

# mSTAR/Bangladesh Technical Assistance (TA) Offerings for Making the Transition from Cash to Digital Payments

Why should you stop using cash? USAID released Procurement Executive's Bulletin No. 2014-06 mandating that as of August 6, 2014 "electronic payment systems must be the default method of payment under all awards." In other words, electronic or digital payments are the norm for all USAID awards moving forward. USAID's mSTAR/Bangladesh project can help you align with this new requirement for free through the following types of on-demand, short-term technical assistance.



## 1 Understanding what opportunities exist for transitioning away from cash mSTAR/Bangladesh can help you to...

- Map all cash payment streams in your operations and programs
- Create a process flow chart of each payment stream cash
- Take note of value(s), volume, frequency, type, and number of payments in each stream cash
- Identify cash points and who manages cash
- Identify any pain points in the process (i.e. excessive overtime by staff for disbursing cash)
- Identify where opportunities may exist to shift away from cash to digital payments



## 2 Selecting a service provider mSTAR/Bangladesh can help you to...

- 2.1 Conduct due diligence on service providers and their products to compare services and select the provider(s) that best meet your organization needs
- 2.2 Negotiate with providers to get the best rates
- 2.3 Develop basic business requirement documents (such as RFI or RFQ) that can be issued to service providers to solicit information or price quotes



## 3 Revising operating procedures and building capacity of internal staff mSTAR/Bangladesh can help you to...

- Review and revise standard operating procedures (SOPs)
- Map the existing payment process in a flow chart
- Map staff roles to create a transition plan for digital payments
- Build the capacity of internal staff to use digital payments



## 4 Conducting trainings and rolling out digital payments to staff and beneficiaries mSTAR/Bangladesh can help you to...

- 4.1 Coordinate with payment service provider(s) to provide tailor-made trainings
- 4.2 Trial your transition to digital payments with a small group of recipients
- 4.3 Expand digital payments systematically to ensure quality and reliability of the service provider's network coverage and infrastructure
- 4.4 Collect feedback through personal interviews with a random sample of recipients and cash out agents/merchants to assess satisfaction
- 4.5 Create a formal monitoring system that processes feedback and includes response mechanisms for immediate trouble-shooting and revisions to the digital payment process



### Requesting TA is Easy and Free!

Any USAID implementing partner can request mSTAR/Bangladesh's support simply by sending an email to Md. Majidul Haque, mSTAR/Bangladesh Technical Lead ([mhaque@fhi360.org](mailto:mhaque@fhi360.org)), and copying your AOR/COR.

**Note:** Some of the content here has been adapted from the e-Payments Toolkit by USAID and NetHope