



**World Food
Programme**

**Mpango Wa
Chakula Duniani**

STANDARD OPERATIONAL PROCEDURE ON TRAVEL TANZANIA COUNTRY OFFICES AND SUB OFFICES

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SOP TAN/2017/02/c.w

BACKGROUND

For the sake of good planning and better control of the different field and international missions, reduction in processing time of travel documents, and greater involvement of Heads of Units and Sub-Offices in the approval process of the travel documents of their staff, in August 2017 the responsibility to approve travel documents was delegated to Heads of Units, Heads of Sub-Offices and Activity Managers. In addition to the Delegated Authorities, mandatory monthly travel plans were introduced to streamline the travel process.

The objectives of this SOP are to formalize the delegation of authority, to provide guidance on travel processes, roles and responsibilities and to communicate updated travel rules and regulations.

1. Delegation of Authority to approve travel

The below principles must be respected to ensure transparency in the approval of travel:

- ✓ The delegation given are limited to the Unit/SO for which staff has been identified to act as Approver. Approvers are not authorized to approve for other units unless formally requested by the Head of other Units in case of absence of both main Approver and Alternate of the Unit or in case of WINGS access issues
- ✓ Approvers should never approve their own travel. They should refer to their supervisor or higher level for the approval
- ✓ The Delegated Officers must take steps to have WINGS credentials to approve travels.

The table below summarize the delegation of authorities:

Section	Processing of travel document	Approver of travel document	Alternate approver
Supply Chain/Dar port/Kigoma/Isaka	Sarah BAIRU Business Support Associate	Riaz LODHI Head of Supply Chain	Wendy BIGHAM DCD
Programme	Jacqueline GASPERY Business Support Associate	Tiziana ZOCCHEDDU Head of Programme.	Juliana MUIRURI Programme Officer
Finance/Admin/ICT	Lydia SEKO Business Support Associate	John MSOCHA* ICT Officer	Wendy BIGHAM DCD
Communication/HR	Rose MNZAVA Sr Business Support Associate	Wendy BIGHAM DCD	Michael DUNFORD CD
Kibondo/Kasulu	Caroline Mujemula Saul BUPILIPILI Business Support Associate	Saidi JOHARI Head of Sub-office	Brian WEI Refugee operation coordinator
Dodoma	Neema URASSA Admin Associate	Neema SITTA Head of Sub-office	Wendy BIGHAM DCD
MSLS/R&R	Carolyne WASLEY Sr Admin Associate	Tiziana ZOCCHEDDU Head of Programme	Wendy BIGHAM DCD
Roaming Trip Approvals	Carolyne WASLEY Sr Admin Associate	Tiziana ZOCCHEDDU Head of Programme.	Riaz LODHI Head of Supply Chain

*The Head of IT has been delegated the authority because the Head of Finance cannot combine both the certifying and approving authority.

Before approving any trip, the Head of IT must get approval by email from the Head of Finance

1.1. Field Missions

The below delegations are given for the approval of travel within Tanzania:

- ✓ Travel by Heads of Units and SOs must be approved by the DCD and in her absence by the CD.
- ✓ Travel by the DCD must be approved by the CD.
- ✓ Travel of the CD must be approved by himself or the DCD.

1.2. International Duty travels

The same delegation above applies, however given the sensitivity of international travels and cost implied, the following rules must be followed:

- ✓ It is the responsibility of Approvers to ensure that all international travels have the agreement of the CD
- ✓ CD's approval email must be attached to the trip document in WINGS
- ✓ International travels for the CD or Officer in charge must be approved by the RD

2. Travel Plans and Travel Budget Allowances

2.1. Advantages of Travel Planning

Travel planning remains an important requirement of the travel directive. Monthly travel plans implemented from August to December 2017, will be replaced by a quarterly travel plan from January 2018. The monthly/quarterly travel plans are put in place with the following objective:

- ✓ Empower Managers (Unit Heads and HSOs) to manage their travel budgets and missions more efficiently to achieve the objectives of their activities,
- ✓ Allow Management to have a better idea of travels to be undertaken and the cost implied,
- ✓ Allow timely processing of travel documents leading to payment of DSA prior to travel
- ✓ Allow Sub-Offices to better plan vehicle usages according to the number of field visits coming to the SOs during a specific period
- ✓ Allow savings on tickets costs as ticket costs are cheaper when purchased in advance
- ✓ Allow Transport Unit to better plan vehicles for transport by road and combine missions in order to save on vehicle usage cost

2.2. Process for travel plan

- ✓ Business Support Assistants (Travel Assistants) of each unit are in charge of collecting information and preparing the travel plan. The travel plan will cover both international and field travels.
- ✓ The Head of Unit/Sub-Office will review and approve the travel plan.

- ✓ Heads of Units/Sub-Offices to consult with Heads of SOs on the possibility of the mission before approval of the travel plan
- ✓ The approved travel plan must be submitted to the Sr. Admin Associate in Country Office latest **10th of the month preceding the quarter.**
- ✓ Sr. Admin Associate will consolidate the travel plan and send to Finance/RMU to provide budget codes for the quarter
- ✓ The final consolidated travel plan will be shared with all business support assistants, Heads of Units/Sub-Office, Transport Unit and Management
- ✓ Business Support Associates will then have the responsibility to start travel process based on plan after receipt from the staff of the travel request form with actual travel dates (dates may be different from the plan)
- ✓ Transport Unit of each office will then have the responsibility to plan vehicles for transport by road and propose to travellers travelling in the same week, combination of travel
- ✓ In case a travel was not on the travel plan but needs to be undertaken, it is the responsibility of the Head of Unit to approve the said travel according to the budget allowance of the unit. If the unit needs reallocation of travel budget by cost category, it must consult RMU.

2.3. Duty Travel Budget Allowance

- ✓ Based on trend of travels observed in 2017 and travel plan for 1st quarter of 2018, Management will authorize a travel budget allowance for each Unit/Sub-Office for six months starting 1st January 2018. Travel budget allowance will be allocated every six months
- ✓ The budget allowance also takes into consideration activities trends and implementation plan submitted by Activity Managers as well as fund availability
- ✓ Finance will provide to Heads of Units and Activity Managers the approved travel allowance by funding sources and cost categories
- ✓ Heads of Units/Sub-Office and Activity Managers will have the responsibility to manage their travel budget and prioritize travels accordingly
- ✓ Each month, Finance will provide to Heads of Units, reports on their travel budget balance showing the allowance, the actuals and the balance

- ✓ In case a Unit/Activity Manager exhausts its budget allowance before end of the term, it must refer to the Country Director or Designated to request additional allowance by providing justification
- ✓ Budget allowances are given for a period and unspent balances will not be carried over to next period

3- Travel Processes

3.1. Process for National and International Duty Travels

It is the responsibility of the traveller to initiate his/her travel on time and request Trip Document processing to the Business Support Associate of his/her Unit (as per table at section 1).

- ✓ The format in Annex A will be used to request travel processing. Request must be sent only by email. Traveller must send the request form directly to the Business Support Associate (Travel Assistant) if travel is already in the travel plan. If not in the approved travel plan, traveller must send the request form to the Head of Unit/Sub-office for approval before sending to Travel Assistant
- ✓ For travels by road, Business Support Associate (Travel Assistant) of the Unit to immediately contact the Transport Unit and have the name of the assigned driver to process the trip document for both (Traveller and driver)
- ✓ Business Support Associate (Travel Assistant) to use the budget code in the travel plan. If travel not in the plan, Travel Assistant to contact Finance to get the appropriate code
- ✓ No need to contact Finance for certification of each individual travel as HoUs/HoSO and Activity Managers have a budget allowance for travel and are responsible for its management
- ✓ Travellers to a refugee camp, must ensure to have the MHA Camp Permit before undertaking the travel as the MHA permit is a requirement to enter in the camp. Travel Assistants must help for the process. Please note WFP Tanzania National Staff or WFP Tanzania International staff with Tanzania work permit are exempted
- ✓ Once all the travel details are now (Itinerary, departure and arrival time, flight number, hotel...etc), traveller must request the security clearance according to security rules. It is the responsibility of the traveller to request and get his security clearance before undertaking any travel

- ✓ Trip documents for both the travellers and driver must be sent to the Approving Officer for approval through WINGS mailing system
- ✓ Once approved, trip document to be sent to Finance for payment through WINGS mailing system
- ✓ Finance to pay within five working days
- ✓ For travel by Air (both national and international), Travel Assistant to contact the travel agent to get a booking
- ✓ Once the trip document is approved, Travel Assistant to request issuance of ticket by contacting the Travel Agent focal point who will send the trip number to the travel agent. It is understood that trip document must be issued within 24H within receipt of the booking to avoid change in price
- ✓ Annex B gives the flowchart of the travel process

NB: NO TRAVEL SHOULD BE UNDERTAKEN WITHOUT AN APPROVED TRIP DOCUMENT AND SECURITY CLEARANCE. STAFF WHO TRAVELLED WITHOUT AN APPROVED TRAVEL DOCUMENT WILL DO IT AT THEIR OWN RISK

3.2. TRAVEL PROCESS FOR R&R (when applicable) and MSLS

MSLS and R&R are entitlement travels (opposed to duty travels). Entitlement travels are under the responsibility of Human Resources, therefore HR unit to initiate process for payment of MSLS and R&R (when applicable)

3.2.1 Payment of MSLS

- ✓ For MSLS, between the 1st and 5th of each month, HR to send to the Sr Admin Associate, the Table in annex C with details of consultants entitled to receive MSLS and the amount of the MSLS to pay
- ✓ For Consultants recruited during the month, HR to send to Sr Admin Associate a separate table as soon they arrive
- ✓ Based on request from HR, Sr Admin Assistant to initiate trip documents for the payment of MSLS. Trip documents to be approved as per table of Delegation of Authorities
- ✓ Once approved, trip document to be sent to Finance by email for payment

3.2.2 Rest and Recuperation (R&R)

The lists of duty station approved for R&R are published by the International Civil Servant Commission (ICSC) and can be found at the following link:

<http://home.wfp.org/benefits/HardshipDS/Tanzania.htm>

This procedure is provided for guidance to international staff living in duty station approved for R&R in Tanzania:

- ✓ Staff member entitled to R&R, to initiate R&R request by using the appropriate form to be provided by HR
- ✓ The dully filled and signed form to be sent to HR for Review
- ✓ After review, HR submits the form to the CD or Designate for approval
- ✓ Once approved, HR to send the request to Sr Admin Associate to process the trip document. All the supporting document must be attached in WINGS
- ✓ Trip document to be approved as per Delegated Authorities for travel
- ✓ Once approved trip to be sent to Finance for payment

4- BASIC TRAVEL RULES

4.1- "No TEC required" Travels

- ✓ TEC stands for "Travel Expenses Claim" and represents the document submitted by traveller after completion of a travel to claim travel expenses or return excess payment on travel
- ✓ All duty travels (International and National) for less than **15 days** for which dates are very precise and for which the risk of change in plan is limited must be processed as « No TEC required »
- ✓ Travellers are not expected to submit a TEC upon completion of such trip. However, in case of change during the travel, traveller must submit a TEC for adjustment of the trip, or if traveller has incurred additional expenses (such as hotel excess...etc), s(h)e would submit a TEC
- ✓ It is the responsibility of the traveller to declare any change in plan after completion or not of the travel

- ✓ For all « No TEC required » travels, trips documents must be created as « trip completed » and traveller should be paid full trip entitlement before departure

4.2- « TEC Required » travel

- ✓ All travel of **15 days** or more must be treated as « TEC Required ». Travelers are therefore obliged to submit a TEC upon completion of the travel
- ✓ Trips documents for such travels must be created as « request recorded » and travellers will be given 80% DSA advance. If the trip is less than one month, the 80% will be applied on the Total DSA entitlement. If trip is for more than a month, the advance will only be given on the monthly amount and traveller can request an advance every month until completion of the travel
- ✓ TECs must be submitted within 30 days after completion of the travel.
- ✓ If TEC is not submitted within 30 days, Finance will recover the total advance from future payments to the staff (salary or other)
- ✓ All TECs must be scanned with all supporting documents (Hotel receipts, boarding passes or stamp in the passport, visa receipt...etc or any evidence of expenses incurred for the travel) and attached to the trip in WINGS

4.3 Other Important Travel rules to follow

- ✓ DSA are paid only for overnights stays.
- ✓ For day trips of more than 10 hours, staff must submit a TEC upon return with the supporting documents and will be paid 40% of the DSA. No DSA is paid for day trips of less than 10 hours.
- ✓ **For all international travels by air, tickets must be purchased at least 14 days in advance of the travel. Travellers are therefore required to initiate their travel well in advance.**
- ✓ In cases where 14 day advance purchase cannot be met for international travel by air, the justification for the deviation must be entered in the relevant Trip Document. All exceptions recorded on the Trip Document will be authorized by the Country Director or delegated authority when approving the Trip Document (reference to Travel Directive RMM/2017/001).

- ✓ All tickets for travel must be purchased through the selected WFP travel agents, However if a traveller finds a ticket which is cheaper than the one proposed by the travel agency, he must seek approval from the CD to buy it and get reimbursed on TEC.
- ✓ Transportation from/to airport will be provided by WFP or its agent (Please refer to SOP on Vehicle usage). Therefore No terminal is payable for arrival and departure in/from Tanzania. No terminal is payable for Field travel.
- ✓ For overnight travel by air, DSA will no longer be paid at the beginning or end of mission. In cases where the traveller spends two consecutive nights travelling by air or undertakes overnight travel by air during the mission, the overnight travel is calculated at the standard DSA rate minus the room rate percentage. Travellers who incur hotel expenses such as early check-in on arrival, or late check out on departure, may request reimbursement of the hotel expenses through the travel expense claim.
- ✓ For detailed travel rules, please refer to Directive ODM 2012/003, RMM/2017/001 and the Travel Manual on WFPGo

This SOP is applicable immediately



Michael DUNFORD

Country Director

ANNEX A: Travel request form

Name of Traveller:	
Index Number	
Purpose of travel	
Location:	
Departure Date:	
Return Date	
Estimated date of arrival	
Itinerary	
Mode of travel:	
If by road, how many cars needed	
Funding code: <i>(each unit has been allocated their own travel budget)</i>	
DSA Calculations	
Tick what is provided to Staff Member	
Accommodation Breakfast Lunch Dinner Full Terminals	
Attach Administrative note: <i>(if participating in a workshop/training);</i> Please add any other details that will help process the travel document	

ANNEX C

Last Name	Other Names	Duty Station	Title	Entry date	Contract NTE	Amount to pay	Charge Code	Cost Category

ANNEX B

