



WFP SCOPE

Know them better, to serve them better.

What is SCOPE?

SCOPE is a flexible and powerful cloud-based digital solution that helps WFP know better the people it serves, so it can provide them a more personalised and helpful assistance. SCOPE is WFP's beneficiary identity and benefit management system.

What is it used for?

SCOPE helps WFP manage the identities and entitlements of its beneficiaries. It informs on who the beneficiaries are, what they are entitled to, issues instructions to the appropriate delivery mechanism and receives feedback about whether or not the right amount of transfer has been given to the intended family. If supported by the delivery mechanism, SCOPE can also receive back data on the types of items redeemed by the beneficiary.

This ability of managing operational information across the whole intervention, or parts of it, is modality-agnostic and it not only allows better monitoring and risk control, but also offers a more effective programme cycle management — giving relevant, on-time data for decision-making and targeting.

SCOPE is used to register people, calibrate the entitlements, deliver the assistance, and subsequently manage the operational data coming in — all serving to provide a responsive information system to guide effective programming across all transfer modalities.

What are its characteristics?

- SCOPE is used to manage beneficiary identities, targeting criteria, entitlements and integrate these into distribution cycles and instructions.
- SCOPE can be scaled and adjusted to any intervention and context.
- SCOPE can work in contexts with or without connectivity thanks to its online/offline capabilities.

- SCOPE supports all of WFP's transfer modalities be they cash-based transfers (value vouchers or cash), in-kind or commodity vouchers.
- SCOPE allows to register beneficiaries with biometrics; this reduces duplicate identities and assures that the assistance is provided to the right person.

What are its benefits?

- As a highly customizable platform it allows each Country Office (CO) to have a tailor-made operational management solution for its programmes across different modalities.
- It runs and manages multiple interventions simultaneously — distributing uniformly fixed entitlements or personalised ones according to the intervention's criteria.
- Registration happens only once: SCOPE can easily enrol an existing beneficiary or household in future or parallel interventions, in the same or different modalities and delivery mechanisms.
- It saves time: SCOPE counts beneficiaries for you, and serves as the data foundation for verification, tracking and operational decision-making.
- As an end-to-end platform, SCOPE can support the entire intervention lifecycle.
- It increases the value of your resources: SCOPE helps manage interventions more efficiently.
- It enhances compliance: SCOPE implements the standard segregation of duties among WFP's functions.
- It reduces risk: SCOPE is highly secure, and has secure protocols for integrating with financial service provider processes.

How does SCOPE work?

To achieve the 2nd UN Sustainable Development Goal (SDG): Zero Hunger, WFP puts beneficiaries in the spotlight, that is why SCOPE puts the people WFP serves at the centre of the action. SCOPE is the central repository for WFP beneficiary identity information, providing a direct line of sight between the desired food security outcome and the beneficiaries.

There are three main steps.

First, beneficiary identities must be on-boarded to SCOPE. This can be done in two ways:

Use existing identity sources

COs, Cooperating Partners (CPs), UN agencies or governments may already have beneficiary data, which may be on paper or stored digitally as an excel file or database. SCOPE allows the option to import all of this data in a simple and secure way.

New registration

COs can use the SCOPE mobile registration solution to rapidly acquire identity information in the field. This tool can be customised to meet the needs of every caseload, and can be configured to support specific targeting criteria, anthropometric data, languages, locations and biometric data such as photos or fingerprints. Typically done by WFP's CP, registrations are conducted using inexpensive laptops in the field or smartphones with a user-friendly registration app. Both can also work without network (offline mode) and be synced to the platform through the Internet at a later time.

Second, entitlements are set up and registered beneficiaries enrolled into interventions. These enrolments can be at household or individual beneficiary level, and utilise the targeting data that are already part of the beneficiary record. If necessary, SCOPE can support management of conditionality that allows managers to calibrate entitlement values per distribution cycle.

Third, a distribution cycle is digitally set-up, and follows a process that respects the standard segregation of duties among WFP functions. The cash or e-voucher instructions are released so that the transfers may be implemented by financial service providers (FSPs), or through SCOPECARD. Feedback from FSPs can be integrated into SCOPE to support verification and reconciliation activities.

Personal data protection and privacy are extremely important when managing beneficiary information. SCOPE is hosted on WFP's private cloud to ensure the data is safe in accordance to the UN information security standards, with access limited by appropriate controls.

How does SCOPE manage and monitor transfers?

SCOPE supports all transfer modalities:

Cash-based transfers

Cash

Cash distributions typically rely on FSPs such as micro-finance institutions, banks, remittance agents or mobile money providers. SCOPE supports transfers using beneficiary bank accounts, cash-in-transit and mobile mechanisms. It automates the generation and transmission of payment instructions to the FSP, who then distributes the cash directly or through bank accounts to beneficiaries. FSPs provide actual distribution information back to SCOPE, enabling managers to compare between planned and actual distributions.

Value Vouchers

Distributing through value vouchers means to create entitlement instructions based on distribution lists to the service providers, and retrieves redemption transaction activities from the service provider. SCOPE's flexible architecture allows it to support multiple voucher services, giving a range of options that allow countries to use what fits best to their context.

In-kind

SCOPE supports in-kind distributions through a specially issued card that can contain a barcode, a QR code or a chip, with the beneficiary information (i.e. NFC cards). This code, once read at the distribution points, sends the data to SCOPE, allowing WFP to track participation of beneficiaries in the intervention and monitor the availability level of commodities in the hands of the CPs.

Commodity vouchers

The same support that SCOPE brings for value vouchers can be applied when the selected transfer modality consists in commodity vouchers, the only difference being the reports where instead of showing value, the quantity of the commodities will appear.



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