

# **HR.SOP.III.015**

## **Appointment travel (Staff member)**

### ***HRD/HPJ***

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***HR Standard Operating Procedure***  
Target Audience: All Staff

**DISCLAIMER**

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

## DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
0.1		S. Ragupathi, GHR		1 <sup>st</sup> Draft
0.2	20.08.2012	S. Amaudruz, HRD/HPJ		Review of 1 <sup>st</sup> draft
0.3	20.08.2012	J. Mousely HRD/HPJ		For Visio
	20.08.2012	Sent to GHR and AP for final review		Ragu please review process in Red and change/amend as appropriate.
				AP – Ram can you please give me the number of the relevant SOP for Stat Travel Claims.
0.4	09.2012	Consulted with P. Nazroo, SEC on security clearance for candidates		
0.5	25.08.2012	Review by S. Amaudruz		
1.0	05.11.2012		S.E. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Approved for publication.

## 1. INTRODUCTION

### 1.1. Overview/Description

This standard operating procedure describes the process for travel upon appointment for a staff member from initiation of the travel request to arrival of the staff member at the duty station. For travel upon appointment for family members, see HR.SOP.III.016 Appointment travel (family members). This SOP assumes that all pre-requisites for appointment have been fulfilled (including security clearance see 1.2) and that the letter of offer has been signed and accepted by both parties. See SOP's for Appointment HR.SOP.III.001 / 002 & 003.

The Organization pays the travel expenses on appointment of a staff member on Fixed-term, Continuing, Temporary appointment under SR 420.4 or Temporary Appointments of 60 days or less who are required to travel to take up their appointment with the Organization. Normally travel is from the candidate's recognized place of residence to the official station, or, at the option of the Organization, from the place of recruitment, if different.

For details of travel on appointment for family members, see HR.SOP.III.016.

### 1.2. General Guidance / Business Rules

The staff member receives the basic information on the travel in the offer of appointment letter and has the choice to take Organization-Assisted travel arrangements with tickets issued by the Organization's travel agency or to opt for a lump sum which will be paid on submission of a travel claim upon arrival at the duty station. Staff member completes form attached to the Offer where relevant

Travel can only be requested once the appointment of the staff member has been approved in the HR Action Plan, the Offer of Appointment has been accepted and the start date of the appointment has been set. Travel may not be undertaken until pre-requisites, such as medical clearance, and if applicable, security or government clearances have been received. Security clearance is required for internationally-recruited staff members (candidates having received letter of offer) undertaking official travel and must

be initiated prior to travel, by the RPO or Technical unit in the regional office on behalf of the traveller through the UNDSS website (candidates cannot access this particular site without an official UN email address). A pre-requisite is that the candidate must have completed the on-line UN security in the field training (BSITF & ASITF) in order to receive Security Clearance and candidates should be invited to complete these trainings on-line prior to travel arrangements being made by accessing this website <https://training.dss.un.org/consultants/index.php>. See HR.SOP.III.001 / 002 / 003 for appointment process.

On appointment Travel Requests are raised by GHR directly for either Lump Sum or Organization Assisted travel at the request of the candidate. The tickets are based on the Organization's travel and lump sum option policies.

### 1.3. Reference Material

#### 1.3.1. Staff Rules

- 420 - Appointment Policies
- 430.1- & 430.6 - Medical Certification and Inoculations
- 440 - Appointment Procedures
- 450 - Effective Date of Appointment
- 460 - Determination of Recognized Place of Residence
- 480 - Interorganization Transfers
- 510 - Assignment to Duty
- 810.1 - Travel on appointment - Staff Member
- 840 - Route and Mode of Travel

#### 1.3.2. WHO eManual

- III.4.4 Appointment procedures
- III.8.1 Travel of staff members
- III.8.7 Lump sums for travel

**1.3.3. UPKs**

- Travel Claim Creation and Approval/4.132 Create Travel Claim based on Travel Request

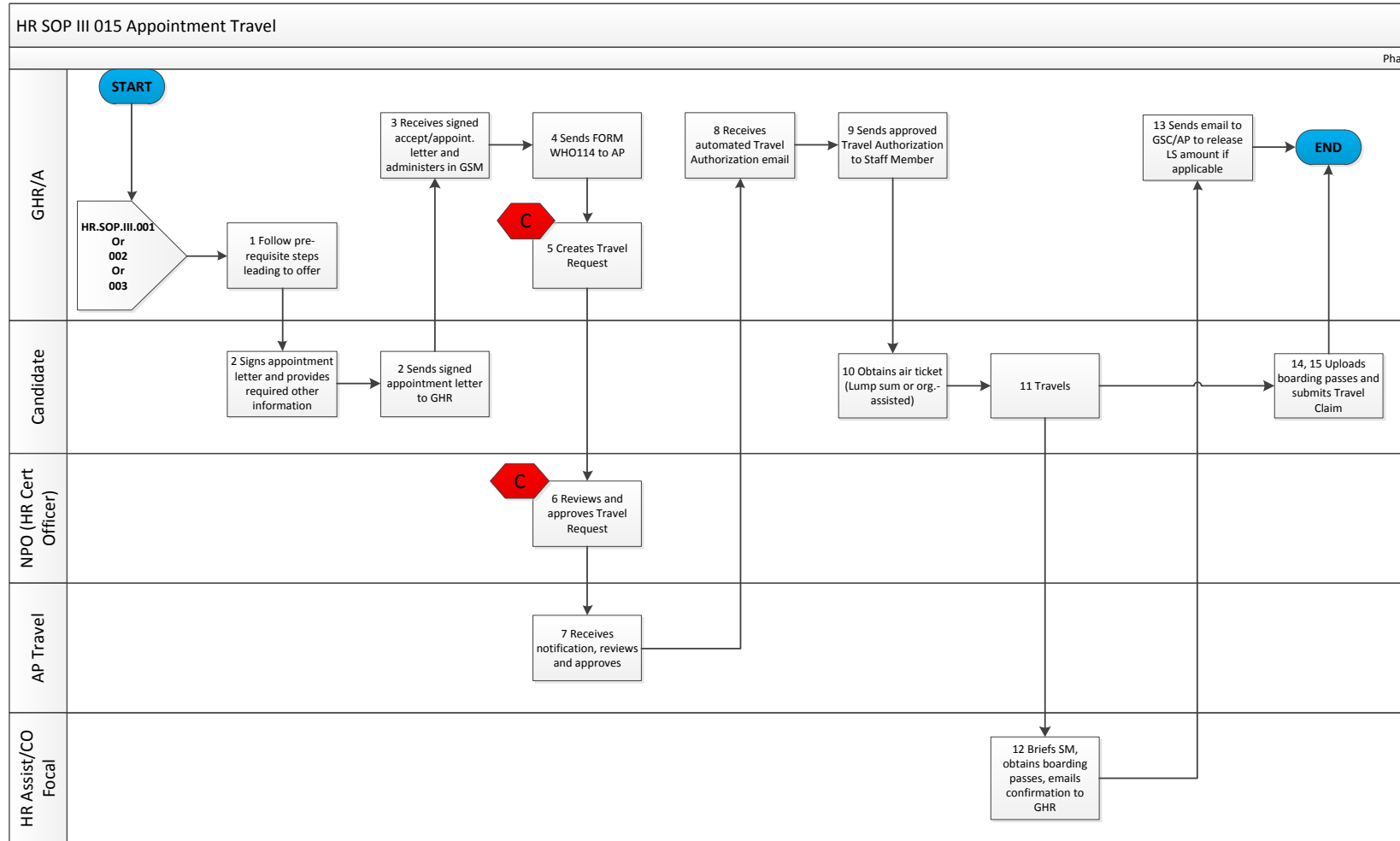
**1.3.4. Related SOPs**

- HR.SOP.III.016 Appointment travel (family members)
- FIN.SOP.VII.008 Lump Sum Statutory Travel Calculation
- FIN.SOP.VII.009 Organization-Assisted Travel
- FIN.SOP.VII.012 Travel claims greater than Travel Request
- TRV.SOP.VII.014 Create Travel Claim from Travel Request

**1.4. Other**

AP	Accounts Payable
GHR/A	GHR Administrator

2. PROCESS FLOW



### 3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		GSM	Follows pre-requisite steps leading up to offer of appointment in: HR.SOP.III.001 Fixed-term appointment, HR.SOP.III.002 Temporary Appointment under Staff Rule 420.4), and HR.SOP.III.003 Temporary appointment, 60 days or less.	GHR Administrator
2		Offline	<p><b>Completes the travel and shipment option form</b> and returns with the signed acceptance of offer of appointment and the Instructions for Salary Payment Form (WHO114), by email to GHR focal point:-</p> <ul style="list-style-type: none"> <li>Indicates travel option chosen - lump sum payment on appointment or organization-assisted travel</li> <li>Provides information regarding expected date and place/address of departure and contact telephone number and email.</li> </ul> <p>Obtains UN Security Clearance by completing training on "Basic Security in the Field: Staff Safety, Health and Welfare (BSITF II) and/or "Advanced Security in the Field (ASITF) prior to travel by accessing website: <a href="https://training.dss.un.org/consultants/index.php">https://training.dss.un.org/consultants/index.php</a>.</p> <p>Confirms completion to hiring unit/RPO in order that Security Clearance can be obtained prior to travel.</p>	Candidate (Staff member)
3		GSM	Ensures all pre-requisites completed and administers appointment in GSM (see HR.SOP.III.001 Fixed-term Appointment, HR.SOP.III.002 Temporary	GHR Administrator

			Appointment under Staff Rule 420.4, HR.SOP.III.003 Temporary appointment, 60 days or less.)	
4		Offline	Sends completed Salary Payment Form (WHO114) to Accounts Payable to create bank details in Supplier Account for Electronic Payment. This step allows GHR to initiate the TR and select the Electronic Payment Option.	GHR Administrator
5	(C)	GSM	<p>Creates Travel Request from place of recruitment to duty station – see TRV.SOP.VII.019 Create Statutory Travel Request</p> <ul style="list-style-type: none"> <li>• selects relevant travel option as indicated by Candidate(Employee)</li> <li>• start date of travel is the start date of appointment as per HRAP</li> <li>• arrival date at duty station takes into account standard travel time from place of recruitment to duty station</li> <li>• indicates travel on appointment under SR 810.1</li> <li>• inserts USD 1 for the travel cost</li> <li>• In comments section adds relevant remark(s) : <ul style="list-style-type: none"> <li>• <i>if lump sum statutory travel option chosen - adds note to Accounts Payable (Travel) that appointment travel related payment is to be released <b>only after GHR confirms by email reporting of the staff member</b></i></li> <li>• <i>If organization assisted travel, indicates accompanies baggage entitlement (10 kgs and 20 kgs for family) and unaccompanied baggage entitlement for Removal assignment – 250 kgs for the staff member (if family members travelling with staff member on TR 130 kgs each)– see HR.SOP.III.016)</i></li> </ul> </li> </ul>	GHR Administrator
6	(C)	GSM	Reviews Travel Request for correctness:-	NPO HR Certifying

			<ul style="list-style-type: none"> <li>• travel time required to reach the duty station</li> <li>• name of traveller and start date of travel correspond to contract</li> <li>• relevant note to AP inserted to hold lump sum payment, if appropriate</li> <li>• baggage entitlements inserted</li> </ul> <p><b>Approves</b> the Travel Request</p>	Officer
7		GSM	<p>Receives notification, reviews and <b>approves</b> the Travel Request inserts the lump sum amount if appropriate or the ticket cost – see FIN.SOP.VII.008 Lump Sum Statutory Travel and FIN.SOP.VII.009 Organization Assisted Travel.</p> <p>Contacts GHR for information or clarification as necessary.</p>	AP Travel Unit
8		GSM	Once TR is approved, receives Travel Authorization through automated email	GHR Administrator
9		Offline	Sends approved Travel Authorization to the prospective staff member by email	GHR Administrator
10		Offline	<ul style="list-style-type: none"> <li>• If <b>organization-assisted</b> travel, liaises with WHO approved Travel Agent and finalizes ticket issuance.</li> <li>• If <b>lump sum</b> travel opted, purchases ticket from any travel agent and retains payment receipt</li> </ul>	Staff member
11			Undertakes travel and reports for duty and undergoes a HR briefing with the HR Assistant in the Major office or the HR focal point in country office	Staff member
12		Offline	During HR briefing completes reporting form and obtains boarding passes and	HR Assistant/CO focal

			<p>assists “new” staff member to initiate travel claim and uploads boarding passes to RMS if possible.</p> <p>Sends email confirmation to GHR focal point that staff member has arrived and reported to duty as per staff member’s letter of appointment. Attaches scanned copies of boarding passes if upload to RMS not possible.</p>	point
13		Offline	<p>Upon receipt of confirmation from HR in the new employees major office - sends email communication to Accounts Payable (Travel) to release appointment travel lump sum amount (if applicable) to the staff member upon receiving Reporting Form.</p>	GHR Administrator
14		RMS	<p>Uploads boarding passes when GSM access is granted if not already done.</p>	Staff Member
15		GSM	<p>Submits Travel Claim – TRV.SOP.VII.013 Create Travel Claim from Travel Request</p>	Staff Member

### 3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment due to Lump Sum option being released by GSC/AP prior to the start date of the contract where the candidate does not report to duty.	GHR instructs AP through note on Appointment Travel lump sum Travel requests not to release the lump sum travel until GHR confirm staff member has reported to duty	5 , 6
Overpayment due to premature ticket-issuance by WHO travel agent in the event the staff does not travel or travel is delayed.	If travel is delayed, a Delinquent Travel Request is generated 60 days after the travel date and recovery would be made from the first salary, or the ticket could be amended to a later date. If travel does not occur the WHO travel agent is requested to reimburse the costs of the ticket.	5
Travel Request issued without medical clearance having been obtained.	Medical clearance is checked prior to letter of offer being issued.	See prerequisites in HR.SOP.III.001, 002, and 003 on appointments
Travel of staff member without security clearance. No monitoring by HRQ or GHR. Assumption by GHR that if HRAP received for staff member that security clearance has been obtained.	Technical unit must assist candidate in obtaining security clearance as only staff members with UN email address can access undss website.	2