Assessing service providers checklist

|  |  |  |  |
| --- | --- | --- | --- |
| # | Key Issue | Question | Answer |
| 1 | Experience | Has your organization had previous experience with cash payments to victims after emergencies? |  |
| 2 | Future involvement | If the answer to Question 1 is ‘no’, would you be interested in possible future involvement? |  |
| 3 | Time period | If the answer to Question 1 is’ yes’, please describe this experience. Is this experience historical (e.g., a completed project) or ongoing? |  |
| 4 | Method of transfer | If the answer to Question 1 is ‘yes’, how was the cash transferred? |  |
| 5 | Frequency of payments | If the answer to Question 1 is ‘yes’, was the cash transferred in a lump sum or in a number of payments? |  |
| 6 | Stakeholders | If the answer to Question 1 is’ yes’, which parties were involved in the cash transfer process? |  |
| 7 | Delivery points | Does your institution have existing delivery points in potentially needy areas and, if so, can you provide a map showing them? |  |
| If not how would you roll them out rapidly and robustly? |  |
| Do you have the required technology already or would you need to implement or adapt, and how long would this take? |  |
| 8 | Role | How would you see your role and how would you deliver cash to disaster survivors in a given context? (For instance, in addition to the core business, would you see a role for your organization in, for example, fraud control, security, training, IT, management reports, communications and reconciliations?) |  |
| 9 | E-transfer device | What types of e-transfer device could be used to provide cash payments in emergency contexts? |  |
| Are these e-transfer devices already in place or would there need to be any further development and, if so, what would be the time and cost implications? |  |
| (*Where previous experience exists, what types of e-transfer devices were used?)* |  |
| 10 | Reporting | What reports would you be able to provide to an aid agency (e.g3., reconciliations of money received and money withdrawn, money in wallets) and within what time period? |  |
| *(Where previous experience exists, what types of reports were provided?)* |  |
| 11 | Assessment of delivery options | What would be the criteria for selection of the solution for delivery options in terms of delivery points and e-transfer devices? |  |
| *(Where previous experience exists, what was the process for assessing delivery options?)* |  |
| 12 | Communication | Does your institution have experience in communicating effectively with this market segment to explain how to use the selected payment channels?[[1]](#footnote-1) |  |

1. Source: E-transfers in emergencies: Implementation support guidelines (2013) CaLP [↑](#footnote-ref-1)