



Global session: 2027

Partnership Agreements and the PROMS App

Introduction



28-29 September 2026

Agenda

- PROMS App Core Concept
 - PROMS App and the Partnership Lifecycle
 - What is essential for 2027 Partnership Agreements & just-in-time release
- Future state and processes
- Important Remarks
- Training for UNHCR and Partners
- Practical Updates
- Q&A



PROMS App Core Concept

September 2026

What is the PROMS App?

Definition

PROMS App brings key funded-partnership financial workflows into a structured digital process. PROMS App is UNHCR's web-based corporate application for managing key funded-partnership financial workflows through defined roles, statuses, validations and digital hand-offs between UNHCR and funded partners.

Alongside Aconex, it completes the PROMS ecosystem for UNHCR and Partner users.

WHAT IT IS

- Part of UNHCR's wider corporate partnership-management environment, **not a stand-alone programme tool**.
- Developed **to structure financial workflows** that previously relied heavily on error-heavy files, templates and manual routing.
- Used by **both UNHCR and funded-partner** users according to assigned roles.

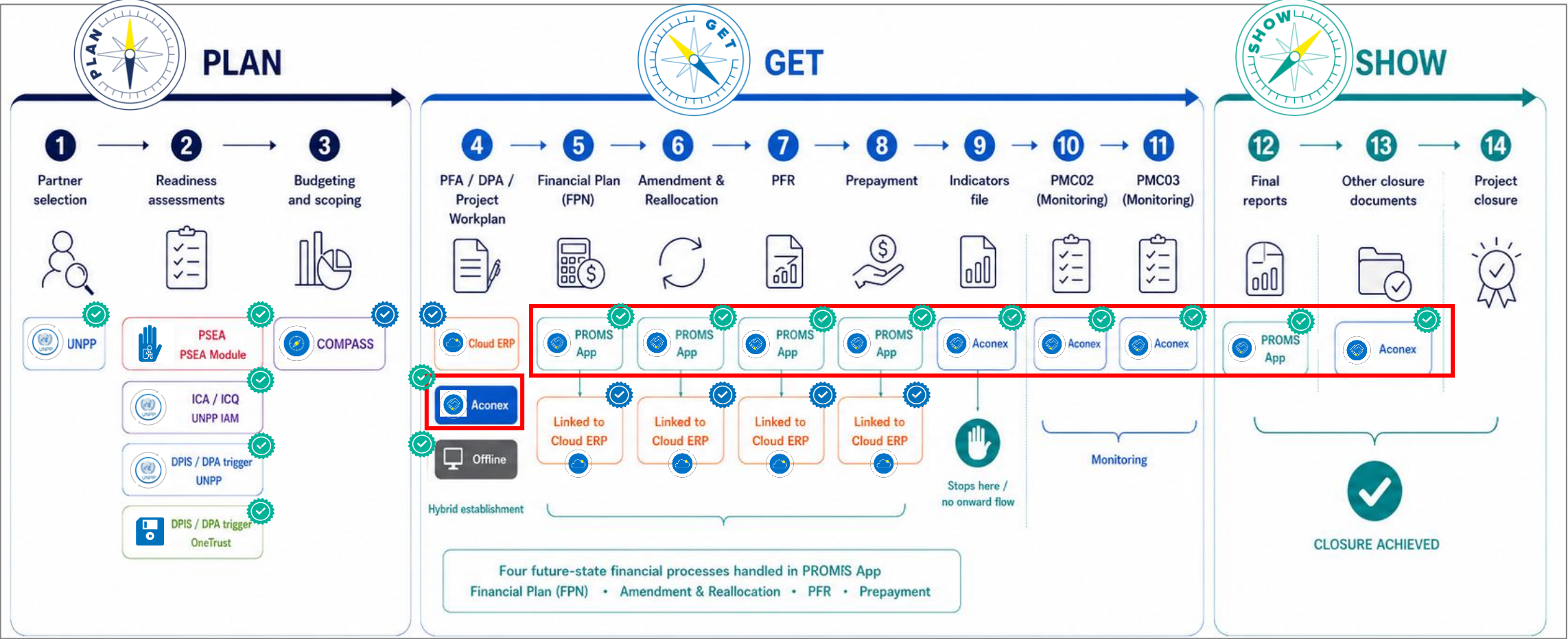
WHAT IT ADDS

- Role-based workflow and **clear segregation** between actors.
- **Visible** process status, comments/history and defined validation points.
- Direct Partner participation in **Partner-owned** steps (free access, unlimited licenses).

WHAT IT DOES NOT DO

- It **does not replace** the wider partnership-management ecosystem or decommission Aconex.
- It **does not prevent UNHCR** from acting on behalf of a partner organization when that is **necessary** and **in accordance** with the **Procedures** for the Management of Partnership Agreements.

PROMS App & the broader partnership lifecycle



Global roll-out for 2027 Partnership Agreements

The roll-out of the application will be global but staggered starting with just-in-time training for the skills necessary to conclude 2027 partnership agreements.

GLOBAL GO-LIVE · W1 NOV 2026

1 · LEARN THE BASICS

- Access, role context and general navigation.
- PROMS App Overview and Search pages: finding records and understanding what is on screen.
- Know which role you are using and why different roles see different actions.
- Understand the boundary between Aconex, PROMS App and Cloud ERP.

2 · FINANCIAL PLAN NEGOTIATION

- Understand the new process.
- Which roles are engaged?
- How is it linked with the other documents of the partnership agreement?
- Ensure UNHCR and Partner users are familiar with the process.
- Manage supporting documents
- Relevant reporting.

3 · PREPAYMENT

- Understand the new process.
- Which roles are engaged?
- How is it linked with the other documents of the partnership agreement?
- Ensure UNHCR and Partner users are familiar with the process.
- Manage supporting documents.
- Relevant reporting.

2027 TRAINING

- Project Financial Report (PFR).
- FPN Amendment
- FPN Reallocation.

Aconex remains an essential part of partnership management

PROMS App adds structured financial workflows; it does not decommission Aconex or absorb every partnership-management function.

DOCUMENT REGISTER

Partnership documents and formal records continue to be managed through the Aconex document environment.

MAIL / FORMAL COMMUNICATION

Aconex Mail remains part of the formal partnership communication and collaboration model.

TASKS

Task functionality continues to support retained Aconex work and day-to-day partnership coordination.

FIELD / IMPLEMENTATION MONITORING

Field Module and related implementation-monitoring functions remain part of the Aconex environment.

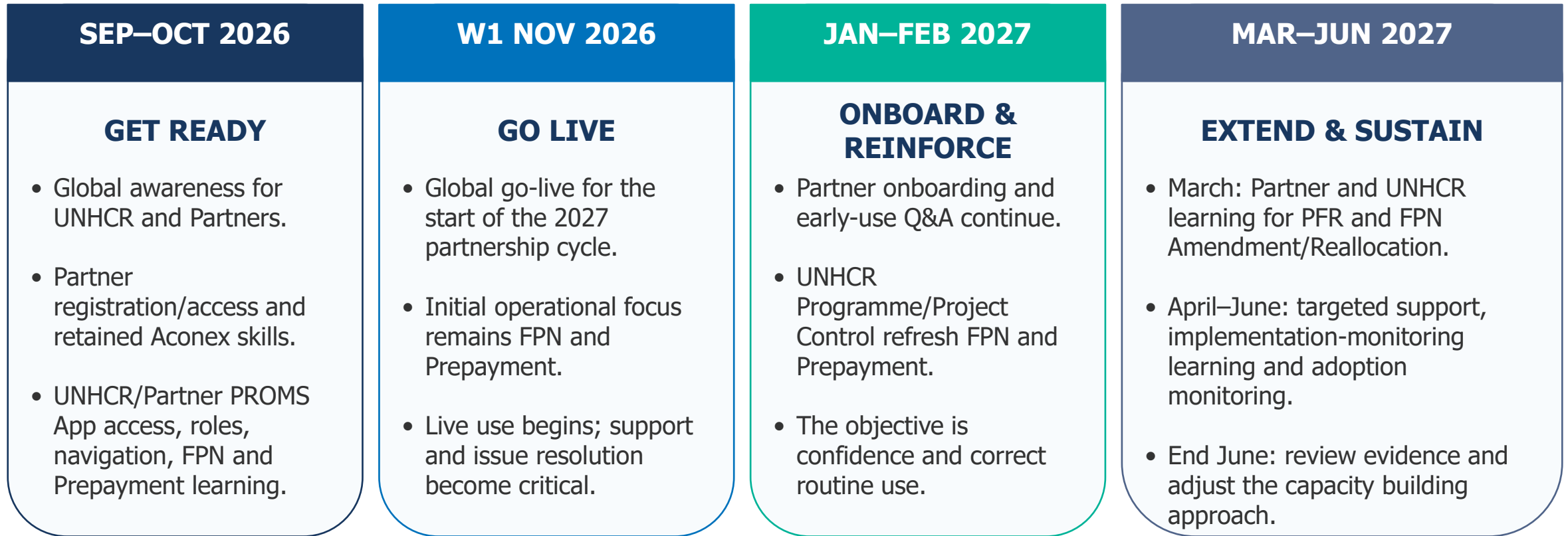
REPORTS / INSIGHTS

Reports and insights associated with retained Aconex activity remain relevant and are included in refresher learning.

USER / ORGANISATION FOUNDATIONS

Partner organisation, user and access arrangements in Aconex remain important foundations for the wider partnership environment.

The rollout is phased: establish the foundation first, reinforce it, then extend capability through 2027



PROMS App: solutions to current challenges of the financial elements of the partnership agreement

Current reality — without the App



- **Limited partner participation.**
- **Complex negotiation steps.**
- **Difficult templates.**
- **Errors & Rework**
- **Poor status visibility**
- **Weak traceability**
- **Manual/ duplicate work**
- **Processing delays due to errors**

With the PROMS App — the response



- **Easier use for partners.**
- **Straight-forward negotiation steps.**
- **Structured online workflow with direct Partner participation and clearer revision/status tracking.**
- **Embedded rules prevent errors**
- **Real-time process visibility**
- **Audit trail & changes history**
- **Faster results.**

Partner readiness starts before the first transaction: organisation, users, access, roles and training all matter

Partner variant — a practical readiness path that makes direct participation achievable and predictable.

1 · ORGANISATION

Your organisation is appropriately registered in Aconex and its organisational information is in place.

2 · USERS

Relevant colleagues are identified, and Senior Focal Point / Org Admin arrangements are understood where applicable.

3 · ACCESS

Users can log in successfully and their Lobby / Aconex foundations are working. Do not wait for the first urgent transaction to test access.

4 · ROLE

The relevant Partner role is available so each user can perform the Partner-owned actions required for FPN and Prepayment.

5 · LEARN

Relevant users attend the global training or review the approved materials and know where to find guidance when they need it.

Being ready means your organisation can participate directly in the partnership workflow from the start — with less dependence on UNHCR to mediate Partner-owned digital actions.

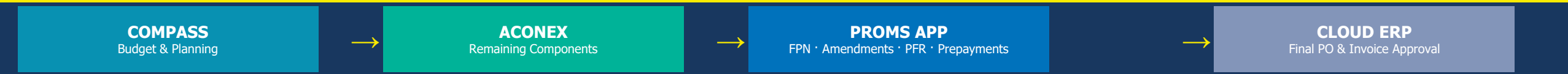


PROMS App

Future state and processes

September 2026

The PROMS Ecosystem — What Stays in Aconex & What Moves to the PROMS App



REMAINS IN ACONEX

Document Register

Single source of truth for all PA documents. Upload, search, transmit, version control and event log for partners and UNHCR.

Mail Module

Email and transmittals for both UNHCR and partners — current and future guidance applies.

Field Module

Implementation monitoring — field issues and field inspections for UNHCR multifunctional teams and partners.

Insights, Reports & Dashboards

All existing Aconex reports and dashboards remain available and in use.

Tasks Page

Homepage for tracking pending documents, mails, and field actions for UNHCR and partners.

User Setup & Org Admin for Partners

Configuration of UNHCR and partner users — core module and field module. Partners manage their own org admin.

MOVES TO PROMS APP → NEW WORKFLOWS

 *Access Condition: Registration in Oracle Aconex (UNHCR & partners) + role/approval capacity in Cloud ERP for UNHCR*

Financial Plan Negotiation (FPN)

Replaces Aconex workflow

Full negotiation of Financial Plans between UNHCR (Programme & PC) and partners — no more Excel templates circulated via Aconex.

Financial Plan Amendments

Replaces Aconex workflow

Scope changes, reallocations and budget adjustments processed end-to-end in the App — embedded validations prevent integration errors.

Project Financial Report (PFR)

Replaces Aconex workflow

Partner PFR submission, UNHCR review and approval — including credit notes. Triggers downstream Cloud ERP transactions.

Prepayments ♦ Now Ad Hoc

New behaviour

Prepayments become a standalone, ad hoc action — no longer tied to the completion of FPN/PFR workflows. Partners requests, UNHCR validates and approves via App → Cloud ERP.

Roles and accesses in Aconex and PROMS App – Aconex

Aconex access comes first - Registration and Aconex project access are the preconditions for access to the PROMS App

To-do	Partner	UNHCR
How to register the Organization?	By following the <u>End-to-End Aconex Registration for Partners</u> . The partner organization registers itself directly in Aconex; UNHCR does not register the organization on its behalf.	N/A
How to add users to your organization in Aconex?	The Partner Organization Administrator creates and maintains individual user accounts for the organization. Follow: <u>Create new users for your organization</u> .	The UNHCR Operation identifies the personnel requiring access, obtains the appropriate approval and submits a Solve Portal ticket. PTSS or the designated Regional Bureau focal point then adds the approved user to the relevant Aconex project.
How to assign roles to users?	See here: <u>Add or remove someone from a user role</u> & <u>Add people from your organization into Field</u>	Newly added users will have their roles immediately assigned. No other action is needed.
Which roles to assign?	“ Basic+ ” is sufficient for documents’ management & “ Inspector ” is enough for all implementation monitoring needs.	Aconex Core: Reviewer / Verifier. Aconex Field: Inspector.
Ask for help:	For registration and Aconex troubleshooting: Oracle Aconex Support: <u>Oracle Aconex Contact options</u> . For agreement related issues: <u>promshelp@unhcr.org</u> for UNHCR support.	For access requests or changes: UNHCR Solve Portal.

Roles and accesses in Aconex and PROMS App – PROMS App

To-do	Partner	UNHCR
How to get access to the PROMS App?	Access to Aconex equals access to the PROMS App.	DOARP Submission.
How to add users to the PROMS App?	Access to Aconex equals access to the PROMS App.	DOARP Submission.
How to assign roles to users?	Partner users do not select or assign their own PROMS App role . Their role is HCR PFM Partners , linked to their partner organization.	DOARP Submission.
Which roles to assign?	HCR PFM Partners — this is the only role and performs all steps .	Programme: HCR PFM Junior Programme Officers / HCR PFM Senior Programme Officers. Project Control: HCR PFM Junior Project Control / HCR PFM Senior Project Control. Representatives / delegated approvers: HCR PFM View Only where visibility is required. Exceptional fallback: HCR PFM Partner Actor. Support only: HCR PFM Administrator.
Ask for help:	For PROMS App access issues, contact the UNHCR Operation / PROMS support channel via: promshelp@unhcr.org	Raise a ticket through the UNHCR Solve Portal.

PROMS App roles explained

PROMS App role	Who holds it	What the role does	Key control / limitation
HCR PFM Junior Programme Officers	UNHCR Programme	Prepares and negotiates Financial Plans and amendments. May also review/verify prepayment requests. This is the only role that can start an FPN negotiation.	Does not confer Cloud ERP approval authority.
HCR PFM Senior Programme Officers	UNHCR Programme	Performs the final Agree action for Financial Plans and amendments. May also review/verify prepayment requests.	Agree creates or updates the downstream Cloud ERP document. The same person must not approve the corresponding PO or PO amendment in Cloud ERP.
HCR PFM Junior Project Control	UNHCR Project Control	Prepares Project Financial Reports (PFRs). May also perform the final Agree action for prepayment requests.	Does not confer Cloud ERP approval authority.
HCR PFM Senior Project Control	UNHCR Project Control	Performs the final Agree action for PFRs. Junior or Senior Project Control may also perform the final Agree for prepayments.	Must remain separate from the Cloud ERP certification and approval roles for the same transaction.
HCR PFM Partners	Partner organisation users	Performs the partner-side actions in PROMS App. A partner user sees only their own partnership agreement, and the Partner filter is fixed to their organisation.	This is the only role a partner user should see in the Role dropdown.
HCR PFM Partner Actor	UNHCR personnel acting on behalf of a partner	Allows UNHCR personnel to perform partner actions when the partner is not registered in Aconex.	Fallback role only. The target state is for the partner to act directly in its own account.
HCR PFM View Only	Representatives and other UNHCR colleagues requiring visibility	Provides read-only access to PROMS App records. Intended especially for colleagues who hold delegated authority for downstream approvals in Cloud ERP.	User can see but not act in PROMS App.

PROMS App

Important remarks

It is your partnership too — PROMS App gives your organisation a direct role in managing it

The move to structured digital workflows is designed to give Partners clearer visibility, direct ownership of Partner actions and a more transparent way to collaborate with UNHCR.

MORE VISIBILITY

See where the process is and what action is needed next instead of depending entirely on email follow-up.

MORE OWNERSHIP

Your organisation performs its own review, revision and request actions directly in the workflow.

CLEARER RESPONSIBILITIES

The App makes it easier to distinguish what the Partner needs to do and what UNHCR needs to do.

EARLIER FEEDBACK

Validation and formal return loops help identify issues while the transaction is still being prepared.

BETTER CONTINUITY

The workflow history remains available even when individual focal points change, reducing dependence on one person's mailbox.

TRANSPARENT COLLABORATION

Both parties work around the same process state, comments and structured hand-offs rather than multiple disconnected versions.

This is not about transferring UNHCR responsibilities to Partners. It is about giving both parties direct access to the parts of the process they are responsible for.

Five things to have in place before your first PROMS App transaction

Partner readiness is manageable: prepare the organisation, the right users, the access, the learning and the process knowledge before a live Financial Plan or Prepayment becomes urgent.

1 · ORGANISATION

Your organisation is appropriately registered in Aconex and the relevant organisational set-up is in place.

2 · PEOPLE

Relevant operational users are identified and your Senior Focal Point / organisation-administration arrangements are understood.

3 · ACCESS

Users can log in, the Lobby / Aconex foundation works, and the appropriate PROMS App role is available.

4 · KNOWLEDGE

Relevant users have attended the global learning sessions or reviewed the approved recordings / materials.

5 · PROCESS

Users understand what remains in Aconex, what happens in PROMS App and what they are expected to do in FPN and Prepayment.

Do not wait for the first urgent transaction to test your access. Early preparation gives your organisation more control and avoids unnecessary delays during the 2027 agreement cycle.

PROMS App & Aconex training for UNHCR and 2027 funded partners – updates

Training Principles

Awareness before we train.

- Short awareness sessions in late September tell everyone what is changing and why. Hands-on training follows in October, once the picture is clear.

Just-in-time training.

- Training is timed to land just before operations negotiate 2027 financial plans — so you apply it within days, not months.

Aconex basics and Registration is a precondition (applicable to Partners mostly).

- Registration and Aconex refresher sessions run in early October. You can't practise in a system you can't log into, so this comes before anything else.

Sessions are short and built around serve each role.

- Leadership: 1 hour. UNHCR colleagues: three focused sessions of 1h30 (access & navigation, financial plans, prepayments). Partners: two sessions of 2 hours covering the full journey end to end.

Multilingual sessions for UNHCR and Partners.

- Partners: English, French, Spanish and Arabic. UNHCR: English, French and Spanish. English sessions run morning and afternoon.

Partners' sessions | target groups, languages and times

Five streams between 28 September and 27 October 2026, all times CEST

Session	Target group	Dates	Languages & start times	Dur.
Global session: 2027 agreements & the PROMS App	2027 funded partners — SFPs & end users	28–29 Sep	EN 10:00, 14:00 · AR 10:00 · FR 11:00 · ES 16:00	1h30
Repeat: register in Aconex / resolve access	All partners — SFPs & end users	5–6 Oct	EN 10:00, 14:00 · FR 11:00 · ES 17:00	1h30
Repeat: core Aconex skills	All partners — SFPs & end users	8–9 Oct	EN 10:00, 14:00 · FR 11:00 · ES 17:00	1h30
PROMS App: Access, roles, Overview & Search	All partners — SFPs & end users	22–23 Oct	EN 10:00, 14:00 · AR 10:00 · FR 11:00 · ES 16:00	2h00
PROMS App: FPN + Prepayment request	All partners — SFPs & end users	26–27 Oct	EN 10:00, 14:00 · AR 10:00 · FR 11:00 · ES 16:30	2h00

PROMS App Support mechanisms

Early Adopters (August – September 2026)

- **Pilot live across 3 operations:** Mauritania, Romania and Zambia MCO have used the PROMS App for all 2026 partnership agreements since **17 August 2026**, supported through a dedicated hyper-care model is ongoing and moving forward successfully.
- **Strong overall progress:** Of **13 tracked processes**, **10 are complete**, **1 is ongoing** and **2 remain incomplete**, with a reported **83% success rate**. Mauritania and Romania achieved **100% of resolved processes**, while Zambia stands at **50%**.
- **Issues are concentrated and actively managed:** The **2 incomplete processes** relate to COMPASS-to-PROMS App integration in Zambia; workarounds and fixes are under action ahead of the **18–25 September gate review** for global rollout readiness.

2026 Partnership Agreements

- 2026 partnership agreements will **continue to be managed through Aconex**, except in the three early adopter operations.
- Existing integration workflows remain mandatory until project workplan closure (with the exception of the IND workflow, no longer mandatory in case of amendments).
- For 2026 project workplans, the IND file remains mandatory as the Results Plan, but the IND workflow in Aconex is optional. *NB: agreed changes to indicators & targets will no longer auto-update in COMPASS.*
- The IND file will no longer be protected, allowing indicators to be added, corrected, or removed as required.
- All 2026 PFRs must continue to be processed through the Aconex PFR workflow.

Seek support when needed

- UNHCR Tickets: <https://unhcr.service-now.com/sp>
- UNHCR Partnership Questions: epartner@unhcr.org
- Partner Support: promshelp@unhcr.org
Soliciten apoyo cuando sea necesario.
- Partner Support Oracle Aconex: <https://help.aconex.com/contact-us/>



Thank you!