

GLOSSARY OF CASH TRANSFER PROGRAMMING (CTP) TERMINOLOGY

In the period since CaLP produced its first glossary in 2011, the scale and variety of cash transfer programming (CTP) has expanded significantly, and brought the engagement of a wider and more diverse community of practice. These changes have also been reflected in an evolving understanding and use of some definitions, and the introduction of multiple new terms into the cash transfer programming lexicon. This updated CaLP glossary has been compiled to capture these changes, with the intention of providing clarity and to encourage the harmonised use and common understanding of CTP terminology. It should be noted that these definitions are intended for application in relation to CTP in humanitarian programming contexts, and may not reflect how some terms are understood in other contexts or by other audiences.

*** The Glossary was updated in July 2017 following consultations with a range of stakeholders. It has been approved by CaLP’s Technical Advisory Group (TAG), and endorsed by participants in the cash workstream of the Grand Bargain, and the Good Humanitarian Donorship (GHD) group.**

Term	CaLP Working Definition
Activation (prepaid card or SIM)	Linking a person with a specific card or SIM and authorizing use of the card or SIM (by SMS, online activation, or phone). Also known as “personalization.”
Agent	An entity or retail outlet where an <i>e-cash transfer</i> can be spent or redeemed for cash, and/or where e-cash account holders can perform other transactions. Different Financial Service Providers (FSP) – such as banks, mobile network operators or remittance companies – can have agents. Agents are managed by an FSP, not a humanitarian agency See also <i>Financial Service Provider (FSP)</i>
Aggregator	An entity that consolidates financial transactions for processing, such as providing a single platform to execute payments via multiple FSPs See also <i>Financial Service Provider (FSP)</i>
Asset	Any physical, financial, human or social item of economic value owned by an individual or corporation, especially that which could be converted to cash. Assets can be categorized as human, physical, natural, financial and social
Assistance Modality	‘Assistance modality’ refers to the form of assistance – e.g. cash transfer, vouchers, in-kind, service delivery, or a combination. This can include both direct transfers to household level, and assistance provided at a more general or community level e.g. health services, WASH infrastructure
Authentication	The process of verifying a person’s identity
Bank Information Number (BIN)	The first six digits on a debit card that represent the issuing bank. The issuing bank is responsible for the cards they release based on their banking license requirements and therefore interprets KYC requirements.
Basic Needs	The items that people need to survive. This can include safe access to essential goods and services such as food, water, shelter, clothing, health care, sanitation and education
Biometric Authentication	Technologies that measure and analyse human physical and / or behavioural characteristics for authentication purposes e.g. fingerprint, voice print, iris recognition
Bulk Payment	A simultaneous transfer of funds from an entity to many recipients. <i>This term is often used to describe the mobile money services used for humanitarian programs (as opposed to person-to-business or person-to-person payments).</i>
Cash Based Assistance (CBA)	CBA refers to all programs where cash (or vouchers for goods or services) is directly provided to beneficiaries. In the context of humanitarian assistance, the term is used to refer to the provision of <i>cash transfers</i> or <i>vouchers</i> given to individuals, household or community recipients; not to governments or other state actors. CBA covers all modalities of cash based assistance, including vouchers. This excludes remittances and microfinance

	<p>in humanitarian interventions (although microfinance and money transfer institutions may be used for the actual delivery of cash).</p> <p>The term can be used interchangeably with <i>Cash Transfer Programming</i>, and <i>Cash Based Interventions</i></p>
Cash Based Intervention (CBI)	<p>CBI refers to all programs where cash (or vouchers for goods or services) is directly provided to beneficiaries. In the context of humanitarian assistance the term is used to refer to the provision of cash transfers or vouchers given to individuals, household or community recipients; not to governments or other state actors. CBI covers all modalities of cash-based assistance, including vouchers. This excludes remittances and microfinance in humanitarian interventions (although microfinance and money transfer institutions may be used for the actual delivery of cash).</p> <p>The term can be used interchangeably with <i>Cash Based Assistance</i> and <i>Cash Transfer Programming</i></p>
Cash for Assets (CFA)	<p>Cash payments provided to participants for taking part in projects to create community or public assets, such as irrigation systems, roads etc. This is a form of conditional transfer and a sub-set of Cash for Work relating to those work programs which create assets.</p> <p>See also <i>Cash for Work (CFW)</i></p>
Cash for Training (CFT)	<p>Cash payments provided for participating in a specified training session or series of training sessions. This is a form of conditional transfer</p>
Cash for Work (CFW)	<p>Cash payments provided on the condition of undertaking designated work. This is generally paid according to time worked (e.g. number of days, daily rate), but may also be quantified in terms of outputs (e.g. number of items produced, cubic metres dug). CFW interventions are usually in public or community work programmes, but can also include home-based and other forms of work.</p> <p>See also <i>Cash for Assets (CFA)</i></p>
Cash Modality	<p>'Cash modality' refers to the different types of cash or voucher transfer – e.g. conditional (cash for work, etc.), unconditional, restricted, unrestricted, multipurpose, etc. A single transfer can generally be categorized in terms of several of these variables e.g. a conditional, unrestricted transfer</p>
Cash Plus	<p>This term refers to complementary programming where CTP is combined with other modalities or activities. Complementary interventions may be implemented by the same agency/agencies providing CTP, or potentially by other agencies working in collaboration. Examples might include provision of training and/or livelihood inputs, or behavioural change communication programmes.</p>
Cash Transfer	<p>The provision of assistance in the form of money (either physical currency/cash or e-cash) to beneficiaries (individuals, households or communities). Cash transfers as a modality are distinct from both vouchers and in-kind assistance</p>
Cash Transfer Programming (CTP)	<p>CTP refers to all programs where cash (or vouchers for goods or services) is directly provided to beneficiaries. In the context of humanitarian assistance the term is used to refer to the provision of cash transfers or vouchers given to individuals, household or community recipients; not to governments or other state actors. CTP covers all modalities of cash-based assistance, including vouchers. This excludes remittances and microfinance in humanitarian interventions (although microfinance and money transfer institutions may be used for the actual delivery of cash).</p> <p>The term can be used interchangeably with <i>Cash Based Interventions</i> and <i>Cash Based Assistance</i></p>
Closed Loop	<p>A system in which the institution that issues the payment card is always the same institution that provides the acquiring infrastructure. The card or password can only be used on the acquiring infrastructure of that one institution</p>
Commodity Voucher	<p>Commodity vouchers are exchanged for a fixed quantity and quality of specified goods or services at participating vendors. Commodity vouchers share some similarities with in-</p>

	<p>kind aid in that they restrict and specify the assistance received, but it is accessed at local markets through traders.</p> <p>See also <i>Combination Voucher, Value Voucher, and Voucher</i></p>
Conditionality	<p>Conditionality refers to prerequisite or qualifying conditions that a beneficiary must fulfil to receive a cash transfer or voucher, i.e. activities or obligations that must be fulfilled <i>before</i> receiving assistance. It is distinct from restriction which pertains only to how transfers are used. Conditionality can in principle be used with any kind of cash, voucher or other type of assistance, depending on its objectives and design</p> <p>See also <i>Conditional Transfer, Unconditional Transfer and Restriction</i></p>
Conditional Transfer	<p>A conditional transfer requires beneficiaries to undertake a specific action/activity (e.g. attend school, build a shelter, attend nutrition screenings, undertake work, etc.) to receive assistance; i.e. a condition must be fulfilled before the transfer is received. Cash for work/assets/training are all forms of conditional transfer.</p> <p>See also <i>Conditionality and Unconditional Transfer</i></p>
Cost-Benefit Analysis	<p>Compares the value of a program's net impacts on final outcomes, expressed in monetary terms, with the extra costs associated with implementing the program, also expressed in monetary terms</p>
Cost-Effectiveness	<p>Cost-effectiveness is the extent to which the program has achieved or is expected to achieve its results (outcomes/impacts) at a lower cost compared with alternatives. [World Bank]</p> <p>See also <i>Effectiveness</i></p>
Cost Effectiveness Analysis	<p>Cost-effectiveness analysis measures the cost of achieving intended programme outcomes and impacts (e.g. improved food consumption, reduced malnutrition rates), and can compare the costs of alternative ways of producing the same or similar benefits. [DFID]</p> <p>See also <i>Cost Effectiveness</i></p>
Cost-Efficiency	See <i>Efficiency and Cost Efficiency Analysis</i>
Cost Efficiency Analysis	<p>The study of the administrative cost of a cash transfer programme relative to the amount disbursed.</p> <p>See also <i>Efficiency</i></p>
Critical Market Systems	<p>The specific market systems that are most urgently relevant to the target population's needs. Essentially those markets that have or could have a major role in meeting the essential needs of the target population [PCMMMA]</p>
Delivery Mechanism	<p>Means of delivering a cash or voucher transfer (e.g. smart card, mobile money transfers, cash in envelopes, etc.)</p>
Demand Elasticity (Elasticity of Demand)	<p>A measure of how sensitive to price changes is the quantity demanded by buyers. Goods on which people cut back sharply, when prices rise or incomes are reduced (e.g. luxury items) have 'elastic demand' [PCMMMA]</p>
E-Cash	<p>Any electronic substitute for cash that provides full, unrestricted flexibility for purchases. It may be stored, spent, and/or received through a mobile phone, prepaid ATM/debit card or other electronic transfer</p>
E-Transfer	<p>A digital transfer of money or vouchers from the implementing agency to a program participant. E-transfers provide access to cash, goods and/or services through mobile devices, electronic vouchers, or cards (e.g., prepaid, ATM, credit or debit cards). E-transfer is an umbrella term for <i>e-cash</i> and <i>e-vouchers</i></p>
E-Voucher	<p>A card or code that is electronically redeemed at a participating distribution point. E-vouchers can represent cash or commodity value and are redeemed using a range of electronic devices</p> <p>See also <i>Combination Voucher, Commodity Voucher, Voucher and Value Voucher</i></p>
E-Wallet	<p>Software that resides on a smart card or mobile phone SIM card, and holds or can receive electronic cash and a digital signature</p>

Effectiveness	Effectiveness relates to how well outputs are converted to outcomes and impacts (e.g. reduction in poverty gap and inequality, improved nutrition, reduction in school drop-out, increased use of health services, asset accumulation by the poor, increased smallholder productivity, social cohesion). [DFID] See also <i>Cost-Effectiveness</i>
Efficiency	Efficiency refers to the ability of a program to achieve its intended objectives at the least cost possible in terms of use of inputs (i.e. capital, labour and other inputs) See also <i>Cost-Efficiency</i>
Embedded Transaction	A good or service which is not paid for directly but is included or hidden within an exchange of another good or service which is paid for
Enabling Environment	The enabling environment or rules that influence how a market system works – sometimes these are called ‘dis-enabling’ factors because they make a market system work badly. It forms one ‘layer’ in market system mapping and analysis See also <i>Market Map</i>
Financial Inclusion	Financial inclusion means that a full suite of financial services is provided, with quality, to all who can use them, by a range of providers, to financially capable clients [www.centerforfinancialinclusion.org]
Financial Service Provider (FSP)	An entity that provides financial services, which may include e-transfer services. Depending upon your context, financial service providers may include e-voucher companies, financial institutions (such as banks and microfinance institutions) or mobile network operators (MNOs). FSPs includes many entities (such as investment funds, insurance companies, accountancy firms) beyond those that offer humanitarian cash transfers or voucher services, hence within CTP literature FSP generally refers to those providing transfer services
Framework Agreement	An outline of a contract, also known as an umbrella contract, or master services contract. Call off or draw down agreements are similar but include financial information. <i>This usage provided by private sector. Humanitarian agencies may use the term differently</i>
Gap Analysis	The process of calculating a gap in household and/or individual needs. Calculated as: Gap in needs = Total need – (Needs met by affected population + Needs met by other actors)
Income Elasticity of Demand	Measures the responsiveness of the quantity demanded of a good to a change in the income of the people demanding the good. Income elasticity is calculated as the ratio of the percentage change in quantity demanded to the percentage change in income
Inflation	A measure of increase in price(s) per unit of time (usually denoted in percentage increase per year)
Integrated Markets	Markets in which prices for comparable goods do not behave independently. If markets are well integrated, price changes in one location are consistently related to price changes in other locations and market agents are able to interact between different markets.
Interconnected Markets	A market system which, as well as being a market in its own right, is part of the supporting functions or rules of another market system
Know Your Customer (KYC)	This usually refers to the information that the local regulator requires banks to collect about any potential new customer in order to discourage financial products being used for money laundering or other crimes. Some countries allow banks greater flexibility than others as to the source of this information, and some countries allow lower levels of information for accounts that they deem to be ‘low risk’
Labour Market System	A labour market system is a market system within which people sell or supply their labour, and others buy this labour (demand) [<i>Labour Market Analysis in Humanitarian Contexts</i>] See also <i>Market System and Labour Market Analysis</i>
Labour Market Analysis	Labour market analysis is about understanding the constraints, capabilities and potential to expand labour opportunities within the market system. In humanitarian contexts, this includes consideration of how target populations in particular access the labour markets and how to strengthen and support existing market actors [<i>Labour Market Analysis in Humanitarian Contexts</i>]

Load Volume	For prepaid cards or mobile money, the total amount to be loaded onto cards or mobile wallets. (Also known as “payment volume.”) Payment volume may also refer to the amount spent by card/wallet holders.
Magnetic Strip Card	A plastic card with a magnetic stripe capable of storing data using tiny iron-based magnetic particles on a band on the card and secured by a PIN, a signature or bio-metrics to verify the identity of the recipient before granting access to the funds
Market	The term ‘market’ refers to a system of exchange between two or more actors or players. The exchange can be for goods or services, or for money and can take place in a physical space or through virtual media such as the internet. Markets are sometimes defined by forces of supply and demand, rather than geographical location e.g. ‘imported cereals make up 40% of the market’.
Market Analysis	Analysis of market information to understand how a market functions, or how it has been impacted by an event or crisis
Market-Based Programming	Market-based programming or market-based interventions are understood to be projects that work through or support local markets. The terms cover all types of engagement with market systems, ranging from actions that deliver immediate relief to those that proactively strengthen and catalyze local market systems or market hubs
Marketplace	A marketplace is where exchanges happen. This is typically a physical place where different wares or goods (and sometimes services) are sold – such as a village or livestock market. Marketplaces are a common starting point to assess the potential to fulfil demand for many consumables from food items to soap and clothing. (NB. The internet is providing more and more ‘marketplaces’ too, however its use by target populations is not well understood) See also <i>Marketplace Analysis</i>
Marketplace Analysis	Marketplace analysis is a more ‘rapid’ form of analysis and seeks to identify whether and how a physical market place can supply or deliver the goods / services that will be in demand. It focuses on the ‘consumer’ end of the market chain See also <i>Marketplace</i>
Market Chain	The market chain describes the core elements making up demand and supply – or all the actors trading (or taking possession) of the good or service within the market system – from consumer through to the primary producer or supplier
Market Map	A market map is a visual depiction of how an entire market system works, including all the actors in the market, how they relate to each other, the volume of produce being traded / exchanged by different actors, and prices. Market maps contain the following three elements: a) the market chain; b) market services; c) the enabling (or dis-enabling) environment or rules. See also <i>Enabling Environment, Market Chain, Market System and Market Services</i>
Market Player	Organisations or individuals who are active in a market system not only as suppliers or consumers but as regulators, developers of standards and providers of services, information, etc. This therefore may include organisations in the private and public sectors as well as non-profit organisations, representative organisations, and civil society groups
Market Services	Market services (also called business services or support functions) refers to any service – public or private – which helps a market function. This market ‘support’ can also be helpful to other parts of people’s wellbeing. For example, a road helps traders transport goods, but is also used by people to access hospitals, schools, visit family etc.
Market System	Market System refers to all the players or actors, and their relationships with each other and with support or business services as well as the enabling environment – or rules and norms that govern the way that system works. Market systems are interconnected when they share the same set of enabling environment / rules / norms and business / support services, for instance when they operate within one country. See also <i>Market Service, Market Systems Analysis, and Enabling Environment</i>

Market Systems Analysis	Market System analysis uses a systems approach to map out all the social, political, economic, cultural and physical factors affecting how a market operates. The market system approach is useful for complex market systems (like the rental market) of for products with long/international market chains.
Merchant	Supplier of goods and services. They may be contracted by a humanitarian organisation to participate in a cash-based intervention. See also <i>Trader and Vendor (the terms are interchangeable)</i>
Microcredit	A sub-segment of microfinance that focuses on giving small loans to low-income people for the purpose of allowing them to earn additional income by investing in the establishment or expansion of microenterprises
Microenterprise	A market-oriented economic activity with – in most definitions – 10 or fewer employees (including the owner and unpaid family members)
Microfinance	The provision of financial services adapted to the needs of micro-entrepreneurs, low-income persons, or persons otherwise systematically excluded from formal financial services, especially small loans, small savings deposits, insurance, remittances, and payments services
Minimum Expenditure Basket (MEB)	Defined as what a household needs – on a regular or seasonal basis – and its average cost over time. The MEB can be a critical component in the design of interventions including Multipurpose Cash Grants/Assistance (MPG/MCA), with transfer amounts calculated to contribute to meeting the MEB See also <i>Multipurpose Cash Grant / Multipurpose Cash Assistance</i>
Mobile Money	Mobile money uses the mobile phone to access financial services such as payments, transfers, insurance, savings, and credit. It is a paperless version of a national currency that can be used to provide humanitarian e-cash payments
Modality	See <i>Assistance Modality and Cash Modality</i>
Multiplier Effect	Indirect effects of cash transfers whereby increased expenditure by recipients contributes to income growth for non-recipients, expansion of markets for local goods, or increased demands for services. The ‘economic multiplier’ is the estimated number by which a change in some other component of aggregate demand is multiplied to give the total amount by which the national income is increased as a result of direct and indirect benefits from that change in demand.
Multipurpose Cash Grant (MPG)/ Multipurpose Cash Assistance (MCA)	MPGs or MCAs are defined as a transfer (either regular or one-off) corresponding to the amount of money a household needs to cover, fully or partially, a set of basic and/or recovery needs. They are by definition unrestricted cash transfers. The MPG/MCA can contribute to meeting a Minimum Expenditure Basket (MEB) or other calculation of the amount required to cover basic needs, but can also include other one-off or recovery needs. See also <i>Minimum Expenditure Basket (MEB)</i>
Nominal Prices	The current monetary value of a good or service. See also <i>Real Prices</i>
Personal Account Number (PAN)	The full 16-digit number on a credit, debit, or prepaid card
Point of Service/Sales (POS) Device	Devices that do not contain any money, but have the capacity to perform transactions (carried out in retail stores, restaurants, or mobile locations.)
Price Elasticity	A measure of the variability of supply or demand in response to a change in price. Price elasticity of demand is calculated as the ratio of the percentage change in quantity demanded to the percentage change in price. Price elasticity of supply is the ratio of the percentage change in quantity supplied to the percentage change in price
Public Goods and Services	Public goods and services are those which are provided by the government. For instance major infrastructure, like power supply, roads, clean water, health services or schools.

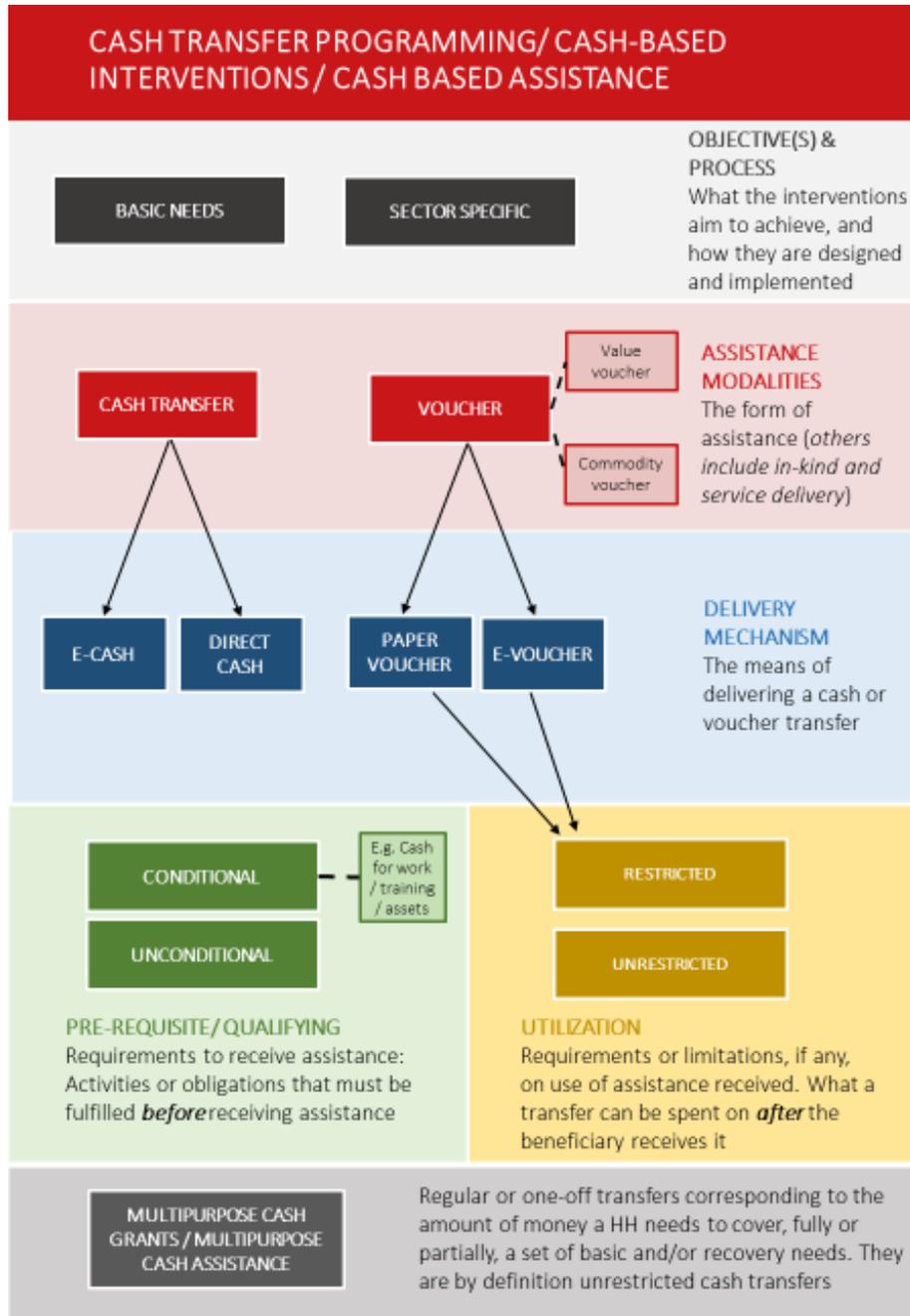
	Individuals are not ordinarily expected to pay for public goods or services - though some public services may charge a nominal or subsidised user fee. Access to public services or goods may carry a charge however, for instance bus-fares to travel to a health centre.
Public Works Programmes (or Workfare)	Where income support for the poor is given in the form of wages in exchange for work effort. These programs typically provide short-term employment at low wages for unskilled and semiskilled workers on labour-intensive projects such as road construction and maintenance, irrigation infrastructure, reforestation, and soil conservation. Generally seen as a means of providing income support to the poor in critical times rather than as a way of getting the unemployed back into the labour market
Purchasing Power	The ability to purchase goods (this is usually defined by income)
Private Sector	The private sector includes any actors which generate surplus income / profit through their business operations. This includes small individual traders and micro-enterprises, small firms employing temporary labour, cooperatives with numerous 'members' or shareholders, through to multi-national companies. The absolute criteria for what is / isn't the private sector is blurred, as many private firms are owned by governments, and some enterprises – for instance 'social enterprises' – have business plans that generate a profit which is invested back in to society
Propensity to Consume	Propensity to consume is an economic term used to describe how much of a given amount of money a household has (e.g. income) it actually will spend on a given set of goods and services. Households can choose between what to spend on, as well as how much to 'spend' and use / consume, and how much to save and/ or invest in future income possibilities. The marginal propensity to consume is the amount EXTRA that a household <i>intends</i> to spend as a result of receiving more cash
Real Prices	Prices adjusted for inflation to reflect the purchasing power of the currency in a 'base' year, usually using a consumer price index for the corresponding year. See also Nominal Prices
Remittance	Money sent from one person to another, e.g. money sent home from emigrants working abroad
Remittance Companies	Companies whose only, or primary, service is wiring or transferring money electronically between locations, often from abroad. These companies provide a Cash Collection service, whereby the sender pays cash to have money transferred
Response Analysis (RA) or Response Analysis Framework (RAF)	The link between situational analysis (broadly speaking, needs assessment and other contextual information) and programme design. It involves the selection of programme response options, modalities and target groups; and should be informed by considerations of appropriateness and feasibility, and should simultaneously address needs while analysing and minimising potential harmful side-effects. [Maxwell, D. 2013]
Restriction	Restriction refers to limits on the <u>use</u> of a transfer, <i>after</i> it has been received by a beneficiary. Restrictions may describe either the range of goods and services that a transfer can be used to purchase, or the places where a transfer can be used, or both. The degree of restriction may vary – from the requirement to buy specific items, to buying from a general category of goods or services, or to achieve an agreed output (e.g. to repair a shelter, or start-up a livelihood activity). Restriction is distinct from conditionality, which applies only to prerequisite conditions that a beneficiary must fulfil <i>before</i> receiving a transfer. See also Conditionality, Restricted Transfer and Unrestricted Transfer
Restricted Transfer	A restricted transfer requires the beneficiary to use the assistance provided to purchase specific items or types of goods or services. <i>Vouchers are by default restricted transfers, as there will at minimum be restrictions on where a voucher can be spent.</i> See also Restriction and Unrestricted Transfer
Retail Price	The monetary value at which goods and services are exchanged at the end of the retail chain i.e. between the seller and the final consumer.

Safety Nets (SN) or Social Safety Nets	Safety nets target the poor or vulnerable and consist of non-contributory transfers, such as in-kind food, cash or vouchers; they can be provided conditionally or unconditionally. They are a sub-set of broader social protection systems. See also <i>Social Assistance and Social Protection</i>
Safety Net System	A collection of programs, ideally well-designed and well-implemented, complementing each other as well as complementing other public or social policies
Sector-Specific Intervention	This refers to a CTP intervention designed to achieve sector-specific objectives. Sector-specific cash transfers can be restricted or unrestricted, and conditional or unconditional
Simplified Due Diligence (SDD)	Also known as minimal Know-Your Customer (KYC); can be a feature of a card product. National regulations will influence when SDD can be used.
Situation Analysis	An overview of available secondary data and early primary data such as initial Needs Assessment and other contextual information [<i>MPG Toolkit</i>]
Smart Card	A smart card is a device that includes an embedded integrated circuit that can be either a secure microcontroller or equivalent intelligence with internal memory or memory chip alone. The card connects to a reader with direct physical contact or with a remote contactless radio frequency interface. With an embedded microcontroller, smart cards have the unique ability to store large amounts of data, carry out their own on-card functions (e.g. encryption and mutual authentication) and interact intelligently with a smart card reader [<i>Smart Card Alliance</i>]
Social Assistance / Social Assistance Transfers	Repeated, unconditional, predictable transfers of cash, goods or services provided on a long term basis to vulnerable or destitute households or specific individuals (e.g. the elderly, pregnant women), with the aim of allowing them to meet basic needs or build assets to protect themselves and increase resilience against shocks and vulnerable periods of the life cycle. Usually refers to government assistance provided in cash, but can also refer to in-kind assistance. See also <i>Safety Nets and Social Protection</i>
Social Protection	Actions carried out by the state or privately, to address risk, vulnerability and chronic poverty. Social protection refers to comprehensive systems including safety nets, social assistance, labour market policies, social insurance options (e.g. contributory pensions, health insurance), and basic social services (e.g. in education, health and nutrition). See also <i>Safety Nets and Social Assistance</i>
Supply Elasticity	The responsiveness of the quantity of a good supplied by traders and others relative to the change in its price (price elasticity of supply) or other factors (e.g. income of the supplier)
Trader	Supplier of goods and services. They may be contracted by a humanitarian organisation to participate in a cash-based intervention. See also <i>Merchant and Vendor (the terms are interchangeable)</i>
Unconditional Transfer	Unconditional transfers are provided to beneficiaries without the recipient having to do anything in return to receive the assistance. See also <i>Conditionality and Conditional Transfer</i>
Unrestricted Transfer	Unrestricted transfers can be used entirely as the recipient chooses i.e. there are no direct limitations imposed by the implementing agency on how the transfer is spent. See also <i>Restriction and Restricted Transfer</i>
Value Chain	A sequence or “chain” of activities carried out by multiple enterprises to produce and sell goods and services. As a raw material travels along this chain, each company adds to the value of the good or service until the final product is delivered to the consumer
Value for Money (VfM)	VfM refers to the optimal use of resources to achieve the best outcomes for people affected by crisis and disaster [<i>DFID</i>]
Value Voucher	A value voucher has a denominated cash value and can be exchanged with participating vendors for goods or services of an equivalent monetary cost. Value vouchers tend to

	provide relatively greater flexibility and choice than commodity vouchers, but are still necessarily restricted as they can only be exchanged with designated vendors.
Vendor	Supplier of goods and services. They may be contracted by a humanitarian organisation to participate in a cash-based intervention. See also <i>Trader and Vendor (the terms are interchangeable)</i>
Village Savings and Loans	An informal microfinance model based solely on member savings and small, community-managed groups. Members pool savings and provide loans with interest to each other. The interest is then disbursed to group members, based on their level of savings, at the end of a time-limited cycle
Voucher	A paper, token or e-voucher that can be exchanged for a set quantity or value of goods, denominated either as a cash value (e.g. \$15) or predetermined commodities or services (e.g. 5 kg maize; milling of 5kg of maize), or a combination of value and commodities. They are redeemable with preselected vendors or in 'fairs' created by the agency. Vouchers are used to provide access to a range of goods or services, at recognized retail outlets or service centers. Vouchers are by default a restricted form of transfer, although there are wide variations in the degree of restriction/flexibility different voucher-based programmes may provide. The terms vouchers, stamps, or coupons are often used interchangeably. See also <i>Combination Voucher, Commodity Voucher, E-Voucher and Value Voucher</i>
White Labeling	A service offering with minimal customization. (i.e., taking the standard product or service as-is and applying the program or organization's branding.). For example, an NGO using a company's standard prepaid card scheme with program branding
Wholesale Price	The monetary value at which a retailer purchases goods in bulk for onward selling to consumers, usually in smaller quantities and at an increased price
Willingness to Pay	This is an estimate of future expenditure requirements made up of historic costs, and what people would be willing to pay given a set amount of 'cash' at their disposal. It is used to contribute to the design of the Minimum Expenditure Basket (MEB). See also <i>Minimum Expenditure Basket</i>

Sources: Unless otherwise stated the definitions in this glossary are drawn from documentation produced by ACF, ICRC, CaLP, Save the Children, WFP, USAID, UNDP, OCHA, Oxfam, and Mercy Corps (ELAN)

Annex 1: Illustrative Diagram of Key Cash Transfer Programming Terminology



Annex 2: Applying Terminology and Definitions in Practice – Use Cases

Applications of Restriction and Conditionality – an example intervention: A shelter intervention, which provides a combination of **assistance modalities** (**cash transfers** and **vouchers**) to beneficiaries to support the rehabilitation of their homes following a hurricane. For the **delivery mechanism**, both the cash and vouchers are provided as **e-transfers** to the target households, using a single **Smart card** with two wallets – one for the **e-vouchers** that can be used in designated stores, and one for the cash, which can be withdrawn via ATM, or used in shops with **point of sales (POS) devices**.

The e-vouchers are **restricted** to the purchase of a designated range of construction materials, which meet required safety standards. The cash transfers are intended primarily to allow beneficiaries to employ skilled and unskilled labourers to help with building work.

The e-vouchers are provided in one instalment. The cash transfers are provided in two instalments, with beneficiaries required to demonstrate suitable progress in construction to receive the second cash transfer.

This is an example of an intervention where the use of a cash transfer is **restricted** as a **condition** of receiving subsequent transfers i.e. to receive the second cash transfer, the beneficiaries should use the first transfer to pay for house reconstruction work, which is monitored by the implementing agency. That said, a beneficiary might choose to spend the money on something else, if for example the family members were able to take on the labouring work; this reflects the nature of cash which means it's never possible to wholly restrict its use. The first transfers (cash and voucher) are provided **unconditionally** i.e. the beneficiaries didn't have to do anything before receiving them. The second cash transfer is however **conditional** on households being able to demonstrate progress in house construction.

Unrestricted Unconditional Cash Transfers (unrestricted UCTs) provide beneficiaries with cash without the need for them either to fulfil a particular condition, or spend the funds in a particular way. Of all the transfer types, unrestricted UCTs provide the maximum degree of flexibility for recipients, freeing them from the financial and non-financial costs associated with fulfilling conditions and allowing them full control over how the money is spent.

An increasingly common example of unrestricted UCTs are **multi-purpose cash grants** (MPGs), as implemented in several recent humanitarian responses (e.g. Lebanon, Jordan, Iraq, Ukraine).

Cash transfers which are both unrestricted and unconditional may also be delivered as part of national social protection programming in non-emergency settings. Examples include child allowances, poverty-targeted cash transfers, and disability and non-contributory social pensions – assuming these have been designed without conditions on receipt or restrictions on use.

Unrestricted Conditional Cash Transfers (unrestricted CCTs) provide beneficiaries with cash once they have fulfilled a specific precondition but which they are then free to use as they see fit. Beneficiaries who do not comply with the conditions are (or should be) disqualified from receiving further transfers. This mix of implementer's control over recipients' behaviour and flexibility over expenditure choices make unrestricted CCTs a common form of programming, in both development and humanitarian contexts. Unrestricted CCTs can be used to meet a wide range of aims while allowing beneficiaries a degree of autonomy.

Examples of unrestricted CCTs, include:

- Transfers in exchange for work (also known *as Cash for Work*), remunerated based on time spent or on product delivered;
- Transfers in exchange for training attendance (also known as *Cash for Training*);
- Transfers based on attending health check-ups, or similar

Restricted Unconditional Cash Transfers (restricted UCTs) are transfers given to beneficiaries without requiring any specific action from the beneficiary, but with restrictions on where (which shops) and what (which commodities and services) the transfer can be spent. More or less rigid restrictions can be imposed through the use of commodity or value vouchers. The former is the most restrictive as they require recipients to spend the money on specific items or services in pre-selected shops or facilities, while the latter can generally be used more flexibly to purchase items or services in pre-selected shops or facilities up to the cash value of the voucher.

Examples of restricted UCTs include:

- Commodity or value voucher received without having to meet any conditions (for food, for WaSH, for education expenses, for shelter expenses, etc.)
- Rent subsidy/allowance, provided without conditions

Restricted Conditional Cash Transfers (restricted CCTs) are provided to beneficiaries upon completion of a precondition, and can only be used by the beneficiary on specific commodities or services. The high levels of rigidity make restricted CCTs very complex to set-up, administer and monitor; it is necessary to check that both the conditions and the restrictions have been met. As such, they are very rarely used, and most appropriate when the transfer is of a large amount and not recurrent.

Examples of restricted UCTs, covering both emergency and development contexts/programming include:

- Vouchers provided on fulfilment of specific conditions
- Business recovery grant with restricted use and subject to a condition, e.g. attending business management training, submitting a business plan
- Business start-up grant with restricted use and subject to a condition, e.g. attending business management training, submitting a business plan
- Scholarship benefits, if both restricted and conditional. For instance, they have to be spent on school fees or school supplies following the attainment of a certain level of school