

UNall Travel Platform Introduction (Duty Travel) Q&A

14 December 2022

Questions are grouped under four categories:

- I. [Travel Profile](#)
- II. [Travel Request](#)
- III. [Travel Claim](#)
- IV. [Cutover plan from Atlas T&E to Quantum](#)

Travel Profile

1. Will Atlas travel profiles be imported into the new platform?
Staff travelers with existing Travel profiles in Atlas will be created in UNall as part of the transition. Travel profiles will need to be created in UNall for non-staff travelers. A supplier (vendor) record must be established in Quantum if a payment needs to be made to the traveler (irrespective of the payment modality). A supplier record is not needed if the Travel Request (TR) is solely for the purpose of procuring a ticket.
2. Who can create/update travel profiles?
All UNDP personnel can create or update their own travel profile. For non-UNDP personnel, a travel arranger can create/update a travel profile on their behalf. There is no requirement to attach any supporting documentation to a travel profile. For UNDP personnel the name will populate from the directory. For non-UNDP personnel, the name on their passport (or government-issued ID for local travel in the absence of a passport) can be entered. An email address is required to create a travel profile.
3. Is a travel profile required to create a Travel Request? Can a profile be created for non-UNDP personnel?
Yes and yes.
4. Can the business unit (BU) of the travel profile be amended?
Yes, it can be amended in the profile or on the TR as needed. The supplier record must match the BU to process a TR that includes a payment to the traveler.
5. Where can I access UNall?
Click [here](#).
6. Can a traveler have a profile with two bank accounts?
Yes. The bank account information is determined based on their supplier record. Refer to FAQ 6 under the Travel Request Section for more information.
7. Will the system detect duplicate profiles?
Yes, if the traveler entered has the same e-mail address or index number as an existing profile the system will block the user from creating a duplicate profile.

Travel Request

1. Can the platform be used for non-UNDP personnel duty travel?
Yes, a travel request can be created for non-UNDP personnel travel. In the case of non-UNDP personnel, UNDP personnel can facilitate the process on their behalf.
2. Can the travel arranger and processor be the same individual? Do they need to be staff?
If the individual has been designated the travel processor rights through IDAM s/he can submit and process a request. Personnel holding a service agreement can be assigned the processor role through IDAM if they meet the standard outlined in [POPP](#).
3. Is a requisition needed to process travel?
No.
4. Is the system integrated with DSS TRIP for security clearance?
No, it is not. For Security Clearance POPP click [here](#).
5. Can the platform be used for agency requests with the fund code 12000?
Not at this time. The ability to process ILO requests will be introduced in the near term. In the interim, a purchase order/ invoice will need to be processed directly in Quantum for agency requests using the fund code 12000.
6. If the traveler has more than one bank account in their supplier record can the preferred account to receive the payment be selected?
Yes, the user can select the preferred account under 'traveler (supplier site)'.
7. Will travel arranger, travel processor, and approver rights automatically be assigned for UNall/Quantum?
No, rights are assigned through IDAM. Please contact your IDAM focal point for assistance or questions regarding your role assignment.
8. What is the difference between a travel arranger and a travel processor?
A travel processor can process a Travel Request or Travel Claim in UNall, a travel arranger cannot. Both roles can access the 'fulfiller' view in UNall and facilitate travel arrangements in UNall. Role assignment is done through IDAM.
9. What action should be taken if an office is processing travel for a traveler under another business unit?
The traveler must have a supplier record under the BU to select a local travel agency and process a payment. Existing active travel agency information will be transferred from Atlas to Quantum.
10. If the incorrect currency or bank account is selected, can it be changed before or after approval?
The TR can be updated before payment. If the bank account needs updating after the invoice approval the GSSC team processing pay cycle should be contacted.
11. Is there any validation if the payment currency and Paygroup selected are incorrect?
The invoice will not be picked up in the Pay cycle. In such cases, the pay cycle will have to be corrected in Quantum by the Payments team
12. Is there any option to create a TR by index number?
When you select the name of the traveler if UNDP personnel their index number will be displayed and should be confirmed by the user to ensure the correct traveler has been selected.

13. How does the user know the correct paygroup has been selected?
The paygroup value is defaulted based on the payment currency, payment method, and Business Unit on the TR and can be overridden as needed. The paygroup references the 5 digit bank account number to assist the user in making a selection.
14. Can the currency of the payment to the traveler vary from the currency of the ticket?
Can the currency of the traveler payment be selected? Can the preferred pay cycle to source the payment be selected?
Yes, to all questions. For example, DSA standard rates can be selected in the expense line and the preferred currency (e.g., Euro) can be selected to process the payment to the traveler.
15. If more than one account for a currency exists in an office can the preferred account to source the payment be selected?
Yes, using the 'invoice paygroup'.
16. How long will it take to process a request from profile creation to TR approval?
The process can be done in less than one hour if the traveler has a supplier record synchronized to UNall. The payment will be available in the paycycle after invoice/PO approval. For travelers with a new supplier record in Quantum, the time frame to synchronize the record is 12-24 hours.
Once the PO is automatically created in Quantum, it should be approved by the Budget owner in the office. Traveler payments outside of HQ are processed by GSSC according to their schedule. It could take 2-3 days to process a request if a new supplier record needs to be set up in Quantum for a meeting participant.
17. Can one TR be used to process payments for multiple travelers? Can you copy a TR?
No and no. Each traveler must have their own travel request in UNall. A PO will be created for the PO for each TR with a ticket expense line. For an alternative payment option for one-time workshop participants of 20 or more who are non-staff members that do not hold a Service Contract refer to [POPP](#).
18. Is the platform available in other languages?
Not currently. The initial release is in English.
19. Should a buffer amount be added to the anticipated ticket expense amount?
No, enter the anticipated ticket cost without a buffer based on the quotation from the travel agency. The TR can be amended if the cost of the ticket changes after PO approval (before payment).
20. The cost of a personal deviation is deducted from the traveler's payment if their preferred itinerary/fare is higher than the official fare. If the cost of the personal deviation exceeds the advance due to the traveler can the deduction be processed?
No, in such cases the cost of the personal deviation is handled directly by the traveler by providing a personal form of payment to the travel agency to settle the incremental cost. Deductions related to a personal deviation are only supported in UNall if the incremental cost is less than advance due to the traveler.
21. Will Quantum address the use of preferred currency and not automatically use the currency of the latest request when grouped in the same pay cycle?

The traveler payment currency can be selected on the TR. The selection can be different from another TR processed for the same traveler for a different mission. The currencies should not overlap.

22. Some offices have more than one long term agreement (LTA) with a travel agency. Do we need to compare quotes from all LTA holders or we can directly choose the LTAs vendor?

Travel agencies are available for selection based on the BU of the traveler. The travel agency (LTA holder) must have a supplier record to appear in UNall. There is no requirement to have more than one LTA or to compare quotes amongst LTA holders. The official itinerary/fare should be identified by the designated travel agency (LTA holder). Oversight should be in place to ensure the LTA holder is consistently providing the most economical fares in conformance with POPP (e.g., third party fare audit).

23. Who would enter the request if CO X is funding the travel of personnel located in another duty station? Who processes and approves the transaction?

Either office can enter the request in UNall. The TR will be routed to the Travel Processor setup for the BU on the TR. PO and Invoice approvals are routed in Quantum based on where the Travel is charged to. The supplier record of the traveler must match the BU to process a TR when a payment is being made to the traveler.

24. What does 'AP Invoice' mean?

The term is the equivalent of an Atlas AP Voucher. In Quantum a voucher is referred to as an invoice.

25. Can we assign multiple processor and arranger business profiles in an office?

Yes, they can be set up through IDAM (replacement for ARGUS) by the office.

26. Can the processor amend the request, or do they need to return it to the submitter for amendment?

The processor can amend the TR (e.g., they can modify the paygroup to have the payment processed through a specific pay cycle if needed). For example, if the incorrect travel agency has been selected the TR can be amended if the PO has not been approved. If the PO has been approved another TR with the correct travel agency will need to be processed and the PO with the incorrect travel agency can be canceled. If there is a budget issue the traveler, arranger or processor can amend the project as needed.

27. What is the purpose of the 'Send back' button to return a TR when the Travel Processor has the ability to amend the request directly?

The 'send back' feature is used if there is an issue that needs to be addressed and the processor cannot or prefers not to make the amendment directly in the request (e.g., supporting documentation must be uploaded to the request).

28. Is a chart of accounts (COA) entered in a request? Can the project entry be edited?

The project details are entered in the request. The COA is automatically derived in Quantum based on the project details entered. Project details can be updated after submission to the Travel Processor before the PO and invoice are created. When issuing a 'financial authorization' to an office to process travel on another's behalf the relevant project information should be included.

29. Are the invoices and purchase orders related to the TR approved in UNall? Are there separate travel approvers?

No, PO and invoice approval occurs in Quantum through the standard PO/Invoice approvers. There is no separate 'Travel' approver category. The approver should review the copy of the TR attached to the invoice/PO and supporting documentation (e.g., itinerary with official fare from the travel agency) for accuracy prior to approving the transaction.

30. If Approver rejects the PO/invoice does the workflow for the transaction re-set or does a new request need to be processed?

If the transaction is rejected in Quantum, the status is currently not transmitted back to UNall. The approver should notify the requester if they are rejecting the transaction (e.g., send the requester an email). The requester will need to cancel the TR if it is no longer needed to make amendments to the TR as needed. If the PO is approved/cancelled, the status will synchronize back to UNall.

For rejected transactions, the TR can be modified and resubmitted with the updated information for a new PO/invoice to be created.

31. Will the approver be able to approve or reject the request directly in the list of pending notifications in Quantum or do they need to enter the request information to access the invoice or PO?

Yes. When approving the PO/Invoice, the TR information will be available as a pdf in the approval notification.

32. How will the travel agency know the PO has been approved?

The travel agency will receive an email notification with a summary of the approved PO which includes the PO BU, PO ID, traveler details after the PO is approved in Quantum.

33. Does the manager need to approve the invoice before the traveler payment can occur? What about in the case of a travel claim with a negative balance?

Yes, invoice approval is needed before a payment is made to the traveler. For a negative balance (recovery), the transaction in Quantum is automatically approved.

34. If the invoice is automatically rejected if no action after 15 days, is it deleted?

Invoices will be rejected status if no action is taken after 15 days. The invoice can be resubmitted if needed. This workflow is not specific to travel invoices but applies to all invoices. The AP team may provide reports in the future.

35. Who can create and amend a TR?

All UNDP personnel can create a TR. For non-UNDP personnel, a travel arranger or processor can create/update a TR on their behalf. Travelers can amend their own TR if needed. Travel arrangers and processors can amend a TR if needed using the fulfiller view if they did not submit the request.

36. Is the traveler and requester (if different than the traveler) notified when a TR is submitted and processed? Is the approver notified if a PO or invoice needs to be approved?

Yes, an email notification is sent. Users are not alerted to the specific change if a change is made to the request. Travel arrangers and processors can review the activity log in the TR for more information using the fulfiller view. If the request is changed (e.g., a new expense line is added) and it needs to be re-processed they are alerted action must be

taken to process it. At this time a notification is not sent to the traveler/requester when a PO or invoice is approved however the PO/invoice status can be checked in the TR.

37. Can non standard DSA rates be selected (e.g. reduced ad hoc rate authorized by HR for a meeting)?

Yes, the expense type options include ad hoc DSA and DSA adjustment.

38. If the mission is canceled can the PO for the ticket expense be used to pay to ticket penalty (which may include the agency fee for ticket issuance)?

Yes.

39. Can attachments be added to a request?

Yes, as needed. The file does not need to be converted to a PDF to be uploaded to the request.

40. Does a request need to be processed before it can be approved?

Yes.

41. Where can we check if the payment to the traveler has been affected?

The expense line in TR will indicate paid after payment has occurred.

42. If the traveler payment currency selected in the TR is USD and their bank account does not accept USD will the payment be automatically rejected?

No. If the traveler's bank account rejects the payment the status will be reflected in Quantum and will remain 'unpaid' in UNall until the issue is resolved.

43. Can a travel arranger or processor add comments to a request?

Yes, using the fulfiller view. Please note the comments entered in UNall are not communicated to the PO/invoice approver.

44. Will the system automatically calculate a reduced DSA rate of 60% for a detail assignment?

It will not. DSA adjustment can be selected, and the lump sum amount due can be entered in the expense line.

45. For non UNDP personnel will the system calculate 80% of the DSA to be advanced and the remaining due in the travel claim?

Yes, when DSA standard rates are used.

46. Should the official and preferred itinerary/fare be identified before submitting a TR?

Yes. The designated travel agency (LTA holder) can provide this information to complete a TR.

47. What does the payment method TRF mean?

TRF is a Quantum payment method that includes both EFT and FGT payment types previously referenced in Atlas.

48. Will the system capture carbon emissions?

Not currently.

49. How are the roles provisioned for travel arrangers, processors and approvers?

Through IDAM.

50. Can the TR be used for non air modes of travel?

Yes. The travel modality is selected when entering the itinerary.

51. If I have been identified as a travel processor and prefer to allow another colleague to process the request, can I pass the request along?

Any processors under the BU of the traveler can process the request irrespective of the processor named in the TR using the fulfiller view. The unnamed processors will not receive a notification to take action therefore you should notify the requester to contact another processor if you prefer not to take action. More than one processor can be selected when submitting a TR.

52. Where can I find information on what supporting documentation is needed to process a TR?
Refer to [POPP](#).
53. Can I select an approver for the invoice or PO?
A specific individual cannot be selected. Any applicable manager can access and approve the invoice/PO in Quantum.

Travel Claim

1. Will be boarded status of the flight be captured to facilitate the process of the travel claim?
No. Proof of travel (e.g., boarding passes) should be uploaded prior to processing the claim.
2. Can a travel claim be processed in the absence of an approved TR?
As a standard, a TR should be processed in UNall prior to undertaking travel because a TR is the travel authorization. A non TR travel claim (i.e., a travel claim that is not associated with a travel request in UNall) can be processed if there are exceptional circumstances if the total payment due to the traveler is less than \$500. A TR will need to be processed if the amount due to the traveler is \$500 or more.
3. How can I tell if the traveler has a TR when processing a claim?
The system will display the TRs associated with the traveler under 'travel request' when processing a claim.

The screenshot shows a web application interface for processing travel claims. At the top, there are two input fields: 'Traveler' and '* Type of Travel Claim'. The 'Traveler' field contains the text 'Jaya Babu BOBBA' and has a search icon on the left and a dropdown arrow on the right. The '* Type of Travel Claim' field contains the text 'Travel Request ID is in UNall'. Below these fields is a section titled 'Travel Request' which contains a table. The table has a single row with the text 'TR00100095' and 'test Travel App'.

Travel Request	
TR00100095	test Travel App

4. Should the itinerary in the claim be amended if there is a change from the planned itinerary submitted in the TR?
Yes.
5. If a standard DSA expense line is used in the TR will the claim reflect changes to the DSA if the rate published by the ICSC differs from the rate advanced to the traveler?
Yes.

6. If the claim results in a balance due to the organization what action needs to be taken?
Recovery from personnel whose payroll is processed by UNDP will automatically occur after the claim is processed (the option to reimburse the organization directly is no longer available). For non UNDP personnel, the office will need to recover the funds (due to the organization) and settle the amount in Quantum.
7. Where can I find information on claimable expenses?
Refer to [POPP](#).
8. Who can create and amend a claim?
All UNDP personnel can create a travel claim. For non-UNDP personnel, a travel arranger can create/update a claim on their behalf. Travelers can amend their own claim if needed prior to processing. Travel arrangers and processors can submit and/or amend a claim if needed using the fulfiller view if they did not submit the claim. A zero or negative balance claim cannot be edited after processing.
9. Can expense lines for authorized expenses incurred while on the mission be entered in a claim?
Yes.

Cutover plan from Atlas T&E to Quantum

1. Where can I find the cutover plan including what action to be taken on pending transactions and information on how to process known 2023 travel in December?
The cutover plan can be accessed online (click [here](#)).