

TRAVEL SERVICES SECTION - Q & As

Part 1.Travel and Documents (see travel manual)

1Q. Where can I find information on the kinds of travel documents that UN Employee may be able to obtain?

- A. The documents are (1) Laissez -Passer (2) Family Certificate, and (3) United Nations Certificate. Detailed information on eligibility, processing and issuance of these documents can be found in The [Travel Manual](#) on this Site .

2Q. Who is eligible to receive a United Nations Laissez-Passer?

- A. The UN Laissez -Passer is the property of the United Nations. Its usage is restricted to Officials of the United Nations or of an Organization within the United Nations Family holding a letter of appointment under the organization's Staff Regulations.
Regular consultants or those employed on a while Actual ly Employed (W.A.E.) or without compensation (W.O.C.) basis who are considered to be Officials by the Specialized Agencies have been authorized to receive Laissez -Passer under the provisions of the "Convention on the Privileges and Immunities of Specialized Agencies" , but only for the specific period of travel on official business.

3Q. Can I use my UNLP for a private or personal travel?

- A. The UNLP is a document issued for official Travel only and must not be used in place of your National Passport for personal travel or for general identification purposes.

4Q. What steps should I take if my UNLP is lost or stolen?

- A. It is mandatory for staff to report the loss of a n UNLP to the local authorities and obtain a certified police report. The Official however must make every effort to trace the document.
The police report must detail the circumstances under w hich the document was lost or stolen. Staff residing in Country Offices is required to submit a copy of the written report to the UNDP Resident Representative. At Headquarters the report must be submitted to the Chief of the UNDP Travel Services Section. Action will be taken to replace your UNLP after the necessary clearances have been obtained.

**5Q. What form must I complete for renewal of my U NLP and at what location
Can it be issued?**

- A. The [application for renewal of laissez -passer form PT.65](#) must be submitted in duplicate to the Resident Representative. On receipt, the Resident Representative will retain the duplicate form and forward the original to the UN Transport Section in New York, Geneva or Vienna, depending on which office issued the UNLP. ([See Travel Manual Chap. 1.2.3. 1-3 on this Site](#))

6Q. Can the UNLP be renewed after the expiration of a contract?

- A. The Laissez-Passers for staff holding a Probationary or Fixed Term Contract may be renewed for a period of up to six months from the expiry date of the contract, provided that substantiating evidence is available to indicate that a recommendation for conversion from Probationary to a Permanent Contract, or an extension to a Fixed Term contract has been submitted for processing.

7Q. What UNLP should not be renewed?

- A. Laissez-passers which are approximately 10 years old and which do not contain pages for affixing visas should not be renewed.

8Q. Can I renew my red UNLP at Geneva , Vienna or in a country office ?

- A. No. Red UNLP 's may be renewed only at Headquarters, using [application form PT.65](#). The completed form should be submitted to UNDP Travel Services Section through OHR. For more information see link ([The application for United Nations laissez-passer form PT.65](#)).

PART 2.

Travel Request

9Q. I understand that OAS (Office of Administration and Security) is implementing a new Module in ATLAS to process the travel functions. What is the reason for the implementation of this new module?

- A. Travel Management requires a high level of manual effort on the part of HQ Units and Country Office Staff, the sharing of information, data analysis and report generation, which is lacking in the current system. The implementation of the T&E module of ATLAS is expected to address these and other shortcomings.

10Q. Who will be responsible for creating Travel Requests in the T&E module?

A. Every traveler will be given an ID to access the T&E System and enter the relevant data for the creation of the Travel Request. The traveler's business Unit will be responsible for certification and approval of the travel Request.

11Q. What happens after my Travel Request is approved?

A. After approval of the TR the authorized amount of funds to defray the travel expenses (travel advance) will automatically be transferred to the traveler's bank account, and a copy of the TR will be sent to AMEX or the UNDP authorized travel agency to issue the ticket. It is the traveler's responsibility or a designee to pick up the ticket. Sometimes by request of the traveler an e-ticket may be issued for pick-up at the airport.

12Q after I receive my ticket and my advance is everything ok for me to travel?

A: Just remember that in order to receive your ticket AMEX will check to see if you have a security clearance for travel. This training is offered by the Security Section of OAS on a CD Rom at <http://extranet.unsystem.org/undss/travel.asp> .
If you are not sure that you have the security clearance you must check with your bureau. Medical and Security clearance are the traveler's responsibility. Once you have clearance and received your ticket and your travel advance you are now ready to travel. [Click here for more information on security clearance.](#)

13Q How do I handle the Unused portion(s) of my official travel ticket?

A. Present scenario:
UNDP Headquarters:
All requests for refunds of unused air tickets should be forwarded to an Associate Officer in the UNDP HQs OAS/Operations Support Section (OSS), FF - 8th Floor. Upon receipt of credit on the monthly UNDP HQs ticket invoice, OAS/OSS will credit through ATLAS/Accounts Payable the same account that Unit debited when the ticket(s) were purchased.

14Q What happens if at the last minute I have some changes to make to my itinerary?

A. You may not be able to change the data in the already approved Travel Request, but an amendment can be made by the creation of a new TR showing the itinerary changes, or by canceling and replacing the approved travel request.

15Q. My air travel entitlement is economy class but I would like it to be changed to business class, will Travel Services Section approve the change?

A. Under normal applicable rules a change may be approved on an exceptional basis when, in the opinion of the Secretary General, special circumstances warrant it, such as for duly certified medical reasons. The request however must be made in writing to OAS well in advance of travel.

16Q. Can you define what is meant by " the most economical and, or direct route?"

A. This means that for air travel the fare must be calculated on the basis of the lowest available airfare that is applicable to the shortest flight path, distance and accommodation to which the staff is entitled.
([UN Circular ST/AI/2000/20](#))

17Q If I am entitled to business class fare can I downgrade to economy class and use the savings for a personal trip?

A. Downgrade does not affect Entitlement. If entitlement is business class but the traveler chooses to downgrade to economy, the entitlement remains business class. Note however that is not entitled to a cash benefit as a result of the downgrade. At UN Secretariat and UNICEF the entitlement shifts to economy for voluntary downgrades. [Click here for HQ news on Travel Services update dated 27 October 2005](#) .

18 How may the Country Office get AMEX at UNDP Headquarters in New York to issue a ticket for a person traveling on the Country Office Budget?

A. A reservation would have to be made through the Country Office with AMEX at UNDP Headquarters in New York. The telephone number is 1(212) 906-5491. The next step is for the Country Office to create a purchase order in ATLAS for the price of the ticket , and send an authorization to UNDP Travel to issue the ticket against that purchase order number. The PO must be created in US Currency, approved and ready for payment with AMEX as the Vendor . Below are the Vendor Numbers for each business unit in ATLAS at headquarters:
UNDP1 - 1621, UNOPS - 4433, UNFPA - 792, UNFEM - 4188 and UNCDF - 437.
No other vendor number will not be accepted by UNDP HQ Travel Services Section and Amex for ticket payment. A 6% ticket surcharge will apply.

19Q `When a staff member is required to travel on official business on non - working days will compensatory time be approved.

A. OHR has confirmed to us that for any official travel initiated during weekend, the authorized traveler is entitled to one day's compensatory time off immediately after the travel . This can be taken either after each week - end travel undertaken, or upon completion of the entire mission to cover both the first outbound trip and the final return trip undertaken during a weekend, in which case two (2) consecutive days comp time off can be taken. This is applicable to all staff irrespective of contractual status, marital status and gender. Compensatory day off is to be exercised within four months of return from travel. Note that this policy is still under review.

20Q. Can you clarify the rules governing Travel Time and Rest Stopovers as applicable to official business ?

- A. Travel time and rest stopovers are determined according to the time of departure and arrival (when the airplane, train, vessel, or vehicle used by the traveler actually leaves from or arrives at its regular terminal).
- o 12 hours for each journey of less than 10 hours.
 - o 24 hours for each journey of 10 hours or more but not exceeding 16 hours.
 - o As an alternative to rest stopovers, the staff member may have a rest period not exceeding 24 hours on arriving at the destination.
 - o Rest stop may be taken at an unauthorized location but if the DSA and or ticket costs are increased as a result of the un authorized stopover the additional cost will be borne by the staff.

21Q. What is the rule for travel time and rest stopover for home leave travel?

- A. For home leave and family visit a fixed amount of time not chargeable to annual leave, determined by the most direct flights available is:
- a) One day for each journey of less than 10 hours
 - b) Two days for each journey of 10 hours or longer but not exceeding 16 hours.
 - c) Three days for each journey of 16 hours or more
 - d) Only one rest stop (as part of the travel time) which must not exceed 24 hours may be authorized at intermediate points of the journey for inbound and outbound flights of 16 hours or more. See UN Circular [ST/AI/2000/20 Section 6, dates 22/12/2000](#) .

Note that no stop over shall be granted in connection with family visit travel and education grant.

22Q. Am I insured for accidents resulting in death, injury or serious illness while traveling for UNDP?

- A. Appendix D to the UN Rules establishes the rule governing compensation in the event of death, injury or illness attributable to the performance of official duties Staff Rule 107.24 States: The United Nations shall pay or reimburse reasonable hospital and medical expenses, in so far as these are not covered by other arrangements, which may be incurred by staff members who become ill or who are injured while in travel status on official business. This does not include traveling in a privately owned vehicle.

PART 3.

DSA & Terminal Expenses

23Q. what is the definition for "terminal expenses"?

A. Terminal expenses are intended to cover expenditures incurred for transportation between point of arrival or departure from the main carrier or carriers to or from the traveler's place of lodging. (Normal ports are Airports, Shipping Pier, Railroad Station, Commuter Train Station, Ferry Boat Station and Bus Station). Terminal expenses are not payable for door - to-door travel by car.

24Q. If a staff member boards a taxi from the airport to the hotel and is charged more than the allowable terminal expense (50 USD for New York Airports and 30 USD elsewhere) will the staff be reimbursed for the extra cost?

A. No, the staff will only be reimbursed the authorized terminal expenses.

25Q. If the money has already been deposited in my account what must I do if my mission has been cancelled?

A. The current system is for the traveler to arrange for reimbursement by making a check payable to "UNDP" and sent to the Traveler Services Section to be recorded as an offset for the advance.

26Q. Am I required to submit a F10 Travel Claim if I am happy with the amount of my travel advance?

A. Yes, travelers must submit a travel claim to their business units within 15 days of completion of authorized travel regardless of whether the advance is the correct amount or not.

27Q: The DSA was insufficient to meet the expenses. The room rate was higher than the DSA; Am I entitled to supplementary DSA and how is it calculated?

A: Please see sample calculation for supplementary DSA .

Actual room rate		\$343.60
UN DSA rate	\$275 x 70% room rate =	\$192.50 (actual DSA x % room rate)
Difference		\$151.10 x 4 (nights stayed at hotel)
Supplementary payment		\$604.40

28Q: Can I download a F10 travel Claim form?

- A: - Yes go to: <http://intra.undp.org>
- Management
- Topics
- Administrative Services
- Travel Services
- Forms
- Travel Expense Claim

29Q: Can DSA rates be found on intranet?

- A. - Yes go to: <http://Intra.undp.org>
- Popular Links
- DSA or Exchange Rates
- Click on DSA
- Enter username & password (as shown)
- Countries listed alphabetical

30Q. If a staff member travels on a non -working day which is a holiday at his/her duty station is the staff entitled to additional days of annual leave to compensate for the non -working days on official mission?

- A. Please refer [to ST/AI/2000/20 Section 5. 5.1](#). The staff is not entitled.

31Q. Is it required to submit hotel bills with the F.10 in order to confirm that the staff has indeed been accommodated in a hotel? It does not seem logical at all to reduce the DSA if a staff is accommodated by a n institution and not to reduce it if s/he is accommodated by an individual.

- A. It is not necessary to submit hotel bills with the F.10 form unless, in accordance with the ICSC guidelines, stay at a higher DSA rate hotel has been approved. Second, the UN staff rule 107.15 states that a staff member authorized to travel at UN expense shall receive an appropriate DSA subject to reductions where lodging or meals are provided free of charge by the United Nations, by a Government or by a related institution (T his does not include friends or relatives). Therefore, if accommodation and/or meals are provided by an individual (friend or relative) on a personal basis to a staff on official mission, DSA is not reduced unless the staff requests a reduction in writing .

- 32Q. A staff went on assignment to another country office and 30 days DSA is authorized for new location (city A), as part of assignment grant. Within this period, the staff member goes on mission to City B within the same Country. While on mission to City B, is he entitled to DSA in addition to DSA in city "A"?
- A. No. DSA should not be paid for both locations, only one location. If the staff spends an overnight in city B, DSA should be paid for that day at city Bs rate. If the mission in city B did not involve an overnight stay no additional DSA should be paid since the traveler is already receiving DSA in City A but terminal expenses, road and bridge tolls , and other reasonable travel expenses incurred should be paid.
- 33Q. I travel extensively and there are instances where at the mission place there is no Resident Representative (Res. Rep.) and the room rate is higher than the published percentage allowable in the CFO list. For example, the booking was made by UNDESA who represents a Government Agency in matters relating to JPOs. Can UNDESA certify for higher rate DSA to cover my accommodation?
- A. Yes, a certification for a higher rate DSA could be issued by UNDESA (the office which made the reservation in lieu of the Res. Rep.) but this is only on an exceptional basis. The responsibility for authorizing and calculating supplementary DSA must be exercised by the Res. Rep. or the UNDP Travel Services Section.
- 34Q. I read in the UNDP Travel Manual that staff at the level of Director and ASG should be paid a higher rate DSA, 15% & 40 % respectively. Has this been discontinued?
- A. Yes, Effective January 2004, the additional amount of DSA previously payable to United Nations Staff members at the ASG level and above and the Director category has been discontinued. The amendment was made on the basis of General Assembly resolution 58/279 of 23 December 2003 which amends [ST/AI/1998/3](#), entitled "System of daily subsistence allowance".
- 35Q. What is the regulation on settlement of travel claims regarding currency in which claims are to be settled?
- A. Please refer to the Travel manual , Section 1.2.4 on this Website (Processing travel claims)
DSA for a local staff member is payable in local currency. If a local staff member traveling to another country settles bills for food and /or lodging in hard currency, DSA may be paid in US dollars but approval must be obtained form Travel Services Section in headquarters Unit.

36Q. If a staff is traveling for all or part of the night at what city rate should DSA be paid?

A: DSA is payable at the rate for the place of arrival, except for the last leg of the official return journey where DSA is paid at the rate applicable to the last authorized place at which the traveler spent the night.

37Q: What's Ad Hoc DSA?

A. For conferences, meetings, training courses and other events that take place at facilities where the total cost of meals, accommodation and incidentals differs significantly from the normal DSA for the location, the organizing office should make a request well in advance of the event to OAS, Travel Services Section to increase the DSA rate for coverage of the hotel room rate. The new DSA rate (Ad Hoc DSA rate) will be established by TSS in consultation with OHR Compensation Section.

38Q, If a participant lives in a city where a training workshop is being conducted and he is invited to attend a workshop, he lives approximately 8 kilometers away from the training venue and would like to be reimbursed for taxi fare. Can we do this? Moreover, if a staff member lives within the same radius (i.e. under 10 km) and has to go to this workshop from his home on a daily basis, is he allowed taxi fare for this? Or if he decides to come to work and then go to the training site, which is all within 6 to 10 km, can he be reimbursed?

A Where official transportation is not provided, or public transportation is not available, and the participant has submitted a receipt, it's left to the discretion of the Travel Manager to approve the payment.

39Q. If participants already get full DSA for their travel to a workshop, could we also provide and pay transportation service to have them transported from their hotel to the training site if it is within the same city and under the same maximum radius mentioned above?

DSA comprises of charges for lodging, meals, gratuities and transportation cost from place of lodging to the official business and vice versa. Participants are not entitled to transportation from hotel to training site where public transportation is available.

HOME LEAVE & EDUCATION GRANT

40Q. Where can I find information on Home Leave?

- A. Complete information on Home Leave can be found in the circular "[UNDP/ADM/2003/29 DATED 7 April 2003](#)".

41Q. Will security clearance be granted to a staff member and eligible family members where Phase Three Security is in effect?

- A. Where Phase Three Security Clearance is in effect only the staff member and spouse may be granted the clearance (subject to the approval of the UN Designated Official). For Phase Four Security only the staff member may be given security clearance. No security clearance will be given for Phase Five Security.

42Q. Can I take Home Leave in a place that is not my home country without losing my Home leave entitlement?

- A. Yes, without departing from the entitlement rules, an eligible staff member is allowed to take Home Leave in the way best suited to his/her personal and family needs. However, if the Home Leave is taken in a location that is different from the recognized place of Home Leave, the entitlement will be based on the country of which the staff is a national. [For guidelines on Home leave see UNDP/ADM/2003/29 Circular.](#)

43Q. IF the flight to my Home Leave destination is more than 9 hours am I eligible for business class fare?

- A. The category of staff that is eligible for business class fares on Home Leave are staff at the ASG level and above. All other categories from D2 and below are granted economy class fares.

44Q. If I accept the Lump Sum Payment Option for my Home Leave will UNDP pay my full fare?

- A. No. The full fare is paid only when UNDP Travel Agent issues the ticket. Staff member accepting Lump Sum payment will receive a Lump Sum amount equivalent to 75% of the full economy fare. For children below the age of 12, the amount is 75% of the child's fare.

45Q. How may a staff be compensated for use of his/her personal car for home leave when the Lump Sum option is not selected ?

- A. See UN Circular ST/IC/2005 for the guidelines. Operating costs are based on the total vehicle mileage by the most direct and economical route. One day's DSA is payable for every 560 kilometers (350 miles) to the staff member and half the DSA for each eligible family member. Road, bridge and tunnel tolls are also reimbursable.

46Q Guidelines on UNDP Administrative Circular dated 7/4/03 states that when staff members take home leave (do not opt for lump -sum), they are allowed an additional freight of 50kgs, which may be used for shipment to duty station only (unaccompanied). It is not clear in the guidelines whether this applies also to dependent and whether by surface or air?

A. The additional 50kgs surface shipment, or 25kgs by air, is only applicable to certain hardship duty stations where some of the basic goods, supplies and materials are unobtainable. This entitlement is also applicable to each of the staff member's accompanying family members. Staff members taking Home Leave in a hardship duty station should contact their Travel Unit to check if the destination country qualifies them for the additional 50kgs.

47Q. What is the shipment entitlement for Home Leave, Family Visit? And what expenses associated with the shipment are not allowed?

A. Based on [UNDP/ADM/2003/29 of 7 Apr 03, paragraphs 9, and par. 142-167](#), staff members and eligible family members who do not opt for the Lump Sum payment are entitled to 50kgs unaccompanied shipment each way, which may be converted to 25kgs by air. Note also that accompanied baggage insurance is not covered and no expenses are covered for persons on Short Term appointments.

48Q. What is reverse Ed Grant travel?

A. A dependent child who is a student is eligible for 75% of the full economy roundtrip fare for home visit. This can be reversed by order of the parents visiting the child at the place where the school is located. If the parents choose this option the student fare becomes the parent entitlement.

SHIPMENT

49Q. Can you state the items which are not covered by UNDP with the shipment of Personal Effects and Household Goods?

A. On Appointment, Reassignment and Separation , expenses for the following are not covered with the shipment of PE and Household Goods: Animals, Boats, Private Automobile, Trailer or other power assisted conveyances, flammable or hazardous materials, unauthorized storage deliveries, demurrage, import and export duties, servicing of appliances, dismantling or installing of fixtures and special packing. For a complete list of items which may not be covered please check with the official assigned to your case in OHR.

50Q. Who is responsible for initiating my shipping arrangements?

A. For shipping arrangements the staff must first contact the official assigned to his/her case in OHR.

51Q. If I accept the Lump Sum Option what am I responsible for?

A. You may make your own arrangements based on the guidelines issued by OHR under the Lump Sum Option. ([See circular: UNDP/ADM/2003/28 - 4/7/2003](#)) You must be prepared however to pay the cost of shipment within your entitlement, including insurance for loss or damage to personal effects and other related charges. The actual charges paid (excluding nonrefundable expenses) will be reimbursed but not exceeding the costs had the shipment been arranged through the UN contractor within your entitlement.

52Q. If I did not opt for the lump sum how do I get reimbursed for my shipment?

Before you arrange your shipment you will be required to do the following:

- Obtain three bids for door to door services and submit them to Travel Services Section for review and approval.
- Prepay all shipment costs .

To seek reimbursement for the costs that you have prepaid, you must submit a travel claim (F10) to HR for certification, together with the following documents :

- 1) freight-rated bill of lading or airway bill
- 2) Itemized valued Inventory (if not insured through the UN)
- 3) Receipted Invoices with breakdown of costs
- 4) Weight Certificate showing gross and net weights
- 5) Proof of payment to the Shipping Company

Note: You will be reimbursed the actual charges paid, not exceeding the costs had the shipment been arranged through the UN contractor up to your entitlement.

53Q. if I opt for Relocation Grant who pays my Custom Fees?

- A. The Staff Member is responsible for all custom duties and fees . ([See circular : UNDP/ADM/2003/28](#))

54Q. Will the UNTOS insure my goods if I opt for relocation grant?

- A. No. Insurance coverage through the UN will not be available to those opting for relocation grant. Staff member will have to arrange the insurance with the forwarding agent or with the insurance company of his /her choice.

55Q. How does UNDP arrange my shipment?

- A. Upon receipt of an authorization from HR to effect shipment and insurance coverage, Travel Services Section will arrange your shipment through one of the UN contractors. The contractor will contact you and schedule a survey and a pack/removal date of your personal effects. For this purpose, please provide us with the following:

- Contact/info at origin and destination - complete street address (P.O. Box not acceptable), telephone, fax, e-mail, name of representative if you are not available
- Date of arrival at duty station (shipment should not arrive before you)
- Requested itinerary if different from the authorized itinerary (for cost comparisons - if requested is higher than the authorized, the difference is to be charged to you)
- [Itemized valued inventory \(form PT78\)](#) to be completed and signed and sent to the Chief of Travel and Transportations Services at UN Secretariat for insurance coverage.

Note: If your shipment is bound for New York, please contact the UN Transportation Section immediately upon arrival. They will assist you with the customs clearance form. Please provide them with a copy of your passport and the arrival notice of your shipment .