Software tip: PROMS

The recovery of funds process utilizes the "Mail" module in Aconex.

Step 1: UNHCR creates a "Request for Payment" using the Mail function in Aconex and captures the required details. This request is sent to the partner.

Step 2: The partner receives a notification that there is a "Request for Payment" awaiting a response. The partner opens the mail and reviews the details. The partner may not agree with the request, they may agree without having initiated the refund or they may agree and have initiated the refund. Either way, the partner replies with a "Response to Request for Payment" mail by completing the required fields and sending it back to UNHCR. Proceed to **step 4**.

If partner does not reply, proceed to **step 3**.

Step 3: UNHCR issues a follow-up communication by opening the "Request for Payment" mail, completing the required fields, and forwards it as a "Payment Claim Correspondence" mail to the Partner. The process returns to **step 2** for the partner's response.

Step 4: This step is applicable under the following circumstances:
- The partner has completed a partial payment but there is an outstanding balance to be recovered.
- The partner has not provided any payment.
- The partner has completed a payment without providing a payment reference.

UNHCR opens the "Response to Request for Payment" mail, completes the required fields and replies to the partner's "Response to Request for Payment" with a "Payment Claim Correspondence". Return to **step 2**.

If the partner has completed a full payment and provided the payment reference, a confirmation that the funds have been received is issued to the partner via a "Payment Claim Correspondence" mail. UNHCR then closes the Mail thread.

If the partner refuses to make the refund and UNHCR accepts, UNHCR closes the Mail thread.