



# HR Payroll Services

UNDP's Global Shared Services Centre (GSSC) offers end-to-end payroll services and payroll related functions, such as pension/tax reporting, position management and separation processes to more than 80 UN agencies globally. With 20 years of experience in the provisioning of centralized payroll services, UNDP has developed Key Performance Indicators and SLA targets that balance the quality and cost of services provided.



Lean on us.

## We serve:

**80+** UN agencies & UNDP

**50K** international & local personnel, **28K** from other UN entities

**\$2.1B** payroll disbursements p.a., **\$1.1B** for other UN entities

**600K** payslips in **113** currencies

*All figures mentioned are from 2024.*

## We provide:



Monthly payroll and related services for UN agencies.



Timely and secure payroll transfers to employees in compliance with local regulations and internal financial controls.



Payments in 170+ countries and territories.

## Continually improving our value-add

Our cloud-based Quantum ERP provides increased opportunities for automation, with full end-to-end automation from recruitment to payroll cost General Ledger posting already achieved for some Quantum consortium partners. It also offers the possibility for development of payment interfaces for agencies using different financial systems for UNDP payroll processing.

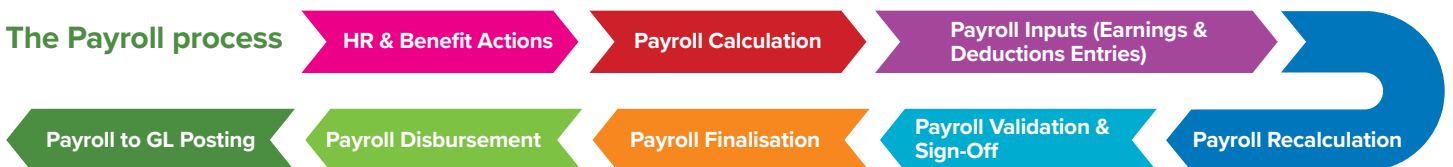
## Our tailored payroll service modalities

- 1 Full administration of your agency's HR benefits and entitlements, and payroll functions.
- 2 A hybrid approach, partly taking care of your agency's HR benefits and entitlements, and payroll administration.
- 3 Payroll administration only.
- 4 Join the UN Quantum consortium to leverage the benefits of our modern cloud-based ERP platform – provides for end-to-end HR, finance, project management and procurement processes.

## UNDP's commitment to your agency

- ✓ A personalized, dedicated client services team across locations, with all queries replied to within 3-5 business days, as defined by comprehensive service level agreements.
- ✓ 100% of all monthly payrolls finalized and disbursed on time.
- ✓ Timely implementation of UN policy and process changes ensuring adherence and minimizing risk.
- ✓ Enhanced data quality, access to real-time reports and a customer-feedback mechanism.
- ✓ Robust internal controls, system security and risk mitigation measures.

## The Payroll process



Learn more & get in touch  
Website: <https://gssc.info.undp.org>  
Email: [global.payroll@undp.org](mailto:global.payroll@undp.org)

