Value card requirements checklist

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| **Directions:** Review the requirements of the card programme and determine the level of service the Red Cross Red Crescent requires or prefers. Those statements marked ‘Required’ should be included in a Scope of Work to be given to the financial service provider. Those statements with ‘Preferred’ can be discussed further with the financial service provider and included in negotiations. | **Required (X)** | **Preferred (X)** |
| **General** |  |  |
| Unused funds are returned to the Red Cross Red Crescent. |  |  |
| Payment mechanism can be activated at will. |  |  |
| Variable loads on payment mechanism are possible. |  |  |
| **Card-based tool (ATM and point of sales)** |  |  |
| Card has the ability to be activated at will. |  |  |
| Card has a zero value with the ability for any value to be loaded on it (variable load value). |  |  |
| Card is reloadable with a specific maximum value per load and maximum value per life of card. |  |  |
| Each card is capable of a limited number of loads. |  |  |
| Card is to be a stored value card with funds provided by the Red Cross Red Crescent. |  |  |
| Card can be in use/activated within 24 hours of notification. |  |  |
| Card is available to the Red Cross Red Crescent within 72 hours of request. |  |  |
| Card has the Red Cross Red Crescent logo for visibility. |  |  |
| Card transactions are signature based (credit card). |  |  |
| Card has ability to draw ‘cash’ with purchases at PoS. |  |  |
| Card has the ability to be used at ATMs for cash withdrawals. |  |  |
| Card can be limited by the amount of cash that can be withdrawn and the number of withdrawals. |  |  |
| Card has the ability to be limited to XX days of activation. |  |  |
| Card can be loaded, reloaded or deactivated from a remote location. |  |  |
| Card can be loaded, reloaded or deactivated by a vendor on behalf of the Red Cross Red Crescent. |  |  |
| Card can be suspended/unsuspended or deactivated by the Red Cross Red Crescent. |  |  |
| An expired card can be deactivated. |  |  |
| Card is declined at ATMs if it does not have sufficient funds loaded. |  |  |
| Card is declined or rejects purchase transaction if the purchase amount exceeds the remaining available balance on the card; no negative balances are allowed. |  |  |
| Electronic approval is required with $0 threshold for all card transactions at time of purchase. |  |  |
| There is a limit to the time-frame during which merchants can report/post purchase and/or an ATM can be used to withdraw money to 60 days or less; all transactions after that would be rejected. |  |  |
| Card has ability to be restricted according to various industry and category transaction codes. |  |  |
| Clear costs of a system are provided where financial service provider maintains cards in stock and sends them to Red Cross Red Crescent. |  |  |
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| Card is connected to internationally accepted/global electronic payment company (i.e., MasterCard, VISA). |  |  |
| **Financial service provider requirements** |  |  |
| Financial service provider offers variety of payment mechanism options in a specified country. |  |  |
| Financial service provider must have a functioning product in the priority countries. |  |  |
| Financial service provider is able and willing to expand into new markets (market = country). |  |  |
| Financial service provider meets industry standards for regulatory, compliance and risk management (including partners). |  |  |
| Financial service provider meets industry standards for data integrity and security (including partners). |  |  |
| Financial service provider is fully responsible for OFAC regulation compliance. |  |  |
| Financial service provider is fully responsible for meeting in-country legal, regulatory and currency requirements. |  |  |
| Financial service provider offers competitive rates to the Red Cross Red Crescent. |  |  |
| Financial service provider has a demonstrated commitment to innovation and financial inclusion, and to promoting interoperability of service providers. |  |  |
| Financial service provider has a corporate social responsibility (CRS) mandate (i.e., is willing to lower fees in humanitarian crises, support research in CTP in emergencies, etc.; it is a partnership agreement rather than a contract). |  |  |
| **Financial service provider services and fees** |  |  |
| Financial service provider has the ability to use electronic funds transfers to/from funding accounts for card loads, fees and unspent cards. |  |  |
| Financial service provider has the ability to receive electronic status statements and engage in reconciliation processes with the Red Cross Red Crescent. |  |  |
| Monthly invoicing for account fees and other charges is available. |  |  |
| Financial service provider provides technical support for Red Cross Red Crescent staff in managing the payment tool. |  |  |
| Financial service provider has redundant back office systems to provide adequate disaster back-up and continued functionality during disasters. |  |  |
| Financial service provider can produce a clearly defined fee structure for each level: customer (the Red Cross Red Crescent), beneficiary/end user. |  |  |
| A comprehensive cost for the programme, including any known costs associated with payment tool, is available. |  |  |
| Service fees are to be absorbed by the Red Cross Red Crescent not by the end user/beneficiary. |  |  |
| **Financial service provider payment platform requirements** |  |  |
| Financial service provider platform provides a high level of access – urban and rural (with detailed country-level data: i.e., GPS coordinates of ATMs, PoS, branches, etc.). |  |  |
| Financial service provider is able and willing to expand infrastructure, if needed. |  |  |
| Financial service provider has current capacity/scalability in the country (i.e., volume of functioning points that the service can handle in the country). |  |  |
| Financial service provider is able and willing to expand capacity/scalability (i.e., volume of the points to provide service), if needed. |  |  |
| Financial service provider is able to prioritize and mobilize resources on request to enable rapid response. |  |  |
| Payment tool offered by financial service provider allows for an option of physical cash. |  |  |
| Financial service provider promotes financial inclusion (i.e., two-way transactions). |  |  |
| **Financial service provider user interface** |  |  |
| Financial service provider provides a web-based, online system for managing accounts. |  |  |
| Financial service provider provides a web-based, online system for managing beneficiary accounts with the ability to load batches. |  |  |
| Financial service provider maintains a process to add/maintain user IDs and passwords to a geographically disbursed user group with system access limited to the appropriate information based on security level. |  |  |
| User interface is intuitive and user friendly. |  |  |
| User interface allows for added/specific information (flexi field to add Red Cross Red Crescent data). |  |  |
| User interface is available in UN languages. |  |  |
| User interface allows user ID reporting (i.e., who logged in, loaded cards, actions under that user ID). |  |  |
| **Financial service provider training capabilities** |  |  |
| Financial service provider provides training on web-based interface as well as on any interface with payment mechanism. |  |  |
| Financial service provider provides user training of trainers at country location. |  |  |
| **Financial service provider reporting abilities** |  |  |
| Financial service provider provides a reporting interface between itself and the Red Cross Red Crescent. |  |  |
| Financial service provider offers a system of reporting with the ability to add Red Cross Red Crescent-specific information fields for standard reports and interfaces. |  |  |
| Reports are downloadable in Excel or Access for analysis and compilation. |  |  |
| Financial service provider provides an ad-hoc reporting ability so that all fields can be searched in any order. |  |  |
| Financial service provider has the ability to receive aggregate data regarding the accounts. |  |  |
| Financial service provider is able to select the currency for loading/accounting/reporting. |  |  |
| Financial service provider is able to report on merchant codes. |  |  |
| **Financial service provider customer service programme** |  |  |
| Customer service refers questions that are programme specific to the Red Cross Red Crescent (i.e., amount on the card/fraud/extortion). |  |  |
| Customer service is outsourced (not within the Red Cross Red Crescent) in local language and/or other major dialects. |  |  |
| Customer service provides a toll-free call centre to answer usage questions. |  |  |
| Issues dealing with cards that are lost/stolen/damaged are addressed by customer service for cancellation/deactivation. |  |  |
| Financial service provider can provide customer service during business hours to assist cardholders in managing their cards; this service can be activated at the request of the Red Cross Red Crescent. |  |  |
| Customer service provides issue reporting and issue tracking to the Red Cross Red Crescent. |  |  |
| Customer statistics are gathered and reported by customer service to the Red Cross Red Crescent. |  |  |
| Customer service reporting is conducted and required during requested card period, not all the time. |  |  |