



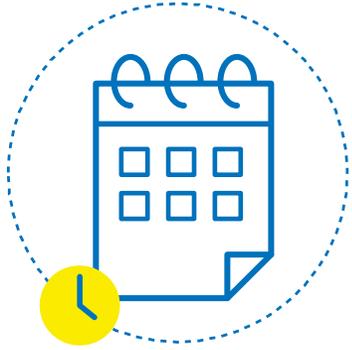
# **P**roject **R**eporting **O**versight and **M**onitoring **S**olution

Working better together



Overview of Phase 2 & 3: Implementation  
monitoring and project adjustments

February 2024

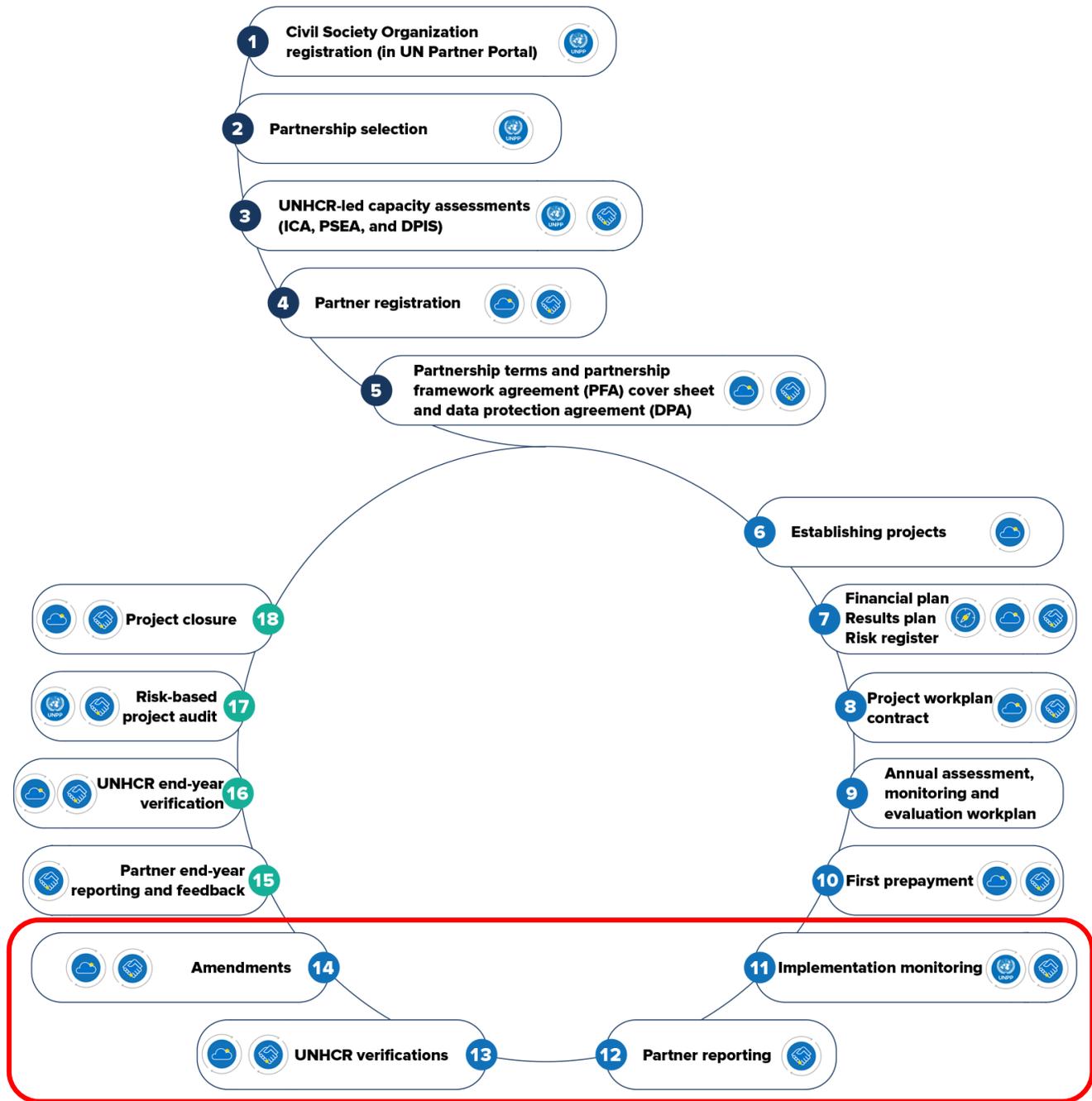


# AGENDA

## Phase 2 & 3

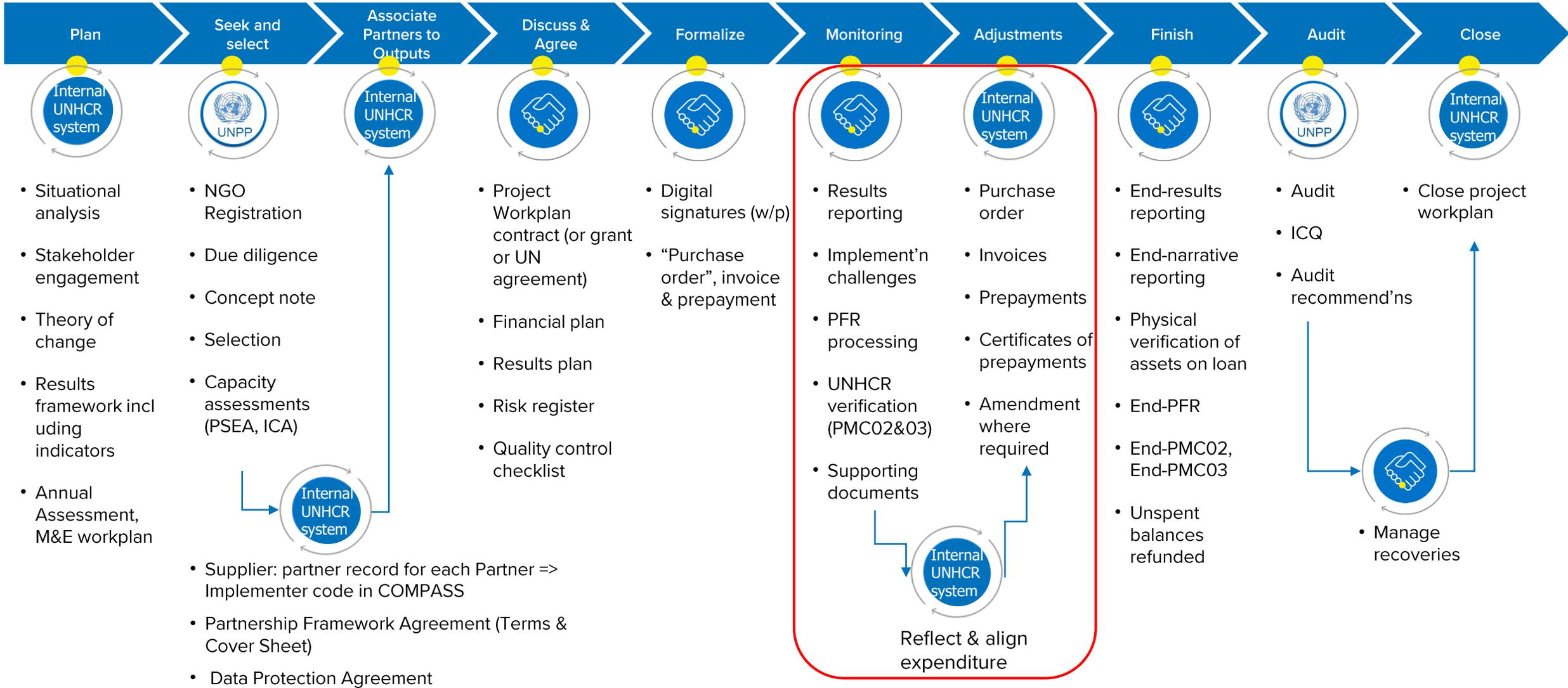
Phase	TOPIC
2	Overview of Implementation monitoring of funded partners
2	Implementation monitoring
2	Partner data and analytics
3	Partnership Reporting
3	UNHCR Verification
3	Amendments

# Partnership Cycle





# Overall Partnership Management Process





# Overview of Implementation Monitoring



UNHCR and partners engage in implementation monitoring to track the progress of projects and enable action to address issues as they arise.

Due to the dynamic nature of the environment, the risk landscape, monitoring findings, donor contributions, and feedback from forcibly displaced and stateless persons, partners may need to reprioritize needs, specifications, and resources.



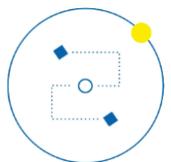
# Best practices

- ✓ **UNHCR operation has one consolidated plan** for implementation monitoring of most high-risk projects.
- ✓ **UNHCR clearly defined roles and responsibilities** for implementation monitoring activities.
- ✓ **UNHCR & partner simple tools and checklists** agreed upon and used across the implementation monitoring activities.
- ✓ **Jointly agreed with the partner a clear picture** for how monitoring findings are analyzed, reported and used.
- ✓ **A regular review jointly** of the implementation monitoring approach.



# Preparation

To prepare for implementation monitoring, the partner and UNHCR multi-functional team review pertinent project background documents such as:



- **The project workplan contract** and **partner reported results**, which set out the expected progress that needs to be monitored.



- Any **outstanding issues** in the “Field” module in PROMS, emails, or other communications where partners or UNHCR raised challenges regarding the project implementation.



- **Feedback about the project from communities** provided through the feedback and complaints system or reports from previous implementation monitoring visits.

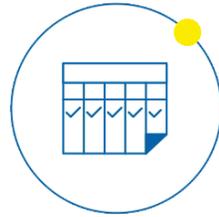


- Review PROMS **data analytics and dashboards** available.

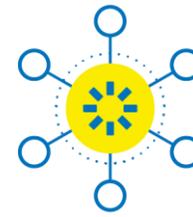
# Principles of implementation monitoring



Monitoring activities are **jointly undertaken** with a partner if feasible and appropriate, to ensure joint buy-in for findings.



The **frequency and approach** to the monitoring, as well as whether it is remote/ on-site, is informed by the **risk assessment** and **operational context**.



Monitoring activities are guided by an approach **inclusive** of age, gender and other diversity characteristics that ensures the views from different groups of people are represented.



Monitoring activities focus on what **information and evidence** are needed to enable **decision-making and adjustments** throughout the year.



# Implementation Monitoring Activities



- ✓ **Direct observation** to assess progress, quality, or compliance with standards, using checklists to guide observation.
- ✓ **Feedback from communities** via protection desks, key informant interviews, focus group discussions, or other qualitative assessment approaches.
- ✓ **Remote approaches to assess progress**, such as through photographs or remote site visits via video calls.
- ✓ **Measurements of quality standards** (i.e., water quality at a borehole, or data from sensors that track water flow).
- ✓ **Review of on-site monitoring and post-distribution monitoring reports** as evidence of goods and service delivery.
- ✓ **Maintaining, reviewing, acting upon and responding to information** coming from feedback and response mechanisms.
- ✓ **Use of the “Field” module in PROMS** to raise any issues, and to identify and act on any issues raised by them (either on site or remote).

# Monitoring Cash-based interventions and non-food items

Includes on-site and post-distribution monitoring:



## ■ On-site monitoring visits

- Ensure individuals receive their CBI/NFI entitlements and distributions are conducted respectfully
- Allows individuals to raise concerns and for these to be referred to protection focal point (where applicable)
- Ensures that persons with specific needs are given required attention
- Conducted at least once a year in line with tools and guidance



## ■ Post-distribution monitoring

- Assess distribution quality, utilization of assistance, coping strategies and spending habits
- Requires input from the partner and UNHCR's multi-functional team
- Conducted typically within 4 weeks of the distribution

# Monitoring of a Partner's PSEA Capacity



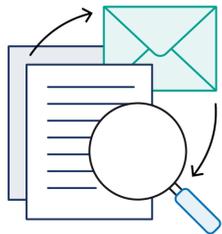
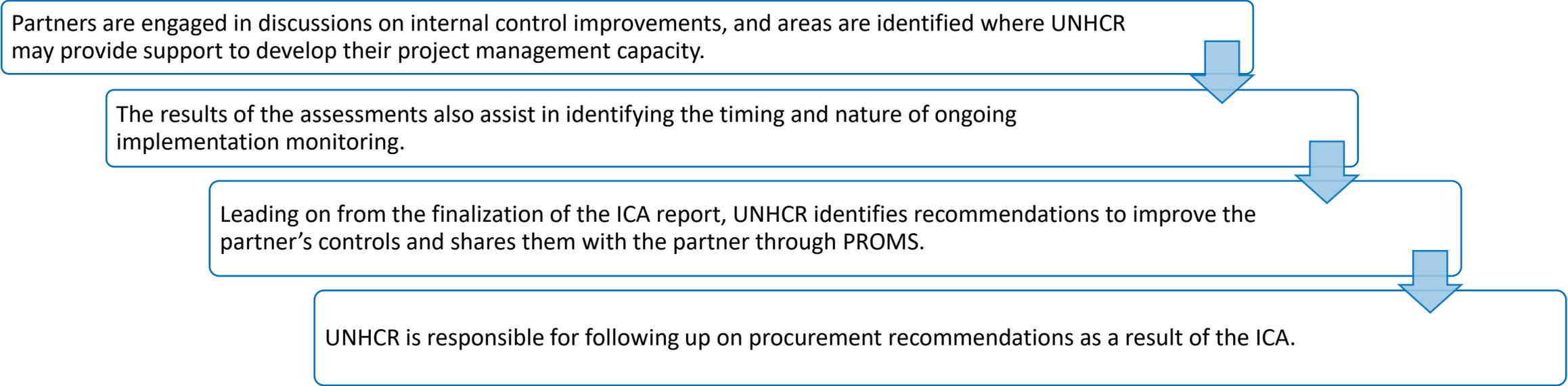
- Partners are monitored regularly for measures they take to **mitigate and respond to sexual exploitation and abuse (SEA)**.
- If the partner has a **PSEA Capacity Strengthening Implementation Plan (CSIP)** in place, UNHCR monitors its implementation within the **due dates** of activities.
- A progress review of the CSIP takes place after **six or nine months**. UNHCR updates the status of CSIP and uploads supporting documents in the UNPP. **The overall scoring of the partner's capacity is automatically re-calculated.**
- UNHCR uses the **project performance verification** to record measures taken by the partner to strengthen PSEA, including the risks identified in the project workplan.
- At the end of the **six or nine months** of the CSIP, the final determination of a partner's PSEA capacity **is concluded**. If no CSIP is developed for low- or medium-capacity partners within **seven months** since the preliminary determination, the **final determination** is concluded based on the preliminary score.
- The final determination is valid for **five years**, unless any circumstances occur that trigger a **re-assessment**.





# ICA or Audit Recommendations

## Internal Control Assessment



## Project Audit

- UNHCR and the partner take remedial measures to timely address any project audit observations or recommendations.
- UNHCR is responsible for ensuring audit recommendations are followed up as part of implementation monitoring.



## Phase 2

# Accessing Aconex “Insights”

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# PROMS Standard Reports

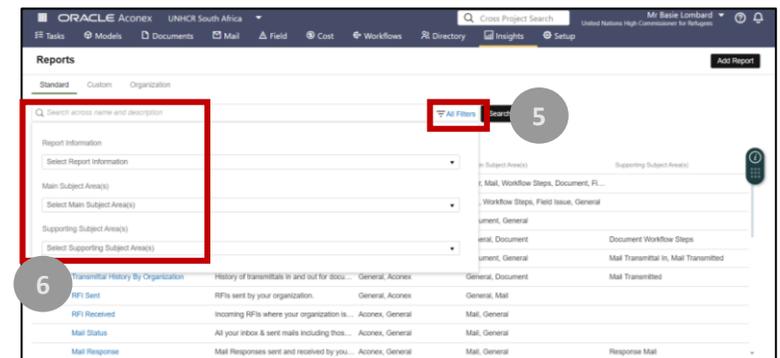
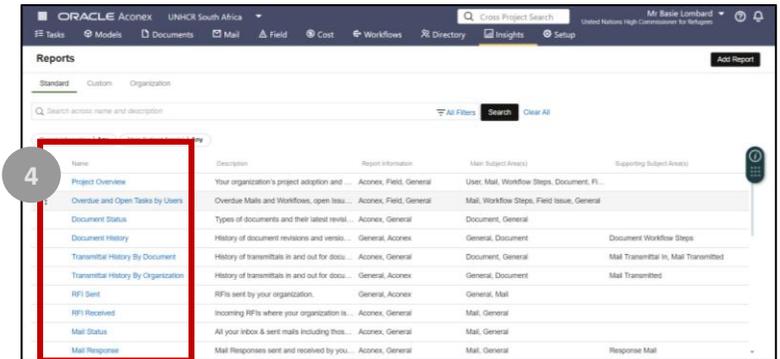
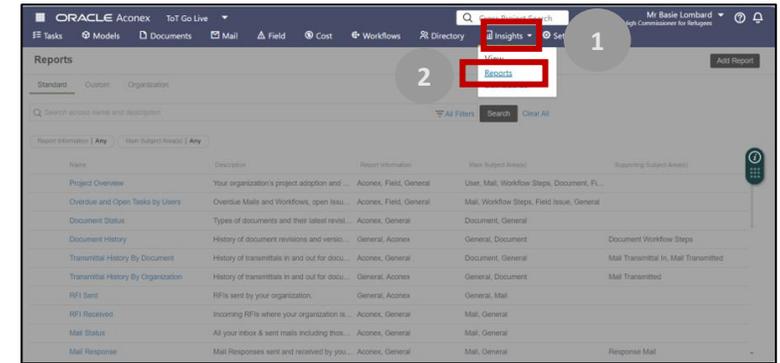


Aconex “Insights” are standard reports available within the Aconex project environment and provides visibility to UNHCR and partners on all Partnership Agreements within that project. Reports are accessible from the “Insights” module and can be categorized as below:

- Mail Reports
- Document reports
- Workflow Reports
- Field Reports

# Accessing Aconex “Insights”

1. Click “**Insights**” from the top navigation menu.
2. In the drop-down menu, select “**Reports**”.
3. Under reports, select “**Standard**”.
4. On the left of your screen, you will see the list of “**Standard**” Aconex Reports.
5. Click on “**Filters**” to narrow down your report list (if required).
6. The filters available to narrow down information search are:  
(1) “**Report Information** i.e., Aconex, Field, etc.; (2) “**Main Subject Area**” i.e., Document, etc.; and (3) “**Supporting Subject Area**” i.e., Document Workflow Steps, etc.





## **Phase 2**

# **Aconex Standard Report Categories**

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# Aconex Standard Reports (1/2)

Category	Report	Contents
Mail Reports	Mail Days Late	Days Late for Overdue, Responded and Closed-Out Mails
	Mail Response	Mail Responses sent and received by your organization.
	Mail Status	All your inbox & sent mails including those with response required.
	Mail Thread	Mail threads your organization is involved
Tasks by Users	Overdue and Open Tasks by Users	Overdue Mails, Workflows, and Issues by users.
Projects	Project Directory	Details of all users on the project.
	Project Overview	Your organization's project adoption and performance
Workflows and Transmittals	Transmittal History By Document	History of transmittals in and out for documents in the document register.
	Workflow Documents	Overdue document reviews your organization is involved in.
	Workflow Documents Review Outcome	Document reviews and outcomes that your organization is involved in.
	Workflow Status	Status of Workflows your organization initiated, or is participating in.

# Aconex Standard reports (2/2)

Category	Report	Contents
Change Events	Change Event Details	Change event register with item details
	Daily Reports Summary	Daily Reports Summary
Documents	Document History	History of document revisions and versions, their associated Workflows and review status
	Document Status	Types of documents and their latest revision status.
	Document Transmittal	Documents attached in transmittals sent/received by your organization.
	Document Transmittal Workflow	History of Transmittals in/out and Workflows for documents in the document register.
Field Reports	Field Insights Issues	Field Insights
	Field Inspections	Field Inspections
	Field Issues	Field Issues
	Field Issues by Area	Field Issues by Area
	Field Issues by organizations	Field Issues by 'assigned to' and 'captured by' organizations
	Field Issues by Type	Field Issues by Type
	Field Punch Lists	Punch Lists and related Field Issues



# Phase 3

## Partner Reporting

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# Overview of Partner Reporting, Verifications and Amendments

Throughout the year, the partner reports and the operation must conduct project performance and financial verifications prior to accepting each of the partner's PFRs and releasing the next prepayment. Amendments to project workplans may occur at any time during the implementation period.



# Changes in Partner Reporting

Partner Reporting	
2023 agreements...	2024 onwards...
<ul style="list-style-type: none"><li>• Partner reporting required a minimum of 3x times per year: periodic narrative, results, PFR, personnel, goods and property.</li><li>• Joint monitoring visits to substantiate results reported</li><li>• Standard deadlines were set to submit mid-year, interim and year-end.</li><li>• Global word doc. Templates.</li><li>• Goods and property reported on all assets, twice yearly Physical verification of partner assets.</li></ul>	<ul style="list-style-type: none"><li>• Partners report on actuals through the year.</li><li>• Continuous monitoring is documented via Field Issues.</li><li>• Partner reported results validated by UNHCR.</li><li>• Minimum 3 PFRs per year (no global deadlines applied for report due date, nor by when until the partner must report.</li><li>• No goods and property report.</li><li>• UNHCR coordinates an annual physical verification of assets under RoU.</li></ul>



# Implementation Challenges

UNHCR and partners jointly monitor implementation, documenting challenges, raising concerns, developing recommendations and acknowledging appreciations.

While an annual narrative report is required from partners, the emphasis during implementation is on continuous monitoring and follow-up actions.

This continuous monitoring takes many forms, including on-site visits, which can either be led by the partner or coordinated by the results managers.

***\*UNHCR or a partner (as an initiator) can raise a recommendation or appreciation using “Issues” in the “Field”.***



# PROMS

UNHCR or Partner creates a new “issue” throughout implementation monitoring to follow up on recommendations or document positive feedback. This may be raised during on-site or remote monitoring, performance or financial verifications, or leading on from a capacity assessment.

The **implementer** and **partner agreement** is selected from the drop-down list

**Appreciation** is to document good progress and performance, while a **recommendation** requires follow-up action

New issue

Issue type \*  
Implementation Monitoring

Description \*

Attachments (0)  
Attach

User Validation T01

Location details

EXTRA DETAILS

Implementer \*  
Partner Agreement / Contract \*

Type of Feedback \*

Issue Categorisation \*

- Select...
- Protection & solutions
- Construction and infrastructure
- Operational context
- Procurement
- Expenditure comparable to results

The following categories are available to group the reasons for appreciation or recommendation to follow-up:

- Protection and solution
- Construction and infrastructure
- Operational context
- Procurement
- Expenditure comparable to results
- Eligibility of expenses claimed
- Funds/cash management
- Human resources and payroll
- Financial and project records
- Asset management
- Other

The above categorisation closely follows the questions asked during the project performance and financial verification (PMC02 and PMC03).

This will enable clear analysis when generating the Field Issues report on a partner, reviewing the “open” or “ready to inspect” recommendations still in progress - when conducting the verifications and ahead of the next prepayment recommendation (if applicable).

# PROMS

The **Type of Monitoring/Verification** documents whether the implementation monitoring was **remote** or **on-site** (with physical presence of the party raising the appreciation or recommendation).

Please provide justification for the remote type of monitoring.

**Risk mitigation follow-up** is required when:

1. Risk Register: treatment plans have not been put in place and require action by the responsible party; and/or
2. The recommendation raised requires a review of the Risk Register and potential change in risks and/or treatment plans.

The screenshot shows a web form for creating a PROMS entry. It includes several required fields marked with a red asterisk:

- Type of Monitoring / Verification \***: A dropdown menu.
- If remote only, please justify**: A text area containing "No Response" and a "5000 characters remaining" indicator.
- Severity Level \***: A dropdown menu.
- Recommendation / Follow Up Action \***: A text area containing "No Response" and a "5000 characters remaining" indicator.
- Is risk mitigation follow-up required? \***: A dropdown menu.
- If "Yes" reference risk and treatments**: A text area containing "No Response" and a "5000 characters remaining" indicator.

Below these fields is an **ASSIGNMENT** section with:

- Assign to**: A dropdown menu with "Select assignee" as the placeholder.
- Due date**: A date input field with a calendar icon.

At the bottom of the form are three buttons:  Create another, Cancel, and Save.

The **severity level** is set at:

- **Low**
- **Medium**
- **High**

This gives the other party a sense of the urgency and priority with which to follow up on a recommendation.

The **assignment** can be to an individual Aconex user or to the other party organisation including UNHCR and all funded partners.



# Field Issues – system demo

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# Partner Indicator Reporting



- A partner reports to UNHCR on the agreed indicators, in accordance with the indicator reporting frequency.
- Progress against indicators (Actuals) is reported through the data collection system or tool stipulated in the project workplan.
- Once a partner reports on its indicators, the results manager checks the actual performance against the reported indicator values, and against continuous joint monitoring records, to validate what was reported.
- During the project performance verification, the overall progress of the partner's implementation is summarized, and a copy of the validated indicator dataset is uploaded to the PMC02 in PROMS.

# Partner Financial Reporting (PFR)

- A partner submits the PFR for UNHCR verification in accordance with the project workplan stipulations, with a minimum of three partner PFRs (mid-year, interim and year-end).
- The PFR is shared with the partner via PROMS.
- It is important that the partner and UNHCR track currency fluctuations and communicates them regularly to partners to mitigate currency exchange risk.
- UNHCR and the partner agree on the deadline and reporting period covered by all PFRs before signing the project workplan.
- The interim PFR is a critical report at both the operational and global levels.

# Expenditure Incurred in a Different Currency



- The partner reports in the currency of the financial plan/project workplan. The partner may legitimately incur costs for a project objective that are not in the same currency as noted in the project workplan.
- Determining how to report expenses in the currency of the project workplan depends on whether the partner has a dedicated bank account for UNHCR funds, or whether it uses a pooled bank account (as confirmed in the project workplan) in which UNHCR's funds are mixed with funds from other sources, as follows:
  - **Dedicated bank account:** Expenses are converted based on the withdrawal/payment date and the exchange rate of the bank.
  - **Pooled bank account:** Partners follow their internal rules for expense recognition and document the applied exchange rates.
- A PFR must be reported in the same currency as the financial plan. In case a partner spends in another currency or currencies, this must be converted to the reporting currency.

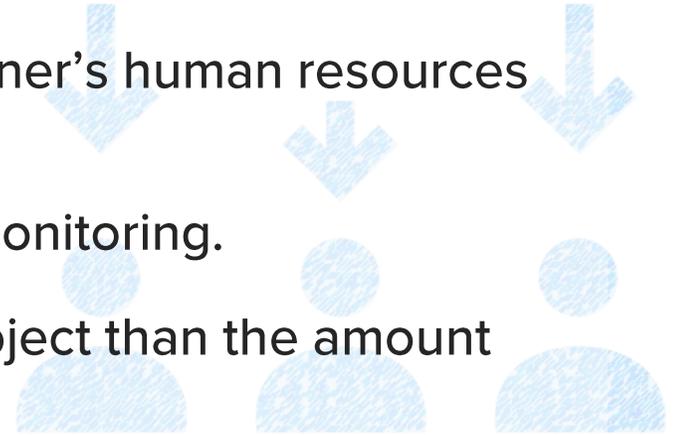
# Interest income on non-interest revenue



- **Interest income** earned on funds received from UNHCR will be used for activities in line with the goals of the partnership. Partners are not required to report interest income to UNHCR. However, interest income will be returned to UNHCR if required by the partner's financial rules.
- **Non-interest revenue** received directly as a result of agreements with UNHCR, if any, is to be reported to UNHCR with the next Project Financial Report (PFR) after the revenue is received. **This includes exchange-related financial gains; insurance revenue resulting from project-related insurance claims, income generating activities and value-added tax (VAT).**
- **The UNHCR representative has the authority** to approve if such non-interest revenue will be used by the partner for activities that are consistent with the goals of the partnership, or if the amount will be refunded to UNHCR.

# Partner Personnel Costs

- The partner's personnel are remunerated in accordance with the partner's human resources policies, systems and procedures.
- Partner personnel costs remain a key focus area of implementation monitoring.
- The partner does not charge more staff costs to a UNHCR-funded project than the amount defined in the human resources policies and employment contract.
- All expenses claimed in the PFRs are those fully funded by UNHCR and cannot be reclaimed again to another donor for double funding. Such actions constitute attempted fraud and a breach of the agreement and may give rise to termination due to misconduct.
- UNHCR can request a partner to provide a breakdown of partner personnel charged to the project with each PFR in case the risk assessment during the development of the project workplan recommends this as an essential control measure.
- A partner personnel reporting template can be provided by UNHCR, or preferably generated from the partner's human resources system.



# Partner assets on loan from UNHCR



- UNHCR coordinates a physical verification exercise of all assets under the ownership and control of UNHCR (appear in the asset list).
- Partners are required to facilitate such asset verification visits.
- Goods and property bought and controlled by a partner under a project workplan are recognized as a partner expense.
- The following are not required to be reported on or verified by UNHCR, unless stipulated within the project workplan:
  - Goods and property bought by a partner with UNHCR funds
  - Assets previously controlled and owned by UNHCR that are transferred to the partner
- A partner that has vehicles and generators owned and controlled by UNHCR under the right of use submits monthly vehicle and generator data.
- The operation uses FleetWave to monitor its fleet and generators loaned to partners.





# PFR – template walkthrough

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# **PFR – system demo**

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**Phase 3**

**UNHCR Verification**

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# Overview of Verifications

Verification ensures accurate reporting of performance and expenditures by partners. UNHCR conducts project performance and financial verifications before accepting the Project Financial Report (PFR) and releasing further funds. The verification confirms that the reported expenditure and the use of resources are sufficiently supported by evidence.



# Changes in UNHCR Verification

## UNHCR verification

### 2023 agreements...

- PFR is signed physically by the partner and UNHCR
- UNHCR leads onsite MFT project performance verification jointly with partner - following on from partner's narrative submitted twice a year.
- PMC02 excel template is completed by the MFT, by all parties involved.
- UNHCR leads onsite MFT project financial verification – following on from partner's PFR submitted at least 3 x a year.
- PMC03 excel template is completed for signature by all parties involved.
- Prepayment released upon UNHCR's recommendation.
- UNHCR manually upload PFR and release prepayment.

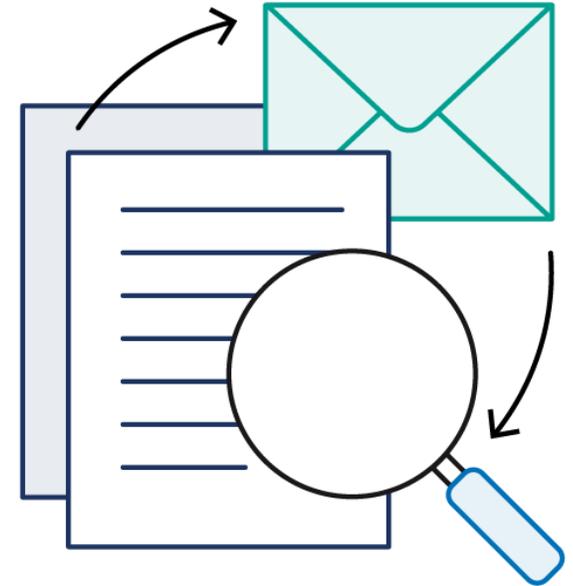
### 2024 onwards...

- PFR is electronically submitted by partner, no physical signature required.
- UNHCR leads the project performance verification (desk review by the MFT) referring to all evidence – following on from partner's submitted PFR.
- PMC02 online inspection form is completed.
- UNHCR leads financial verification – no change.
- PMC03 online inspection form is completed.
- Prepayment released upon UNHCR's recommendation.
- Integration generates invoice for next prepayment validation.



# Project Performance Verification

- The project performance verification process is initiated by the partner's PFR submission (on the PFR workflow in PROMS) and is led by UNHCR.
- Using the project performance verification template (PMC02) in PROMS, the MFT reviews all implementation monitoring findings.
- This includes a desk review, analyzing all challenges, recommendations and/or appreciations from on-site and remote monitoring (joint or otherwise) that have been raised by UNHCR and/or partners to date.
- The process takes into consideration the indicator data reported by the partner against the targets established in the project workplan.
- Project performance verification also includes reviewing the feedback provided by the communities receiving assistance as part of the partner's activities or services.



# A quick look in Aconex to ensure we know what we mean by PMC02...

ORACLE Aconex Jordan UVT

Cross Project Search Ms Clare Askew United Nations High Commissioner for Refugees

Tasks Models Documents Mail Field Cost Workflows Directory Insights Setup

New Inspection Save

User Validation T01

Inspection Details

Changes made to this inspection are not automatically saved.

Properties Attachments (0)

**Title \***  
Project Performance Verification Report (PMC02)

Number  
Pending

Area  
User Validation T01

Status  
Unsaved

Due  
No due date

1. Implementer \*

2. Partner Agreement / Contract \*

3. The partner has closed all or has no implementation monitoring recommendations awaiting action (awaiting action includes "Ready to Inspect," "Open" or "In Dispute" under Implementation Monitoring issues) \*

Yes No

Title = PMC02 + sequence number + for + partnership agreement number.  
e.g. *PMC02 01 for 32073Y23P184048*



# Project Financial Verification

- **Project financial verification**, involves reviewing financial supporting documents on-site or remotely to ensure the accuracy of reported expenses and legitimacy for requested reallocations (if applicable).
- UNHCR only uses remote financial verification in exceptional circumstances for partners with an ICA/Q low-risk rating, and/or in cases where recent project financial verifications have not reported weaknesses, with justification documented within the financial verification template (PMC03) in PROMS.
- UNHCR may conduct a short project financial verification (PMC03 short form) for interim PFRs, with expenses included in the next scheduled standard verification (PMC03 long form).
- The next prepayment for a partner is not released before the financial report is verified. In case of exceptional circumstances when there is a compelling reason to release the next financial prepayment without verifying the accuracy of the prior performance and financial reports, the project workplan signatory documents and signs the justification.
- The monitoring of expenditure in relation to the rate of project implementation is a key aspect of ensuring that the project is under proper financial control. The project financial verification of each partner's PFR completed by UNHCR is critical before UNHCR releases the next prepayment of funds.



# A quick look in Aconex to ensure we know what we mean by PMC03 (long and short)...

ORACLE Aconex Jordan UVT

Cross Project Search Ms Clare Askew United Nations High Commissioner for Refugees

Tasks Models Documents Mail Field Cost Workflows Directory Insights Setup

New Inspection Save

User Validation T01

Inspection Details Changes made to this inspection are not automatically saved.

Properties Attachments (0)

**Title \***  
Project Financial Verification Report - Long Form (PMC03)

Number Pending

Area User Validation T01

Status Unsaved

Due

1. Implementer \*  
[Text Field]

2. Partner Agreement / Contract \*  
[Text Field]

3. Type of Verification? \*  
Select

Title = PMC03 short or PMC03 long + sequence number + for + partnership agreement number.  
e.g. *PMC03 long 01 for 32073Y23P184048*



# Verification – system demo

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# Phase 3

# Project Amendments

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# Adjustments to projects

Implementation reviews provide evidence for project adjustments and inform priorities for the upcoming year.

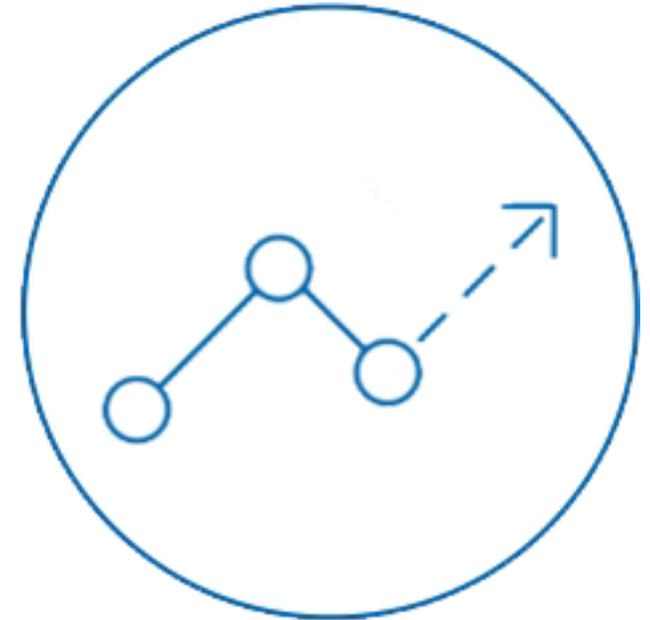
This may include reprioritizing results and resources, partnerships, or exploring implementation changes.





# Project Workplan Variations

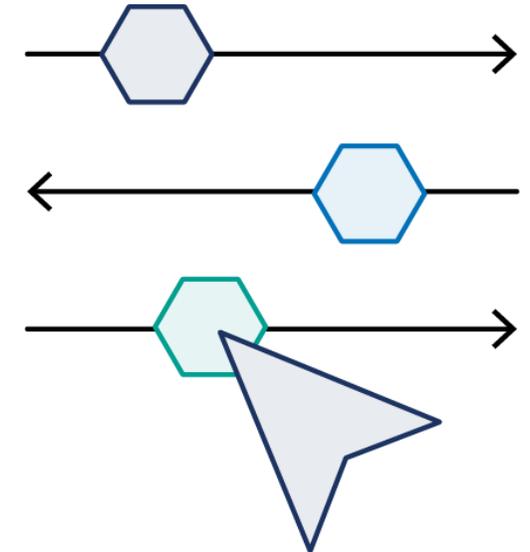
- All administrative details surrounding the partner including a change in name or bank account are under UNHCR's **Cloud ERP** supplier information.
- When such a change is required, the partner updates the Cloud ERP registration form, which is then reviewed by UNHCR.
- The partner fills out the “**proposed reallocation or variation**” column in the **PFR** to make discretionary transfers between accounts and outputs to allow expenditure to be recorded against a new account code not in the original financial plan - without a formal amendment to the project workplan. This flexibility is subject to any earmarking conditions specified in the project workplan.





# Project Workplan Amendment

- A project workplan amendment is required when there is a change in the scope of project. This includes:
  - Adding or deducting an output and/or indicator(s);
  - Increasing or decreasing the overall total budget under the financial plan;
  - Changing the project implementation end date;
  - Modifications of the financial plan when surpassing the flexibility applied at output level in the project workplan contract terms (30 – 50%); and/or
  - Loaning a UNHCR asset to a partner under right of use.

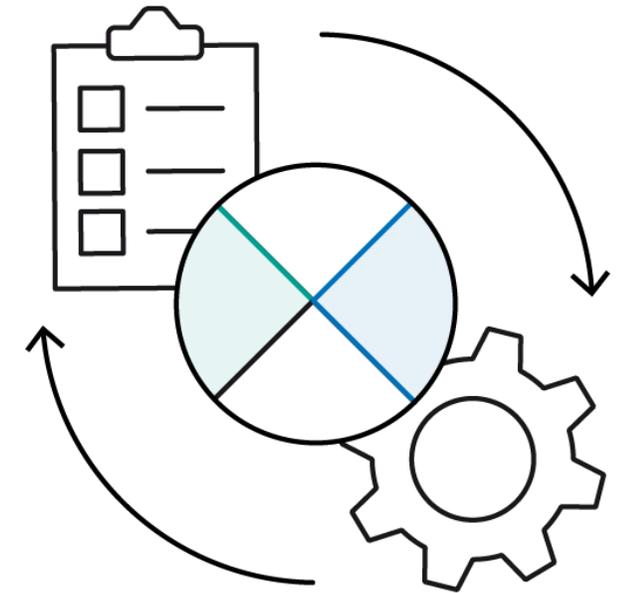


No new project workplan may be created and signed after **30 November** of each year. Amendments to existing agreements with changes in the financial plans are completed as soon as possible, but **not later than 15 December** of each year.



# Project Workplan Amendment: System Summary (1/2)

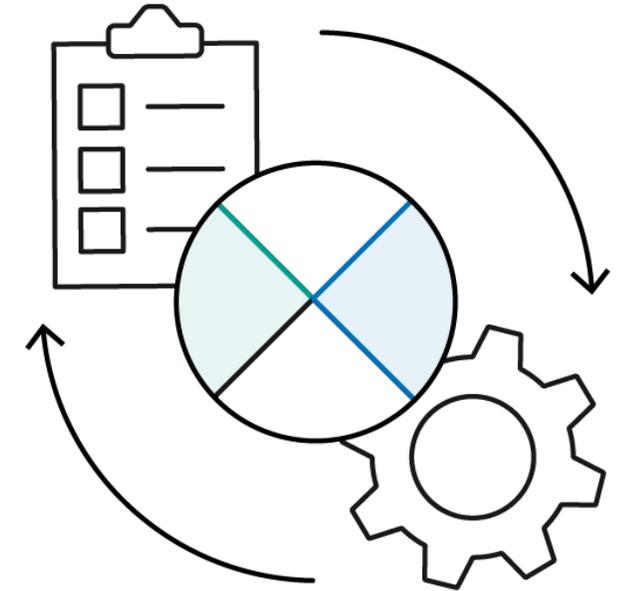
- The process begins by changing the status of the PFR template in Aconex to “cancelled” or, if it is already on a workflow:
  - A1. If with UNHCR: select the review outcome of “cancelled”.
  - B1. If with the partner: “skip” the partner in the workflow, to allow this to come back to UNHCR, for outcome “cancellation” of the workflow; OR
  - B2. If with the partner: terminate the workflow and then changing the PFR’s status to “cancelled”.
- UNHCR makes the necessary changes in case of adding new outputs/indicators, and/or in the budget in COMPASS, then submits the **partnership scope**.
- UNHCR transmits the **Financial Plan Amendment** and the revised **Results Plan** templates on their standard workflows in Aconex for negotiation.
- Finalize the workflow of the IND, and only the 1st stage approval of the FPN.





# Project Workplan Amendment: System Summary (2/2)

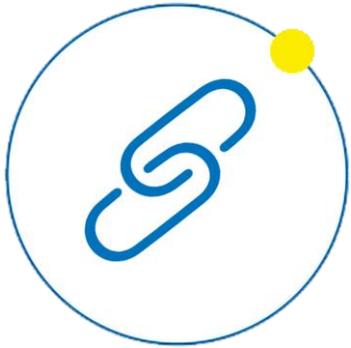
- UNHCR and partner discuss the increase or decrease of budget and/or additional targets, via the workflows.
- Project Workplan contract is amended.
- UNHCR and partner review the Risk Register and check if any revision is required to the risks or their treatment plans.
- Financial Plan Amendment and Results Plan are agreed.).





# Verification – system demo

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# Useful links and references

<b>Funded partners</b>	<a href="#">Funded partners   UNHCR</a>
<b>UNHCR programme handbook for partners</b>	<a href="#">UNHCR programme handbook for partners   UNHCR</a> <ul style="list-style-type: none"><li>▪ Implementation Monitoring – Section 4</li><li>▪ Partner reporting and UNHCR verifications – Section 4.2</li><li>▪ Adjustments to projects – Section 4.3</li></ul>
<b>Partner Templates</b>	<a href="#">Partner Templates – United Nations Partner Portal (unpartnerportal.org)</a>
<b>Learning Materials</b>	<a href="#">Learning Materials – United Nations Partner Portal (unpartnerportal.org)</a>



Note: This depends on your UNHCR regional rollout plan



# Next steps

<b>Training follow up</b>	<ul style="list-style-type: none"><li>▪ Share recordings and slide deck</li><li>▪ Share Training Survey and quiz results</li><li>▪ Consult Guidance (template completion videos, sample templates, OGL &amp; job aids)</li></ul>
<b>Deep dive on PMC02 and 03</b>	<ul style="list-style-type: none"><li>▪ Deep dive training on performance and financial verifications.</li></ul>
<b>Workarounds</b>	<ul style="list-style-type: none"><li>▪ Training on how to complete implementation monitoring when the partner does not have access to PROMS Aconex.</li></ul>

**Note:** Reach out to your UNHCR focal point for any questions on training and support



**THANK YOU!**