



3W Newsletter

13 March 2019

Table of contents

- [DBZV 2018](#)
- [Submitting international school invoices to 3W in good time](#)
- [News for operational managers, heads of mission and deputy heads of mission regarding local staff](#)
- [3W's Travel and Expenses Management system \(TEM 3W\) being rolled out across central government](#)
- [www.SSO3W.nl](#)
- [2018 3W customer satisfaction surveys](#)
- [Customer journey](#)

DBZV 2018

On 8 March a message was sent via the messaging system regarding the entry into force of the DBZV 2018 and what this means for staff posted to missions from The Hague, including:

- What action should staff posted abroad take?
- What is the significance of the DBZV 2007-2018 Transitional Arrangement?
- What will the DBZV 2018 change?
- How will the DBZV 2018 be supported?

If staff still have questions, please first consult the [FAQs](#) on Rijksportaal.

Submitting international school invoices to 3W in good time

The Staff Posted Abroad Group (3W/PB/UM) regularly receives school invoices in SSP from missions close to, on or even after the due date listed on the invoice. 3W/PB/UM needs up to 15 working days to process these claims. So it's vital that 3W receives school invoices well before their due date. Staff are therefore asked to submit school invoices via SSP as soon as they have checked them in order to avoid late payments. If schools send invoices too late or if invoice deadlines are too tight, staff should contact the school in question directly and discuss the issue with them.

News for operational managers, heads of mission and deputy heads of mission regarding local staff

Task specialisation project at 3W

The transfer of tasks from RSO number four, RSO Eastern Europe (RSO OEU) in Prague, to 3W has now been completed. We're well over the halfway point in the task specialisation project and 3W is now providing the full range of services for missions in almost 70 countries. Tasks will be transferred to 3W from the remaining RSOs (North Africa (NAF), Asia (AZI) and Western Hemisphere (WHA)) in 2019. Preparations for the transfer of tasks from RSO NAF are already in full swing and the transfer conference held in February in Accra (Ghana) went well.

An interim evaluation of the project showed that the missions were pleased with the way that 3W had set up the SSP system. 3W will continue to focus on making additional improvements. It is now possible for SSP calls to be made using a mission's mailbox. A full explanation of this process is given later in this newsletter.

In addition to the optimisation of digital services, another key focus area is the availability of 3W staff by telephone. A [list](#) of the various 3W staff assigned to each mission and who can be contacted by phone has been drawn up. If you have any questions, please contact the 3W service desk on +31 (0)70 348 4333 or email 3W@minbuza.nl.

3W has now completed the global contract award procedure for external service providers (ESPs) regarding payroll administration for locally engaged staff. The contracts will be signed shortly.

Three major ESPs will be used for this service:

- TMF: for Western Europe, the Middle East, Asia and the Western Hemisphere
- Axiomatic: for Southern Africa and North Africa
- ADP: for Eastern Europe.

The old contracts will be replaced before 1 October 2019. RSO Asia (AZI) and RSO Western Hemisphere (WHA) will be responsible for the transition to the new contracts in their regions. 3W will oversee the transition in the remaining regions. Missions will be informed

of the transition to the new contracts in good time.

'SSP payroll administration' provides copy to CdP

The CdP is responsible for the local staff and hence their salaries. In the day to day proceeding of mission, the task to prepare and submit the monthly changes on the salaries is usually in hands the Operational Manager or the HR employee at the mission. Once submitted, 3W will process these monthly changes and further facilitates the payment of the salaries. To keep this process transparent, the (plv) CdP receives a message of all submitted monthly changes to the salaries of the local staff. And is the (plv) CdP automatically informed in the payroll of the local staff of the mission.

Division of tasks within 3W/PB/LM

From 20 February 2019 the Local Staff Group will provide services to the mission network via two teams. Team A will provide services to the Western and Eastern Europe missions and to RSO Western Hemisphere (WHA) (coordinator: [Ruud Zuidgeest](#)), which is still active. Team B will provide services to Southern Africa and Middle East missions and to RSO Asia (AZI) and RSO North Africa (NAF) (coordinator: [Peggy Booi](#)), which are also still active.

SSP calls will be automatically forwarded to the relevant team and within 48 hours SSP will display who is processing your call. If necessary, SSP will also send a message to the mission or other requesting party to inform them about the call's progress and follow-up. In addition, the mission is always free to use an SSP call to ask questions relating to the request. If the mission is asked a question, it will be informed that the call will be closed if it does not answer the question within five working days. If it cannot reply within five working days, it should state in the SSP call when a reply can be expected. This enables SSP calls to be closely monitored by both sides.

It will still remain possible to contact 3W/PB/LM by emailing 3W-lokaalpersoneel@minbuza.nl. And if you have questions, feel free to contact the two RSO coordinators mentioned above directly. Head of 3W/PB/LM [Monique van Welie](#) can also be contacted.

Using SSP with the mission's HR mailbox

Does your mission have a mailbox that can only be accessed by staff authorised to see personnel-in-confidence documents relating to locally engaged staff? If so, please let us know by emailing 3W-lokaalpersoneel@minbuza.nl. This will enable SSP to facilitate the deputation procedures at your mission. SSP calls will still be processed and completed in SSP, but the HR mailbox will also receive a message detailing the answer or question provided by 3W/PM/LM. If you have any questions, please email [Christina van der Laan](#).

2019 pay reviews to start shortly

Soon, the Local Staff Group (3W/PB/LM) will start requesting pay scale information from marker organisations as part of the 2019 pay reviews. In total, 113 pay reviews will be carried out, with pay scales at no more than five marker organisations being assessed in each case. Each head of mission will receive a message from 3W/PB/LM once the marker organisations in their country have been contacted.

This year, for the first time, 3W/PB/LM will use a new application – ALoWA (Application Local Wages) – to process the data provided by marker organisations in each country. This replaces the Excel sheets that were used in the past. More information about pay reviews can be found in the brochure '[Determining the pay of local staff](#)'. If you have specific questions about the new application or the 2019 pay review, you can submit these by going to the '[Questions concerning local staff](#)' section in SSP.

An employment contract for every establishment post

The staff establishment list (FBO) gives the jobs at every mission and the accompanying job grades. As a result, for every establishment post listed in the FBO, a separate employment contract must be signed and kept in the relevant staff member's personnel file. Every contract must be submitted to the Local Staff Group (3W/PM/LM) via SSP as an 'entry into service' (*indiensttreding*), along with the relevant establishment post number. If possible, set the contract starting date to the 1st or 15th of the month, even if these dates fall on a weekend and the staff member only starts their job the following Monday. This will help ensure that the new contract is processed correctly and on time for payroll administration purposes, both now and in the future.

Local labour law applies to employment contracts for locally engaged staff. A number of chapters of the Foreign Service Regulations (RDBZ), the Legal Status (Local Staff) Regulations (Rrlok 2005) and the mission version also apply, in so far as they do not conflict with local peremptory law. Given that the employment contract is subject to local law, it is generally no longer possible to draw up contracts in Dutch. Contracts can either be drawn up in English, French, Spanish or German. Only the missions in Belgium and Suriname still offer employment contracts in Dutch, because this is prescribed under local peremptory law. Operational managers can find employment contract templates (with input fields and drop-down menus) on the 3W website. These templates must be used whenever a new employment contract is drawn up.

Drawing up separate employment contracts for each job and registering them separately in People Inc. means that the FBO will correctly show if a single staff member holds several part-time jobs within a mission and receives two different salaries (in accordance with the jobs' respective pay scales) as a result. This will make it easier to recharge costs to another ministry or authority.

If you have specific questions about the FBO, please contact your HR partner or your assigned Human Resources Department (HDPO) staff member. If you have any questions about registering employment contracts, please contact 3W/PW/LM via the ['Questions concerning local staff'](#) section in SSP.

Persons entitled to an allowance in lieu of pension (OBWP) and supplementation Requesting proof of life and registering address details

Every year, people receiving supplementation or an allowance in lieu of pension (OBWP) must submit written proof of life to the mission in their country of residence, along with documentary evidence of local pensions and allowances. 3W asks that operational managers ensure that these documents are received from all entitled persons by January or February 2019 and archived in Sophia. If no certificate of life and accompanying documentary evidence are received by 15 March (inclusive), payments must be suspended until the operational manager receives these documents.

3W also asks missions to check that the address and contact details of persons entitled to OBWP or supplementation in People Inc. are complete and to keep these details up to date.

If you have any questions, you can submit them via the ['Questions concerning local staff'](#) section in SSP.

Registering your home address in People Inc.

Just like for people entitled to OBWP and supplementation, it is also important that staff's correct home addresses are registered in People Inc. (see the 3W newsletter from November 2018 for more information on this issue). The Local Staff Group (3W/PB/LM) has noticed that a large number of staff's home addresses are not held in People Inc. From 1 January 2019 the Dutch Tax and Customs Administration will be checking the details of locally engaged staff who are liable to tax in the Netherlands. Please therefore check your address details in People Inc. and update them if anything is missing or incorrect. If you fail to do so, it may have consequences for your annual salary statement.

Rollout of People Inc. version 1.5

The Local Staff Group (3W/PB/LM) has already announced several times that a significant change to the People Inc. authorisation structure is planned. At last, we can announce that People Inc. version 1.5 will be rolled out before summer 2019. The developer will send us a more detailed timetable shortly, which will set out the exact delivery period.

The change will mostly consist of modifications to the authorisation structure and the rights (including system rights) of staff members at the missions. 3W/PB/LM's system rights will also change. For the missions, the rollout of People Inc. version 1.5 will result in mission staff having more rights and being able to work more independently. This includes being able to record annual leave; correct incorrectly recorded leave; award a higher pay increment; and assess, change and/or add family members, bank accounts, addresses, etc. It will also be possible for line managers to assess leave requests, change work schedules and enter sick leave themselves, instead of this needing to be done by the operational manager. The change will not create any extra work for the missions. It will, however, mean that tasks no longer need to be carried out via SSP but can be carried out in People Inc. directly. Depending on the mission's size and needs, it will also mean that some tasks can be divided differently between the operational manager and the line manager/staff member with HR responsibility.

The next message sent to the missions will ask them to list which staff members are required and authorised to work in People Inc. This message will also set out the roles in People Inc. version 1.5 and the in-system tasks and competencies relating to these roles. 3W will facilitate the system's further implementation.

The different subjects will be implemented separately. The first implementation will be shortly: A new request form has been created for managers in People Inc 'Add extra absence allowance'. This form allows managers to add extra allowance (leave hours) to the current leave allowance of employees.

Till recently the operational manager had to request these Extra Leave Hours by creating a SSP call, after which 3W could enter this into People Inc. With this new form an Operational Manager is able to enter this allowance directly into People Inc. This saves you the trouble of making a SSP call and is much quicker.

See for the Manual the Rijksportal: [WereldWijd Werken > Products and Services > Local staff > People Inc. loc.](#)

3W's Travel and Expenses Management system (TEM 3W) being rolled out across central government

In January 2019, the number of active TEM 3W users passed the 10,000 mark!

Ministry of Infrastructure and Water Management now using TEM 3W

2019 started off well for TEM 3W. On Tuesday 15 January Peter Hage (the ministry's Deputy Director of Finance and Procurement) and 3W Director Paul Heemskerk signed the agreement sealing the transition to TEM 3W at the Ministry of Infrastructure and Water Management. The transition applies to the ministry's policy core, policy support and management support, financial and operational management departments, the Royal Netherlands Meteorological Institute (KNMI), the Human Environment and Transport Inspectorate (ILT), the Netherlands Environmental Assessment Agency (PBL),

Ministry of Education, Culture and Science also switching to TEM 3W

On Thursday 17 January 2019 the Ministry of Education, Culture and Science (OCW) officially switched to TEM 3W. OCW's Director of International Policy Anke Buiteveld and 3W Director Paul Heemskerck signed the agreement.

Netherlands Court of Audit switches to TEM 3W

In early February 2019 Katinka Knoop, Executive Director at the Netherlands Court of Audit, and 3W Director Paul Heemskerck signed an agreement on the Court's official transition to TEM 3W.

TEM is currently being rolled out at:

- the Ministry of Health, Welfare and Sport; the National Institute for Public Health and the Environment (RIVM)
- the National Ombudsman's Office (final phase)
- the Tax Administration, the Fiscal Information and Investigation Service (FIOD) and the Customs Administration
- in addition, trips to the Caribbean part of the Kingdom and trips made in the context of civil missions and election observations will soon be booked via TEM 3W.

Upgrades for TEM and Online Booking Tool in 2019

In 2019 we will be releasing new versions of the TEM application and the Online Booking Tool. This upgrade is much needed and will ensure the systems become significantly more user-friendly. Preparations for this complex change have already begun.

Electronic invoicing

Since 1 January 2017 it has been obligatory for suppliers with a new contract to submit invoices to central government electronically. As a result, from January 2018 the TEM team began processing VCK invoices electronically. One major advantage is the reduction in the number of procedures that need to be carried out manually. TEM is now using electronic invoicing across the whole of the Ministry of Infrastructure and Water Management and for parts of the Ministry of Economic Affairs and Climate Policy, the Ministry of Agriculture, Nature and Food Quality, the Ministry of Foreign Affairs, the Ministry of Social Affairs and Employment, and the Ministry of Education, Culture and Science. Further rollout will continue at these ministries.

www.SSO3W.nl

The [3W website](#) was launched in the second quarter of 2018. At that time, not all staff who had been posted abroad or had returned to the Netherlands were able to use the website. In the last quarter of 2018 there was an increase in use of the website and fewer people were using the 3W section on Rijksporaal. Our customers have noted the added value provided by the website's search feature, which is improving all the time. Going forward, the challenge for 3W will lie in using smart search terms and avoiding the use of jargon on the site.

2018 3W customer satisfaction surveys

Since 2016 3W has measured the quality of its services using customer satisfaction surveys, which are sent to staff posted abroad during their first month at the mission. Since 2018 these short surveys have also been sent to staff upon their return to the Netherlands, as well as staff posted to the Caribbean part of the Kingdom and to civilian experts posted abroad.

The surveys contain the following questions:

- Has the service you've received met your expectations?
- Is information easy to find online and are the online forms easy to use?
- How would you rate the service provided by 3W staff? This includes the knowledge, reliability and availability of 3W staff.

We're pleased with the 33% response rate, which is higher than average (25%), as it means we can get a good insight into how our customers feel about our services, and make improvements where necessary. In 2018 service provision was rated slightly lower than in 2017, scoring 6.9 instead of 7.7. This means that we still have work to do! There is a notable difference in the service ratings given by attachés from other ministries compared with the ratings given by BZ staff.

For 3W, feedback like this is very important. The responses provided to the open-ended questions in the surveys have already led us to take several steps aimed at improving our level of service.

Customer journey

We want to improve our services by placing ourselves in the position of our users wherever possible. In general, we're good at explaining processes but there's certainly room for improvement when it comes to avoiding the use of specialist jargon and making information easier to find. That's why we're asking all 3W service users to make [www.sso3w.nl](#) their first port of call when looking for information, instead of Rijksporaal. And if you have any


suggestions, please send them to us by email (3w@minbuza.nl) or via the dedicated [SSP form](#).

Looking ahead, 3W will be reviewing its work processes with the help of external customer journey experts, in order to ensure that we fully meet our customers' needs. This will help us see where 3W can make a difference, whether it's about simply pointing someone in the right direction or ensuring that staff are fully prepared for a posting abroad.

Colophon

Newsletter

In the 3W | WorldWide Working newsletter you'll find the latest information about the products and services we provide for everyone who works abroad for the Dutch government. The newsletter is available in Dutch and in English.



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