

Common Cash Facility Steering Committee Amman, Jordan

Meeting Location	GIZ Office -Amman	Meeting Date	12 Febreury , 2020
Co-Chairs	Heba Azazieh (UNHCR) Alexis Boncenne (UNICEF)	Meeting Time	11:00-12:00
Minutes Prepared by	Nama'a Shkukani (UNHCR)		
Purpose of Meeting	EyeCloud Updates and Troubleshooting Referrals		

1.) Summary of action points

No.	Action Point	Focal Point / Organization
1.	To share the ATM screen messages in both English & Arabic with MoM.	Nama'a Shkukani/ UNHCR
2.	Provide Feedback on CCF Logo by 10 March 2020.	CCF Members

2.) Session Summaries

Item	Discussion
Last meeting minutes' approval	January 2020 minutes were approved by the members.
CCF referrals to update the EyeCloud	<p>Beneficiaries who withdraw the cash assistance using the iris authentication, need to have their iris updated on the EyeCloud. UNHCR performs two types of updates monthly on the EyeCloud:</p> <ol style="list-style-type: none"> 1) Master EyeCloud update which is uploaded once on the 3rd working day of each month. <u>This update deletes all previous records.</u> 2) Appending to the EyeCloud which is performed during the month as needed and is appended to the previous lists (does not delete previous records). This update is limited to the volume of 1000 records at a time. <p>New procedures for process for the EyeCloud update referrals:</p> <ol style="list-style-type: none"> 1. Send referrals to: joramccf@unhcr.org; 2. UNHCR will respond within 24 hours; It is recommended that you text your beneficiaries only after confirmation of the EyeCloud update. 3. Members agreed to the new referrals schedule of three times a week (Sunday, Tuesday, Thursday) for the EyeCloud updates.

<p>CCF IRIS troubleshooting referrals to UNHCR</p>	<p>Presentation on the ATM screen messages and the CCF proper counselling to the beneficiaries.</p> <p>The most recurrent iris error messages are for the below scenarios:</p> <ol style="list-style-type: none"> 1. Not the authorized beneficiary attempting to withdraw. 2. EyeCloud need update, (this happens for example when sending the SMS before the confirmation of the EyeCloud update). 3. Issues arising from moving EC to the cloud which are temporary and being handled by UNHCR technical team. 4. A biometric fix is needed at UNHCR registration. <p>It is recommended that before troubleshooting referrals to UNHCR:</p> <ol style="list-style-type: none"> 1. Understand the message/issue hindering the withdrawals. 2. Last check on the accounts' balance and transaction reports. 3. UNHCR will respond within 24 hours from referrals noting that some cases will require additional time if an iris fix at UNHCR registration is needed and might take a maximum of 10 working days. 4. Escalate if issue is not solved after 10 working days of the referral to UNHCR. <p>UNHCR developed a tutorial videos and it can be used by CCF members to enhance beneficiaries' awareness/capacity. The final draft will be shared by the beginning of March taking into consideration the feedback from the CCF members.</p>
<p>AOBs</p>	<ul style="list-style-type: none"> • CCF logo was developed by UNICEF to be used by the CCF members. • To send requests for information about the UNHCR designated cash collector to: joramccf@unhcr.org • Next JoMoPay taskforce will be conducted in March 2020. • The CCF meeting will take place in April 2020 in UNHCR office and it discuss the usage of the CCF-CAB portal by CCF members.

3. List of Participants

Organisation	Name	Email
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