



General Questions

1. Why is there another Umoja Travel Solution Project?

Although most UN staff are familiar raising Travel Requests in Umoja, the solution is not yet utilized by all employee groups throughout the entire UN Secretariat. This project focuses on deployment of the Umoja Travel Solution to the last populations in PK/SPMs who still raise Travel Requests in FSS. These populations are as follows:

- National Staff
- Uniformed Personnel
- UN Volunteers
- Consultants and Individual Contractors

2. Why is this Umoja deployment important?

Once travel administration for these last remaining UN employees is transferred to Umoja, the UN will achieve complete adoption of the Umoja Foundation Solution. Finally, all employees will be administered in one system and the UN will have complete visibility of travel operations, which not only means improved financial planning through advanced reporting and analytical tools, but also that the UN can further embrace Supply Chain best practices going forward.

3. When is the launch date for this deployment?

The launch is planned for **15 June 2018**.

4. What will happen to FSS?

After 15 June, every travel request raised and expense report submitted must be entered in Umoja. Therefore, PT8 & F10 FSS functionalities will no longer be used.

FSS, however, will NOT be fully decommissioned. Movement of Personnel (MOP) forms will not be replaced as part of this deployment, and will remain in service. This means that all DPKO/DPA field employees traveling within mission on UN assets must enter their travel requests into Umoja **and** complete an MOP form in FSS.

5. Where can we view Travel Related Roles?

Check out the [SLO Workbook](#) and [Umoja Roles Guide](#). Please remember to use your Unite ID (formerly called EIDMS) credentials if prompted to login.

6. Who is considered an Individual Uniformed Personnel?

Any military, police, and government provided personnel who is on the payroll and receiving Monthly Subsistence Allowance (MSA). The following employee groups are considered IUPs:



Umoja Travel Solution Project

Frequently Asked Questions

- i. **M2: UNMEM (United Nations Military Experts on Mission)**
- ii. **M3: UNPOL (United Nations Police)**
- iii. **M6: GPP (Government Provided Personnel)**

7. Can non-UN staff (military staff or UNVs) have a travel production role?

Yes, non-staff personnel can be granted travel administrator roles (TV.04 or TV.05); however, it is not recommended to grant the role to Military staff because of their frequent rotations (tours of duty ranging from 3-12 months) and the training requirements involved for continuity of operations.

8. Can I raise travel requests myself?

Yes, if you are a National Staff or an Individual Uniformed Personnel you can use the Umoja Employee Self Service (ESS) portal and log in with the EIDMS identification provided to you. However, while National Staff will be able to raise any type of travel (within mission travel, commercial, and non-commercial travel) in Umoja ESS, IUPs will be able to raise travel requests for travel within missions only when the purchase of a commercial ticket is NOT required.

IUPs conducting outside mission travel (or commercial travel where purchase of a ticket is required) should contact their Travel Administrator to raise requests on their behalf.

UNVs and CICs should always contact their Travel Administrators to raise travel requests on their behalf.

9. I am a Travel Administrator. How do I raise travel requests for any non-staff employee without HR records in Umoja?

- For contingent members (i.e. soldiers) without HR records, request an Index number and create an Express Mini Master to process requests with minimal information.
- For IUPs, UNVs and CICs, request an index number and create an HR mini master.



Training Questions

10. Where can I find training materials?

Training materials can be found on the Training & Tutorials page of the Umoja Field Support Site, as well as the DFS YouTube Channel.

11. What is Distance Learning?

Materials (i.e. Video Tutorials, Umoja Training Environments for practice transactions, etc.) readily available for globally dispersed audiences who do not have access to face-to-face training.

12. How will staff be trained to use the Umoja Travel Solution?

The Umoja training team will train 60 nominated LPE-T's from PK and SPM missions on the new roles and responsibilities as well as processes introduced by the deployment of the travel solution to these new populations. LPE-Ts will conduct face-to-face training, or 'teach back' sessions to transactional users within their designated missions. End users (National staff, IUPs, and focal points) will have access to Distance Learning materials.

*UNV's and CIC's will NOT receive training as they will not be using Employee Self-Service in Umoja.

13. What is the difference between an LPE-T and a ESS focal point?

LPE-T's are certified Umoja trainers who formally train transactional users throughout missions. ESS Focal points are staff who have strong knowledge, experience with previous Umoja deployments (including the Travel Solution), advanced client orientation skills and will act as the first line of local support for end-users.

LPE-Ts will receive training through workshops during May from Umoja DFS Training Team whereas ESS Focal Points will receive training through distance learning from Umoja DFS Training Team