

International Onsite Volunteer Recruitment and Assignment Management Standard Operating Procedures

Table of Contents

ASSIGNMENT DEVELOPMENT AND RECRUITMENT.....	1	11. Medical Evacuation	20
1. Applicant Registration	1	12. Security Evacuation	24
2. Request for an Assignment	2	13. Death of a Volunteer	27
3. Identification of a Candidate.....	4	END OR CHANGE OF ASSIGNMENT.....	31
4. Selection of a Candidate.....	6	14. Assignment Extension	31
VOLUNTEER PRE-DEPARTURE AND ARRIVAL.....	8	15. Reassignment	33
5. Prepare an Offer	8	16. End of Assignment/Resignation	36
6. Volunteer and Dependent Onboarding	10	OTHER ADMINISTRATIVE PROCESSES.....	40
ASSIGNMENT AND EMERGENCY MANAGEMENT.....	14	17. Volunteer Reporting.....	40
7. Changes to Volunteer Circumstances During Assignment.....	14	18. Global Payroll Administration	42
8. Volunteer Learning.....	15	20. APDMC – Disciplinary Measures and Claims.....	46
9. Home Visit	16	21. Travel Arrangement (Overview).....	51
10. Accommodation Supplement	18		



Links

1. [ATLAS HCM User Guide](#)
2. [VMAM User Guide](#)
3. [International](#) and [National](#) **UN Volunteers Conditions of Service**
4. [Agreement between UNDP BMS and UNV](#)

Abbreviations

- AWU – UNHCR DHRM Affiliate Workforce Unit
- COA - Chart of Accounts
- DHRM – Division of Human Resources Management
- DOA – Description of Assignment
- FO – UNHCR Field Office
- FU – UNV Field Unit
- HE – Host Entity
- NYO - New York Office
- NYO-PS – New York Office Partnerships Specialist
- OA – Operations Associate (VSC)
- OA FF – Operations Associate (Full Funding Programme)
- OA TL – Operations Associate Team Lead (VSC)
- OV - Online Volunteering
- OVT- Online Volunteering Team
- PA – Programme Assistant (Field unit)
- PAn – Programme Analyst (Field unit)
- PS - Partnership Specialist- External Relations and Communications Centre
- RO - Regional Office
- RPA - Regional Programme Assistant
- RLP – Recruitment Local Processor
- RPS --Regional Programme Specialist (Regional Office)
- RPM-Regional Programme Manager
- SO – UNV Support Officer
- SRE - Special Recruitment Effort
- TPM - Talent Pool Management Team
- UNHCR - United Nations High Commissioner for Refugees
- VMAM – Volunteer Management Application Module
- VSC – Volunteer Service Centre
- VSS - Volunteer Solutions Section

ASSIGNMENT DEVELOPMENT AND RECRUITMENT

1. Applicant Registration

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/ PAn)	Country presence (PAn)	No Country Presence					
Candidate Registration in VMAM								
1		Applicant		Create an account	Familiarise with UNV's expectations for volunteers. Enter basic information: Name, gender, Date of Birth, email, how heard about UNV, willingness to be a national volunteer. Accept terms of use and privacy policy.		Candidate	
2		System		Verification email	Send verification email to applicant		System	
3		Applicant		Verify email account	Click on verification email account link to confirm		Candidate	
4		System		Request to complete the registration	Send an email confirming creation of account and request to complete the registration		System	
5		Applicant		Submit completed registration	Complete registration details under My Profile tab including personal and address information, qualifications, experience, motivation and references. Accept self-declaration and submit profile.		Candidate	
7		System		Confirmation email	Email confirming the registration sent to applicant		System	

2. Request for an Assignment

#	Responsible party			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	PAn		RPS	Demand Generation	Relationship building/management with partners. Provide information to host entity including proforma cost, template for DoA, service request form if needed (for agencies), COS, guidance etc.	DOA templates available here and standard DOAs for agencies are here	N/A	
2		HE		Expression of interest (Optional)	Interested host entity expresses interest in a volunteer (onsite or online) through the UNV website.		N/A	
2.1	PAn		RPS	Respond to EOI	Review expression of interest in VMAM dashboard and follow up with host entity.		N/A	
3		HE		Request for an assignment	Partner requests a UNV assignment (through UNV relationship or through expression of interest on website).		N/A	
4	PAn		RPS	Review the request	Review and request additional information if needed. Decide to pursue further or not.		N/A	
5	PAn		RPS	Elaboration and finalization of DOA	Discuss the DOA with the host entity and finalise. Get fund confirmation.	DOA Quality Guide and Checklist Negotiating a Realistic DOA	N/A	

	Responsible party			Process step	Description	Documents	System role	Comments
6	PA	PAn	RPA	Create DOA in VMAM	Complete DOA creation process in VMAM.		DOA Processor	
7	PA	PAn	RPS	Confirm funds available	Confirm the availability of funds in VMAM for the chosen DOA, fill in funding type and upload supporting documents.	Confirmation of funds from HE	DOA Processor (at recruiting stage)	<u>This step must be completed prior to issuing an offer. Funding confirmation must come from a person with delegated authority.</u>
8	PAn	PAn	RPS	Approve DOA	Approve DOA in VMAM. OA is notified by the system		DOA Processor	The DOA Processor can also approve DOA.
9	OA			Update DOA [optional]	DOA processors can make changes to the DOA at any VMAM status. Re-approval of the DOA is not required.		DOA Processor	
Advertise on UNV website [recommended option]	OA			Mark DOA for advertisement	Select the DOA in VMAM and mark for advertisement. The recommended advertising period is one week but OAs alter this based on the assumed volume of suitable candidates and urgency indicated from the field/HE.	SRE Additional DOA text	Recruiter (IUNV) RLP (NUNV)	Depending on assignment type duration of advertisement will vary
	System			Generate SRE code	The SRE code for DoA is generated and recorded in VMAM.		System	
	Applicant			Apply in VMAM	Select advertisements and submit application(s)		Candidate	

3. Identification of a Candidate

#	Responsible function			Process step	Step description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	OA (for International Volunteers)			Identify candidates	For SRE assignments, use SRE code to search for DOA in advanced search and view applicants. Continue with standard longlisting process.			
2.		OA		Longlisting	Generate and review a longlist of candidates in VMAM		Recruiter (IUNV) and RLP (NUNV)	National volunteer recruitment by PA where available.
3.		TPM		Clear possible duplicates	After automated system check by system, check list of possible duplicates and either clear non-duplicates or merge duplicate profiles, as applicable. Inform candidate, Recruiter and/or field personnel, as applicable.	Clear Duplicates	System/CPM	
4.		OA		Review awaiting repool (ARP) flag (if present)	Request Talent Pool team to clear ARP flag by initiating pending repooling process.		Recruiter (IUNV) and RLP (NUNV)	Candidates are automatically repooled unless 'recommendation for future repooling' task is performed in VMAM and options 2 or 3 are selected. In these cases, the ARP flag is applied.
5.		TPM		Clear ARP flag (if requested)	Request field personnel for performance documents and/or information on conduct issues. Repool candidate or mark candidate as TBR, as applicable.		CPM	
6.		OA		Contact candidates	Contact candidates to check availability		Recruiter (IUNV) and RLP (NUNV)	If there are enough candidates through direct applications, this step is optional.
7.		OA		Review candidate profiles	Review candidate feedback and identify available candidates. Obtain additional information from candidate (suitability call).		Recruiter (IUNV) and RLP (NUNV)	Review the updated profiles, including review of the university database.

	Responsible function	Process step	Step description	Documents	System role	Comments
8.	OA	Technical clearances	<p>In VMAM use the Technical Clearance feature in the following cases (entering the relevant email addresses):</p> <ul style="list-style-type: none"> • Electoral assignments <ul style="list-style-type: none"> ○ blain-wallace@un.org ○ senat@un.org • Human rights assignments <ul style="list-style-type: none"> ○ nascimento-silva@un.org, ○ kalemkerian@un.org • Candidate is working as national staff for Department of Field Support (DFS) <ul style="list-style-type: none"> ○ UNV SO and PM in mission • Candidate is current or former personnel with Department of Field Support (DFS), including former contractors and former volunteers <ul style="list-style-type: none"> ○ fall@un.org ○ gerald.kandulu@un.org ○ ruoshi.geng@un.org 	VMAM TC instructions		
9.	OA	Shortlist	Review longlist and submit shortlist to partner entity, copying in field unit and regional office.		RLP	

4. Selection of a Candidate

#	Responsible function			Process step	Step description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	HEC			Receive list of shortlisted candidates	HE receives list of shortlisted candidates from VSC			
2	PA & HEC	HEC	HEC	Candidate assessment	<p>Invite candidates for interview, written test, desk review or other assessment as arranged by the host entity, based on their preferences.</p> <p>Host entity contact to provide administrative support and hiring manager to form panel.</p>			Interviews are not mandatory as long as a clear and fair process is followed. UNV staff do not have to be on interview panels. UNV involvement in interviews should be minimal, for example, providing guidance on assessment options (PAn, RPS, ONY in USA).
3	HEC			Document selection process	Document the selection process, clearly identifying the preferred candidate and submit documents to PA (if present) or OA (in other cases) by email.			HE can follow their own process (interview, desk review) and use their own or UNV's report documentation as long as the process is transparent, and the candidate is clearly identified.
4	PA	OA		Upload positive assessment report	Upload the positive assessment report for selected candidate in VMAM		RLP	
5	PA	OA		Upload selection documents [optional]	Upload the selection documents in VMAM		RLP	
6	PA	OA		Reference check [optional]	If required by host entity, initiate written reference check in VMAM.	Reference check instructions	Recruiter (IUNV) RLP (NUNV)	

	Responsible function			Process step	Step description	Documents	System role	Comments
7	Referee			Complete reference check	Referees complete written reference checks in VMAM and submit to OA through VMAM.			
8	OA			Select candidate	Select the candidate in VMAM. Triggers email to candidate		RLP	
9	OA			Un-submit unsuccessful candidates	Un-submit the other candidates. Upload interview reports for non-selected candidates. Generate emails in VMAM for non-selected candidates		RLP	
10	Candidate			Confirm personal data update (Mandatory for IUNV and optional for NUNV)	Candidate updates personal data. Uploads documents, including educational credentials, passport copy, emergency address, dependant in VMAM.		Candidate	
11	Candidate			Candidate declines the assignment	Candidate declines the assignment.		Candidate	
12	OA			Select next candidate	<i>If candidate declines:</i> If second choice, proceed with next candidate.		RLP	
13	PA	PAn	OA	Review selection decision	<i>If no candidate is selected:</i> request justification from host entity, record and upload, request re-submit (making DoA changes if necessary) and go to longlist, and then shortlist, or consider special recruitment effort or closing the recruitment.		RLP	
14	OA			Create Atlas position (if not already done) and activity	Create position and Atlas activity in the agency reference project. Update chart-fields.		Position Admin	Atlas HCM and Atlas Finance
15	OA			Verify documents	Verify mandatory documents in VMAM and evidence of dependants if applicable. Check that a) educational credentials match the requirements of the DOA b) evidence provided matches the qualification.		Authorisation processor	
16	OA			Enter Atlas position, re-confirm duty station, recruitment method and confirm airport of arrival	Enter Atlas position and confirm airport of arrival, reconfirm duty station, indicate verify documents complete, set recruitment method in VMAM		Authorisation processor	

VOLUNTEER PRE-DEPARTURE AND ARRIVAL

5. Prepare an Offer

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	OA			Generate offer	Generate offer		Authorization Processor	
2	OA TL			Approve offer	Review and approve offer or alert OA for modifications if necessary.		Authorization Approver	
3	System			Send offer	The link with approved offer package, including Employment Medical Review Questionnaire MS3 or Entry Medical Exam form MS2, as applicable, is sent to candidate, recruitment country, assignment country as necessary for respective action	MS.2 form MS.3 form	System	MS3 form not applied to National Volunteers MS.2 form is for Drivers Security Officers and Manual Workers
4	Candidate			Accept/Deny Offer	Review and accept/deny offer		Candidate	
5	Candidate			Medical exam	Fill in the form (MS2 or MS3) /undertakes medical exam and sends form to Medical Services in Geneva by email. unogmedicals@un.org		N/A	
6	OA			Request medical clearance	Send Medical Clearance Form to UN Medical Service by email.	P.158 form		For International Volunteers only
7	UN Medical Services			Send medical clearance	Send Medical Clearance to OA		N/A	For International Volunteers only
8	OA			Upload medical clearance	Upload Medical Clearance in Candidate's Profile			Both for international and national
9	Candidate			Mandatory Trainings	Candidate undertakes trainings and uploads certificates on his /her myPage.		Candidate	
10	Candidate			Upload Vendor Banking information form	Complete vendor form and upload in VMAM	Vendor form	Candidate	

	Responsible party or person		Process step	Description	Documents	System role	Comments
11	System notification		Automatic system notification to GSSU	Automatic system notification is sent to GSSU to create Vendor form in ATLAS Finance			Please see separate SOP on Vendor creation .
12	GSSU		Create vendor in Atlas	GSSU/UNDP creates vendor details in ATLAS and informs requestor when complete			All Vendor to be created and approved under UNV10 Business Unit For ATLAS Agencies Vendors are need to be created under agency business unit and approved by them
13	HE		Visa and/or government clearance	With assistance from OA, support UN Volunteer to ensure all required visas, including transit visas, have been secured or confirmation has been received or that visas are available or will be issued upon arrival.			As per the conditions of service, volunteers are responsible to ensure they have all necessary clearances before travel.
14	PA	OA	Travel process	Agree with candidate on travel date to country of assignment in consultation with the host entity and UNV field unit (where present).		N/A	
15	PA	OA	Travel process	Contact UNV Travel for a quotation for the cost of the direct least costly airfare plus 20%.		N/A	
16	PA	OA	Prepare pre-departure entitlements	Raise voucher for payment of predeparture entitlements including payment of 120% lump sum travel		Atlas Finance user	
17	PA	OA	Request approval	Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.		Atlas Finance user	
18	OA TL		Approval	Approve predeparture entitlements voucher		Atlas approver	
19	Volunteer		Purchase ticket	Volunteer confirms arrival date with host entity and field unit (where available) before purchasing their own ticket. Notify VSC about their departure date and arrival date to the duty station.		N/A	
20	Volunteer		Security Clearance	Enrol with UNDSS TRIP, request security clearance for travel to duty station using		N/A	

	Responsible party or person		Process step	Description	Documents	System role	Comments
				the instructions provided by VMAM after acceptance of offer. Upload in VMAM.			
21	OA		Check security clearance	Receive VMAM notification and check that candidate has uploaded the security clearance correctly. Follow up as required with the candidate.			
22	PA	OA	Arrival documentation	Send security clearance, country information, logistical information and other arrival related information			

6. Volunteer and Dependent Onboarding

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PAn		RPS	Contact HE to ensure onboarding is proceeding as planned	Contact HE 3 weeks prior to volunteer arrival to ensure HE is ready to host FF Volunteer and all administrative issues have been handled.			
2.	PA	FP	FP	Receive the volunteer	Receive the volunteer, airport pick up (if applicable), assist with finding temporary accommodation (optional)			
3.	PA	FP		Notify of volunteer arrival	Inform UNV HQ of volunteer arrival			
4.	PA	FP		Orientation Briefing/Induction	Provide administrative brief to volunteer and dependents on COS, Country Specific information and on using ATLAS E-Services			Country Specific OA
5.	PA	FP		RR signature on contract	Obtain signature from RR for volunteer contract			

	Responsible party or person		Process step	Description	Documents	System role	Comments
6.	Volunteer		Complete and sign documents	Volunteer contract, beneficiary form (if this was not already submitted during the recruitment process), fill in inventory of personal effects.	UNV Contract NUNV contract Beneficiary Form Inventory Personal effects		
7.	PA	FP/OA	Upload documents to VMAM	PA uploads documents. HEC sends documents to OA to upload.			
8.	PA	FP	Security briefing	Arrange Security Briefing with UNDSS			
9.	HE		Host entity induction	Briefing with the Host Entity hiring section. Ensure volunteer has access to equipment and information for the role.			
10.	PA	FP/HE	Check-in support	Check in (UNV ID card, bank account, residence permit/visa)			
11.	PA	OA	Check volunteer banking	Check with volunteer how they would like their first payroll payments made. If new account, request updated vendor form using VMAM task.			
12.	PA	OA	Submit vendor form to GSSU.	In all cases, (old or new bank account) request GSSU to add/update details in HCM by performing task in VMAM			
12.	GSSU		Enter bank details	Enter bank account details in ATLAS HCM for payroll disbursement		GP Admin	
13.	PA	OA	Hiring in ATLAS	Hiring: add job data, nationality, update contract, enter dependents, enrol in health and life insurance, global payroll set up, entry of bank information and payroll distribution		HR Administrator	

	Responsible party or person		Process step	Description	Documents	System role	Comments
14.	OA TL		Global payroll setup	Entry of bank account information and net pay distribution. Entry of one-time or recurring earnings/deductions.		GP Admin	
15.	PA	OA	Process pre-departure entitlements	Process pre-departure entitlements (travel and shipment expenses) based on original invoice			For national volunteers only.
16.	System		Data Transfer	Transfer contract information from ATLAS to VMAM			
17.	Volunteer		Arrange in-country travel	Arrange in-country travel for duty station if different			
18.	Volunteer		Secure permanent residence	Locate permanent residence, have it cleared by security for MORSS compliance			

Dependents Arrival (IUNV only)							
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
19.	Volunteer			Request arrival of dependents	Request arrival of dependant from OA in VSC copying FU colleagues		
20.	OA			Review and create authorization	Review the request and create the authorization if not already included in the offer.		
21.	OA-TL			Approve Authorization	If a separate authorization for dependants to join (not included in offer)		
22.	PA	OA		Create payment voucher(s)	Prepare two vouchers and process 120% travel lump sum as per travel policy and shipment expenses and together with additional SIG submit for approval OR Create voucher for travel and shipment expenses and pay SIG via payroll. Submit your voucher requests via email to unv.voucherapprovals@unv.org indicating		

				links to supporting documents in VMAM and Atlas Finance.			
23.		OA-TL	Approve the voucher(s)	Approve the voucher			
24.	PA	HEC/FP	Arrange Arrival	Assist volunteer with arrival of dependants including visas, travel arrangements and security clearances.			
25.		Volunteer	Complete security clearance for dependants	Complete security clearance for dependants and submit to OA to upload to profile.			
26.	PA	OA	Update data in ATLAS	Update dependent information and enrol dependents for medical insurance		HR Admin	
27.	PA	HEC/FP	Notify of arrival	Inform DSS and UNV HQ of arrival			
28.	PA	HEC/FP	Support in getting residence permit	Assist with request for residence permit			

ASSIGNMENT AND EMERGENCY MANAGEMENT

7. Changes to Volunteer Circumstances During Assignment

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	Volunteer			Inform UNV of changes	Volunteer informs respective PA/SO in the Field or sends request to volunteer.support@unv.org about the status change and request for guidance if necessary. Includes relevant documents.	Cigna inquiries instruction		For example a dependent child reaches 21 or in case of birth of new child; marriage, divorced, spouse status change, changes in beneficiaries
2	PA/SO	Service Desk		Review the request	Review the request and provide guidance as necessary			
3	PA/SO	Service Desk		Upload documents	Verify documents and upload as evidence of change in circumstances in volunteer's file in VMAM. If translation of documents is required, request volunteer to translate and confirm that the translation is genuine. No official, external translation is required.		RLP	VLA will be affected when number of dependants changes, Life insurance by Cigna will cease when volunteer reaches 70 years of age, medical insurance for dependents will start if dependents join or stop when they leave the duty station.
4	PA	Service Desk		Atlas update	Update dependants and medical insurance, as applicable. (No need for authorizations)		HR Admin	
5	PA	Service Desk		Review and Validate Payroll	Review and validate payroll		GP Admin	

8. Volunteer Learning (Under review)

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	Volunteer			Complete mandatory learning	Complete all pre-assignment and induction mandatory learning as per Volunteer Learning Policy.			
2	Volunteer			Identify a learning activity	Identify a learning activity and discuss with supervisor. The learning entitlement may not be used for the following: - University degrees, exams or long-term study programmes including UN Language Proficiency Exam - Purchase of training material or equipment (computer/laptop, etc.)			UN Volunteers assigned to UN agencies funds and programmes are entitled to receive USD 500. UN Volunteers assigned to UN peacekeeping and special political missions are entitled to receive USD 300.
3	HE (volunteer's supervisor)			Supervisor approval	Approve learning (in a form of e-mail or official letter) including brief description of the learning activity being approved.			
4	Volunteer			Request for reimbursement	Submits a request for reimbursement attaching all invoices, supervisor's approval and other relevant supporting documents to PA (if present) or OA Volunteer Management.			

9. Home Visit

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Assess the eligibility to home visit	Review the number of points accrued based on entry on duty date/last eligibility date and duty station classification	HE leave records		Atlas e-services if available
2.	Volunteer			Request home visit	Formally request a home visit via email directly to OA copying PA, PAn and/or SO (where applicable)			
3.	OA			Log request and create authorization in VMAM	Confirm eligibility for home visit and log the request in VMAM, specifying the volunteer's reason		Authorisation processor	
4.	OA-TL			Review request and authorize home visit	Review request and approve/deny home visit. Give reasons for approval/denial		Authorisation approver	
5.	System			Notification on Approval	Volunteer receives notification home visit approved		System	
6.	PA	OA		Request for travel quotation	Request for 120% travel quotation			
7.	PA/SO	OA		Pay home visit travel entitlement	<p>Make payment through payroll. Validate payroll results.</p> <p>Disburse payroll</p>		<p>Atlas Finance user</p> <p>GP Administrator Disbursing officer</p>	Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.

	Responsible party or person		Process step	Description	Documents	System role	Comments
8.	OA-TL		Approve Home Visit Voucher	Review supporting documentation and approve the voucher		Atlas Finance approver	
9.	PA	OA	Maintain accurate records	Record date of travel for home visit and return to duty station in Atlas E-Services			Volunteers to update in Atlas e-services if they have access

10. Accommodation Supplement

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Volunteer			Gather documentation	Gather all necessary documentation and send to OA via email a) Accommodation Supplement Request form b) Signed lease agreement or other evidence of rent	Accommodation Supplement Request		
2.	PA	OA		Calculate eligibility	Review the request of the UN Volunteer for an AS including supporting documents, calculate entitlement and add amount to request. OA to send to PA or UNV FP for RR signature.	Accommodation Supplement Calculator		
3.	PA	OA		Notify volunteer of ineligibility	If calculation shows volunteer is not eligible, notify volunteer.			
4.	PA	UNV FP		Request UNDP RR confirmation	If not already confirmed for another volunteer in the last 6 months, send form to Resident Representative (or delegated authority) to confirm rental market is distorted. Request RR to print, sign and return the form via email. If already confirmed in last 6 months, attached previous confirmation and proceed to step 7.	Accommodation Supplement Request		
5.	RR			Distorted market confirmation	Confirms that market is distorted and gives reason. Returns form to UNV.			
6.	PA	UNV FP		Submit documentation	Submits the supporting documents and eligible amount to Regional Manager, copying RPS into email.			
7.	RM			Review the request and authorize the AS	Review the eligibility criteria and documentation. Sign Accommodation Supplement request form. Send to OA via email to process, copying in PA, RPS and FP for their information.			

	Responsible party or person	Process step	Description	Documents	System role	Comments
8.	OA	Upload documents	Upload Ad hoc document to volunteer's file in VMAM. Upload supporting documents. Notify volunteer.	Accommodation Supplement Request		
9.	OA	Initiate payment	Enter Accommodation Supplement as a recurring earning in Atlas HCM.		GP Administrator	
10.	OA TL	Sign-off on payment	Sign-off on payroll		Disbursing officer	

11. Medical Evacuation

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	Volunteer			Seek medical advice	If able, seek medical advice from UN-designated physician. Physician may certify need for medical evacuation and if an accompanying nurse, doctor or family member is justified on medical grounds.			
In emergencies								
2.1	UNDP Resident Representative			Authorise medevac	If the UN-designated physician certifies that adequate treatment or facilities are not available at the volunteer's duty station the UNDP RR may authorize medical evacuation in emergency situations. RR decides on place of evacuation. S/he may also seek advice from UN Medical Services.			
2.1.2	UN-designated physician			Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Service for official authorisation and to decide on duration of evacuation. Email address: unogmedicalevacuations@un.org	MS.39 form		
In non-emergencies								
2.2	UN-designated physician			Forward medical report to UN Medical Services	Send complete medical report without delay to UNOG Medical Services to authorise evac Email address: unogmedicalevacuations@un.org			
2.2.2	PA	HEC PAn to assist	HEC OA to assist	Request for approval of medical evacuation	Send email (with MS39 form) to UN Medical Services to request approval of medical evacuation. Email address: unogmedicalevacuations@un.org	MS.39		

Responsible party or person		Process step	Description	Documents	System role	Comments
			Follow-up telephone call to UN Medical Services to confirm approval of medical evacuation if required.			
2.2.3	UN Medical Services	Authorise evac	Authorise evac, duration and accompanying person (if applicable)			
2.2.3	OA	Inform UN Volunteer of approved medical evacuation	Ensure volunteer makes appropriate medical appointment with treating physician prior to his/her departure to avoid unnecessary stay at place of medical evacuation			
In all cases						
3	UNDP Operations Manager	Arrange medevac	<p>Arrange medevac as per UNDP procedure.</p> <p>Note: Depending on the country, UN agencies funds and programmes can utilize Mission air assets (if a mission country), UN Humanitarian Air Service flights, LTAs with local air transport company or SOS International (see note in next column).</p> <p>Charges related to such evacuation are paid by the host entity. UNDP processes these charges based on authorization sent by UNV HQ.</p>	<p>Important note: The UNDP Country Team may use a local provider but can also activate UNV's contract with International SOS. International SOS provides:</p> <p>Access to professional health advice and assessments over the phone</p> <p>Emergency medevac management,</p> <p>In-patient case management and monitoring including payment guarantees and hospital follow-up</p> <p>In emergency cases when UNDP/host entity process is not activated, for example if a volunteer is outside of their duty station country, UNV Field Unit, Regional Office or, in exceptional cases, the volunteer themselves have the option to activate International SOS' services.</p> <p>For phone numbers of all International SOS Assistance Centres visit this site and, when prompted, quote UNV's membership number: 22ACMA000034</p> <p>Once activated, International SOS may seek verbal authorisation (funding confirmation) to proceed with a medevac. Current authorising persons are: Executive coordinator, Deputy Executive Coordinator, or Chief Finance and Budget Section</p>		

	Responsible party or person			Process step	Description	Documents	System role	Comments
4	PA	FP/HEC		Inform VSC and RO of the request for medical evacuation	Inform VSC as soon as possible, ideally in advance of the evacuation, including the details of the receiving hospital. Inform receiving RO (and FU where available) so they can assist.			In cases of FF UN Volunteers, VSC OAs inform the donor accordingly.
4.1	PA/PAn	FP/RO		Notify and offer assistance	FU/FP/RO in sending country to notify receiving country of medevac and offer assistance or take over.			
5	OA			Create Authorization	Create Authorization		Authorization Processor	
6	OA-TL			Approve and Send authorisation of medical evacuation	Authorises travel to place of medical evacuation for UN Volunteer and accompanying person (if applicable), including DSA if applicable.	Authorisation to extend the medical evacuation of a UNV to an approved place of medical evacuation	Authorization Approver	In some cases, due to urgency of the medical evacuation, travel has already taken place. In this case a retroactive travel authorisation is provided.
7	PA	OA	OA	Informs medical insurance provider (Cigna) of the medical coverage of the UN Volunteer	Informs Cigna of the medical evacuation and requesting confirmation of reimbursement of hospitalization and related expenses			
8	OA			Process travel entitlements	Process travel entitlements of the UN Volunteer			
9	Volunteer			Request approval of certified sick leave, extension of evacuation and/or return to duty station.	UN Volunteer provides a copy of the completed medical report to UN Medical Services (agency volunteers) or MSD/NY (mission volunteers) and informs UNV Field Unit/UNV Focal Point. UN physician may submit the form on behalf of the UN Volunteer. Clearance is required before the volunteer is authorized to return to the duty station. Email address: unogmedicalevacuations@un.org			For follow-up cases of medical evacuation, the same Processes will apply.

	Responsible party or person		Process step	Description	Documents	System role	Comments
	PA	FP	Follow up with UN Medical Services	Follow up with UN Medical Services to expedite clearance process if required.			Any absence from the date of clearance to return to the duty station is charged to annual leave.
10	HEC		Record and monitor sick leave	Follows-up on approval of sick leave with UN Medical Services (agency volunteers) or MSD/NY (mission volunteers).			
11	Volunteer		Claim for an additional payment	UN Volunteer claims for additional payment upon return to Duty Station UN Volunteer submits travel claim with supporting ticket stubs.	F10. claim form		
	OA		[Optional] Claim overpayment	If DSA was paid in advance and overpayment needs to be recovered, claim overpayment from volunteer.			
12	OA		Settle travel claim	Settle travel claim			

12. Security Evacuation

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	Volunteer			Update inventory list	Regularly update inventory lists throughout assignment to ensure changes are recorded accurately.			
2	Volunteer			Record travel in TRIP	Volunteers must record all travel in TRIP in case of emergency.			
3	UNDSS			UN Security Coordinator gives order to evacuate	Notification from the UN Security Co-ordinator requesting immediate relocation of UN Volunteers and dependants to a safe haven. UNDSS decides with HE which staff, including volunteers are essential and stay behind and which are evacuated.			
4	PA	PAn	HEC - for own volunteers	Inform UNV HQ	<p>Prepare a consolidated list of the UN Volunteers and their dependents. List should include contract duration and presence or absence from the duty station (for example, on leave, official business).</p> <p>Check contract dates and to inform repatriation if applicable (volunteers and their dependants).</p> <p>Notify RO and VSC of security evacuation</p>			An initial 15 days of applicable advance Security Evacuation Allowance (SEA) is paid to the UN Volunteer and dependants.
5	Volunteer			Evacuate as per instructions	Evacuate as per instructions from UNDSS and host entity.			
6	OA			Follow-up check UN Volunteer and	Follow up and ensure UN Volunteers and dependents arrive at safe-haven			

	Responsible party or person	Process step	Description	Documents	System role	Comments
		dependants arrival at safe-haven				
7	OA	Prepare monitoring list of evacuees, including UN Volunteers and dependants who have been relocated to safe haven.	Prepare and update monitoring list of evacuees of UN Volunteers and dependents. List should include departure dates and track DSA payments.			
8	OA	Authorise additional payment of DSA	<p>Authorise additional payment of DSA (for in-country evacuation) and SEA for evacuations outside of the duty station country (safe haven, home country, third country), as necessary</p> <p>Prepare and send authorisation for additional payment of DSA as necessary. Update monitoring list of evacuees.</p>			
Duty station has re-opened within two (2) months						
9	UNDSS	Notification from UNDSS	<p>Notification from UNDSS confirms that all UN personnel including their dependents can return to the Duty station</p> <p>Prepare and send authorization to country of safe-haven to send UN Volunteers and dependents back to duty station.</p>			
Duty station remains non-operational						
10	OA	Monitor period of stay at safe-haven	Within one month of stay at safe-haven, start contacting funding project for other applicable Volunteer opportunities			

	Responsible party or person		Process step	Description	Documents	System role	Comments
11	PA	OA	Initiate repatriation formalities	<p>Initiate repatriation formalities if no other project opportunities</p> <p>Prepare early termination of contract by providing the notice period</p>			
12	OA		Initiate reassignment formalities	<p>Initiate reassignment formalities if project has provided other opportunities in another country</p> <p>Prepare and authorise reassignment procedures</p>			

13. Death of a Volunteer

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PA	PAn	HEC	Notify	Notify VSC and RO of the death			
2.	OA			Notify insurance company (Cigna) and UN Joint Medical Service (UNJMS)	Inform Cigna and UNJMS of the death and that documents are being gathered and will be submitted as soon as possible.			Should be done as soon as possible after the death.
3.	PA HEC		HEC	Review documentation	<p>Ensure volunteer file contains:</p> <ul style="list-style-type: none"> • Birth Certificate • Beneficiary Form • Passport/Identity proof of beneficiaries <p>Source and upload to VMAM if necessary.</p> <p>Check beneficiaries' names and how compensation should be distributed</p>			In case no Field Presence FP will send to OA in VSC via email to upload in VMAM
4.	PA	OA		Upload documentation	Upload documentation in VMAM			
5.	OA			Update Job Data in ATLAS	<p>Separate UN Volunteer in Atlas HCM. Enter separation in Job Data, separate medical and life insurance with the effective date of 1 day after the UN Volunteer death</p> <p>Extend medical insurance of recognized PFU for 45 days 1 day after the date of UN Volunteer death</p>		Atlas HCM HR Administrator	Example: Death occurs on 31.03.2018. Effective date of separation and medical insurance for recognized PFU members is 01.04.2018.
6.	OA			Prepare and Send Condolence letter	<p>A condolence letter in the name of the UNV Executive Coordinator is drafted. This is then passed on to the UNV Executive Coordinator for review and signature.</p> <p>Condolence letter is addressed to beneficiaries and/or dependants</p>			

	Responsible party or person	Process step	Description	Documents	System role	Comments
7.	Cigna	Check insurance coverage of the UN Volunteer	The insurance policy should be checked to determine its relevance in relation to the cause of death as found in the medical report and to the location of the duty station. Check type of coverage for UN Volunteers assigned in regular duty station or countries covered under the malicious act policy			
8.	OA	Inform insurance company (Cigna) and UN Joint Medical Service (UNJMS)	Draft a communication to Cigna copied to the UN Medical Director (UNJMS Geneva) informing of the UN Volunteer's death. The communication should contain the following information: <ul style="list-style-type: none"> ○ UN Volunteer's name, roster number and employee ID and project number ○ Certificate of Death ○ Birth Certificate ○ Beneficiary Form ○ Passport/Identity proof of beneficiaries 			
9.	Beneficiary/legal guardian	Liaise with Cigna	Provide additional personal documentation as requested by Cigna including medical reports.			UN Physician, UNV PA, FP and/or RO to assist as required.
10.	Cigna	Send discharge form	Send discharge form			
11.	Beneficiary	Complete discharge form	Complete Discharge Form and return to Cigna.			
12.	Cigna	Payment	Cigna makes a bank transfer to UNV Programme.			Cigna sends a cheque with a letter of payment
13.	UNV Finance Unit	Notify	Finance informs OA and OA TL of receipt of payment and shares the chart field through which money is available.			
14.	OA	Request vendor creation for beneficiaries	Contact beneficiaries to obtain bank information. Verify against ID documents and beneficiary form already on file. Request creation of vendor from GSSU.			Payment of outstanding VLA, RSA and any other outstanding unpaid financial entitlements payable by UNV or the

	Responsible party or person		Process step	Description	Documents	System role	Comments
							Host Agency which have accrued by the time of death will be made to the estate of the international UN Volunteer which will be determined in accordance with the laws of the home country of the international UN Volunteer upon proof of the establishment of an administration of the estate.
15.	GSSU		Vendor for beneficiaries	Create vendor for beneficiaries			
16.	OA		Create voucher for payment of benefits	Create voucher and submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.			
17.	OA TL		Approve voucher	Approve voucher			
18.	OA		Update VMAM	Perform 'Death of Volunteer' task Upload release and discharge form under adhoc document		Recruiter Local Processor	
19.	PA	HEC	Invoices sent to VSC	Invoices sent to VSC to forward to Cigna for reimbursement of the following claims: 1. Embalming of the mortal remains; 2. Purchase of coffin; 3. Transportation of the remains from duty station to place of origin;			
20.	OA		Invoices forwarded to Cigna	Transmit invoices for above (step 19) expenses to Cigna for reimbursement			
21.	UNV Finance Unit		Credit reimbursements to chart of account	Upon receipt of reimbursement from Cigna, respective reimbursement costs should be credited to the assigned chart of account.			
22.	PA	FP/UNDP CO/OA	Coordinate sending and receipt of remains	Coordinate receipt of remains and handover to family.			UNV RO to assist. In cases UNV has no presence in home

	Responsible party or person		Process step	Description	Documents	System role	Comments
							country or sending location of remains (e.g. in cases of medical evacuation), the UN Physician and UNV presence or RO for the duty station country coordinate to send and OA coordinates with family to receive the remains.
Notification from field that a recognised PFU passed away:							
23.	PA	Volunteer/HEC	Notify VSC	Inform the VSC that PFU has passed away			Copy PAN in case exists
24.	PA	Volunteer/HEC	Gather documentation	Gather a full medical report, report on cause of death and death certificate			
25.		OA	Update Job Data in Atlas HCM	Terminate medical insurance with the effective date 1 day after the date of PFU death			
26.		OA	Prepare and send condolence letter	Condolence letter is addressed to the UN Volunteer and signed by the UNV Executive Coordinator, drafted by the OA. This is then passed on to the UNV Executive Coordinator for review and signature.			
27.		OA	Authorise repatriation of remains	Authorise repatriation of remains. Upload relevant supporting documents thorough VMAM.			
28.	PA	HEC	Arrange repatriation of remains	Ensure mortal remains are repatriated			

END OR CHANGE OF ASSIGNMENT

14. Assignment Extension

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PAn		RPS	Monitor and Negotiate with Host Agency	Monitor volunteer contract end dates in VMAM dashboard or the UNV dashboard and start negotiation/discussion with host agency about the extension of contracts. System notifications are sent to relevant personnel two months in advance of contract end dates.			The UNV dashboard is available at http://sas.undp.org/internal/hrvalidation/ and access can be given to any personnel.
2.	Host Entity			Official extension request	Send request/ confirmation of extension (including suggested length) along with the confirmation of funding and chart of accounts	Extension request form (optional)	N/A	Sent by email. PAn or RPS should be copied into email as point of contact for HE as well as UNV FP where available.
3.	OA			Review and create contract extension authorization	Review the request/justification based on the contract details. Create contract extension authorisation in VMAM Check Chart of accounts and if necessary update position distribution. Update agency references, if applicable.		Authorization Processor	
4.	OA TL			Review and approve/decline request	Review the request for extension Approve extension authorisation Approve additional SIG if applicable Authorize Home Visit if applicable		Authorization approver Atlas HCM Position	Check duration already served as UN Volunteer vs remaining duration

	Responsible party or person		Process step	Description	Documents	System role	Comments
						administrator	before the maximum of 4 years of service The process triggers notification to Authorization Processor and RLP
5.	PA	OA	Update ATLAS HCM	Update job data and extend contract in Atlas HCM; generate PAF and share with volunteer		HR Admin	
6.	PA	OA TL	Review and update recurring earnings	Review and update recurring earnings/deductions, if necessary		GP Admin	
7.	Volunteer		Update documents	Update inventory list (every six months) and beneficiary form if necessary.			

15. Reassignment

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No country presence					
1	PA	PAn	RPS	Re-assignment request	Facilitate completion of the reassignment request template by the receiving and sending host entities and UNV field unit(s) as applicable. This includes the following: <ul style="list-style-type: none"> • DOA • Consent of sending and receiving host entities • Initial confirmation of funds • Justification for urgency • Confirmation if volunteer in undergoing disciplinary investigation Send to OA (recruiter) in VSC.	DOA template; Reassignment request/approval template		
2	OA			Review request	<ul style="list-style-type: none"> - Review the request and justification based on the contract details, DOA, performance appraisal of the volunteer, etc. - Check duration of assignment would not take volunteer over four years of service - Check that volunteer meets all requirements of the DOA - Check conduct and discipline concerns in consultation with the UNV Field Unit and/or supervisor -Indicate clearance and upload documents to VMAM 			
3	OA (receiving entity country)			Create new or update position in Atlas		Position form, chart-field form	Position Administrator	

	Responsible party or person		Process step	Description	Documents	System role	Comments
4	OA (receiving entity country)		Reassignment authorisation in VMAM	Create reassignment authorisation in VMAM; within same country, to another country. Use ad hoc authorisation for reassignment conditions not contained in VMAM templates.	Reassignment policy guideline.	Authorisation processor	
5	OA TL (receiving entity country)		Approve authorisation	Approve authorisation in VMAM		Authorisation approver	
6	OA (receiving entity) OA TL (receiving entity)		Authorise/approve SIG	Create and approve ad-hoc authorisation for pro-rated SIG, if applicable.	Ad-hoc authorisation	Authorisation processor/ap prover	
7	OA (sending entity) OA TL (sending entity)		Authorise/Approve RSA	Create and approve ad-hoc authorisation for RSA, if applicable. Note: when reassignment from Mission to Mission or Mission to another agency	Ad-hoc authorisation	Authorisation processor/ap prover	
8	PA	OA	Reassignment travel	Assist with check out process; Payment of RSA for the previous assignment, if applicable, through payroll. Coordinate with new the country reassignment ETA.		GP Admin for RSA	Keep PAn updated on progress FYI so informed in interaction with partners.
9	Volunteer		Security clearance	Complete security clearance using UNDSS TRIP system.			
10	PA	OA	Arrival	Assist with visa and travel formalities; Pay travel lump sum; Check-in and arrival formalities; Process SIG through payroll or voucher;	erequisition; Voucher; Payroll adjustment		
11	PA	OA	Reassignment in Atlas HCM	Update job data in Atlas HCM; Record reassignment event in Atlas HCM. Action: re-assignment Reason1: UNV duty station same country Reason2: UNV duty station different country. (Note: when a UN Volunteer is being reassigned from one country to another, the PA in the Field Unit of one country has no access to data of the UN Volunteer in another country, therefore cannot perform the reassignment action.		HR Admin	

	Responsible party or person	Process step	Description	Documents	System role	Comments
			This is when reassignment action on job data has to be done by VSC OA who has access to all countries) Update contract			

16. End of Assignment/Resignation

Resignation

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	UN Volunteer			Submit resignation	Submit resignation in writing with appropriate notice period to host entity.			
2	HE			Accept resignation	Accept and acknowledge resignation and forward to UNV (addressed to OA and RPS or PAn in cc)			
3	OA			Create end of assignment authorisation	<p>Review the resignation, ensuring notice period has been respected.</p> <p>Proceed to end of contract SOP step 3.</p> <p>At step 7 if insufficient notice period has been given, entitlements will be affected as per the Conditions of Service.</p> <p>At step 16, adjust EOC date to ensure VLA is paid up to the new EOC date.</p>		Authorisation Processor	

End of contract

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1	PA	PAn	RPS	Monitor contract end dates	Monitor volunteer assignment end dates as part of relationship management with partners and discuss possibility of (non)extension of contracts.			
2	PA	PAn	RPS	Inform VSC	Confirm end of contract with OA.			
3	PA	FP		Debrief volunteer	Discuss end of assignment entitlements and check out procedure			

	Responsible party or person		Process step	Description	Documents	System role	Comments
4	Volunteer		Volunteer reporting	Complete volunteer assignment reporting in the Volunteer Reporting Application (VRA)	Volunteer Reporting SOP		
5	Volunteer		Complete final clearance checklist	Complete final clearance checklist to confirm that there are no outstanding debts/charges owing, all equipment is returned to the host entity and that compulsory UNV reporting is completed in the VRA. Checklist is required to receive final entitlements.	Final clearance checklist		
6	PA	Volunteer / OA	Upload end of assignment checklist	Upload final clearance checklist to VMAM (PA) or send to OA to upload (HEC). (PAN could be in cc)		RLP	<i>Upload ad hoc documents" task should not be used for uploading PAR/V PA; use the "recommendation for future repooling" task instead.</i>
7	OA		Create end of assignment authorisation	Calculate RSA (if applicable), establish repatriation location, and create end of assignment authorisation in VMAM.		Authorisation Processor	
8	OA TL		Approve authorisation	Approve/deny the end of assignment authorisation		Authorisation approver	
9	OA		Process separation in Atlas HCM	Enter separation in Atlas HCM Job Data, effective 1 day after the end of contract date. Terminate health and life insurance coverages. Note: health insurance should be terminated 1 month after the end of contract date.		Atlas HCM HR Administrator	<i>Example: The UN Volunteer was terminated in Job Data effective 06/04/2017. Therefore the health benefits coverage should be terminated effective 06/05/2017.</i>
10	OA TL		Terminate recurring earnings and deductions	Terminate recurring earnings and deductions if applicable with the contract end date. Validate payroll results.		Atlas HCM GP Administrator	

	Responsible party or person		Process step	Description	Documents	System role	Comments
11	PA	OA	Process end of assignment entitlements	Process end of assignment entitlements as per authorisation.		Atlas Finance user	Process entitlements through payroll unless circumstances require a voucher.
12	OA-TL		Approve the voucher	Approve End of assignment entitlements. Only for voucher payments.		Atlas Finance approver	
10	PA	Talent management pool	Recommendation for future repooling	<p>Mark the volunteer with the “recommendation for future repooling” task in VMAM to recommend the volunteer for future new volunteer assignments. Add relevant supporting documents (i.e. positive performance appraisal from volunteer’s supervisor).</p> <p>Poor performance or conduct issues are also recorded under this task, as a recommendation with reservations or as non-recommendation, together with relevant documents (i.e. negative VPA, email or official communication from volunteer’s supervisor, etc.)</p>	<p>Final VPA or host agency performance document; plus other supporting documents for negative cases</p> <p>Repooling Quick Guide</p>	Authorization processor	
11	APDM Secretary		Disciplinary measures	<p>The APDM Secretary informs the Talent Pool team whenever an investigation process of a volunteer begins, so that relevant action is taken in the database of candidates.</p> <p>After the investigation has come to an end, APDM Secretary informs Talent Pool team whether the volunteer should be released back to the pool of candidates or should be placed out of UNV’s pool and for how long.</p>			
12	Talent pool team (VSC)		Re-pooling candidates	In case Field Unit colleagues puts candidate in “Awaiting Repool” (ARP flag) or simply misses the step to recommend for the future re-pooling close to the end of assignment, contact the Field Unit for retrieving this information.		Candidate profile maintainer	Repooling quick guide

	Responsible party or person		Process step	Description	Documents	System role	Comments
							Duplication Deletion Quick Guide
13	Talent pool team (VSC)		Request information for re-pooling	Check former volunteers' files and can request for additional information from PA or FP in case performance appraisal or other documents not available in VMAM		Candidate profile maintainer	
14	Talent pool team (VSC)		Clear/Reject Recommendation for Re-pooling	After checking candidate documents, Talent Pool team may either clear the ARP flag and put the former volunteer back to the pool, or may mark candidate as TBR, so that can no longer serve as UN volunteer.		Candidate profile maintainer	
15	PA	OA	Request banking info update	Confirm with volunteer the bank account for final payments. Request new vendor form via VMAM if required. Upload and request GSSU to update via VMAM if required.			
15	GSSU		Update banking information in Atlas Finance and/or Atlas HCM	Update banking information		GP Admin (HCM) Buyer/Travel user (Finance)	

OTHER ADMINISTRATIVE PROCESSES

16. Volunteer Reporting

#	Responsible party or person			Process step	Description	Documents	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
Volunteer Reporting							
1	VRA Helpdesk			Volunteer given reporting system access	During induction, give UN Volunteers access to the Volunteer Reporting Application (VRA).	VRA explainer video	https://www.youtube.com/embed/RwNAQ2hNKIQ
2	Volunteer			Ongoing data input	Input data regarding assignment, results, beneficiaries, added value, personal and professional development and support required throughout assignment. Ongoing input makes it easier at key reporting times, facilitates more accurate reporting and allows volunteers and UNV to track progress		
3	VRA helpdesk (automated)			Annual volunteer reporting reminder	In Q4 each year, send a request to all active volunteers to update their volunteer reports in the VRA followed by reminders at different intervals.		
	Volunteer			Volunteer Report updated and submitted	Volunteer makes final update on results, beneficiaries, added value, personal and professional development since the end of the volunteer reporting period.		
4	RBM staff in regional offices and headquarters			Analyse data	Close volunteer report (the questionnaire part) filling feature of the VRA, analyse data and report.		
5	VRA helpdesk (automated)			End of assignment report reminder	One month prior to assignment end date, send reminder to volunteer		

	Responsible party or person	Process step	Description	Documents	Comments
			that reporting is to be completed prior to departure. Further reminder 2 weeks prior to departure if not completed.		
6	Volunteer	Volunteer report completed	Volunteer reports/ makes final update on results, beneficiaries, added value, personal and professional development and provides recommendations, since the end of the last volunteer reporting period.		As per Section 11 Annex IV. of the International UN Volunteer Conditions of Service (ICOS) and Section X. Annex III. of the National UN Volunteer Conditions of Service (NCOS), the Final Clearance Checklist enforces compliance with the End of Assignment Reporting. See end of assignment SOP.
7	Field Unit staff & RBM staff in regional offices and headquarters	Monitor, assure quality, & assist volunteers with reporting	Provide ongoing support for volunteers on VRA usage i.e. volunteer report filling and use of the VRA dashboard for monitoring and quality assurance purposes.		

17. Global Payroll Administration

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	PA/SO	OA		Check Payroll opening date	Coordinate with UNDP Global Payroll Administrator in the country to know in advance when the payroll will be open for the country and to obtain information on deadlines. (See Annex 2)			
2.	UNDP GP Admin in the Country	PRA for Western Sahara and H Duty stations		Run PVC process	Run Payroll/HR Validation (Country) tool		GP administrator in the country	<p>This page displays Payroll Validation data. It compares the current month's payroll data with the previous month's data. It also can reflect the comparison between the current run and the previous run in the current month.</p> <p>When request is sent by PRA and recalculation is done, the PRA will rerun the PVC and inform UNDP GP Administrator</p>
3.	PA/SO	PRA		Ensure correctness	Verify and ensure UN Volunteers payroll results are correct		GP administrator	
4.		GSSU-KL		Maintain bank accounts	Maintain bank accounts and specify net pay elections. Enter bank information and specify distribution of VLA between accounts.		GP administrator	UN Volunteers are only allowed two general changes in beneficiary bank distribution per year. Changes due to reassignment or unavoidable bank detail changes (banks merging, changing IBAN numbers or SWIFTS etc.) are not counted towards these two changes. Furthermore, UN Volunteers are allowed to have their VLA split between maximum two bank accounts of their choice.

	Responsible party or person		Process step	Description	Documents	System role	Comments
							Before paying the last VLA payment through payroll, please ask the UN Volunteer to confirm the bank details to which s/he wants his final VLA payroll payment. This is to avoid payments to accounts that are already closed and provide accurate bank information for final outstanding payments.
5.	PA/SO/UNDP GP Admin	PRA	Assign/update one time earnings and deductions	Enter one-time and/or recurring earnings, if applicable. Enter end date for recurring earnings, if applicable.		GP administrator	
6.	PA/SO/UNDP GP Admin	PRA	Coordinate with HR Admin	Coordinate with HR Admin if there are discrepancies, for HR Admin to update.			
7.	PA/SO	OA or PRA	Contact Help Desk	Contact volunteer.support@unv.org for corrections, if necessary			
8.	PA/SO	PRA	Request recalculation	Request recalculation of payroll, if adjustments were made.			The recalculation request must be sent to the RPA of the respective country. Please note that the PRA must copy the UNDP GP administrator when sending recalculation request.
9.	PA/SO	PRA	Ready to Finalize Payroll	Coordinate with UNDP GP Administrator the finalization of the payroll.			After the last recalculation of the payroll before finalization, any subsequent changes will only be reflected in the following month.
10.	UNDP Disbursing Officer	UNDP Disbursing Officer (exception UNV HQ: H Duty stations and Western Sahara where Disbursing Officer is part of UNV HQ)	Disburse Payroll	Final sign-off			
11.	GSSC Copenhagen	GSSC Copenhagen	Payroll finalisation and banking	Open, recalculate, enter payroll triggers, segmentation, finalise payroll and banking.			

	Responsible party or person		Process step	Description	Documents	System role	Comments
12.	PA/SO/UNDP GP Admin	PRA	Generate payslip	Generate payslip for volunteers.		GP administrator	
13.	PA/SO/UNDP GP Admin	PRA	Distribute payslip	Upload payslips report to automated application for sharing with individual volunteers.	https://login3.undp.org/sm/forms/		
Reimbursement for bank charges							
14.	PA/SO	OA	Reimbursement for Bank fees Create Voucher	Create Accounts Payable Voucher		ATLAS Finance	<p>UN Volunteers are entitled to receive their monthly payments in full and without any deductions.</p> <p>Below fees are not reimbursed:</p> <ul style="list-style-type: none"> • Losses related to exchange rates. • Fees related to a transfer to a local bank, which is not normally the one used by the UNDP Office. • Fees related to a transfer to another country <p>Bank fees can be reimbursed through payroll using the element UNER_UNV_BNK</p>
15.		OA-TL	Approve Voucher	Approve Voucher		ATLAS Finance	Alternatively the bank fees can be reimbursed using the payroll element UNER_UNV_BNK
Resolving/Rejected/Returned/Cancelled Payroll Payments (IUNV and NUNV).							
16.		Treasury	Send information about rejected payroll	Sends information about rejected payroll to Payroll Associates (for centralized		By email	

	Responsible party or person	Process step	Description	Documents	System role	Comments
			countries payroll) and GSSU UNV Team in KL.			
17.	PRA	Inform UNDP Country Office	Inform UNDP Country Office to create Accounts Receivable		By email	
18.	GSSU-KL	Request for clarification	Investigates the case and requests UN Volunteer to provide clarification.		GP admin in ATLAS	
19.	UN Volunteer	Clarify the request	Responds to the request and sends new updated Vendor Form		By email	
20.	GSSU-KL	Update banking information	Upload updated vendor form and correct banking information in ATLAS HCM and ATLAS Finance		GP admin in ATLAS	
21.	GSSU-KL	Confirm the process is finalized	Inform PRA, UNDP Cluster Team in Asia Pacific or UNV Focal Points and GP Admins the process is finalized (see comments)			<p>-Inform PRA for Centralised Payroll Countries</p> <p>-Inform UNDP Cluster team for Asia Pacific countries</p> <p>-Inform UNV Focal Points and GP administrators in Non-Centralised countries.</p>
22.	PRA	Create Payment Voucher	Process replacement payment by raising Accounts Payable Voucher and Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.			For processing replacement payments submitted to unv.approvals@unv.org should be the department ID 172xx or 180xx. If the department is a country office department then it is approved locally by the country office if it is a UNFPA, UNWOMEN or UNCDF department then it is approved by the respective agency focal point in the country.

20. APDMC – Disciplinary Measures and Claims

#	Responsible party or person			Process step	Description	Documents	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1	OA TL			Receive case	UNV field unit, regional office or host entity sends case to VSC. OA TL forwards case to APDMC chairperson within five working days, accompanied by a summary of the volunteer's assignment history and current status.		If APDMC/VSS receives a case directly, APDMC will alert the relevant OA TL and RM and request VSC to provide the volunteer's assignment history and current status.
2	APDMC Secretariat			Prepare case for review	<ul style="list-style-type: none"> Review the investigation report for completeness ensuring it is sufficiently supported by evidence that is comprehensible enough for the UN Volunteer to understand the allegations against her/him (should include interview reports, Annexes etc.) Formally and confidentially register the case Acknowledge receipt of the case to the agency that brought it before UNV HQ, with copy to the UNDP Resident Representative (RR) and the relevant UNV Field Unit and RO Summarize the case in a set format Share all available documentation with all APDMC members 		<p>Within 10 working days.</p> <p>When notifying the agency in step (b):</p> <ul style="list-style-type: none"> If case includes a formal investigation report, mention that this report will be shared with the subject of the investigation to obtain his/her comments on the allegations; If the case did not contain an investigation report, request that such an investigation report be made available to APDMC and mention that the case will not be reviewed until such report is received. For incomplete reports or vague reports, the Secretary will request the submitting agency to provide additional documentation and/or requested revisions of the report.
3	APDMC Secretariat			Inform volunteer of case	<p>Inform the volunteer in writing that s/he is under investigation, explaining the charges, even if s/he was already informed of the allegations prior to or during the host entity's investigation.</p> <p>Share a copy of the investigation report with the volunteer and request his/her comments on the allegations and report. Explain that his/her comments will go on official record.</p>		

	Responsible party or person	Process step	Description	Documents	Comments
			Advise the volunteer that they have 10 working days to respond after receipt of the documentation. This deadline may be extended by 5 days at the APDMC's discretion upon written request, including justification from the volunteer.		
4	Volunteer	Submit comment to APDMC	Submit comments to the APDMC Secretary within the deadline.		If the UN Volunteer fails to comment before the deadline, or in the event APDMC is informed that the UN Volunteer is convicted of a crime by a competent authority, APDMC can make a recommendation without taking into account the volunteer's comments.
5	APDMC Secretariat	Convene a meeting to review	<p>Within 10 working days of receiving the volunteer's comments.</p> <p>Convene a meeting to review with a quorum of at least four panel members. APDMC Secretary to record the minutes.</p>		During its deliberations, APDMC can decide to request additional information from a variety of sources, including the UN Volunteer him/herself, the instance that conducted the investigation, the head of the host agency in question, UNV Field Unit or UNDP RR in the volunteer's location, UNDP's legal advisors, the Regional Manager, etc
6	APDMC Chair	Report to EC	<p>Within ten days of meeting.</p> <p>Send recommendation(s) to EC, signed by the Chairperson, together with a short summary of the underlying reasons, how these are supported by the investigatory findings and evidence, drafts of required correspondence to the UN Volunteer, investigative body and host agency in question.</p> <p>APDMC secretary will draft the appropriate letters for the UNV Executive coordinator's signature once both the meeting minutes and the letters have been approved by the APDMC Chair. There will normally be two letters:</p>		

	Responsible party or person		Process step	Description	Documents	Comments
				1) to the UN Volunteer if the EC decision is to impose a sanction. This letter will be copied to the Head of the UN Volunteer's host agency, the RM, RPS, PM in mission, VSC Team Leader, OA TL and OA; and 2) If the EC decision is to impose a sanction, a response letter will be to the sent to the headquarters of the host agency.		
7	APDMC Secretary		Send volunteer letter	Send letter to volunteer.		
8	APDMC Secretary		Send host entity letter	Send letter to host entity		
9	APDMC Secretary		File letters and background documentation	APDMC letters are filed under the APDMC page in the portal where only APDMC Secretariat has access		
10	APDMC Secretary		Maintain statistics	Maintain detailed statistics on relevant aspects of all cases that have been brought before APDMC including: <ul style="list-style-type: none"> • types of misconduct; • types of proposed disciplinary measures; • profiles of perpetrators and victims; • data on host entities and countries 		This can be used for reporting or statistical purposes whenever necessary, while maintaining strict confidentiality and anonymity regarding individual perpetrators and victims.

Claims process

	Responsible party or person			Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1	Volunteer			Update inventory list	Keep inventory list updated	Inventory of Personal Effects	
2	Volunteer			Submit claim	When loss or damage occurs the UN, submit a claim to the OA in Bonn, specifying the exact circumstances of the incident that caused the loss or damage, of the items, the value and other relevant details such as a police or a UN security report, as appropriate.	Claim for loss and Personal Effects form	Within 12 months of the damage occurring.

	Responsible party or person	Process step	Description	Documents	Comments
3	Team Leader VSC	Review and forward to APDMC	Review case and submit to APDMC secretary		Within 5 days of receiving claim
4	APDMC secretary	Register case	Ensure all background documents are in place for APDMC Board to make decision Register the case		
5	APDMC Chair	Call meeting	Call meeting to review the case		Within 10 days of receiving from OA TL.
6	APDMC	Review claim	Review the case, reach a decision. Secretary to take minutes.		The decision of APDMC Board is final with regard to setting reasonable compensation for the lost or damaged personal effects. It is not subject to any arbitration.
7	APDMC Chair	Summarise and share	Prepare a summary of the decision and share with the volunteer, VSC Team Leader, Field Unit and RM.		
8	Team Leader VSC	Request compensation payment	Request UNV Finance to proceed with compensation, if any.		

	Responsible party or person			Process step	Description	Documents	Comments
#	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence				
1		APDMC secretary		Draft annual report	For drafting the Annual Report, the following are useful: a) Statistics of the cases reviewed for the past year. A log list of cases reviewed is available. b) Statistics calculator for the APDMC cases c) Monthly Statistics Report produced by Executive Office (take the December)		
2		APDMC Chair		Review	Review the draft Annual report and make recommendations /edits		
3		APDMC secretary		Finalise report	Finalise the annual report		
4		APDMC secretary		Draft memos	Draft memos to accompany the APDMC Annual Report. Memos are addressed to the following: a)All UNV Field Units/ Regional Managers b) UNDP Administrator c) DFS d) Office of Audit and		

			Investigation (OAI) and a personalized email message from the UNV EC to all Resident Coordinators and RRs		
5	APDMC Chair	Review and finalise	Review and finalise memos. Send report to EC for endorsement.		
6	UNV EC	Endorse	Endorses the Annual Report and signs memos and sends personalized email from his email account		
7	APDMC Secretary	Dispatch	Dispatch annual report and memos. Upload annual report to UNV sharepoint.		

21. Travel Arrangement (Overview)

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
	Flight quotation for initial travel to assignment duty station (Prepare an Offer SOP)							
1.	Volunteer			Volunteer confirms medical clearance and proposed departure date	Volunteer confirms that s/he is medically cleared and indicates proposed departure date based on discussions with host entity and UNV field staff (if present).			
2.	PA/SO	OA		Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit unv.travel@unv.org . Clearly identify: <ul style="list-style-type: none"> • Volunteer name • Proposed travel date • Route • One way • Any additional info required for the quotation 			
3.	UNV Travel			Produce travel quotation	Produce fare quotation based on UNV Travel Policy and calculate 120%. Forward to PA/OA			Avoid low cost airlines.
4.	PA/SO	OA		Raise Payment Voucher	Upload quote email to volunteer's profile and raise payment voucher (ideally, if possible, for all pre-departure entitlements). Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting			

	Responsible party or person		Process step	Description	Documents	System role	Comments
				documents in VMAM and Atlas Finance.			
5.	OA TL		Approve Voucher	Approve voucher and inform creator			
6.	PA/SO	OA	Inform Volunteer	Send email to volunteer informing a payment equivalent to XXX has been transferred into her/his bank account. <i>(no need to give details as the offer already includes the amounts for predep and shipment.)</i>			
7.	Volunteer		Purchase flight ticket and send details to UNV	Volunteer to confirm arrival date with host entity and UNV field staff (if present) and purchase flight ticket. Send flight ticket details to UNV staff.			Volunteer should buy the ticket as soon as possible to avoid price changes.
8.	PA/SO	OA	Request Security Clearance	Request security clearance from UNDSS for volunteer.			
Flight quotation for dependant Arrival (Volunteer and dependent onboarding SOP)							
1.	Volunteer		Request for travel quotation	Volunteer sends request for dependants' travel by confirming departure date			
2.	PA/SO	OA	Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit unv.travel@unv.org . Clearly identify: <ul style="list-style-type: none"> • Dependant(s) name • Proposed travel date • Route • One way fare • Any additional info required for the quotation 			
3.	UNV Travel		Produce fare quotation	Get flight ticket quotation based on UNV Travel Policy and			Avoid low cost airlines.

	Responsible party or person		Process step	Description	Documents	System role	Comments
				calculate 120%. Forward to PA/OA.			
4.	PA/SO	OA	Raise payment voucher	Upload quote email to volunteer's profile. Prepare two vouchers and process 120% travel lump sum and shipment expenses together with additional SIG submit for approval OR Create voucher for travel and shipment expenses and pay SIG via payroll.			Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.
5.	OA TL		Approve Payment Voucher	Approve payment voucher and inform creator			
6.	Volunteer		Purchase ticket	Volunteer purchase ticket(s) and keep boarding passes until end of assignment			UNV reserves right to do random spot checks for proof of actual flight route (boarding passes) until end of assignment
7.	Volunteer		Request security clearance	Request security clearance for family members and send to UNV staff			
Flight Quotation for Home Visit (Home Visit SOP)							
1.	Volunteer		Request for Home Visit	Request for Home Visit in agreement with HE supervisor			Volunteer should request home visit as soon as possible but no later than 6 weeks to departure date. This will allow UNV personnel to process travel quotation by payroll/voucher on time.
2.	OA		Review the request	Reviews the request and confirms/declines Home Visit			
3.	OA		Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement			

	Responsible party or person		Process step	Description	Documents	System role	Comments
				Unit unv.travel@unv.org . (cc. PA/SO) Clearly identify: <ul style="list-style-type: none"> • Volunteer name • Proposed travel date • Route • Return fare • Any additional info required for the quotation 			
4.	UNV Travel		Produce fare quotation	Get flight ticket quotation based on UNV Travel Policy and calculate 120%. Forward to PA/OA.			
5.	PA/SO	OA	Raise Payment Voucher	Upload quote email to volunteer's profile and raise payment voucher.			Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.
6.	OA TL		Approve Payment Voucher	Approve payment voucher and inform creator			
7.	Volunteer		Purchase ticket	Purchase flight ticket for provided dates and keep proof of travel (e.g. boarding pass) until end of assignment			Volunteer should purchase ticket as soon as possible to avoid price changes.
8.	Volunteer		Register TRIP	Register flight in TRIP			It is the volunteers' responsibility to get security clearance for their travel
Flight Quotation for Repatriation Travel/Resignation (End of Assignment SOP)							
1.	Volunteer		Submits request for travel repatriation	Submits request for travel repatriation by email			Volunteer should request for travel quotation as soon as possible but no later than 6 weeks (4 weeks in case of resignation) to departure date. This will allow UNV personnel to process travel

	Responsible party or person		Process step	Description	Documents	System role	Comments
							quotation by payroll/voucher on time.
2.	PA/SO	OA	Request airfare quote from UNV Procurement Unit	Request quote via email to UNV Procurement Unit unv.travel@unv.org . Clearly identify: <ul style="list-style-type: none"> • Volunteer's name • Proposed travel date • Route • Return ticket • Any additional info required for the quotation 			
3.	UNV Travel		Produce quotation	Get flight ticket quotation based on UNV Travel Policy and Methodology and paste screenshot in template and forward to PA/OA			
4.	PA/SO	OA	Raise Payment Voucher	Upload Screenshot template to Volunteers profile and Raise Payment Voucher.			Submit your requests via email to unv.voucherapprovals@unv.org indicating links to supporting documents in VMAM and Atlas Finance.
5.	OA TL		Approve Payment Voucher	Approve Payment Voucher and inform creator			
6.	Volunteer		Purchase ticket	Volunteer purchase ticket and signs off on final checklist disclaimer	Final Checklist		Disclaimer: UN Volunteers confirm by their signature that the amount that they will get is for their repatriation travel and should not be used for other purposes. UNV does not take any responsibility for volunteer's acts after end of their assignment
7.	Volunteer		Register Travel in TRIP	Volunteer registers his/her travel in UNDSS TRIP			
Direct Flight Ticket Booking							

	Responsible party or person		Process step	Description	Documents	System role	Comments
1.	Volunteer		Request for direct flight ticket booking	<p>UNV in very exceptional cases can book flight tickets directly through local travel agent in Bonn or with local travel agents.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. The volunteer is unable to purchase their own travel 2. In emergency situations when a volunteer must travel urgently. 			
2.	PA/SO	OA	Review the Request	Review the request to ensure it warrants an exception.			
3.	PA/SO	OA	Raise Requisition	Raise Requisition		Atlas Finance User	
4.	PM/TL VSC	TL VSC	Approve Requisition	Approve Requisition		Atlas Finance Project Manager	
5.	PA/SO	OA	Forward request to UNV Travel	<p>Email the request to UNV Travel with the following information:</p> <ul style="list-style-type: none"> • Approved and Valid eREQ under Business Unit UNV10 • PFD Copy of the passport (first page) • Travel date(s) • Route • Any additional info required for the ticket 			
6.	UNV Travel		Arrange flight ticket	<p>Arrange flight ticket and send directly to UN Volunteer to check and confirm.</p> <p>Issue the flight ticket.</p>			

	Responsible party or person	Process step	Description	Documents	System role	Comments
7.	UNV Admin	Raise Purchase Order	Raise Purchase Order		Atlas Finance	
8.	UNV Finance	Approve Purchase Order	Approve Purchase Order			
9.	If the lump sum payment has already been paid to the volunteer, deduct the payment that has been processed from the next payroll.					
10.	Travel and Expense module					
11.	TL VSC	Certify T&E	Certify T&E in Atlas			
12.	UNV Finance/ UNDP CO	Approve T&E	Approve T&E Atlas			