

HR.SOP.III.153

Rental Advance – Request

HRD/HPJ

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	09.2012			1 st draft
0.2	01.10.12	L Veniga, GHR		Full review
0.3	02.10.2012	JM		Added VISIO after major process step revisions
0.4	16.10.2012	Compensation team, HPJ provided input from Regions on the SOP (AFRO, EMRO, EURO, SEARO, WPRO) and regarding approval authority of all lease agreements.		Introduction and GHR control point 12.
0.5	23.10.2012	S E Amaudruz		Review before sending back to GHR.
0.6	25.20.2012	S E Amaudruz		Amendment to the process for responsibility to ensure the signed rental lease is provided to GHR to mitigate the risk of rental advance being paid on a temporary document. Discussion with Coordinator GHR – no mechanism to track or follow-up. As RO DAF agrees exceptionally to grant a rental advance based on a document other than a signed Lease Agreement, after 60 days the RHRM or delegate should check the staff member has provided the document to GHR for uploading.
0.7	25.10.2012			Sent to Regional SOP focal points for comments.
1.0	06.11.2012		S. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Approved for publication.

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
1.1	25.09.2018	GHR	Ayna Khaidova, GHR Coordinator	Amendment for risk mitigation by inserting a check for congruency of currencies between lease agreement and request; also re-routing of requests exceeding USD30,000, for Rental Advance Checklist form to be approved by RHRM or GHR Coordinator.
2.0	3.10.2018	HPJ Policy	S. Amaudruz R. Jafari-Omid	Comments and edits returned to GHR for finalization. ECM instruction entered. Document reformatted and risk steps updated. GHR Rental Advance Checklist form added as an Annex to the SOP.

1. INTRODUCTION

1.1. Overview/Description

This standard operating procedure describes the process for eligible staff members on fixed-term and continuing appointments to request a rental advance through GSM Employee self-service and receive payment.

1.2. General Guidance / Business Rules

Rental advances are payable only in field duty stations and approved by the Designated Official of the lead agency in the location or his/her delegated authority (e.g. UNDP Res. Coordinator, WHO DAF) on the basis of the prevailing reasonable rent determined by the Designated Official for internationally-recruited staff members on fixed-term appointments or continuing appointments. The advances are limited to 12 months' rental and recovered by deductions over a 12-month period (see FIN.SOP.XII.082 for payment and recovery).

The amount of advance request must be based on the amount required by the landlord as specified in the lease agreement. This amount should not exceed the equivalent of 12 months' rent, or rent up to the end date of the lease agreement, or the end date of appointment, whichever comes first. The advance is recoverable in equal instalments. The repayment period will be subject to the end date of the lease agreement, or the end date of appointment, whichever is earlier and must not exceed the maximum overall limit of 12 months. Requests for advances of more than twelve (12) months' rental, and requests to repay any advance over a period longer than twelve (12) months, should be submitted to the Director, HRD and Comptroller for exceptional approval through Regional HR Officer (RHRO). Rental advance requests exceeding USD30,000 must be approved by GHR HR Officer or GHR Coordinator before being processed. See Annex – Rental Advance Checklist-GHR internal document.

In the event, the staff member must break the lease and the advance paid is not refundable, the staff member shall continue to pay the recovery instalments to the Organization or repay the outstanding amount in full. No request for further advance shall be paid if there is an outstanding amount due from the staff member.

Supporting documents attached to the GSM request : Requests for rental advance are made through the GSM Employee self-service function. Documents attached to the request must be true scanned copies of originals and are uploaded automatically to ECM during the Rental Advance request procedure – Supporting Document.

- *If official document is in a WHO official language other than English or French, i.e. Chinese, Arabic, Spanish, Russian or in a working language of the regional office where the staff member is assigned, the staff member makes self-certified translation into English and requests the Regional HR I Officer(RHRO)/Translation Office (HQ) to certify the translation is correct.*

- *If the document is in a non-WHO official or working language, the staff member is responsible for obtaining an official translation.*

Staff members may be requested by their RHRO/MO to provide original documents for certification at any time.

1.3. Reference Material

1.3.1. Staff Rules

- 380 Payments and deductions

1.3.2. WHO eManual

- III.3.15 Payment of salary, post adjustment and allowances/Rental Advances

1.3.3. UPKs

- 6.852 Request for Rental Advance

1.3.4. Related SOPs

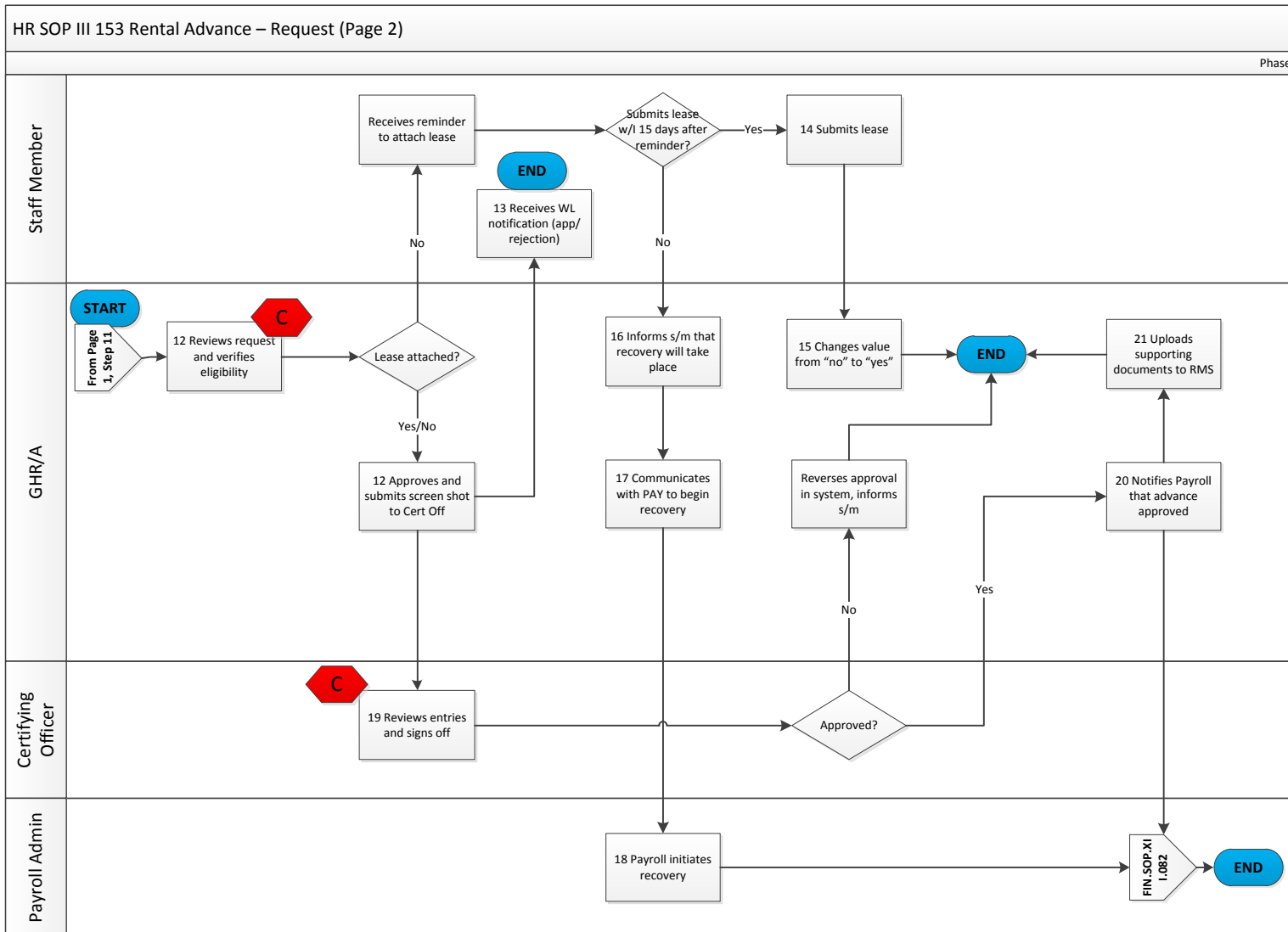
- FIN.SOP.XII.082 Rental Advance and Rental Subsidy.

1.4. . Other

- Submitting Rental Advance – Quick Reference Guide, GSC Internal document
http://workspace.who.int/sites/whogsc/SiteCollectionDocuments/GSC100_HR_Payroll_Guides.aspx
- Rental Advance Checklist, GHR Internal document - annexed to this SOP

1.4.1. . Definitions

- RHRO Regional Human Resources Officer
- HRD Department of Human Resources Management (HQ)
- UNDP United Nations Development Programme



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		GSM Input	Pre-requisites (prior to staff member submitting the request in GSM): Initiates request to add/update non-salary distribution bank details, with payment reason "Rental Advance" through Staff Member Responsibility -> Staff Non Salary Distribution Details – see also FIN.SOP.XII.075 Add or Update Bank Details	Staff Member
2		GSM Input	Approves non-salary distribution details to receive rental advance	Payroll Administrator
3		GSM Input	Receives GSM notification of approval of non-salary distribution details for rental advance	Staff Member
			<i>If the advance request is for more than 12 months or if the signed lease agreement is not available, one of the following offline steps (steps 4 & 5 or 6 & 7) should be followed PRIOR to submitting the self-service request (step 8).</i>	
4		Off line	If Request for advance is for not more than 12 months' rent and copy of lease agreement is not yet available at the time of request for rental advance: Submits a written request for rental advance to Regional Human Resources Officer (RHRO), indicating the amount of rental advance required and repayment period; If approved, staff member moves to step 10 to submit GSM request	Staff Member
5		Off line	Reviews written request and approves/rejects and informs staff member accordingly reminding that he/she has a maximum of 60 days to provide the signed lease agreement.	RHRO
6		Off line	If Request for advance is for more than 12 months' rent and/or request to repay the advance over a period longer than 12 months: Submits a request with supporting reasons to Director, HRD and Comptroller through the RHRM.	Staff Member
7		Off line	Reviews written request and approves/rejects and informs RHRO accordingly, who in turn informs staff member of decision.	Director, HRD/ Comptroller

Step	Control (C)	Type	Process	Role / Responsibility
			If approved, staff member moves to step 10 to submit GSM request.	
8		GSM input ECM input (C)	<p>Request for advance is not more than 12 months' rent and signed lease agreement is available or all off line approvals have been obtained :</p> <p>Submits request for rental advance through GSM, Employee Self-Service – Apply Rental Advance –</p> <p>Clicks Add to open the information page and replies/completes the fields.</p> <p>Clicks on Apply. Page returns to Apply Rental Advance: Special information with all entered information.</p> <p>Clicks on Managed Attachment button – The ECM page defaults for Rental Advance appears.</p> <ul style="list-style-type: none"> • Selects Document Type “Supporting Documents”. • Upload a scanned copy of all relevant supporting documents i.e. valid Lease Agreement, if available and the approved written requests to Director HRD/Comptroller or RHRO as appropriate. • If no document attached <i>Error Message triggers</i> and staff cannot submit request. See JOB AID – How to upload a document in self-service to ECM. <p>Close the page, then click Next to review the full submission.</p> <p>If in order staff member clicks Submit.</p> <p>The Workflow approval goes to the Regional HR Approver, then GHR Administrator for Verification and approval.</p>	Staff member
9		Worklist notification	Receives notification that request has been submitted for approval.	Staff member

Step	Control (C)	Type	Process	Role / Responsibility
10		Worklist notification	Receives notification, reviews self-service request and approves/rejects. If rejected, s/m receives notification; if approved, approval notification received by GHR.	RHRO (through HR Entitlements Specialist role)
11		Worklist	Receives approval notification and assigns to HR Administrator.	Technical Support
12	(C)	GSM and manual verification	<p>Reviews the request and verifies request using the Rental Advance Checklist Annex that staff member is eligible for the advance:</p> <ul style="list-style-type: none"> • is assigned to a field duty station (A to E duty stations) • holds fixed-term or continuing appointment (temporary staff are not eligible) • is internationally-recruited with expat status flag "Yes" • is required to pay advance rental as indicated in the lease agreement. <p>Reviews the SIT Rental Advance entries and verifies the following:</p> <ul style="list-style-type: none"> • lease agreement and the rental advance are approved by the Designated Official in the duty station • amount of rental advance requested is in accordance with the lease agreement, subject to a maximum of 12 or equivalent to the number of months up to the end date of employment contract, whichever is less [if not, informs s/m of the maximum amount of rental advance that may be granted before approving the request] • selected currency on request matches the currency on the lease agreement. • number of months of repayment is limited to a maximum of 12 months, up to the end date of the lease agreement or the end date of appointment, whichever occurs first. 	GHR Administrator

Step	Control (C)	Type	Process	Role / Responsibility
			<ul style="list-style-type: none"> • relevant supporting document(s) is(are) attached - please refer to step 5 & 7 above • if staff already has a rental advance and recovery is occurring, the application for rental advance is after 15th of the month i.e. after the recovery of the last installment. <p>[Note: Staff member may NOT request a new rental advance when an ongoing rental advance is still being recovered. The earliest date that a s/m can apply for rental advance could be any time after 15th of the month when the last instalment of the rental advance is to be recovered]</p> <p><u>If signed lease agreement is not attached but only the approval memorandum from RHRO is attached (refer to steps 4 & 5) above):</u></p> <ul style="list-style-type: none"> i. Checks if the staff member has indicated “NO” to query “Copy of Lease Agreement Submitted?” ii. If staff member has indicated “YES”, change the value to “NO”. iii. A “NO” value will trigger the system generated notification to the staff member after 45 days reminding him/her to submit the copy of the signed lease agreement failure to do so will result in recovery of the advance (see steps 14 – 18). <p>Makes changes in the SIT, if any, and approves the Transaction if everything is in order.</p> <p>SIT rental advance details are automatically populated. Approved SITs are created in the system</p> <ul style="list-style-type: none"> iv. Go back and review the SIT Rental Advance to see if the details have been correctly populated. 	

Step	Control (C)	Type	Process	Role / Responsibility
			v. Submits the screen shot of the approved SIT to the Certifying Officer. GO TO STEP 19 (If lease agreement available)	
13		GSM	Staff Member receives work-list notification of approval or rejection	Staff Member
14		Offline	<i>Where signed lease agreement was not available on initial request – refer to Step 12 above, the staff member must ensure he/she provides the lease agreement by email to gschrservices@who.int with copy to the RHRO as soon as it becomes available.</i>	Staff Member
14a	(C)	GSM	Staff member receives a GSM worklist notification as a final reminder after 45 days requesting him/her to provide a signed copy of the lease agreement by email to the RHRO. RHRO receives a copy of the message for information. Failing receipt the RHRO requests GHR to recovery the Rental Advance.	Staff Member & RHRO
15		GSM Input	Upon receipt of the copy of lease agreement, changes the value from “NO” to “YES”.	GHR Administrator
16		Offline	Monitors any case of Rental Advance approval where the signed lease agreement was not available at the time the request was approved. Referring to Step 12 above : If the staff member fails to submit the copy of the signed lease agreement within a total of 60 days from approval of advance request, instructs GHR and informs staff member that recovery of the full advance will be made.	RHRO
17		Offline	Communicates to PAY the recovery action to be taken.	GHR Administrator
18		Offline	Contacts staff member to initiate the recovery action. See FIN.SOP.XII.082 Rental Advance and Rental Subsidy	PAY

Step	Control (C)	Type	Process	Role / Responsibility
19	(C)	Off line	From Step 12 . Reviews system entries and the Rental Advance Checklist – Annexed to this SOP. <i>If request is USD30,000 or more</i> , form is routed to GHR HR Officer or GHR Coordinator for approval. Thereafter, signs off approved, if the verification process done by GHR Administrator is correct. Otherwise, instructs GHR Administrator to reverse the approval and informs the staff member with reasons for rejection of transaction.	GHR Certifying Officer <i>USD30K or more</i> – GHR Certifying Officer 2 (GHR HRO or Coordinator)
20		Off line	Once approved by certifying officer, notifies Payroll GSC by email that rental advance has been approved. See FIN.SOP.XII.082 Rental Advance and Rental Subsidy	GHR Administrator
21		ECM	Uploads supporting documents to ECM records of the staff member	GHR Administrator

See next Page for KEY RISKS & COMPENSATING CONTROLS

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment and financial loss to the Organization if the eligibility conditions, contract duration of staff member and the conditions for rental advance as per lease agreement are not verified properly.	GHR Administrator and the Certifying Officer review the eligibility conditions, conditions in the lease agreement, duration of staff member's employment and repayment period.	12, 13
Infringement of the staff rules, possible overpayment if a Staff Member that is not eligible to receive rental advance makes an application and for an unreasonable and/or unsubstantiated amount and validates "YES" to supporting documentation.	Control lies with GHR Administrator to verify the supporting documentation during the approval process. To assist in this procedure GHR use a Checklist. Where the signed rental agreement was not available and the DAF/RHRM approved exceptionally, see mitigation below.	12
Overpayment if copy of rental Lease Agreement is never received.	GSM automatic reminder is sent to the Staff Member reminding them they have 15 days to submit the lease agreement. In addition, RHRO is responsible for monitoring the staff member's provision of the signed lease agreement within 60 days of approving the rental advance. RHRO is responsible to inform GHR if no lease is made available, also GHR monitors.	14a, 16
Overpayment and indebtedness to the Organization if the Staff Member separates from the Organization before all rental advance money has been recovered.	GSC Separation Financial Clearance and the standard checks upon resignation and separation are made for outstanding advances.	See HR.SOP.III.110, HR.SOP.III.140.
Overpayment due to errors if currency on request does not match that on the lease agreement.	Additional check included in verification of request and added to Rental Advance Checklist – see Annex to this SOP.	12
Excessive amount errors that may be caused by human factor at any point of request process.	For any request exceeding USD30,000 (or equivalent), the form is routed to HR Officer GHR or GHR Coordinator for approval before processing. This step is also added to the Rental Advance Checklist.	19

ANNEX: RENTAL ADVANCE CHECKLIST – SEPTEMBER 2018

Staff name		Staff No.	
Duty station		Grade	

1.	Verify whether: <input type="checkbox"/> Professional staff member, and Fixed-term or continuing appointment		
2.	<input type="checkbox"/> Staff located in field duty station (A to E duty stations) If no, there is no rental advance to be processed. Stop process here.		
3.	<input type="checkbox"/> Verify that the amount requested corresponds to the amount specified in the lease agreement		
4.	<input type="checkbox"/> Does the selected currency correspond to the lease agreement? Note: Normally, it is the currency of the duty station.		
5.	<input type="checkbox"/> Verify the number of Months of Repayment: It should be limited up to the end date of the lease agreement, or 12 months, or the end date of appointment, whichever comes first. <input type="checkbox"/> In case the repayment schedule is longer than 12 months, prior approval by Director HRD and Comptroller is required.		
6.	<input type="checkbox"/> Verify that there is no outstanding rental advance <input type="checkbox"/> If there is an outstanding rental advance, then start the rental advance after 15th of the month i.e. after the recovery of the last installment		
7.	<input type="checkbox"/> Verify that supporting documents attached to the request are relevant are attached. <input type="checkbox"/> Ensure that copy of signed lease agreement available; <input type="checkbox"/> If copy of signed lease agreement is not immediately available: A memo indicating the amount of rental advance required and repayment period duly approved by the Regional Director (or his/her delegated authority) is acceptable in the interim		
8.	<input type="checkbox"/> Verify that bank details are entered in GSM <input type="checkbox"/> Verify that the non-salary distribution details were selected (Non-Salary Direct Deposit) for Rental Advance		
9.	<input type="checkbox"/> If amount of rental advance exceeds equivalent of USD 30,000 form should be approved by GHR HR Officer or GHR, Coordinator		
10.	<input type="checkbox"/> GHR Certifying Officer approves or rejects for correction; Indicate Reason for rejection:		
Administered by:		Verified by:	
Signature and Date:		Signature and Date:	