



**UNHCR**  
The UN Refugee Agency

**PRIMES** CashAssist



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# CashAssist

UNHCR's Cash Assistance  
Management Systems

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# WHAT IS CASHASSIST?

- ➕ *CashAssist* is UNHCR's cash assistance management system. It allows UNHCR and its partners to deliver cash assistance to identified persons of concern (PoC).
- ➕ *CashAssist* ensures that cash transfers are made to refugees and others displaced in a timely, efficient and accurate manner, while avoiding duplication and minimizing fraud. *CashAssist* is designed to allow partners to have controlled access to the application.
- ➕ Through an end-to-end process, *CashAssist* provides a transparent platform for UNHCR and partners to create and send secured payment instructions to their financial service providers (FSP), ensuring that the cash assistance provided is fully traceable.
- ➕ *CashAssist* improves accountability: internal approval steps are triggered in line with segregation of duties between project control and programme functions for effective oversight, ensuring financial integrity and the establishment of electronic cash plans while maintaining data protection.
- ➕ Online payment instructions to the FSP minimize human error, duplication and fraud. Upon synchronization with *CashAssist*, the FSP directly transfers funds to the eligible households.
- ➕ UNHCR's real time access through the FSP platform ensures monitoring of the status of the payment records. At the end of the payment cycle, UNHCR and partners receive reconciliation records from the FSP, including credited amounts and unsuccessful payments.

## BACKGROUND

With the scale up of cash assistance in UNHCR operations, the establishment of *CashAssist* is crucial to ensure cash is effectively mainstreamed and integrated as an established programming approach and way of delivering assistance for UNHCR.<sup>1</sup>

Effective cash assistance relies on robust biometric, case and data management systems to safely transfer, track, analyse, reconcile and report on funds transferred to PoC and keep updated on their status.

## MAIN FEATURES

*CashAssist* provides users from UNHCR and its partners with the ability to:

- ✓ Prepare complex and auditable payment instructions based on prioritization, eligibility and case data coming from *proGres* or other external systems;
- ✓ Amend/include additional data elements from *proGres* and external data sets to *CashAssist* such as family composition, links between household, individual, assistance and specific needs data;
- ✓ Integrate *CashAssist* with *proGres* and other external data sets;
- ✓ Allow partners and other applications within the PRIMES ecosystem to use *CashAssist* for their payments and reporting needs;
- ✓ Communicate payment instructions with various types of FSP and reconcile status and history of payment transactions and refunds;
- ✓ Record and report cash assistance financial data at the PoC transaction level coming back from the FSP (e.g. PoC amount, cash amount, form of payments, balance, type and indicative location of transactions);
- ✓ Send aggregated/disaggregated actual expenditure information to MSRP, improving reporting and compliance with audit requirements.

<sup>1</sup> *CashAssist* is integrated with UNHCR corporate systems such as Profile Global Registration System (*proGres*) and Management Systems Renewal Project (MSRP). To this end, *CashAssist* is an integral component of the Population Registration and Identity Management EcoSystem (PRIMES).



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# BENEFITS

## ELIGIBLE REFUGEES AND ASYLUM-SEEKERS

- Receive **timely and accurate cash assistance**.
- Benefit from enrolment and certification processes for household members on *proGres v4*, ensuring **adequate payments** based on eligibility and family size.
- Benefit from enhanced **financial inclusion**.

## UNHCR AND PARTNERS

- **Track financial assistance** provided to refugees and asylum-seekers smoothly through *CashAssist*.
- **Avoid duplications, errors and fraud** by linking assistance to *proGres v4* and UNHCR's case management database.
- **Address complaints quickly and effectively** by viewing a record of successful and unsuccessful payments through the FSP.

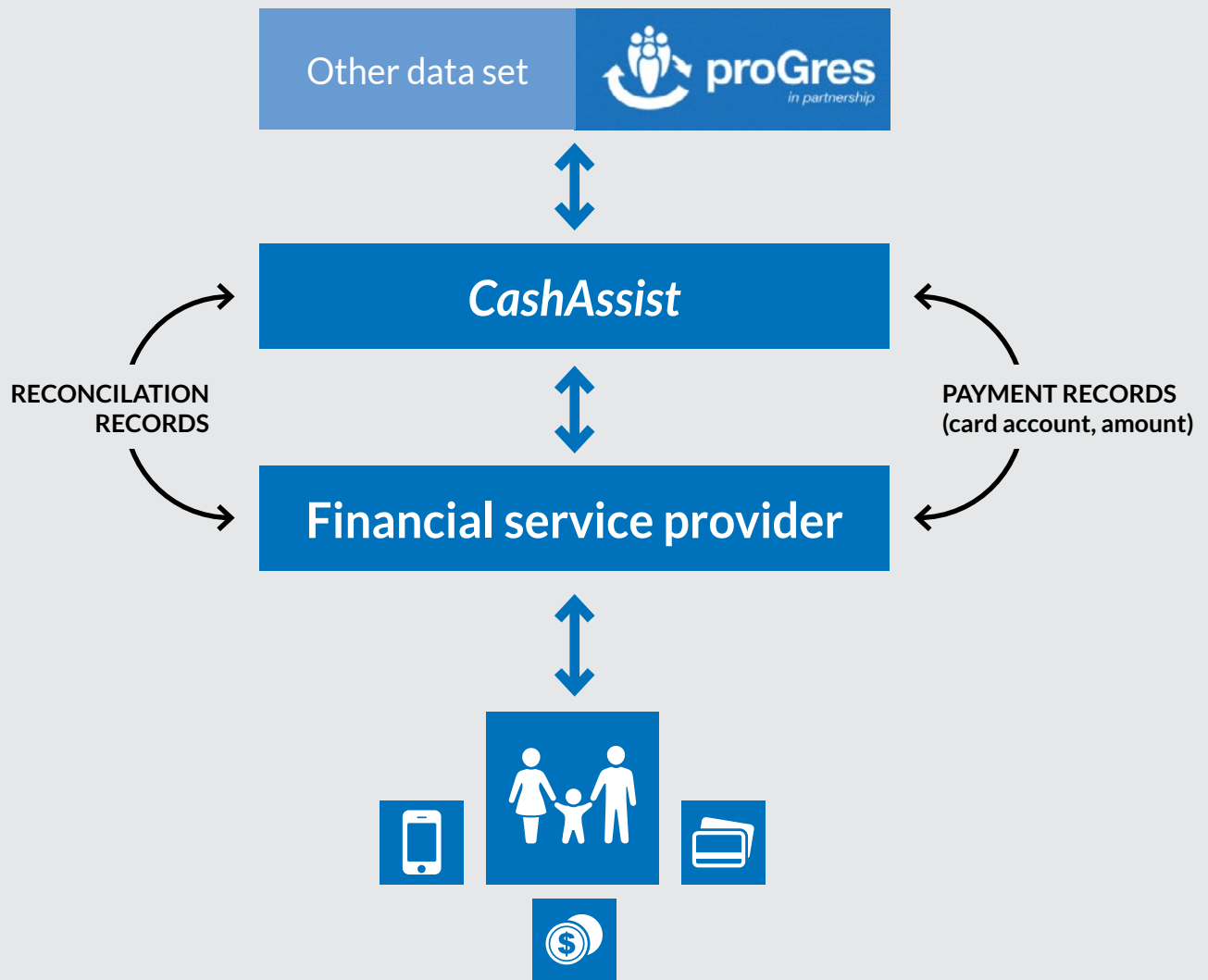
## DONORS

- Receive detailed accounting of cash disbursed from the financial service provider, improving **reporting and compliance with audit requirements**.

## UNHCR

- Institutes an internal approval mechanism through *CashAssist* as per the *CashAssist - Roles and Responsibilities* - segregation of roles plan.
- Ensures that data is regularly synchronized and updated through the mechanism's connection to the *proGres v4* database.
- Benefits from a reduced paper-based audit trail, with all **procedures stored and documented online**.
- **Strengthens security** by ensuring that only authorized staff members have access to their section of the approval procedure (and not others).

## AN END-TO-END PROCESS



## DEPLOYMENT PLANS IN 2019

*CashAssist* will be progressively rolled out throughout UNHCR operations implementing cash programmes. The roll-out will combine both remote and face-to-face training as well as dedicated support to UNHCR and partner users. By the end of 2019, it is envisioned that 25 countries will be using *CashAssist* for their cash assistance payment processes.

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### MORE INFORMATION

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