Standard Operating Procedures Manual

for the Management of the

Zimbabwe Assisted Pull System (ZAPS) for Health Commodities to

Primary Health Care Facilities and Hospitals

Updated May 2016

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Acronyms

ADC	Area Distribution Coordinator
AMC	Average Monthly Consumption
CBD	Community Based Distributor
CCRV	Contraceptive Commodity Receipt Voucher
DHE	District Health Executive
DMO	District Medical Office
DPM	District Pharmacy Manager
DPS	Directorate of Pharmacy Services
DTTU	Delivery Team Topping Up
EOP	Emergency Order Point
FBO	Faith Based Organization
FEFO	First-Expiry, First Out
FOF	Facility Order Form
FWS	Facility Worksheet
HF	Health Facility
LMIS	Logistics Management Information System
Max	Maximum
Min	Minimum
MIS	Management Information System
MoHCC	Ministry of Health and Child Care
MOS	Month of Stock on hand
NAC	National AIDS Council
NACP	National AIDS Control Programme
NatPharm	National Pharmaceutical Company
NDC	National Distribution Coordinator
NGO	Non-Governmental Organization
NMCP	National Malaria Control Programme
PDR	Post Delivery Report
PHCP	Public Health Care Package
PHE	Provincial Health Executive
PM	Pharmacy Manager
PMD	Provincial Medical Director
POR	Post Ordering Report
Qty	Quantity
RIV	Requisition and Issue Voucher
RTK	Rapid Test Kits
SODR	Summary Ordering and Delivery Report
SOP	Standard Operating Procedures Manual
TB	Tuberculosis
ZADS	Zimbabwe ART Distribution System
ZAPS	Zimbabwe Assisted Pull System
ZIP	Zimbabwe Informed Push

ZNFPC   Zimbabwe National Family Planning Council

1. Introduction

1.1. Background of the Zimbabwe Assisted Pull System

The Government of the Republic of Zimbabwe (GOZ) strives to improve the overall availability of medicines, medical supplies and other consumables by 75%[21] by 2015 and to increase access to all essential medicines. Currently, there are six different logistics systems managing different health commodities in Zimbabwe and these are traditional Essential Medicines Pull System (tEMPS), Zimbabwe Anti-retroviral Distribution System (ZADS), Delivery Team Topping Up System (DTTU), Zimbabwe Informed Push System/Primary Health Care Packages (ZIP/PHCP), Voluntary Medical Male Circumcision (VMMC) commodity Logistics System and Zimbabwe Laboratory Commodities Distribution System (ZiLaCoDs).

The Ministry of Health and Child Care (MoHCC), in collaboration with cooperating partners, organised a logistics system design workshop in October 2013 whose purpose was to design an assisted pull system for all health commodities at primary care levels and selected commodities at hospital level. During the design workshop, the MoHCC and stakeholders agreed to name the new system Zimbabwe Assisted Pull System (ZAPS). For the primary health care facilities, the ZAPS combines the tEMPS, ZADS, DTTU and ZIP/PHCP systems, and for the hospitals, the system combines the ZIP/PHCP and DTTU systems. The workshop also aimed to come up with a system that is more effective, efficient and sustainable in the medium to long term. In the implementation of this system, MoHCC plans to effect these changes while still ensuring that the needed data is collected, re-supply takes place according to a defined schedule, coverage/order rates and stock out rates remain at or are better than those achieved under the current multiple systems. The workshop also included consensus on the in country supply pipeline, the inventory control procedures, the data collection and reporting systems to be used by all staff that receive, store and use ZAPS commodities.

As a result, the MoHCC and all the cooperating partners agreed to share information and to adhere to the standard operating procedures. The design workshop also agreed on the product list of commodities for Primary Health Care facilities and commodities for hospitals. The MoHCC piloted the system in Manicaland Province for twelve (12) months. Based on the successes of the pilot, MoHCC decided to rollout the system to all provinces starting in 2016.

1.2. Purpose of the SOP Manual

The purpose of this SOPs Manual is to simplify and standardize the work required for the functioning of the Zimbabwe Assisted Pull distribution system. The ZAPS manages the following commodities for the primary care level:
- Family Planning
    - Condoms
    - Contraceptives
- HIV
    - HIV and Syphilis Rapid Test Kits (RTKs)

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[21] Zimbabwe National Health Strategy 2009-2015

- ARVs for Prevention of Mother to Child Transmission (PMTCT) and ART
- Early infant diagnosis and point of care reagents and consumables

- Malaria
  - Medicines for complicated Malaria
  - Medicines for uncomplicated Malaria
  - Rapid Diagnostic Test Kits
- Tuberculosis
  - Medicines for first line TB
  - Streptomycin
- Nutrition
  - Therapeutic feeds
- Essential medicines
  - Medicines used at C level

The SOP manual guides MoHCC, NatPharm and ZNFPC staff involved in the management of ZAPS as they perform tasks related to implementing the system. It serves as a reference primarily for the staff that carries out ordering and delivering. In addition, it is useful for other players who implement the ZAPS. It can also be used by stakeholders and other partners who are involved in supporting the management of essential medicines and medical supplies programs to understand how the ZAPS works.

This SOPs Manual guides the ordering and delivery teams in the completion of the following tasks:

- Preparing for ordering
- Ordering
- Preparing for order processing
- Order processing
- Delivering commodities
- Receiving and storing commodities
- Supervising specific activities at Health Facility level.
- Submitting all required documentation related to the deliveries
- Completing and submitting appropriate reports

1.3. How should you use the SOP manual?

This SOPs manual enables you to carry out your ZAPS-related duties effectively. Refer and become familiar with it as you perform your job of managing ZAPS commodities. Each chapter of the manual describes various specific activities in managing the system, including:—

- ❑ purpose of the activity
- ❑ when the activity should be carried out
- ❑ instructions on how to complete the activity (Job Aids)
- ❑ examples that illustrate the activity.

1.4. What the SOPs manual helps you do

This SOP manual gives the steps one should follow to appropriately complete a specific task. These tasks include placing orders, receiving orders, storing commodities, conducting physical count, etc. It guides you to do your work following the procedures consistently outlined to achieve top performance. When necessary, use this SOPs manual when providing on-the-job training using the job aids as they are simple to follow. You are required to use and follow the manual.

Overview of the ZAPS

2.1. What is the ZAPS?

The ZAPS is an inventory control system which comprises of an ordering team (Pharmacy person + Driver) traveling to all health facilities in their respective districts to assist facility staff collect essential logistics data and to order all health commodities managed under the system. The team sends the facility orders to NatPharm which is responsible for picking, packing and delivering the orders to all facilities.

The ZAPS is designed to ensure that all health facilities and Community-Based Distributors (CBD) or Faith-Based Organizations (FBO), are able to receive the health commodities they need, whenever they require them.

2.2. The purpose of ZAPS

The purpose of the ZAPS is to ensure that all health commodities managed under ZAPS are continuously available. In order to be successful, the system must fulfill the SIX RIGHTS of logistics. The system and its staff must be able to ensure that:

- ❑ The **RIGHT** <u>Product</u>
- ❑ In the **RIGHT** <u>Quantity</u>
- ❑ In the **RIGHT** <u>Condition/Quality</u>
- ❑ Is delivered to the **RIGHT** <u>Place</u>
- ❑ At the **RIGHT** <u>Time</u>
- ❑ For the **RIGHT** <u>Cost</u>

The ZAPS is designed to function properly so long as the commodities are in full supply. A full supply of these commodities ensures that each health facility can be re-supplied to its maximum stock level and does not stock out prior to the next scheduled resupply.

2.3. Key features of the Zimbabwe Assisted Pull System

A summary of the key features of the Zimbabwe Assisted Pull System is as follows:

<u>Health Facility</u>
- ❑ Conducts physical count of all commodities prior to the arrival of the ordering team
- ❑ Analyses and interprets data for decision making
- ❑ Completes required sections of the *Facility Order Form*
- ❑ Maintains stock cards
- ❑ Strives to meet the Six Rights

District Medical Office
- ❐ Assists facilities to place orders
- ❐ Analyses and interprets data for decision making
- ❐ Provides support and supervision in the district
- ❐ Retrieves and redistributes excess usable stock
- ❐ Strives to meet the Six Rights

Provincial Medical Directorate
- ❐ Monitors and evaluates the system
- ❐ Analyses and interprets data for decision making
- ❐ Provides support and supervision in the province
- ❐ Strives to meet the Six Rights

National Pharmaceutical Company (NatPharm)
- ❐ Procures, stores and distributes health commodities
- ❐ Requests for condoms and contraceptives from ZNFPC
- ❐ Ensures stock is available in all branches through timely inter-branch transfers
- ❐ Strive to meet the Six Rights

ZNFPC
- ❐ Quantifies condoms and contraceptives for the national programme
- ❐ Procures condoms and contraceptives
- ❐ Provides central storage for condoms and contraceptives
- ❐ Strive to meet the Six Rights

Ministry of Health and Child Care: Directorate of Pharmacy Services and Directorate of Laboratory Services (DLS)
- ❐ Analyses and interprets data for decision making
- ❐ Quantifies the national needs for all commodities excluding condoms and contraceptives.
- ❐ Constantly monitors the National Pipeline database to ensure that appropriate and prompt re-supply and commodities management actions are taken by the relevant stakeholders.
- ❐ Provides national level logistics system monitoring and evaluation, and advises on troubleshooting and procurement planning.
- ❐ Strive to meet the Six Rights

2.4. Flow of Commodities and Information in the system

The ZAPS is two tiered and consists of NatPharm and health facilities. Health facilities place orders and are re-supplied every three months (every quarter). See the **Figure 1** for a graphic representation of the flow of information and commodities to and from different levels of the system.

As commodities move down to health facilities through the ZAPS, information moves up from health facilities to NatPharm., The Directorates of Pharmacy and Laboratory Services, ZNFPC, District Medical Offices (DMOs), and Provincial Medical

Directorate (PMD) Offices. This information is used to make decisions on ordering and issuing of ZAPS commodities at the right time and in the right quantities.

Figure 1: ZAPS Pipeline - Flow of Information and Commodities
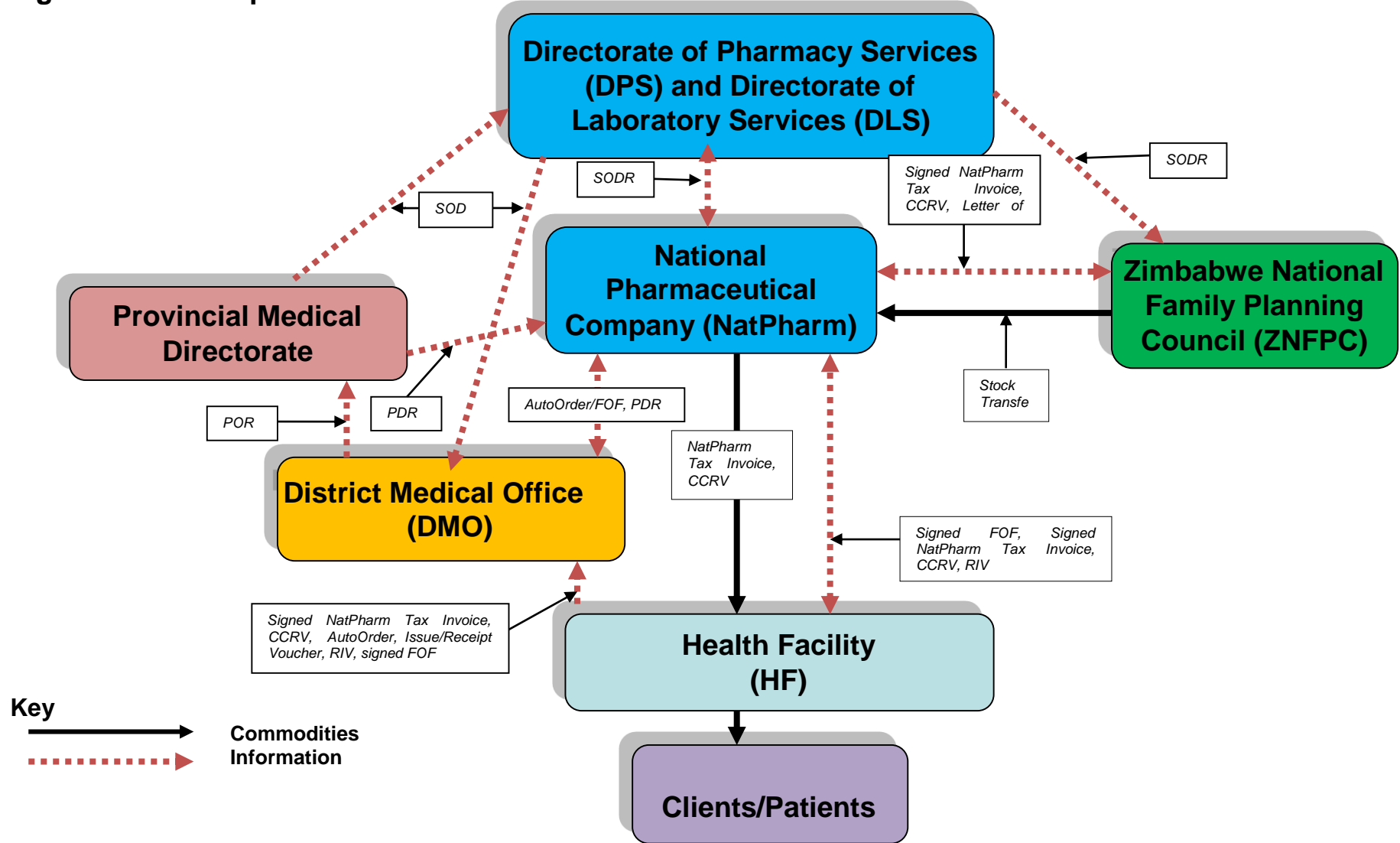
2.6. ZAPS inventory Control System

The purpose of an inventory control system is to inform personnel when and how much of a commodity to order and to maintain an appropriate stock level to meet the needs of clients. A well designed inventory control system helps prevent shortages, oversupply, and expiry of products.

The ZAPS is a Forced Ordering Maximum/ Minimum inventory control system. This means that every facility that receives ZAPS commodities is required to place an order at the end of the review period (three months) and will be topped up to the maximum level during delivery. The **table 1** below describes the maximum-minimum inventory control parameters for ZAPS:

Table 1 Inventory Control Parameters

Term	Description	Parameter
Lead Time	The time interval between ordering stock and the time that received stock is ready for use	1 month
Review Period	Routine interval of time when assessment of stock levels is done to determine if additional stock is needed.	3 months
Safety Stock (buffer stock)	This is additional stock kept on hand to protect against stockouts caused by delayed deliveries, increased demand or other unexpected events. It is expressed in months of stock	2 months
Minimum Stock at Facility level	The level of stock at which actions to replenish inventory should occur under normal conditions. It is expressed in months of stock	4 months
Maximum stock at facility level	It is the level of stock above which inventory level should not exceed/rise under normal conditions and is always expressed in months and is fixed	7 months
Emergency Order Point	The level of stock that triggers an emergency order, it can be reached at any point during the review period and should be lower than the minimum. It is expressed in months of stock	1 month

2.7. Steps in Zimbabwe Assisted Pull System (ZAPS)

The following table outlines the activities in the ZAPS. The activities are divided into six different categories namely: Preparation for ordering, Ordering, Preparing for order processing, Order processing, Delivery and Data Processing & Reporting. See Table 2 below:

Table 2: ZAPS Steps

Step	By whom	Activity
Part 1. Preparation for ordering		
1.	Ordering Team (DPM + Driver)	Prepares ordering schedule (large districts divided into two smaller ordering units each – *about 30 health facilities*), as according to NatPharm routing, and in consultation with NatPharm.
2.	Ordering Team	Organizes transport (completes transport request form), and submits funding request for approval to DMO at least a month in advance.
3.	Ordering Team	Informs DMO and facilities of ordering team visit schedule at least two weeks in advance.
4.	Facility Staff	The day before the ordering team arrives, organize stock, conduct physical inventories, and complete the *Facility Order Form* with physical counts, days out of stock, and losses and adjustments as well as quantity of product that will expire within 3 months.
5.	CBD	Drops a completed CBD worksheet at the Health Facility a day before the ordering team arrives.
6.	NatPharm Systems Administrator	Downloads updated data to laptops in time for scheduled order team visits at least one week before the ordering round.
Part 2. Ordering		
7.	Ordering Team	Retrieves laptops from NatPharm with updated data, LMIS forms, and any other stationary.
8.	Ordering Team	Obtains a list of products available at this time from local NatPharm branch.
9.	Ordering Team	Identifies C list products available that are not on the ZAPS Products list.
10.	Ordering Team	Picks up from the district, selected usable stock for redistribution during the ordering round.
11.	Ordering Team	Ordering team arrives at facility.
12.	Ordering Team	Receives completed *Facility Order Form* and CBD Worksheet from facility staff.
13.	Ordering Team and Facility Staff	Completes a physical count in the storeroom of 10% of the products *(randomly selected),* to verify the accuracy of the data on the *Facility Order Form.* If physical count does not match

Step	By whom	Activity
		on any of the sampled commodities, then recount all of the commodities.
14.	Ordering Team	Enters data in *AutoOrder*, which calculates order quantity (or quantity to withdraw), in consultation with facility staff using the *Facility Order Form* and the CBD Worksheet(s) (for Condoms and contraceptives) for the CBD(s) affiliated to the facility
15.	Ordering Team	Supplies products using usable stock from the district, if available. If supplying usable stock from the district, ordering team needs to enter the quantity into *AutoOrder* to recalculate quantities required from NatPharm. PM completes an *Issue and Receipt Voucher* for these products and facility staff sign for them.
16.	Facility Staff	Completes the Quantity to Order column on the *Facility Order Form* with assistance from the PM. Takes into account stock expiring in the next three months when calculating and recording quantities to order for each product.
17.	Ordering Team	Completes the quantity to order column on the worksheet(s) (Condoms and contraceptive) for the CDB(s) affiliated to the facility and leave a copy with the facility staff.
18.	Ordering Team	Uses *AutoOrder* to complete orders for C products (not currently on ZAPS) available at this time, in consultation with facility staff. Any orders are noted by facility staff on the blank spaces provided on the *Facility Order Form*.
19.	Facility Staff	Signs the *Facility Order Form*, and gives to the ordering team
20.	Ordering Team	Signs the *Facility Order Form* and retains 3 copies and leave a copy (pink) at the facility
21.	Ordering Team	Retrieves excess and expired products and products that will expire before they are used. Facility staff completes an *Issue and Receipt Voucher* for these products and PM signs for them.
22.	Ordering Team	Departs the facility and continues on to the next facility. ***[All orders should be taken within 10 days for a district or ordering unit.]***
23.	Ordering Team	After visiting all facilities in the district or ordering unit, returns to the district to drop off expired and excess products and the signed *Facility Order Form (*Blue copy*)*.
24.	Ordering Team	Returns to NatPharm and hands over the laptops (*AutoOrder)* and 2 copies of the signed *Facility Order Form* (White for NatPharm and Yellow for central LMIS) to the NatPharm Systems Administrator.
25.	NatPharm Branch Manager	Consolidates copies of the signed *Facility Order Forms* (Yellow copy) and sends to Central LMIS

Step	By whom	Activity
26.	Ordering Team	Produces qualitative report on how the ordering round went, and submits to the DMO, Provincial Pharmacist and ZNFPC Provincial Manager within 5 working days of completion of ordering round.
27.	NatPharm Systems Administrator	Uploads the data from the laptops (synchs with Top Up in Navision) and generates Sales quote.

Part 3. Preparation for Order Processing

Step	By whom	Activity
28.	NatPharm Stores Controller	Submits a Letter of Request to ZNFPC for the Condoms and Contraceptives to be transferred to the branch.
29	ZNFPC Logistic Manager/Stock Controller	Receives Letter of Request from NatPharm and processes transfer of bulk stock to the requesting branch.
30	NatPharm Stores Controller	Receives bulk stock from ZNFPC in readiness for picking and packing. Submits request for inter-branch transfers from respective regional store or from other branches as necessary depending on the availability of stock from other branches.

Part 4 Order Processing

Step	By whom	Activity
31	NatPharm Stock Controller	Reviews sales quote and generates the pick list
32	NatPharm	Processes orders (picks and packs). [All orders for the district/ordering unit should be picked and packed within 5 days of receiving orders]
33	NatPharm	Produces two separate *NatPharm Tax Invoices* with details of quantities of each specific commodity (one with condoms and contraceptives and the rest of the products on one invoice)

Part 5. Delivery

Step	By whom	Activity
34	NatPharm	Loads orders and *Tax Invoices* (and any other paperwork) onto vehicle.
35	NatPharm Delivery Team (Dispatch Assistant + Driver)	Delivers to facilities, as per routing schedule. [All deliveries for a district/ordering unit should be made within 5 days]
36	Facility Staff	Receive their stock including CBD stock, and conducts physical count and visual inspection of the products delivered

Step	By whom	Activity
		and notes any discrepancies on the NatPharm Tax Invoice and signs four copies. Note and sign Tax Invoice and Delivery Receipt Voucher for the CBDs.
37	NatPharm Delivery Team	Receives four copies of the signed tax invoices on quantity of products delivered, signs and leaves one copy with facility.
38	NatPharm Delivery Team	Retains one copy of the Tax invoice at the branch and submits one signed copy (with Condoms and Contraceptives only) plus the Contraceptive Commodity Receipt Voucher (CCRV) to ZNFPC Provincial Office, and other copies goes to NatPharm Central.
39	Facility Staff	Unpacks cartons received, arranges commodities according to FEFO and updates *Stock Cards*.
40	Facility Staff	Gives the CBD(s) their stock according to the quantity ordered as recorded on the Worksheet(s). If there are more than one CBDs affiliated to the facility, then the facility staff breaks the order and shares the stock with the CBDs according to the quantity ordered as recorded on the Worksheet(s)
Part 6 Data Processing and Reporting		
41	NatPharm Branch Manager	Produces Post Delivery Report with information on the delivery round within 5 days upon completion of delivery rounds
42	NatPharm Operations Manager	Disseminates Post Delivery Report to DMO, PMD, ZNFPC and any other stakeholders
43	MIS Officer	Retrieves a signed white copy of the NatPharm tax invoices and photocopies and captures quantities received into the system and also receives the yellow copy of the *Facility Order Form*
44	MIS Officer	Processes migrated data to produce Provincial Summary Ordering and Delivery Report (SODR) and distributes to DHE, PHE, DPS, DLS, ZNFPC Central and any other stakeholders within 3 three weeks upon completion of delivery
45	MIS Officer	Produces a District Summary Ordering and Delivery Report (SODR) for districts within one month after receiving NatPharm Tax invoice and submit to DMO and PHE to share with each district.

2.6. Logistics Management Information System (LMIS) for ZAPS

> **The purpose of a logistics management information system (LMIS) is to collect, organize, and report information to other levels in the system in order to make decisions that govern the logistics system and ensure that all Six Rights are fulfilled.**

Information, which supports specific logistics decision-making, should be collected. Essential data items are required to run a logistics system and therefore must be captured by the LMIS forms. These essential data items are:

1. Stock on Hand: Quantities of usable stock (health commodities) available at a particular point in time.

2. Losses and Adjustments: Losses are the quantities of health commodities removed from your stock for anything other than given to or used for patients/clients (e.g., expiry, loss, damage or theft). Losses are recorded as negative (-) numbers. Adjustments are quantities of a product received from any source other than the scheduled delivery from NatPharm, or quantities transferred between facilities (borrowed/returned). An adjustment may also be made to correct a calculation error or to reconcile a discrepancy between the reported quantities of stock on hand and the result of a physical count **when the discrepancy has been investigated and properly documente**d. Adjustments may be a negative (-) or positive (+) number.

3. Number of days stocked out: Number of days from the day each commodity was not available for use/dispensing to clients up to the day of delivery.

4. Consumption; quantities of stock dispensed to or used on clients for a specified period of time

Within any logistics system, medicines are either stored, moved between facilities or used to provide services to clients hence records and forms are needed to collect and report the essential data items as they relate to these three activities. Records and forms have been designed for the ZAPS LMIS and are included in this SOPs manual along with step-by-step instructions on how to fill them out.

2.7. LMIS Forms Used and reports generated in the ZAPS

The table below lists all LMIS forms and reports (including the name of the form/report, the purpose, and level) used in the ZAPS. Copies of these forms can be found in the Annex of this SOPs Manual. All forms can be obtained through NatPharm. Job aids for completing the forms can also be found in this SOPs manual.

Table 3 LMIS Forms and Reports

S#	Form Name	Purpose	At What Level
1.	**Stock Card**	To record information (stock on hand, receipts, losses and adjustments, etc.) on commodities in the storeroom	Facility
2.	**Facility Worksheet**	To collect and sum up information on Stock on hand, quantity to expire within the next 3 months, losses and adjustments and Number of days stocked out for all different pack sizes during physical count	Facility
3.	**CBD Stock Form**	To record data such as Stock on Hand, Losses and adjustments, number of days out of stock, quantity to expire in 3 months, quantity to order and received.	Facility/CBD
4.	**Facility Order Form**	To record data such as losses, adjustments, physical count, days stocked out, quantity to expire in 3 months, AMC in the smallest units and quantity to order in packs	Facility
5.	**AutoOrder**	To capture data such as losses, adjustments, physical count, quantity to expire in 3 months , days stocked out in order to calculate AMC and quantities to order	Facility (Ordering Team) and NatPharm
6.	**Issue / Receipt Voucher**	To record any stock transactions between facilities (for example the collection of excess or short dated stock from the facility by the district)	Facility Ordering Team
7.	**NatPharm RIV**	To place emergency orders	Facility NatPharm
8.	**NatPharm Tax Invoice**	To inform the facility of the product quantities delivered and cost.	Facility NatPharm ZNFPC
9.	**Contraceptive Commodity Receipt Voucher**	To inform the facility of the contraceptive quantities delivered and cost.	Facility NatPharm ZNFPC
10.	**Discrepancy Report**	To record any discrepancies between the quantities supplied and quantities received	Facility NatPharm

S#	Form Name	Purpose	At What Level
11.	**Post Ordering Report**	To summarize qualitative information on what happened during the ordering round	District Medical Office
12.	**Post Delivery Report**	To summarize qualitative information on what transpired during the delivery round.	NatPharm
13.	**Summary Ordering and Delivery Report**	To summarize logistics data (quantitative) gathered during the ordering round, and what transpired during delivery rounds (quantitative and qualitative) for each district and the entire province. Generated by Top Up to reconcile quantities delivered to health facilities from the tax invoices after the deliveries	DPS

2.8. Products included in ZAPS

Public sector facilities have been segmented into two groups: primary health care facilities and hospitals. Different products are given to the two types of health facilities. There are more products for primary health care facilities than for the hospital level managed in the Zimbabwe Assisted Pull System. A full list of products by facility type, are listed in table 4 below:

Table 4 Products in the ZAPS at Primary Health Care Level

	Products	VEN Classifi cation	Units used in recording and reporting	Unit of issue from NatPharm
Malaria Commodities				
1.	A/L 20/120mg 1x6	V	Blister of 6 tablets	Blister of 6 tablets
2.	A/L 20/120mg 2x6	V	Blister of 12 tablets	Blister of 12 tablets
3.	A/L 20/120mg 3x6	V	Blister of 18 tablets	Blister of 18 tablets
4.	A/L 20/120mg 4x6	V	Blister of 24 tablets	Blister of 24 tablets
5.	Atersunate/Amodiaquine 25/67.5mg (Infant)	v	Box/Blister of 3 tablets	Box/Blister of 3 tablets
6.	Atersunate/Amodiaquine 50/135mg (Toddler)	v	Box/Blister of 3 tablets	Box/Blister of 3 tablets
7.	Atersunate/Amodiaquine 100/270mg (Child)	v	Box/Blister of 3 tablets	Box/Blister of 3 tablets
8.	Atersunate/Amodiaquine 100/270mg (Adult)	v	Box of 6 tablets	Box of 6 tablets
9.	Atersunate 60mg injection	v	Ampoule/vial	Ampoule/vial
10.	Atersunate 50mg suppositories	v	Suppository	Pack of 6 suppositories
11.	Atersunate 200mg suppositories	v	Suppository	Pack of 6 suppositories
12.	Quinine 300mg Tablets	V	Tablets	Pack of 100
13.	Quinine 600mg/2ml	V	Ampoule	Ampoule
14.	Sulphadoxine/Pyrimethamine 500/25mg	V	Tablets	Bottle of 100 tablets Pack of 150 tablets
15.	Rapid Diagnostic Test (PF)	V	Test	Kit of 25 tests
16.	Rapid Diagnostic Test (PAN)	V	Test	Kit of 30 tests
TB Commodities				
17.	RHZE 150/75/400/275MG	V	Tablets	Pack of 672 tablets
18.	RH 150/75MG	V	Tablets	Pack of 672 tablets
19.	RH 60/30MG	V	Tablets	Pack of 90 tablets

Products		VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
20.	RHE 150/75/275MG	V	Tablets	Pack of 672 tablets
21.	RHZ 60/30/150MG	V	Tablets	Pack of 90 tablets
22.	Streptomycin 1g	V	Vial	Vial
23.	Isoniazid 100mg	V	Tablets	Pack of 100 tablets
24.	Isoniazid 300mg	V	Tablets	Pack of 30 tablets
25.	Pyridoxine 25mg	V	Tablets	Pack of 100 tablets
Nutrition products				
26.	RUTF	V	Sachets	Carton of 150 Sachets
Condoms and Contraceptives				
27.	Male condom	V	Piece	Box of 100 pieces
28.	Female condom	V	Piece	Pack of 20 pieces
29.	Medroxyprogesterone acetate (Petogen/Depo Povera)	V	Vial	Box of 10 vials
30.	Control Pill	V	Cycle	Pack of 6 cycles
31.	Secure Pill	V	Cycle	Pack of 6 cycles
32.	Levonorgestrol acetate (Jadelle)	V	Set	Box of 10 sets
33.	Implanon	V	Set	Each/Set
34.	Marvelon	V	Cycle	Pack of 3 cycles
Diagnostics				
35.	Determine HIV test kit	V	Test	Box of 100 tests
36.	Determine chase buffer	V	Bottle	2.5ml bottle
37.	First Response HIV test kit	V	Test	Box of 30 tests
38.	Chembio	V	Test	Box of 20 tests
39.	Insti	V	Test	Test
40.	Syphilis test kit	V	Test	Box of 30 tests
41.	Pima CD4 POC cartridge	V	Cartridge	Box of 100 Cartridges
42.	Finger Stick Sample Collection Kit	V	Kit	Kit
43.	Pima Printer Paper	V	Roll	Pack of 10 rolls
44.	PIMA Bead Standards	V	Each	Each
45.	Dry Blood Spot kit	V	kit	Box of 50 kits
46.	HIV DNA PCR Lab Request Form	V	Form	Pack of 50 Forms
ARVs				
47.	Zidovudine/Lamivudine/Nevirapine 300/150/200mg tablets	V	Tablets	Bottle of 60 tablets
48.	Zidovudine/Lamivudine 300/150mg tablets	V	Tablets	Bottle of 60 tablets
49.	Efavirenz 600mg tablets	V	Tablets	Bottle of 30 tablets
50.	Tenofovir/Lamivudine 300/300mg tablets	V	Tablets	Bottle of 30 tablets

	Products	VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
51.	Tenofovir/Lamivudine/Efavirenz 300/300/600mg	V	Tablets	Bottle of 30 tablets
52.	Nevirapine 200mg tablets	V	Tablets	Bottle of 60 tablets
53.	Atazanavir/ritonavir 300/100mg	V	Tablets	Bottle of 30 tablets
54.	Abacavir/lamivudine 600/300MG	V	Tablets	Bottle of 30 tablets
55.	Fluconazole 200mg	V	Tablets	Bottle of 28 tablets
56.	Fluconazole 2mg/ml	V	Ampoule	Ampoule
57.				
Pediatric ARVs				
58.	Abacavir/lamivudine 60/30mg	V	Tablets	Bottle of 60 tablets
59.	Nevirapine solution 50mg/5ml	V	ml	25 mls, 100 mls, or 240 mls bottle
60.	Zidovudine/lamivudine/nevirapine 60/30/50mg	V	Tablets	Bottle of 60 tablets
61.	Zidovudine/lamivudine 60/30mg	V	Tablets	Bottle of 60 tablets
62.	Lopinavir/ritonavir 100/25mg	V	Tablets	Bottle of 120 tablets
63.	Lopinavir/ritonavir 80/20mg/ml	V	ml	Bottle of 60 mls
64.	Efavirenz 200mg	V	Tablets	Bottle of 90 tablets
65.	Fluconazole 50mg/ml	V	Ml	Bottle of 35 mls
Other Essential medicines				
66.	Albendazole 400mg chewable tabs	E	Tablets	Pack of 1,000
67.	Amitriptyline 25mg tabs	V	Tablets	Pack of 1000
68.	Amoxicillin 250mg tabs	V	Tablets	Pack of 1,000
69.	Amoxicillin 250mg dispersible tablets	V	Tablets	Pack of 100
70.	Chlorpromazine HCl 100mg tab	V	Tablets	Pack of 1000
71.	Co-trimoxazole 120mg dispersible Tabs	V	Tablets	Pack of 100
72.	Co-trimoxazole 480mg Tabs	V	Tablets	Pack of 500 or 1000
73.	Doxycycline 100mg tabs	V	Tablets	Pack of 1,000
74.	Erythromycin 250mg Tabs	V	Tablets	Pack of 100 or 1000
75.	Ferrous + folic 60+0.4mg tab	E	Tablets	Pack of 1,000
76.	Hydrochlorothiazide 25mg Tabs	V	Tablets	Pack of 100 or 1000
77.	Metronidazole 250mg Tabs	V	Tablets	Pack of 1,000
78.	Oral Rehydration Salts, new formula, 1L Sachet	V	Sachet	Box of 100
79.	Paracetamol 100mg Dispersable Tablet	E	Tablets	Pack of 100
80.	Paracetamol 500mg tabs	E	Tablets	Pack of 1000
81.	Phenobarbitone, Scored 30mg tab	V	Tablets	Pack of 1000

Products	VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
82. Praziquantel 600mg tab	E	Tablets	Pack of 100 or 1000
83. Zinc sulphate 20mg Tabs	V	Tablets	Pack of 100
84. ORS 1l x 2 /Zinc Sulphate 20mg x 10 tablets Co-pack	V	Pack	Pack
85. Salbutamol inhaler 100mcg	V	each	Each
Injectables			
86. Adrenaline 1mg/ml inj. 1ml amp	V	Ampoule	Ampoule
87. Ceftriaxone 250mg	V	Vial	Vial
88. Chlorpromazine HCI 25mg/ml	V	Ampoule	Ampoule
89. Glucose hypertonic 50% inj., 50ml vial	V	Vial	Vial
90. Kanamycin Sulphate powder for preparing inject 1G	V	Vial	Vial
91. Lidocaine (lignocaine) inj. 2%, vial	V	Vial	Vial
92. Magnesium .sulphate.inj 500mg/ml 10ml amp	V	Ampoule	Ampoule
93. Oxytocin 10 units/ml	V	Ampoule	Ampoule
94. Benzylpenicillin powder for inj. 3g (5MU) vial	V	vial	Vial
95. Penicillin Benzathine powder for reconstitution 1.44g	V	Vial	Vial
96. Phytomenadione Neonate (Vitamin K) 2mg/ml	V	Ampoule	Ampoule
97. Ringer Lactate Solution for Inj B.P. BFB 2324	V	Each	Each
98. Sodium Chloride Intraven. Infus. B.P. BFB 1324	V	Each	Each
99. Water for injection, 10ml vial	V	Vial	Vial
Galenicals, Internal - Syrups & other Oral Preps			
100 Cotrimoxazole 240mg/5ml	V	ml	Bottle of 100ml
101 Paracetamol 120mg/5ml	V	ml	Bottle of 100ml
102 Miconazole Oral Gel	V	Tube	Tube
Galenicals, External – Ointments, Creams, Etc			
103 Miconazole nitrate cream 2%	E	Tube	Tube
104 Miconazole Nitrate Vaginal Cream or equivalent 2%	V	Tube	Tube
105 Povidone iodine soln 10%	V	ml	Bottle of 500ml
106 Tetracycline eye ointment 1%, 3.5g tube	V	Tube	Tube

Products		VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
107	Syringe, disposable, 2ml, ster	V	Each	Each
108	Syringe, disposable, 5ml, ster	V	Each	Each
109	Needle, disposable, 21G, ster	V	Each	Box of 100
110	Needle, disposable, 23G, ster	V	Each	Box of 100
111	Gloves, exam, latex, medium, disposable	V	Each	Pack of 100

Instruments			
112.	Scalpel Blade (=Also Stitch Cutting), Size 12	V	Each	Pack 100
113.	Scalpel Blade, Size 20	V	Each	Pack 100
Diagnostic Instruments, Syringes, Needles, Etc.				
114.	Razor Safety + Blade Disposable	N	Set	Set
115.	Glove – Surgeon, Cuffed, Sterile, Rubber, Size 7.5	N	Pair	Pair
116.	Syringe, Disposable, 2.5ml + needle	V	Each	Each
117.	Burnbin, For Sharps Disposal	N	Each	Each
118.	Cannula, I.V., Luer Lock, Thinwall 18FG	V	Each	Each
119.	Cannula, I.V., Luer Lock, Thinwall 22FG	V	Each	Each
Bandages and Dressings				
120.	Bandage, Cotton Crepe, Stretch 100mm wide	N	Each	Each 4.5 meter Roll
121.	Bandage, gauze, 8cmx4m, roll	N	Roll	Roll
122.	Bandage, Triangular, Unhemmed 90cm side	E	Each	Each
123.	Cotton wool, 500g, roll, non-ster	V	Roll	Roll
124.	Compress, gauze, 10x10cm, non-ster	E	Each	Pack of 100
125.	Tape, adhesive, Zinc.Ox., 2.5cmx5m	N	Each	Each
126.	Dressing-Gauze, Praffin Impregnated, 100mm #	E	Pack of 36 pieces	Pack of 36 pieces
127.	Linen Saver, Aborb. Tissue, 3-Ply/22g plastic back, non-woven top, 50 x 60cm	E	Each	Pack 10 pieces
128.	Tape, Autoclaving- Control, 18mm wide	E	Each	Each Roll 50 meter
129.	Towel, Maternity	E	Piece	Pack 10 pieces
130.	Clamp-Umbilical Cord, Sterile, Plastic	V	Piece	Pack 100 pieces
Sutures				
131.	Nylon, M2 (3/0), P-Curved 26mm Rev. Cut, 75cm blue	E	Each	Pack 12
Disinfectants, Sterilising Agents and Sanitation Items				
132.	Sodium Hypochlorite Solution Bleach 5%	V	Litre	B/5L
133.	Methyl.spirit minter/col.>99/5917	E	Litre	B/1L
Chemist Sundries				
134.	Envelope Dispense. Plastic 100 x 105mm MOH&CW design	E	Each	Pack 1,000

At Hospital Level

	Products	VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
**Malaria Commodities**			
1.	A/L 20/120mg 1x6	V	Blister of 6 tablets	Blister of 6 tablets
2.	A/L 20/120mg 2x6	V	Blister of 12 tablets	Blister of 12 tablets
3.	A/L 20/120mg 3x6	V	Blister of 18 tablets	Blister of 18 tablets
4.	A/L 20/120mg 4x6	V	Blister of 24 tablets	Blister of 24 tablets
5.	Atersunate/Amodiaquine 25/67.5mg (Infant)	V	Box/Blister of 3 tablets	Box/Blister of 3 tablets
6.	Atersunate/Amodiaquine 50/135mg (Toddler)	V	Box/Blister of 3 tablets	Box/Blister of 3 tablets
7.	Atersunate/Amodiaquine 100/270mg (Child)	V	Box/Blister of 3 tablets	Box/Blister of 3 tablets
8.	Atersunate/Amodiaquine 100/270mg (Adult)	V	Box of 6 tablets	Box of 6 tablets
9.	Atersunate 60mg injection	V	Ampoule/Vial	Ampoule/Vial
10.	Atersunate 50mg suppositories	V	Suppository	Pack of 6 suppositories
11.	Atersunate 200mg suppositories	V	Suppository	Pack of 6 suppositories
12.	Sulphadoxine/Pyrimethamine 500/25mg	V	Tablets	Bottle of 100 tablets Pack of 150 tablets
13.	Rapid Diagnostic Test (PF)	V	Test	Kit of 25 tests
14.	Rapid Diagnostic Test (PAN)	V	Test	Kit of 25 tests
15.	Clindamycin 150mg capsules	V	Capsules	Bottle of 100 Capsules
16.	Quinine 300mg tablets	V	Tablets	Bottle of 100 tablets
17.	Quinine 600mg/2ml injection	V	Ampoule	Ampoules
**TB Commodities**			
18.	RHZE 150/75/400/275MG	V	Tablets	Pack of 672 tablets
19.	RH 150/75MG	V	Tablets	Pack of 672 tablets
20.	RH 60/30MG	V	Tablets	Pack of 90 tablets
21.	RHE 150/75/275MG	V	Tablets	Pack of 672 tablets
22.	RHZ 60/30/150MG	V	Tablets	Pack of 90 tablets
23.	Streptomycin 1g	V	Vial	Vial
24.	Ethambutol 100mg tablets	V	Tablets	Pack of 672 tablets
25.	Ethambutol 400mg tablets	V	Tablets	Pack of 672 tablets
26.	Isoniazid 100mg tablets	V	Tablets	Bottle of 1,000 tablets
27.	Isoniazid 300mg tablets	V	Tablets	Box of 1000
28.	Pyridoxine 25mg	V	Tablets	Box of 100
29.	Pyrazinamide 500mg tablets	V	Tablets	Pack of 672 tablets
30.	Rifampicin 150mg capsules	V	Capsules	Bottle of 1,000 capsules

	Products	VEN Classification	Units used in recording and reporting	Unit of issue from NatPharm
31.	Rifampicin 100mg/5ml suspension	V	ml	Bottle of 100mls
PMTCT ARVs				
32.	Zidovudine/Lamivudine 300/150mg tablets	V	Tablets	Bottle of 60 Tablets
33.	Nevirapine 200mg Tablets	V	Tablets	Bottle of 60 Tablets
34.	Nevirapine solution 50mg/ml	V	ml	25ml, 100ml, or 240ml bottle
Nutrition products				
35.	RUTF	V	Sachets	Carton of 150 sachets
36.	F-75	V	Sachets	Carton of 120 sachets
37.	F-100	V	Sachets	Carton of 90 sachets
38.	CMV	V	Tin	Carton of 6 tins
39.	Resomal	V	Sachets	Carton of 120 sachets
Condoms and Contraceptives				
40.	Male condom	V	Piece	Box of 100 pieces
41.	Female condom	V	Piece	Pack of 20 pieces
42.	Medroxyprogesterone acetate (Depo-Provera or Petogen)	V	Vial	Box of 10 vials
43.	Control Pill	V	Cycle	Pack of 6 cycles
44.	Secure Pill	V	Cycle	Pack of 6 cycles
45.	Levonorgestrol acetate (Jadelle)	V	Set	Box of 10 sets
46.	Implanon	V	Set	Each/Set
47	Marvelon	V	Cycle	Box of 3 cycles
Diagnostics				
47.	Determine HIV test kit	V	Test	Box of 100 tests
48.	Determine chase buffer	V	Bottle	2.5ml bottle
49.	First Response HIV test kit	V	Test	Box of 30 tests
50.	Chembio	V	Test	Box of 20 Tests
51.	Syphillis test kit	V	Test	Box of 30 tests
52.	Pima CD4 POC cartridge	V	Cartridge	Pack of 50 Cartridges
53.	Finger Stick Sample Collection Kit	V	Kit	Kit
54.	Pima Printer Paper	V	Roll	Pack of 10 rolls
55.	DBS kit	V	kit	Box of 50 kits
56.	HIV DNA PCR Lab Request Form	V	Form	Pack of 50 Forms

Level	Personnel	Roles and Responsibilities
Ministry of health and Child Care DDS	Deputy Director Pharmacy, Logistics Research	• Receives and reviews reports about the system performance and takes appropriate action • Mobilize resources for procurement, storage and distribution operations. • Liaises with the relevant procurement units, donors and other cooperating partners to ensure availability of ZAPS commodities • Monitors, supports and supervises ZAPS implementation
	Program Managers	• Participates in quantification of ZAPS commodities and work with cooperating partners • Receives reports about the system performance and takes appropriate action • Mobilizes resources for the system to function properly
	Management Information Systems team	• Provides back up support to NatPharm Systems Administrator on *AutoOrder* ,Top Up and data migration concerns • After delivery rounds, captures quantities delivered per tax invoice into Top Up and generates the Summary Ordering and Delivery Report, and sends to the province/district teams, ZNFPC and any other interested stakeholders. • Maintains product lists, facility lists, and other configurations for *AutoOrder* and Top Up • Trains users of the *AutoOrder* and Top Up • Participate in commodities quantification • Ensure availability of LMIS forms at the branches • Provides consumption data to NatPharm Branch and Area Coordinator so they use it to determine quantities of condoms and contraceptives to transfer from ZNFPC
	Logistics Officers	• Monitors and evaluates the distribution system • Participates in the quantification of ZAPS commodities • Participates in ZAPS SOPs and system training and workshops • Participates in the ZAPS implementation and activity monitoring; • Participates in the ZAPS SOP and training material development and review
National Pharmaceutical	Branch Manager	• Schedules and plans delivery routes • Prepare budget for per diems and allowances for delivery teams • Approves laptops, stationery, transport requests (deliveries), and per diems

			• Coordinates transfer of commodities from other warehouses and ZNFPC • Generates and disseminates the Post-Delivery Report • Consolidate all *Facility Order Form* (Yellow copy) and Tax Invoice to ZNFPC and NatPharm Central • Ensures all vehicles are serviced and maintained in a good working condition • Reports and resolves all discrepancies noted during delivery • Monitors and ensures that all orders are picked, packed and delivered within stipulated schedules • Supervises all drivers assigned to the branch • Participates in the monitoring and evaluation of ZAPS
		Area Coordinator	• Assists in managing a fleet of ordering and delivery vehicles • Assists the Branch Manager facilitate stock transfer from ZNFPC to NatPharm. • Assists in ZAPS SOPs trainings and workshops • Conducts field monitoring of ZAPS implementation to ensure timeliness, quality and accuracy of product ordering/deliveries • Assists in preparing progress reports on ZAPS implementation • Ensures availability of LMIS forms • Prepares budget for per diems and allowances for ordering teams • Assists with ensuring all per diem advances are fully acquitted on time • Participates in review of ZAPS implementation
		Operations Manager	• Approves Post Delivery Report before dissemination to DHE, PHE, DPS and any other stakeholders • Monitors and evaluates the distribution system • Mobilises resources
		National Distribution Coordinator	• Develops and maintains collaborative working relationships with MoHCC and other partners • Participates in the management of a fleet of ordering and delivery vehicles • Participates in ZAPS SOPs trainings and workshops • Conducts field monitoring of ZAPS implementation to ensure timeliness, quality and accuracy of product ordering/deliveries • Assists in preparing national progress reports on ZAPS implementation • Ensures availability of LMIS forms

		• Consolidates provincial budgets for per diems and allowances for ordering teams • Assists with ensuring all per diem advances are fully acquitted on time • Participates in review of ZAPS implementation • Participates in quantification of ZAPS commodities • Develops and maintains SOPs and training curricula for ZAPS
	Stock Controller	• Submits a Letter of request for the transfer of the Condoms and Contraceptives from ZNFPC • Reviews and processes orders uploaded by the Systems Administrator into Navision • Verifies orders before they are picked and packed • Generates NatPharm stock availability list • Supervises loading of completed orders • Manages inventory
	Systems Administrator	• Uploads data from ordering rounds from *AutoOrder* into Top Up and migrates data into Navision • Downloads data into *AutoOrder* for ordering teams • Manages the laptops for the Ordering Teams • Generates Tax Invoices
	Stores Personnel	• Pick and pack orders according to the pick list • Update stock cards • Verify orders
	Dispatch Assistant	• Assists in loading and offloading the trucks • Verifies stock delivered with health facility staff (assists with counting commodities delivered) • Manages paperwork (Tax Invoices & Discrepancy Reports)
	Truck Driver	• Drives to health facilities according to route schedule • Maintains vehicle log sheet • Assists in loading and offloading the trucks and counting commodities delivered

ZAPS Roles and Responsibilities

Many health care staff play key roles in the operation of Zimbabwe Assisted Pull System. The roles and responsibilities for personnel involved in this system are listed below. Depending on your job or role within the system, this SOPs manual helps you to complete these responsibilities in a timely and effective manner.

❒ If you are involved in the operation/management of a health facility, find your job title below and match your roles and responsibilities with the

District Office	District Medical Officer	• Approves Ordering run • Allocates resources for ordering • Supervises ordering team to ensure that targets are met.

appropriate title. This should help you understand your responsibilities as they relate to the Zimbabwe Assisted Pull System.

❒ If no one has been assigned one of the following personnel designations at your level or facility, you must assign the responsibility to someone to ensure that the logistics system operates and that adequate products are available for clients or patients

❒ If you supervise personnel who manage ZAPS commodities, use these descriptions of roles and responsibilities to ensure that the responsible staff member knows and is performing his or her job.

❒ If you are an NGO or FBO or other cooperating partner, your specific roles and responsibilities in this system may vary depending on your agreement with MOHCC and the level(s) at which your organization works.

Table 5: Roles and Responsibilities

	Pharmacy Manager (Ordering Team)	• Prepares ordering schedule using NatPharm routing plan • Seeks approval of DMO for ordering run at least a month before the run and request for transport. • Notifies the DMO of the ordering schedule two weeks in advance of the run • Notifies Provincial Pharmacist of ordering schedule • Notifies health facilities of the ordering schedule • Liaises with the Provincial Pharmacist and ADC on availability of vehicle *(if required)* and per diem • Collects laptops, LMIS forms and stationery from NatPharm • Ensures availability of *Facility Order Forms* at health facilities (at least 2 at any given time) • Obtains a list of available products from NatPharm • Visits all facilities in their district to get data required to place orders • Receives the *CBD(s) Stock Form* and capture data into *AutoOrder* and complete the Quantity to Order Column if the CBD Stock Form • Recounts 10% sample of commodities in the storeroom. If any one of the sample commodities do not match, they recount all commodities together with facility staff • Discusses losses and adjustments and days out of stock with facility staff • Enters data into *AutoOrder* to get the quantity to order or retrieve • Enters the quantity to allocate from available excess stock and recalculate order quantity • Assists Health Facility staff to place order for non-ZAPS items available at NatPharm using the *AutoOrder* • Collects traditional pull orders from hospitals within the district • Collects all excess stock for redistribution. • Sign for any stock retrieved on the Issue/Receipt Voucher • Obtains signed *Facility Order Form* • Approves Facility order by signing on form • Compiles Post Ordering Report and submits to the Provincial Pharmacist • Always advises Health Facility staff on proper stock management practices • Maintains the laptops in good order during the ordering process • Reviews previous delivery run NatPharm tax invoices to identify discrepancies • Follows up any discrepancies noted with NatPharm if not resolved already • Returns laptop and signed Facility Order Form to NatPharm • Spearheads ZAPS SOPs trainings for health facility staff • Ensures availability of LMIS at health facilities • Conducts ZAPS SOP trainings for health facility staff • Receives and reviews Post Delivery Report (PDR) and Summary Ordering and Delivery Report (SODR) and takes appropriate action

| Health Facilities | -Sister in-charge/
-Nurse/
-Pharm Tech/
-Dispensary Assistant/
-Pharmacist/
-Nurse's Aide | Ordering of ZAPS Commodities | • Receives notification of ordering Team's visit
• Organizes stock prior to the arrival of the Ordering Team
• Conducts physical count of all ZAPS commodities a day before ordering teams' visit/arrival and update stock cards, note any losses/adjustments, note quantity to expire in three months, days out of stock and complete relevant columns of the *Facility Order Form*
• Provides the current *Facility Order Form* and signed NatPharm Tax Invoice from previous delivery to the Ordering Team
• Assists the Ordering Team to do the physical count in the storeroom of 10% random sample of commodities
• Re-counts all commodities with ordering team in a case where at least one of the sampled commodities does not match recorded physical count for the <u>storeroom.</u>
• Fills in quantity to order in *the Facility Order Form* from the *AutoOrder*
• Receives and signs for stock supplied by ordering team where appropriate
• Determines the quantity of non-ZAPS products that are required
• Completes the *Issue/Receipt Voucher* for excess stock/near expiring stock to be removed |

		Receiving Orders	• Monitors stock levels and places emergency orders using *RIV* if stock fall below EOP
			• Receives orders, counts all the products and inspects the integrity of the packaging including CBD products • Notes any discrepancies on the discrepancy report form. • Signs the Tax Invoice and retains a copy for facility and the CBD(s) • Signs Contraceptive Commodity Receipt Voucher • Updates *Stock Cards* • Places all products on the shelves in order of FEFO • Ensure proper storage of commodities
Provincial Office	Provincial Pharmacist		• Completes application for per diems • Timeously acquit for any disbursed funds • Receives and reviews *Post Ordering Reports*, Summary Ordering and Delivery Reports, and Post Delivery Reports, and takes appropriate action • Reviews ZAPS performance and commodity stock status • Shares reports with others at the provincial level • Supervises the DPMs • Monitors and evaluates the system • Facilitates inter district and inter-provincial stock transfers • Conducts ZAPS SOP training for health facility staff
ZNFPC	Logistics Manager/ Stores Controller		• Receives stock requests from NatPharm • Oversees the transfer of commodities requested by NatPharm. • Receives a signed copy of the Contraceptive Commodity Receipt and NatPharm Tax Invoice for condoms and contraceptives ONLY, SODR for each district that received commodities • Monitors and evaluates the system as necessary

	Provincial Manager /Service Delivery Coordinator	• Receives a signed copy of the NatPharm Tax Invoice, SODR for each facility that received commodities • Monitors and evaluates the system as necessary

Assessing Stock Status

A maximum/minimum inventory control system is designed to ensure that quantities of stock are maintained within a minimum and a maximum level. In order to know if your stocks are within that range, you must assess your stock status.

- The **maximum** months of stock **(MOS)** is the largest amount of each commodity a facility should hold at any one time. If a facility has more than the maximum, it is overstocked and risks having stocks expire before they are used.

- The **minimum** MOS is the smallest amount of commodity a facility should hold at any one time. If a facility has less than the minimum, it should monitor stock levels to ensure that it does not fall below the emergency order point.

- The **emergency order point EOP** is the level where the risk of stocking out is likely, and an emergency order should be placed immediately.

The maximum months of stock, minimum months of stock, and EOPs at facility level of the commodity logistics system are shown in the following table:

Table 5a Maximum and Minimum MOS and EOP at Health Facility level

Level	Maximum	Minimum	EOP
Health Facility	7 months	4 months	1 month

When reviewing stock status, it helps to determine how much of each commodity is at the facility and how long these stocks will last. You should review your stock status by counting the stock available, as you do during a physical count. (See Conducting a Physical Count in this **Chapter- next page**.) When you finish, you will have an absolute quantity of stock available. But, it is much more important to know *how long the stocks will last* and if you have enough stock available until you receive your next order.

By reviewing your stock status you determine if your facility is understocked, overstocked, or adequately stocked. If you are understocked and you know that a recently ordered shipment is not on the way, monitor your stocks and place an emergency order when you get to EOP. (See Chapter 6 on Placing Emergency Orders.) If you are overstocked, you should contact the district for redistribution.

For each commodity, you assess your stock status by comparing the physical count that is made at the end of each month (on the 30th) to your maximum, minimum and EOP stock quantities, as written on your *Stock Card* for each product.

In order for your stock status assessment to be accurate, the maximum, minimum and EOP stock quantities must be kept up to date on your *Stock Card*. These

quantities should be updated every time you submit your *Facility Order Form*. See *Job Aid 3,* Recording Transactions in the *Stock Card*, **Chapter 4, Section 4.5**.

4.1. Conducting Physical Inventory

Physical counts are done at the following times:

- A day before the Ordering Team is scheduled to arrive
- When completing the *Facility Order Form*
- At the end of every month

A physical count of the products in the storeroom is done to verify that the stock balance found on the *Stock Card* shows the correct quantity of usable medicines and other medical supplies that are available in the storeroom. If the quantity on the *Stock Card* does not match the quantity on the shelf conduct some investigation, write a report on the outcome of your investigations and then update the stock card.

Instructions on how to complete a physical count are provided in the Job Aid below.

JOB AID 1: Conducting a Physical Count

Task:	Conducting a Physical Count
Completed by:	Nurse, Ordering Team (PM + driver), Nurse Aid, Pharmacist, Pharmacy Technician and Dispensary Assistant.
Purpose:	To verify the stock level of each commodity To detect errors in medicines and other medical supplies management records To detect medicines and other medical supplies loss in the store
• **When to perform:**	A day before the Ordering Team is scheduled to arrive, at the end of each month, any time you suspect that products have been lost or discrepancies between the quantity of stock on hand and the quantity recorded on the *Stock Card* have been observed.
Materials needed:	*Stock Card*s, *c*alculator, pencil, pen
Note: During a physical count, all ZAPS commodities should be counted and recorded on the Stock Card using the unit of issue. Example bottles, Tins, Packs etc. Refer to the list of products (**Chapter 2 section 2.8**) for information about the units that should be used when conducting physical	

count. **Note: These units may be different from units used when completing the Facility Worksheet and Facility Order Form.**

Step	Action	Notes
1.	**Count the usable commodities.** **For each commodity…** A. Count unopened/complete cartons first. Count the number of boxes inside the carton. Multiply the number of boxes by the number of units in the box. This should give you the total number of units in the cartons. B. Count the boxes inside the open cartons. If an open carton contains unopened boxes, count the boxes and multiply the number by the number of units in a box. This should give you the total number of the units in the unopened boxes. C. Count all the units that are in open boxes. D. For open bottles in the dispensary estimate to the nearest quarter using the appropriate units E. Add up the total units from the unopened cartons, unopened boxes, open boxes in the storeroom and stocks in the dispensary. F. Note down quantities of commodities expiring in the next three months.	

2.	**Select the appropriate action**	
	IF	THEN
	You are at a facility *updating the Stock Card* **(See Job Aid: Recording transaction on the Stock Card**)	Write the total stock on hand on the *Stock Card* Use the most recently updated *Stock Cards* to complete the column for Storeroom on the *Facility Order Form.* Leave the quantity to order column BLANK Ensure that the products are arranged according to First Expiry First Out (FEFO).
	You are the Ordering Team, review the *Facility Order Form* and verify the physical count in the storeroom (**See Job Aid: Completing the Facility Order Form**)	Review the *Facility Order Form* and verify the physical count in the storeroom for 10% of the products against the *updated Stock Card*.
	There is any discrepancy on any of the sampled products	Do a physical count of all the products together with the health facility staff.
	You are capturing data into *AutoOrder* (**see Job Aid: Completing AutoOrder**)	Complete the *AutoOrder* on the laptop using the *facility order form* and facility staff fills out the quantity to order column Identify quantity to expire within the next 3 months that will not be consumed – remove from physical quantity as an adjustment

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	You are receiving commodities from the delivery team	Update the *Stock Card*

The conducting of a physical count task is complete when:

- All cartons, inner boxes, bottles and loose units of each commodity have been counted.
- Physical count of all commodities has been recorded on the stock card as well as the Facility Order Form
- Physical count of all commodities has been captured in the *AutoOrder*
- Losses /Adjustments have been calculated and recorded in the Losses and Adjustments column on the *Stock Card*. (if applicable)
- Stock expiring in three months has been identified and recorded on the facility worksheet and order form
- All commodities have been arranged according to FEFO
- Each stock card has been kept with each corresponding product

4.2. When to Assess Stock Status

You should assess your stock status at the end of every month (that is, the 30th of the month), after completing a physical count. In addition, the stock status for a facility should be assessed at any time you suspect that the stock levels do not fall within the recommended minimum and maximum stock levels for your facility. This may occur if there is a loss of supplies due to damage, expiry or theft, or if there is an unexpected increase or decrease in consumption. Stock status can also be assessed a day before ordering team arrives and during routine monitoring, support and supervision

To review the stock status of your facility, follow the procedures outlined below.

Job Aid 2: Assessing Stock Status for ZAPS Commodities

Task:	Assessing your stock status and deciding what action to take after stock status has been determined for ZAPS commodities at health facility
Completed by:	Nurses, pharmacist, pharmacy technician or other staff managing ZAPS commodities
Purpose:	• To monitor the stock status in the facility • To correct any overstocking or understocking discovered after determining stock status
When to Perform:	• Monthly • A day before ordering team arrives • When a stock imbalance is suspected • During routine monitoring, support and supervision

Materials Needed:	*Stock Cards,* calculator, pencil and pen	
Step	**Action**	**Notes**
1.	**Determine the current quantity of Stock on Hand SOH:** Conduct a physical count, including quantities of product in both the storeroom and in the dispensary.	See **Job Aid 1**, Conducting a Physical Count, in **Chapter 4, Section 4.1**. Also check expiry dates *Example:* Physical count is recorded in smallest unit of Issue. Example: 200 bottles/Tins
2.	**Compare this quantity to your minimum, EOP and maximum stock quantities.**	These stock quantities should be on your *Stock Card.* The stock card form should be updated each time you carry out a physical count. They should be updated on the stock card each time you complete your facility order form (See **Job Aid 3** Recording Transactions on the *Stock Card,* **Chapter 4, and Section 4.5).**
3.	**Take action, listed below, based on the available quantities of all ZAPS commodities.**	

4.3. Making decisions after assessing stock status

Months of Stock	Interpretation	Decisions
Between 4 months (Min) and 7 months (Max)	Stock status is adequate.	No action required.
Between the 1 month (EOP) and 4 months (Min)	The facility is understocked with that commodity, but stock levels have not yet reached the EOP.	Continue to monitor stock levels until the next delivery arrives, or until they reach the EOP.
Greater than 7 months (Max)	The facility is overstocked with this product.	Discuss the stock status of the product with the Pharmacy Manager (PM)
Less than 1 month (EOP)	The facility is understocked with this product. The stock level is equal to or below the EOP of one month.	*Place an emergency order!* See **Job Aid 8**, Placing and Emergency Order, **Chapter 6,**

The task is complete when:
- ☐ A physical inventory has been conducted for each product.
- ☐ For each product, the quantities determined in the physical inventory have been compared to the up-to-date maximum, minimum, and emergency order point stock levels.
- ☐ Stock status for each product has been determined.
- ☐ Appropriate action has been taken based on the stock status.

4.4. Visual Inspection

To protect the quality of commodities, it is important to conduct visual inspections of the products. A visual inspection should be completed each time products are handled, when receiving or issuing supplies, or when conducting a physical count.

> **Visual inspection is the process of examining products and their packaging by eye to look for problems in product quality.**

When conducting a visual inspection, be sure to check the following:

- **Package and product integrity:** check for damage to packaging (tears, perforations, water or oil) and products (broken or crumbled tablets, broken bottles).

- **Manufacturing defects:** incomplete supply, missing or illegible identification information.

- **Labeling:** make sure that products are labeled with the date of manufacture or expiration, lot number and manufacturer's name.

4.5. Accounting for Stock Received and Stored

Stock Cards are used to account for products held in storage, including their receipt and issue. The following *Job Aid 3* describes the procedures for maintaining *Stock Cards* for all commodities. One *Stock Card* should be maintained for each pack size, form or dosage of each medicine or medical supply.

Job Aid 3: Recording Transactions on the Stock Card

Task: Recording Transactions on the *Stock Card*

Completed by: Facility staff authorized to complete the *Stock Card*; witnessing staff member

Purpose:
- To record supplies received
- To record supplies issued
- To record changes in stock balances
- To track supplies moved through non-routine methods (e.g., local purchase, transfers)
- To track losses/adjustments
- To update minimum , maximum and EOP stock quantities

When to Perform:
- When supplies are received or issued
- When supplies are transferred to another facility
- When supplies are transferred in from another facility (not NatPharm)
- When supplies are removed from the storage area for reasons other than for issuing to clients (e.g. for demonstrations, expiration, damage)
- At the end of the month when physical counts are conducted
- At the end of a reporting period (to update Min/Max/EOP quantities)

Materials Needed: *Stock Cards,* , pen, pencil, calculator

Step	Action	Notes
1.	Complete one *Stock Card* for each commodity.	For example, each of the following should have a separate *Stock Card*: - Efavirenz 50 mg capsules, bottle of 30 caps - Efavirenz 200 mg capsules, bottle of 90 caps - Quinine 300mg Tablets, pack of 100
2.	Enter only one transaction on each line.	

IF	THEN
Opening a new *Stock Card*	Continue with Step 3
Updating your Min/Max/EOP stock quantities	Skip to Step 8
Entering a transaction	Skip to Step 11

Steps 3–7: Opening a *New Stock Card*		
3.	**Name of Health Facility:** Write the name of the health facility	*Example:* Hauna District Hospital
4.	**Item: For medicines** Enter the name, strength and form of the medicine.	*Example:* Cotrimoxazole 480mg, bottle of 500 Cotrimoxazole 240mg/5ml , bottle of 100ml Cotrimoxazole 120mg dispersible tablets, box 100 tablets
	For medical supplies and surgical items Enter the name and the size	Surgical Gloves, size 7.5 Surgical Gloves, size 7
5.	**Unit:** Write the individual unit for the particular medicine.	*Example:* B/60 or B/1000 or B/120 ml
6.	**Code:** Enter the NatPharm product code.	*Example:* 24/8742 The NatPharm codes can be found in the NatPharm catalogue. If you do not have the NatPharm catalogue, refer to the Tax Invoice or Natpharm availability list for the product codes.

Step	Action	Notes
7.	In pencil, write "EOP" in the space under or beside Minimum and Maximum	
Steps 8–10: Updating your Minimum, Maximum and EOP stock quantities		
NOTE: If this is the first time you have used this particular product (i.e., this product is new to your facility), wait until you have two months of dispensed data to complete the Min, Max, and EOP quantities.		
8.	Update your Minimum Stock Quantity. This should be done at the same time you compile your *Facility Order Form.*	*NB: For seasonal items consider 6 months of data*
9.	Update your Maximum Stock Quantity. This should be done at the same time you compile your *Facility Order Form.*	*NB: For seasonal items consider 6 months of data*
10.	Update your Emergency Order Point Stock Quantity. This should be done at the same time you compile your *Facility Order Form.*	If EOP changes then there is need to change the min stock quantity and max stock quantity
Steps 11–20: Recording Stock Transactions		
11.	**Date:** Enter the date of the transaction.	*Example:* 27/11/13

Step	Action	Notes
12.	**Received From:** • If this is the first line of a new *Stock Card* for an existing product, write "Balance Brought Forward" and continue with Step 17 in this *Job Aid*. • If this is the first line of a new *Stock Card* for a new product, conduct and record a physical count. • Enter the name of the organisation from which the item was received. • If a physical count was conducted, write "Physical Count." • If a positive adjustment (such as a transfer in) is being recorded, note from what facility products are being received.	*Example:* "Balance Brought Forward." For recording a physical count, see the ***Job Aid 1****,* Conducting a Physical Count, in **Chapter 4, Section** 4.1 *Example:* Kadoma District Hospital
13.	**Qty Received:** Enter the exact amount of the product received on on the day the items are received. If stock is received from other facilities, this is recorded as a positive adjustment during the ordering process	The quantity should be written in terms of units of issue, for example, bottles. Stock transferred from one facility to another should be recorded as an adjustment (see Step 16 for information on entering adjustments). Therefore, the only quantities entered in this column should be those quantities received from NatPharm during a normal delivery and private suppliers.
14.	**Issued To:** Enter the name of the department/areas to which the item was issued.	*Example:* "Paediatric Ward Dispensary"
15.	**Qty Issued:** Record the number of units (bottles) of the medicine issued on this date.	

Step	Action	Notes
16.	**Losses/Adjustments.:** Enter the exact amount of losses or adjustments to the inventory on this date. Explain any losses or adjustments in the Remarks column (see Step 18).	**Losses** are quantities removed from your stock for anything other than dispensing to or use on patients (e.g., expired, lost, stolen or damaged). Losses are recorded as (–) negative numbers. **Adjustments** are quantities of a product received from any source other than NatPharm and private suppliers, or issued to anyone other than your facility's patients (e.g., you received 5 bottles from a local NGO, which would be a +5 adjustment **or** you loaned 5 bottles to another facility, which would be a –5 adjustment). Always use a (+) sign to indicate positive adjustments, and a (–) sign to indicate negative adjustments. A positive (+) adjustment could be when products are "found" during a physical count. Adjustments may also be made to correct mathematical mistakes previously made in recording. Be sure to indicate if the adjustment was negative or positive and note the reason for the adjustment in the Remarks column.

Step	Action	Notes
17.	**Balance:** *If receiving products:* Add the "Quantity Received" to the Balance from the previous row and then enter the new balance. *If issuing products:* Subtract the "Quantity Issued" from the Balance from the previous row and then enter the new balance. *If recording a "Balance Brought Forward":* Record the balance from the previous *Stock Card.* *If recording a loss or adjustment:* Add or subtract the loss or adjustment quantity to the Balance from the previous row and then enter the new Balance.	
18.	**Remarks:** Provide a brief explanation for any loss/adjustment or add any other comments as needed.	
19.	**Signature:** Write your name and sign.	
20.	**If you have filled the last line of the front of the *Stock Card*…** **If you have filled the last line of the back of the *Stock Card*…**	Turn to the back of the card and write "Balance Brought Forward" in the Received From column. Carry the balance from the front of the card and write it in the Balance column of the back of the card. You need to start a new *Stock Card*. Go to Step 3.
21.	**Keep the *Stock Card* close to where products are being stored and issued in the pharmacy/storeroom.**	

The task is complete when:

❐ A separate *Stock Card* has been completed for medicine or medical supply managed in the store.
❐ The item description and stock levels have been written at the top of each *Stock Card*.
❐ Each transaction is recorded on the *Stock Card* as it occurs.
❐ The *Stock Card* is kept close to where the commodities are stored.

Sample Stock Card

<table>
<tr><td colspan="9">MINISTRY OF HEALTH AND CHILD CARE
STOCK CARD

NAME OF HEALTH FACILITY_____

ITEM_____CODE_____

UNIT_____MINIMUM STOCK_____MAXIMUM STOCK_____

EOP _____</td></tr>
</table>

Date	Received From	Qty Received	Issued to	Qty Issued	Losses/ Adjust.	Balance	Remarks	Signature

4.6. Units to use in Recording, ordering and reporting

To complete the *stock card* use the units used for deliveries. For instance, bottle of 1000 Tablets or a Tin of 60 tablets etc. However, to complete the *Facility worksheet* and *Facility Order Form*, use the smallest unit e.g. tablets, mls, ampoules, tests, vial, etc. For instance, if you counted 4 bottles of Efavirenz 600mg, bottle of 30 tablets, this means you have 120 tablets in total (4 bottles x 30 tablets per bottles). In case one product with three different pack sizes is counted like Sulphadoxine/Pyrimethamine 500/25mg, i.e. 1 bottle of 100 tablets, 1 bottle of 500 tablets, and 1 pack of 150 tablets. Count the number of bottles for each pack size and convert into tablets and then add them up to get the total number of tablets. In this case the total is 1,650 tablets. The *Facility Worksheet* will be very useful to add up totals of the different pack sizes of the same product. The same (smallest unit) should be used in the *AutoOrder* by the PM. See examples table below that tells you what units to use when completing these three forms:

The only exception to using the smallest unit on the Facility Order Form is on the quantity ordered column in which case the quantities are recorded in standard NatPharm pack sizes.

Table 6

Products		Units used in Recording Transactions on the *Stock Card*	Units used in recording totals on the *Facility Worksheet*	Units used in recording and reporting on the *Facility Order Form & AutoOrder*
Malaria Commodities				
1.	A/L 20/120mg 1x6	Blisters of 6 Tabs	Blister	Blister
2.	A/L 20/120mg 2x6	Blisters of 12 Tabs	Blister	Blister
3.	A/L 20/120mg 4x6	Blisters of 18 Tabs	Blister	Blister
4.	Rapid Diagnostic Test (PARACHECK PF)	Kit of 25 Tests	Test	Test
TB Commodities				
5.	RHZE 150/75/400/275MG	Pack of 672 Tabs	Tablet	Tablet
6.	RH 60/30MG	Pack of 90 Tabs	Tablet	Tablet
7.	RHZ 60/30/150MG	Pack of 90 Tabs	Tablet	Tablet
Nutrition products				
8.	RUTF	Carton of 150 Sachets	Sachet	Sachet
Condoms and Contraceptives				
9.	Male condom	Box of 100 pieces	Piece	Piece
10.	Medroxyprogesterone acetate *(Petogen/Depo provera)*	Box of 10 vials	Piece	vial
11.	Control Pill	Pack of 6 cycles	Cycle	cycle

4.7. Completing the Facility Worksheet

JOB AID 4: Completing Facility Worksheet

Task:	Completing the *Facility Worksheet*
Completed by:	Facility Staff
Purpose:	For each ZAPS commodity, to record the physical count, losses, adjustments, quantity of stock expiring in three months and days out of stock at the facility to facilitate data entry into the *Facility Order Form*.
When to perform:	A day before ordering, prior to entering the data into the *Facility Order Form*.
Materials needed:	Blank *Facility Worksheets*, pen, pencil, calculator
Note:	The facility worksheet is filled using the smallest unit like tablets, cycle, test etc. See Table 6 (above) with information about the units that should be used for when completing this form. These units are also printed in brackets next to the product on the facility worksheet.

Step	Action	Notes
1.	**Facility Name:** Write in the facility name at the top of this worksheet.	
2.	**Product and Unit**: The list of products provided through ZAPS, are pre-printed on the form.	
3.	**Unit** Units used to record data on the Facility Worksheet are pre-printed. However, if not pre-printed, write the smallest unit of the product.	The same product may have different pack sizes and each pack size should be recorded separately such as Cotrimoxazole 480mg B/100 Cotrimoxazole 480mg Tablets B/500 Cotrimoxazole 480 mg Tablets B/1000
4.	**Physical Count: Storeroom** For each unit :Conduct a physical inventory for each ZAPS commodity in the storeroom and record on the stock card using issuing units like bottles, packs, tin etc.	When recording on the Facility Worksheet record the quantities as follows For a Unit of B/1000, if the quantity in the storeroom is 3, then write 3000 tablets and for a unit of B/500 ,if the quantity in the storeroom is 6 ,then record 3000 tablets
5.	**Physical Count: Dispensary** For each unit: Conduct a physical inventory for each ZAPS commodity in the dispensary. For opened bottles in the dispensary, do not count every tablet or capsule remaining in the bottle. Estimate the quantity in the bottle by rounding to the nearest ¼ of a bottle. For example, for a product that has 1,000 tablets per bottle, and you find ½ of a bottle, this would mean 500 tablets and on the form you write 500 tablets	In recording the quantities write down as follows For a Unit of B/1000,if the quantity in the dispensary is 3.5,then write 3,500 tablets and for a unit of B/500 ,if the quantity in the storeroom is 5.5,then record 2,700 tablets

6.	**Physical Count: Total**	Each unit total should be recorded separately for each pack size
	Add up the totals in the dispensary, storeroom and for each unit of the product.	Should you have one product with two different pack sizes record the separately on the facility worksheet. The quantities will be added to come up with a total when transferring to the Facility Order Form.
	Identify quantity expiring in the next three months and note down	
7.	**Adjustments**	
	Record any adjustments since the last delivery for each unit of the product using the unit on the stock card. Adjustments are:	
	Quantities of a product received from any source other than a scheduled delivery run from NatPharm,	For example: you received 5 bottles of 500 tabs from a local NGO. Record them as smallest unit which 2500 tablets
	Quantities of a product issued to anyone other than the facility's patients	For example, you loaned 5 bottles of 100 tabs to another facility. Record as 500 tablets.
	Quantities removed from stock for anything other than dispensing to patients (e.g. expired, lost, stolen, or damaged).	
	Adjustments may also be made to correct mathematical mistakes previously made in recording.	
	You do not need to indicate whether the adjustment is positive or negative, as Auto order will use the adjustment type to determine whether it is positive or negative.	

8.	**Adjustment Type**: For each adjustment, record the type of adjustment. E = Expired D = Damaged TI = Transferred In TO = Transferred Out F = Found L = Lost S = Stolen T = Training EO = Emergency Order	The list of adjustment types is printed at the bottom of the form.
9.	**Days out of Stock** Record any days out of stock for any ZAPS product since the last ordering. If you are stocked out of a product on the day doing physical count for ordering, determine the date the stock out began and count the days up to the date of conducting physical count for ordering. If your facility was stocked out for part of a day, then round up to one full day. Record the number of days you may have been stocked out of a product.	
10.	When you have completed the *Facility Worksheet,* either keep it close by to write any additional notes, or store it in the ZAPS supply folder until you are ready to complete the *facility order form*	
11.	When finished with physical count for ordering then fill in the Facility Order Form (See **Job Aid 5** ---Completing the *Facility Order Form*)	The *Facility Worksheet* is needed at the facility for data encoding on the facility order form.

The task is complete when:
☐ Facility name is written
☐ The Different units of each product and quantity corresponding to each unit has been recorded appropriately
☐ Quantities in the storeroom have been physically counted and recorded for each unit of a product
☐ Quantities in the dispensary have been physically counted and recorded for each unit of a product
☐ Counted quantities for each unit of a product in the storeroom & dispensary have been totaled.
☐ Quantity expiring in the next three months by product has been identified and recorded on the facility worksheet.
☐ All adjustments are recorded
☐ The adjustment type has been recorded.
☐ Days out of stock have been recorded.

4.8. Completing the Facility Order Form

JOB AID 5: Completing the Facility Order Form

Task:	Completing the *Facility Order Form*
Completed by:	Facility Staff
Purpose:	For each ZAPS commodity, to record the Physical Count, Adjustments, and Days out of Stock at the facility to facilitate data entry into the *AutoOrder*
When to perform:	At the beginning of the ordering round, a day before the arrival of the Ordering team (PM + driver) and entering the data into the *AutoOrder*.
Materials needed:	Completed *Facility Worksheet*, *Facility Order Form,* pencil, pen
Note:	When completing this form use the smallest unit e.g. tablets, each, test, etc. See Table 6 (above) with information about the units that should be used when completing this form. Only the quantity to order is completed in standard NatPharm pack sizes.

Information on steps 1 – 6 will already be available on the *Facility Worksheet*. Copy this information from the *Facility Worksheet* onto the *Facility Order Form,* unless you are repeating the physical count with the ordering team after noting discrepancies on the physical count of 10% of ZAPS products in the storeroom.

Step	Action	Notes
1.	**Facility Name:** Write in the facility name at the top of the form.	
2.	**Losses and Adjustments** Record any losses or adjustments and the adjustment type for each product on the form.	Note any receipts other than from a regular/scheduled NatPharm delivery on the stock card regard and record them as an adjustment on the Facility order form. Emergency orders from NatPharm should be recorded as adjustments.
3.	**Physical Count: Storeroom** Conduct a physical inventory for each commodity in the storeroom	Separate and remove any damaged or expired stocks. Count only usable stocks.
4.	**Physical Count: Dispensary** Conduct a physical inventory for each commodity in the dispensary.	Separate and remove any damaged or expired stocks. Count only usable stocks.

Step	Action	Notes
5.	**Physical Count: Total** Add up the totals in the dispensary and storeroom for each product.	
6.	**Days out of Stock.** Record the number of days your facility may have been stocked out of a product listed on the *Facility Worksheet.* If your facility was stocked out for part of a day, then round up to one full day.	Count the number of the days the facility has been stocked out of each product from the date the stock out began and count the days up to the date that any stock was received.
7.	**Quantity expiring in three months** For every product, identify and record the quantity if stock expiring in three month	
8.	**Quantity to Order** Record the quantities to order from the *AutoOrder.*	Leave this column blank until the Ordering Team has captured the data from the *Facility Order Form* and the quantities have been calculated by the *AutoOrder.*
9.	When you have completed the *Facility Order Form,* keep it close by to write any additional notes, or store it in the ZAPS folder until the Ordering Team arrives*.*	
10.	**Quantity to order:** Complete the Quantity to order column for each product in consultation with the PM	This data comes from the Quantities to Order column of the *AutoOrder* **Note: Quantity to order is completed in NatPharm standard pack sizes whereas all the other columns are completed in the smallest units.** **Do not leave any row blank.**
11.	**Signature:** Sign the *Facility Order Form.*	Retain the bottom copy of the *Facility Order form* and give the other copies to the PM.
12.	**Stamp all the copies of the** *Facility Order Form*	The stamp is very important for NatPharm to authenticate the order

Step	Action	Notes
13.	File a signed and stamped copy of the *Facility Order Form* as proof of what you ordered	

If a facility wants to place an order for other items that are not part of the ZAPS list of item, they should enter the names of products, NatPharm code, strength, units and quantities to order in packs on the blank rows of the *facility order form*.

The task is complete when:
☐ Facility name is written
☐ All losses and adjustments are recorded.
☐ Quantities in the storeroom have been physically counted and recorded
☐ Quantities in the dispensary have been physically counted and recorded
☐ Counted quantities in the storeroom & dispensary have been totalled.
☐ Days out of stock have been recorded.
☐ Quantity of stock expiring in three months has been recorded
☐ Quantity to Order column is completed
☐ The *Facility Order Form* is signed
☐ All copies of the *Facility Order Form* are stamped and the other 3 copies have been submitted to the ordering team

Sample: ZAPS Facility Order Form - Condoms, Contraceptives, Diagnostics and ARV's

Name of Facility:		Date	
District		Province:	

	Product	Units	Losses and Adjustments	Loss/ Adjustment Type	Physical Count			Days out of stock	Quantity to Expire in 3 months	AMC	QTY to Order
					Storeroom	Dispensary Area	Total				
	Condoms and Contraceptives										
1	Male condom	Piece									
2	Female condom	Piece									
3	Medroxyprogesterone acetate	Vial									
4	Control Pill	Cycle									
5	Secure Pill	Cycle									
6	Levonorgestril acetate	Set									
	Diagnostics										
7	Determine HIV test kit	Test									
8	Determine chase buffer	Bottle									
9	First Response HIV test kit	Test									
10	Chembio	Test									
11	Insti	Test									
12	Syphillis test kit	Test									
14	Finger Stick Sample Collection Kit	Kit									
	ARV's										
18	Zidovudine/Lamivudine/Nevirapine300/150/200 mg tablets	Tablet									
19	Zidovudine/Lamivudine 300/150mg tablets	Tablet									
20	Efavirenz 600mg tablets	Tablet									
21	Tenofovir/Lamivudine 300/300mg tablets	Tablet									
22	Tenofovir/Lamivudine /Efavirenz 300/300/600	Tablet									

Original (white) to NatPharm branch; Yellow copy to central LMIS; Blue copy to PM; Pink copy to facility.
Adjustment types: E-Expired; D-Damaged; TI-Transfer In; TO -Transferred Out; F- Found; L-Lost; S-Stolen; T-Training; E-Emergency Order

Facility Representative Name: _____Signature: _____

Date Stamp: _____

Pharmacy Manager Name: _____Signature:_____

Preparing to order ZAPS Commodities

Ordering Team must prepare an annual ordering schedule in consultation with NatPharm prior to any ordering round. The schedule should be shared with all health facilities.

5.1. Checklist for preparing for an ordering round:

❑ **One month before your ordering round ensure that:**

- **DPM notifies DMO and PP of next ordering round requesting for resources at least 1 month before.**
- PM organizes transport (complete transport request form) if need be and submit funding request for approval to the PP.

❑ **Two weeks before your ordering round ensure that:**

- PM informs the DMO of ordering team visit
- PM informs facilities of the ordering team visit schedule.

❑ **One week before your ordering round:**

- NatPharm Systems Administrator downloads updated data to the laptop in time for scheduled ordering round

❑ **One day before the ordering round:**
- PM collects the laptop, list of commodities available at NatPharm and any stationary required for the ordering round.
- Facility staff organizes stock, conducts physical inventory, and completes the *Facility Worksheet and Facility Order Form* with physical count, days out of stock and losses, adjustments and quantity of stock expiring in three months.

JOB AID 6: Ordering commodities

Task:	To assist the facility to place an order for commodities on the ZAPS list and those that are not on the list but available at NatPharm
Completed by:	Facility staff and Ordering Team (PM and Driver)
Purpose:	• To report physical quantities on hand, number of days stocked out, losses and adjustments and quantity of stock expiring in three months • To order quanties required by the facility
When to Perform	• Every quarter according to the ordering schedule
Materials Needed:	• *Stock Cards, Facility Worksheet, Facility Order Form, CBD Worksheet, AutoOrder on Laptop, Signed NatPharm Tax Invoice from previous delivery, Receipt and Issue Voucher,* calculator, pencil and a pen

Step	Action		Notes
1	Retrieve laptops from NatPharm with updated data, LMIS forms and any other stationary as needed		Make sure the laptop works and is updated with the latest data
2	Obtain a list of products available at this time from NatPharm		This list is obtained from the NatPharm Branch Manager
3	Identify C list products that are available but not on the ZAPS list		Compare the C list to the ZAPS commodities list
4	Pick up any usable stock retrieved from the facilities during the previous ordering round from the district hospital for redistribution		
5	Ordering Team arrives at the Facility		
6	Review a signed copy of the *NatPharm Tax Invoice* from the most recent delivery.		Note all the discrepancies on the tax invoice
	IF	**THEN**	
7	…there any discrepancies	Follow up with NatPharm if they have not yet been resolved	
8	Review the *Facility Order Form* completed by the facility staff and make adjustments as appropriate		The PM has to review the physical count in the storeroom as well as losses and

Step	Action		Notes
			adjustments entries on *Facility Order Form*
9	Complete a physical count of 10% of the products in the storeroom to verify the accuracy of the data on the *Facility Order Form.*		See **Job Aid 1** for *Conducting physical Count* **Chapter 4 Section 4.1**
	IF	**THEN**	
10	… physical count does not match any of the product of the sampled commodities	… recount all commodities and complete a new *Facility Order Form.*	
12	Enter data in *AutoOrder,* which calculates order quantity for each CBD and calculates Facility AMC and order quantities and/or quantities to withdraw, in consultation with the facility staff		Data comes from the *CBD Stock Form and the Facility Order Form* Facility staff may advise on the quantities they need based on anticipated rate of consumption at their facility
13	Supply products using stock from district or retrieved from other facilities if available*.*		
	IF	**THEN**	
14	..supplying stock from the district or retrieved from other facilities	.. enter stock supplied in the quantity supplied now data field.	*AutoOrder* will automatically recalculate quantities required from NatPharm
15	**Completing Quantity to Order** Assist Facility staff complete the "Quantity to Order" on the *Facility Order Form*		This data comes from the "Quantity to Order" column of the *AutoOrder*
16	**For Other items** Use *AutoOrder* to complete orders for C list products available at NatPharm at this time.		
	IF	**THEN**	
17	.. orders are made from the C list that are available at NatPharm but not currently on the ZAPS list	..write these in the blank spaces provided on the *Facility Order Form*	Write the product code, name of product, strength, unit and quantity ordered in the spaces provided

Step	Action		Notes
			For example; 24/4810 Ibuprofen 400mg Tablets B/1000
18	Retrieve excess, expired and short-dated products		This data is recorded on the Issue/ Receipt Voucher by the facility staff **No excess stock should be taken from the facility, until two ordering rounds have been completed.**
19	Sign and stamp the Facility Order Form		If the health facility does not have a stamp, use the district hospital stamp See **Job Aid 5** *Completing the Facility Order Form*
20	After visiting all facilities in your district or sub-district, return to the district to drop off excess, short dated and expired stock if available		
21	Return to NatPharm and hand over the laptops to the NatPharm Systems Administrator within one day of your return from the ordering round		Any delays to handover laptops to NatPharm will delay the processing of facility orders
22	Produce a Post Ordering Report and submit to the Provincial Pharmacist within 5 working days		

The task is complete when:
- ❑ Physical count is verified
- ❑ An order is calculated by the *AutoOrder*
- ❑ The Quantity to Order column on the Facility Order Form is completed
- ❑ Stock retrieved from the district or other facilities is supplied to the facility as needed
- ❑ Excess, short-dated and expired stock are retrieved from the facility
- ❑ Excess Stock, short-dated and expired stock is dropped off at District
- ❑ Laptops and completed Facility Order Forms are handed over to the NatPharm Systems Administrator for order processing
- ❑ Post Ordering Report has been generated and submitted to the PP

5.2. What is AutoOrder?

The *AutoOrder* is a software application that comes installed on a laptop and is used in the collection of logistics data from health facilities and calculating order quantities.

The **AutoOrder** is used to:
- Collect and report the essential logistics data about consumption, stock on hand, losses and adjustments, quantity of stock expiring in three months, and days stocked out.
- Help the Ordering Team determine how much of each product to order or withdraw at each facility.

The **AutoOrder** was designed to:
- Minimise the time required to perform calculations at health facilities.
- Provide for accurate calculations on the consumption and quantities to be ordered
- Minimize the time and effort involved in encoding the logistics data at the central level

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These laptops are kept at the NatPharm branch. Ordering teams collect the laptops from the local NatPharm branch before an ordering round. Each PM is required to complete and sign out a form upon receiving the laptop, and also upon returning the laptop to the office. While in possession of the laptop, the PM assumes full responsibility for the care and security of the laptop. Guidelines for Caring for the Laptops and the Form for the ZAPS Laptop issue/return can be found in **Annexes H & I**

The Ordering Team uses the paper-based form called a *Facility Order Form* which captures all data that needs to be collected from the health facility and facilitates entering data into the *AutoOrder.*

5.3. Steps for Using the AutoOrder

The Ordering Team should follow the general steps outlined below when completing the *AutoOrder* at health facilities during the ordering round.

Step	Action
1.	Ordering Team arrives at facility
2.	With input from the facility representative, PM verifies physical count by counting 10% of the products and reviews the *Facility Order Form* for all products. If any one of the sampled products physical count in the storeroom is not accurate the team recounts all products with the facility staff.
3.	The PM captures data from the CBDs stock Form into AutoOrder and complete the quantity to order column on the CBDs stock Form
4.	Data from the *Facility Order Form* is entered into the *AutoOrder*, product by product. *AutoOrder* should be completed for every facility visited when ordering.
5.	Facility staff is assisted to complete the Quantity to Order and AMC columns of the *Facility Order Form as reflected* in the *AutoOrder*.
6.	The *Facility Order Form is signed* by the health facility staff and approved by the PM. copies are distributed as follows: - White copy to NatPharm - Yellow copy Central LMIS - Blue copy to the district - Pink copy remains at the facility

5.4. Completing AutoOrder for Existing Facilities

JOB AID 7: Completing AutoOrder for existing facilities

Task:	Completing the *AutoOrder* for existing facilities
Completed by:	Pharmacy Manager
Purpose:	To determine the quantity of commodities to order or to remove from a health facility. To collect data to report to the central level for system monitoring.
When to perform:	During the ordering round after verifying physical count, losses and adjustments and number of days stocked out.
Materials needed:	Laptop computer loaded with *AutoOrder* software and data from previous ordering and delivery round and the *Facility Order Form.*
Note:	PMs should review the *Facility Order Form* before attempting to enter data into the *AutoOrder*.

Step	Screen Name	Action	Notes
1	n/a	**Locate the *AutoOrder* icon on your laptop.** Double click on the icon to start the programme.	An icon with two arrows on the desktop or task bar at the bottom of screen
2	**Login**	**Type in your User Name and Password.** Click the button that says "OK".	When you type in your password, each letter will show up as an asterisk (*). Your password is still being entered. Everyone who uses the *AutoOrder* has their own unique User Name and Password.

Step	Action	Notes
3	**Select "New Order" from the Task menu on the left.**	

Step	Action	Notes
4	**Facility.** Select the facility for which you are entering data for by clicking on the arrow in the box next to "Facility Name" to get a drop down menu. Choose the facility.	If the facility that you are looking for is not included in the drop down list, then enter quantities required on the *Facility Order Form* (refer to **Job Aid 5-** Completing *Facility Order Form)*.

Step	Action	Notes
5	Select the category of product for which you are entering data by clicking on the arrow in the box next to "Product Group" to get a drop down menu. Choose the product group.	There are 6 product groups: -Essential medicines -Condoms and contraceptives -Diagnostic commodities -ARVs -TB -Malaria -Other Essential Medicines (not on ZAPS but on the C list). When selected *AutoOrder* allows entry of order quantities.
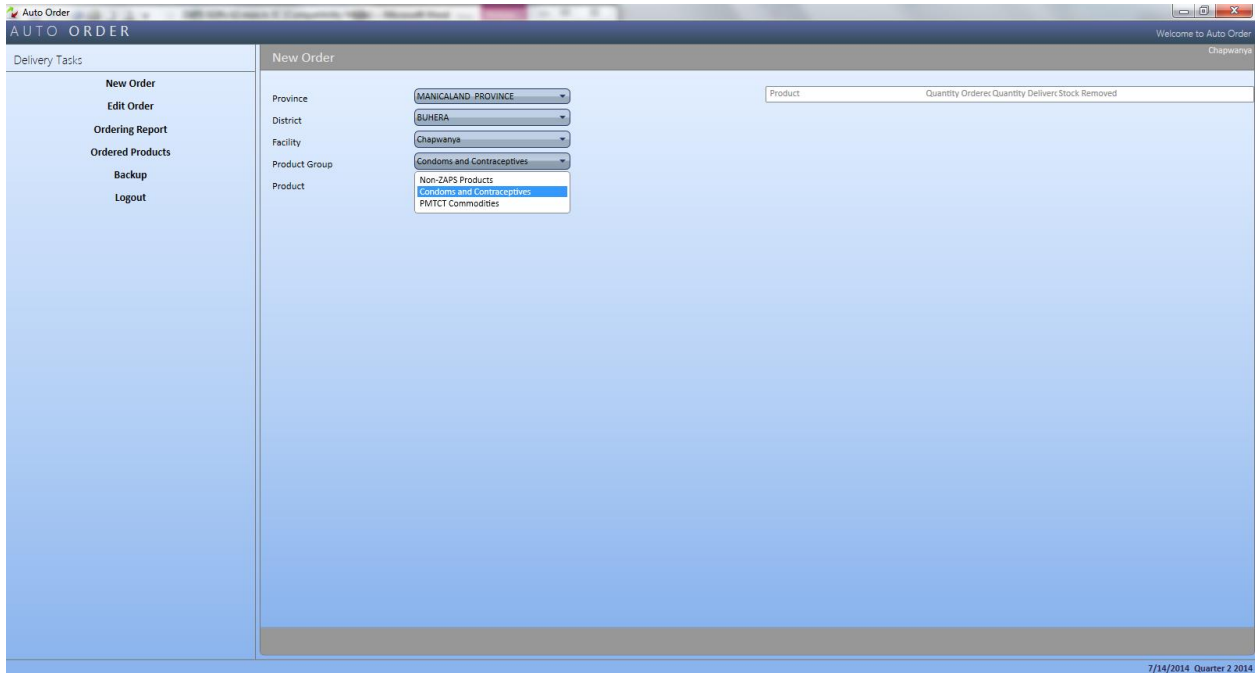
Step	Action	Notes
6	**Product.** Select the product for which you are entering data by clicking on the arrow in the box next to "Product" to get a drop down menu. Choose the product.	You can only select one product at a time.

Step	Action	Notes
7	When all the fields for: Province: District: Facility Name: Product Group: Product: Have been filled in; click the button that says "next".	If you are trying to enter data for a new product for an existing facility, a box will pop up that says "The product was not delivered in the last delivery run. Do you want to continue?" Click Yes, and skip to step 13 of this Job Aid to enter in stock on hand. Consult **section 5.5** (in this chapter) on the quantities to be ordered for new facilities.
8	**Starting Balance.** This is automatically calculated and filled in by the *AutoOrder*. **Adjusted Balance/Total Available.** This is automatically calculated and filled in by the *AutoOrder*.	These figures cannot be changed by the PM.

Step	Action	Notes
9	**Adjustments.** Consult the *already completed Facility Order Form* If you have an adjustment to enter, click the button that says "Adjustments" This will open a window where data for adjustments can be entered.	Check for receipts from suppliers other than NatPharm and record as adjustment (Transfer In). Emergency orders from NatPharm are also recorded as adjustments. If you have no adjustments to enter, skip to the next step.
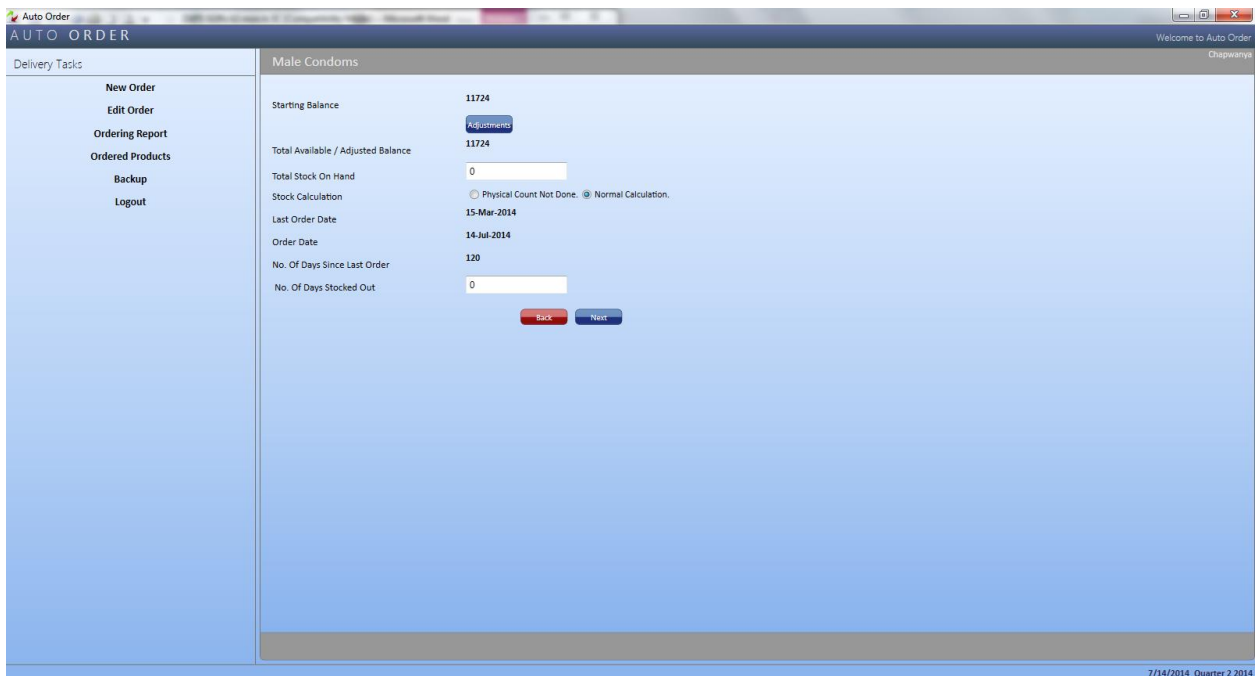
Step	Action	Notes
10	**Adjustment Type.** Consult the *Facility Order Form for* this data. Select the type of adjustment.	Examples of adjustments: Transfer In/Out, Expiries, Damaged, Stolen, etc.

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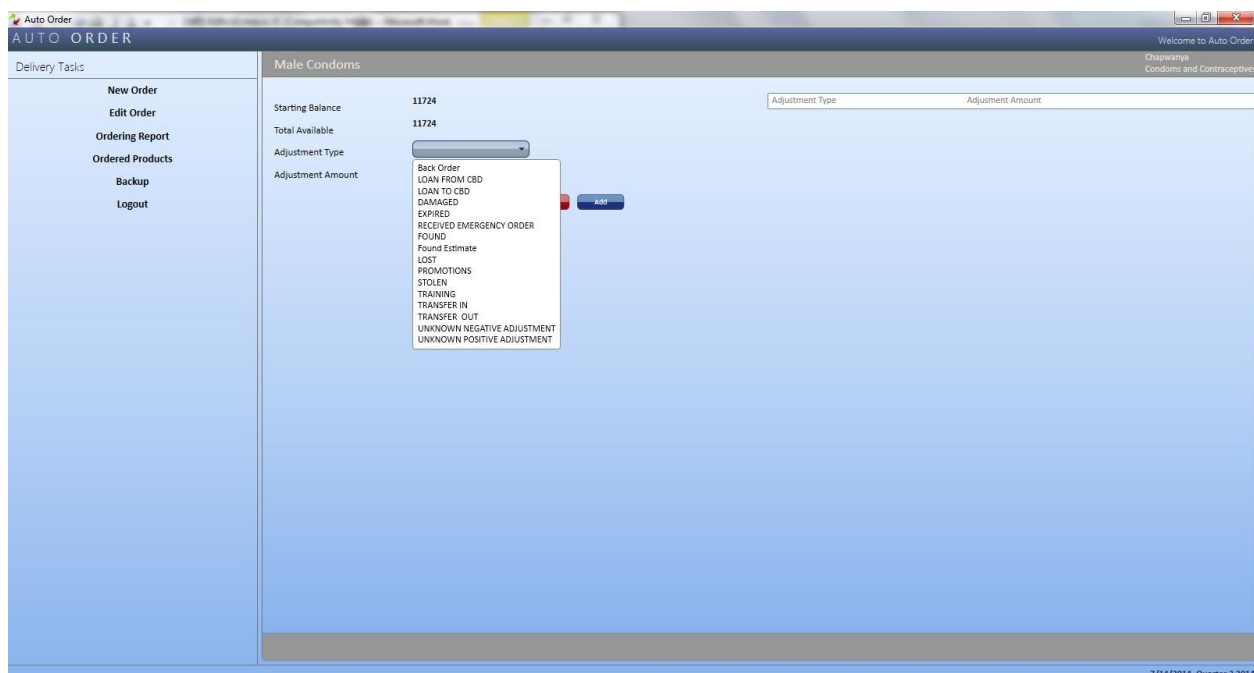
Step	Action	Notes
11	**Adjustment Amount** Consult the *Facility Order Form* for this data. Enter the adjustment quantity	You do not need to indicate whether the adjustment is positive (+) or negative (-). *AutoOrder* will automatically assign a positive (+) or negative (-) based on the adjustment type.

12	**Click the button that says "Add".**	If you made a mistake entering any of the data, click the button that says "Delete" then capture the adjustment again. You can enter as many adjustments as needed. Repeat steps 10 - 11
13	**Total Stock on Hand.** Consult the *Facility Order Form for* this data. Enter the quantity of stock on hand.	If you do not have access to conduct a physical count select "physical count not done". *AutoOrder* will do a calculation of what stock on hand would be if the previous AMC is constant. **DO NOT USE THIS PROVISION IF IF A PHYSICAL COUNT HAS BEEN / CAN BE DONE**

Step	Action	Notes
13	**Last Order Date**. This is automatically filled in by the *AutoOrder* **Order Date**. This is automatically filled in by the *AutoOrder* **Days Since Last Order.** This is automatically calculated and filled in by the *AutoOrder*.	None of these fields can be changed by the PM.
14	**Days Stocked Out.** **Consult the Facility Order Form for this data.** Type in the days stocked out if any.	If you entered 0 for the Total Stock On Hand, then the Days Stocked Out has to be entered otherwise you cannot proceed.

Step	Action	Notes
15	**Quantity to Expire in 3 Months** Type in the quantity to expire in 3 months as recorded on the facility worksheet	Part of this stock may expire before it is used. Redistribute all or part of this stock as appropriate to a facility that is able to consume it before expiry. If redistribution is not possible adjust the quantity to order upwards to compensate for stock that will expire before the next ordering and delivery round.
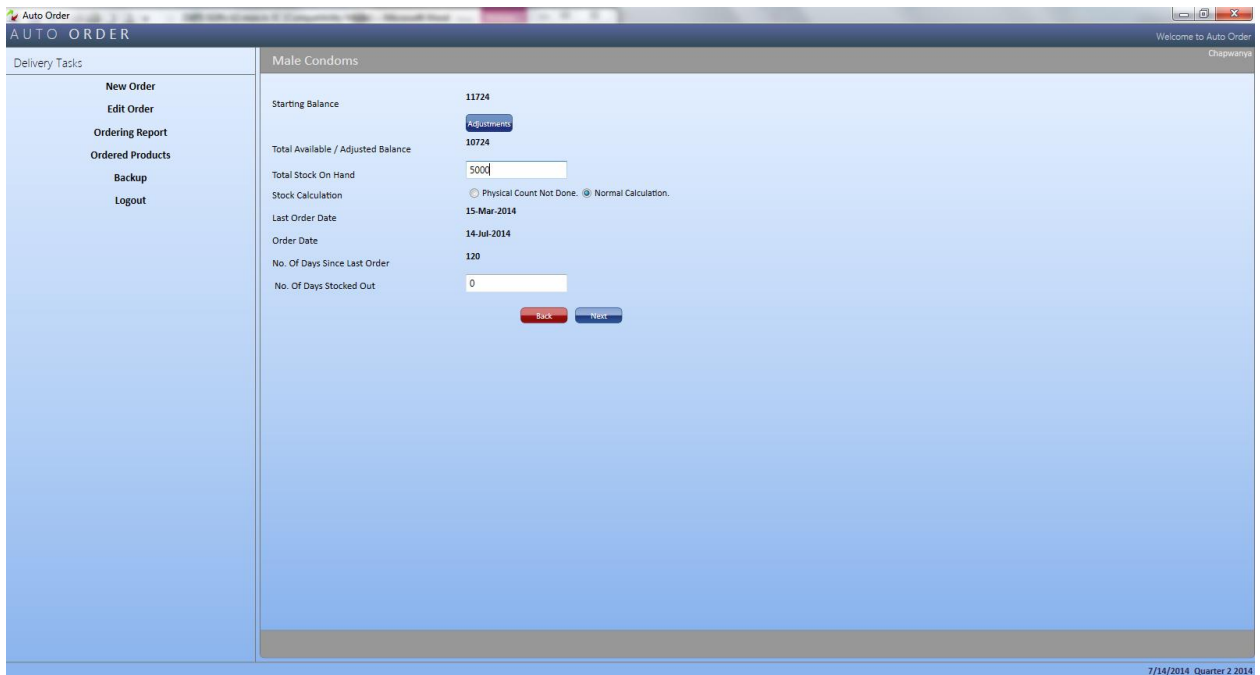
Step	Action	Notes
16	**Click the button that says "NEXT."**	

Step	Action	Notes
17	**AMC:** This is automatically calculated and filled in by the *AutoOrder*. **Max. Stock.** This is automatically calculated and filled in by the *AutoOrder*. **Quantity Required:** This is automatically calculated and filled in by the *AutoOrder*.	These fields cannot be changed.

Step	Action	Notes
18	**Excess Stock Removed** This is automatically calculated and filled in by the *AutoOrder*. If no excess stock should be removed, then the figure should be zero. If excess stock should be removed, you can adjust the figure accordingly and write in the amount of excess stock to remove from the facility.	You may decide not to remove the excess stock of a certain product if the facility is not too overstocked, i.e. if the excess is likely to be consumed in a two month period. You may decide to remove stock if 1. it is excess stock and 2. it is likely to expire before it is used or if other facilities are in need of the product. If no excess stock is removed, write zero in this space.

Step	Action	Notes
19	**Stock received from order team** Enter the quantity supplied from the available ordering team stock in the box next to "Quantity to Deliver Now".	When the "**Stock received from order team"** is entered, *AutoOrder* re-calculates the Quantity to order

Step	Action	Notes
20	**Quantity To Order.** This is automatically calculated and filled in by the *AutoOrder*. *AutoOrder* will automatically round up the quantity to order to the nearest pack size. When you change the quantity ordered, the ending balance is recalculated.	If this is a new product for an existing facility, consult section 5.6 for the Quantities to be delivered for new facilities. Facility stocks that will expire before the next delivery should be retrieved and replaced with longer dated stock if available. Short dated stocks should be delivered to district or provincial hospitals, or other high consuming sites.

Step	Action	Notes
21	**Ending Balance.** This is automatically calculated and filled in by the *AutoOrder.*	The ending balance is calculated as Physical count + Quantity allocated by ordering team.
22	**Remarks.** Select the appropriate remark for this facility by clicking on the arrow in the box next to "Remarks" to get a drop down menu. If the remark you would like to make is not included, type your remark in the box above remarks.	
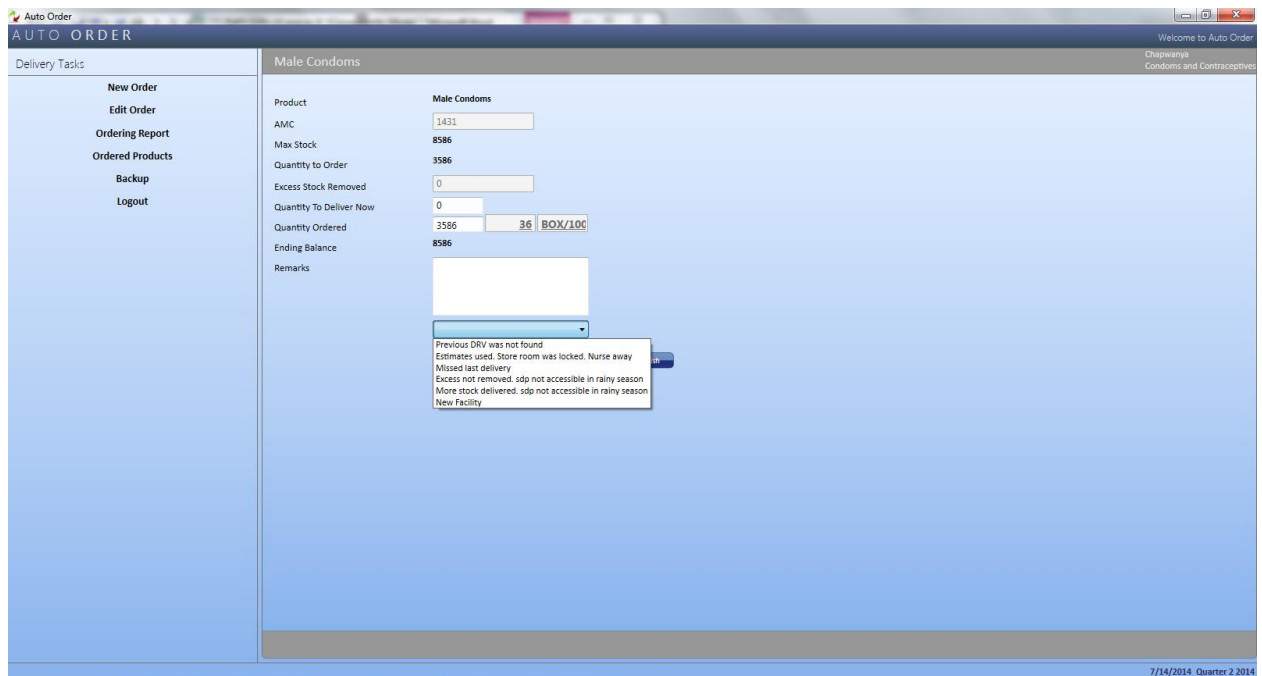
Step	Action	Notes
23	**Select the appropriate action:**		

	IF	THEN
	You are entering data for another product	Click "Finish". Return to Step 8 above of this Job Aid.

	You are finished entering all products using the *AutoOrder*	Click "Finish". Continue to Step 25 of this Job Aid.
	If you need to go back to a previous data entry screen	Click "Back"
24	**From the Tasks menu on the left side, select "Edit Order".**	The facility name will be pre-populated, as the facility that you have just entered data for.

Step	Action	Notes
24	**Product.** If not pre-selected, choose the product for which you want to review the data by clicking on the arrow to the left to get a drop down menu. The data fields will be populated by *AutoOrder*	
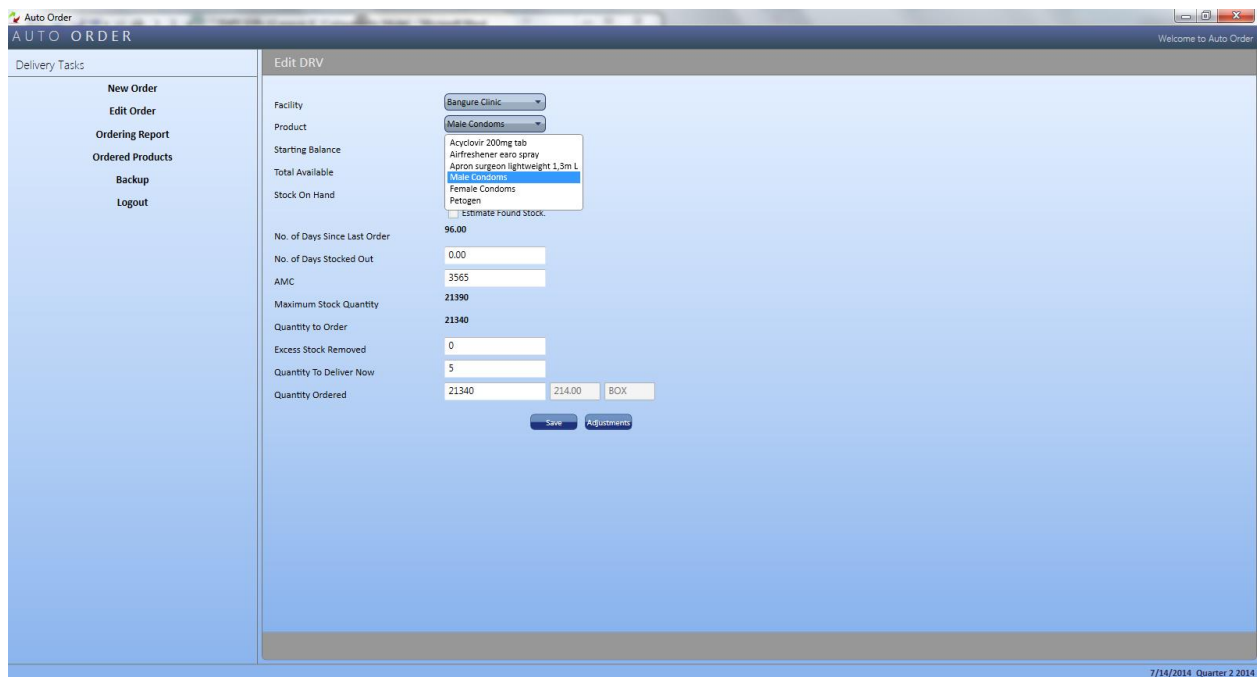
Step	Action	Notes
25	**Review all entered data as populated by the *AutoOrder*.** Change any fields that you need to. For example, if you forgot to add an adjustment, you can add it here by clicking the button that says, "Adjustments" at the bottom of the screen.	

26	**Click the "save" button at the bottom of the screen.**	
Step	**Action**	**Notes**
27	***AutoOrder* Commodity Report** From the Tasks menu on the left side, select "*Order Report*". These data will be used to complete the *paper Facility Order Form*. See the Job Aid in section 4.8 for information on how to complete the *Facility Order Form*	

Auto Order

AUTO ORDER   Welcome to Auto Order

Delivery Tasks

New Order
Edit Order
Ordering Report
Ordered Products
Backup
Logout

Ordering Report

Select A Facility   Bangure Clinic ▼

DRV Report

Province: MANICALAND PROVINCE

District: BUHERA

Faclitity: Bangure Clinic

Product	AMC	Ordered Stock	Natpharm Ordered Qty	Pack Type	Pack Size
⌃ Non-ZAPS Products 3 Products					
Acyclovir 200mg tab	0	222	222.00	BOX	100.00
Airfreshener earo spray	0	23	23.00		0.00
Apron surgeon lightweight 1,3m L	0	23	23.00		0.00
⌃ Condoms and Contraceptives 3 Products					
Male Condoms	3,565	21,340	214.00	BOX	100.00
Female Condoms	206	186	10.00	BOX	20.00
Petogen	21	2,000	2000.00		0.00

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Step	Action	Notes
28	**Select the appropriate action:**	

	IF	THEN
	You are continuing on to another facility	Close the software application using the close button [x] on the top right corner of the screen. Shut the laptop down and begin at Step 1 of this Job Aid when at the next facility
	You have completed the last order for the day	Continue to Step 29 of this Job Aid.

Step	Action	Notes
29	**Insert your flash drive into the laptop.**	
30	**From the Tasks menu on the left side, select "Backup".**	This creates a copy of the data on your flash drive. **Always remember to backup your data at the end of each day.**

The task is complete when:
☐ All the data on the Facility Order Form have been captured in the *AutoOrder* Software
☐ Quantity to Order and AMC have been recorded on the Facility Order Form
☐ Data has been saved to a flash drive

5.5. Completing orders for new facilities

When completing orders for new facilities, PM works with the facility staff to complete the *Facility Order Form* and indicate next to the facility name that this is a new facility. Any stocks on hand should be noted. To determine the quantity to order, the PM works with the facility staff on what they think they need based on stock they have at hand, and record on the *Facility Order Form. AutoOrder* is not used during the first order for a new facility until the next ordering round when the facility has been entered in the system (*AutoOrder*).

5.6. Ordering New Product for Existing facility

For new products, the PM works with the health facility staff to establish stock on hand (if any) and quantities to be ordered. These are recorded on the *Facility Order Form* and captured into *AutoOrder*. Follow the same AutoOrder steps above.

<div style="border: 3px solid black; padding: 20px;">

Until two ordering runs have been completed, no excess stock should be taken from the facilities. After two runs, consumption is likely to be more stable.

</div>

5.7. Reporting on an Ordering Round

After an ordering round for a district has been completed, PM must submit a report to the PMD within seven working days following the completion of the ordering round. The *Post Delivery Report* is an opportunity for PM to provide the PMD with more qualitative aspects of the ordering round. A blank copy of the *Post Ordering Report* is included as Annex F.

JOB AID 8: Completing the Post Ordering Report

Task:	Completing the *Post Ordering Report*
Purpose:	To provide the PMD with qualitative information on how the ordering round went. To highlight any outstanding activities occurring during the ordering round.
Completed by:	Pharmacy Manager
When to perform:	Upon completing an ordering round. The PMD must receive the report within 5 working days of the completion of the delivery run.
Materials needed:	Blank *Post Ordering Report*, pen, and calculator

Step	Action	Notes/Example
1.	**Pharmacy Manager:** Write the name of the PM for the district.	
2.	**Province:** Write the name of the Province for which the ordering was done.	

Step	Action	Notes/Example
3.	**District:** Write the name of the district for which ordering was done.	
4.	**Delivery Period:** a. **From** Write the day, month and year in which the ordering round started. b. **To:** Write the day, month and year in which the ordering round ended.	Example: June 2, 2012 June 13, 2012
5.	**Ordering Time:** a. **Planned number of days for ordering:** Write the number of days it was anticipated for the ordering round to take. b. **Actual number of days for ordering:** Write the actual number of days that you spent on the ordering round. c. **Variance:** Calculate the difference between the planned number of days and the actual number of days for a ordering and write that figure here. d. **Explain any variance:** Provide an explanation for the difference between the planned number of days and actual number of days for ordering.	Examples: 11 days 15 days 4 days
6.	**Summary of Missed Facilities and their CBDs:** List all facilities and CBDs affiliated to them that were not visited or no physical count done. a. **Facility:** Write the name of the facility b. **Reason why missed:** Write a detailed description of why that facility was missed. For example, the road to the clinic was flooded and impassable or CBD did not submit CDB Worksheet.	Include facilities that you visited and attempted to visit to, but for some reason did not (i.e. the storeroom was locked and staff were away)

Step	Action	Notes/Example
7.	**New Facilities (if any):** List facilities that were visited for their first order through ZAPS. a. **Facility:** Write the name of the facility	
8.	**Storage Issues:** Use this section to describe any storage issues that were discovered at facilities during the ordering round a. **Facility:** Write the name of the facility b. **Remarks:** Provide a summary of the storage issues at that facility	Use the storage guidelines in section 8.1 when you are at facilities to determine whether sites are adhering to good storage practices. For example, expired and damaged stocks are not separated from usable stocks.
9.	**Record Keeping Issues:** Use this section to describe any record keeping issues discovered at facilities during the ordering round a. **Facility:** Write the name of the facility b. **Remarks:** Provide a summary of the record keeping issues at that facility	For example, *Stock Cards* are not updated on a monthly basis; *Facility Order Form* not accurately completed
10.	**Comment on any activities that will affect AMC for any product.** Use this section to describe any upcoming activities in a district that may have an impact on future consumption for any product. a. **Facility:** Write the name of the facility. b. **Activity:** Provide a description of the activity	For example, there will be an upcoming campaign on HIV testing and Counselling which will increase consumption of HIV rapid tests or any other outreach programs planned in the district etc.
11.	**Significant quantities that are short dated** **Facility:** Write the name of the facility. **District:** Write the name of the district where the facility is located. **Product:** Write the name of the product quantity and expiry date	

Step	Action	Notes/Example
15.	**Any other challenges, issues, or recommendations:** List any other challenges or issues faced during the ordering round, or any other recommendations to improve the ZAPS.	
16.	Submit report to your to the PMD either by hand, by fax, email, or mail. It should reach within 5 working days after the ordering round has been completed.	.

The task is complete when:
☐ All identifying information of the PM, Ordering month, districts, has been completed.
☐ The section on ordering time has been completed.
☐ All facilities that were missed have been reported.
☐ All new facilities have been reported.
☐ All record keeping issues at facilities have been reported.
☐ All storage issues at facilities have been reported.
☐ All variances observed during ordering process have been investigated and explained
☐ Any activities that will affect consumption for any product have been reported.
☐ List of product with significant quantities that are short dated have been reported.
☐ *Post Ordering Report* is submitted to the PMD within 5 working days after the ordering round has been completed.

Placing an Emergency Order

The PM should verify that a facility has reached the emergency order point for a product and determine whether or not an emergency shipment is required before the next delivery round.

JOB AID 9: Placing an Emergency Order

Task:	Placing an Emergency Order
Completed by:	Health facility staff and PM
Purpose:	To order supplies for health facilities when stock levels are at or below the 1 month emergency order point
When to perform:	During stock assessment
Materials needed:	Phone to call the PM, *Stock Card and Facility Order Form, NatPharm RIV, pen*
Note:	If a ZAPS delivery is expected before the facility stocks out, do NOT place an emergency order.

Step	Action		Notes
1.	Health facility staff locate the stock card and compare the physical stock quantity and EOP quantity		If the stock card is not updated, locate the most recent *Facility Order Form* and use the AMC on the form to update the *Stock Card* EOP quantity
	IF	THEN	
2.	…stock on hand is equal or less than emergency order quantity	….call the PM and place an emergency order	

Step	Action	Notes
3.	PM verifies that the Emergency Order Point has been reached by comparing the reported physical stock on hand and the AMC on the Facility Order Form If the quantity for any product obtained from the physical inventory is LESS THAN OR EQUAL TO the quantity written in the AMC column, then an emergency order must be placed. If you find that the health facility has more than one month of stock, then the health facility is not at the emergency order point. At this time, the health facility does not need an emergency order. When determining whether an emergency order should be placed, the PM must also think about when the next delivery is scheduled. If the next delivery arrives before an emergency order, then do not place an emergency order. If the PM has the stock at the district hospital, he/ she supplies the health facility	
4.	The health facility writes an order using the RIV for the products that are at or below EOP and sends to the PM.	
5.	Send the order to NatPharm	
6.	PM follows up on the order and liaises with NatPharm	

The task is complete when:

☐ The health facility staff has determined whether they are at the Emergency Order Point.
☐ The PM has verified whether or not the health facility is at the Emergency Order Point.
☐ The PM has determined whether an Emergency Order should be placed.
☐ The PM has completed the RIV and submitted to NatPharm
☐ The PM has liaised with NatPharm on the delivery of emergency order commodities
☐ Delivery instructions from NatPharm have been received.
☐ The health facility has been informed of the delivery dates by the PM.

Delivery and receipt of ZAPS commodities

ZAPS commodities are delivered to each health facility according to the set delivery schedule. Deliveries are conducted every quarter directly from NatPharm. At the time of delivery, NatPharm trucks wait while products are counted and verified, to obtain proof of delivery and account for any discrepancies at every site. If scheduled delivery by a NatPharm truck is not possible, delivery will be made through another vehicle.

ZAPS commodities are delivered with a *NatPharm Tax Invoice* to account for the medicines being delivered. See **Annexes E** for a copy of the tax invoice.

In the event that a facility is missed, the delivery team should contact the PM for guidance on how to handle the consignment for the facility.

Job Aid 10: Receiving ZAPS commodities and completing the NatPharm Tax Invoice

Task:	Receiving ZAPS commodities and Completing the *NatPharm Tax Invoice*
Completed by:	Pharmacist or pharmacy technician, nurse, nurse aid, dispensary assistant, dispatch assistant
Purpose:	- To inspect and account for ZAPS commodities received - To correctly complete the *NatPharm Tax Invoice* - To account for any discrepancies between quantity supplied and commodities received - To enter newly received ZAPS commodities into inventory
When to perform:	Any time ZAPS commodities are received
Materials needed:	*Stock Cards*, *NatPharm Tax Invoice,* pen, commodities, calculator, pencil
Note:	The same procedures that are used for routine receipt of products should be used for receipt of emergency orders.

Step	Action	Notes
1.	Locate the *NatPharm Tax Invoice* accompanying the order.	

Step	Action	Notes
2.	Conduct a visual inspection of the order for product quality.	See **Chapter 4, Section 4.4**, Visual Inspection.
3.	Review the *NatPharm Tax Invoice.*	All areas should be pre-filled except: Quantity Received column and the Received by (name): and Signature and Date Stamp.
4.	**Quantity Received:** Facility staff and Dispatch Assistant to count the quantity of each usable commodity received and write down the specific quantity received for each product in the appropriate row of the tax invoice. Also count the commodities delivered for the CBD(s) and note discrepancies on the invoice.	If any of the products received are damaged or expired, write only the quantity of usable product received. In every case where the quantity received is different from the quantity supplied, or if there is a discrepancy in the actual product received, include an explanation of the discrepancy in the Remarks column. If a wrong product has been supplied return to NatPharm. Note on the invoice that the product has been returned.

IF	THEN
…there is a discrepancy	…cancel quantity delivered and write the actual quantity received in ink on the tax invoice and countersign with the dispatch assistant

Step	Action	Notes
5.	**Received by (name):** Facility staff-Write your name and sign on all copies of the *NatPharm Tax Invoice*.	The *NatPharm Tax Invoice* is in duplicate. ZNFPC products to be printed in triplicate.
6.	**Date Stamp:** Stamp the date of receipt where indicated Date Stamp.	Stamp each copy of the *NatPharm Tax Invoice*. If you do not have a stamp, hand-write the date in this box.
7.	Return the copy of the *NatPharm Tax Invoice* to the Dispatch Assistant.	

Step	Action	Notes
8.	Retain the copy and file your copy of the *NatPharm Tax Invoice* at your facility.	
9.	Enter all stock information in the *Receiving Register* for each ZAPS commodity received.	*Note:* Some institutions may refer to the *Receiving Register* as *Receiving Book* or *Goods Received Register*,
10.	Enter and update all stock information on the *Stock Card* for each commodity received.	See *Job Aid,* Recording Transactions in the *Stock Card,* **Chapter 4**
11.	Handover CBD stock according to the CDB worksheet.	If you have more than one CDB affiliated to your clinic, open the package and distribute the commodities according to the CBD Worksheet
12.	Place and reorganize products on shelves by FEFO.	

The task is complete when:
- ❏ A visual inspection of the commodities has been conducted.
- ❏ Quantities of each commodity have been counted.
- ❏ The Quantity Received column has been completed on the *NatPharm Tax Invoice.*
- ❏ If necessary, any discrepancies have been described in the Remarks section.
- ❏ The *NatPharm Tax Invoice* is date-stamped or the date is handwritten on the form.
- ❏ All copies of the *NatPharm Tax Invoice* have been signed.
- ❏ Copies of the signed *NatPharm Tax Invoice* have been returned to the NatPharm dispatch assistant.
- ❏ One copy of the signed *NatPharm Tax Invoice* has been filed at your facility.
- ❏ Goods have been stored appropriately.
- ❏ *Stock Cards* have been updated with the receipts.

7.1: Reporting on a Delivery Run

After a delivery run for a district has been completed, each NatPharm Delivery Team (Dispatch Assistant and driver) through the NatPharm Branch Manager must submit a report to the DMO, PMD and ZNFPC (provincial) within 5 working days following the completion of the delivery run. The *Post Delivery Report* is an opportunity for the Delivery Team to provide the DMO, PMD and ZNFPC (Provincial) with more

qualitative aspects of the delivery run. A blank copy of the *Post Delivery Report* is included as Annex G in this SOPs manual.

JOB AID 11: Completing the Post Delivery Report

Task:	Completing the *Post Delivery Report*
Purpose:	To provide the DMO, PMD and ZNFPC Provincial Manager with qualitative information on how the delivery run went. To highlight any outstanding activities occurring during the delivery run.
Completed by:	NatPharm Delivery Team – Dispatch Assistant
When to perform:	Upon completing a delivery run. The DMO, PMD and ZNFPC Provincial Office must receive the report within 5 working days of the completion of the delivery run. There will be one report per district.
Materials needed:	Blank *Post Delivery Report*, pen, and calculator

Step	Action	Notes/Example
1.	**Dispatch Assistant:** Write the name of the Dispatch Assistant for the district.	
2.	**Province:** Write the name of the province for which the deliveries were done	
3.	**District:** Write the name of the district for which deliveries were done.	
4.	**Delivery Period:** a. **From** Write the day, month and year in which the delivery started. b. **To:** Write the day, month and year in which the delivery ended.	Example: 12 May 2012 30 May 2012

Step	Action	Notes/Example
5.	**Delivery Time:** a. **Planned number of days for delivery:** Write the number of days it was anticipated for the delivery to take. b. **Actual number of days for delivery:** Write the actual number of days that you spent on the delivery round. c. **Variance:** Calculate the difference between the planned number of days and the actual number of days for a delivery and write that figure here. d. **Explain any variance:** Provide an explanation for the difference between the planned number of days and actual number of days for a delivery.	Examples: 11 days 13 days 3 days
6.	**Summary of Missed Facilities:** List all facilities that were not visited or delivered to. a. **Facility:** Write the name of the facility b. **Reason why missed:** Write a detailed description of why that facility was missed. For example, the road to the clinic was flooded and impassable.	Include facilities that you visited and attempted to deliver to, but for some reason did not (i.e. the storeroom was locked and staff were away)
7.	**Any other challenges, issues, or recommendations.** List any other challenges or issues faced during the delivery, or any other recommendations to improve the ZAPS.	
8.	NatPharm submits the reports to the DMO, PMD and ZNFPC by fax, email, or mail. It should reach the DMO, PMD and ZNFPC within 5 working days after the delivery round has been completed.	.

The task is complete when:
❑ All identifying information of the Dispatch Assistant, driver, delivery month, districts, and NatPharm Branch Manager has been completed.
❑ The section on delivery time has been completed.
❑ All facilities that were missed have been reported.
❑ All new facilities have been reported.
❑ Each *Post Delivery Report* is submitted to the DMO, PMD and ZNFPC within five working days after the delivery round has been completed.

Storing Medicines and Medicines supplies

Storing is the safekeeping of medicines to avoid damage, expiry and theft. Proper storage procedures ensures that storage facilities protect the shelf life of products, that only high-quality products are issued, and that there is little or no waste due to damaged or expired products. If proper storage procedures are followed, customers can be assured that they have received a high-quality product.

Storage conditions will affect the quality of the medicines being stored. Rooms that are too hot, stacks of cartons that are too high, and other poor storage conditions can cause damage to medicines, or cause a reduction in shelf life. A well-organized storeroom will simplify a facility's work; time will not be wasted trying to find needed supplies.

Each commodity has a shelf life that is specified by the manufacturer. When the medicine reaches the end of its shelf life, it has expired and should not be distributed to patients. For instance, ARV medicines have short shelf lives, ranging from 6 to 24 months. Because of these short shelf lives, it is important that proper storage procedures be followed, so that the shelf life is protected.

8.1. Storage Guidelines

In general, supplies should be protected from sun, heat and water. Follow manufacturer recommendations for storing supplies. This information is usually printed on the product carton and boxes. The following are storage guidelines that should be followed at all facilities.

Table 7. Storage Guidelines

1.	**Clean and disinfect the storeroom regularly.**	Pests are less attracted to the storeroom if it is regularly cleaned and disinfected. If possible, a regular schedule for extermination will also help eliminate pests. Keep food and drink out of the storeroom.
2.	**Store all medicines and medical supplies in a dry, well-lit, well-ventilated storeroom, out of direct sunlight.**	Extreme heat and exposure to direct sunlight can degrade medicines and dramatically shorten shelf life. Temperatures in the storeroom should not exceed 25°C. Direct sunlight raises the temperature of the product and can reduce its shelf life. Medicines should not be opened to repackage them. Store supplies in their original shipping cartons.

3.	Protect storeroom from water penetration.	Water can destroy both supplies and their packaging. If the packaging is damaged, the product is still unacceptable to the patient even when the medicines are not damaged. Repair the storeroom so that water cannot enter. Stack supplies off the floor on pallets at least 10 cm high and 30 cm away from walls, as moisture can seep through walls and floors. For example, ARV medicines are particularly sensitive to moisture.
4.	Keep fire safety equipment available, accessible, and functional, and train employees to use it.	Stopping a fire before it spreads can save expensive supplies and the storage facility. The right equipment should be available; water can put out paper fires, but is ineffective on electrical and chemical fires. Place well-maintained fire extinguishers at suitable positions in the storeroom. If a fire extinguisher is not available, keep sand or soil in a bucket nearby. Regardless of the method used, train the staff in the use of available fire safety equipment.
5.	Store latex products away from electric motors and fluorescent lights e.g. Condoms, Gloves etc.	Latex products can be damaged if they are directly exposed to fluorescent lights and electric motors. Electric motors and fluorescent lights create the chemical ozone that can rapidly deteriorate latex products. Keep latex products in paper boxes and cartons.
6.	Maintain a cold storage, including a cold chain, as required.	Cold storage (2° to 8° Celsius) is essential for maintaining the shelf life of medicines like ARV that require it. These items are irrevocably damaged if the cold chain is broken. If electricity is unreliable, the use of cylindered gas or kerosene-powered refrigeration is recommended. Most medicines require storage below 25 ^{o}C.
7.	Limit storage area access to authorized personnel and lock up controlled substances.	To prevent theft and pilferage, lock the storeroom and/or limit access to personnel other than authorized staff, and track the movement of all medicines. Access must not, however, prevent appropriate distribution; thus a spare set of keys should be kept in the office of the in-charge. Physical counts should be conducted regularly to verify inventory records.

8.	**Stack cartons at least 10 cm off the floor, 30 cm away from the wall and other stacks, and no more than 2.5 m high.**	Pallets keep the products off the floor so they are less susceptible to pests, water and dirt damage. Stack pallets 30 cm away from the walls and each other to promote air circulation and to ease movement of stock, cleaning and inspection. Do not stack cartons more than 2.5 m, as the weight of the products may crush the cartons at the bottom. This will reduce potential injury to warehouse personnel. If cartons are particularly heavy, stack cartons less than 2.5 m. At health facilities, where the use of pallets is inappropriate, shelving is used.
9.	**Store medical supplies away from insecticides, chemicals, old files, office supplies and other materials.**	Exposure to insecticides and other chemicals may affect the shelf life of medical supplies. Old files and office supplies may get in the way and reduce space for medical supplies or make them less accessible. "Dejunk" the storeroom regularly to allow more space for storage.
10.	**Store flammable products separately from other products. Take appropriate safety precautions.**	Some medical procedures use flammable products, such as alcohol, cylindered gas or mineral spirits. Such products should be stored away from other products and near a fire extinguisher.
11.	**Store health commodities to facilitate first expired, first out (FEFO) procedures and stock management.**	FEFO is a method of managing medicines in a storage facility where the medicines are managed by their expiry date. Medicines that will expire first are issued first, regardless of when they were received at the health facility.
12.	**Arrange cartons with arrows pointing up, and with identification labels, expiry dates, and manufacturing dates clearly visible.**	Identification labels make it easier to follow FEFO, and make it easier to select the right product. Items should be stored according to manufacturer's instructions on the cartons; this includes paying attention to the direction of the arrows.

13.	**Separate from usable commodities and dispose of damaged or expired products, Remove them from inventory immediately and dispose of them using established procedures.**	Do not dispense expired medicines to patients. Designate a separate part of the storeroom for damaged and expired goods. See Section 8.4, Handling Damaged or Expired Stocks.

Supervising Storage Practices at the Health Facilities

Good storage involves the safe keeping of commodities to avoid damage, expiry, and theft. Proper storage procedures ensure that storage facilities protect the shelf life of products to ensure that only high-quality products are issued, and that there is little or no waste due to damaged or expired products. Manufacturer recommendations for storing supplies should be followed. If proper storage procedures are followed, clients can be assured that they have received a high quality product.

While making deliveries to health facilities, PMs have the opportunity to ensure that appropriate storage guidelines are being followed. Use the following checklist to monitor whether health facilities are adhering to good storage practices. If a health facility is not meeting the criteria, it should be noted in the *Post-Ordering Report*.

9.1. Checklist for storage practices at the health facility Level

☐ Storeroom is clean.

☐ Storeroom is dry, well-lit, and well-ventilated.

☐ Commodities are stored out of direct sunlight.

☐ Storeroom is protected from water penetration.

☐ Fire safety equipment is available, accessible, and functional.

☐ Latex products are stored away from electric motors and fluorescent lights.

☐ Cold storage is maintained as needed.

☐ Access to the storage area is limited to authorized personnel.

☐ Controlled substances are locked up.

☐ Cartons are stacked at least 10 cm off the floor, 30 cm away from the wall and other stacks, and no more than 2.5 m high.

☐ Health commodities are stored away from insecticides, chemicals, office supplies, and other materials.

☐ Flammable products are stored separately from other products.

☐ FEFO procedures and management are being followed.

☐ Cartons are arranged with arrows pointing up, and with identification labels, expiry dates, and manufacturing dates clearly visible.

☐ Damaged and expired products are separated from usable commodities.

9.2. Handling expired or damaged stock from the health facilities

The ZAPS tries to minimise the amount of damaged or expired stocks. But in any logistics systems, some quantities of stock will expire. If expired or damaged stocks are found at any time during a visual inspection or physical count (or upon receipt of a consignment), these stocks should be removed from the inventory. These stocks should also be moved to a separate place so that they cannot be dispensed or used.

The following Job Aid explains how to handle damaged or expired products. These procedures also apply to batches of stock that have been recalled by the manufacturer or supplier or regulatory authority due to quality issues.

JOB AID 12: Handling of Damaged or Expired Products

Task:	Handling of damaged or expired products
Completed by:	PM, facility staff
Purpose:	To remove unusable products from the health facility level so they are not distributed to clients
When to perform:	whenever damaged or expired products are discovered
Materials needed:	*Stock Card* from the Health facilities, Expired medicine register, pen, pencil

Step	Action	Notes
1.	Ask the Health facility staff if there are any expired or damaged stocks at the facility. Verify that all indicated products are expired or damaged.	Ensure that the Health facility's *Stock Cards* have been updated to reflect the damaged or expired goods in the "Losses/Adjustments column.
2.	Ask the health facility if they have filled the expired or damaged medicine register	Check and verify if the register has been updated.
3.	Place all damaged or expired goods onto the ordering vehicle to be returned to the District if possible. If you are not able to collect the expired and damaged goods leave at the facility in sealed boxes. To be collected later	Make sure that the stocks are clearly labelled as expired/damaged so that they are not distributed to other facilities.

Monitoring and Supportive Supervision

Monitoring, support and supervision[22] are important responsibilities for the pharmacy manager, the provincial medical directorate staff, NatPharm, ZNFPC and head office staff. These three responsibilities form the supportive backbone of an effective logistics system.

When it comes to the monitoring and supervision of the ZAPS, there are several reasons why personnel need to be supervised and logistics activities need to be monitored on a regular basis. These reasons among others are
- Essential Medicines can be expensive commodities and cannot be wasted.
- Information about the type and quantities of Medicines dispensed/issued is critical for managing an uninterrupted supply of Medicines.
- Staff might need in-service training to refresh or add to their knowledge and skills.
- Staff needs to know how their work contributes to Zimbabwe's overall efforts to improve the quality of health care.
- The system need to be monitored to evaluate its effectiveness and sustainability

The ZAPS logistics system can be monitored by support and supervision and reviewing reports. The review of reports can be done from an office. These reports include Post Ordering Report, Post-Delivery Report, Summary Ordering and Delivery Report. Checking reports can determine if a facility is maintaining stock balances between maximum and minimum levels, or if there are unusual quantities of supplies expiring or lost. Likewise, a review of reports can reveal whether demand for Essential Medicines is increasing or decreasing.

Effective supervision, on the other hand, can only take place in the presence of the facility staff. Supervisors should plan to spend time supervising and providing on-the-job training during each ordering cycle, during delivery and any other times.

10.1. Monitoring the ZAPS
Key indicators when monitoring in ZAPS are:
- Reporting coverage
- Complete Reporting Rate
- On-time reporting rate
- Stock out Rates
- Months of stock on hand for Products (at the time of data collection)
- Stock out Durations
- Losses due to expiry
- Lead time: data collection/ordering rounds
- Lead time: picking and packing at NatPharm branch, Mutare
- Lead time: Delivery from NatPharm branch to the receiving facility

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[22] Refer to MOHCC Monitoring and Support Supervision for more information

- Stock on hand accuracy Rate
- Consumption accuracy Rate

10.2. Definition of Indicators

i. Report Completeness
Percent of reports that are complete, including data on stock on hand, losses and adjustments, and number of stockout days

ii. On-Time Reporting
Percentage of reports that are completed and submitted on or before the due date of submission.

iii. Complete Reporting Rate
Percent of facilities with at least one complete commodity report.

iv. Reporting Coverage
Percent of facilities from which the ZAPS order facilitation team obtains and enters data.

v. Time to Database
For order fulfillment: The time in days to upload data from all visited facilities in a reporting cycle to the Mutare Navision database and available for generating picking lists.

vi. Stock on Hand Accuracy Rate
This indicator measures the percentage of items that had no inventory discrepancies when stock on hand quantities entered into *AutoOrder* were compared to a physical inventory count, out of the total number of items under review.

vii. Consumption Accuracy Rate
This indicator measures the percentage of items that had no consumption discrepancies when reports were compared to a physical inventory count, out of the total number of items under review.

viii. Lead Time: Data Collection/Ordering Rounds
This indicator measures the number of days required to complete one ordering round, reflected by the number of facilities from which order are completed.

ix. Lead Time: Picking and Packing at NatPharm Branch/Mutare
This indicator measures the number of days required to pick and pack orders once they have been pulled from the Navision system at the NatPharm Branch in Mutare.

x. Lead Time: Delivery from NatPharm Branch to the Receiving Facility
This indicator measures the number of days required to deliver products to the facilities once they have been packed and prepared for delivery by the NatPharm Branch in Mutare.

xi. On-Time Data Collection

This indicator measures the percentage of facilities from which data was collected by the agreed-upon data collection date, during a defined range of time.

xii. On-Time Delivery

This indicator measures the percentage of facilities delivered to by the agreed-upon delivery date, during a defined range of time (5 days)

xiii. Percent of Orders Filled with no Discrepancies

This indicator measures the number of orders supplied without discrepancy per quarter.

xiv. Stockout Rates

This indicator measures the percentage of facilities that manage products that experienced a stockout of a specific product that the site is expected to provide at all times, on the day of facility visit.

This indicator measures the percentage of facilities that manage products that are "stocked according to plan", i.e., have months of inventory at the time of data collection between 3 and 6 months of consumption.

xv. Losses due to Expiry

Quantity and/or value of any product that expired before it could be used by clients or for client services.

Annexes

STOCK CARD

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MINISTRY OF HEALTH AND CHILD CARE

STOCK CARD

NAME OF HEALTH FACILITY_____

ITEM_____**CODE**_____

UNIT_____**MINIMUM STOCK**_____**MAXIMUM STOCK**_____

EOP_____

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</table>

Date	Received From	Qty Received	Issued to	Qty Issued	Losses/ Adjust.	Balance	Remarks	Signature