





TOOLS

GUIDANCE

IMPLEMENT

- Ensure adequate pre-funding is received for all services provided
  - Headquarter (OFM/FPMR/CFRA) provides a weekly funding status to all agencies

- Ensure efficient agency service management through UNALL Agency portal
  - All services requested by UN Agencies should be managed through the Agency Portal and cases should be closed in the portal upon completion of service provision to ensure that service fees are timely and accurately recorded in the service period.

Agency Services Report



MONITOR & REPORT

- Country office reviews and resolves the SCA rejected transactions from UN Agencies (Non-Quantum Agencies using SCA modality).
- For Service Clearing Account (SCA), Headquarter monitors the level of funding on a weekly basis and alert UN Agencies (Non-Quantum) when balances are low to ensure adequate funding balances are available.
- Headquarter sends Service Clearing Account (SCA) reports on a monthly/mid-year and yearly basis to UN Agencies (Non-Quantum). (GSSC Agencies)
- Headquarter reconciles the Service Clearing Account (SCA) between the UNDP and the UN Agencies (Non-Quantum). (GSSC Agencies with support from COs)
- Country Offices should ensure that service request cases are immediately closed in the Agency Portal after completion of service provision to ensure timely and complete accounting for exchange revenue.
- Country Offices should ensure that basic information and documentation regarding the identification and authorization of services requested are provided and included in Agency portal and Quantum to minimize the risk of rejection and facilitate tracking and reconciliation.
- Country office review SCA Transactions from UN Agencies using the UNALL Agency Portal Report.
- Headquarter monitors the level of funding on a weekly basis and alert UN Agencies (Non-Quantum) when balances are low to ensure adequate funding balances are available.
- Headquarter sends Service Clearing Account (SCA) reports on a monthly/ mid-year and yearly basis to UN Agencies (Non QUANTUM). (GSSC Agencies)

UN Agency Services



SCA Rejects



Quantum reports for 2023 under development.



Service Clearing Account (SCA) for non-Quantum UN Entities: Charging, Billing and Fee Collection



Annual letter from UNDP to agencies



COST RECOVERY