Recuperation, Amend. 2](#)
[ST/AI/2011/3 - Medical Clearances and Examinations](#)
[ST/AI/2015/1 - Excess Baggage, Shipments and Insurance](#)
[ST/AI/2000/15 - Family Visit Travel](#)
[ST/AI/2015/2 - Home leave](#)
[ST/IC/2015/2 - Home leave](#)
[ST/AI/2000/15 - Family Visit Travel, Amend.1](#)
[ST/AI/2000/6 - Special entitlements for staff members serving at designated duty stations](#)
[ST/AI/1997/6 - Mission Subsistence Allowance I](#)
[ST/AI/1997/6 - Mission Subsistence Allowance II](#)
[ST/IC/2014/7 - Designation of Duty Stations for Rest and Recuperation](#)
[ST/IC/2011/29-Rates of reimbursement for Travel by Private Motor Vehicle \(POV\)](#)
[ST/IC/2013/6 - DSA in New York, Geneva and Vienna](#)

Note: The links to the latest ST/AI and ST/IC references can be found in the ESS.