Deliver Enabling Services

**Establish Annual Work Plan (AWP)**
- Prepare Fully Costed Budgets for Projects
- Major Budget Lines - Personal and Other Operational Costs
- Estimate full Direct Costs at the project design
- Prepare Project Budgets
- Guidelines on UNDP Country Office Workload Survey
- Estimate number of transaction-based services applying the Use of UPL and LPL
- A project may also share personnel costs on any contractual modality for shared services in the office

**Follow Planning and Paying for Service Delivery to Projects**
- Use the HR module to minimize transaction costs
- Guidance note for Quantum position type

**Use Multiple Funding Lines for Positions**
- Use UPL and LPL attributing to delivery enabling services when offices find it impractical to charge the operations unit staff time through a position with multiple-funding lines.

**Business Process for Cost Recovery**

**Tools**
- Budget Template - multi-year workplan
- PPM Project Document Template
- Workload Study Survey Template

**Guidance**
- Annual Position Proforma
- Annex 1: Direct & Indirect Cost table
- Guidance note for Quantum position type to be developed soon
- User guide for DES (DPC) Entries in Quantum
- User guide on DES (DPC) account codes

**Tools & Guidance**
- Annex 1: Direct & Indirect Cost table
- Business Process for Cost Recovery
- Procedures, Tools and Guidance at Glance
- User guide for DES (DPC) Entries in Quantum
- User guide on DES (DPC) account codes

**Main Document**
- Use DES (DPC) Stand-alone project
- User guide on DPC account codes
- Use the HR module to minimize transaction costs
- Guidance note for Quantum position type

**Visual Guide**
- Business Process for Cost Recovery
- Procedures, Tools and Guidance at Glance
- User guide for DES (DPC) Entries in Quantum
- User guide on DES (DPC) account codes
Ensure accurate recovery of Delivery Enabling Services

- Review and clear DES (DPC) accounts exceptions regularly:
  - 64397 - Services to projects – CO staff
  - 74596 - Services to projects - GOE
  - 64399 - Expert Advisory Services - HQ staff

- Review and clear expenses in DPC Pre-financing fund code 11309.
  - The GL expenses in the Fund 11309 must be zeroed out for the current year, attributing all expenses to the appropriate development projects via GLJE.

MONITOR & REPORT

COST RECOVERY

Tools

GUIDANCE