

# **HR.SOP.III.016**

## **Appointment travel (Family members)**

### ***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	24.10.2012	T.James/S. Amaudruz		First review, based on Staff member appointment draft SOP – roles and responsibilities clarified.
0.2	25.10.2012	Send to GHR and MO/HRAs for review Send to RPOs for review (KM)		
		Send to TRV and AP for review (KM)		
0.3	26.10.2012	S Ragupathi		GHR reverted, comments integrated
0.4	29.10.2012	J. Mousely		Inserted visio
0.5	29.10.2012	S Amaudruz		Final review
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 the family member(s) of a staff member from the initial request of travel prerequisites, e.g. birth certificates to the arrival of the family member(s) at the duty station. For travel upon appointment for staff members, see HR.SOP.III.015 Appointment travel (staff member).

The Organization pays the travel expenses for family member(s) on appointment of a staff member on Fixed-term, Continuing, Temporary appointment under SR 420.4 for a period of one year or longer, or upon extension of an initial appointment of less than one year resulting in an uninterrupted period of service of one year or longer. 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 or from some other place, provided that the cost to the Organization does not exceed that for the travel from the recognized place of residence. The spouse and dependent children are expected to remain at the official station for at least six months.

Family member(s) may travel subsequent to appointment of staff member in order to join him/her at the official station provided that the staff member's appointment runs for a minimum of six months from the date of the family member's arrival.

### 1.2. General Guidance / Business Rules

The potential staff member receives the basic information on the travel entitlements in the offer of appointment email and has the choice for each eligible family member 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.

Travel of family member(s) 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, the potential staff member has provided the GHR Administrator with the Travel on Appointment Options form where the potential staff member must confirm that family member(s) will remain at the official station for at least six months. Family members are able to travel independently of the potential staff member's arrival date and departure location provided that the cost does not exceed that for the travel from the potential staff member's recognized place of residence.

The GHR Administrator verifies that upon receipt of the birth certificate(s) that any child(ren) traveling are 18 years of age or under or are between 18 and 21 years with the confirmation by the staff member of intended school attendance.

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

Where the entitlement to family member travel occurs upon extension of a temporary appointment and the family members have already travelled, the staff member raises a Retroactive Travel Claim, uploads the scanned boarding passes and any other supporting documents in RMS and submits the RTC. See TRV.SOP.VII.016 Retroactive Travel claim for Statutory Travel.

### 1.3. Reference Material

#### 1.3.1. Staff Rules

- 310.5.2 Child Dependency Definition
- 420 Appointment Policies
- 820 Travel of Spouse and Children

#### 1.3.2. WHO eManual

- III.8.2 Travel of spouse and children
- III.8.6 Shipment of personal effects and removal of household goods
- III.8.7 Lump sums for travel
- VII.2 Travel and baggage entitlement

#### 1.3.3. UPKs

- Travel Request Creation and Approval
- Travel Claim Creation and Approval

- Records Management-Upload Staff Travel Claim Document
- Records Management-Upload Non-Staff Travel Claim Documents

#### 1.3.4. Related SOPs

- HR.SOP.III.001 Fixed-term Appointment
- HR.SOP.III.002 Temporary Appointment
- HR.SOP.III.015 Appointment travel (staff member)
- HR.SOP.III.144 Removal of household goods and personal effects
- HR.SOP.III.152 Education Grant Travel/Special Education Grant Travel
- FIN.SOP.VII.008 Lump Sum Statutory Travel Calculation
- FIN.SOP.VII.009 Organization-assisted Travel
- TRV.SOP.VII.014 Create Travel Claim for Travel Request
- TRV.SOP.VII.016 Retroactive Travel claim for Statutory Travel

#### 1.4. Other

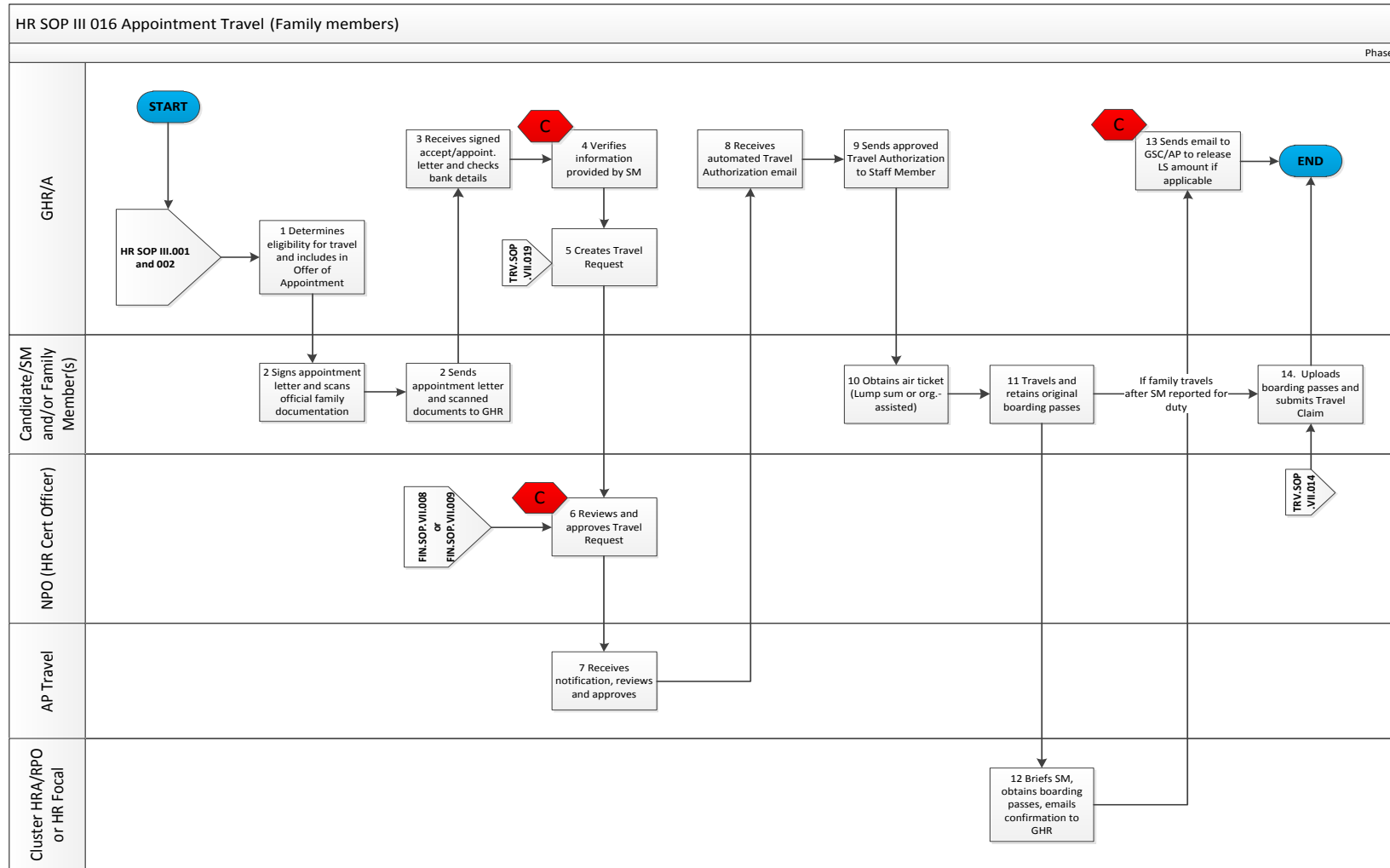
##### Acronyms

AP	Accounts Payable
GHR/A	Global Service Centre, Human Resource Administrator
MO	Management Officer
NPO	National Professional Officer
NR	Non-removal
R	Removal
RPO	Regional Personnel Officer
RTC	Retroactive Travel Claim
SR	Staff Rule
TR	Travel Request

Appointment travel (Family members)

TC	Travel Claim
TRV	Travel unit

2. PROCESS FLOW



**3. ROCESS STEPS**

Step	Control (C)	Type	Process	Role / Responsibility
1		GSM	<p>This is part of the procedures explained in HR.SOP.III.001 – Fixed-term Appointment and HR.SOP.III.002 – Temporary Appointment under Staff Rule 420.4.</p> <p>The GHR/A determines the eligibility of family members to travel entitlements, at the time of the preparing the Offer of Appointment based on the contract duration as follows:-</p> <p style="padding-left: 40px;">If the appointment includes recruitment travel and the duration of the contract is for one year or more or, a continuation of a prior appointment, resulting in an uninterrupted period of service of one year or more, travel entitlements are due for eligible family members accompanying the staff member who are expected to remain at the official station at least six months.</p> <p>The GHR/A includes in the Offer of Appointment letter a request to provide personal and family official documents and the relevant attachment (Travel on Appointment Options form) to be completed by the potential staff member to request travel (and shipment) for himself and accompanying eligible family members to the duty station (based on contract duration and removal or non-removal entitlements).</p>	GHR Administrator
2		Offline	<p>Upon receipt of the Offer of Appointment and the Travel on Appointment Options form, the potential staff member :</p>	Candidate (Staff member)

			<ul style="list-style-type: none"> <li>• Prepares and returns scanned copies of the original or certified personal and family official documents</li> <li>• completes the form indicating eligible family member(s) travelling;             <ul style="list-style-type: none"> <li>○ Eligible family members are spouse and/or children under age 21 attending school on a full-time basis, who will travel to the official station and remain for a minimum of six months;</li> <li>○ date of departure</li> <li>○ departure city/cities</li> <li>○ date of arrival</li> <li>○ mode(s) of travel</li> <li>○ travel option chosen - lump sum payment on appointment or organization-assisted travel,</li> </ul> </li> </ul> <p>Returns the above with the acceptance of the Offer of Appointment by email to GHR focal point.</p> <p>Where the date of travel for any family member(s) is not known/confirmed, the staff member indicates on the form and requests the travel at the appropriate time by email to the GHR focal point,</p>	
3		Offline	Upon receipt of the Travel on Appointment Options form, checks that the new staff member’s Bank Details are available in GSM before proceeding to initiate the TR.	GHR Administrator
4	(c)	GSM	<p>Based on the completed form and the personal and family documentation received</p> <p><b>Verifies:-</b></p> <ul style="list-style-type: none"> <li>• Spouse status is effectively married</li> <li>• Child(ren) dependency status, if under 18, against birth certificate</li> <li>• Child(ren) dependency status , if between 18 and 21 years, against birth</li> </ul>	GHR Administrator

			certificate and confirmation of intended school attendance at duty station.	
5			<p>Creates Travel Request(s) (TR) from place of departure to duty station for eligible family members as follows:-</p> <ul style="list-style-type: none"> <li>• Determines whether one TR for the staff member and family members is appropriate, i.e. if all travelling together on the same itinerary and same travel option initiate one TR</li> <li>• Where the itinerary or options chosen differ or departure dates are significantly later (i.e. more than 2 months), – separate TRs are required</li> </ul> <p>Creates TR by referring to the staff members options and travel arrangements and <b>TRV.SOP.VII.019 Create Statutory Travel Request</b></p> <ul style="list-style-type: none"> <li>• Inserts family members travelling, checks dates of birth of children, ensuring they are under age 21</li> <li>• indicates travel on appointment under SR 820.1 if family members travel with the staff member on appointment</li> <li>• indicates travel on appointment subsequent to appointment in order to join staff member under SR 820.2.2 – verifies that staff member’s appointment runs for a minimum of six months from the date of the family member’s arrival</li> <li>• inserts WHO liability – Cost of this travel must not exceed the cost of travel from the new staff member’s recognized place of residence to the official station</li> <li>• if lump sum statutory travel option chosen - adds note in comments box to Accounts Payable (Travel) that appointment travel related payment is to be released only after GHR confirms by email reporting of the staff member.</li> </ul>	

			<p><b>For Organization Assisted travel only</b> indicates relevant entitlements as per WHO eManual III.8.6 in comments field as follows:-</p> <p><b>NR &amp; R Excess baggage entitlement</b> - 10 kgs per family member (20kgs for family whether they travel together or separately) if already authorized for staff member do not add to family member TR</p> <p><b>Removal unaccompanied baggage entitlement</b> - 250 kgs for the staff member, 130 for each of the subsequent eligible family members</p> <p><i>(For NR unaccompanied baggage entitlement– see <b>HR.SOP.III.144 – Removal of household goods and personal effects</b> since it is not authorized on the TR)</i></p> <p>(If a child is joining school in a place other than the duty station at the time of the staff member’s appointment, the travel request is initiated under Education Grant – One way travel to enter school from the recognized place of residence to the school. See <b>HR.SOP.III.152 – Education Grant Travel/Special Education Grant Travel</b>)</p> <p>The Statutory Travel PTAE0 for the relevant major office where the staff member will be assigned must be selected.</p>	
6	(C)	GSM	<p>Reviews Travel Request for correctness:-</p> <ul style="list-style-type: none"> <li>• name of traveler(s) and start date of travel correspond to Travel on Appointment Options form</li> <li>• relevant note to AP inserted to hold lump sum payment</li> <li>• WHO liability for travel</li> </ul>	NPO HR Certifying Officer

			<ul style="list-style-type: none"> <li>• Whether s/m opted for lump sum or organization assisted shipment</li> <li>• baggage entitlements inserted</li> </ul> <p><b>Approves</b> the Travel Request</p>	
7		GSM	<p>Receives notification, reviews and <b>approves</b> the TR, 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> <li>• Makes any necessary visa arrangements.</li> </ul>	Staff member
11		Offline	Undertakes travel and retains original boarding passes	Family member(s)
12		GSM	<b>Where the family members travel with the staff member on appointment</b> , the staff member provides all the appointment ticket stubs and other reimbursable expenses (if Organization-assisted) at the time of the reporting for duty for	Cluster HRA/RPO or HR Focal point in office

			<p>uploading with the Travel Claim submitted on behalf of a new staff member.</p> <p>For ex-employees returning to duty the staff member should submit their own travel claim – see TRV.SOP.VII.014 Create Travel Claim for Travel Request.</p>	
13	C	Offline	<p>Upon receipt of confirmation from HR Cluster or Regional office focal point in the new employee’s major office that the staff member has reported for duty, verifies if staff member selected appointment travel for staff/family members by Lump Sum for Statutory Travels and if yes, sends email communication to Accounts Payable (Travel) to release appointment travel lump sum amount to the staff member upon receiving confirmation of reporting for duty, i.e. signed Reporting Form.</p>	GHR Administrator
14		GSM and RMS	<p><b>Where the family members arrive after the staff member has reported for duty,</b> the staff member scans and uploads the boarding passes to his/her Staff Member RMS Travel Folder using the RMS naming convention, i.e. TC Number, Boarding Passes, Appointment Travel, e.g. TC12345 Boarding Passes Appointment Travel</p> <p>Pastes the URL into Remarks window in the GSM Travel Claim and follows the instructions in TRV.SOP.VII.014 Create Travel Claim for Travel Request.</p> <p>Retains all originals for 3 years for auditing purposes.</p> <p><i>When the entitlement for family member appointment travel occurs on extension of a temporary appointment and the family members have already travelled to join the staff member at the duty station at his/her own cost, provided boarding passes and proof of payment exist, the staff member may request GHR by email to initiate a Retroactive Travel Claim – see TRV.SOP.VII.014 Create Retroactive Travel Claim for Statutory Travel.</i></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 family member 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
Family members who have travelled to the official station do not remain in the official station for the expected six months.	Staff member declares on Appointment Travel form that family member(s) will stay for minimum six months.	2
Travel is authorized for family members without the required six months appointment duration for the staff member.	GHR verifies that staff member's appointment runs for a minimum of six months from the date of the family member's arrival and NPO HR certifies.	5, 6