# Table of Contents

## Contents

- Introduction ................................................................................................................................................. 2
- User Roles ................................................................................................................................................... 3
- Step by Step Guide .................................................................................................................................... 4
  1. Request an Advance
     - Staff Member as the Requester ............................................................................................................ 4-9
     - HR Admin as the Requester .................................................................................................................. 10-13
  2. Review an Advance ................................................................................................................................. 14-16
  3. Approve an Advance ............................................................................................................................... 17-18
  4. Notification to Voucher Creator ............................................................................................................. 19-20
  5. Auto Recovery Set Up ............................................................................................................................ 21-22
  6. View Advance Requests .......................................................................................................................... 23-24
- Access Rights ............................................................................................................................................ 25
Introduction

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

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

Key Features:

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

Key Benefits:

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

Overall Process Flow:
User Guide for Staff Advances eServices Tool

User Roles

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

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

2. **Advance Request Reviewer:** This role is carried out by the Human Resources focal point in the office (HRA) and is mainly to review the details of the advance request raised by the requestor. The review process also includes data validation and checks for reasonableness of the advance request.

3. **Advance Request Approver:** This role is carried out by the Head of Office (RR, Country Director, Director of Office for HQ locations or senior manager with delegated authority). The Approver will have the options to either “Approve” the request, “Push Back” for further explanation or “Deny” the request.

4. **Voucher Creator:** This role is carried out by Finance personnel and is part of the workflow to trigger the initiation of the voucher creation process. The notification received will contain the details of the advance that has been approved and the information needed to create the voucher for payment processing.
User Guide for Staff Advances eServices Tool

Step by Step Guide

1. **Request an Advance:**

   - **Staff member as the Requester:**

   **Navigation:** Main Menu > eServices > UNDP Staff Advances > Staff Advance Home Page
The “Staff Advance Home Page” allows the Staff Member to create and submit an advance request:

- **Select on the drop-down box to display the available type of advances.**

- The information in this section is pre-defined based on staff category, location and department.
Click on “Create New Request” after selecting the “Advance Type”

This section shows the past advances submitted and processed.

This section shows the past advances submitted and are pending approval.
User Guide for Staff Advances eServices Tool

Fill information highlighted in Green boxes:
1. Requested amount
2. Repayment Duration
3. Currency (For local staff, the currency should be the one of local payroll)
4. Preferred Bank Name
5. Justification for advance

This section is completed by the Reviewer upon submission of the request by the Staff Member.

This section is auto populated by the system when the advance voucher is paid.

Upload support documents as necessary.

Select from all 3 drop-down lists.
Once the request is submitted, a unique Advance ID is generated by the system and the request status changes to “Approval in Process”.

<table>
<thead>
<tr>
<th>Advance Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Index Number</strong></td>
<td>11111</td>
</tr>
<tr>
<td><strong>SM Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contract Type</strong></td>
<td>Fixed Term Appointment</td>
</tr>
<tr>
<td><strong>Employee Class</strong></td>
<td>G7</td>
</tr>
<tr>
<td><strong>Contract Expiration Date</strong></td>
<td>30/06/2019</td>
</tr>
<tr>
<td><strong>Monthly Net Salary</strong></td>
<td>9,264.83 MYR</td>
</tr>
<tr>
<td><strong>Daily Station</strong></td>
<td>Kuala Lumpur</td>
</tr>
<tr>
<td><strong>Created Datetime</strong></td>
<td>18/07/18 5:54AM</td>
</tr>
<tr>
<td><strong>Submitted Datetime</strong></td>
<td>18/07/18 5:58AM</td>
</tr>
<tr>
<td><strong>Salary Advance Type</strong></td>
<td>Emergency</td>
</tr>
<tr>
<td><strong>Requested Amount</strong></td>
<td>5,000.00 MYR</td>
</tr>
<tr>
<td><strong>Repayment Duration</strong></td>
<td>8 Month(s)</td>
</tr>
<tr>
<td><strong>Prefered Bank Name for Advance Payment</strong></td>
<td>Maybank</td>
</tr>
<tr>
<td><strong>Justification for advance and/or special instructions</strong></td>
<td>Repair private residence damaged by Bond</td>
</tr>
</tbody>
</table>

**Advance Policy:**
1. The advance amount shouldn’t exceed 2 month net pay.
2. The advance should be recovered within 12 months not exceeding the Contract end date.

**Approved Advance Details:**
- *Approved Amount:* [Input Box]
- *Currency:* [Input Box]
- *Payment Method:* [Input Box]
- *Approved Recovery Duration:* [Input Box]

**Approver User List:**
- *Reviewer (BIR Focal point):* MYS
- *Approver (Operations Manager/Head of Office):* MYS
- *Voucher Creator:* G55C-XL

**Payment Details:**
- Payment details will get auto-populated once the voucher is created, approved and paid

**Attachments:**
1. [Add Attachment]
2. [Add Attachment]

The requestor has the option to withdraw the advance upon submission by clicking on the button above only if it is at the review stage and not after the advance is approved.
Upon successful submission of the advance, the Staff Member and the Reviewers will receive a notification through an email:

The following Advance Request has been Submitted for your Review

Employee: 11111 SM Name
Department: 83106
Type of Advance: Emergency
Recovery Duration (Months): 8
Advance ID : SA18000009
Requested Amount : $5000
Requested Currency : MYR

Requestor Comments: Repair private residence damaged by flood

Please use the following link to view the transaction:

https://hr-test.partneragencies.org/psp/UNDPHRS1.1/EMPLOYEE/HRMS/c/ROLE_EMPLOYEE.UN_SAL_ADV.GBL?
Page=UN_SAL_ADV&Action=U&EMPLID=Page=UN_SAL_ADV TYPE=EMR&UN_SAL_ADV=SA18000009

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

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

Fill in the Employee ID and select the Advance Type before clicking on “Create New Request”.

The information in this section is pre-defined based on staff category, location and department.
User Guide for Staff Advances eServices Tool

Fill information highlighted in Green boxes:
1. Requested amount
2. Repayment Duration
3. Currency (For local staff, the currency should be the one of local payroll)
4. Preferred Bank Name
5. Justification for advance

This section is completed by the Reviewer upon submission of the request by the Staff Member.

This section is auto populated by the system when the advance voucher is paid.

Select from all 3 drop-down lists.

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

The requestor has the option to withdraw the advance upon submission by clicking on the button above only if it is at the review stage and not after the advance is approved.
Upon successful submission of the advance, the Staff Member and the Reviewers will receive a notification through an email:

The following Advance Request has been Submitted for your Review

Employee: 11111  SM Name
Department: 83106
Type of Advance: Emergency
Recovery Duration (Months): 8
Advance ID: SA18000009
Requested Amount: 5000
Requested Currency: MYR

Requestor Comments: Repair private residence damaged by flood

Please use the following link to view the transaction:

https://hr-test.partneragencies.org/psp/LINDPHRS1_1/EMPLOYEE/HRMS/c/ROLE_EMPLOYEE.UIN_SAL_ADV.GBL?
Page=UIN_SAL_ADV&Action=Page=UIN_SAL_ADV&Action=UIN ADV TYPE=EMR&UIN SAL ADV=SA18000009

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

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

Push the “Review” button above if the advance meets requirements and is ready for approval.

Push the “Deny” button if additional clarification/justification is needed from the Requestor. The Requestor can then resubmit again.

This information is available for previous advances made but not yet fully recovered.

The Reviewer inputs the approved advance details and should ensure that the required fields are entered accurately as per POPP.
When the Reviewer clicks on the “Review” button, the advance flows to the Approver for final Approval.

The green box indicates that the request has been reviewed and sent for approval.
Once the review has been done, an email notification is sent to the Approver:

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

Employee: 11111 SM Name
Department: 83106
Type of Advance: Emergency
Advance ID: SA18000009
Recovery Duration (Months): 8
Approved Amount: 5000
Approved Currency: MYR

Requestor Comments: Repair private residence damaged by flood

Please use the following link to view the transaction:

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

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

The "Deny" button gives Approver the option to ask the Requestor to re-input their justifications or amend the advance to ensure compliance with POPP. The Requester can re-submit again.

The Approver should click on the "Approve" button above if the advance request meets all the criteria.

The Approver has the ability to amend the advance details to ensure that the required fields are in compliance with POPP.

The "Push Back" button gives Approver the option to ask the Reviewer to proceed with another round of review or to provide additional justification.
Both boxes in green indicate that the request has been reviewed & approved.

Once the advance has been approved, the status will change to “Approved.”
4. **Notification to Voucher Creators**

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

The following Advance Request has been Approved for Voucher Creation:

- **Employee**: 11111  SM Name
- **Department**: 83106
- **Type of Advance**: Emergency
- **Advance ID**: SA18000009
- **Approved Recovery Duration (Months)**: 8
- **Approved Amount**: 3000
- **Approved Currency**: MYR

**Voucher Details:**
- **Invoice ID**: SA18000009
- **Open Item**: 11111
- **Account**: 14021
- **Fund Code**: 00001
- **Operating Unit**: SM'S OU
- **Department Id**: SM'S DEPT
- **Approver's Comments**: Approved

Please use the following link to view the transaction:

https://hr-test.partneragencies.org/psp/UNDPHR51_1/EMPLOYEE/HRMS/c/RLE_EMPLOYEE.UN_SAL_ADV.GBL?
Page=UN_SALADV&Action=U&n_1/EMPLOYEE/HRMS/c/RLE_+EMR&UN_SAL_ADV=SA18000009

**Important Note:**

**Voucher Creation**

![Image of voucher creation process]

- Fill in all the relevant information.
- **Important**: The invoice number must be an exact match of the Advance ID.
Insert the COA as per the email notification

Voucher Details:
Invoice ID: SA180000009
OpenItem: 11111
Account: 14021
Fund Code: 00001
Operating Unit: SMS OU
Department Id: SMS DEPT
5. **Auto-Recovery Set-up:**

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

The recovery is created automatically once the payment is processed.

**Note:** The recovery will start on the 1st day of the month following the payment date.
This amount is automatically calculated and indicates the monthly payroll deduction to recover the RM 5,000 advance over a period of 8 months.

Recovery via Payroll is automatically set up in Atlas. No manual entry is needed.
6. **View Advance Requests**

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

**Navigation:** Main Menu > eServices > UNDP Staff Advances > View Advance Requests
Insert the relevant search criteria based on the advance that was raised.

Click on the Search button once the criteria are defined.

The advance history will appear upon pushing on the “Search” button.

Click on “Details” to open the advance and to view the advance status and details.
The Tool is comprised of five pages and following is a brief description of each page and ARGUS users’ profiles that are granted with the access rights to these pages.

**Navigation:** Main Menu > eServices > UNDP Staff Advances

1. **Admin Advance Home Page:**

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

**ARGUS profile:** UN_HR Administrator
2. **Advance Configurations:**
This page is accessible only by technical team personnel, and is designed to set up the groups and users’ names for the different roles involved in the review and approval process. The configuration is based on the following:

- Employee Class (Local vs International).
- Duty Station Location.
- Department.

Any changes in the names of Reviewers or Approvers should be communicated to: staff.advances@undp.org

**ARGUS profile:** HR_BB_Config_Manager

3. **Advance Type Setup:**
This page is accessible only by technical team personnel and is designed to set up the different eligibility rules based on staff categories and types of advance. It is also used to map the deduction elements in Atlas payroll module for each type of advance.

**ARGUS profile:** HR_BB_Config_Manager

4. **Staff Advance Home Page:**
This page is available to all staff and allows them to:

- Initiate a new advance request based on advance types staff is eligible for
- Review request history
- Review pending requests

**ARGUS profile:** All Staff Access

5. **View Advance Requests:**
This page allows HR & Finance personnel to review all advances submitted/processed. It provides an oversight on the advances issued, their status and a high-level summary.

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