

Staff Advances eServices Tool User Guide

2018

For any questions about the Staff Advances eServices Tool or this User Guide, please contact:

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Introduction

Currently staff advances, except Education Grant advances, are processed manually using a standard paper form. The entire request and approval process is paper based which is both inefficient and limits the use of embedded checks and balances in Atlas e.g. ICF controls or compliance with Policy on advances as per <u>POPP</u>. It also does not support efficient oversight and monitoring as valuable time is lost in requesting and handling paper. Processors have to run a series of reports/ gueries to determine the status of existing advances.

The eServices solution offers a user-friendly Tool, which brings efficiencies & easiness to the process as a whole and eliminates the wasted time currently spent in handling paper-based requests.

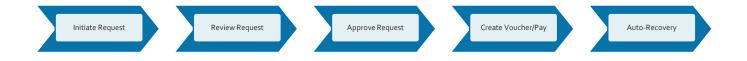
Key Features:

- Allow staff members to initiate and submit an online request, based on the type of advance, type of contract, contract duration, etc.
- Include corporate policy-based checks on staff's eligibility and repayment period.
- Forward request to personnel involved in the process via a workflow mechanism for review and approval.
- Contain mechanism for tracking Advances made and the Repayment schedule.
- Auto-recovery set-up of the monthly advance recoveries.

Key Benefits:

- Enhance and simplify the staff advances process.
- Transparent, paperless request and approval process for staff advances.
- Better control over staff eligibility for an advance.
- Ensure a complete and accurate recovery schedule established at the time the advance is paid.
- Enhance the staff advances analysis/reconciliation process and the generation of aging reports.

Overall Process Flow:



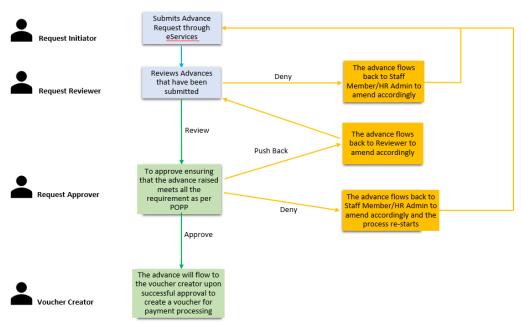
User Roles

1. Advance Request Initiator:

- <u>Staff Member as the Requester</u>: In most scenarios staff members initiate advance request, except situations where the HR personnel are required to perform this step on behalf of the staff member, as explained below.
- <u>HR Administrator as the Requester:</u> In situations where the staff member is unable to submit a request using the Tool, HR personnel have the option to submit the request on behalf of the staff member. This is mainly for initial appointments and emergency situations related to security.

The Tool allows an Office to have more than one user name for each of the roles below: Advance Reviewer, Advance Approver, and Voucher Creator.

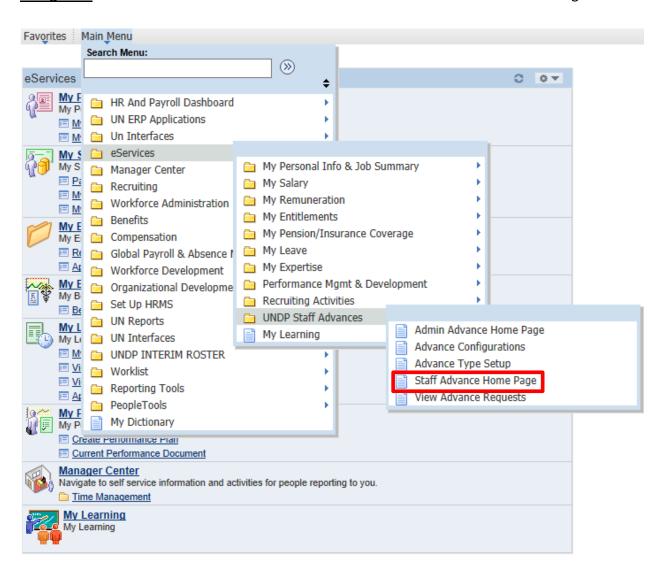
- 2. <u>Advance Request Reviewer:</u> This role is carried out by the Human Resources focal point in the office (HRA) and is mainly to review the details of the advance request raised by the requestor. The review process also includes data validation and checks for reasonableness of the advance request.
- 3. Advance Request Approver: This role is carried out by the Head of Office (RR, Country Director, Director of Office for HQ locations or senior manager with delegated authority). The Approver will have the options to either "Approve" the request, "Push Back" for further explanation or "Deny" the request.
- 4. <u>Voucher Creator:</u> This role is carried out by Finance personnel and is part of the workflow to trigger the initiation of the voucher creation process. The notification received will contain the details of the advance that has been approved and the information needed to create the voucher for payment processing.



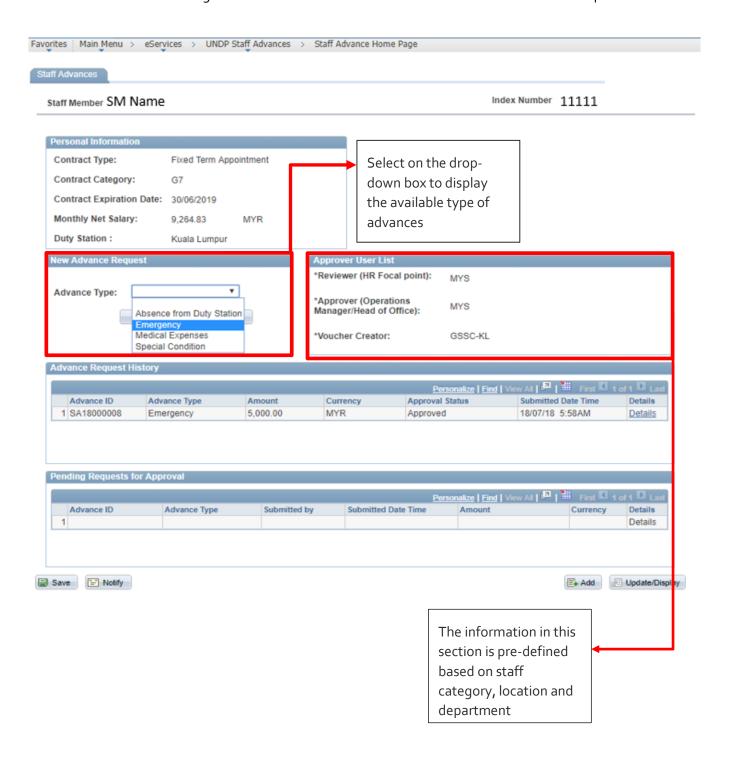
Step by Step Guide

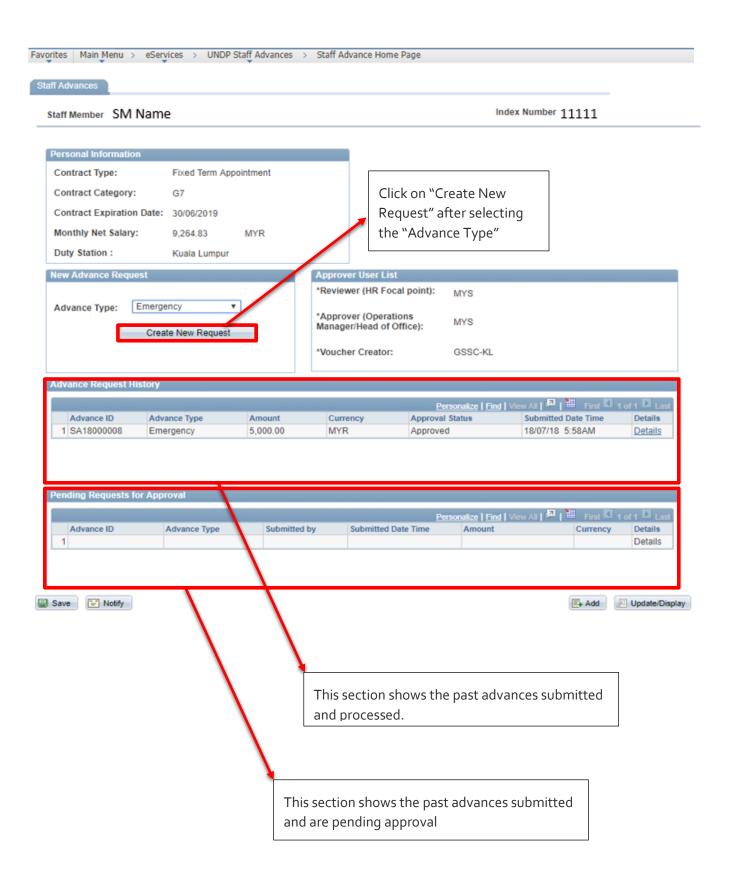
- 1. Request an Advance:
 - Staff member as the Requester:

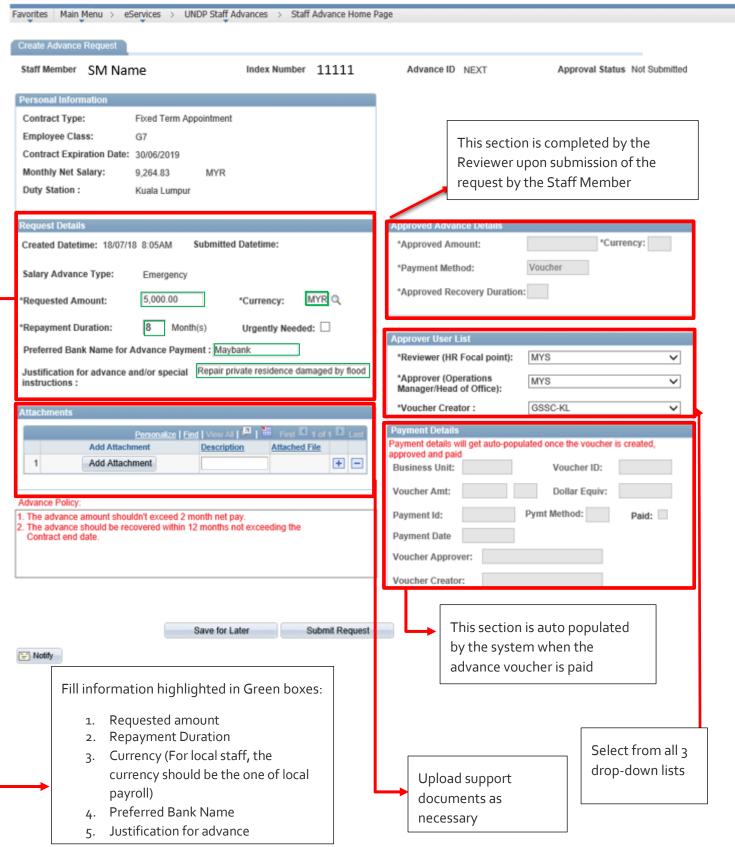
Navigation: Main Menu > eServices > UNDP Staff Advances > Staff Advance Home Page



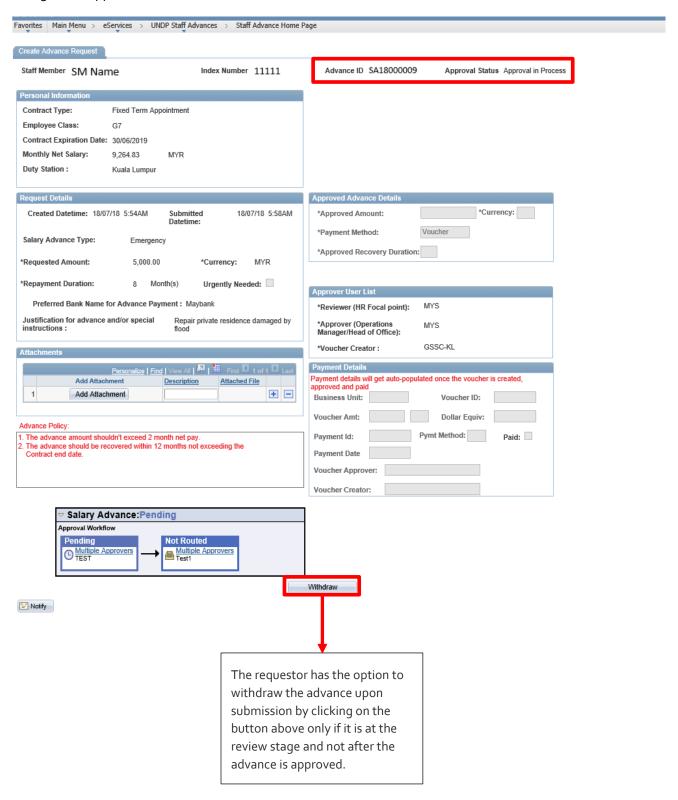
The "Staff Advance Home Page" allows the Staff Member to create and submit an advance request:







Once the request is submitted, a unique Advance ID is generated by the stystem and the request status changes to "Approval in Process".



Upon successful submission of the advance, the Staff Member and the Reviewers will receive a notification through an email:

The following Advance Request has been Submitted for your Review

Employee: 11111 SM Name Department: 83106

Type of Advance: Emergency Recovery Duration (Months): 8 Advance ID : SA18000009 Requested Amount :5000 Requested Currency :MYR

Requestor Comments: Repair private residence damaged by flood

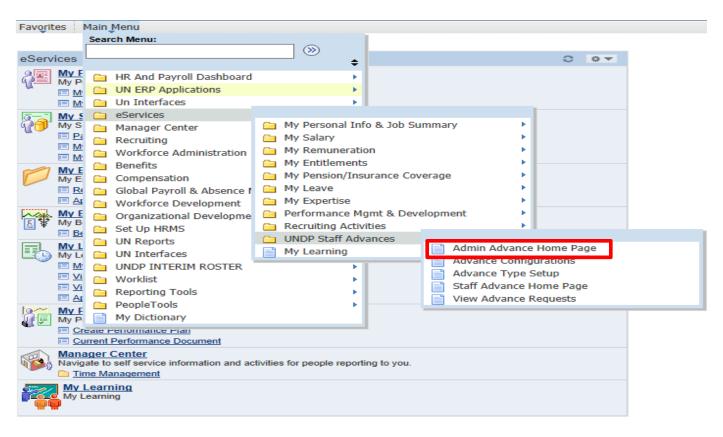
Please use the following link to view the transaction:

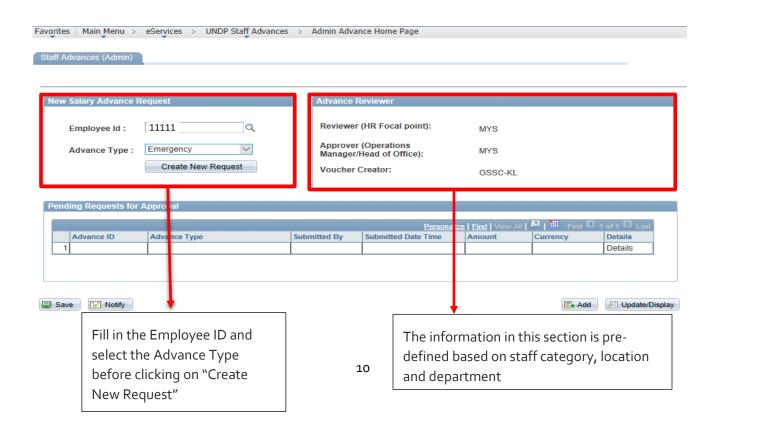
https://hr-test.partneragencies.org/psp/UNDPHRS1_1/EMPLOYEE/HRMS/c/ROLE_EMPLOYEE.UN_SAL_ADV.GBL?
Page=UN_SAL_ADV&Action=U&EMPLIDPage=UN_SAL_ADV_TYPE=EMR&UN_SAL_ADV=SA18000009

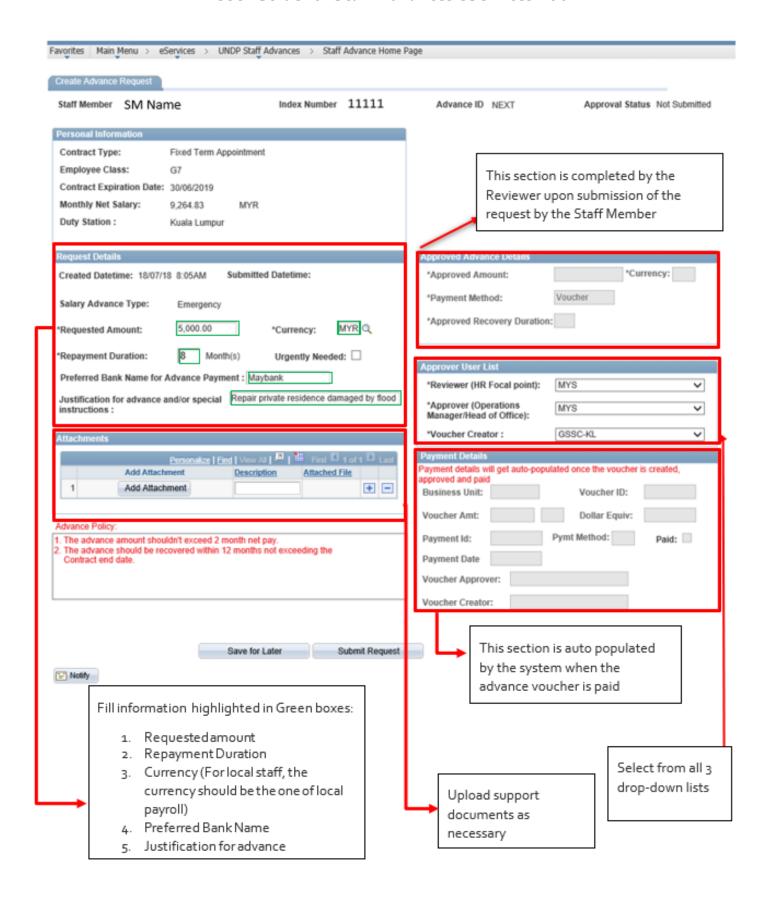
The Advance Reviewer would need to click on the link highlighted to access the specific advance page and proceed with the review process (See Page 14 to Page 16)

HR Admin as the Requester:

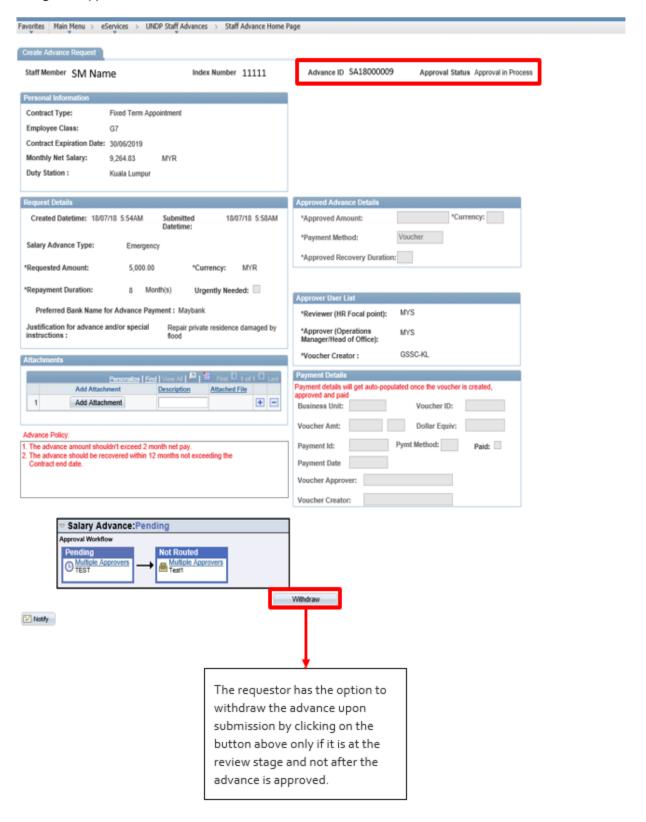
Navigation: Main Menu > eServices > UNDP Staff Advances > Admin Advance Home Page







Once the request is submitted, a unique advance ID will be generated and the request status will change to "Approval in Process".



Upon successful submission of the advance, the Staff Member and the Reviewers will receive a notification through an email:

The following Advance Request has been Submitted for your Review

Employee: 11111 SM Name

Department: 83106

Type of Advance: Emergency Recovery Duration (Months): 8 Advance ID: SA18000009 Requested Amount: 5000 Requested Currency: MYR

Requestor Comments: Repair private residence damaged by flood

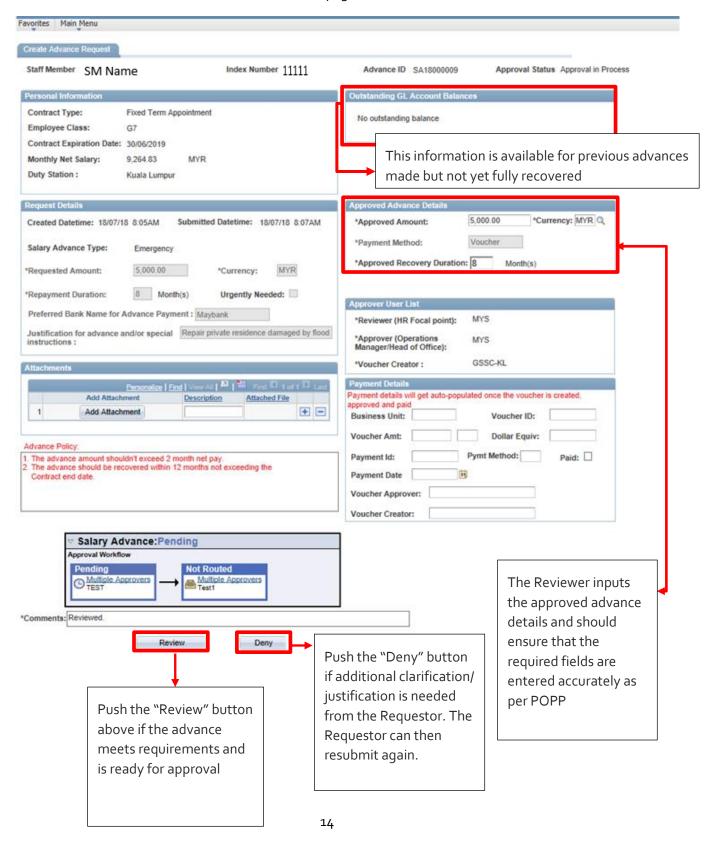
Please use the following link to view the transaction:

https://hr-test.partneragencies.org/psp/UNDPHRS1 1/EMPLOYEE/HRMS/c/ROLE EMPLOYEE.UN SAL ADV.GBL?
Page=UN SAL ADV&Action= Page=UN SAL ADV&ActionUN ADV TYPE=EMR&UN SAL ADV=SA18000009

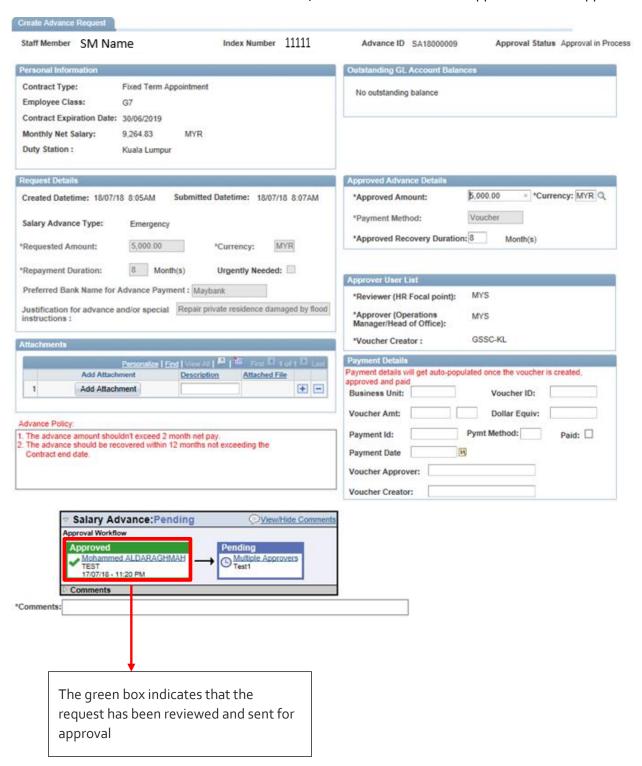
The Advance Reviewer would need to click on the link highlighted to access the specific advance page and proceed with the review process (See Page 14-Page 16)

2. Review an Advance:

Once Reviewer receives the email notification on the advance that has been submitted, the link in which the Reviewer clicks on will direct them to the page below:



When the Reviewer clicks on the "Review" button, the advance flows to the Approver for final Approval



Once the review has been done, an email notification is sent to the Approver:

The following Advance Request has been Reviewed and is waiting for your approval:

Employee: 11111 SM Name

Department: 83106

Type of Advance: Emergency Advance ID: SA18000009 Recovery Duration (Months): 8 Approved Amount: 5000 Approved Currency: MYR

Requestor Comments: Repair private residence damaged by flood

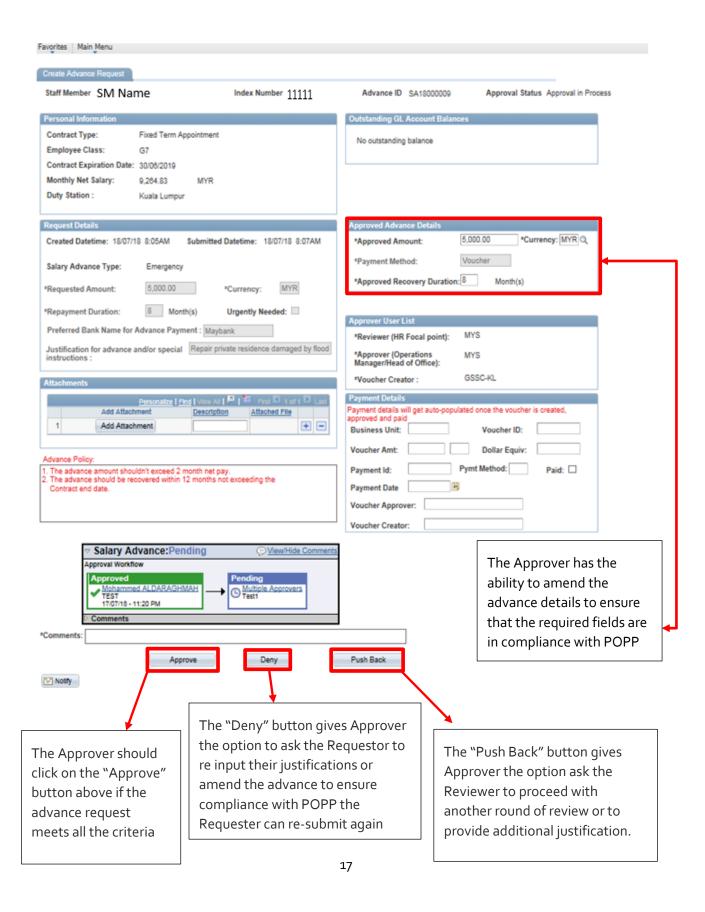
Please use the following link to view the transaction:

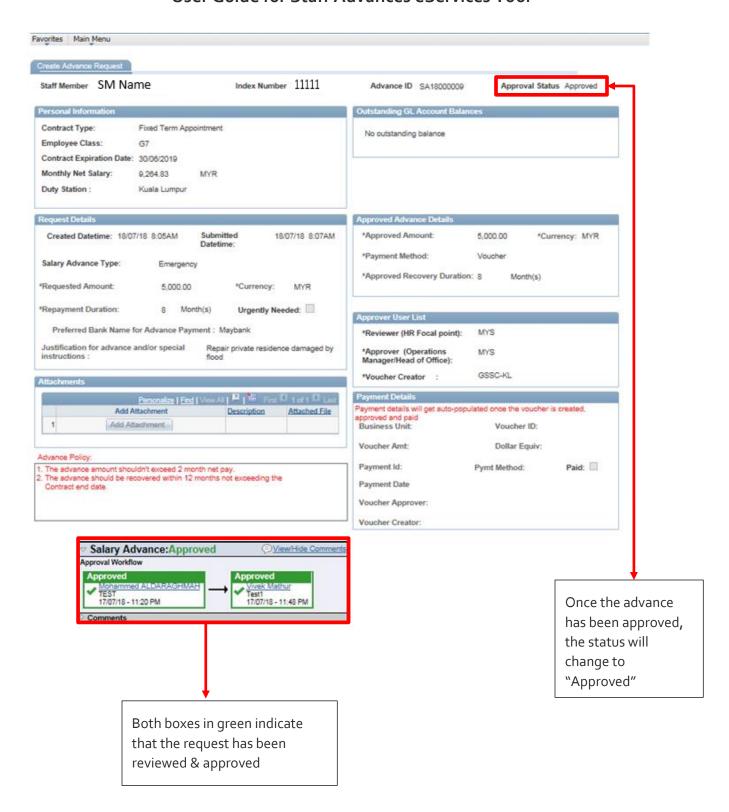
https://hr-test.partneragencies.org/psp/UNDPHRS1 1/EMPLOYEE/HRMS/c/ROLE EMPLOYEE.UN SAL ADV.GBL?

Page=UN SAL ADV&Action=ADV TYPE=EMR&UN LUN ADV TYPE=EMR&UN SAL ADV=SA18000009

The Approver would need to click on the link highlighted to access the specific advance page and proceed with the approval process (See Page 17 to Page 18)

3. Approve an Advance





4. Notification to Voucher Creators

Once the advance has been reviewed and approved, the voucher creators will receive a notification below to create the voucher and pay the staff member:

The following Advance Request has been Approved for Voucher Creation:

Employee: 11111 SM Name

Department: 83106 Type of Advance: Emergency Advance ID:SA18000009

Approved Recovery Duration(Months): 8

Approved Amount: 5000 Approved Currency: MYR

Voucher Details:

Invoice ID: SA1800009
OpenItem: ! 11111
Account: 14021
Fund Code: 00001
Operating Unit: SM'S OU
Department Id: SM'S DEPT
Approver's Comments: Approved

Please use the following link to view the transaction:

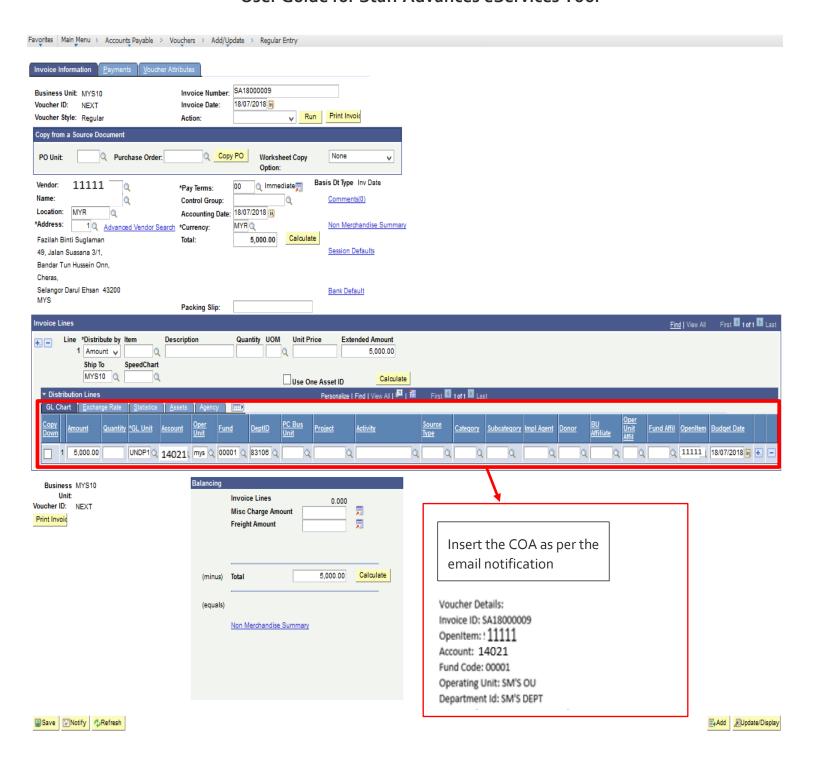
https://hr-test.partneragencies.org/psp/UNDPHRS1 1/EMPLOYEE/HRMS/c/ROLE EMPLOYEE.UN SAL ADV.GBL?

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Important Note:

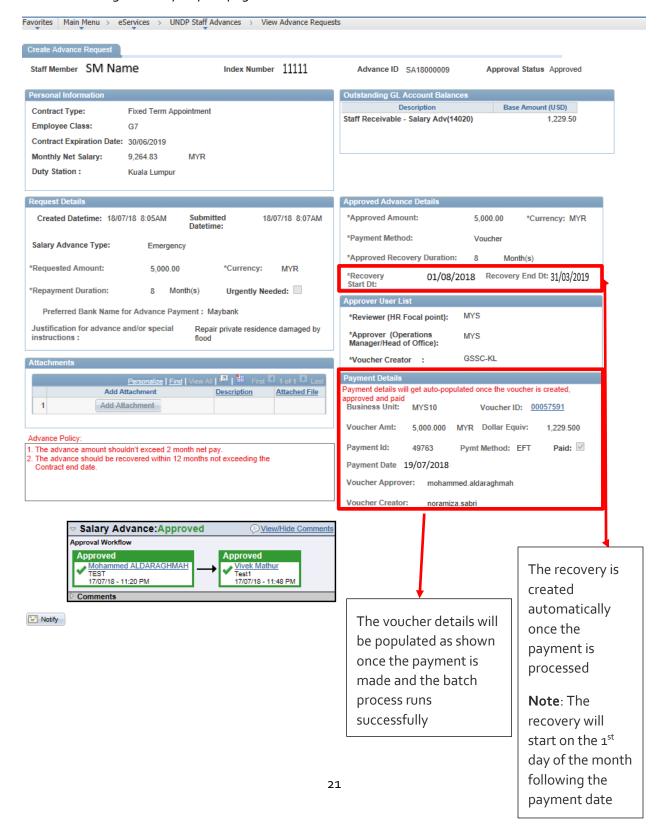
Voucher Creation

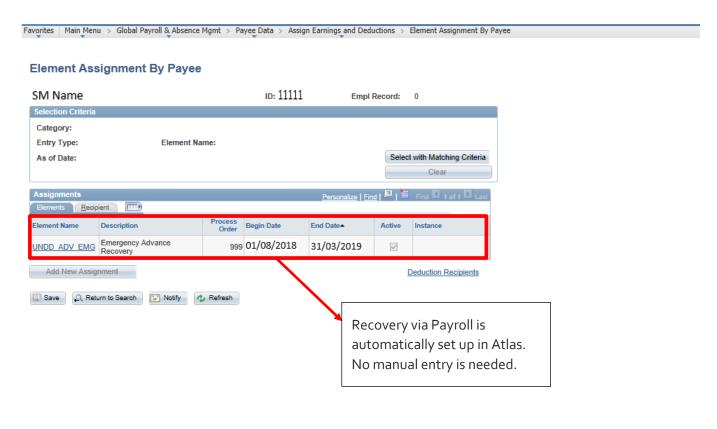
Business Unit: Voucher ID: Voucher Style: Short Vendor Name:	MYS10 Q NEXT Regular Voucher	Fill in all the relevant information.
Vendor ID: Vendor Location: Address Sequence Number:	00000 11111 Q MYR Q	Important: The invoice number must be an
Invoice Number:	SA18000009	exact match of the
Invoice Date:	18/07/2018	Advance ID
Gross Invoice Amount:	5000	
reight Amount:	0.00	
Misc Charge Amount:	0.00	
Estimated No. of Invoice Lines:	1	

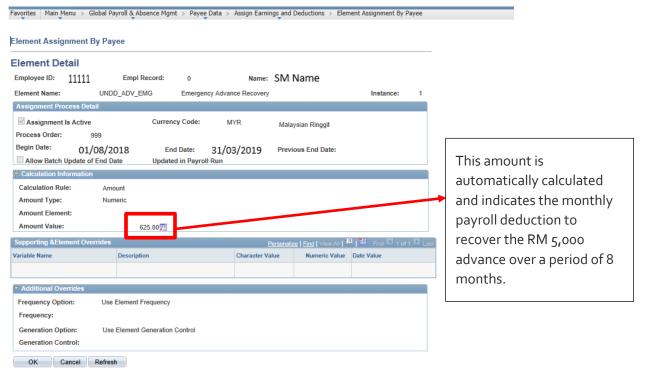


5. Auto-Recovery Set-up:

Once the voucher is approved, budget checked, and payment made, the advance page is updated automatically (through a daily batch process) with the voucher details. This triggers the calculation of the advance recovery start and end dates, monthly recovery amount, and the recovery setup in the "Elements Assignment by Payee" page.



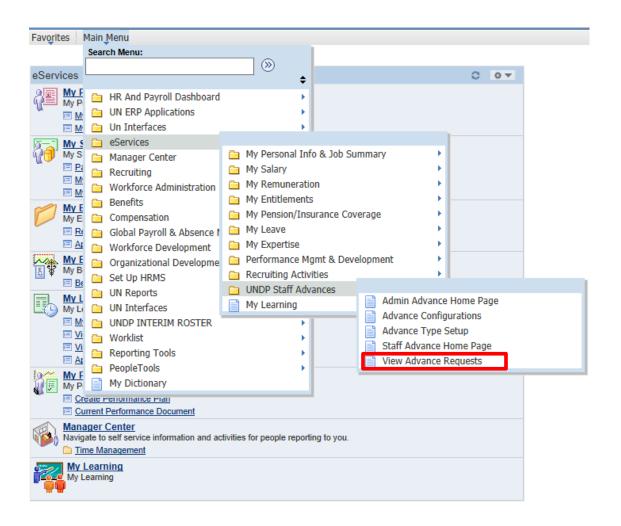


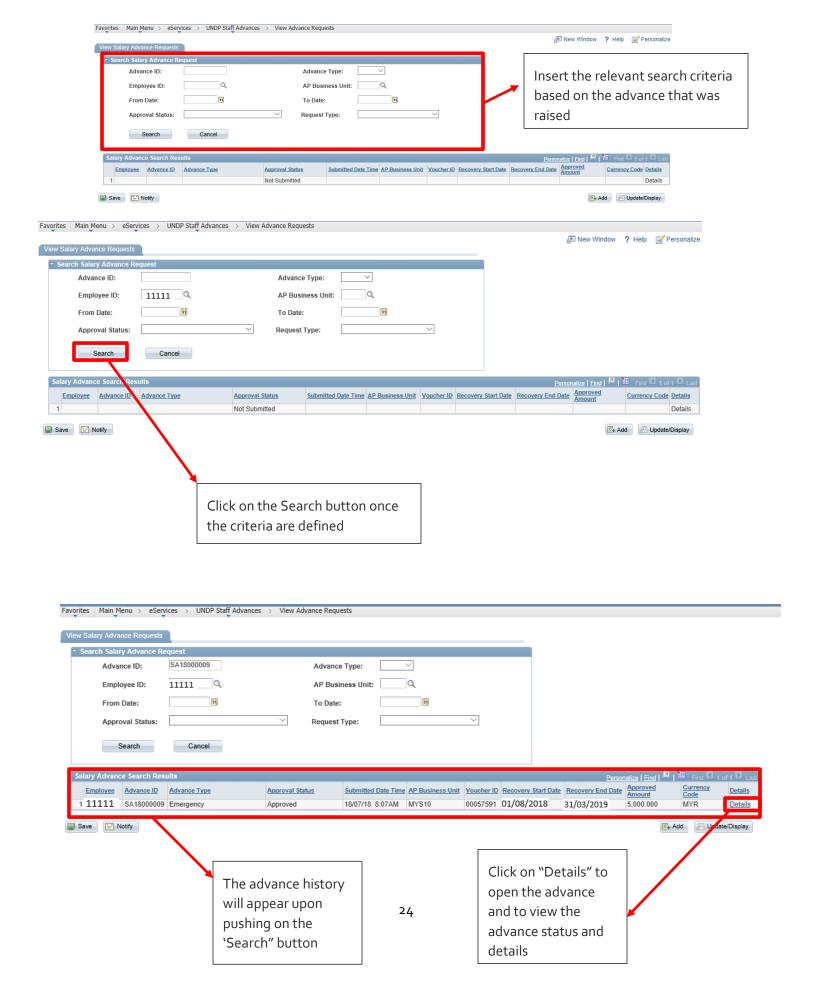


6. View Advance Requests

Authorized users can view the list of advances that have been raised with their respective status following the navigation below:

Navigation: Main Menu > eServices > UNDP Staff Advances > View Advance Requests

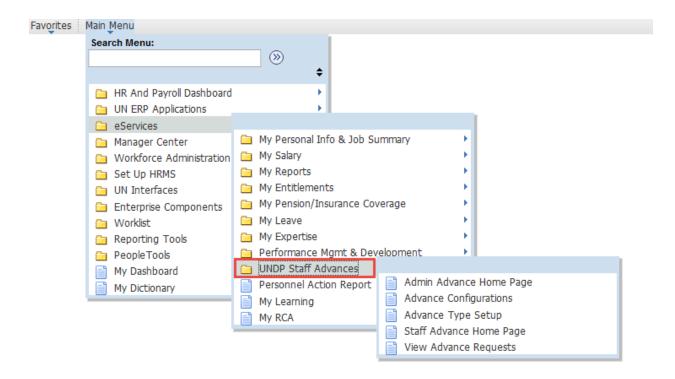




Access Rights

The Tool is comprised of five pages and following is a brief description of each page and ARGUS users' profiles that are granted with the access rights to these pages.

Navigation: Main Menu > eServices > UNDP Staff Advances



1. Admin Advance Home Page:

This page is designed to allow HR Admin personnel to create staff advance requests on behalf of employees that are not able to create an advance (for example cases of Initial Appointments, Emergency Security situations, etc.). In addition, the page allows the HR Admin personnel to review requests in queue pending review and clearance.

ARGUS profile: UN_HR Administrator

2. Advance Configurations:

This page is accessible only by technical team personnel, and is designed to set up the groups and users' names for the different roles involved in the review and approval process. The configuration is based on

the following:

Employee Class (Local vs International).

Duty Station Location.

Department.

Any changes in the names of Reviewers or Approvers should be communicated to:

staff.advances@undp.orq

ARGUS profile: HR_BB_Config_Manager

3. Advance Type Setup:

This page is accessible only by technical team personnel and is designed to set up the different eligibility rules based on staff categories and types of advance. It is also used to map the deduction

elements in Atlas payroll module for each type of advance.

ARGUS profile: HR_BB_Config_Manager

4. Staff Advance Home Page:

This page is available to all staff and allows them to:

• Initiate a new advance request based on advance types staff is eligible for

• Review request history

Review pending requests

ARGUS profile: All Staff Access

5. View Advance Requests:

This page allows HR & Finance personnel to review all advances submitted/processed. It provides an

oversight on the advances issued, their status and a high-level summary.

ARGUS profile: UN_HR Administrator, UN_HR Manager, UN_Global Payroll Admin, and

UN_Global Payroll Manager

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