UNICEF USA
NEW HIRE GUIDE

CONTENTS

WELCOME TO UNICEF USA

We are pleased to welcome you to UNICEF USA! There is a great deal to learn as a new employee. We have developed this guide as a means of making the transition as smooth as possible. We encourage you to review this guide to learn more about our organization, our ways of working, and our tools.

OVERVIEW OF UNICEF USA

Who We Are

IDENTITY

UNICEF USA exists to deliver impact for children. We are driven by a shared objective that every child is healthy, educated, protected and respected.

VISION

A world that upholds the rights of all children and helps every child thrive.

MISSION

To relentlessly pursue an equitable world for every child.

OUR VALUES

Children – and Their Rights
Children are at the center of all we do. We partner with them to uphold their rights, elevate their voices and build the world we share and the one they will inherit.

Big Thinking; Bold Action
The world's problems require bold solutions. We are creative and curious, smart and strategic, disciplined and driven to deliver real change for children.

The Power of We
Changing the world takes all of us. We build strong teams and partnerships by valuing diverse perspectives, listening, learning and caring for one another.

Our UNICEF Essentials video provides a great overview of the work UNICEF Does.

STRATEGIC AND OPERATING PLANS

Our Strategic Plan for Fiscal Year '24 – '27 can be found here. The long and short versions of the Fiscal Year '25 Operating Plan can be found here.

Locations

UNICEF USA is headquartered in New York and has presence through regional and Next Gen boards and staff across the country. See map here.

OFFICE	ADDRESS
Boston/New England	18 Tremont Street, Suite 820 Boston, MA 02108
Chicago	200 W. Madison Street, Suite 850 Chicago, IL 60606
Washington, D.C.	1775 K Street NW, Suite 360 Washington, DC 20006
New York	125 Maiden Lane, 10 – 12th Floor New York, NY 10038

Leadership Team (LT) Members

LT MEMBER	TITLE	EXECUTIVE ASSISTANTS
Michael Nyenhuis	President & CEO	Jessica Noboa Freshservice > Ask Michael
Cristina Shapiro	President, Impact Fund for Children and UNICEF Bridge Fund	Coming Soon
Darla Silva	Chief Program Officer	Coming Soon
Jess Leinwand	Chief Legal Officer	Coming Soon
Michael Chen	Chief Finance Officer	Coming Soon
Michael Klompus	Chief People Officer	Coming Soon
Michele Walsh	Executive Vice President and Chief Philanthropy Officer	Lisa Zuercher
Shelley Diamond	Chief Marketing Officer	Jennifer Donovan

ORG-WIDE MEETINGS, CALENDARS, AND HOLIDAYS

Organization-Wide Meetings

We have several types of meetings that serve different purposes.

MEETING	DETAILS	FREQUENCY	POINT OF CONTACT
All-Staff	All Staff meetings are monthly presentations for the UUSA Staff. The agenda is built around cross-cutting subjects from all divisions, with final approval from the EVP as Stakeholder. The format is a welcome from our CEO, an introduction of new staff, a National Board or Youth Council Interview by one of our Leadership Team Members, and a few short presentations on specific topics that are topline points of information or program areas. These meetings are co-hosted by the Executive Office & People & Culture. The length of these meetings are 60-minutes and are recorded for later viewing.	Monthly	Jessica Noboa, Mary Piaia
Flash Forum	Flash Forums are staff-led and - requested opportunities to learn from and share with each other and are completely optional. Topics can include but are not limited to updates on departmental activities, a deep-dive into an upcoming event, or an introduction to a new process, tool, or resource. These offerings are by request or by demand, and are presented by subject matter experts on a single subject that is tied to at least one of the 6 Elements of Learning. These meetings are hosted by the Professional Learning and Leadership Development Team. The format is usually a presentation and an opportunity for Questions and Answers. Some Flash Forums also include real-time practical application of concepts. The length of these meetings are 30 – 60-minutes and are recorded for later viewing. Flash Forum Resource Folder Best Practices for Hosting a Flash Forum	Upon Request, Generally monthly	Keana Saunders, Eleanor Son & Kristi Burnham,
Program Deep Dive	Internal staff trainings designed to provide an overview of UNICEF's strategy and programmatic work most often focused on UNICEF thematic areas. These trainings provide a solid foundation of UNICEF program knowledge that will improve your understanding and ability to do your job.	Generally Monthly	Sam Sturken

| Town Hall | Town Hall meetings are one-topic Q&A sessions led by Leadership Team members, and are fully optional. They are hosted in coordination with P&C and the Executive Office. They are structured, with a welcome, presentation and then an opportunity for Q&A from attendees to the Leadership Team member/Hosts. These are opportunities for staff to directly speak to Leadership Team members on a specific topic brought forth by Leadership in order to understand that topic more deeply. The length of these meetings are 60-minutes and are recorded for later viewing. | Ad hoc | Jessica Noboa, People and Culture |
| UNICEF Briefing | Engagement opportunities to hear about UNICEF's work directly from UNICEF colleagues; both internal and external briefings (i.e., open to donors) opportunities available | Ad hoc | Sam Sturken |

Intentional Engagement Days

Contact: Mary Piaia, People and Culture, #p-and-c-ama,

Together, leveraging the Power of We, we create purposeful and meaningful moments to come together in person as a community, engaging with colleagues to align, connect and energize to elevate our social connections and our work at UNICEF USA. Each month UUSA will organize one zoom minimized day you can go into the office/gather in your geographic location. Intentional Engagement FAQ here.

UUSA Trello Calendar

Contact: Focal Point Below

This UUSA Trello will serve as the organizational reference point for meetings, events and timelines that are relevant to most of UNICEF USA staff. This calendar is meant to inform event ideas across the organization. See if you can collaborate with other departments to share workloads or combine resources to create a more effective internal event.

DEPARTMENT	FOCAL POINT
Executive Office	Jess Noboa Monica Galvan Victoria Zumaeta
Finance	Anthony Koch
Impact Fund	Sabrina Dong
Legal	Victoria Zumaeta
Marketing & Communications	Amelia Erikson
People, Culture & Administration	Kristi Burnham Mary Piaia
Philanthropy	Anjali Krishnan Jen Schofield
Programs	Morgan Thobe
Technology	Ron St. Victor

UUSA Learning Calendar

Contact: Keana Saunders, Professional Learning and Leadership Development

The UNICEF USA Learning Calendar houses all professional development-related activities, such as flash forums, trainings, webinars, programmatic updates, and departmental workshops. Add learning@unicefusa.org to your Outlook account to view scheduled learning events. Events are color coded as follows:
- Green – Open; all can attend
- Yellow – Limited space; ask first
- Orange – Closed; department/team only

UUSA Information Calendar

Contact: Sam Sturken, Global Programs

The UNICEF Information calendar has all Global Programs-led learning opportunities as well as those that include our UNICEF colleagues - including "A Closer Look" sessions, "Uncovering UNICEF," and briefings with country office and regional office representatives. All events on this calendar are open to all and will be sent out to all staff once the details are solidified.

UUSA Holiday Calendar

Contact: Jamelle Summers, People & Culture, #p-and-c-ama

The holiday schedule for every Fiscal Year is shared internally via Slack. It can also be found on Box here.

IT INFORMATION

IT Help Desk

The IT Help Desk will help you with anything you need to get set up on your computer. Please plan to spend the beginning of your day setting up your technology. If you have any questions, you can contact our IT helpdesk at 212-880-9111 or helpdesk@unicefusa.org. For all other requests, questions, and issues you can submit a ticket to IT Ops using Freshservice (find more information on Freshservice below). There are several instructions guides on our Internal Tools here.

Computer Access

On your start date, IT will send instructions for setting up your laptop and mobile device (if you wish) to your personal email address on file. Once you are logged in, you will be prompted to change your password. Please note that as an employee you are asked to change your networked password every 90 days.

Profile Picture

Send your desired profile picture to IT Ops via Freshservice. The picture IT uploads for you will be synchronized and visible across our Microsoft 365 connected services (e.g. Outlook). You can upload your own profile photo directly in Slack and Zoom.

Exclaimer Email Signature

Exclaimer is our cloud-based signature management software that enables you to personalize and manage your contact details, gender pronouns, location, and CliftonStrengths. Learn more here.

Phishing Emails

Contact: Freshservice > IT Security

How to Report Suspicious Emails
If you receive an email from someone you don't know or an unexpected message from someone you do know, take some time to evaluate before clicking on links or opening attachments, as these are primary methods of introducing malware into our networks. If you aren't sure whether a message is legitimate, click on the button at the top right of your Outlook ribbon which says "Send to IT". By doing so, you will either confirm that it's a phishing message or the IT Helpdesk team will advise you on whether or not it's legitimate.

Encrypting Emails

Contact: Freshservice > IT Security

Sending an Email Securely from Outlook via Mimecast

Remember that email is not a secure medium unless you take steps to encrypt your messages. You should never send credit card numbers, social security numbers, bank account numbers, or any other sensitive information in a regular email message. Email

messages can be intercepted once they leave our systems, since they may travel over multiple servers and networks where other people have access to them.

If you are using Outlook on your desktop, you can encrypt your message by beginning your subject line with "**Secure:**". Your recipients will see a message with the subject "**Secure Messaging Notification**", with instructions for how to access it. If it is the first time you are using Secure Messaging with the recipient, they will receive two emails. The first will notify them that they have received a secure message and a second email will provide the login details required to access the Secure Messaging portal. This includes the email address to use and a temporary password. This password must be changed as part of the login process. This new password can then be used (or reset by the user) whenever they need to access the Secure Messaging Portal in the future. Contact the IT Helpdesk if you need assistance beyond these instructions.

STANDARD TOOLS AND PLATFORMS

MyApps

Contact: Freshservice > Issue Category: "IT Ops"
Service URL: https://myapps.unicefusa.org and/or https://unicefusa.okta.com

Okta aka "My Apps" is your go-to resource to find all your UNICEF USA productivity and operational tools in one place (e.g. Box, Outlook, Zoom). The IT Helpdesk team will send a Welcome Email to staff on their first day to set up the required resources for secure access to Okta and your apps. Along with those standard requirements, IT recommends following this guide to set up a secondary e-mail address used to reset your UUSA password or unlock your account as needed.

Most of the tools and resources at UUSA and covered in this section are connected to Okta for easy, centralized access and security. Please reach out to the Technology Division for questions about any apps and services your team would like to use. As an organizational standard, Technology strives to have our apps integrated with Okta to offer you easy access and best-in-class security on your accounts.

Outlook

UNICEF USA uses Microsoft Outlook for emails and calendar scheduling. Understanding how to use your calendar within Outlook and how to respond to emails is especially important. For first time users of Microsoft Outlook, get started here. You can also check out our Outlook Flash Forum to learn tips and tricks.

Slack

Contact: #help-with-slack
Slack is our primary internal communications platform. We use Slack to enable us to be more agile and collaborative as we communicate across the organization. Our default is to use Slack's desktop and mobile apps; Slack's web app is also available.

Slack Channel Guide
A full list of Slack channels can be found here. All staff are enrolled in "#general" and four key "#announcements-"channels, where topline need-to-know and must read updates are posted. Check with your manager and colleagues about specific channels you should join.

Other channels of interest may include:
Channels that help with various internal tools and resources
#ask-finance-team where you can ask questions of the Finance team
#help-with-box join this channel to ask questions, share info, and tips for box
#help-with-brand where you can ask questions of the MarComms team
#help-with-trello join channel to ask questions about Trello
#p-and-c-ama where you can ask questions of the People and Culture Team

Channels that provide udpates
#emergency-coordination-hub for updates from the UUSA Emergency Coordination Team (ECT Channel One Pager)
#global-programs-hub updates & information for all staff from Global Programs.
#the-learning-lounge join to share and find learning opportunities

#mjn-notebook where President and CEO Michael J. Nyenhuis posts updates on his activities and takes questions from us!
#pr-alerts where you can get all public relations alerts
#website-stories where UUSA website stories can be found

Social channels
#book-lovers a space to share what you're currently reading, recommendations, and any other literary news! Find us on Goodreads!
#share-your-joy a space for all staff can share personal moments of joy, appreciation, or gratitude.
#share-your-pets a place to share your photos and videos of pups, kittens & other animal companions
#uusa-intentional-engagement a channel to share you engaging with colleagues to align, connect and energize to elevate our social connections and our work at UNICEF USA.

Zoom

Contact: Freshservice > Issue Category: "IT Ops"

GENERAL INFORMATION

Zoom is UNICEF USA's primary tool for phone calls, virtual meetings, and webinars. You will most often use Zoom Desktop client through your UUSA laptop. Our best practice recommendation is to use a headset when taking Zoom calls for audio quality and close out any background apps you do not need for a meeting.

Zoom also has a mobile app for Apple and Android devices so that you can be flexible in choosing where and how to participate in your calls and meetings. Looking for some guides to get started on Zoom? Check out these best practices and this folder on Box in the IT section of the Knowledge Library.

Getting Started Checklist
1. Set your voicemail greeting
2. Set your business hours for incoming calls
3. Check and set your Emergency Address for 911 dispatch.
    a. For in-office staff Zoom will set your Office's Address as the default.
    b. If you work remotely from home or another working space, add those addresses to Zoom (you can have multiple addresses listed and switch as needed).

INTERNAL, OUTBOUND, AND INTERNATIONAL CALLS

Your assigned organizational phone number is routed to your Zoom account; this is where you will be able to receive and make phone calls. For a full view and printable info sheet on our calling options and capabilities check out this document.

*International Calling is available to all staff and is a premium service. Use it responsibly and for business purposes only.

Box

Contact: Freshservice > Issue Category: "IT Ops", #help-with-box

GENERAL INFORMATION

Box is our organization-wide file storage and document collaboration platform. We have a few key org-wide folders that will be shared with you on day one and at least one folder from your department shared with you. Your department will have more specific folders that they access regularly; please ask your manager and peers to invite you into the folders for which you should have access. Learn more from our Box FAQS and other resources here.

As you get started you will generally see several types of folders that have been shared with you on Box:
- **00 Getting Started with Box at UNICEF USA:** Provides training materials, tutorials, and FAQs to learn about Box.
- **00 Knowledge Library:** This folder acts as the organization's knowledge library and all staff have Viewer only access to the library folder. Various departments and teams then own an individual folder in the library and are responsible for managing the available content. Examples of documents and content in the Knowledge Library include reference materials such as this UUSA Acronym List, IT Self-Help and FAQ Resources, People and Culture benefits information, Global Programs program reports, Flash Forum recordings, forms, and templates. Contact IT Ops via Freshservice to request a folder that you can manage in the Knowledge Library.
- **All UNICEF USA:** This is an all-staff open collaboration folder. Everyone at UUSA is given Editor rights here. This is a great space for documents that require collaboration across teams or the organization.
- **Your personal folder:** This folder's name will match your first last name. These files are for your personal use and cannot be accessed by others unless you share folders or files with them.
- **Internal team folder:** This is a private folder shared among your team. The best practice is to save all important documents and collaborative work on this folder. IT works with the various UUSA departments to identify the most critical team folders to automate sharing access with new department members. Members of your department are likely Co-Owners in this folder and can grant you access to the folder as well.

Freshservice

Contact: Freshservice > Issue Category: "IT Ops"
Home page: https://unicefusa.freshservice.com/support/home

Freshservice is a service desk platform used by various support groups throughout the organization. You can submit requests and issues to different teams by navigating to https://myapps.unicefusa.org and selecting the Freshservice tile. After selecting the tile, you will be re-routed to the Freshservice web portal. From this page, you can search for solutions to common issues and requests in the knowledge base, make a service request, and of course, submit a new ticket request.

NEW TICKETS

When submitting a new ticket, you will be presented with Subject, Issue Category, and Description. Selecting the appropriate issue category will ensure that your request is routed to the correct support group. When submitting a ticket via the web portal, it will suggest solutions in the right-hand pane if available to help you solve your own issue.

MOBILE APP

In addition to the web portal, you can also submit your requests via the free Freshservice mobile app, available from the Apple App Store or Google Play Store. To access the ticketing system via mobile device:
1.   Download the Freshservice app from the Apple Store or Google Play
2.   When asked for the Helpdesk URL, type in unicefusa.Freshservice.com.3.   In the sign-in page, log in using your unicefusa.org credentials and Okta code.

Trello

Trello is a project and task management tool made available to all-staff at UUSA. Trello's calling card is Kanban style boards. Use Trello to be agile when organizing projects, your own ideas, processes, information sharing and knowledge management. Check with your manager to determine how your teams use Trello, which can be accessed on your MyApps page. More information is available in UUSA's Trello 101 guide. Refer to your New Hire Trello board to get a feel of Trello's capabilities!

PEOPLE & CULTURE TOOLS AND RESOURCES

ADP Workforce Now

Contact: Jamelle Summers, People & Culture, #p-and-c-ama
ADP is our organization-wide employee portal. The system is used for filling out time sheets and requesting time off. You can also find forms related to your benefits and pay on this portal. New hires will receive a calendar invite from Sin Yee Yuen or Jamelle Summers within the first two weeks to be trained on ADP. The portal can be accessed here.

Benefits

Contact: Sin Yee Yuen, People & Culture, #p-and-c-ama
An overview of Employee Benefits can be found here. All Benefit summaries and forms can be found here.
- Eligible new hires will need to make their benefits elections in the PPI portal, which can be accessed here.
- New hires will be automatically enrolled at 4% to their 403b retirement plan with Principal Financial Group.
- New hires have the option to enroll to flex spending and/or commuter benefits with London Health.

BI-WEEKLY REMOTE SUBSIDY
As of July 1, 2022, all full-time, non-temporary staff will be eligible for the Bi-Weekly Remote Subsidy, which provides a subsidy to be used at the discretion of UUSA staff toward any expenses associated with personal electronic devices or those associated with remote work. The subsidy will be provided each pay period and included in each respective paycheck.

Culture Amp

Contact: Mary Piaia, People and Culture, #p-and-c-ama
Culture Amp is our employee engagement and performance management platform. It is used for weekly check-ins between direct reports and their managers, employee goal setting, performance management, and employee engagement surveys. It is a tile on MyApps (OKTA) and is linked to Slack.

PolicyTech

Contact: #ask-policy-and-process
PolicyTech is the organization's centralized platform for all policy, process, and guides. It is accessible using the Okta Single-Sign On (SSO) making it easy and accessible for all. The platform provides reminders to review, publish and upload documents on an annual basis. There is easy navigation to search for documents, templates to create new documents and direct messaging to comment or ask questions related to specific documents.

Employee Handbook

This handbook houses information regarding employment conditions, compensation, benefits, employee relations, staffing, safety, training and development, performance and discipline, and separation from UNICEF USA.

EthicsPoint

Contact: peopleandculture@unicefusa.org

EthicsPoint provides employees at all levels with the opportunity to communicate concerns of inappropriate financial activity or inappropriate behavior to an independent and responsible party. It supports UNICEF USA'S commitment to the standards and rules of ethical business conduct, and will assist us in discovering, tracking, and resolving any violations of the UNICEF USA'S Code of Conduct or related policy matters, including discrimination, harassment, misconduct, and safety should they arise.

Always On Portal

Contact: peopleandculture@unicefusa.org
This is a tool for staff to provide any feedback anonymously and confidentially regarding their work environment. Suggestions and opinions are welcome.
Link: Always on Portal
Authorization Code – UUSAsurvey

Administration Platforms

Omnilert

We use the Omnilert System to inform you of office closings and emergencies. Your emergency contact profile determines how you receive emergency notifications from UNICEF USA. Options range from a message delivered to a telephone number of your choice, an e-mail message to a personal e-mail account, or a text message to a mobile device. Follow the instructions to set up your profile:

- Access the Omnilert system here
- Select **Quick Links** at the top menu
- Click on the **Emergency Planning and Response** option in the dropdown menu
- Click on the **Emergency Alert System link address,** or click here to log in to an existing profile or to sign up to create a new profile, and:
    1. provide a residence telephone number or a wireless phone number (to receive texts if you have text capability)
    2. provide a personal e-mail address
    3. add yourself to the default public group "USF" so you receive alerts that are sent to all staff
- Upon entering information for SMS numbers and email addresses, you will be will need to validate. Follow the instructions to validate these numbers and addresses.

Robin

Contact: Freshservice > Facilities & Operations

Robin is UUSA's scheduling software designed to help staff reserve meeting rooms, book office/desk space, and the nursing room in New York. You can also see who is in our office(s) using a scheduling web dashboard, calendar integration, and browser and Outlook plugins. Robin can be accessed via MyApps.

Instructions on how to book Meeting rooms in Robin and how to book a Desk in Robin can be found on Box.

Egencia

Contact: Freshservice > Facilities & Operations; Yashira Rodriguez, Administration

Egencia is UNICEF USA's sole travel service provider. Enter your name and UNICEF USA email address here to view a training video. Please refer to the Egencia guide for more information.

ACCOUNT SET-UP

Employees do not automatically receive an Egencia account. In order to set one up, submit a new ticket to Freshservice > Facilities & Operations. Request a new Egencia account and include the following information:

- Your legal name as it appears on government issued documents
- Your department code (XX-XXX)
- Your manager's name

GUEST ACCOUNTS

If arranging for travel and/or lodging for UNICEF USA guests (e.g. training facilitator), follow the steps for account set-up above to create an account for each guest. Upon the creation of a guest account, you will be able to book travel and lodging on their behalf.

HEADQUARTERS-SPECIFIC RESOURCES

Contact: Freshservice > Facilities & Operations
Slack Channels: #announcements-administration; #who-is-in-the-nyc-office

For staff who will be working from the New York office, please find additional resources here.

Safety Information

Contact: Freshservice > Facilities & Operations
- **First aid kits** are in every pantry on every floor, inside the overhead cabinet labeled, "First Aid Kit Inside." Click here to see what is inside each kit.
- The National Office's **emergency meeting point** is on John Street, under the FDR Drive. The FLS director will address any changes to the meeting location—should there be any—during our next fire drill. Regional office staff, please check with your respective teams about emergency protocols.

Visitor Form

Contact: Freshservice > Service Catalog > Visitor Notice
- The Visitor Notice Form can be found on Freshservice, accessible through MyApps. This form should be completed for any regional office staff or non-UNICEF USA personnel who will require access to the National Office. Complete the form at least 24 hours in advance to notify the front desk of any visitors. Upon arrival, visitors will receive a guest sticker. Otherwise, Staff would need to fill out the form above if they lost or forgot their ID. Otherwise security will call admin and admin would have to confirm your employment before allowed up.

Mail Room Procedures

Contact: Freshservice > Facilities & Operations

If you need to send letters or packages, please visit the mail room on the 10th floor of the National Office, where you will be prompted to fill out a form with your name, department code and package needs. If you do not have envelopes or boxes, you can always ask the mailroom or bring your items to be packaged in the mailroom directly.

For packages that require extra attention, insurance, or express delivery, you may follow the same procedures outlined above.

Desk Supplies

Contact: Freshservice > Facilities & Operations
If you are in New York and need supplies, please check with the Mail Room. If what you need is in stock, it will be given to you. Otherwise, an order will be submitted to Wright Supply Company, in which case you will need to provide an expense line to charge. If you are in a regional office, please ask an Associate for assistance.

Printers

Contact: Freshservice > Facilities & Operations

Printers/Copiers are located in every pantry of the New York Office. The National office also has additional copiers deployed at the east and west wings of the 10th and 11th floors to accommodate team sizes. Functions of the copiers include:

- printing
- copying
- scanning
- faxing
- stapling
- folding

Connectivity: (connecting & scanning to email) issues to be sent to IT helpdesk@unicefusa.org

FINANCE TOOLS & PROCESES

Netsuite & Concur

Contact: Jennifer Gustafson or Anthony Koch, Financial Systems, #ask-finance-team

UUSA's financial systems, NetSuite and Concur are available via MyApps.

Concur is UUSA's employee expense reimbursement system which is used to record any expenses incurred by employees that require direct reimbursement or for expenses made with the corporate credit card.

NetSuite is UUSA's financial system of record which stores all audited financial data. Integrations from other systems including BBCRM and Concur occur daily, ensuring that NetSuite reflects donation and employee expense accurately.

Adaptive

Contact: Jennifer Gustafson or Corinne Rothenhaus, Financial Systems, #ask-finance-team

Adaptive is UUSA's financial planning and analysis tool. Adaptive contains the Fiscal Year (FY) approved Budget by the board, used for current FY projections and to compare performance of how UUSA is performing actuals against the budget. Integrations into Adaptive from NetSuite occur nightly.

Access to adaptive is granted to individuals who are identified as a Budget Manager (BM), Budget Owner (BO), Planning Cohort, or Leadership Team Member (LT) of their respective Division or Department. Access to Adaptive is available via MyApps (Okta) by selecting the tile below upon confirmation by Jennifer Gustafson.

In rare cases, access is granted to members who are assisting their division/department with budget duties. If access is needed in this situation, please reach out to Jennifer Gustafson.

Accounts Payable (Invoices & Payments)

Contact: Accounts Payable, Accounting, #ask-finance-team

The Accounts Payable team processes all incoming vendor invoices, vendor credit memos and/or other types of vendor transactions. Please have vendors, consultants, or contractors send all invoices to the Accounts Payable Inbox. The accounting team will input all received items into NetSuite (NS), UUSA's Financial ERP, within 24 hours after receipt.

Payments are issued once a week to vendors, depending on holidays or other organizational closures. UUSA payments are primarily made via ACH.

For any specific questions that require immediate attention, please feel free to reach out to Tiff Branton.

Wells Fargo Corporate Card

Contact: Tiff Branton or Neeta Gan, Accounting, #ask-finance-team

All employees who will are required to travel domestically or internationally for business are eligible for a Wells Fargo Corporate Card. As this card is a Visa, it is broadly accepted at many international organizations.

To request a card, employees will need to follow the instructions provided on the Wells Fargo Visa Corporate Credit Card Request Form. Once fully approved, the card will be issued by Wells Fargo and mailed to the employees home address. Please note that this process can take up to 14 days for receipt of the card once initiated in the Wells Fargo system.

All authorized card holders are required to acknowledge the Credit Card Policy, located within Policy Tech. Additional FAQ's related to the Corporate Card are pinned to the #Ask-Finance Slack Channel.

Wells Fargo Virtual Cards

Contact: Tiff Branton or Neeta Gan, Accounting, #ask-finance-team

Virtual Cards are a secure way to virtually pay for online things and for orders that need credit card numbers over the phone. The Virtual Card and the Corporate Card are different, in that the Virtual Card is generally used for one-time use type of transactions and unlike the Corporate Card, no physical card will be used. Virtual Cards require manager and Finance approval and should be organized well in advance.

For FY24, to request a virtual card please email Tiff Branton or Neeta Gan with the following information, ensuring to include any additional documentation supporting the business purpose of the expense.

- Name of Merchant/Vendor:
- Business Purpose:
- Total amount needed:
- Date range full payment will likely be charged to card (helps us set the expiration date on virtual card):
- Department and expense type this expense should be posted/reconciled to

Please allow Accounting 2 business days to process the request of virtual cards.

MARKETING & COMMUNICATION RESOURCES

Contact: MarComms Help Desk , #help-with-brand

To request or gain approval of designed assets, videos, language and more, please leverage your divisional focal point, and askthem to submit an Asana request form. If you have a general question for MarComms or need support in completing the Asana form, the best action is to reach out to your manager or your Integrated Marketing Strategist (please see contacts listed below). Your Strategist should be informed of any requests to support with prioritization and resourcing. Please note, the team has many requests, and it may take up to two business days to hear back on your request.

Integrated Marketing Strategists

- Kevin Harrison (kharrison@unicefusa.org): Philanthropy
- Sofia Van Raan (svanraan@unicefusa.org) and Michelle Keith (mkeith@unicefusa.org): Institutional Partnerships (including Corporate, Global Cause and Foundations)
- Amelia Erikson (aerikson@unicefusa.org): Executive Office (including Public Affairs), Programs, Impact Fund for Children, People & Culture, Finance & Administration

Templates

The best place to find resources is on our shared Box drive. Here are a few especially useful resources to note:

- **Stationary and Word Templates on Brandhub/Bynder**: Brand Hub is a one-stop for all things related to MarComms. Templates included here are blank slides for presentations, word documents, letterheads, and logos for your use in official communications. Please note your use of these items for public outreach may be subject to MarComms division approval. Learn more about the brand hub here. For any MarComms related question, email the MarComms Help Desk.
- **Templates for internal use**: Templates for internal documents, such as contribution forms, travel reimbursement forms, and other Finance Division forms can be found here.
- **Templates for external use**: All external UNICEF USA templates are found in Bynder. Also, any requests to MarComms are submitted via "Workstream" in Bynder.

Additional brand resources can be found here.

Business Cards

Contact: #-help-with-brand

If you need business cards, please contact your MarComms Center of Excellence Focal point to place an order in Asana. If you don't know who your focal point is, please contact Kristi Burnham who can place the order for you.
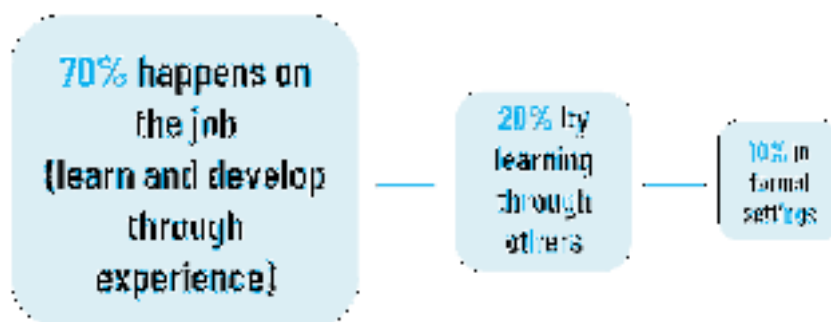
LEARNING

Contact: [Eleanor Son,](#) [Keana Saunders](#) or [Kristi Burnham](#), #p-and-c-ama, #the-learning-lounge
UNICEF USA's Professional Learning & Leadership Development team is dedicated to fostering staff learning and growth through a menu of both standard and customized offerings. [Here](#) is a full list of our offerings.

Grounding Frameworks

THE 70-20-10 MODEL

- **70% | On-the-Job Experience**
  - Discover and refine job-related skills, make decisions, and address challenges; learn from mistakes and receive immediate feedback on performance
- **20% | Learning from Others**
  - Social learning, coaching, mentoring, collaborative learning, and other methods of interaction with peers; receive encouragement and feedback
- **10% | Formal Trainings**
  - Traditional courseware instruction and other educational events that deliver content
    - important to apply on the job for true growth and development

THE 6 ELEMENTS OF LEARNING

1. **UNICEF Content:** Information and programmatic content about UNICEF and UUSA
2. **Internal Tools and Resources:** Platforms such as Outlook, Box, Slack, Zoom, and Trello

3. **Functional Skills:** Specific to each job and as dictated by departments. Examples include data analysis, marketing, donor relationship management, etc.
4. **Interpersonal Relationships:** Skills to foster effective working relationships
5. **Leadership:** Skills related to leading oneself, leading others, and leading the organization
6. **Diversity, Racial Equity & Belonging:** We are committed to becoming a truly equitable, inclusive, and explicitly anti-racist organization

UUSA COMPETENCY MODEL

Expected behaviors for every role level can be found here.
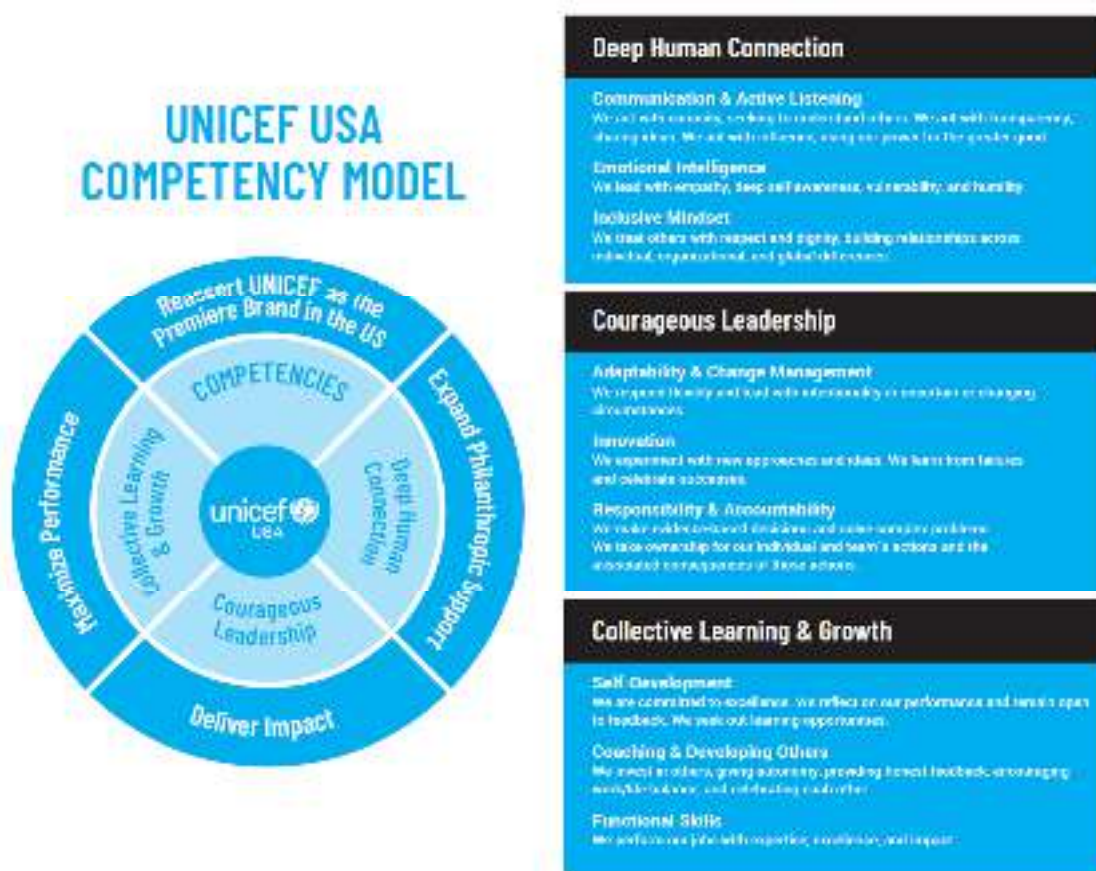
Required Learning

At UNICEF USA, required learning consists of Harassment Prevention as mandated by New York City and State, Cybersecurity, and Child Safeguarding.

TRAINING	DURATION	DUE DATE
Harassment Prevention (to be assigned via NAVEX)	Varies based on state and role (between 40-120 min)	30 days after course assignment and annually thereafter
Cybersecurity Training (to be assigned via KnowBe4)	Varied	30 days after start date and annually thereafter
Child Safeguarding	Varied	Live learning conducted annually
Bravely Learning Journey	60 – 90 min.	Please refer to this 2-pager for a list of workshops and dates.

See a list of highly suggested trainings here, along with aritcles to assist in your onboarding here.

UNICEF Learning

Contact, #global-program-hub, FreshService > Global Programs

You can poke around and get familiar with UNICEF's different program areas as well as browse existing donor-friendly collateral in the Global Programs Program & Funding Hub within the Knowledge Library on Box. A good place to start is with the **UNICEF Basics Welcome Packet**, UNICEF Learning Guide and **Program Knowledge Trello Board.** If you have any questions regarding UNICEF, a proposal or have any trouble finding specific material, please reach out to the Global Programs team via FreshService > Global Programs or #global-program-hub