Mobile money requirements checklist

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| **Service** | **Minimum requirements** | |
| **Payment product details: Corporate (payer)** | | |
| **Transaction tracking capabilities** | Details on how transactions are pre-verified before payment and how the information is provided to the payer [organization] once payments are made Sample transaction statement | |
| **Registration and know your customer requirements (corporate account)** | List of requirements for [organization] to activate an account with the service | |
| **Full description of disbursement (payment Process)** | Process flow chart of a funds disbursement including screenshots. | |
| **Account balance and transaction volume limitations (corporate account)** | Details on transaction limits, including on limits on the ***value*** of payments [organization] can send to a single recipient in one day and limits on the ***volume*** of transactions [organization] can send in one day | |
| **User authorization** | Ability to assign different user authorities within the system (i.e., maker, checker, processor) | |
| **Brochure, catalog and booklet** | Attachment of brochures, catalogues and booklets that illustrate the service’s functions | |
| **Interoperability** | Platform interoperability with other payment platforms | |
| **Pricing** | Detailed pricing matrix for transactions | |
| **Data storage** | | Ability to store recipient data on the payment platform to avoid uploading names every time a payment is made |
| **Payment product details: End user (payee)** | | |
| **Receipt of funds** | Notification of transaction to recipients (e.g., SMS messages) | |
| **Registration and know your customer requirements (end user account)** | List of requirements for recipients to activate accounts with the service provider; description of the ability to process payments or to unregister non-account holders | |
| **Account balance and transaction volume limitations (end user account)** | Details on minimum/maximum amount of funds the end user can have in the account, as well as the numbers of transactions that can be received in one day | |
| **Distribution** | | |
| **Coverage area and distribution network** | Map of geographical service coverage areas in [country]. List all cash in/cash out access points (agents) | |
| **Cash in/Cash out liquidity controls** | Details on liquidity management at the cash in/cash out access points (agents) | |
| **Customer service/training: Corporate (payer)** | | |
| **Training for staff** | Details about the training on the system which is provided to [organization]’s staff | |
| **Technical support/Service level agreements** | Details on the service provider’s support availability, monitoring, measurement and reporting of technical support services | |
| **Disbursement troubleshooting** | Details on dispute resolution process and process for return of funds not received or collected by recipients as well as other trouble shooting scenarios | |
| **Customer service/Training: End user (payee)** | | |
| **Training for end users (recipients)** | Details on training (if any) provided to the end user (payees). | |
| **Technical support** | Details on the service provider's customer service and support availability and standards | |
| **Recipient troubleshooting** | Details on who is responsible for troubleshooting transaction problems encountered by payees. | |
| **Data privacy/Security/Service provider internal controls** | | |
| **Security of funds** | Processes and policies for security of funds once they are deposited into the account | |
| **Data security** | Process and policies for ensuring the privacy and security of data involving the transactional history of [organization] | |
| **Data privacy** | Processes and policies for ensuring security and privacy of payee data | |

Extracted from Key Tool: Service Provider Capacity Assessment, USAID and NetHope.