WiPay

DIGITAL DISBURSEMENTS
PROPOSAL

MINISTRY OF SOCIAL DEVELOPMENT & FAMILY SERVICES

June 7, 2022

HELPING
EMPOWERING
TRANSFORMING
LIVES

Meet WiPay

WiPay is a software development company focused on the development of innovative solutions that support 'financial inclusion' among other things. WiPay has been designing and building solutions that address the key challenges facing organizations, large and small, primarily in relation to the availability and inclusiveness of payments.

Accept Digital Payments Quickly, Simply & Securely

WiPay provides a secure, robust, fully integrated payment platform that allows State entities, large corporations, businesses and merchants of all sizes to make and accept digital payments from just about anyone, anywhere, at any time. With WiPay, you can accept credit card and debit card payments as well as 'cash' payments online through our unique 'Top-Up Voucher' technology (using QR codes).

WiPay provides convenient payment options for 'unbanked' persons, promoting higher levels of financial inclusion and service availability. WiPay considers the last mile for true end-to-end payment processing and disbursements.

WiPay offers a fully integrated Point-of-Sale (POS) smart terminal solution for connected service, providing you with the hardware, software and customized Apps to transform your customer interactions.

WiPay is currently the largest alternative payments company in the Caribbean, with an expanding regional footprint that currently includes operations in Trinidad and Tobago, Jamaica, Guyana, Saint Lucia, Barbados and Grenada.
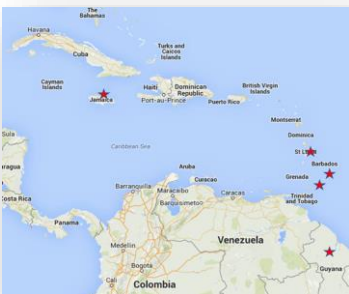
Ecommerce Platform | Customized & Dynamic | Support for End Point Heterogeneity Easy API integration | Distributed Ledger Technology | Secured and Backed by the Banking System

The Context

The entire region, and indeed the world, continues to adapt to the impact of the Covid-19 pandemic. More so than ever before, individuals and entities are looking to technology and innovation to provide more reliable and convenient experiences in the evolved paradigm of socially-distanced interactions and transactions. The new normal remains abuzz with discussions around cashless and contactless payments.

The Government of Trinidad and Tobago provides several grants and other forms of financial assistance to qualified persons. In many instances, the grants are distributed in the form of Government cheques which have proven costly, inefficient and increasingly unreliable.

The Ministry of Social Development and Family Services (MSDFS) is a primary strategic partner with the Government to nurture the society envisaged in Trinidad and Tobago's National Development Strategy 2016-2030 (Vision 2030). A key responsibility of MSDFS is the delivery of social services and support to vulnerable groups, including the distribution of grants to those groups in society.

The Proposal

WiPay has developed WiMoney, a digital disbursement and redemption solution ideally suited for grants, cash payouts and other forms of financial assistance. The WiMoney system generates unique Digital IDs for individuals which can be delivered to their mobile phones. Each Digital ID is sent as a QR Code to the intended recipient's email address and/or mobile phone via SMS or social app, which can in turn be used to uniquely identify that recipient within a grant program or any other government service which may be added to the WiMoney system. The Digital ID allows the recipient to obtain goods and services 'online' or 'in-person' from participating merchants/businesses (or Government agencies) based on the available monetary balance for that recipient.

WiPay is proposing a Pilot Project with MSDFS, at a value of ~TTD 1.2 Million, to be fully funded by WiPay. The Pilot involves a license to MSDFS for use of the WiMoney system for disbursements, 100 Smart Terminals to be deployed at participating merchant/business locations for the processing of Digital IDs (when presented by the recipients to the merchant/business for goods and/or services), training in the use of the WiMoney system and personnel to manage the Pilot.


mnfs3ydp0kxe

Digital Disbursement Process

Eliminate the cost & logistics of cheque distribution and printed vouchers

How does it work?

MSDFS or the relevant **GORTT** donor agency provides a list of intended recipients and funds for disbursement. Intended recipients of social grants would be enrolled with their name, address, mobile telephone number, e-mail address and a picture of a national ID or self-image (*Note: these requirements can be refined based on the pilot project's specific needs*). Once enrolled by designated personnel at **MSDFS**, a message with the unique Digital ID would be sent to the recipient's mobile phone and/or e-mail address as a QR Code.
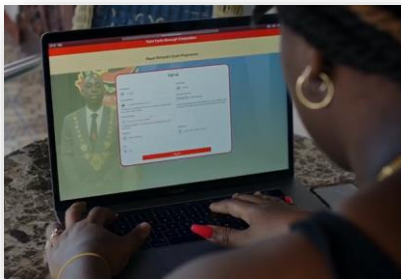
Authorized **MSDFS** personnel would have access to an online dashboard for assigning monetary values in real-time to individual recipients or groups of recipients via their Digital IDs. The **WiMoney** system supports repeat 'disbursements' to an individual recipient through the same QR Code as well as disbursements from different donor sources (e.g. senior citizens grant, flood relief grant, NIS benefits, chronic disease assistance).

Larger image on next page
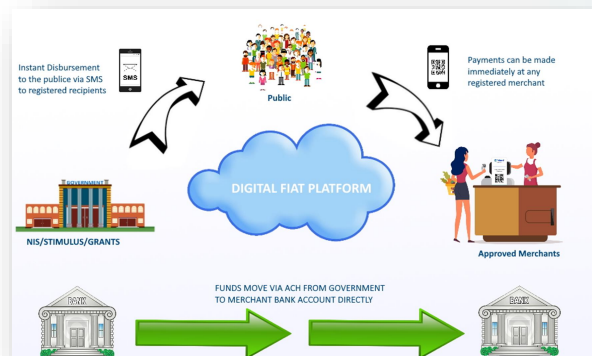
The recipient would use the Digital ID 'in person' or 'online' to obtain goods and services from participating merchants and businesses (e.g. supermarkets, pharmacies, hardware stores, certified medical practitioners). The requisite funds (based on the aggregate value of 'recipient' transactions at the given merchant or business) would then be transferred via direct deposit (ACH) from **MSDFS**/**GORTT** to the merchant's or business's bank account.

Digital Disbursement Process

The Workflow

RECAP: The recipient would use the QR Code (Digital ID) 'in person' or 'online' to obtain goods and services from participating merchants and businesses (e.g. supermarkets, pharmacies, hardware stores, certified medical practitioners). The requisite funds (based on the aggregate value of 'recipient' transactions at the given merchant or business) would then be transferred via direct deposit (ACH) from MSDFS/GORTT to the merchant's or business's bank account.

See high-level workflow below
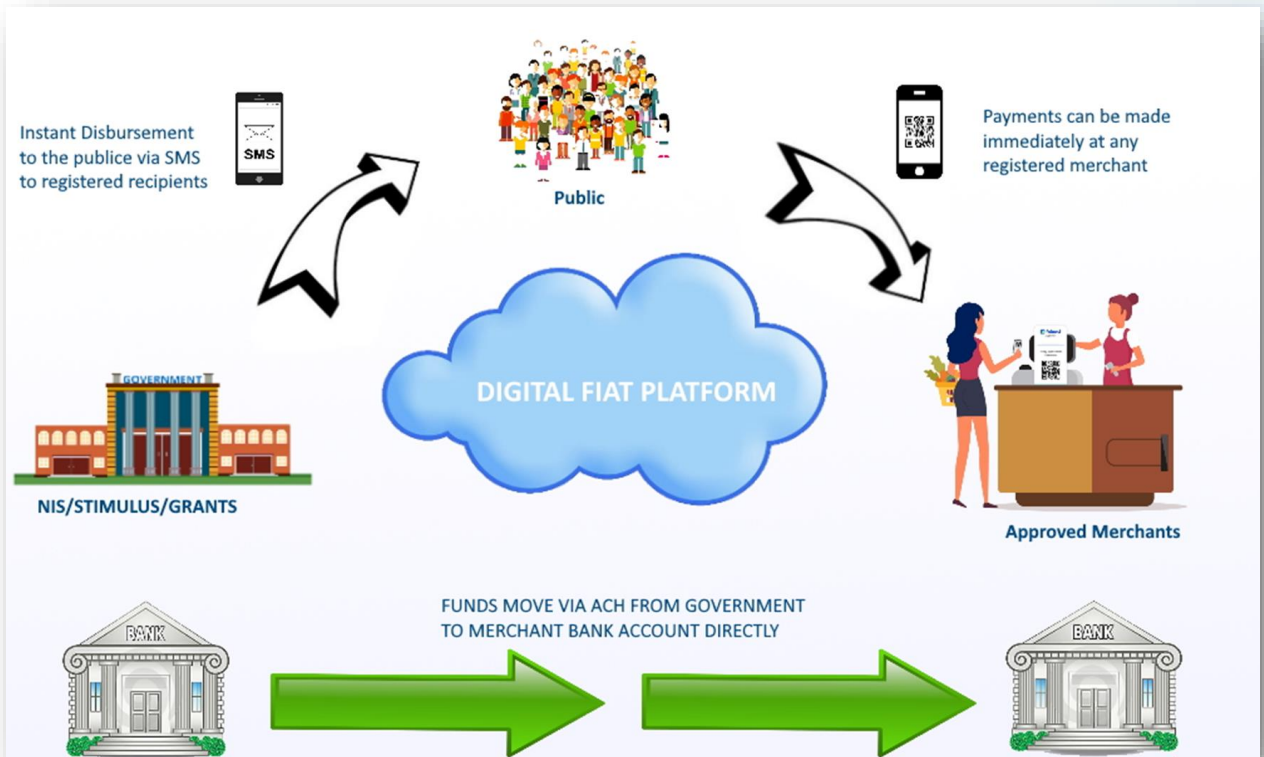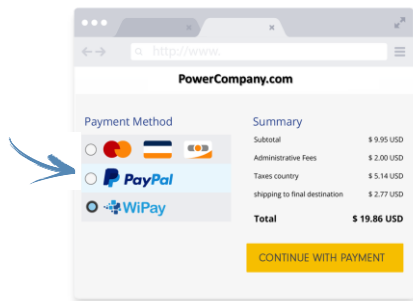
Digital Disbursement Process

The Recipient

Once a grant application has been approved by the relevant Donor agency personnel and/or enrolled by designated MSDFS personnel, the recipient gets an e-mail and/or text message on his/her mobile phone with a unique Digital ID in the form of a QR Code. The recipient has the option of using the QR Code to obtain goods and services from participating merchants and businesses, up to the maximum value disbursed to that recipient. Each participating merchant and business would have received a QR-ready smart terminal from WiPay for 'in-person' Digital ID processing.

At the point of sale, the recipient simply displays the QR Code on his/her mobile phone to the cashier, who in turn scans the QR Code with the smart terminal. The cashier validates the recipient's identity against the picture (of the recipient) that appears on the smart terminal and can then proceed to process the transaction for the goods or services.
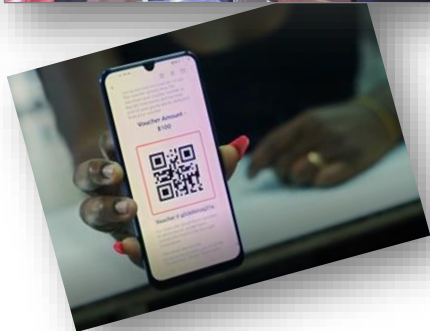
The recipient also has the option of using the QR Code online to obtain goods or services offered by participating merchants or businesses. This is done by scanning the QR Code or entering the alphanumeric string on the merchant's or business' website. Alternatively, merchants or businesses without websites can use WiPay's platform to receive payments from recipients through e-mail or social media (e.g. WhatsApp, Instagram). The recipient simply clicks a 'link' provided by the merchant or business to make the payment using the QR Code.

Digital Disbursement Process

Access to powerful online management dashboard

The Ministry (Dashboard & Reporting)

The Ministry (MSDFS) would have access to a powerful online management dashboard for the verification, creation and administration of the Digital IDs (QR Codes). From the dashboard, authorized MSFDS personnel can assign monetary values to each Digital ID in real-time, with visibility and transparency as to when and where each recipient spends the grant funds.

Online Management Dashboard – Key Features

- ✓ Every transaction is captured in 'real-time'
- ✓ Individual and total disbursement/redemption balances are available
- ✓ Thousands of recipient names and associated details (e.g. phone number, photo ID, address) can be uploaded as a single file
- ✓ Each recipient is assigned a unique QR Code which can be sent via SMS and/or email
- ✓ Recipient information can be edited or deleted by authorized personnel
- ✓ Approved nominees or alternates (e.g. for immobile recipients) can be added
- ✓ ACH files are automatically generated daily, or as otherwise agreed, to facilitate timely settlement with the participating merchants/businesses
- ✓ Reports can be generated for reconciliation and auditing purposes

MSDFS would approve merchants/businesses for participation in the Pilot. WiPay would add these to the network of locations where recipients can use the QR codes to obtain goods and services. Each of the merchants/businesses would be equipped with QR-ready smart terminals supplied by WiPay.

At the end of each day, or as otherwise determined, MSDFS would receive a report and an automatically generated ACH file for each merchant or business, based on the 'recipient' transactions for that day (or any other period as agreed). The ACH file would be used to deposit funds directly to the respective merchant's or business' bank account.

Digital Disbursement Process

Ministry Dashboard (sample image #1)

Unique QR Codes can be easily generated once recipients are uploaded / enrolled in the WiMoney Digital Disbursement System via the Dashboard

Ministry Dashboard (sample image #2)

Recipient details can be easily managed by authorized personnel via the Dashboard

Digital Disbursement Process

Accept In-Person QR Code Payments from Recipients

The Merchant/Business (In-Person)

Recipients can visit any participating merchant or business location to obtain goods and services. The recipient presents the Digital ID (QR Code) at checkout and the cashier uses the Smart Terminal to scan the QR Code. The cashier does a visual match of the recipient against the image appearing on the Smart Terminal (_Note: this image would have been uploaded during the application/enrollment stage for the grant program_).

The cashier then proceeds to process the transaction to a maximum of the available monetary balance for that recipient (displayed on the Smart Terminal). Funds in the amount of the aggregate value of QR Code transactions are subsequently transferred via direct deposit (ACH) directly to the merchant's or business' bank account as settlement.

WiPay POS Smart Terminals

WiPay provides the most capable Point-of-Sale (POS) Smart Terminals that are small in size and big in capability. The unique combination of payments, services and business solutions powered by WiPay extends the value to merchants and businesses beyond credit card and debit card processing. The Terminals are also fully mobile, allowing business to be conducted in-store or on the go. They are ideal for curbside pickup and delivery services.

MSDFS' Role & Resources

What are MSDFS' responsibilities?

The Ministry of Social Development and Family Services would be responsible for the following:

- ✓ Identifying a suitable grant program or suitable group of recipients for the Pilot
- ✓ Assigning dedicated resource(s) to manage the Pilot
- ✓ Approving suitable merchants and businesses to participate in the Pilot
- ✓ Ensuring the successful transfer of funds (ACH) to the participating merchants and businesses
- ✓ Marketing and Promotion of the Pilot to the public
- ✓ Covering all ancillary costs of the Pilot

WiPay's Role & Resources

What are WiPay's responsibilities?

WiPay would be responsible for the following:

- ✓ Providing access to the WiMoney System at no cost
- ✓ Providing up to 100 Smart Terminals at no monthly cost
- ✓ Implementing and commissioning the WiMoney System, including the online management dashboard
- ✓ Configuring the Smart Terminals
- ✓ Providing training in the use of the WiMoney System to relevant MSDFS/GORTT personnel

WiPay and MSDFS would work together to finalize the scope, timelines and resourcing for the Pilot with a view to commencing the Pilot in short time.

Pilot Funding

What are the costs?

The Pilot Project would cost approximately TTD$1.2M to implement and manage for a period of three (3) months. WiPay has sought and received funding from Colour Bank[1] in the amount of USD$180K specifically for this Pilot. In this regard, MSDFS would not be required to provide funding for the implementation of the Pilot, other than any ancillary costs which may arise.

Product & Services	Qty	Period	Total (TTD)
WiMoney System	1	3 Mths	$635,000.00
100 Smart Terminals	100	3 Mths	$350,000.00
Implementation at MSDFS	1		$65,000.00
Implementation at redemption locations	25	3 Mths	$100,000.00
Training to relevant personnel	50		$50,000.00
Consumables	100	3 Mths	$3,000.00
TOTAL			**$1,203,000.00**

[1] The Directors of Colour Bank, at an Extraordinary General Meeting held on 1st June 2022, approved and adopted and passed a resolution for the sum of One Hundred and Eighty Thousand United States Dollars (USD$180,000.00) to be paid to WiPay for the purpose of implementing a Digital Grant Pilot Project.

Timelines for Implementation

How long will it take?

The following high-level implementation plan projects a 4-week timeline leading up to MSDFS 'go live' with the Digital Disbursement Pilot. The 4-week timeline commences from the point where the specific grant program or specific group of recipients for the Pilot has been confirmed (e.g. senior citizens pension) and suitable merchants and businesses have been selected to participate in the Pilot.

ACTIVITY	Wk1	Wk2	Wk3	Wk4
Stakeholder discussions with MSDFS 'grant program' administrators, merchants & businesses				
Customize WiMoney System / Create test Digital IDs / Sandbox for testing				
MSDFS / Admin testing of System interfaces, functions & reports				
Rollout Smart Terminals to all participating merchants & businesses (redemption locations)				
Test Digital IDs at all Smart Terminal locations				
Test ACH settlement process and reconciliation				

Based on Proven Technology

WiPay has been successfully leveraging its services and capabilities to rapidly develop unique and high-impact payment solutions which have been successfully implemented in Trinidad and Tobago and several other Caribbean territories. WiPay is the technology provider that designed and developed the Digital Grant / Cash Payout solutions currently used by Government Ministries and charitable organizations in Jamaica, Grenada and right here in Trinidad and Tobago. Below are some examples of WiPay's proven solutions.

TRINIDAD & TOBAGO

Point Fortin Borough Corporation – Mayor's Grant

In 2020, the Mayor of Point Fortin, through the Point Fortin Borough Corporation, used WiPay's Digital QR Code System to provide Covid-19 relief grants to indigent families and persons within the Borough. Persons interested in the grant applied online through the Corporation's website and once approved, received a unique QR Code on their mobile device.
The QR Code was then redeemed in person at participating supermarket locations for the purchase of groceries and other essential items.

(See article: https://tt.loopnews.com/content/watch-point-fortin-mayor-launches-digital-covid-19-grants)

The Judiciary of Trinidad & Tobago – CourtPay

Since 2018, WiPay's Top-Up Voucher system has been in use by the Judiciary of Trinidad and Tobago through the CourtPay system designed and developed by WiPay. CourtPay facilitates the processing of Maintenance payments from and to persons who are subjects of a Court order. A prominent feature of the system is its ability to accept 'cash payments online' through use of WiPay's proprietary Top-Up Vouchers.
Customers of the Court can purchase a CourtPay Top-Up Voucher using 'cash' or LINX from a network of authorized agent locations nationwide. The Top-Up Voucher can then be redeemed (i.e. used to make a payment) through any of CourtPay's electronic channels.

(See video: https://www.youtube.com/watch?v=Xy5TfhWuaxc)

Based on Proven Technology… cont'd

TRINIDAD & TOBAGO

Trinidad & Tobago Bureau of Standards – GovPay

The Trinidad & Tobago Bureau of Standards (TTBS) launched digital payments for three (3) of its services in October 2019. Through the GovPay solution developed by WiPay, persons can easily make payments to TTBS using their credit/debit cards online. Uniquely, persons transacting in 'cash' can purchase a GovPay Top-Up Voucher with cash and use the GovPay Top-Up Voucher to make an online payment to TTBS.
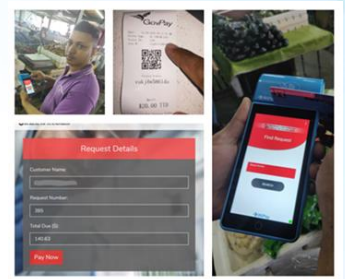
In December 2019, WiPay completed integration of its GovPay solution for the online payment of TTBS Inspection Fees through TTBizLink.

(See article: https://tradeind.gov.tt/online-payments-for-ttbs/)

Living Water Community – Digital Grants

Living Water Community has been using WiPay's QR Code technology to provide food relief to Persons of Concern. Each Person of Concern receives a unique QR Code with a monetary value assigned by Living Water Community. The QR Code can be presented in person at any of 30+ participating supermarket locations nationwide to obtain groceries and other essential supplies up to the monetary value assigned to the QR Code.

(See article: https://newsday.co.tt/2020/05/21/wipay-living-water-collaborate-to-make-grant-distribution-digital/)

Based on Proven Technology… cont'd

TRINIDAD & TOBAGO

Fathers' Association of Trinidad & Tobago – Valentine's Day Dad Cash Grant

For Valentine's Day 2022, WiPay partnered with the Fathers' Association of Trinidad and Tobago to distribute cash payouts of $350.00 to 100 Dads as part of a Valentine's Day Cash Payout sponsored by WiPay. Each Dad received a QR Code on his mobile phone which he then redeemed in person at participating supermarket locations to receive the $350.00 cash payout

(See article: https://trinidadexpress.com/newsextra/wipay-fathers-association-celebrate-valentine-s-day/article_27cdf690-8d08-11ec-a48a-d7e899ea00a7.html)

Based on Proven Technology… cont'd

JAMAICA

Ministry of Labour & Social Security – Digital Grants

The Ministry of Labour & Social Security used WiPay's digital grant solution to distribute its Covid Assistance Cash Grant to 10,000 beneficiaries and is now using the solution for its Food Assistance Cash Grant to 20,000 beneficiaries across Jamaica.

Beneficiaries present their individual QR Codes/PINs at any of 100+ participating locations in Jamaica to receive cash payouts.

(See article: https://www.jamaicaobserver.com/news/electronic-distribution-of-4-billion-to-the-needy-gets-under-way/)

Food For The Poor – Digital Grants

Food For the Poor is the largest charity organization in Jamaica and has used WiPay's digital grant solution to distribute grant funding received from donor agencies. Beneficiaries present their individual QR Codes at participating supermarket locations for the purchase of groceries and other essentials.

(See article: https://jis.gov.jm/digital-payment-firm-wipay-providing-4m-in-covid-19-grant-relief-support/)

Ministry of Industry, Commerce, Agriculture & Fisheries – Cashless Farmers Market

In June 2020, WiPay demonstrated the impact and uniqueness of its QR Code technology at Jamaica's first ever Cashless Farmers Market, an event hosted by the New Economy Task Force and the Ministry of Industry, Commerce, Agriculture & Fisheries.

(See article: https://technewstt.com/wipay-holness-ja/)

Based on Proven Technology… cont'd

GRENADA

Ministry of Social Development – Digital Grants

The Ministry of Social Development's Support for Education, Empowerment & Development (SEED) Program used WiPay's technology and solution to distribute its SEED grants to qualified families. Individual QR Codes set at specific monetary values were issued to beneficiaries for the purchase of schoolbooks, uniforms and other supplies at participating merchants across Grenada.

(See article: https://wicnews.com/caribbean/digital-voucher-system-inaugurated-wipay-grenada-262936406/)

GUYANA

Guyana Civil Aviation Authority – Online Payments

Since April 2020, the Guyana Civil Aviation Authority has been using a solution designed by WiPay which seamlessly integrates with the Authority's existing systems to accept the online payment of fees for non-scheduled international overflights, arrivals and departures.

(See Advisory: https://www.gcaa-gy.org/pdf/AIC-A13-20-Payment-of-Air-Navigation-Charges.pdf)

WiPay's payment solutions and Digital ID technology are tried and tested and are being used by many different types of organizations –

✓ The Judiciaries of Trinidad & Tobago and Barbados (through the CourtPay solution)

✓ Government entities in T&T, Jamaica, Grenada, Guyana (through the GovPay solution)

✓ Regional entities such as Caribbean Airlines, Massy, Sagicor, Unicomer

✓ Tertiary, Secondary & Primary education institutions

✓ Thousands of micro, small & medium-sized enterprises

WiPay

The Future of Payments is Now

wipaycaribbean.com