

**Frequently Asked Questions  
Related to  
Reimbursement of expenses related to the cancellation or disruption of official travel in connection  
with the Novel Coronavirus (COVID-19) outbreak  
Release rC as of 27 March 2020**

**I.**



b. \_\_\_\_\_

7. **What do I do if I had a deviation from the official itinerary for personal convenience already booked and paid for, in connection with my official travel, which has already started, and must be cancelled/changed?** The United Nations shall only be responsible for the portion of the official travel that is related to the applicable, official itinerary. The United Nations is not financially responsible for any costs or damages incurred by the traveller related to the deviation for personal convenience including, but not limited to, cancellation or changes to flights.
8. **What do I do if I had incurred additional expenses related to my official travel, which has already started, and must be /changed?**





- ◁ The TSA will either approve the request and amend the TR accordingly, as well as document the decision providing sound justification why the additional expenses are in the financial and operational interest of the Organization, or the TSA will decline the request.

25. **To what extent is the strict adherence to the advance purchase policy applicable during the current COVID-19 outbreak?** In accordance with ST/AI/2013/3, any failure to abide by the advance purchase policy requires justification and certification by the Programme Manager. If travel is deemed necessary/critical by the respective entity, the entity should continue to raise a travel request as early as possible but may request to hold off on the actual issuance of the ticket. Should additional funds be needed by the time ticket issuance is requested, as the ticket cost may have increased from the time of the approval of the request, the TSA will have to amend the travel request in Umoja and certify the additional expenses. Should the additional expenses not be available or deemed too high for the respective travel, the TSA should request the traveller to submit a trip cancellation request in Umoja. In such an emergency circumstances, benchmarks established under service level agreements of key performance indicators may be waived. The Umoja travel module has also been updated to include a new justification for the late submission

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