Integrated Information Management Systems in e-voucher Programs

Lessons Learnt from Zambia
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The Farmer Input and Voucher Management System (FIVMS) provides a platform to harmonize various forms of e-vouchers and practical challenges documented/experienced in voucher programs.

**Various forms of e-vouchers do exist**

- Swipe Cards
- Scratch cards
- Paper-electronic cards
- Paper vouchers*

**Some commonly documented challenges with vouchers**

- Due diligence in beneficiary identification
- Record keeping and monitoring/tracking
- Accountability and transparency
- Potential financial misappropriation
- Procurement and finance regulations
- Adherence to technical standards/specifications
Farmer registration process ensures due diligence in identification of targeted beneficiaries

- Key farmer identification particulars
- Register of all farmers
  - Specific criteria
  - Registration form
  - Trace and verification
  - Searchable & Downloadable list
- Data captured at field level (MAL)
  - Basic information on farmer activities
- Paper based, mobile and web based
A systematic process is employed to register suppliers and agro-dealers to ensure quantities, technical specifications, pricing and quantity redeemed by farmers.

**Suppliers Selection Process**
- Technical specifications
- Market assessment tender
- Tender evaluations
- Supplier contract
- Supplier & Agro-dealer linking

**Agro-dealer Selection Process**
- Public call
- Supplier & Agro-dealer linking
- Contracting
- Registration
- Trace and verification
All critical program information is centralized on a single web-based database

www.fivms.casuzm.net

- Developed and maintained by CASU project
- Depending on module and user rights, it is accessible at national and field level
- Has agro-dealer and supplier interface on redemptions and invoices
The FIVMS configuration allows mobile and web based interfaces at national and field level by different stakeholders.
Farmer register is editable at field (district level) with an approval function at national level.
The voucher module contains the register of all officially issued vouchers to respective farmers.

### Voucher Security
- Pairing of **voucher** numbers to specific **farmer** ID
- Linking **vouchers** to geographical locations
- Linking **vouchers** to specific inputs
- Outlines **values** for each **voucher**

### Validation during Redeeming Process
- Mobile or Web based validation process
- Only **registered** and cleared agro-dealers
- Only where **valid credentials** are provided by the project
- Real time monitoring by both the program and agro-dealer
The voucher module interfaces with a mobile and a web based application for validation of vouchers during redeeming process.

Only registered agro-dealer mobile numbers accepted.
Agro-dealer portal:
http://verify.casuzm.net
All voucher validations are monitored in real time by the agro-dealer and the program
The invoice module validates quality, quantity, and price of all commodities redeemed

- Invoice Registration
  - Physical data capture (receipt, vouchers)
  - Advanced mobile app and e-card under development

- Validation and Clearance
  - Quantity, Price, Quality
  - Agro-dealer clearance
  - Segregation of responsibilities

- Payment Approval
  - Supplier and agro-dealer clearance

- Payment
  - FAO GRMS system
  - CSAP PO
  - Electronic or cheque
A clear framework and investment decisions are required for a national input program for e-voucher implementation.

**Target Beneficiary Identification**
- Selection criteria
- Due diligence
- Data Quality Control
- Trace and verification
- Master list for disbursement

**Supplier Identification**
- Competitive bidding
- Technical standards
- Pricing
- Required Quantities
- Contractual terms

**Agro-dealer Identification**
- Public call, competitive bidding & registration
- Supplier linkage
- Geographical coverage
- Trace and verification
- Contractual terms

**Information Management**
- Validation mechanisms
- Process Records
- Farmer register
- Payment records
- Supplier and Agro-dealer performance
- Service Providers

**Payment Modalities**
- Timely payments
- Farmer’s Choice
- Payment verification
- Accountability