

TOOLS: Training cash recipients on how to use e-vouchers

KEY ACTIONS

- ✓ Many cash recipients will never have used e-vouchers before. Risks of abuse of power are often related to the interaction with the traders, including the quality of customer service provided as well as the quality and quantity goods purchased. Awareness of how to use the e-voucher is crucial in making sure recipients can access their entitlement successfully.

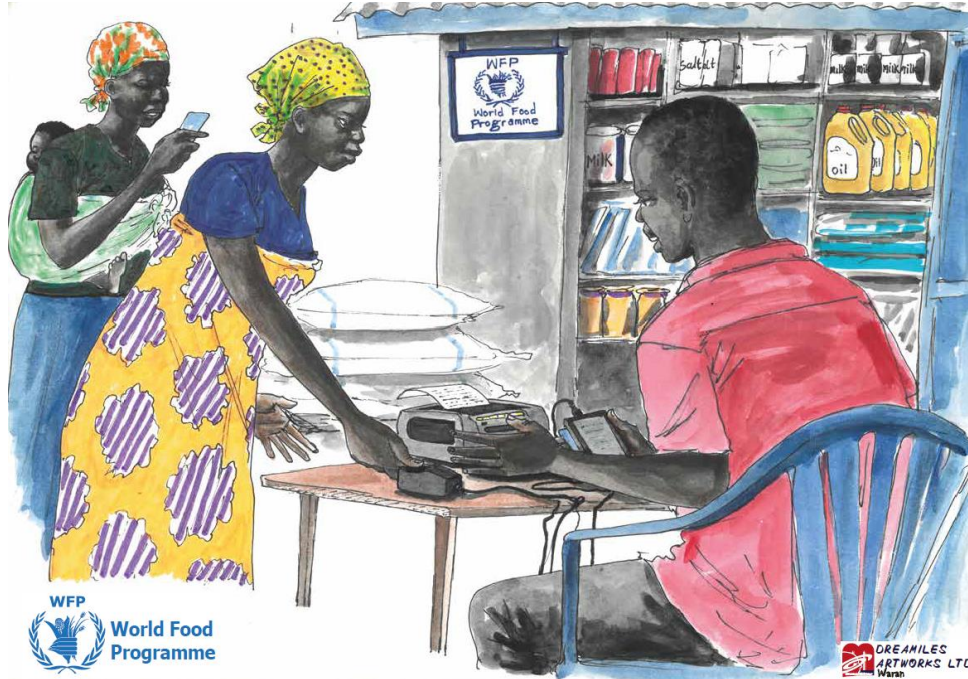
TOOL: Training session on "How to use e-vouchers"

What is in this tool?	This document presents an in-person training session with examples that can be used to build the capacity of cash recipients who will redeem their e-vouchers.
How?	Depending on people's familiarity with the device and their level of digital and financial literacy as identified during the initial assessment, you can choose which of the training sessions you want to run to support cash recipients in the context of the training strategy you developed.
When?	Before the first disbursements happen

<p>Welcome and introduction</p> <p>➔ Welcome the group. Share the objectives of the session. At the end of the session, participants understand:</p> <ul style="list-style-type: none"> • What e-vouchers are; • How e-vouchers can enable people to access their cash assistance; • How to use e-vouchers to make payments for goods or services. 	<p>5 mins</p> <p>Method:</p>
<p>What e-vouchers are and how they support cash assistance</p> <p>➔ Ask participants:</p> <ul style="list-style-type: none"> - What are e-vouchers? Listen to the answer and then ask- - Have any of you ever used e-vouchers? Ask those who have to describe their experience. <p>➔ Thank participants and explain:</p> <p><i>E-voucher are cards that allow you to purchase goods and services at selected traders. They are secured by presenting accepted IDs such as your national ID card or your UN-issued card (Refugee card, Scopecard, etc.) and/or a PIN.</i></p> <p><i>You will be/have been issued a card with a bar code on it. [If you have sample e-voucher, pass them around to the participants]. This bar code contains information about you and your entitlement. This barcode secures your e-voucher and ensures that it can only be used by you or your designated representative. That way, if you lose it, no one can access your entitlement- it remains safe.</i></p> <p><i>e-Vouchers are a smart way for us to provide assistance to you.</i></p>	<p>10 mins</p> <p>Methods:</p>
<p>How to make payments using e-vouchers</p> <p>➔ By using an adaption of visuals accessible here, explain the various steps of a purchase transaction using an e-voucher.</p> <ol style="list-style-type: none"> 1. Before leaving his/her house the e-voucher holder decides what goods he/she wants to purchase. He/she takes his/her identification card and the e-voucher. 2. The e-voucher holder goes to an affiliated trader. 3. The e-voucher holder chooses the goods he/she wants to buy and goes to the 	<p>20 ins</p>

till. The trader tells him/her the total cost of the goods. The e-voucher holder presents his/her e-voucher for payment.

4. The trader scans the e-voucher to verify the entitlement. The trader also verifies the identity of the e-voucher holder and/or asks him/her to enter their PIN in the point-of-sale terminal.
5. The e-voucher holder verifies that the amount the trader has entered for payment is correct and presents his/her ID and/or enters his/her PIN in a dedicated terminal. A receipt is issued to the e-voucher holder.
6. Some e-vouchers can be authenticated by reading fingerprints. The e-voucher holder verifies that the amount the trader has entered for payment is correct and presents his/her ID and/or press his finger on a dedicated terminal, as shown in the visual accessible [here](#). A receipt is issued to the e-voucher holder.
7. The e-voucher holder leaves the store happy with his/her purchases.



- ➔ Ask participants if they have any questions about the steps and provide clarifications if needed.
- ➔ Ask participants to repeat these steps in the form of role play. One participant will be a trader, the other one will be a customer. Repeat the role play a few times to give several participants the opportunity to act the scene out.



NOTE: If your e-voucher system uses a PIN. Please refer to the additional training sessions in the toolkit called: "Choosing a PIN/ Securing the PIN"

- ➔ Remind participants:

Should you experience any issues with traders, partners, humanitarian staff, remember to contact our helpline and feedback desks. The information you disclose is confidential!

Conclusion

10 mins

- ➔ Ask:
 - Do you think e-vouchers are a safe way to transfer humanitarian assistance to you?
 - Do you feel confident using e-vouchers?

Method:

Listen to their answers and tell them other opportunities to build their understanding of bank cards and develop their capacity to use them independently can be offered to them.



- ➔ Thank participants and wrap up the session.

Total

45 mins