ATLAS TRAVEL AND EXPENSE GUIDELINES

Abstract
This user guide describes step by step procedures on how to process duty travel including the travel request, travel claim and ticket reconciliation.

Travel Services Section of General Operations
V9.0 4 December 2020
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INTRODUCTION

The Travel and Expense module Atlas is a user-friendly tool which streamlines the processing of duty travel. This guide contains the instructions to process duty travel as well frequently asked questions.

Key Features:

- Allows personnel to initiate and submit an online request for mission travel
- One transaction processes ticket and traveler payments
- DSA calculator - reduces opportunities for manual error
- Mechanism for tracking advances made and the fund due to the organization
- Online travel with payroll deduction option

Key Benefits:

- Streamlines the mission travel process
- Improves processing time and reduces processing cost
- Enhances productivity
- Transparent, paperless request and approval process for advances.
- Better control
- Actionable data

At a high level the steps are categorized into three areas:
1. CREATION OF ATLAS T & E TRAVELER PROFILE

Before a Travel Request can be created, a Traveler Profile must exist in Atlas for the traveler.

UNDP and UNCDF staff members with a Procurement Buyer profile in the office are able to setup new travel profiles and update existing profiles as needed.

A vendor profile is only required if the traveler will receive an electronic funds transfer.

Navigation: UN Custom > Custom T&E > Travel Profile Maintenance

1.1 ADDING A NEW TRAVEL PROFILE

One or more travel profiles can be added by choosing the Agency (GL BU) and the Operating Unit in the Search page. The new travel profiles will be associated with the office selected.

Travel Profile Maintenance

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

GL Business Unit: begins with ▼ UNDP1
Operating Unit: begins with ▼ ETH

Correct History

Search  Clear  Basic Search  Save Search Criteria

In the ‘Add Travel Profiles’ page, new profiles can be added by selecting the button ‘Add Travelers’.

<table>
<thead>
<tr>
<th>Field</th>
<th>Comment</th>
</tr>
</thead>
</table>

2
<table>
<thead>
<tr>
<th>Index number</th>
<th>Required if staff; if non-staff the index number if traveler was previously staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>As it appears on passport or other travel document</td>
</tr>
<tr>
<td>Last name</td>
<td>As it appears on passport or other travel document</td>
</tr>
<tr>
<td>Personnel Status</td>
<td>Indicate if Staff or Non-Staff</td>
</tr>
<tr>
<td>Export to UTM</td>
<td>Required if any tickets will be purchased from HQ Travel Agency</td>
</tr>
<tr>
<td>E-mail address</td>
<td>Use the official UN email address where available</td>
</tr>
<tr>
<td>Operating unit</td>
<td>e.g. NIC, THA, etc.</td>
</tr>
<tr>
<td>Vendor set id</td>
<td>e.g. NIC10, THA10, etc.</td>
</tr>
<tr>
<td>Approved vendor id number</td>
<td>Unapproved vendors cannot be processed.</td>
</tr>
</tbody>
</table>

After entering one or more travel profiles, the data can be saved using ‘Save for Later’ button or ‘Submit’ to generate the travel profiles.

**Note:** Non-staff travel profiles without an index number are assigned a travel identification number by the system with a prefix (X). For e.g., a meeting participant will have a system generated identification number will be displayed as X00000465.

![Travel Profile Maintenance](image)

After submitting the profile request, a confirmation page will appear with the profile successfully created along with the Index number (Travel profile ID) generated for external travelers.
1.2 UPDATE AN EXISTING TRAVEL PROFILE

This feature is used to update information in an existing travel profile, i.e. changing the agency/office that the traveler is associated with, inactivate unused or duplicate travel profiles or non-staff travel profiles who now have staff contracts, or to update the vendor information as needed.

The travel profile can be updated by selecting the ‘Update Traveler’ button. Enter any one of the following: first name/last name/index #. Find the existing travel profile that requires updating.

Upon selection of the profile, information can be updated and saved by selecting the ‘Update’ button. Enter appropriate comments on a new/update travel profile request.
Update Details

*GL Business Unit: UNDP1
Operating Unit: PRY
First Name: Veronique
Last Name: GERARD THOMAS
Empl ID: 815533
Personnel Status: Employee
Email ID: veronique.gerard@undp.org
Export to UTM: 
Vendor SetID: PRY10
Vendor ID: 0000005102
Employee Status: Active
Comments: Updated the Vendor Info

[Update] [Return]
1.3 FOR OTHER PARTNER AGENCIES:

To request a Traveler Profile, create a case in UNall with the information below:

<table>
<thead>
<tr>
<th>Field</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Index number</td>
<td>(Required for staff members; provide if available for non-staff)</td>
</tr>
<tr>
<td>First name</td>
<td>As it appears on passport or other travel document</td>
</tr>
<tr>
<td>Last name</td>
<td>As it appears on passport or other travel document</td>
</tr>
<tr>
<td>Type of traveler</td>
<td>Indicate if Staff or Non-Staff</td>
</tr>
<tr>
<td>Operating unit</td>
<td>e.g. NIC, THA, etc.</td>
</tr>
<tr>
<td>Vendor set id</td>
<td>e.g. NIC10, THA10, etc.</td>
</tr>
<tr>
<td>Approved* vendor id number</td>
<td>*Please request only if vendor number is approved. Requests for unapproved vendors cannot be processed.</td>
</tr>
<tr>
<td>E-mail address</td>
<td>For staff, this must be their business email</td>
</tr>
<tr>
<td>Date of birth</td>
<td>For non-staff</td>
</tr>
<tr>
<td>Place of birth</td>
<td>For non-staff</td>
</tr>
</tbody>
</table>

As soon as the Traveler Profile is created, the requester will receive an email informing her/him of the Traveler ID (or Index ID), which can be used to initiate the Travel Request.

1.4 SYNCHRONIZATION WITH VENDOR PROFILE

Once a profile is created, it will synchronize with the traveler’s vendor profile within 24 hours.

Some offices store a National Id or other information in the address fields on the Vendor profile that is relevant to payment processing or are required to meet local banking regulations.

Address fields 1-4 from the Vendor profile will transfer to the travel profile for meeting participants and others not reported in Atlas HR. For staff, it will transfer from the vendor profile if not populated in HR. If it is already populated in job data, it will automatically be transmitted to the travel profile of the staff member.
Payables Options

<table>
<thead>
<tr>
<th>SetID:</th>
<th>UNFEM</th>
<th>Location:</th>
<th>002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor ID:</td>
<td>0000</td>
<td>Description:</td>
<td>MAIN</td>
</tr>
<tr>
<td>Short Vendor Name:</td>
<td>[Blank]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name 1:</td>
<td>LILIANA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Invoicing**

<table>
<thead>
<tr>
<th>Vendor:</th>
<th>0000</th>
<th>Address:</th>
<th>1 Search</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>USD</td>
<td>TASITOLU, COMORO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DILI TLS</td>
</tr>
<tr>
<td>Location:</td>
<td>002</td>
<td>Location:</td>
<td>MAIN</td>
</tr>
</tbody>
</table>

**Remitting**

<table>
<thead>
<tr>
<th>Vendor:</th>
<th>0000</th>
<th>Address:</th>
<th>1 Search</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>USD</td>
<td>TASITOLU, COMORO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DILI TLS</td>
</tr>
<tr>
<td>Location:</td>
<td>002</td>
<td>Location:</td>
<td>MAIN</td>
</tr>
</tbody>
</table>
The payee bank information (of the traveler) is synchronized from the vendor profile of the traveler upon linking the vendor profile to the travel profile. Some offices store additional information that is mandated by the bank for processing payments in the profile.

The following fields can be used by offices to process payments:

i. Payment Instruction Ref 1

ii. Payment Instruction Ref 2

These fields are currently available in the vendor profile (Location tab > payables link > electronic file option section).

When a new travel profile is created, or an existing travel profile modified, or the vendor information of an existing travel profile is modified, this information will be synchronized into the travel profile.
2. TRAVEL REQUEST

2.1 CREATING A NEW TRAVEL REQUEST (FOR OFFICES OUTSIDE OF HQ OR WHEN NO TICKET IS REQUIRED)

Navigation: Travel and Expenses > Travel and Expense Center > Travel Request > Create

Steps:

1. Enter Traveler ID/Index Number of the Traveler and select ‘Add’ button.
Travel Request/Expense Report

On the Travel Request (TR) Entry form enter the Description, Business Purpose, Date from and Date to, detailed purpose of the mission in Comments and Link original travel request as appropriate.

Copy Travel request functionality The 'UN Copy from TR' functionality can be used to copy information from another request. When the request to be copied from is selected, the expense lines, itinerary and COA will be copied into a new request. This feature is helpful when processing requests with similar travel payments (e.g., a group of X with the same, or similar, DSA and COA).
A. ABILITY TO CHOOSE THE VENDOR LOCATION AT THE TRAVEL REQUEST CREATION:

The vendor location field is editable on the Travel Request (TR) / Expense Report (ER) Creation.
The requester can leave the default vendor location as is or choose a different vendor location from the traveler’s vendor profile.

When the vendor location is changed on the TR or ER, the travel profile in ATLAS is updated with the revised vendor location and the corresponding bank information (from Vendor profile) is synchronized to the travel profile. After the pay cycle is run and the payment is processed, the traveler will receive the funds in the bank account corresponding to the vendor location chosen in the request.

Note:

If a TRs processed for a particular vendor location (for example ‘002’) and a second TR is processed for the same traveler to a different location (‘001’) a warning message will be displayed when changing the vendor location (for the outstanding payment(s) that will be impacted).

The purpose of the warning message is to alert the requester that the vendor location change will impact the payment of requests that are pending payment or pending for further processing (i.e., in ‘Submitted for approval’, ‘Approvals in Process’, ‘Approved for Payment’ or ‘Staged’ statuses).
If the requester ignores the warning and proceeds with the change of location, all the outstanding travel related request payments for the traveler will be routed to the bank account corresponding to the new location (‘001’ in the earlier example).

In such cases, if requestor does not wish to override the bank routing for a pending transaction, the ticket can be processed as a stand-alone request. Once the pending payments are processed, a linked TR can be raised for the entitlements related to the second mission.

**B. OPTION TO OVERRIDE THE PAYMENT METHOD ON THE TRAVEL REQUEST**

In the Travel and Expense (T&E) module, a default payment method is setup for each currency used by the office. For example, in Thailand, the default payment for USD payments is CHK however EFT is the default payment method for local currency (THB) disbursements.

The payment method can be overridden during the TR / ER creation and processing stage. The module supports Electronic Fund Transfer (EFT), Financial Gateway (FGT) and Check (CHK) as a payment method.
When creating a TR or ER, the payment method can be changed to the preferred payment method of the traveler for the travel advance or expense payment. At HQ, EFT is exclusively used as the payment method.

The payment method override is available to the Travel Processor post submission of the request. The payment method chosen (or defaulted) when the request was created can be updated, if needed, by the Travel Processor by accessing the UN Bank Accounts link on the TR approval page.
The source bank for a payment corresponds to the UNDP Bank account from which payments are issued. In T&E, these source bank accounts are setup by office and currency. For e.g.: In case of Thailand Country Office, the source bank accounts setup for Thai Baht (THB) and USD currencies are shown in the below screenshot.

All travel related payments (Ticket, DSA, Terminals) in THB or USD currencies will be issued from these bank accounts. Every country office has a similar setup for the designation of their bank accounts.

The above approach works well when there is one source bank account for each currency for an office.
Some offices have multiple bank accounts for issuing payments in the same currency. For example, the Panama Regional Center issues payments in USD from two different bank accounts (Bank of America and Citibank).

The selection of the source bank account for a particular payment depends on the location of the payee’s bank account. For example, if the payee has a bank account in Panama, the local USD account (Citibank) is used to issue the payment. If the payee has a bank account in USA (e.g. UNFCU) y, Bank of America is used to issue the payment. The reason different source banks are used is to limit international remittance charges levied by the payee’s bank.

To aid the travelers in timely receipt of the payments and limit remittance fees, the source bank account for the payment is not exclusively driven by the office source bank defaults and instead is influenced by the vendor profile of the traveler.

In the vendor profile of the traveler, if a UNDP source bank account is specified in the Location tab (payables link), it will be used for issuing the payment for the traveler. If the bank account is not specified for a traveler (which is the case for the majority of the vendor profiles), the default bank account setup for the office is used to issue the payment.

If there are multiple Vendor Locations setup for a traveler with a different payee bank account in each of the locations, there could be different source bank accounts setup for each of the locations and based on the vendor location selected on the request, the respective source bank is used to issue the payment to the payee’s bank account (setup in that Vendor location).
3. Chart fields can be entered in the Accounting Defaults page. This saves the re-entry of the same chart fields for every expense line.
Accounting defaults

4. Select Expense Type, Payment Type and Expense Date in the Details Grid.

Transaction Currency default is the local currency. It can be updated to USD if preferred. Select the ‘Details’ link to enter the line level information for the expense type:

5. On the ‘Details’ Page enter Amount and Comments. Then select the ‘Accounting Details’ Link to enter the Chart fields (if not charging to default Chartfield).
The Accounting Details/Defaults Page, select chart fields are defaulted from the Traveler profile. The fields are the GL BU, Operating Unit, Fund code and Department, which can be overridden as appropriate.

6. SpeedChart functionality

To facilitate the processing of requests with multiple chart field combinations the SpeedChart functionality is available. The SpeedChart setup in the modules also available to copy into the request.)
Upon Speedchart selection, the COA(s) will be populated in the accounting defaults page and the COA values are copied into each of the expense lines.

7. For other UN agency transactions, the three UN agency fields should be entered under the ‘Agency’ Tab.
Select 'OK' to return to the Expense Report.

8. Add additional lines for DSA and Terminals.

For DSA Standard Expense Type--

a. For DSA Standard Expense Type, on Details Page Select ‘Date From’ and ‘Date To’ dates, Payment Type, Per Diem Range, Country, Location and Currency.

b. If Accommodation, Breakfast, Lunch or Dinner is provided, appropriate checkboxes can be selected. Based on the selections, the entitlement amount will be reduced.

c. Enter Description and select ‘Refresh Per Diem’ Amount to calculate the DSA payable
d. The ‘Date From’ and ‘Date To’ on the DSA line details is entered based on the eligible DSA days for that travel and not the actual travel dates. The DSA eligibility often varies from the actual travel dates.

e. If a Non-Standard DSA rate is being paid due to an approved exception, a different expense type Ad hoc DSA or DSA (Adjustments) is chosen as appropriate.

Note: For non-Staff travelers, 80% of DSA amount is paid in advance (default). To pay the full advance, the checkbox (80% Entitlement) is unchecked (e.g., Service Contract holder)
9. Attachment functionality is available on the request.

To upload attachment(s), select the 'View/Upload Attachments' link.
Choose the appropriate attachment type and select the ‘Add Attachment’ button to upload the file.

**View/Upload Attachments**

The name of the file will appear on the left. Select ‘OK’ to return to the request.

A paper clip icon next to the link indicates a document has been uploaded. Attachment functionality is available on the TR and not on an ER. Post travel documents can be uploaded to a Travel Claim (versus an ER).

10. Enter the Itinerary by selecting the ‘Itinerary’ link on the main TR page. Itinerary details can be entered before or after entering the expenses. The ‘approved’ itinerary should reflect the authorized mission destination(s) (without connections) and the ‘preferred’ is the preferred routing including connection points (if applicable). This allows the Approver and travel management services provider to distinguish the official mission from the preferred routing to fulfill the mission.
**Travel Request**

**Travel Request Entry**

Sanny Ramos JEGILLOS

Quick Start:

UN Copy From TR

---

### General Information

- **Description:** Mission to NYC
- **Business Purpose:** Official Business travel
- **Pre/Post Travel:** Expense Report, Travel Request
- **Date From:** 30/03/2020
- **Date To:** 04/04/2020
- **Comment:** Meetings with Director
- **Reference:**

---

### Vendor Information

- **Vendor SetID:** THA10
- **Vendor Location:** 002
- **Vendor ID:** 0000005240
- **UN Identifier:** 658059
- **Vendor Name:** SANNY RAMOS JEGILLOS
- **Operating Unit:** Thailand
- **Payment Method:**

---

### Details

<table>
<thead>
<tr>
<th>Select</th>
<th>Expense Type</th>
<th><strong>Expense Date</strong></th>
<th>Monetary Amount</th>
<th>Transaction Amount</th>
<th>Currency</th>
<th>Payment Type</th>
<th>Billing Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DSA (Standard)</td>
<td>30/03/2020</td>
<td>2,035.10</td>
<td>2035.10</td>
<td>USD</td>
<td>Claimable</td>
<td>Standard</td>
</tr>
</tbody>
</table>

---

**Travel Request**

**Edit Expense - Travel Fare (Air/Surface)**

Sanny Ramos JEGILLOS

- **Approved Itinerary:** BKK - NYC - BKK
- **Preferred Itinerary:** BKK - NRT - NYC - NRT - BKK

- **Is Traveler JPOP:**

---

### Itinerary

<table>
<thead>
<tr>
<th>Location Code</th>
<th>Arrival Date</th>
<th>From Time</th>
<th>Departure Date</th>
<th>To Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 BKK</td>
<td>30/03/2020</td>
<td>8:45AM</td>
<td>30/03/2020</td>
<td>3:00PM</td>
<td></td>
</tr>
<tr>
<td>2 NRT</td>
<td>30/03/2020</td>
<td>4:40PM</td>
<td>20/03/2020</td>
<td>4:35PM</td>
<td></td>
</tr>
<tr>
<td>3 NYC</td>
<td>30/03/2020</td>
<td>12:00PM</td>
<td>04/04/2020</td>
<td>3:00PM</td>
<td></td>
</tr>
<tr>
<td>4 NRT</td>
<td>05/04/2020</td>
<td>6:25PM</td>
<td>05/04/2020</td>
<td>11:10PM</td>
<td></td>
</tr>
<tr>
<td>5 BKK</td>
<td>05/04/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. Save for later after entering all the information, then submit the request for approval.

The requester has the option to choose which individuals should be notified that action is required. Upon selecting ‘OK’, the approval notification will be sent exclusively to the selected approvers.

Note: If an Approver is not selected, he or she can still approve the request, if desired, by navigating to the Approval page in the module.

Upon processing the request, the Approver notification list can be readjusted by the Travel Processor if needed.
2.2 CREATING A NEW TRAVEL REQUEST (WHEN A TICKET IS REQUIRED THROUGH THE HQ TRAVEL MANAGEMENT PROVIDER)

STEPS:

1. Make a booking with the HQ travel management service provider and when ready to have the ticket issued, advise the travel counselor to proceed with initiating a Digital Travel Request (DTR). If the booking is made through the self-booking tool, Concur Travel, submit the ticket for purchase.

A TR shell is created within 30 minutes of the HQ travel management services provider submitting the reservation to ATLAS. A notification e-mail is sent to the traveler and the arranger (if applicable) when the TR shell is created.

Pre-populated fields (highlighted) on the Travel Request (TR):

![Travel Request (TR) screenshot]
2. The ‘description’ is defaulted to the first stop on the itinerary and will need to be updated if the mission involves a connection or more than one destination.

Add additional lines for DSA and Terminals and follow steps 6-9 and 11 as indicated in Section 2.1 above.

*Note: Chart fields can also be entered in the Accounting Defaults page. This saves the re-entry of the same chart fields for every expense line (refer to #3 above).*

3. Review the itinerary to make sure it is accurate by selecting the ‘Digital itinerary’ link

Ensure business constraints and personal deviations are identified as applicable, and verify that Official and Preferred fares are accurate:
If a non-compliant itinerary is chosen, the “Compliant with travel policy” is unchecked and the exception reason is displayed.

<table>
<thead>
<tr>
<th>Travel Request Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>John Doe</strong></td>
</tr>
<tr>
<td><strong>General Information</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
</tr>
<tr>
<td><strong>Business Purpose:</strong></td>
</tr>
<tr>
<td><strong>Link Travel Request ID:</strong></td>
</tr>
<tr>
<td><strong>Status:</strong></td>
</tr>
<tr>
<td><strong>Default Location:</strong></td>
</tr>
<tr>
<td><strong>Post State:</strong></td>
</tr>
<tr>
<td><strong>Vendor Information</strong></td>
</tr>
<tr>
<td><strong>Vendor SetID:</strong></td>
</tr>
<tr>
<td><strong>Vendor Location:</strong></td>
</tr>
<tr>
<td><strong>Vendor ID:</strong></td>
</tr>
<tr>
<td><strong>Vendor Name:</strong></td>
</tr>
<tr>
<td><strong>Adjustment Cash Advance</strong></td>
</tr>
<tr>
<td><strong>More Options:</strong></td>
</tr>
</tbody>
</table>

If there is a personal deviation has been disclosed to travel management service provider the Personal Deviation box is checked.
Note: If any of the pre-populated items highlighted above are incorrect, contact the travel management service provider. In the event of an error or revision to the travel plan for an unapproved TR, the TR should be deleted and a new DTR (TR shell) should be requested.

4. Copy Travel request functionality for HQ (Travel and Transport) digitally generated requests (DTR)

The ‘Copy TR’ functionality is available for DTRs. When the request to be copied from is selected, the expense lines, itinerary and COA will be copied into a new request. This can be helpful when processing requests with similar travel payments (e.g. a group of X with the same, or similar, DSA and COA). The ticket amount in the digitally created request is retained when this featured is used enabling the TR to be edited as needed. This feature does not eliminate the need to
obtain a digitally generated travel request from Atlas when the ticket will be issued by Travel and Transport, it merely expedites the processing of the request when a group is traveling.

Navigation: Travel and Expenses > Travel and Expense Center > Travel Request > Modify

2.3 TRAVEL REQUEST ATTACHMENT FUNCTIONALITY

Select the ‘View/Upload Attachments’ link and choose the appropriate attachment type and select the ‘Add Attachment’ button to upload the file. (Refer to section 2.1.9 above)

A paper clip icon next to the link indicates a document has been uploaded.

This functionality is not available with an ER as the Travel Claim is used to upload supporting documents post travel.
2.4 SAVING AS DRAFT, VIEWING, MODIFYING, DELETING OR PRINTING A PENDING TRAVEL REQUEST

1. If all the information for the travel is not fully available, the TR can be saved as a draft (without submitting) by selecting the button ‘Save For Later’. When a TR is saved as draft, the status of the request becomes ‘Pending’.

2. A ‘pending’ TR can be submitted at any later date/time, by opening the request through the navigation Travel and Expenses > Travel and Expense Center > Travel Request > Modify. A pending TR can also be deleted (if required) by navigating to Travel and Expenses > Travel and Expense Center > Travel Request > Delete.

---

Travel and Expense

Delete an Expense Report

Rebecca Mary CARMAN

<table>
<thead>
<tr>
<th>Select</th>
<th>Report ID</th>
<th>Report Description</th>
<th>Creation Date</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0000517123</td>
<td>Mission To Costa Rica</td>
<td>28/02/2020</td>
<td>674.00</td>
<td>USD</td>
</tr>
</tbody>
</table>

Delete Selected Report(s)

Return to Travel Request

3. Upon submission of the request, Approver details appear on the TR page and the status of TR changes to ‘Submitted for Approval’.
4. Details of a TR including status and option to print

Navigation Travel and Expenses > Travel and Expense Center > Travel Request > View.

a) Generate report

**Travel Request/Expense Report**

Enter any information you have and click Search. Leave fields blank for a list of all values.
### General Information
- **Description:** Mission To Malaysia
- **Business Purpose:** Official Business travel
- **Link Travel Request ID:**
- **Status:** Paid
- **Default Location:**
- **Post State:**
- **Pre/Post Travel:**
- **Date From:** 10/08/2019
- **Date To:** 17/08/2019
- **Comment:**
  - Kuala Lumpur Mission
  - Office Space assessment, Security and Travel & Expense Training
- **Reference:**
- **Last Updated:** 30/07/2019
- **By:** audrey.haytt

### Vendor Information
- **Vendor Set ID:** UNDP
- **Vendor Location:** 001
- **Personal Deviation:**
- **Compliant with travel policy:**
- **Digital Itinerary:**
- **Vendor Name:** George PERADZE
- **Vendor ID:** 0000067024
- **UN Identifier:** 734957
- **Payment Method:** Clean Funds Transfer
- **UN Bank Accounts:**
- **More Options:**

### Details
**Overview**

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Expense Date</th>
<th>Monetary Amount</th>
<th>Transaction Amount</th>
<th>Transaction Currency</th>
<th>Payment Type</th>
<th>Billing Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Fare (Air/Surface)</td>
<td>10/08/2019</td>
<td>5,153.00</td>
<td>5153.00</td>
<td>USD</td>
<td>Travel Agency Ticket-HQ</td>
<td>Standard</td>
</tr>
<tr>
<td>DSA (Standard)</td>
<td>12/08/2019</td>
<td>1,000.00</td>
<td>1000.00</td>
<td>USD</td>
<td>Claimable</td>
<td>Standard</td>
</tr>
<tr>
<td>Terminal Manual</td>
<td>10/08/2019</td>
<td>250.00</td>
<td>250.00</td>
<td>USD</td>
<td>Claimable</td>
<td>Standard</td>
</tr>
</tbody>
</table>

### Totals
- **Total Expenses in this report:** 6,403.00 USD
- **Due Employees:**
  - 1,310.00 USD
- **Due Vendor:**
  - 5,153.00 USD
- **Prepaid Expenses:** 0.00 USD
- **Employee Credits:** 0.00 USD
- **Vendor Credits:** 0.00 USD
- **Cash Advances Applied:** 0.00 USD

**Official Fare:** 4,684.63 USD
**Preferred Fare:** 4,684.63 USD

### More Options
- **View Attachments**
b) Payment Report – can be viewed/printed once the travel advance is processed.
## Travel Request Detail

**GEORGE PERADZE**  
ID: 734997  
User Defaults: Y  
Staff (YN): Y  
Report ID: 0000380757

### General Information
- **Description:** Mission To Malaysia
- **Business Purpose:** Official Business travel
- **Link Travel Request ID:** (Not provided)
- **Status:** Paid
- **Default Location:** Posted
- **Post State:** Posted
- **Pre/Post Travel:** Expense Report
- **Date From:** 10/08/2019  
**Date To:** 17/08/2019
- **Comment:** Kuala Lumpur Mission: Office Space assessment, Security and Travel & Expense Training
- **Reference:** (Not provided)
- **Last Updated:** 30/07/2019  
**By:** audrey.hyatt

### Vendor Information
- **Vendor Set ID:** UNDP1  
**Vendor ID:** 000007024  
**UN Identifier:** 734997  
**Vendor Name:** George PERADZE
- **Personal Deviation:**
- **Compliant with travel policy:**
- **Digital itinerary:**
- **Payment Method:** Electronic Funds Transfer
- **Adjustment Cash Advance:**

### UN Bank Accounts

### Details
#### Expenses Type

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Expense Date</th>
<th>Monetary Amount</th>
<th>Transaction Amount</th>
<th>Exchange Currency</th>
<th>Payment Type</th>
<th>Utilize Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Fare (Air/Surface)</td>
<td>10/08/2019</td>
<td>5,153.00 USD</td>
<td>5153.00 USD</td>
<td>USD</td>
<td>Travel Agency Ticket-HQ</td>
<td>Standard</td>
</tr>
<tr>
<td>DSA (Standard)</td>
<td>12/08/2019</td>
<td>1,060.00 USD</td>
<td>1060.00 USD</td>
<td>USD</td>
<td>Claimable</td>
<td>Standard</td>
</tr>
<tr>
<td>Terminal Manual</td>
<td>10/08/2019</td>
<td>250.00 USD</td>
<td>250.00 USD</td>
<td>USD</td>
<td>Claimable</td>
<td>Standard</td>
</tr>
</tbody>
</table>

### Totals
- **Total Expenses in this report:** 6,463.00 USD  
- **Due Employee:** 1,310.00 USD  
- **Due Vendor:** 5,153.00 USD
- **Prepaid Expenses:** 0.00 USD
- **Employee Credits:** 0.00 USD
- **Vendor Credits:** 0.00 USD
- **Cash Advances Applied:** 0.00 USD

**Official Fare:** 4,684.63 USD  
**Preferred Fare:** 4,684.63 USD

**Definition of Totals**

### Generate Report

**Expense Report Project Summary**

---

36
5. The table below displays the various stages of a request's life cycle.

---

<table>
<thead>
<tr>
<th>Project</th>
<th>Activity</th>
<th>Impl Agency</th>
<th>Fund</th>
<th>Donor</th>
<th>Dept</th>
<th>Op Unit</th>
<th>Account</th>
<th>LC Amount</th>
<th>Cur</th>
<th>Rate</th>
<th>USD Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>00098158</td>
<td>ACTIVIT Y1</td>
<td>001981</td>
<td>11820</td>
<td>00012</td>
<td>83121</td>
<td>H29</td>
<td>71615</td>
<td>265.00</td>
<td>USD</td>
<td>1</td>
<td>265.00</td>
</tr>
<tr>
<td>00098155</td>
<td>ACTIVIT Y1</td>
<td>001981</td>
<td>02300</td>
<td>00012</td>
<td>83121</td>
<td>H29</td>
<td>71615</td>
<td>318.00</td>
<td>USD</td>
<td>1</td>
<td>318.00</td>
</tr>
<tr>
<td>00098154</td>
<td>ACTIVIT Y1</td>
<td>001981</td>
<td>02300</td>
<td>00012</td>
<td>83121</td>
<td>H29</td>
<td>71615</td>
<td>477.00</td>
<td>USD</td>
<td>1</td>
<td>477.00</td>
</tr>
<tr>
<td>Status</td>
<td>Description</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td>The TR is in draft status and not submitted for approval</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submitted for Approval</td>
<td>The TR has been submitted for approval</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals In process</td>
<td>The TR has been approved by Travel Processor, currently pending with Approver</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approved for Payment</td>
<td>The TR has been approved by Travel Processor and Approver, yet to be</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denied</td>
<td>The TR has been denied by Approver(s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staged</td>
<td>The TR has been staged for payment after approval. The traveler OR the vendor selected in the ticket expense line may have been paid</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paid</td>
<td>The TR has been fully paid i.e., both the traveler (if applicable) and the vendor selected in the ticket expense line. (if applicable) have been paid.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. TRAVEL REQUEST APPROVAL

3.1 LEVEL – 1 APPROVAL --> TRAVEL PROCESSOR

Steps:

1. Retrieve the Travel Request through one of the following channels:
   a. Atlas Mobile Application
   b. Atlas Approval link sent via email to you as an Approver
   c. Worklist link
   d. Navigating through Atlas: Travel and Expenses > Approve Transactions > Approve Transactions

2. Select request from the ‘Transactions to Approve’ list.
Note: The Travel Processor or Approver can use the link in the approval notification to access the request directly for review and approval.

3. Verify the expense details on Approval Page.

4. If any changes are required to the request, add a comment to the originator and select ‘Send Back’ to return it to the originator.

The Travel Processor is responsible for the application of the duty travel policy. Requesting offices are also responsible for ensuring the following:
1) The request adheres to the route, mode and standard of accommodation and Daily Subsistence Allowance (DSA) guidelines;
2) The Chart of Accounts (COA) is correct and sufficient funds are available in the budget;
3) Use of funds is appropriate and allowable;
4) The request reflects the travel requirement provided by the traveler.

For information on authorizing official business travel refer to POPP.

5. If Travel Request is within the policy, proceed to ‘Budget Check’. Select the ‘Budget Options’ link to perform the step.

If the COA is invalid, the status is reported as ‘Error’. Check the COA.
Commitment Control

Commitment Control Details

- Source Transaction Type: Expense Sheet
- Budget Checking Header Status: Error in Budget Check
- Commitment Control Amount Type: Encumbrance
- Commitment Control Tran ID: 0204880077
- Commitment Control Tran Date: 25/03/2020
- Checkbox for Override Transaction

If the budget is valid the status is reported as 'Valid'.
6. For the Travel Processor to verify the Bank Details or override the Payment Method, select the 'UN Bank Accounts' link.
After Changes:

The Travel Processor can override the currency, payment method (CHK/EFT/FGT) and source bank details (from which the payment will be made) for the advance due to the traveler. The Finance Officer can also change the payment and source bank prior to processing the payment in the pay cycle.

If payment method or bank details are changed on this page, select the ‘OK’ button to save the changes and return to expense details page. If the ‘Cancel’ button is selected, the Travel Processor will be redirected to expense details page but changes will not be saved.

a. Upon completion of and a valid budget check, the Travel Processor can approve the request by selecting the ‘Approve’ button.
b. Once the Travel Processor approves the request, it will be routed to the Approver.

**3.2 LEVEL – 2 APPROVAL --> APPROVER**

*Navigation: Travel and Expenses > Approve Transactions > Approve Transactions*

**Steps:**

The Approver can access the request through the same channels as a Travel Processor and can either approve the request or return it to the Originator* if amendments are needed.

*The Approver responsibilities include:

1. approving the validity of travel as official and authorized;
2. validating the travel requirement is based upon the latest possible arrival and the earliest possible departure time;
3. approving delegations of two or more staff in a similar substantive role per Bureau to participate in UN meetings**;
4. certifying that there are no alternative means which are feasible to meet the objectives of the proposed travel;
5. controlling the level of travel in accordance with budget and greening goals;
6. confirming usage of COA.

** If the approver is not the head of the Bureau the approver should obtain the approval from the Bureau Head.

For information on authorizing official business travel refer to **POPP**.
4. STAGING THE TRAVEL REQUEST FOR PAYMENT AND POSTING THE ACCRUAL ENTRIES

Approved TRs (and ERs) are staged twice a day at 8:00AM and 9:00PM Eastern through a scheduled batch process. The following information describes how the automated process works.

Navigation: Travel and Expenses > Process Expenses > Expense Processing

4.1 STAGE PAYMENTS AND POST LIABILITIES

The payment lines due to the vendor (for ticket) will not be available until the invoice is loaded and reconciliation is done. The payment to the traveler is affected after staging, 7 days before the travel date or within 2 hours of approval if within 7 days of the departure date.

The payment lines (belonging to one or more requests) due to traveler that have been staged for payment can be viewed from the navigation Travel and Expenses > Process Expenses > Update Staged Payments > Expense Report Payments and searching by index number or Name of the traveler.
The payment method and source bank details (from where the payment will be made) can be changed from this page as well and the payment can also be put on hold by selecting the checkbox ‘Hold Payment’. If put on hold, the payment will not be released to the pay cycle until it has been taken off hold (by unchecking the ‘Hold Payment’ box) from this page.

The payment lines (belonging to one or more requests) due to travel vendor (towards travel fare) that have been staged for payment can be viewed from the navigation Travel and Expenses > Process Expenses > Update Staged Payments > Vendor Payments and searching by Vendor Set ID, Vendor ID or Vendor Name.
The payment method and source bank details (from where the payment will be made) can be changed from this page as well and the payment can also be put on hold by selecting the checkbox ‘Hold Payment’. If put on hold, the payment will not be released by the pay cycle until it has been taken off hold (by unchecking the 'Hold Payment' box) from this page.

Accrual entries generated for the Travel Request can be verified in the Expense Report Accounting Entries page.

**Navigation:** Travel and Expenses > Manage Accounting > View/Adjust Accounting Entries > Expense Report Accounting Entries

5. **PAY CYCLE PROCESSING**
The staged payments (unless explicitly put on hold) are processed by running pay cycle. Before running pay cycle, Payment Selection Criteria is verified and updated. The finance team can be contacted to find out the name of the pay cycle used by a particular office.

**Navigation:** Accounts Payable > Payments > Pay Cycle Processing > Payment Selection Criteria

Verify all the dates like ‘Pay From Date’, ‘Pay Through Date’ etc. on the Dates tab of Payment Selection Criteria and update them accordingly.

The pay cycle source for Travel & Expense transactions is EXPN must be selected.
After the Payment selection Criteria is updated and verified, the pay cycle can be run by the authorized manager. The transactions selected for payment can be verified as shown below. For ‘Action’, utilize the ‘None’ option. Do not select ‘Separate’ for T&E payments.
5.1 PAYMENT VERIFICATION:

a) Payment to the traveler can be verified from the Employee Payment History page.

**Navigation:** Travel and Expenses > Process Expenses > Review Payments > Payment History

Note: Under Search Criteria, enter ‘SHARE’ in the SetID box.
Employee Payment History

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

<table>
<thead>
<tr>
<th>Field</th>
<th>Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empl ID</td>
<td>contains 351756</td>
</tr>
<tr>
<td>Name</td>
<td>begins with</td>
</tr>
<tr>
<td>Payment Number</td>
<td>begins with</td>
</tr>
<tr>
<td>SetID</td>
<td>= SHARE</td>
</tr>
<tr>
<td>Bank Code</td>
<td>begins with</td>
</tr>
<tr>
<td>Bank Account</td>
<td>begins with</td>
</tr>
<tr>
<td>Payment Reference</td>
<td>begins with</td>
</tr>
</tbody>
</table>

☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

Employee Payment History

Rebecca Mary CARMAN

Payment Info

| Payment Reference: 1800635612 |
| Bank Code: BANK OF AMERICA US |
| Bank Account: UNDP DISBURSEMENT ACCT |
| Payment Amount: 1,402.00 USD |
| Pay Status: Paid |
| Payment Method: EFT |
| Status: Posted |
| Payment Date: 26/11/2018 |

Payee Address

<table>
<thead>
<tr>
<th>Type</th>
<th>ID</th>
<th>Descr</th>
<th>Status</th>
<th>Created</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense Report</td>
<td>0000263098</td>
<td>Mission To Poland</td>
<td>Paid</td>
<td>15/11/2018</td>
<td>1,402.00 USD</td>
</tr>
</tbody>
</table>

Save Return to Search Previous in List Next in List
Alternatively, the UN_TE_EMP_PAYMENT_DETAILS query can be used to verify the payment details.

b) Payment to the ticket vendor can be verified from the Vendor Payments page.

Navigation: Travel and Expenses > Process Expenses > Review Payments > Vendor Payments
5.2 CHANGE SOURCE BANK AND PAYMENT METHOD

The Finance Officer in the Country Office can update the staged payment’s source bank and method of payment as appropriate prior to running the Pay cycle. As a reminder, a payment made through the HQ Bank of America can only be processed via EFT.


Navigation (travel agency payment): Travel and Expense>Process Expenses>Update Staged Payments>Vendor Payments

6. OTHER PROCESSES (POST PAYMENTS/UPDATE PAID STATUSES)

After the payments are processed, the scheduled expense batch processes are run at different times of the day to automatically post the payment accounting entries and update the status of requests to 'Paid'. Users cannot run these processes.
Payment accounting entries generated for the Travel Request can be verified in the Expense Report Accounting Entries page.

**Navigation:** Travel and Expenses > Manage Accounting > View/Adjust Accounting Entries > Expense Report Accounting Entries

7. **CREATING A TRAVEL CLAIM**

**Navigation:** Travel and Expenses > Travel and Expense Center > Travel Claim (F10) > Create/Modify

**Steps:**

7.1 **ADD A NEW TRAVEL CLAIM**

Enter Traveller ID/Index Number of the Traveller, choose the TR ID and select the ‘Add’ button.
Review the itinerary populated on the 'Itinerary' page and update as needed based on the actual itinerary taken. If the traveller deviated from the official itinerary with a personal deviation the 'Official' checkbox can be used to indicate official legs. By default, the entire Itinerary is defaulted as 'Official' unless otherwise noted. Rows are added and/or deleted as needed to document the itinerary taken by the traveller. The planned itinerary, sourced from the TR, is viewable by selecting the 'planned itinerary' link highlighted below.

Travel Claims created for TRs created with data from the HQ travel management services provider; display the airline flown status, where available. When the flight status is reported as 'boarded' throughout the itinerary, there is no requirement to upload boarding passes to the Travel Claim.
Planned itinerary

In instances where the flown status is not updated, or is reported as canceled/not boarded, boarding passes are required to substantiate the travel dates.

For offices not utilizing the HQ travel management services provider, the itinerary is reported as entered in the TR and boarding passes are required attachments to the Travel Claim.
7.3 REVIEW THE PREPOPULATED AMOUNTS IN EXPENSE SUMMARY SECTION

Select the ‘Expense Summary’ tab to review the payment details, upload supporting documentation and add expenses. The ‘Advance Paid’ is automatically populated from the approved TR(s). Eligible travel payments are calculated using the associated TR as well as any linked request(s). The DSA rate published in the ICSC circular for the travel dates is used when reconciling the Travel Claim. The balance payment to the traveler is the difference of the travel advance and actual entitlements and expenses. The calculation includes approved expenses as well as adjustments to the standard DSA rate.
7.4 DSA CALCULATION PAGE VERIFY/UPDATE

The DSA calculations can be viewed by selecting the 'calculate DSA amount' link. If accommodation and/or meals are provided for any of the days, the number of days in the appropriate column can be chosen.

The terminal amount can be edited as needed to reflect any deviations from the original travel plan (e.g., official vehicle provided). Comments can be added to advise approvers of any helpful information, e.g., personal deviation dates and location(s). Once changes are completed, select the 'Calculate Gross Amount' for the total eligible amount calculation and select the 'OK' button.

7.5 ADD ADDITIONAL EXPENSES (IF APPLICABLE)
Additional reimbursable expenses incurred during the mission (if any) are entered for the actual date incurred in the actual currency of the expense on the 'Expense Summary' page. The system calculates the USD equivalent using the UN rate of exchange.

### 7.6 UPLOAD SUPPORTING TRAVEL DOCUMENTS

Supporting documents are uploaded to support the claim (e.g., boarding passes) by selecting the ‘Upload Supporting Documents’ link.
Selecting the ‘Upload Supporting Documents’ brings up the ‘Upload Attachments’ page.

Choose the appropriate description from the drop-down menu and select the ‘Add Attachment’. When supporting documents have been uploaded, select ‘OK’ to return to the Expense Summary page.
Once the Travel Claim details are entered and saved, a report can be generated (by selecting the button). The report may be printed and authorized by the traveler before uploading a copy to the Travel Claim.
To processing a Travel Claim not associated with a TR,

1. Uncheck the TR box and enter the Index number/Traveler ID.

If HQ, leave the Currency Code as USD. If it is for an office where the Travel Claim is to be paid in local currency, enter the local currency code (e.g.: CLP for Chilean Peso)
Select the ‘Add’ button.

2. Enter the itinerary or travel details as applicable

3. If Standard DSA or Terminals are involved, select the ‘Calculate DSA Amount’ page, found on the Expense Summary tab, to add DSA and terminals as appropriate. Enter any deductions for the DSA by choosing the number of days accommodation was provided or the number of meals under each category for the duration of the mission. When completed, select the ‘Calculate Gross Amount’ and ‘OK’.
4. Additional reimbursable expenses incurred during the mission (if any) are entered for the actual date incurred and in the currency of the expense on the ‘Expense Summary’ page.

5. Upload receipts and any supporting documents.
7.9 SUBMIT TRAVEL CLAIM

Once all the details are verified/entered, save the Travel Claim or submit the claim. A Travel Claim can be saved as frequently as desired by selecting ‘Save For Later’ and can be returned to for editing as needed.
When submitting a claim, a confirmation page will appear. Select ‘OK’ to submit and ‘cancel’ to go back and continue to edit.

**Travel Claim Online Entry**

**Submit Confirmation - An ER will be created for the balance amount**

<table>
<thead>
<tr>
<th>Travel Claim Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Travel entitlements (DSA/Terminals): 475.62 USD</td>
</tr>
<tr>
<td>Advance (Paid):                                          0.00 USD</td>
</tr>
<tr>
<td>Balance Payment to the Traveler: 540.62 USD</td>
</tr>
</tbody>
</table>

Click OK to Confirm or Cancel to Return to travel claim page

If the confirmation states an ER will be created, the report will need to be submitted for approval. (Please refer to section 13 below).

### 8. TRAVEL CLAIM APPROVAL

A Travel Claim is routed for approval if there is no claimable amount involved (balance payment 0). When the Travel Claim balance is zero, an expense report is not created,

The approval notification is routed to the Travel Processor and Approver (after processing).

**Steps.**

**8.1 ADD A NEW TRAVEL CLAIM**
To process a Travel Claim where no funds are due to/from the organization:

Submit the Travel Claim, select which Travel Processor(s) and Approver(s) should be notified and select ‘OK’ on the confirmation screen.

8.2 SUBMIT THE TRAVEL CLAIM FOR APPROVAL

Upon submission, the approval workflow is triggered, and an email notification sent to the Travel Processor.
Upon submission, Travel Claims with a zero balance are routed to the Travel Processors and post processing to the Approving officers. The eligible officers to process and approve the claim are displayed on the Travel Claim print/view page.
8.3 APPROVAL BY TRAVEL PROCESSOR

Travel Processors can access the approval page through one of the following channels

i. **Navigation:** Travel and Expenses > Travel and Expense Center > Travel Claim (F10) > Approve

ii. Open the URL in the approval notification

iii. Access their ATLAS Worklist

To view planned itinerary, select the 'View Itinerary' link. The itinerary sourced from the TR is displayed. For flights arranged through HQ travel management services provider, where available, the boarding status is displayed.

---

**F10 Approval Page**

<table>
<thead>
<tr>
<th>Index No.</th>
<th>577498</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>TOOMEY Mitchell</td>
</tr>
<tr>
<td>Travel Claim ID:</td>
<td>0000151733</td>
</tr>
<tr>
<td>Travel Request:</td>
<td>0000014337</td>
</tr>
</tbody>
</table>

**Last Update User ID:** hemant.kumar

**Last Update Date/Time:** 20/02/20 5:07:36PM

**Status:** Submitted

---

### Itinerary details

<table>
<thead>
<tr>
<th>Location</th>
<th>Arrival Date</th>
<th>Arrival Time</th>
<th>Departure Date</th>
<th>Departure Time</th>
<th>Official</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYC-JFK</td>
<td>09/02/2008</td>
<td>8:30 AM</td>
<td>09/02/2008</td>
<td>8:00 AM</td>
<td></td>
</tr>
<tr>
<td>NEW DELHI</td>
<td>09/02/2008</td>
<td>8:30 AM</td>
<td>12/02/2008</td>
<td>9:00 AM</td>
<td></td>
</tr>
<tr>
<td>MUMBAI</td>
<td>12/02/2008</td>
<td>10:55 AM</td>
<td>17/02/2008</td>
<td>5:10 PM</td>
<td></td>
</tr>
<tr>
<td>NYC-JFK</td>
<td>17/02/2008</td>
<td>11:00 PM</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### Additional Expense Details

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense Type</th>
<th>Description</th>
<th>Local Currency</th>
<th>Amount</th>
<th>Rate</th>
<th>Base Currency Equivalent</th>
<th>Approved Amount</th>
</tr>
</thead>
</table>

To close an originally submitted checklist with no active approvers - NTF attached.

---

### DSA Expense Details

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Country</th>
<th>Expense Location</th>
<th>Location</th>
<th>DSA Rate</th>
<th>Total Number of Days</th>
<th>Lunch</th>
<th>Breakfast</th>
<th>Dinner</th>
<th>Accommodation</th>
<th>Vehicle Provided</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/02/2008</td>
<td>India</td>
<td>100IN</td>
<td>New Delhi</td>
<td>200.00</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>600.00</td>
</tr>
<tr>
<td>12/02/2008</td>
<td>India</td>
<td>120IN</td>
<td>Mumbai (Bombay)</td>
<td>193.000</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>965.00</td>
</tr>
</tbody>
</table>
Select the ‘approve’ button to process the Travel Claim.

Upon processing, the claim status is updated to ‘In Process’ and approval notification is routed to the Approver(s).
8.4 APPROVAL OF THE TRAVEL CLAIM

Similar to the Travel Processor step, the Approver can access the approval page through one of the three channels to review and approve the Travel Claim.

Navigation: Travel and Expenses > Travel and Expense Center > Travel Claim (F10) > Approve

Select the ‘Approve’ button to approve the Travel Claim
Once approved, the status is updated to 'Approved'.
9. SENDING THE TRAVEL CLAIM BACK FOR EDITS

If any changes are needed on the Travel Claim, Travel Processor/Approver may send it back. Once the Travel Claim is returned, it becomes editable and can be resubmitted after the amendments are made.

9.1 LOG IN AND NAVIGATE TO THE APPROVAL PAGE

9.2 SENDING THE TRAVEL CLAIM BACK BY TRAVEL PROCESSOR

Add relevant comments and identify the reason for returning the claim. The submitter will be able to modify the returned claim and re-submit for processing.
Select the ‘Send Back’ to open Approver Comments box. Once comments are entered, select ‘Send Back’ again to return the Travel Claim to requester.

Once the Travel Claim is sent back, the status changes to ‘Denied’.

When sent back, the Travel Claim is editable and can be resubmitted for processing after modification.
10. VIEW OR PRINT TRAVEL CLAIM

Navigation: Travel and Expenses > Travel and Expense Center > Travel Claim (F10) > View/Print

Travel Claim (F10) Print View

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

- Travel Claim ID: begins with
- Index No: begins with
- Travel Request: begins with
- Name: begins with

Search  Clear  Basic Search  Save Search Criteria
Travel Claim view/print page displays the action history at the bottom of the page. The page will display the audit history (i.e., when a Travel Claim has been submitted/ approved/ sent back or resubmitted).
11. DELETE FUNCTIONALITY

The system provides functionality to delete a Travel Claim, which has not yet been submitted. If there is a need to delete a submitted Travel Claim, the Approver must return the claim first.

To delete a Travel Claim, select the relevant claim checkbox and select the ‘delete’ button highlighted below:

**Delete Travel Claim (F10)**

Enter any information you have and click Search. Leave fields blank for a list of all values.
12. MODIFYING A TRAVEL CLAIM AFTER THE GENERATION OF THE EXPENSE REPORT.

If there is a need to modify the Travel Claim for which an ER has been created, but not approved, the ER (generated by the Travel Claim) must be deleted in ATLAS. If the ER has been submitted for approval, the Travel Processor/Approver must send back the ER to return it to a ‘pending’ status before it can be deleted.

Navigation: Travel and Expenses > Travel and Expense Center > Expense Report > Delete
Upon deletion of the ER the Travel Claim is available for modification and resubmission.

13. EXPENSE REPORT

13.1 VERIFY THE SYSTEM GENERATED EXPENSE REPORT.

Post submission, the Travel Claim is no longer available for modification (refer to Section 12 above). An Expense Report (ER) will be created for the differential amount with all the details including the Chart fields from the original TR. ER can be accessed by selecting the ‘Expense Report ID’ link or navigating to Travel and Expenses > Travel and Expense Center > Expense Report > Modify
The claimable amount (displayed in the ER) is calculated on the online Travel Claim. If there are any discrepancies in the amount (identified at the ER Approval) or additional expenses to be entered, the ER should be deleted, and the Travel Claim updated for the generation of a revised ER with the correct amount.

Expense Report and Cash Advance

An ER is created after the Travel Claim submission when there is a deviation from the original Travel plan. ER is used primarily to adjust the entitlements (DSA & Terminals) of a traveler once he/she completes the mission. An ER should not be used to pay the travel management services provider for the cost of the ticket. Post reconciliation of the ticket invoice, the system automatically generates negative ERs to refund any excess amount charged in the original TR.

An ER can be negative or positive. It is negative if the traveler was advanced more than what is due for the mission undertaken. This could be the result of fewer days of travel than planned or change in itinerary resulting in different DSA rates or if the accommodation / breakfast / lunch / dinner / transportation were provided at the destination. In case of negative report, after processing the ER the traveler needs to pay the amount as a check, wire transfer or, if staff, by payroll deduction for the funds owed to the organization.

13.2 POSITIVE EXPENSE REPORT

The information reflected in the report contains all the adjustments that were made on the Travel Claim and the total amount due to the traveler.
13.3 NEGATIVE EXPENSE REPORT

The information reflected in the report contains all the adjustments that were made on the Travel Claim and the total amount due to the organization.
Expense Report

Expense Report Detail

Kerry Kassow 389359 User Defaults Staff (Y/N): Y Report ID: 0000527746

Report Information

Report Description: ER for F10, TR ID: 0000502885
Business Purpose: Official Business travel
Related Report ID: 0000502885
Report Status: Submitted for Approval
Default Location: BMS OOLTS Sourcing and Operat
Operating Unit:
*Accounting Date: 17/03/2020
Pre/Post Travel: Travel Request Expense Report
*Date From: 17/03/2020 *Date To: 17/03/2020
Comment: HLCM Meeting Cancelled
Reference:
Employee Base: Office
Created On: 17/03/2020 By: avnis.vilcins
Last Updated: 25/03/2020 By: meri-annelle.hasbrouck

Accounting Defaults
View Attachments Modify Report Information
Personal Deviation Compliant with travel policy
Vendor Location: 001 Payment Method: EFT

More Options: Navigate to F10:0000148309

You can deny individual expenses and still approve or send back the overall report.

Expense Line Items

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Transaction Amount</th>
<th>Transaction Currency</th>
<th>PC Business Unit</th>
<th>Project</th>
<th>Activity</th>
<th>Approve Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance due to Organization</td>
<td>17/03/2020</td>
<td>-1033.00 USD</td>
<td>USD</td>
<td>UNDP1</td>
<td>00104408</td>
<td>ACTIVITY2</td>
<td></td>
</tr>
</tbody>
</table>

Expense Report Totals
13.4 CASH ADVANCE CREATED FOR A NEGATIVE EXPENSE REPORT

When a report is generated with a negative amount, the system creates a cash advance transaction which has an amount equal to the net amount the traveler owes the organization.
Once an ER is submitted, it is routed to the Travel Processor and later to the Approver following the same workflow as a Travel Request for processing and approval.

An ER can be modified or deleted as appropriate when it is in 'pending' status.

### 13.5 REIMBURSEMENT OF THE AMOUNT OWED TO UNDP

When the negative ER is approved, the project expense is automatically credited and a/c 14046 (Open Item account 'Travel Receivables') is debited.

**Negative expense report - payroll deduction -**

1. When the claim balance is negative (i.e., funds are due to the organization), a verification against Atlas HR to validate the payroll status of the traveler is made. If the traveler has their payroll processed through HR and is currently in active pay status, the ‘payroll deduction’ option will be defaulted and displayed on the Travel Claim page.

2. Post approval of an Expense Report with a negative balance a one-time payroll deduction will automatically be generated (through a scheduled process) in Atlas HR Payroll module for travelers with ‘payroll deduction’ identified on the Travel Claim.
3. The one-time payroll deduction generated by the Travel Claim for eligible travelers will be picked up and processed in the monthly payroll (through HR).

4. Upon finalization of payroll the outstanding cash advance in the T&E module is reconciled through a scheduled process.

5. The Global Payroll – General Ledger (GP-GL) interface will be processed by the Payroll team monthly after payroll is finalized for posting the Payroll journals to Atlas Finance.

6. The accounting entries (account 14046) generated from payroll and posted through the GP – GL interface will balance the open item.

7. The open item will automatically be closed through a scheduled process.

Negative Expense Report - Check option

1. If the traveler does not have the payroll processed through HR (i.e., non-staff member), the ‘Check’ option will be defaulted on the Travel Claim page.

2. For Travelers who do not have active payroll, or when Check option is chosen, the refund process involves the issuance of Check to the Finance team, depositing the check, creating the Accounts Receivable (AR) Item and manually reconciling the Cash Advance and open item.

3. The amount owed by the traveler can be reimbursed in cash, via check or bank transfer.

If the amount due is received in a form of cash, check or bank payment, the office records the deposit in the account receivable module. The COA to be used by the office in Direct Journal accounting entries is the same COAs as was debited when the negative ER was approved:

BU: UNDP1
Account: 14046
OU: the same as in the default ChartField Values of Traveler’s Profile (Organizational Data)
Fund: the same as in the default ChartField Values of Traveler’s Profile (Organizational Data)
Dept ID: the same as in the default ChartField Values of Traveler’s Profile (Organizational Data)

Offices should not add project, activity, donor and IA IDs.

After the AR is recorded, offices will be able to reconcile Open Item for staff member’s ID (a/c 14046), and reconcile travel cash advance.
13.6 RECONCILING CASH ADVANCES (FINANCE USER)

Navigation: Travel and Expenses > Manage Accounting > Reconcile Cash Advance

When the traveler issues a check, provides cash or processes a bank transfer for the amount owed to the organization, the details can be entered in the Reconcile Cash Advance page. The details to be entered are

- Accounting date (defaulted to the current date)
- Check Number/AR Deposit ID
- Amount on the check/of the cash or bank transfer

If the amount of the check/cash/bank transfer equals the amount owed, select ‘Reconcile’ after the details are entered.

Cash Advance Reconciliation

Enter any information you have and click Search. Leave fields blank for a list of all values.
13.7  T&E DASHBOARD

Navigation:  Main Menu >Dashboards > T&E Dashboard

Overview

1.) The data in the dashboard is refreshed every 24 hours.
2.) The Operating unit is sourced from the Chart of Accounts (COA) of the Travel Request or Expense Report processed, not the Operating unit that staff member belongs to. The travel is allocated to an Operating unit based on which unit paid for the mission. As a result, staff member’s travel can be allocated to multiple units.

3.) The report can be run at the Agency, Region, Operating unit or at the individual traveler level.

4.) The date range can be any date range starting from the inception of the module (2006).

5.) There are three sections in the Dashboard: Pre-Travel (Travel and Expense Report Data), Post Travel (Travel Claim), Refund settlement (Cash Advance)

6.) For monitoring and ‘clean up’ purposes, these are the categories to monitor and action:
   a. Pending Approvals: TRs/ERs initiated with approval pending
   b. Pending Payment: Transactions where the TR/ER is approved and staged with a pending payment (ticket and / or advance)
   c. Pending Claim: Post travel) related transactions with a Travel Claim in process (i.e., not submitted or submitted but not approved or submitted and ER generated but the ER is yet to be approved).
   d. No Claim: Requests where travel was approved but no Travel Claim has been initiated.
   e. Not Reconciled: These are the transactions where Travel Claim was completed and a refund was involved but the funds were not collected, or collected but not recorded or there is mismatch in the COA, so not reconciled yet

7.) The Dashboard does not contain the ticket invoice and reconciliation information. However, the pending ticket payments or paid ticket amounts will be reflected within the dashboard.

8.) The columns ‘Pending Claim’, ‘No Claim’ and ‘Not Reconciled’ source data for the entire period irrespective of the date range selected.

9.) The data in the dashboard can be downloaded and filtered as needed.

14. TICKETS PAYMENT AND RECONCILIATION

In the module the ticket reconciliation functionality is designed to reconcile ticket charges (invoices) received from the travel management services provider and uploaded into T&E against ticket expenses approved by the office in TRs, and to process payments of reconciled ticket invoices to travel management services provider.

There are two ways to upload the invoice from the travel management service provider in the module:

1. Automatic upload of customized .txt file;

14.1. CUSTOM FILE/INVOICE UPLOAD AND REVIEW
UNDP custom file is an electronic version of the invoice. It includes information about all charges and refunds invoiced by travel management services provider during the reported billing cycle.

The file should be customized by travel management services provider in accordance with format requirements for the upload to the module. The format of custom file is as follows:

<table>
<thead>
<tr>
<th>Column #</th>
<th>Description</th>
<th>Formatting</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TR #</td>
<td>Number</td>
<td>16</td>
</tr>
<tr>
<td>2</td>
<td>Employee Id</td>
<td>Alphanumeric</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>Reconciliation Status</td>
<td>Hardcode (without quotes): &quot;N&quot;</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Vendor number in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>First name of traveler</td>
<td>Alphanumeric</td>
<td>30</td>
</tr>
<tr>
<td>6</td>
<td>Last name of traveler</td>
<td>Alphanumeric</td>
<td>30</td>
</tr>
<tr>
<td>7</td>
<td>Invoice ID</td>
<td>Blank</td>
<td>40</td>
</tr>
<tr>
<td>9</td>
<td>Charge date (Posting Date)</td>
<td>DD/MM/YYYY</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>Invoice date</td>
<td>DD/MM/YYYY</td>
<td>10</td>
</tr>
<tr>
<td>12</td>
<td>Currency</td>
<td>Alphanumeric: Hardcode (without quotes): &quot;USD&quot;</td>
<td>3</td>
</tr>
<tr>
<td>13</td>
<td>Ticket number</td>
<td>Alphanumeric</td>
<td>20</td>
</tr>
<tr>
<td>14</td>
<td>sheet Id</td>
<td>Blank</td>
<td>10</td>
</tr>
<tr>
<td>14</td>
<td>Line number</td>
<td>Blank</td>
<td>5</td>
</tr>
</tbody>
</table>

UNDP custom file/invoice is to be uploaded in the module and used for tickets reconciliation and payment through the automated T&E ticket reconciliation tool (ref. sec.14.1.1. and 14.2.1).

Below is the sample of UNDP custom .txt file
In order to pay the amount due to the travel management provider, the invoice data should be uploaded into T&E and reconciled against approved TRs.

### 14.1.1. BATCH UPLOAD OF CUSTOM INVOICE FILE

Users can create a new Run control ID for the file upload process (e.g., ‘AIRLINE_TICKET_UPLOAD’) and use it every time you upload the custom file/invoice.
b. Check the Load External Data box >> choose Data Source “Airline Ticket” >> select ‘Load File’
c. Upload saved custom file by selecting the attachment icon >> Browse >> choose the file >> Upload >> OK

d. Select 'Run' and then 'OK'
Load External Data

Run Control ID: airline  Report Manager  Process Monitor

If you select the Reload Corporate Card Errors option, the system will automatically select the Load External Data option.

<table>
<thead>
<tr>
<th>Load External Data</th>
<th>Reload Corporate Card Errors</th>
<th>Data Source</th>
<th>File Name</th>
<th>Load File</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td></td>
<td>Airline Ticket</td>
<td>Airline_Ticket.Upload.docx</td>
<td>Load File</td>
</tr>
</tbody>
</table>

Save  Notify  Refresh

Add  Update/Display

Process Scheduler Request

User ID: meri-annel.hastbrook  Run Control ID: airline

Server Name:  Run Date: 13/04/2020
Recurrence: Run Time: 5:48:38PM
Time Zone:  Reset to Current Date/Time

Process List

<table>
<thead>
<tr>
<th>Select</th>
<th>Description</th>
<th>Process Name</th>
<th>Process Type</th>
<th>Type</th>
<th>Format</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>Expense Data Source Load</td>
<td>EX_DATA_LOAD</td>
<td>Application Engine</td>
<td>Web</td>
<td>TXT</td>
<td>Distribution</td>
</tr>
</tbody>
</table>

OK  Cancel  Refresh

e. Go to Process Monitor
• Select the ‘Refresh’ button until the status for the process will be ‘Success’ and ‘Posted’;
• To ensure that payment process was run without errors select the ‘Details’ link;

f. Select View Log/Trace in order to view the errors

If some charges were not uploaded (i.e., data upload errors), you will be able to see the errors at the following the link for the .err file.
## Process Detail

### Process

<table>
<thead>
<tr>
<th>Instance</th>
<th>41739162</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>EX_DATA_LOAD</td>
</tr>
<tr>
<td>Run Status</td>
<td>Success</td>
</tr>
<tr>
<td>Type</td>
<td>Application Engine</td>
</tr>
<tr>
<td>Description</td>
<td>Expense Data Source Load</td>
</tr>
<tr>
<td>Distribution Status</td>
<td>Posted</td>
</tr>
</tbody>
</table>

### Run

<table>
<thead>
<tr>
<th>Run Control ID</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Server</td>
</tr>
<tr>
<td>Server</td>
<td>PSUNX2</td>
</tr>
<tr>
<td>Recurrence</td>
<td></td>
</tr>
</tbody>
</table>

### Update Process

- Hold Request
- Queue Request
- Cancel Request
- Delete Request
- Restart Request

### Data/Time

<table>
<thead>
<tr>
<th>Request Created On</th>
<th>09/07/2015 11:37:09AM EDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run Anytime After</td>
<td>09/07/2015 11:35:31AM EDT</td>
</tr>
<tr>
<td>Began Process At</td>
<td>09/07/2015 11:37:11AM EDT</td>
</tr>
<tr>
<td>Ended Process At</td>
<td>09/07/2015 11:37:26AM EDT</td>
</tr>
</tbody>
</table>

### Actions

- Parameters
- Message Log
- Batch Timings
- View Locks
- View Log/Trace

### Buttons

- OK
- Cancel
14.1.2. SAMPLE OF ERRORS AND HOW TO MANAGE THE ERRORS
The errors above are defined as type **Error 1** – when the invoice line (charge or credit) has no indication of TR# and/or Employee ID. The charges/refunds with this type of error are not uploaded in the module through the automatic upload process described above.

The uploaded invoice data is automatically matched against approved Travel Requests (TRs) by TR number and Traveler ID (Index#).

The fully matched ticket charges do not require manual intervention and are ready for reconciliation/payment (refer to Section 14.2.1.). Run the following query **UN_EX_TKT_MTCHD_DATA_BY_VND_CO** to view charges successfully uploaded and matched against approved requests in the module.

When ticket charges are uploaded into the module, but are not matched against approved requests, they cannot be paid through the module and therefore require manual intervention in the reconciliation process. They are defined as type **Error 2** – when TR# and/or Employee ID indicated in the invoice line cannot be matched with ATLAS data (mostly because of typo mistakes made by travel management services provider). Run the query **UN_EX_UNMATCH_INV_RPT_CO** to download the unmatched charges.

In case the invoice upload process resulted in errors described above, the office should correct upload errors manually in the module after the correct information on TR#/Traveler ID is received from the travel management services provider (refer to Section 14.4.2.).
After the automatic upload of invoice is completed, the total amount of charges/refunds reflected in the queries `UN_EX_TKT_MTCRD_DATA_BY_VND_CO`, `UN_EX_UNMATCH_INV_RPT_CO` and the amount not uploaded into the module (.err file) should be equal to the total amount of the invoice.

14.1.3. REVIEW OF UPLOADED CHARGES

a) Navigation to review the invoice lines uploaded in the module and take decisions on reconciliation and payment

Navigation Travel and Expenses > Manage Accounting > Reconcile Airline Tickets.

To review all charges/credits successfully uploaded to T&E, enter the dates of the invoice in the fields ‘Date From’ and ‘To’ and Vendor ID:

<table>
<thead>
<tr>
<th>Status</th>
<th>Bill ID</th>
<th>Name</th>
<th>TOB</th>
<th>Request ID</th>
<th>Merchant</th>
<th>Amount Date</th>
<th>Airline Ticket No</th>
<th>Claim Account</th>
<th>Transaction Currency</th>
<th>Module Amount</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconciled</td>
<td>993532</td>
<td>BLANCQ, Jon San Jose</td>
<td>0000001000001</td>
<td>0000001000001</td>
<td>THY TURKISH</td>
<td>28/05/2015</td>
<td>235750908080808</td>
<td>USD</td>
<td>1,442.50 USD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reconciled</td>
<td>714997</td>
<td>PEREIRA, George</td>
<td>0000001000001</td>
<td>0000001000001</td>
<td>DELTA</td>
<td>28/05/2015</td>
<td>005750908080808</td>
<td>USD</td>
<td>490.00 USD</td>
<td>390.20 USD</td>
<td></td>
</tr>
<tr>
<td>Reconciled</td>
<td>402539</td>
<td>AVRILLA, Ganesh Deep</td>
<td>0000001000001</td>
<td>0000001000001</td>
<td>AIR INDIA</td>
<td>28/05/2015</td>
<td>235750908080808</td>
<td>USD</td>
<td>543.00 USD</td>
<td>-450.00 USD</td>
<td></td>
</tr>
</tbody>
</table>

To review all charges/credits successfully uploaded in the module for a particular request or Traveler ID, enter the charge details into respective fields:
Paid TRs have status 'Reconciled'. Unpaid charges/refunds uploaded in the module and matched against approved requests have the status 'Not Reconciled' and are ready for reconciliation and payment process.

14.2. RECONCILIATION OF MATCHED CHARGES AND PAYMENT OF INVOICE

After the invoice is uploaded into the module, it can be reconciled and paid.

Note: Offices should not change the status of uploaded charges/refunds from 'Not Reconciled' to 'Reconciled' in the T&E reconciliation tool. Charges/refunds with status 'Not Reconciled' will be picked up by the invoice reconciliation process automatically after the reconciliation is run. The status of TR changes from 'Not Reconciled' to 'Reconciled' automatically, after the ticket invoice payment process is run.

14.2.1 STEPS ON HOW TO RUN THE RECONCILIATION AND PAY CYCLE
a) Atlas *Main Menu > UN Custom > Custom T&E > Ticket Invoice Payment > Search button*

b) Select Run Control ID

c) The below screen will appear. Choose the travel management service provider’s vendor ID.

d) Select ‘Run’ button
e) The below screen will appear. Select the ‘OK’ button

f) The screen below will reappear. Select ‘Process Monitor’.

g) On the screen below select the ‘Refresh’ button until the status has changed from ‘Queued’ and ‘N/A’ to ‘Success’ and ‘Posted’. To ensure that payment process was run without error select the ‘Details’ link.
h) Select ‘View Log/Trace’

If all uploaded charges and refunds were successfully reconciled, their status in ticket reconciliation tool will change from ‘Not Reconciled’ to ‘Reconciled’.
For some requests, the ticket reconciliation process can result in errors and unpaid TRs will have status ‘Error’ after the ticket reconciliation is run. Run query UN_TICKET_RECON_ERRORS to identify the reason for an error. Once the error is corrected, change the status of the invoice line to ‘Not Reconciled’ and run the reconciliation process again.

The possible reasons for reconciliation/payment process errors are:

-- Invoiced (uploaded) charge exceeds the ticket amount approved in TR (Error 3);

-- TR has post status other than ‘Staged’. In this case the office should create a case in UNall with the request to run the batch process for unstaged requests

-- COA in the request is no longer valid (e.g., activity used in the initial TR is inactive and therefore a refund cannot be applied/credited to the same).

14.2.2. REVIEW OF RECONCILED INVOICE

a) After ticket reconciliation and payment process is run, use query UN_EX_TKT_RECON_ALLSTAT_NEW_CO to review the reconciliation status of all charges/refunds uploaded into the module.

The following TR reconciliation statuses are possible:

“R” -- TR is reconciled

“N” – TR is not reconciled

“E” – TR reconciliation and payment resulted in error (Error 3)

“H” – TR put on hold

“C” – cancelled TR.

b) After reconciliation, staging must occur before the reconciled invoices will be available for processing in the Pay cycle.
c) After the payment is successfully processed by the bank, the paid TRs can be reviewed via query UN_EX_TRAVEL_AGENCY_PAYMENTS.

All processed payments can also be reviewed by following the navigation Travel and Expenses Travel & Expenses >> Process Expenses >> Review Payments >> Vendor Payments

Enter SetID (always SHARE), Vendor SetID, and Vendor ID (Travel Agency’s vendor ID) >> select ‘Search’.

Vendor Payment

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

- Payment Number: begins with
- SetID: equals SHARE
- Bank Code: begins with
- Bank Account: begins with
- Vendor Name 1: begins with
- Vendor SetID: equals UNDP1
- Vendor ID: begins with

- Case Sensitive

Search Clear Basic Search Save Search Criteria

The full list of processed payments will be visible, the user is able to review the details by selecting any of entries:
Vendor Payment

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

**Search Criteria**

- **Payment Number**: begins with
- **SetID**: = SHARE
- **Bank Code**: begins with
- **Bank Account**: begins with
- **Vendor Name 1**: begins with
- **Vendor SetID**: = UNDP1
- **Vendor ID**: begins with 0000014584
- **Case Sensitive**

[Search] [Clear] [Basic Search] [Save Search Criteria]

**Search Results**

Only the first 300 results can be displayed.

<table>
<thead>
<tr>
<th>Payment Number</th>
<th>SetID</th>
<th>Bank Code</th>
<th>Bank Account</th>
<th>Creation Date</th>
<th>Vendor Name 1</th>
<th>Vendor SetID</th>
<th>Vendor ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001436284</td>
<td>SHARE00004</td>
<td>1057</td>
<td>22/04/2020</td>
<td>CITIBANK N.A.</td>
<td>UNDP1</td>
<td>0000014584</td>
<td></td>
</tr>
<tr>
<td>0001436195</td>
<td>SHARE00004</td>
<td>1057</td>
<td>21/04/2020</td>
<td>CITIBANK N.A.</td>
<td>UNDP1</td>
<td>0000014584</td>
<td></td>
</tr>
<tr>
<td>0001435861</td>
<td>SHARE00004</td>
<td>1057</td>
<td>15/04/2020</td>
<td>CITIBANK N.A.</td>
<td>UNDP1</td>
<td>0000014584</td>
<td></td>
</tr>
<tr>
<td>0001435528</td>
<td>SHARE00004</td>
<td>1057</td>
<td>08/04/2020</td>
<td>CITIBANK N.A.</td>
<td>UNDP1</td>
<td>0000014584</td>
<td></td>
</tr>
<tr>
<td>0001431422</td>
<td>SHARE00004</td>
<td>1057</td>
<td>12/03/2020</td>
<td>CITIBANK N.A.</td>
<td>UNDP1</td>
<td>0000014584</td>
<td></td>
</tr>
</tbody>
</table>
d) For the control purposes the results of query `UN_EX_TRAVEL_AGENCY_PAYMENTS` should be compared with the results of query `UN_EX_TKT_RECON_ALLSTAT_NEW_CO`. The total amount paid should be equal to the total amount of reconciled requests (TRs with status 'R').

14.2.3. ACCOUNTING FOR THE PAID TRS

After the TR is paid, the difference between the approved TR ticket amount and the paid ticket amount (if any) will be credited back to project expenses via a negative ER which is automatically created after the payment is processed. A fully paid TR will no longer be available for reconciliation and payment of an additional charge pertaining to the same request is invoiced by the travel management service provider in subsequent billing cycle(s).

The accounting treatment for the paid TR is illustrated below.

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>TR #1 Approval $1,000</th>
<th>Expenditure A/C</th>
<th>Payable A/C 21007</th>
<th>Cash A/C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$1,000 (DR)</td>
<td>$1,000 (CR)</td>
<td></td>
</tr>
</tbody>
</table>
Full Payment of TR#1

<table>
<thead>
<tr>
<th></th>
<th>TR #1 Payment $950</th>
<th>$950 (DR)</th>
<th>$950 (CR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New ER for TR#1</td>
<td>$50 (CR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automatic Creation &amp; Approval</td>
<td>$50 (DR)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

After the payment process is run and the charge is paid, TR #1 will have the status 'Paid' and will not be available for the payment of other charges pertaining to this TR #.

Note: Negative ER created as a result of ticket reconciliation/payment process does not require approval

14.2. APPLICATION OF REFUNDS

This section is relevant for offices outside of HQ which are using credit card for ticket payments or in which refunds from the travel management service provider appear on the same invoice as ticket charges.

The application of refunds (credit lines of the invoice) is processed the same way as payment of charges – through the payment of invoice.

If the request is fully reconciled and paid during one of the previous billing cycles, the module allows a user to apply refund(s) pertaining to this TR by automatically creating a negative ER (Scenarios 2 &3). In order to apply the refund, the invoice should be entered with the negative amount using the original TR number. For any invoice entered, the initial status is 'Not Reconciled'.
### Scenario 2

<table>
<thead>
<tr>
<th>Expenditure A/C</th>
<th>Payable A/C 21007</th>
<th>Cash A/C</th>
</tr>
</thead>
<tbody>
<tr>
<td>TR #1 Approval  $1,000</td>
<td>$1,000 (DR)</td>
<td>$1,000 (CR)</td>
</tr>
<tr>
<td>Ticket charge for $950</td>
<td>$950 (DR)</td>
<td>$950 (CR)</td>
</tr>
<tr>
<td>Payment $950</td>
<td>$950 (DR)</td>
<td>$950 (CR)</td>
</tr>
<tr>
<td>New ER for TR #1 Automatic Approval</td>
<td>$50 (CR)</td>
<td>$50 (DR)</td>
</tr>
<tr>
<td>Ticket refund for ($900) TR #1</td>
<td>$900 (CR)</td>
<td>$900 (DR)</td>
</tr>
<tr>
<td>New ER for TR #1 ($900) Automatic Approval</td>
<td>$900 (CR)</td>
<td>$900 (DR)</td>
</tr>
</tbody>
</table>

After the payment process is run to apply the refund, the system automatically creates new negative ER for the amount of refund.

If TR was fully reconciled and paid in previous billing cycle, T&E allows applying refunds by automatically creating negative ER.

---

### Scenario 3

<table>
<thead>
<tr>
<th>Expenditure A/C</th>
<th>Payable A/C 21007</th>
<th>Cash A/C</th>
</tr>
</thead>
<tbody>
<tr>
<td>TR #1 Approval  $1,000</td>
<td>$1,000 (DR)</td>
<td>$1,000 (CR)</td>
</tr>
</tbody>
</table>
Ticket charge for $950
TR #1 Payment $950

Ticket refund for ($950)
TR #1 Payment ($950)

TR Release $1,000
Automatic process

$950 (DR) $950 (CR)
$950 (CR) $950 (DR)
$1,000 (CR) $1,000 (DR)

During the payment process the system recognizes the charge and the credit as ‘zero’ payment, i.e. as TR Release. More info on TR Release is in sec.14.5. After payment process is run, TR #1 will have the status ‘Paid’ and will not be available for the payment of other charges pertaining to this TR.

After payment process is run (refer to Section 14.2.1.), the system automatically creates a negative ER to credit the amount of refund to the project budget expenses (COA indicated in TR).

Note: the refunds (credits) from the travel management service provider can be reconciled only together with other ticket charges invoiced by the same travel management service provider, and the total amount of reconciled charges should exceed the total amount of applied refunds (credits). Refer to examples 1 through 3 below:

Example 1. The following invoice data is received from the travel management service provider is successfully uploaded in the module and matched against approved unpaid TRs:

<table>
<thead>
<tr>
<th>TR #</th>
<th>Traveler ID</th>
<th>Ticket #</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000123327</td>
<td>37588</td>
<td>8912390215</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>0000123333</td>
<td>3292</td>
<td>1593121589</td>
<td>$100.00</td>
</tr>
<tr>
<td>0000125372</td>
<td>2393</td>
<td>31294121874</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>0000125372</td>
<td>2393</td>
<td>31294121874</td>
<td>$(10,000.00)</td>
</tr>
</tbody>
</table>

TOTAL amount of the Invoice $1,300.00
After payment process is run for the invoice lines above, the status of all requests will change to 'Reconciled', and the total payment of $1,300 will be processed to the travel management service provider.

Example 2. The following invoice data is received from the travel management service provider is successfully uploaded in the module and matched against approved reconciled and paid TR:

<table>
<thead>
<tr>
<th>TR #</th>
<th>Traveler ID</th>
<th>Ticket #</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000125372</td>
<td>2393</td>
<td>31294121874</td>
<td>$(10,000.00)</td>
</tr>
</tbody>
</table>

If the payment process is run for one credit line above, it will not process because a negative payment cannot be processed to the vendor.

Example 3. The following invoice data is received from the travel management service provider is successfully uploaded in the module and matched against approved unpaid TRs:

<table>
<thead>
<tr>
<th>TR #</th>
<th>Traveler ID</th>
<th>Ticket #</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000123327</td>
<td>37588</td>
<td>8912390215</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>0000123333</td>
<td>3292</td>
<td>1593121589</td>
<td>$100.00</td>
</tr>
<tr>
<td>0000125372</td>
<td>2393</td>
<td>31294121874</td>
<td>$(10,000.00)</td>
</tr>
</tbody>
</table>

TOTAL amount of the Invoice/ refund $(8,700.00)

The payment process run for the invoice lines above will not be processed because a negative payment cannot be processed to vendor.

14.3. ACTIONS ON UNMATCHED CHARGES

For the unmatched charges (identified as Errors 1 and Errors 2 after the upload of invoice) the correct data should be uploaded to or corrected in the module manually, and then reconciled and paid.
In exceptional cases the charge invoiced by the travel management service provider may exceed the ticket amount approved in TR. This will lead to reconciliation errors (Error 3). The possible reasons for Error 3 are:

-- Several linked TRs are created for the same trip, but the ticket charge is invoiced by the travel management service provider and uploaded to T&E with a reference to the original TR number. In this case the data uploaded to the module (TR number) should be manually corrected by entering invoice lines for each TR and linked TR with the ticket amount entered on each;

-- Ticket charge against TR in question is already reconciled and TR is no longer available for further reconciliation and payment. If the new charge is legitimate, a new TR linked to the original TR should be approved to pay the charge;

-- Ticket cost may insignificantly exceed the approved ticket amount due to fluctuations of the currency exchange rates, taxes or ticket fares. In this case office should approve a new TR linked to the original TR ID.

In order to check whether the payment process resulted in errors, go to ticket reconciliation page *Travel and Expenses > Manage Accounting > Reconcile Airline Tickets* and choose status ‘Error’, the invoice dates (the same for the ‘From’ and ‘To’ dates) and the Vendor ID:

In the example below TR 0000110140 was approved for the amount of $350.00 (‘Claimed amount’). It was fully reconciled and paid at the amount of $304.00 (charged in March 2014 invoice). The second charge of $21.00 invoiced in April 2014 for TR 0000110140 was uploaded and matched in the module but resulted in a reconciliation error (Error 3) and was not paid because a fully reconciled TR cannot be used for subsequent payments.
In the example below TR 0000127025 was approved for $550.00. Two charges ($521.40 and $406.80) were invoiced for TR 0000127025 in February 2015, uploaded and matched in T&E, but resulted in a reconciliation error and was not paid because the total amount invoiced against TR 0000127025 exceeds the ticket amount approved in TR 0000127025.

The data on TRs with Error 3 can be downloaded in Excel format from the ticket reconciliation page in the module. Alternatively, the office can run the query UN_EX_TKT_RECON_ALLSTAT_NEW_CO and filter all TRs with reconciliation status ‘Error’ (E).

The office should review linked requests related to the same mission and identify TRs which cover the difference. If such TR(s) cannot be located, the following actions should be taken:
-- If the invoiced charge exceeds the ticket amount approved in a TR (or linked TRs), the office should contact the travel management services provider with the request to provide clarifications;

-- If the charge is legitimate, the office should approve a new linked TR, manually correct the data uploaded in T&E to adjust the invoice amount against the two invoice lines and pay the charge;

-- If the charge is not legitimate, the travel management service provider should apply a credit (ticket refund) as soon as possible. For both the charge and the credit for the same TR # which zero out each other (e.g., the charge of $100.00 and the credit of $(100.00) the office can change the status of TR from 'Not Reconciled' to 'Cancelled'.

### 14.4. MANUAL UPLOAD AND CORRECTION OF INVOICE DATA

#### 14.4.1. MANUAL UPLOAD

In case Custom file is not available for automatic upload, the invoice data can be uploaded into the module manually. Alternatively, a query (`UN_EX_TICKET_INVOICE_DTL`) can be used to generate a file for a semi-automated upload. Refer to Section 17 (Queries) for more information.

a. After manual upload, the office can run payment process for ticket charges/refunds in the same way as described in Section 14.2.1.

*Navigation: Travel and Expenses > Load External Information > Manual Airline Ticket Load*
b. Based on information provided by the travel management service provider enter TR#, Traveler ID, Ticket# and select ‘Add’
c. On the new screen add Invoice ID, Transaction Date (invoice date), Monetary Amount (the amount of charge/refund as in the invoice), currency and vendor ID (Travel Agent’s vendor #). Select ‘Save’.

If the number of invoice lines is large, the data provided by the travel management service provider in Excel file can be formatted in accordance with the requirements of the customized file (refer to Section 14.1) format and uploaded to the module via automatic upload process (refer to Section 14.1.1)
If the uploaded charges/refunds were not matched against approved TRs (Errors 2) or corrections are required for Errors 3, the office can manually correct the data for requests with status 'Not reconciled' (N), or 'Error' (E), Hold (H) or 'Cancelled' (C).

To correct TR #, Traveler ID, ticket # or ticket amount, invoice date, currency or vendor ID go to navigation *Travel and Expenses > Load External Information > Manual Airline Tickets Load*, enter the number of request for which the data should be corrected and select 'Search'.

---

Manual Airline Ticket Load

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value  Add a New Value

Search Criteria

Search by: Travel Req ID/Expense Rep ID begins with 0000123744

☑ Include History  ☑ Correct History

Search  Advanced Search

---

After necessary corrections are made select ‘Save’.

After manual upload or correction of data, the office can run payment process for ticket charges/refunds (refer to Section 14.2.1).

14.5. TR RELEASE

Approved TRs which include a ticket fare expense, and which were not used by the travel management services provider for ticketing and not invoiced, should be ‘released in the module. It should be done because after the TR is approved, the TR ticket expense is debited to 7-series expense account and credited to a/c 21007. The approved ticket amount will be debited to a/c 21007 only after the TR is reconciled, i.e., paid or ‘released’ (refer to accounting entries for approved TRs in Sections 14.2.3 through 14.2.4).
After confirmation from the travel management services provider that the ticket for TR in question will not be invoiced, in order to credit project expenses, the office should ‘release’ the TR.

In order to identify TRs for release, the office can run the query on TRs not used for ticket payment `UN_EX_UNPAID_AIRTKTS_NEW_CO`.

Steps for TR Release

a)  
**Navigation:** *Main Menu > Reporting Tools > Query > Query Viewer*

- Select the ‘Excel’ hyperlink to run the report

<table>
<thead>
<tr>
<th>Query Name</th>
<th>Description</th>
<th>Owner</th>
<th>Folder</th>
<th>Run to HTML</th>
<th>Run to Excel</th>
<th>Run to XML</th>
<th>Schedule</th>
<th>Add to Favorites</th>
</tr>
</thead>
<tbody>
<tr>
<td>UN_EX_TR_RELEASE</td>
<td>Unpaid Air Tickets</td>
<td>Public</td>
<td></td>
<td>HTML</td>
<td>Excel</td>
<td>XML</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b)  
Type the relevant accounting date for TR Release

- **Acctg Date To:** 04/05/2020
- **Vendor ID (% for All):** %

The accounting date above captures all TRs with unreconciled tickets and with travel start date earlier than the entered accounting date.
For example, if the query is run with accounting date of 28 February 2020, it will pick up all TRs with unpaid ticket expenses with start travel date earlier than 28 February 2020. Start travel date is the 'Date From' field in the request.

d) Review the report and identify the TR that can be released

e) If the quantity of TRs to be released is significant, the office can convert the excel file above to .txt format as shown below and upload the .txt file into T&E.

Save file type as CSV (Comma delimited) and file name in .txt format

Select 'Yes' to save the file in .txt format. Close and re-open again the same file. Note: The Excel file has been converted to txt file.
Open the .txt file and remove first two header lines from the file and save it

The .txt file can be used for automatic upload into T&E Module (refer to Section 2.4)

f) If the office wishes to ‘release’ one or several TRs, the Finance Officer can enter ‘zero’ amount charge manually (refer to Section 14.4.1). Leave the field ‘Monetary amount’ empty or enter ‘0’. As there is no ticket number, ‘TR_Release’ or any other reference can be entered in the respective field.

g) After the ‘zero’ amount charges for TRs to be released are uploaded, the office should run the payment process (ref: section 14.2.1.). The system will automatically create negative ERs and credit the approved ticket amount to the COA entered in TR.

The status of all released TRs will automatically change from 'Not reconciled' to 'Reconciled':

Note: The payment process will pick up all invoice lines with status ‘Not Reconciled’. Therefore, before running reconciliation and payment process, it is important to ensure that only those invoice lines that should be paid/released have status ‘Not Reconciled’. If some invoice lines should not be paid (e.g., charge is under investigation, not legitimate, waiting for refund etc.), they can be put on Hold by changing the status from ‘Not Reconciled’ to ‘Hold’

15. TRAVEL & EXPENSE – FREQUENTLY ASKED QUESTIONS

15.1 GENERAL TOPICS

1) Q. What is the difference between the Travel Request (TR) and an Expense Report (ER)?
A. The TR is processed after the travel plan is approved. It may include the ticket, DSA and Terminal information. Once the TR is approved, a notification is sent to the travel management services provider to issue the ticket. The travel advance is affected a maximum of seven days before the travel date.

An ER is processed post travel after submitting the Travel Claim. The ER will automatically be created if there is a deviation in the original travel plan resulting in funds owed to the traveler or funds due from the traveler. ERs should not be used to process ticket payments because the payment will bypass the ticket reconciliation process.

2) Q. What do the stages of a TR refer to?

A. A TR/ER has the following statuses:

- Pending: When the TR is in draft mode (saved but not submitted) or when the Travel Processor or Approver sends it back.
- Submitted for Approval: Originator has submitted for Processing
- Approval in Process: Travel Processor has processed the request and it is pending at the Approver step.
- Approved for Payment: Approver has approved the request and it hasn’t been staged yet.
- Staged: Staging process has staged the payment. It will remain in ‘Staged’ status until both the payments (Traveler and Ticket vendor) are paid.
- Paid*: Both the Traveler and Ticket payments are paid.
- Closed: TR is unstaged and closed (no payments made)
- Denied: The TR has been denied by the Travel Processor/Approver

*The status of the TR/ER reflects ‘Paid’ status only after the ticket vendor and traveler are paid. Until then the TR/ER will be in ‘Staged’ status.

3) Q. How long will it take for the traveler to be paid after the approval of the request?

A. In the case of a TR, the traveler’s advance is processed seven days before the date of travel or if the travel date is within seven days, the payment processing typically occurs the day after the approval of the request. Receipt of the payment will depend upon a number of factors includes the banks involved.

In the case of an ER where the traveler is due payment, it is typically processed the day after the report is approved.

4) Q. The mission has been cancelled and a TR has been approved, what action should I take?
A. If the traveler is non-staff, a TR can be closed if:

a) The travel advance has not been paid.

b) There are no financial obligations for a ticket. In other words, ticket has not been paid and there is no cancellation fee.

c) In the event that it is preferred to close the TR and there is an unpaid ticket (and / or penalty fee) a separate TR can be processed for the ticket cost to enable closure of the original TR with the traveler payment. If the payment was processed but not remitted/cashed or if the payment is rejected/returned by bank, the traveler payment should be voided with the re-issue option. A TR cannot be closed if the payment is marked as ‘Do not Reissue/Close Liability’.

d) Contact the Atlas Help Desk (by creating a case in UNall) to request TR closure.

e) If the advance was already processed, or the ticket has been paid, the request cannot be closed and any adjustments are processed through a Travel Claim. (refer to section 7)

f) If the traveler is staff, recovery of funds is processed through a Travel Claim (select payroll deduction).

5) Q. The mission had been cancelled, the advance was voided with close liability, KK reversal was requested and completed by HQ, why does the Travel Claim show outstanding in the Dashboard?

A: The office should process a Travel Claim with zero (0) balance and enter comments stating that the amount was not disbursed but reversed back to the budget. Attach the confirmation email from HQ with the KK reversal confirmation.

6) Q. Where can I access a request that has been submitted?

A. A TR/ER that was saved/submitted earlier can be accessed as follows:

a) For viewing: Main Menu > Travel and Expenses > Travel and Expense Center > Travel Request > View

b) For modifying: Main Menu > Travel and Expenses > Travel and Expense Center > Travel Request > Modify

c) For deleting: Main Menu > Travel and Expenses > Travel and Expense Center > Travel Request > Delete

7) Q. How is the DSA calculated when creating a TR?
A. DSA is calculated using the ‘From/To’ Dates and destination location chosen on the DSA detail expense line. The amount calculated is reduced if accommodation and/or meals are provided and/or if the traveler is non-staff and not entitled to full travel advance. The ‘From/To’ dates entered on the DSA detail page are based on the number of days the traveler is eligible for DSA (per POPP).

The DSA rates are typically updated (in ATLAS) the 1st of every month and 15th if there are any changes based on the rates published by ICSC.

8) Q. Where do I capture the fee charged by the travel management service provider for issuing the ticket?

A. The travel management service provider’s fee for issuing the ticket outside of HQ may be included in the ticket cost entered on the TR. Alternatively, the fee may be processed through the issuance of a Purchase Order and an AP Voucher for payment.

Vendor fees should not be entered as a separate line on the TR.

9) Q. What is the ticket surcharge for using the services of the HQ travel management service provider for reservation and ticketing?

A. The surcharge is 6% of the ticket expense plus a 1% greening tax, which is processed by General Operations through a journal entry to the COA used to procure the ticket post facto.

10) Q. What steps do I need to take to submit a TR?

A. The Originator role access is setup through ARGUS. Therefore, all UNDP users with access to Atlas Finance have Originator access.

11) Q. What types of Atlas user profiles can I request to process transactions within the module?

A. Travel and Expense users may have ‘General user’ role and either ‘Travel Processor’ or ‘Travel Approver’ as appropriate.

12) Q. What action should I take if the approved TR amount does not cover the ticket cost?

A. A linked TR is needed for the supplemental amount. Enter the original TR number in the Link Travel Request ID field of the linked TR to associate the transaction.

13) Q. Where can I check for published DSA rates?
A. The ICSC published rates are available online. User ID: UNDP.AV1 and Password: TXPN5633

14) Q. Can the source bank and / or payment method be changed after the request has been approved (prior to payment)?

A. Yes, payment method (‘CHK’, ‘EFT’ or ‘FGT’) on a Travel Request/Expense Report can be updated at different stages before the request is approved.

Finance Officers outside of HQ can update the staged payment’s source bank and method of payment as appropriate prior to running the pay cycle.

Note: Payments made through the HQ Bank of America can only be processed via EFT.


Navigation (travel agency payment): Travel and Expenses > Process Expenses > Update Staged Payments > Vendor Payments

15) Q. Where can I find additional resources and forms related to Travel?

A. You may visit Travel Service’s support page at below link:

https://intranet.undp.org/unit/oolts/oso/go/tss/SitePages/Travel%20Guidelines.aspx
1) Q. How are new travelers added to the module?
A. Refer to Section 1 (Creation of Atlas T & E Traveler Profile).

2) Q. A traveler has changed from "Consultant" to "Staff Member". What should I take?
A. A UNDP or UNCDF procurement buyer can inactivate the "consultant" profile and then create a new profile using the staff member’s index number. Alternatively, you may report the employment status changes to the ATLAS Help Desk by creating a case in UNall.

3) Q. How should exchange rate gains or losses for account 14046 be settled in the Travel and Expense module of ATLAS?
A. Currently travel-related liabilities that are sourced in the module are posted to General Ledger in USD only (as the accounting details for T&E liabilities are set against GL BU UNDP1).

As an interim solution OFRM has advised to apply the debit/credit to 14046 using the exact USD equivalent, any minimal Foreign Exchange gain/loss can be posted to account 76125/76135 and same project for the travel request.

4) Q. When trying to create a TR, I cannot find the Index number of the Traveler?
A. Before processing a TR, the traveler/employee profile has to be setup. This is a one-time setup to be done before the first TR is processed for the traveler. Refer to Section 1 for the procedure. Once the travel profile is setup and active, the index number will be available for the TR creation.

5) Q. The Traveler/staff member has transferred to a different office. Do I need to create a different profile under the receiving office?
A. If the profile already exists for the traveler in ATLAS, you do not need to create a new profile. You may update the OU in the profile or you may contact the Atlas Help Desk, by creating a case in UNall, and request the Operating Unit
of the Travel profile to be updated to reflect the new office. If applicable the Vendor ID within the profile should also be updated. Updating the Operating unit updates the travel management service provider, source bank(s) and the default chart fields relevant for the current office.

6) **Q. When does the Travel Profile banking synchronization take place?**

   **A.** Travel Profile Bank Account synchronization (from Vendor profile) occurs multiple times a day (Eastern times):

   - 10:30 AM
   - 1:30 PM
   - 4:30 PM
   - 9:30 PM

   The first three instances are only picked up from Travel Profiles that were created/updated that day, whereas the fourth process picks up changes on Vendor Profiles (which are linked to Travel Profiles) that were updated on that day.

   - When a Travel Profile is set up for the first time, the first three instances (10:30, 1:30, & 4:30) of the sync process updates the bank information on the Travel Profile.

   - If an existing Travel Profile is updated, the same first three instances (10:30, 1:30, & 4:30) of the sync process update bank information (if any changes).

   - If there is no change to the Travel Profile, but the Vendor Profile, corresponding to a Travel Profile, is updated (e.g., a new bank account is added and marked as the default), the fourth process (9:30) updates the Travel Profile with this new default bank account. The first three instances (10:30, 1:30, 4:30) would not have picked up this change, as there was no change to the Travel Profile itself.

7) **Q. Who has access to the Travel Profile maintenance functionality?**

   **A.** Currently UNDP and UNCDF staff with a procurement ‘Buyer’ profile and UNU ‘Finance’ role are able to perform the travel profile maintenance. Each agency determines the role assigned to perform this function.

8) **Q. Is the Buyer able to setup both Staff and Non-staff travel profiles through the interface?**
A. Yes, both staff and non-staff profiles can be setup through the interface.

9) Q. Can the Buyer accidentally create duplicate profiles?

A. If the information entered in the 'Add Travel Profile' page matches (i.e., First and Last Name or email address or vendor information) with an existing profile, a warning message will be displayed, preventing the profile creation. Refer to FAQ 5 for the action that should be taken in such cases.

10) Q. What action should the Buyer take if it is determined that it is not a duplicate but matches an existing profile?

A. If the travel profile already exists, the Buyer can verify if it is the same Travel Profile he/she is trying to add. If it is the same profile, then verify the Agency/office that the profile is currently setup against and update the profile (to new Agency/OU) after confirming with office that originally setup the profile.
   If the profile is for a different traveler with similar information, create a case in UNall for assistance in setting up the profile.

11) Q. How is the Travel Profile identification established in the absence of an index number?

A. In the absence of an index number a profile id is assigned by Atlas. Once the travel profile is successfully submitted, a profile id is generated for the non-staff traveler and will be displayed on the page. The PS Query (UN_EX_TRAVEL_PROFILES) can be used to generate a report of all the travel profiles setup for an office.

12) Q. Does the vendor profile need to be linked to the Travel Profile if a payment (e.g., DSA) is being paid electronically to the traveler?

A. Vendor information is required if a payment is being made electronically (EFT or FGT) to the traveler. If the travel profile is only needed to facilitate issuance of a ticket, or if the traveler allowances are being paid by check, use of the vendor profile is optional.

13) Q. Is there a wait period to process a request after setting up a Travel Profile?

A. A request can be processed immediately after setting up a Travel Profile. However, at the time of submission and first level processing, the bank information from the vendor profile must be synchronized if an electronic payment is being authorized.
14) Q. A Travel Profile exists for a traveler but is associated with a different office. Can I update the profile to my office to process a ticket with the local travel management services provider?

A. Yes. If a profile to be updated has pending payments, a message will appear on the update profile for that traveler. Caution must be used when updating information on those profile as the pending payment(s) could be impacted. If no payments are pending, confirm with the office that created/updated the profile last before making changes to the Agency, Operating unit or vendor information on the profile.

15) Q. Is there a query to identify the profiles established for an office?

A. The query (UN_EX_TRAVEL_PROFILES) can be used to generate a report of all the travel profiles setup for an office.

16) Q. Where can I find more information on the online travel profile, hosted by Travel and Transport, available to travelers and arrangers using the HQ travel agency?

A. A travel profile user guide for traveler and arrangers using the HQ travel agency, Travel and Transport is available online.

15.3 TR APPROVAL ISSUES

1) Q. The request can’t be approved, why?

A. This typically occurs when a TR has been created and a new Approver has been assigned. In these instances, the existing Approver should return the request and the originator should resubmit the TR.

2) Q. How is the request routed for approval?

A. Approval workflows are based on GL Business Unit and Department ID entered in the COA.
3) Q. The new approver is identified in the approver list; however they are unable to approve the request?

A. Security access to approvers is done by an overnight batch process. Though the name of the approver may appear on the request, the security access is granted only after the overnight batch is processed.

4) Q. Can the traveler process his/her own request?

A. No, it is in violation of the Internal Control Framework for the traveler to process and / or approve his/her own request.

5) Q. Can the Originator of the request act as the Travel Processor?

A. Yes, the originator can process the TR/ER if they can fulfill the responsibilities identified in POPP.

6) Q. When trying to submit a request, I received an error message informing me that ‘No Approvers defined for the distribution lines. How do you address this issue?

A. Approval rights for a request are governed by the department ID entered in the distribution line of the TR/ER. In this case there is no Travel Processor/Approver setup for the department entered in connection with the COA. If there is no approver setup for the department, the request cannot be submitted against that department. To address the issue, please contact your ARGUS Focal point or the Atlas Security team, by creating a case in UNall, to setup T & E approvers for the applicable departments.

7) Q. I received an error message stating ‘No Approvers', what action should I take?

A. Check the COA (Operating Unit and Department ID) entered on all lines of the TR/ER. It is recommended to use the ‘Default Accounting’ option, where possible, to enter COA to minimize the opportunity for human error.

15.4 MODIFYING OR DELETING A TR

1) Q. Can a request be modified after it is approved?
A. A request can only be modified when it is in 'pending status' or at any time during the approval process if the Travel Processor/Approver sends the request back to the originator. Once the request is fully approved, it cannot be modified. Any change to the amount can be processed with a new TR (as appropriate) created and linked to the original TR (by updating the Link Travel Request ID field in the new TR) or through a Travel Claim / ER.

2) Q. How do I delete the TR if mission is cancelled?

A. A request can be deleted if it is in 'pending' status or partially approved. In such instances, the Approver needs to return the request to enable deletion. However, if the request has been fully approved, please create a case in UNall, requesting closure of the TR, if no financial obligations have been made. Refer to FAQ #4 for details.

3) Q. How can I modify a partially approved request?

A. To modify the request, the approver must return the processed TR. Once the request has been modified and resubmitted, the budget must be rechecked.

4) Q. I have approval rights in the module. How can I modify an existing request?

A. Within the module, approvers do not have modification rights according to the security setup.

Requests can only be edited when they are in 'Pending' Status. Send the request back to the requestor for modification.

## 15.5 TR APPROVAL NOTIFICATION TO TRAVEL MANAGEMENT SERVICE PROVIDER – PROCESS AND ISSUES

1) Q. When does the ticketing process start with the travel management service provider?
   A. The travel management service provider is notified post TR approval (within 30 minutes) to proceed with ticketing via batch process (outside of HQ) or through web services (HQ).

2) Q. What is the timing of the T&E scheduled processes?
A. Below are the timings (Eastern):

Staging Payments: 08:00 AM & 09:00 PM

Post Liabilities: 08:30 PM

Post Payment: 4:15 PM

Updating Paid Statuses: 08:00 PM

TR Approval email is sent to the Travel management service provider outside of HQ every 30 minutes on the hour.

Below is a sample of the Travel Request sent to designated travel management provider outside of HQ through a batch process every 30 minutes.

On 2/21/14, 5:13 PM, "amex travelrequest" <amex.travelrequest@undp.org> wrote:

From: psagent--UNDPP1FS--donotreply@undp.org [psagent--UNDPP1FS--donotreply@undp.org]
Sent: Friday, August 02, 2013 3:31 PM
To: amex travelrequest; undp travelrequest
Subject: Ticket Request -- Approved Travel Request #0000099048 -- KELLOW,Jillian Ann

Travel Request #0000099048 for KELLOW,Jillian Ann has been approved. Please issue the tickets for the itinerary and dates as mentioned in the Travel Request. The details are as below:

Originator Comments: Annual Conference of UN Inter--Agency Travel Network (IATN) Personal days 09/11--15/11
Traveler Employee Id : 352035 Traveler First Name : Jillian Ann Traveler Last Name : KELLOW
Traveler Type : Staff

Travel Request ID : 0000099048 Creation Date : 2013--07--17
Payment Type : THQ -- Travel Agency Ticket-- HQ

Approved Itinerary : NY--BKK--NY Preferred Itinerary : NY--ICN--BKK--ICN--NY JPO (Yes/No) : No
Link TR# :
Business Unit : UNDP1 Operating Unit : H35
Opr Unit Descr : Office of Financial Res Mgmt
Approval Details Grid

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Itinerary Details

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Amount : USD 5250

3) Q. What should I do if the travel management service provider has not received the TR approval notification to issue the ticket?

A. Confirm the TR has been fully approved by both approver 1 (processed) and approver 2.

Take note that ER notifications are not sent to the Travel Management Provider.

4) Q. How can I check the generation of approval notifications for a non-HQ travel management service provider?

A. Please use the following navigation to confirm the notification has been generated: Travel and Expenses > Load External Information > HQ Resubmit Email
1) Q. The request was approved and staged for payment and was not picked up by the pay cycle. Why?

A. The two primary reasons are:

a. The travel date is more than seven days from the current date. The staged payment will only be available for pay cycle seven days before the travel date.

b. The source bank account on the Travel profile is pointing to the wrong bank account. Please verify the staged payment.

Navigation: Main Menu > Travel and Expenses > Process Expenses > Update Staged Payments > Expense Report Payments

If there is a hold placed on the staged payment, the Finance Officer in the Country Office will have to verify if the bank information of the traveler is correct along with the source bank and payment method before removing the hold.

2) Q. Where can the staged payment(s) for the traveler be accessed?

A. The staged payment for the traveler can be accessed from the Update Staged Payments page (Navigation: Main Menu > Travel and Expenses > Process Expenses > Update Staged Payments > Expense Report Payments).

The staged payment(s) to the Travel Partner/Ticket Vendor (after reconciliation) can be viewed from the Vendor Payments Page (Navigation: Main Menu > Travel and Expenses > Process Expenses > Update Staged Payments > Vendor Payments).

3) Q. The mission is cancelled but the associated request is already paid, what action should I take?

A. If the request has been paid, the traveler should return the funds advanced. The TR cannot be closed in such cases. A Travel Claim/ER should be processed. Refer to FAQ 30 in the Travel Claim FAQ section for more information.

4) Q. How do I check payment status of a request?

A. Please follow the below navigation:

1. Navigate to Travel and Expense > Process Expense > Review Payments > Payment History
2. Enter the Traveler ID
3. Make sure the Set ID is completed with ‘SHARE’
4. Select ‘Search’

5. All payment histories for the traveler will display for selection

5) Q. Who should I contact for payment related questions related to the module?

A. For payment status queries, first check the payment history to see if the payment was issued. Refer Section: 5. Pay cycle Processing – Payment Verification and FAQ#36.

If the payment has been made from the HQ bank account and the traveler is claiming non-receipt of the advance, please contact payment.inquiries@undp.org with all details of the payment, including payment reference ID, along with TR/ER number.

6) Q. What is the sequence of steps involved in payment and rejection of a traveler’s advance?

A. The steps are as follows:

1) Traveler’s advance payment appears in the pay cycle seven days before the travel date (or the following day if, travel is within seven days).

2) Once processed, for EFT/FGT payments, it is routed to the disbursement bank account with the payee account info picked up from the Travel Profile.

3) If any of the payments have the wrong bank account or mismatch in the name (on Travel Profile and bank account), the receiving bank can reject the payment(s).

4) Bank rejections can occur within a week or longer depending on the bank.

5) For HQ, the Treasury Unit receives all the payment rejections.

6) The Treasury Unit reviews the rejections and marks the payments as Void for reissue, a hold is automatically put on the staged payment.
7) Then the Treasury Unit notifies the individual units of their payment rejection with the reason for it and requests them to correct the vendor information before the Finance Office releases the hold on the payment. In HQ, open a case in UNALL to remove the hold on payment.

8) Once the payment release request is received from the unit, the hold is removed.

For offices outside of HQ, the steps are similar. Instead of contacting the HQ Treasury Unit, the bank will contact the local Finance Officer. The Finance team then advises the unit or the staff member, who is responsible for contacting the traveler and correcting the vendor information. Check payments should not have a rejection problem.

7) Q. If the Vendor Profile has multiple locations with different bank accounts corresponding to each location, which Location/Bank account will the advance payment be routed to?

A. In the module, the Travel Profile retrieves the default bank account on the Vendor profile. If a traveler wishes to use a different account, the vendor location can be changed on the TR creation page. The travel advance is typically processed seven days before the travel date.

8) Q. Why are payments sometimes rejected?

A. Travel (or Voucher) payments can be rejected for different reasons.

1. Incorrect bank information provided/entered on vendor profile.

2. Mismatch of the beneficiary name on the bank account and the name of the payee in the payment file.

3. Payment processed as CHK instead of EFT (or vice versa).

4. Beneficiary bank account no longer active.

5. Missing routing information (intermediary bank/ SWIFT /IBAN etc.) in the payment.

9) Q. Who is notified when a payment is rejected/returned?

A. At HQ, the Treasury unit is notified when a payment processed through ATLAS is rejected/returned. Outside of HQ, the finance team processing the payments receives the bank notification.

10) Q. How are payments reissued after being rejected by either the disbursing bank or the beneficiary's bank?

A. When the payment returns,

i.) Finance team (or Treasury unit in connection with the HQ bank account) verifies the reason for rejection and marks the payment status as Void choosing the Cancel Action “Re--open Vouchers/Re--Issue” in the Payment Cancellation page
A batch process will automatically put the staged payment on hold. The reason for payment rejection is also entered in the page prior to saving.

Note: If any other payment statuses are selected, reissuing the payment may not be possible.

ii.) After Cancelling the payment, finance team contacts the unit (that administers the Vendor profile of the traveler/staff member) to request the correction of the bank information on the Vendor Profile (based on the rejection reason received from the bank).

iii.) Once the Bank information on the Vendor profile is updated and the Vendor profile is approved, the Finance Officer in the Country Office can remove the hold when the payment is ready for reprocessing and run the Pay cycle. In HQ, the unit should create a case in UNall, requesting the reissuance of payment.

v.) Once the payment is restaged, it will be available in the respective pay cycle for the finance team to process the payment.

11) Q. Is it possible to change the payment method (e.g., from EFT to Check) for the vendor selected for the ticket expense line during the TR approval process?

A. For ticket payments, the payment method is currently defaulted from the Vendor profile, to change the payment method is made available for editing at the processing step. The Travel Processor can review and edit the payment method as appropriate for the travel management services provider.

15.7 POST TRAVEL / TRAVEL CLAIM

1) Q. When should I create the ER?

A. The ER creation happens automatically upon submission of a Travel Claim with a balance. There should not be a need for manually initiating an ER. An ER created through the Travel Claim must be submitted, processed and approved.
2) Q. The mission has been completed, what action should I take?

A. Complete the Travel Claim. Refer to section 7 of the guide for details.

3) Q. Who should enter/submit a Travel Claim in Atlas?

A. If the traveler has access to Atlas Finance, the traveler may submit his/her own Travel Claim. Alternatively, travel arranger can submit the claim on behalf of the traveller.

For travelers who do not have access to Atlas, the administrative focal point (e.g., travel arranger) submits the claim on behalf of the traveller.

4) Q. Is there any special access required to enter/submit a Travel Claim?

A. The Travel Claim can be entered by any user with access to Atlas Finance.

5) Q. Do I need to process a checklist and then submit an online Travel Claim?

A. The Travel Claim replaces the Atlas checklist functionality. The online Travel Claim is entered in place of checklist.

6) Q. Does the traveler complete the paper based F10 form?

A. Atlas Travel Claim replaces the paper based F10 form. When a traveler enters his/her own claim online, there is no need to complete a paper F10 form. If an administrative assistant is entering the online Travel Claim on behalf of the traveler (external/internal), the actual travel information (including additional expenses and supporting documentation) must be communicated to the travel arranger through an email or physical claim form or other means.

7) Q. Do I need to submit multiple claims if more than one TR is processed for the same mission?

A. If a mission has more than one TR (original and linked TR(s)), only one claim needs to be submitted. The Travel Claim will retrieve the information from all the related TRs (if they are linked).

8) Q. What happens to the claim upon submission?

A. The claimable amount will determine the next steps.
If there is a claimable amount due to/from traveler, an ER is automatically created upon submission of the claim. The ER must be submitted, processed and approved to complete the claim; no further action is taken on the claim.

If there is no claimable amount resulting from the submission of the claim, the Travel Claim will be routed to the Travel Processor and to the Approver post processing.

9) Q. If the travel arranger submits the claim on behalf of the traveler, how does the traveler consent/validate the Travel Claim?

A. After entering the online claim and saving it (before submission), the travel arranger can access the claim Print page (Travel & Expenses > Travel and Expense Center > Travel Claim (F10) > Create/Modify and select ‘Generate Report’) and have the form signed by the traveler. The signed form can be scanned and uploaded as supporting documentation in the claim request.

10) Q. There is a discrepancy in the claim that is already submitted. Can the claim be updated?

A. Once the claim is submitted it can be updated in the following scenarios:

- In case of a claim with no claimable amount, Travel Processor or Approver (whoever has access to the claim depending on the approval stage) must send the claim back to the requester. Once sent back the claim may be modified. Upon approval of the claim by the approver the claim cannot be edited.

- In the case of a claim with claimable amount the ER generated from the claim submission must be deleted. Once the ER is deleted the claim can be modified and resubmitted. If the ER is approved and the claimable amount settled, changes cannot be made to the claim.

- In case the approved claim requires an adjustment, a NON -TR can be created. In the ‘comments’ box you should indicate the reason for creating a Non-TR Travel Claim.
11) Q. How are the DSA rate changes handled in the Travel Claim?

A. The online claim automatically calculates the actual DSA for the travel period using the standard rate published in the ICSC circular and displays a positive/negative amount based on the applicable rate increase/decrease.

If there are any changes to the DSA location or number of days or if accommodation and or meals are provided, the details should be updated on the online claim for recalculation of the eligible DSA and terminal payments.

12) Q. Is the Terminal amount automatically prorated if the ‘Vehicle Provided’ box is checked in the ‘Calculate DSA Amount’ page’?

A. No. The eligible terminal amount should be manually updated, and appropriate comments entered in the ‘Calculate DSA Amount’ page if vehicle is provided either at the origin or destination. The terminal amount displayed on the page reflects the amount paid as part of the TR.

13) Q. Can the chart of accounts in the ER generated from the Travel Claim be modified?

A. The COA populated on the ER (resulting from the Travel Claim) is sourced from the original TR. The COA can be modified in the ER before submitting for processing.

14) Q. When there are more than one COA lines on a Travel Claim, from which COA line are the processors and approvers selected?

A. The Travel Claim retrieves the Processors and Approvers associated with all of the COA lines used in the TR.

15) Q. Can the claimable amount on the ER generated from the Travel Claim be modified?

A. The claimable amount (displayed in the ER) is calculated on the online Travel Claim. If there are any discrepancies in the amount (identified at the ER Approval) or additional expenses to be entered, the ER should be deleted, and the Travel Claim updated for the generation of a revised ER with the correct amount. Refer to FAQ 8 for further guidance.

16) Q. There is more than one Travel Claim processed for the same mission in error. Can one of the claims be deleted?

A Travel Claim can be deleted under the below scenarios
• If it is saved but not submitted, it can be deleted from the Delete page (Travel & Expenses > Travel and Expense Center > Travel Claim (F10) > Delete)

• If the claim has been submitted for approval, the Travel Processor/Approver has to send the claim back before it can be deleted.

• If an ER has been generated with the claimable amount, the resultant ER has to be deleted before the claim can be deleted.

17) Q. Our office would like to file a copy of the Travel Claim processed online. How do we obtain a copy of the Travel Claim entered online?

A. The Travel Claim submitted online can be accessed from the Travel Claim Print page (Travel & Expenses > Travel and Expense Center > Travel Claim (F10) > View/Print). A print screen can be taken of this page for filing a physical copy. Alternatively, you may choose ‘Generate Report’ while in Create/Modify and print the page.

18) Q. In the case where the traveler is a consultant, not staff, and has been paid 80% of the standard DSA, does the online Travel Claim calculate the remaining 20% DSA amount due to him/her?

A. Yes, the Travel Claim automatically determines the adjustments based on a) DSA fluctuation and b) the advance versus the total standard DSA due. Therefore, if only 80% DSA advance was paid, the claim will determine the remaining 20% value to be paid to the consultant net of any rate fluctuations.

19) Q. Will the itinerary populate from a manually created TR to the online Travel Claim?

A. Yes, the itinerary is populated as per the TR regardless if the TR was generated from a digital travel record at HQ or manually entered by a user in the field if there is a ticket expense in the TR.

20) Q. Does a Travel Claim with no change need to be approved once processed?

A. Yes, a processed claim should be approved to complete the post Travel Claim.

21) Q. What is the purpose of identifying that a vehicle has been provided in the ‘DSA Calculator’?
A. The notation identifies to the Travel Processor that a vehicle was provided. The claim submitter can detail particulars in comments (e.g., when & where a vehicle was provided) and adjust the terminal expense if needed.

22) Q. The ER identifies 'balance due to organization' (or 'balance due to traveler'). Where can I obtain expense details?

A. The itinerary and expense information are detailed in the Travel Claim. There is a link available in the ER to the claim.

23) Q. If there are multiple linked TR's, which one do you select when creating a Travel Claim?

A. Select the original TR. All the information from the linked TR's will be picked up in calculating the total paid of the Travel Claim. The claim will display the expense information from the original TR selected.

24) Q. Should I alter the currency when creating a Travel Claim?

A. Currency is only available for selection on the Travel Claim entry page for 'Non-TR' based claims. At HQ, the USD payments are the standard and non-USD expenses incurred are converted at the UN rate of exchange (UNORE). In the field, the currency used to process the advance (from the original TR) will be defaulted on the Travel Claim.

25) Q. What is the best practice for the submission of a Travel Claim to a travel arranger (i.e., when the traveler is not submitting the online Travel Claim)?

A. The traveler must inform the arranger if there were any changes to the mission that was submitted on the approved TR(s). If so, the traveler must specify what were the changes and/or additional expenses (the traveler may use a paper F10 form for this purpose or communicate this information through other written means) and include all supporting documentation (e.g., boarding passes, receipts, authorization letters or emails, etc.). This may be done in person or by email.

The travel arranger may print the online Travel Claim and request the traveler's signature to confirm the accuracy of the information submitted and upload as supporting documentation.

26) Q. Is the traveler required to submit the Travel Claim online?

A. According to POPP all staff members, as well as non-staff members, when their travel is organized and paid for by UNDP, are required to submit a Travel Claim within two weeks after returning from an official mission, whether
claiming additional expenses or not. Travelers with access to ATLAS are encouraged to submit the online Travel Claim; however, they may elect to delegate the responsibility to a travel arranger. The travel arranger can’t process claims for travelers who do not have ATLAS access.

Refer to Q.9 above for additional guidance if someone other than the traveler submits the online Travel Claim.

27)  Q. Should travelers submit the paper F10 form?

A. The use of the paper F10 form is not required when processing a claim through Atlas T & E. For travelers that do not have access to ATLAS, the organizing unit may continue to use the form to obtain an attestation from the traveler. Alternatively, the unit may receive the claim through other means (e.g. email) and print the online Travel Claim and ask the traveler to sign the claim to confirm the accuracy of the information prior to submission. The signed claim may be uploaded to the online Travel Claim as supporting documentation.

Refer to Q.9 for additional guidance if someone other than the traveler submits the online Travel Claim.

28)  Q. How can my office determine outstanding Travel Claims?

A. All outstanding travel claims can be monitored in the T&E Dashboard, which allows you to view what stage a claim is in. (Main Menu > Dashboards > T&E Dashboard)

29)  Q. Is the traveler notified when a Travel Claim is submitted?

A. Yes, except for travelers with external email addresses who are excluded from T&E notifications. The following domains are considered internal and therefore receive ATLAS notifications:

- Unossc.org
- Undss.org
- Unsgsa.org
- Unv.org
- Un.org.pk
- One.un.org
- cv.jo.un.org
- uncdf.org
- undg.org
- jointombudsperson.org
Q. How should I process a Travel Claim when the mission has been cancelled and the advance has been paid?

To refund the advance paid to the traveller:

a. Delete the Itinerary lines populated in the Itinerary to reflect that the travel did not take place.

b. Delete the DSA line(s) populated in the DSA & Terminals Calculation page (if applicable).

c. Update the Terminal Amount on the page to “0” (if applicable).

d. Enter appropriate comments in the description field of the Additional Expenses section.

c. Balance payment to the Traveler field should reflect the entire amount paid to the traveler in negative (For eg: if DSA & Terminals paid was $1,202, this field should contain –$1,202).

d. The Travel Claim will default to payroll deduction for staff, and check for non-staff.

e. Submit the Travel Claim. This submission generates an ER, which must be processed and approved.

Q. I entered an expense in the Travel Claim using the local currency and ATLAS was unable to convert the value to USD. What should I do?

In the event that ATLAS is unable to convert the expense into USD the Travel Claim submitter should convert and enter the expense as USD using the UN rate of exchange.

Q. The traveler was advanced the standard DSA rate, however, has met the policy (POPP) standard to receive a Special hotel rate. How should the rate be reflected in the Travel Claim?
A. In the Travel Claim edit the DSA line and select the appropriate Special hotel rate under ‘Expense Location’. The required supporting documentation for the Special Hotel rate should be uploaded into the Travel Claim.

34) Q. The traveler was advanced the standard DSA rate, however, has met the policy (POPP) standard to receive a Supplemental DSA rate. How should the rate be reflected in the Travel Claim?

A. In the Travel Claim add an expense entry under ‘Miscellaneous’ for the supplemental amount that is due to the traveler above and beyond the standard DSA payment that has been advanced. The required supporting documentation for the Supplemental rate should be uploaded into the Travel Claim.

35) Q. What is the source of standard DSA rates reflected in the Travel Claim?

A. The standard DSA rates in the Travel Claim are those promulgated by the ICSC in the monthly (or mid-month if applicable) circular.

15.8. T&E DASHBOARD

I. TRAVEL REQUEST/EXPENSE REPORT SECTION OF T&E DASHBOARD

Pending Approval
Travel Requests or Expense Reports that have yet to be submitted for approval or were submitted and are pending with the Travel Processor or Approver.

1) What action should be taken with the Travel Requests that were initiated but not submitted / approved because the mission was cancelled?

A: Delete the request.

Navigation: Travel and Expenses > Travel and Expense Center > Travel Request > Delete
2) An Expense report was initiated with the payment due to/from traveller, but it was never submitted. Should I proceed with processing the request or delete it?

A: Depending on the payment due to/from traveler the action will vary.

   i. For a positive payment to the traveler, verify if the traveler has an active travel profile and bank account (to receive the payment) and submit the Expense Report (ER) for approval and payment processing. If the accounting period is closed update the ‘Date From’ field to a date that is within the current open accounting period and add a comment to reflect the edit.

   ii. If funds are due to the organization (negative value) based on the output of the Travel Claim, submit and approve the ER before collecting funds from the traveler. Funds can be returned through CHK/wire transfer or notification to the payroll team to process a one-time deduction.

3) What COA should be used to process a pending ER?

A: If the COA used for the original Travel is still valid/applicable, you may use the same. If it is invalid, a valid COA, potentially from the department that paid for the original travel, can be entered to process the transaction.

4) What if a payment is due to a meeting participant who cannot be reached, and the unit wishes to close the case?

A: If the ER is resulting from a Travel Claim that has been generated, the request can be deleted. The Travel Claim can be updated with appropriate comments and/or supporting documents and adjusted to zero balance before submitting for approval.

5) As a Travel Processor, I tried budget check and received a budget error. How should I proceed with the TR/ER considering I cannot process the request with an invalid Budget Check?

A: If the COA is invalid return the request back to the requester and modify the request with a valid COA.

6) As a Travel Processor, I was able to budget check it, but receive an error message that the Accounting period not valid error when trying to process the TR/ER. How should I proceed?

A: On the approval page of the request update the Accounting Date field to current date and re-submit.

7) The Travel Processor(s) eligible to process the TR/ER have left the organization or moved to a different office/function. How can I process the request?

A: If the request is in process, open a case in UNall and request assistance in returning the request for resubmission.

8) The TR/ER does not need to be paid/processed any more. What action should I take?

A: Return the request and delete the transaction. If the ER is the result of a Travel Claim submission, the claim will need to be corrected to reflect a zero balance before submission and approval of the Travel Claim.

Pending Payment

These are transactions that were approved and staged and pending payment for ticket or traveler payments or both.

9) The payment to traveler was processed in the past and it was rejected by the bank. How should I proceed?
A: The payment is automatically put on hold for all voided payments. Verify the banking details with the traveler and update the vendor profile with the correct bank information before requesting the payment hold is removed by the designated Finance Officer.

10) **The ticket expense portion of the TR was never invoiced or was approved to the wrong vendor. What action should I take to release the funds blocked for the ticket on the TR?**

A: The funds blocked for the ticket can be released by entering/processing an invoice for zero amount.

If there are multiple tickets to be released, the query (UN_EX_TR_RELEASE) is available to generate the invoice file (with zero amount) to load into Atlas for reconciliation. This approach should only be used for tickets that do not need to be paid or were already paid through another request.

11) **There are multiple negative Expense Reports automatically generated from the ticket invoice reconciliation that are appearing in pay cycle. What action should I take?**

A: The system generated Expense Reports are the result of the difference between the actual ticket cost and the ticket amount entered on the TR. For example, if a buffer amount was included in the expense line to cover minor fluctuations in ticket cost and the invoice was less than the value encumbered, the negative Expense reports are automatically generated when the ticket invoice reconciliation process is run. The transactions need to be processed along with the other positive payments (in the pay cycle) to the vendor approved in the ticket expense line.

## II. TRAVEL CLAIM SECTION OF T&E DASHBOARD

This section corresponds to the Post Travel Process (e.g., F10). ‘Pending Claim’ and ‘No Claim’ columns need to be proactively monitored for compliance.

12) **‘Pending Claim’ column of the Dashboard has a few transactions allocated to our office. What action should I take?**

A: The ‘Pending Claim’ column will have transactions for one of the following reasons:

i. Checklist (from the earlier years prior to introduction of online Travel Claim) was not approved.

ii. The Online Travel Claim was initiated but never submitted.

iii. The Travel Claim was submitted (with zero Balance), but it was not processed or approved.

iv. The Travel Claim was submitted (with positive/negative balance) and the ER was not submitted/processed/approved.

The pending transactions should be processed and approved to settle the outstanding obligations and / or refunds with the traveler.
13) What does the ‘No Claim’ column mean and what action should be taken to close the transactions in this category?

A: ‘No Claim’ refers to travel that was processed through module without an online Travel Claim. As per the policy, a Travel Claim should be submitted within two weeks of completion of the mission. A Travel Claim must be entered and processed for all travel where an advance was paid.

14) What if the Travel Requests pertain to meeting participant(s) or others who haven’t provided the supporting documentation to process the online Travel Claim?

A: For the external travelers who cannot be contacted the office must decide how to complete the claim on their behalf (e.g., by uploading a document recording the same) and approving the travel claim with zero balance. As a reminder, traveler payments are time barred after a year m. In such cases, the Travel Claim should still be processed.

15) What action can I take if the check list is in progress, but the Approvers are no longer with the organization?

A: Process an online Travel Claim in Atlas in lieu of the checklist using the same Travel Request and it will route to Approvers who are currently associated with the Department ID of the chart of accounts used in the original request. (Refer to FAQ 3 on the subject of chart of accounts if the claim results in an Expense Report.)

III. CASH ADVANCE SECTION OF T&E DASHBOARD

This section corresponds to the travel related refunds due from the traveler. Post processing the Travel Claim and related negative ER, an outstanding Cash Advance and Open Item are generated. Both need to be updated and reconciled upon receipt of the funds from the traveler.

16) What does the ‘Not Reconciled’ column in the Cash Advance section of the Dashboard mean?

A: Cash Advance in T&E refers to the funds due from traveler based on the submission of the Travel Claim. The refund must be settled by collecting the funds due (to the organization) through check, Cash Deposit or payroll deduction. Once collected, the deposits must be appropriately recorded (if cash or check deposits). Settling the outstanding refunds in module and General Ledger refers to ‘Reconciliation’.

17) The Traveler has issued the check for refund and the deposit entry has been created in Atlas. Why does it still reflect in the ‘Not Reconciled’ column of the Dashboard?

A: The reference is likely related to one of the following reasons

   i. The Cash Advance in module must be updated with the check and refund details and Reconcile action must be performed in the page. If it is an automated payroll deduction the Cash Advance will automatically reconcile once the deduction is processed in Payroll

Navigation: Travel and Expenses > Manage Accounting> Reconcile Cash Advance

   ii. An Open Item is generated for refunds. The deposit or the payroll deduction processed will offset the Open item and it can be Reconciled. In case there is a mismatch of the COA between the Open item and the deposit a journal entry might have to be processed to adjust the COA mismatch to reconcile the open item.

Navigation: General Ledger > Open Items> Maintenance
18) How do I reconcile cash advances with a status of “Reconciled” and “Open” in the T&E Dashboard?

A: The steps below will allow you to change status from Open to Closed for those cash advances that have a zero 0 balance.

1. Navigate to General Ledger > Open Items > Review Status Online (you can also click on Maintenance if you have the appropriate Argus Profile. Maintenance page allows you to review / search and Reconcile. Review page allows you to review / search but not take action to Reconcile)

2. Enter the search criteria below in screenshot

3. Click on Search

4. Look at “Total:” field to see the Open Item Balance (For example, OI 2575 has a credit balance of 1.99) Look at the number of lines and check if there is a COA mismatch

5. Take appropriate action
   - If Total is 0 and there is only a single line then this Open Item can be reconciled in GL. You must have the appropriate Argus rights to Reconcile > Click on check button under “Select” next to the line then click on “Reconcile” button.
   - If Total is 0 and there are multiple lines then you have a COA mismatch and this Open Item can NOT be reconciled until it’s corrected with a GLJE. You can also click on “Open Item Key” link to see details of Open Item.
   - If Total is NOT 0 then you can click on “Open Item Key” link to see details of Open Item. If there are matching off-setting amounts in the details page that equal to 0 then you can select those specific lines and Reconcile them on that page. Take note of the lines that are causing the non-zero (0) balance and take appropriate action to make it equal to 0.

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19) How can a project or unit absorb funds from a negative ER when the meeting participant is non-responsive to requests to return the funds to the organization?

Prior to determining if funds from an outstanding travel claim (ER) will be absorbed by the project / unit consultation should take place with the bureau/unit management and, if due with OFRM (following the write off policy).
A: This can be completed by using a GLJE to reimburse amount owed to organization.

Navigation: General Ledger > Journal > Journal Entry > Create/Update

Line 1 must be the CoA shown in the Open Item Maintenance page. Account code 14046 and the amount must be the negative of the amount in the OI (to credit 14046). Open Item key needs to be entered on the Credit line.

Line 2 must be the CoA to be used to reimburse the outstanding amount to zero out account 14046 and the amount must be the same amount as in line one but should be a positive number (Debit) and should NOT include the Open Item Key # in the Debit line.

Note: The orders of Line 1 and 2 is not relevant

Once GLJE is processed, approved, and posted, the GL Open Item and T&E Cash Advance can be reconciled.

Reconcile GL Open Item: (must have the appropriate Argus rights / Profile)

Navigation: Main Menu > General Ledger > Open Items > Maintenance

1. Enter Criteria (Unit, Ledger, Inquire, Date From & To, Account, Open Item Key)
2. Search
   Note: The Total should be 0 (zero) if appropriate COA & Open Item Key is used
3. Select line by clicking on the checkbox next to Open Item Key (left side)
4. Click on Reconcile

Reconcile T&E Cash Advance:
1. See Section 13.5 Reconciling Cash Advances (Finance user) in “Atlas Travel & Expense Guidelines” on Page 51 (updated 8 May 2018)

Once both GL and T&E Cash Advance are reconciled, and the T&E Dashboard is refreshed in the evening (New York time) the cash advance will not appear in T&E Dashboard as Unreconciled.

16. ATLAS TRAVEL AND EXPENSE QUERIES

1. CASH ADVANCES

UN_EX_CASH_ADVANCE_DTLS_CO

UN_UNPRESENTED_CHECKS

*Voucher and Travel Payments processed as Checks but not cashed yet

2. APPROVED TICKET DETAIL

UN_EX_AIRTICKET_CHARGES_CO

*Query for CO ticket expenses

3. TICKET INVOICES

UN_EX_TKT_RECON_STATUS

*Ticket invoice Reconciliation status

UN_EX_INV_NOT_RECONCILED

*Invoices not reconciled for a Travel Agency

UN_EX_TICKET_RECON_ALLSTAT_NEW

*All invoices entered for a travel agency within a date range
UN_EX_TKT_RECON_ALLSTAT_NEW_CO

*All invoices entered for a travel agency within a date range for an Office

UN_EX_TICKET_MATCHED_DATA

*Query contains all uploaded invoice data (correctly and incorrectly matched)

UN_TICKET_RECON_ERRORS

*Ticket invoice Reconciliation Errors

UN_EX_TICKET_INVOICE_DTL

*Query to generate a semi-automated invoice file for upload

4. PAYMENTS TO TRAVEL MANAGEMENT SERVICES PROVIDER

UN_EX_TRAVEL_AGENCY_PAYMENTS

*All payments (through T&E) for a certain travel agency in a certain period

UN_EX_TRAVELFARE_ER_VNDR_CO

*All the ERs processed for travel agency

UN_EX_PENDING_TICKET_PAYMENTS

*All Ticket payments (positive and negative) currently waiting paycycle for a certain Travel Agency

5. TRAVEL AND VOUCHER PAYMENTS PROCESSED

UN_PYMNT_REMITTANCE_ADVICE

6. ALL TRS AND ERS
UN_EX_TRAVEL_DETAILS

UN_EX_TRAVEL_DETAILS_BY_OU
  * Travel/Ticket info for multiple OUs at once

UN_TRAVEL_INQUIRY
  * All Travel travel transactions (T&E, AP & GL)

7. PAYMENTS

UN_PYMNT_REMITTANCE_ADVICE
  * Includes travel and voucher payment remittance information.

UN_EX_VDR_PYMNT_BY_TR
  * Query identifies payments per TR

UN_EX_TR_RELEASE
  * Queries identify TRs that are staged but not used for payment.

UN_EX_TRAVEL_REFUND
  * Status of Refunds initiated through Travel Claim

UN_EX_EMP_REJECTED_PYMNT
  * Cancelled payments (for traveler) in a certain date range

UN_TE_EMP_PAYMENT_DETAILS
  * DSA payment status for a TR/ER or all payments for a traveler

UN_PENDING_PAYMENTS
  * All Voucher and T&E payments currently waiting Pay cycle run

UN_EX_PYMNT_AFTER_CANCELLATION
<table>
<thead>
<tr>
<th></th>
<th><strong>TRAVEL REQUEST – COMPLIANT / NON-COMPLIANT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td><strong>UN_EX_TR_COMPLIANCE</strong></td>
</tr>
<tr>
<td></td>
<td>* Query identifies if TR was policy compliant or if a higher fare was approved with the applicable reason and associated costs. Query is relevant for HQ transactions.</td>
</tr>
<tr>
<td></td>
<td><strong>PERSONAL DEVIATIONS</strong></td>
</tr>
<tr>
<td>9</td>
<td><strong>UN_EX_TR_PERSONAL_DEVIATION</strong></td>
</tr>
<tr>
<td></td>
<td>* Query identifies if TR contained a personal deviation, date the TR was created and approved. Query is relevant for HQ transactions.</td>
</tr>
<tr>
<td></td>
<td><strong>TRAVEL ADVANCE PURCHASE</strong></td>
</tr>
<tr>
<td>10</td>
<td><strong>UN_EX_TR_ADVANCE_PURCHASE_W_PURCH</strong></td>
</tr>
<tr>
<td></td>
<td>* Query identifies how far in advance the TR was approved prior to the travel (based on ticket expense date).</td>
</tr>
<tr>
<td></td>
<td><strong>TRAVEL ITINERARY</strong></td>
</tr>
<tr>
<td>11</td>
<td><strong>UN_EX_TR_DIGITAL_ITINERARY</strong></td>
</tr>
<tr>
<td></td>
<td>* Query identifies if TR contained a personal deviation, date the TR was created and approved. Query is relevant for HQ transactions.</td>
</tr>
<tr>
<td></td>
<td><strong>ACCOUNTING PERIOD OPEN BY MODULE BY UN AGENCY</strong></td>
</tr>
<tr>
<td>12</td>
<td><strong>MSC_OPEN_PERIOD</strong></td>
</tr>
</tbody>
</table>
* Query shows the accounting period open by Module by UN agency. It will prompt you for module = EX and Business Unit = UNDP1

The results below show EX module -- Travel and Expense for UNDP1 the accounting period open is June 2020 to September 2020. This report can be run for partner agencies.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
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<td>Business Unit</td>
<td>Ledger Grp</td>
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<td>Open From (Month)</td>
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<td>EX</td>
<td>UNDP1</td>
<td>ACTUALS</td>
<td>2020</td>
<td>6</td>
</tr>
</tbody>
</table>

13. INVOICE DATA REVIEW AND RECONCILIATION:

UN_EX_TICKET_MATCHED_DATA

* Picks up unreconciled invoices if the invoice data matches the ticket expense line (not the amount part). It is limited to date range entered in the criteria

UN_EX_TKT_MTCHD_DATA_BY_VND_CO

* This query is similar to UN_EX_TICKET_MATCHED_DATA but can be run by OU

UN_EX_TICKET_RECON_ALLSTAT_NEW

UN_EX_TICKET_RECON_ALLSTAT_CO

* Query contains all uploaded invoice data (correctly and incorrectly matched), as well as corrected invoice data by agent (error1) and uploaded for the first time.

UN_EX_TRAVEL_AGENCY_PAYMENTS

* Query identifies payments made to a specified Ticket Vendor/Card, in this case CITI/Mastercard:

UN_EX_VDR_PYMNT_BY_TR

* Query includes payment information of the TR and negative ER generated after reconciliation

UN_EX_TR_RELEASE
Query identifies TRs that are staged but not used for payment. In the case that TRs qualify for release/liquidation if STAGED for more than 3 months

UN_EX_TRAVELFARE_ER_VNDR_CO

* Query shows all the ERs processed for a travel agency

UN_TICKET_RECON_ERRORS

* Ticket invoice Reconciliation Errors

14. QUERY TO GENERATE A SEMI--AUTOMATED INVOICE FILE FOR UPLOAD

UN_EX_TICKET_INVOICE_DTL

*To facilitate an upload into Atlas a file can be generated to semi--automate the upload process. The report generated is pre--formatted in conformance with the file standard for uploading into ATLAS.

Steps:

i. Run the Query (through Query Viewer) with the travel management services provider Vendor Id as the input value.

ii. Open the Report in Excel spreadsheet and override the values for the Merchant, Actual ticket (Gross Amount column) and the ticket number for each of the invoice lines.

iii. Delete the heading row in the excel sheet and save the file as a comma delimited file (csv) with a .txt (extension). If the file is getting saved as .csv, try to use quotes (") around the file name to force it to save as .txt.

iv. Once the file is saved, it is ready for loading into Atlas.

v. If any of the invoice lines generated in the report are not ready for payment yet, the lines can be deleted in the excel sheet before saving it into the text file.

15. QUERY TO CHECK ON TRAVEL PROCESSORS (APPROVER 1) AND APPROVING OFFICERS (APPROVER 2) SET UP

UN_EX_TE_APPROVERS

16. QUERY TO IDENTIFY ACTIVE TRAVEL PROFILES IN AN OFFICE

UN_EX_TRAVEL_PROFILES
UN_TRAVEL_PROFILE_MAINTENANCE

* Travel Profiles processed through the Decentralized Travel Profile Maintenance page

17. QUERY TO IDENTIFY CLAIMS BY PROCESSED BY AN OFFICE

UN_EX_CLAIMS_BY_OFFICE

* Travel Claims processed by a CO