E-Transfer Distribution Planning Tool

Below is representation of the E-Transfer Distribution Planning Tool. Field teams should download the original tool from the Digital Library.

E-TRANSFER DISTRIBUTION PLANNING TOOL

Step	Task	Details	Org Responsible	Focal Point MC	Focal Point SP	Timing Considerations	Suggestions and Considerations
1	Funds transfer	Mercy Corps transfers funds to SP escrow account					
2	Confirmation of funds transfer	SP confirms receipt of funds					
3	Account Creation /SIM Activation Request	Mercy Corps sends participant list with participant names, identifying information, first transfer amount and time of transfer to participant accounts.					
4	SIM Activation	Involves linking a SIM card to a specific customer/participant.					How and when are SIMS associated with a specific participant?
5	SIM Distribution						How are SIMs assigned/distributed? Does Mercy Corps ever have possession of the physical SIMs?
6	PIN Creation & Distribution						Mercy Corps staff should NOT have access to secret PINs.
7	Loading SIM card with e-money						When does this happen, can it be the same day that money is distributed? How do we know when cards are loaded? (Usually through SP interface or report from SP.)
8	Cash outs to participants						What is the exact process? Will there be connectivity at all cash out locations? What are procedures for cash out in case of network or system failure? Will there be extra phones available for participant cash out? Who will assist participants using the system for the first time?
9	Cash out Monitoring						Who from Mercy Corps and the SP will be on hand to support? (Especially important in initial distributions?)
10	Reporting						How will you access reports? Does the SP offer different levels of access to the online interface? What access is restricted? How soon is data loaded/available? Review a sample report - ensure you understand all data included in reports and have essential data included.
11	Reconciliation						How do we receive updates on funds transferred from the escrow account to participants, remaining balances, etc.?
12	Funds return						How do we request return of funds from our SP escrow account to Mercy Corps? Is it possible?
13	Billing for fees						How often does that occur? How quickly is payment expected?
14	Customer Service - transfer recipients						How will recipients access the SP in case of difficulty? Will they reach a human or an automated system? What are hours of operation? Is the call free?
15	Customer Service - Mercy Corps						How will Mercy Corps reach the SP in case of difficulty? Will we reach a human or an automated system? What are hours of operation? How quickly can we expect a response/ issue resolution?