

The output of Phase 1 is a delivery mechanism assessment report. This report collates findings from the desk review and interviews into a single resource that can be used within a single organization, or shared widely among humanitarian implementing organizations. Phase 1 can be completed by a multiagency group, a single agency or a consultant or expert on behalf of cash implementers. In pilot testing, we found that familiarity with national regulations and actors was helpful (but not strictly necessary) for accessing key informants.

Phase 2, by contrast, guides teams implementing a specific program (whether a single agency or in a consortium) through a reflective and program-specific process to determine their requirements. The requirements developed in these exercises can then be used in specific procurement processes. These exercises are only relevant when a number of program details are known, such as number and location of beneficiaries, security context, and basic vulnerability and literacy of beneficiaries.

Activity 1 – Desk review

This activity serves as background for in-country assessment work. It includes reviewing and answering a number of key questions using suggested online resources. Questions that cannot be answered with desk research can be rolled over to the next stage (key informant interviews). This exercise helps the humanitarian officer answer basic questions about delivery mechanism availability and the payments operating context.³

This exercise relies heavily on two powerful online databases: the World Bank’s [Global Findex](#) Database and GSMA’s <https://www.gsmaintelligence.com/>. The GSMA is a trade body that represents the approximately 800 mobile operators. Their intelligence website requires registration but offers free access to basic metrics about mobile network coverage and mobile money access at national levels.

Output: completed desk review table.

Activity 2 - Stakeholder matrix

Local stakeholders hold a great amount of information that can support your landscape scoping process, and supply on-the-ground information you often cannot get from anywhere else. We suggest you identify key stakeholders from local FSPs, community organizations, implementing agencies also implementing cash transfers, donors and government agencies supporting cash transfers. Individuals listed in this chart can serve as key informants for the next step (key informant interviews).

Output: completed key stakeholder matrix

Activity 3 - Key informant interviews

Interviews with key stakeholders will be essential for filling information gaps about what delivery mechanisms exist, and their actual capacities to meet humanitarian program needs. Suggested interview questions are listed in this tool, but should be reviewed and customized for your specific interviews, especially additional questions to be asked from communities, peer agencies, beneficiaries, etc, in your program context. Note that the KII tool includes a list of questions for **beneficiaries**. Ideally, these some of these questions would be inserted into needs assessment surveys. If this is not possible, they can be asked during a focus group discussion.

³ This tool is based on the USAID/Nethope Guide to Electronic Payments Market Assessment.