

**HR.SOP.III.040C**  
**Home Leave -**  
**Step 3 Confirm Leave**  
**Request, Initiate Travel Claim**  
*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
1.0				Published in HR eManual 2010
1.1	20.04.2012	K. Mollard, HRD/HPJ		Draft revised and updated
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## 1. INTRODUCTION

### 1.1. Overview/Description

This standard operating procedure is step 3 in the process to exercise Home Leave and explains the GSM process to confirm the Home Leave request and initiate the travel claim upon completion of a home leave travel and return to the duty station. (See HR.SOP.III.40A & 40B for steps 1 and 2).

### 1.2. General Guidance / Business Rules

Upon completion of home leave return travel and irrespective of whether the travel option chosen was Organization-assisted (with tickets) or statutory travel lump sum, staff members are required to :-

- confirm the leave request in their GSM leave records (which will trigger the next Home Leave due date, and credit travel days if any used on a working day)
- submit a travel claim and upload their travel supporting documents (boarding passes, and proof of purchase of tickets for lump sum option) to the staff member's Records Management System/Travel Folder.

Original documents must be retained by staff member for 3 years from the date of travel.

### 1.3. Reference Material

#### 1.3.1 Staff Rules

- 640 – Home leave
- 810 – Travel of staff members

#### 1.3.2 WHO eManual

- III.6.13 Leave and Absence/Home leave
- III.8 Travel and Transportation
- VII.6 Staff Statutory Travel

### 1.3.3 UPKs

- Leave and Absence Management - Leave Types – 6.403 Home leave Request
- UPK 4.132 Travel Management – Travel Claim Creation and Approval – Raise and submit Travel Claim
- UPK 9.100 Upload Staff Travel Claim Documents
- UPK 9.400.1 Records Management – Human Resources – Records Management – View Supporting documents
- UPK 4.120 Modify Travel Claim
- UPK 4.140 Submit a Zero Travel Claim

### 1.3.4 Related SOPs

- HR.SOP.III.40A Home leave Step 1 – GGSM Leave Request
- HR.SOP.III.40B Home leave Step 2 – Initiate Travel Request
- FIN.SOP.VII.008 Lump Sum Statutory Travel Calculations
- FIN.SOP.VII.009 Organization Assisted Travel
- TRV.SOP.VII.013 Cancel Travel
- FIN.SOP.X.028 Cancel Payment

## 1.4 Other –

### References

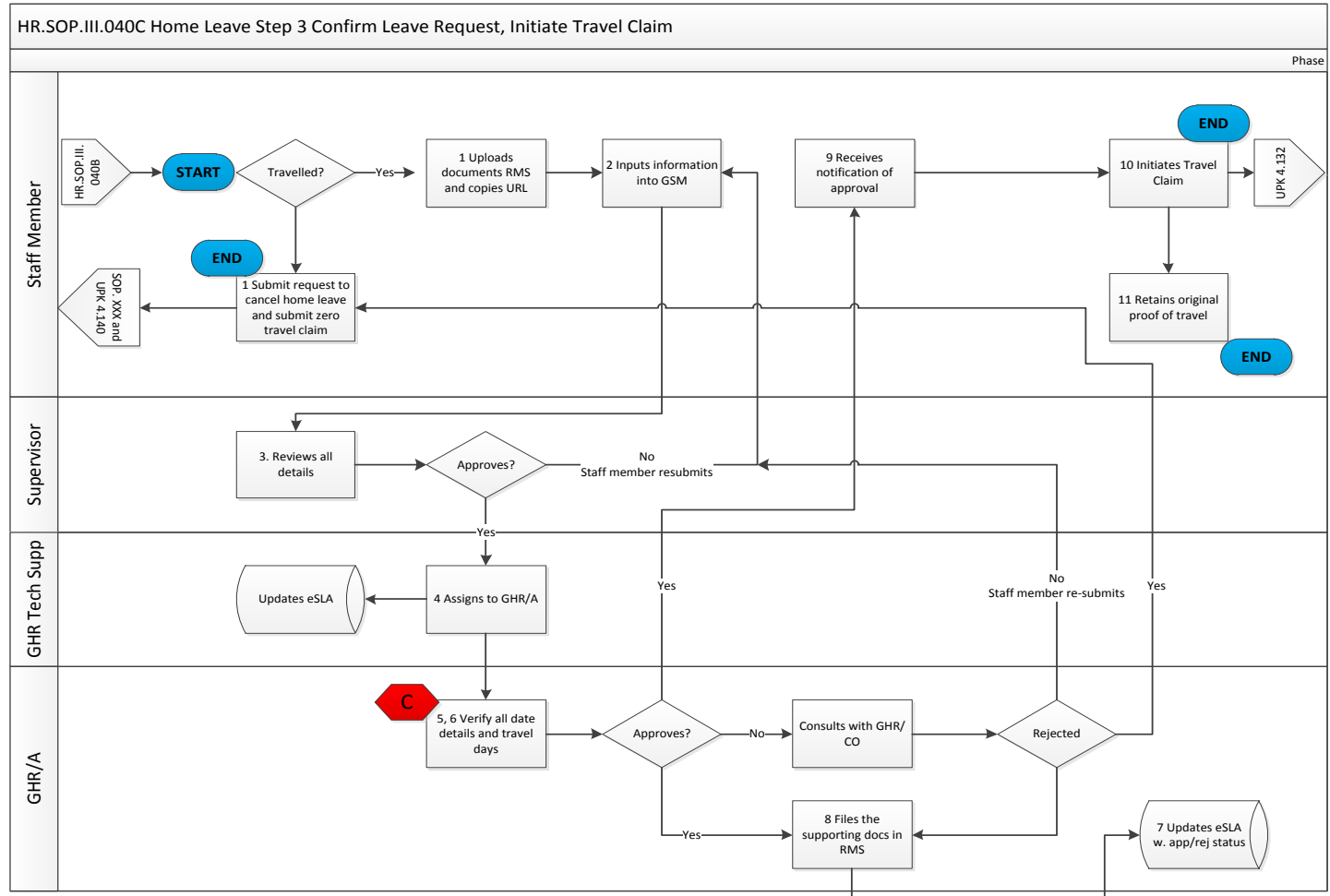
- GSM Records Management, intranet documents: How to upload documents in GSM Records Management

### Definitions

- AL Annual Leave
- eSLA Electronic Service Level Agreement
- HL Home Leave
- LS Lump Sum
- RMS Records Management System

- RTC Retroactive Travel Claim
- TC Travel Claim
- TR Travel Request
- TS Travel Specialist

2. PROCESS FLOW



### 3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		RMS Online	<p>After completion of travel:</p> <ul style="list-style-type: none"> <li>- uploads boarding passes/ proof of ticket purchase to RMS Travel folder before confirming leave as per naming convention, e.g., S012345HomeLeave2011 (See UPK 9.100 Upload Staff Travel Claim Documents)</li> <li>- Copy the URL from RMS in order to add the link to the confirmed home leave absence request and the TC</li> </ul> <p><i>If travel was not undertaken</i> – staff member submits request to cancel home leave absence in GSM Leave Request and Submits a Travel Claim and selects “cancel travel” - see UPK 4.140 and TRV.SOP.VII.013. Cancel Travel</p>	Staff member
2		GSM input	<ul style="list-style-type: none"> <li>○ <b>confirms</b> the planned leave home request to reflect the actual absence dates through Staff Member → Leave Request function (see UPK 6.403) and,</li> <li>○ use the <b>ADD</b> button to add the copied link to Travel documents in RMS, or</li> <li>○ <b>if dates are amended</b>, indicate reasons for amending dates in comments box and ensure travel documents support the change in the dates.</li> </ul>	Staff member
3		GSM worklist	Receives notification for approval of <b>confirmed</b> home leave request and reviews:	Supervisor

		notification	<ul style="list-style-type: none"> <li>○ dates and RMS documentation to ensure they reflect full absence from the office</li> <li>○ comments and any changes to the leave request for correctness</li> <li>○ if amended dates – check declaration for home leave eligibility declaration is still correct</li> </ul> <p><b>Approves or rejects</b> request asking for further information as required</p> <p>Rejected request returns to staff member for re-submission with correction</p>	
4		GSM notification	<p>Receives notification for approval of confirmed home leave.</p> <ul style="list-style-type: none"> <li>● Assigns request to GHR/A tasks</li> <li>● Updates eSLA</li> </ul>	GHR Technical Support Team
5	<b>C</b>	GSM notification	<p>Receives automated notification for approval of the <b>confirmed</b> home leave request.</p> <p>For <b>all requests</b>, verifies:-</p> <ul style="list-style-type: none"> <li>- dates correspond to initial leave request</li> <li>- dates correspond to date of departure to and from the HL destination as per supporting documents</li> <li>- travel days according to destination of supporting documentation (boarding pass)</li> </ul> <p>For <b>amended</b> request, verify also</p> <ul style="list-style-type: none"> <li>- that dates still respect minimum duration and travel time and home leave eligibility declaration</li> </ul>	GHR Administrator
6		GSM	Returns to Worklist	GHR Administrator

			<p><b>If the request is in order – Approves Request</b></p> <p><b>If information or supporting document/link for departure/return dates missing,</b> requests more information/documents. Uses Note function to add any comment, or request any information. If further information requested, then Staff Member can amend information in GSM and re-submit the leave request.</p> <p><b>If the request is not in order,</b> consults with the GHR Certifying Officer for instructions in the following cases :</p> <ul style="list-style-type: none"> <li>○ minimum duration for home leave not respected;</li> <li>○ change in travel dates has meant that six months duration after home leave return date is not respected</li> </ul> <p>After obtaining agreement of GHR Certifying officer that the request should be be <b>Rejected, Rejects the confirmation request in GSM,</b> indicating reason for rejection e.g. minimum duration not respected – in consultation with HR Certifying Officer.</p> <p>Sends email to the staff member with copy to the Supervisor and Management Officer &amp; HRA/RPO advising the staff member of the reasons and informing the staff member to cancel the Home Leave Absence Request and replace it with an annual leave confirmed absence request and to submit a cancel travel request</p>	
7		Offline	Updates eSLA with <b>approved/rejected</b> status	GHR Administrator
8		RMS	Files supporting document(s) including email rejection, if any, in the staff member's folder (RMS) using naming convention S012345HomeLeave2011	GHR Administrator

9		GSM	<p>Receives notification of approval/rejection of confirmed home leave absence.</p> <p>If approved goes to step 10.</p> <p>If not approved cancels home leave and submits annual leave confirmed request and submits a cancel travel request (see TRV.SOP.VII.008).</p>	Staff member
<b>Initiate Relevant Home Leave Travel Claim</b>				
10		GSM	<p><b>Initiates Travel Claim</b> through Travel Requestor or Travel Self-Service Follows UPK 4.132 Create Travel Claim Based on Travel Request and TRV.SOP.VII.014 Create Travel Claim for Travel Request</p> <p>Paste URL from records management into Remarks window in Travel Claim.</p> <ul style="list-style-type: none"> <li>• <i>If Lump sum option OR Travel with tickets and <u>no extra costs to be claimed</u>:</i> <ul style="list-style-type: none"> <li>○ Selects TC same as TR</li> <li>○ Submits TC and process ends.</li> </ul> </li> <li>• <i>If TR with tickets and staff has excess baggage costs to claim</i> <ul style="list-style-type: none"> <li>○ Selects TC differs from TR – makes claim for excess baggage or surface shipment) in TC</li> <li>○ Submits for approval.</li> </ul> </li> </ul> <p>See also FIN.SOP.VII.012-Travel Claims Superior to Travel Request.</p>	Staff member
11		Off line	Retains original proof of travel documents for three (3) years for audit purposes.	Staff member

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
<p>Overpayment of entitlement if staff member does not submit confirmation of home leave request or does not travel at all</p>	<ul style="list-style-type: none"> <li>• Monitoring by Leave Administrators all planned leaves on a monthly and annual basis ensures follow-up on unconfirmed leave requests so they are, amended or cancelled if home leave travel did not take place; in addition</li> <li>• GHR do not approve HL confirmation of absence if no link to supporting documents is contained in confirmed leave request. Supervisor is also required to verify link to supporting documents.</li> <li>• All rejected Confirmation of home leave requests include a written notification to the Supervisor, Management Officer/Regional Personnel Officer for oversight.</li> </ul>	<p>Steps 3 and 5</p>
<p>Staff member does not submit travel claim</p>	<p>Travel system sends automated reminders every 30, 45 and 60 days to staff member concerning submission of travel claim. All costs relating to the travel are recovered automatically if a travel request becomes "Delinquent".</p>	<p>See FIN.SOP.VII.006 – Delinquent Travel</p>