USAID | DELIVER PROJECT

TASK ORDER MALARIA

FY2007 ANNUAL REPORT

PRESIDENT'S MALARIA INITIATIVE

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TASK ORDER MALARIA

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The authors' views expressed in this publication do not necessarily reflect the views of the U.S. Agency for International Development or the United States Government.

USAID | DELIVER PROJECT, Task Order 3
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Abstract
This report documents the activities of Task Order 3 (Malaria) during the first six months of implementation, covering the period April–September 2007. Key sections include major activities under each objective, accomplishments, implementation issues and proposed solutions, and key performance objectives for the next reporting period.

Cover photo: Unloading anti-malarial drugs (ACTs) in Lilongwe, Malawi; taken on October 1, 2007. Photo by Abbey Gonter.

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CONTENTS

Acronyms v
Executive Summary 1
Description of Activities 3
Initial Start-Up Activities 3
Objective 1: Provision of Malaria Commodities 3
Objective 2: Strengthening In-Country Supply Systems 14
Objective 3: Improving the Global Supply of Malaria Commodities 15
Performance Monitoring 16
Accomplishments 17
Implementation Issues and Suggested Solutions 19
Planned Performance Objectives for Next Six Months 23
APPENDICES 25

Figure

1. Air Freight and Ocean Freight Standard Procedures 12

Tables

1. Prequalified LLIN Vendors 4
2. Prequalified RDT Vendors 4
3. Long-Lasting Insecticide Treated Nets (LLINs)-Series TO3-QA-LLINs 5
4. Rapid Diagnostic Test Kits (RDTs)–Series TO3-QA-RDTs 5
5. All Pharmaceutical Drug products (Pharm) –Series TO3-QA-Pharm 6
6. Orders Shipped August–September 2007 10
7. Key deliverables met as outlined in the FY2007 Performance Management Table in the annual workplan 16

ACRONYMS

ACT	artemisinin-based combination therapy
AED	Academy for Educational Development
AL	artemether-lumefantrine
AS/AQ	artesunate amodiaquine
CA	collaborating agencies
CMS	Central Medical Stores
CTO	Cognizant Technical Officer
EDI	electronic data interchange
EOI	expressions of interest
FGV	Flex Global View (UPS)
FHI	Family Health International
FY	fiscal year
GMP	good manufacturing practice
IQC	Indefinite Quantity Contract
JSI	John Snow, Inc.
LLIN	long-lasting insecticide treated nets
MIS	management information system
MOH	Ministry of Health
MOPs	Malaria Operational Plans
MSH	Management Sciences for Health
NMCP	National Malaria Control Program
OAA	Office of Acquisition and Assistance
PIB	Procurement Information Bulletin
PMI	President's Malaria Initiative
PO	purchase order
QA	quality assurance
RDTs	rapid diagnostic tests
RMB	Roll Malaria Back
RFQ	Request for Quotes
RPM Plus	Rational Pharmaceutical Management Plus project
RTI	Research Triangle Institute

SDP	service delivery point
SKU	stockkeeping unit
SOP	standard operating procedure
SPS	Strengthening Pharmaceutical Systems project
SP	sulfadoxine-pyrimethamine
STTA	short-term technical assistance
TA	technical assistance
TO	task order (but Task Order 3)
TO3	Refers to the Malaria Task Order under the USAID | DELIVER PROJECT
UPS	United Parcel Service
USG	United States Government
USP	United States Pharmacopeia
WHO	World Health Organization
WHOPES	WHO Pesticide Evaluation Scheme

EXECUTIVE SUMMARY

This annual report for FY2007 describes the activities of the Malaria Task Order under the USAID | DELIVER PROJECT Indefinite Quantity Contract (IQC) from April–September 2007. The U.S. Agency for International Development (USAID) signed the five-year task order contract on April 6, 2007. The Malaria Task Order (also referred to as TO3) is implemented by John Snow, Inc. (JSI), in collaboration with PATH, Crown Agents Consultancy, Inc., Abt Associates, Fuel Logistics Group (Pty) Ltd., UPS Supply Chain Solutions, Family Health International, The Manoff Group, 3i Infotech, Center for International Health and Development (Boston University School of Public Health), and U.S. Pharmacopeia (USP).

The primary goals of this task order are to support the President's Malaria Initiative (PMI) and to help ensure that the shared objective of the PMI and USAID's Global Malaria Strategy is met, which is to significantly reduce malaria associated deaths by rapidly scaling up coverage of highly effective prevention and treatment interventions for vulnerable groups, especially in Africa. The Malaria Task Order supports these goals through these three principal objectives:

1. Objective 1: Improve and expand USAID's provision of malaria commodities to programs.
2. Objective 2: Strengthen in-country supply systems and capacity for management of malaria commodities.
3. Objective 3: Improve global supply and availability of malaria commodities.

Through the activities associated with each Objective, the Malaria Task Order contributes directly to the PMI and to USAID's malaria program by: increasing the availability of safe, effective malaria commodities; improving in-country logistics systems and pharmaceutical management for these commodities; and contributing to efforts to ensure a more efficient, reliable global supply of high quality malaria commodities.

The priority for this start-up period was to ensure that essential malaria commodities could be procured on demand and delivered quickly to the countries with PMI programs, hence the emphasis on Objective 1. The commodities include pharmaceutical drugs, such as artemisinin-based combination therapy (ACTs), rapid diagnostic tests (RDTs), and long-lasting insecticide treated nets (LLINs), as well as laboratory equipment and supplies.

Major accomplishments during this initial six-month period include—

- Procured commodities worth $9,223,398, with $5,141,328 worth of commodities delivered in FY2007 to Benin, Malawi, Mali, and Tanzania; the remainder are scheduled for delivery to Liberia, Malawi, and Angola in early FY2008.
- In Malawi, delivered initial stock of the ACT Coartem to 565 service delivery points well ahead of schedule by successfully mobilizing a joint team with RPM Plus to ensure the smooth implementation of the national ACT launch.
- In Mozambique, assessed the logistics capacity supporting the national malaria program and conducted the national quantification for Coartem and second line AS+AQ.
- In Tanzania, prepared an assessment of the Medical Stores Department management capacity for malaria commodities.

- Set up the ORION management information system (MIS) to handle the essential procurement actions for malaria commodities.
- Developed 26 standard operating procedures (SOPs) for quality assurance, including pre- and post-shipment inspection procedures to ensure that the commodities procured are safe, effective, and of the highest quality.

Results to date include: increasing the supply of malaria commodities in six PMI focus countries; contributing to the improvement of supply chain systems in Mozambique, Tanzania and Malawi; and establishing quality assurance standards for procurement which are available for other organizations to adapt as needed. In carrying out these FY2007 activities, the Malaria Task Order team contributed to three important USAID Malaria Program Sub-Elements:

1. **Sub-Element 3.1.3.1**: Treatment with Artemisinin-Based Combination Therapies
2. **Sub-Element 3.1.3.2**: Insecticide-Treated Nets to Prevent Malaria
3. **Sub-Element 3.1.3.4**: Intermittent Preventive Treatment of Pregnant Women with Sulfadoxine Pyrimethanine

This document is divided into five chapters: Activities, Performance Monitoring, Accomplishments, Implementation Issues, and Planned Objectives for the next reporting period. The appendices provide additional detail, especially about procurement actions, delivery systems, and quality assurance procedures.

DESCRIPTION OF ACTIVITIES

INITIAL START-UP ACTIVITIES

Although most of this section is organized by the three Task Order 3 (TO3) objectives, certain start-up activities cut across the objectives. These include the partners' meeting, staff recruitment and orientation, developing TO3-specific management and financial systems, and clarifying expectations with key partners, especially USAID/President's Malaria Initiative (PMI).

The first major activity was the partners' meeting, which was held May 15–16 in Arlington, Virginia. The objectives of this start-up meeting were three-fold: to present an overview of the Malaria Task Order and how it would be implemented; to demonstrate how the task order would complement malaria projects being implemented by other collaborating agencies (CAs); and to solicit participants' input for the draft 18-month timeline of activities. Attended by USAID/PMI representatives, members of the USAID | DELIVER team and colleagues from other CAs, the meeting provided an excellent opportunity to exchange expectations and ideas and to begin forging effective working relationships with colleagues from USAID/PMI, the Academy for Educational Development (AED), Research Triangle Institute (RTI) and Management Sciences for Health (MSH).

Other cross-cutting activities included recruiting and orienting staff; tailoring the existing Indefinite Quantity Contract (IQC) management and financial systems to the requirements of the Malaria Task Order, and developing new systems as needed; developing a better understanding of USAID/PMI's expectations and requirements; and putting together a team from among the representatives from the 11 organizations that make up the TO3 group.

OBJECTIVE 1: PROVISION OF MALARIA COMMODITIES

The activities under Objective 1 can be grouped into six main areas of focus:

1. establishing a list of pre-qualified vendors for malaria commodities
2. developing quality assurance procedures
3. operationalizing the management information system (MIS) for procurement and delivery actions
4. gathering country-specific commodity information for procurement and clearance
5. carrying out procurement actions
6. establishing and implementing shipping procedures and freight forwarding plans.

Establishing a List of Prequalified Vendors

The TO3 team reviewed the country Malaria Operational Plans (MOPs) and drew up a list of commodities for possible procurement. General product specifications were developed based on existing World Health Organization (WHO) standards. For long-lasting insecticide treated nets (LLINs) this included the WHO Pesticide Evaluation Scheme (WHOPES). Additional standards and guidelines included those developed for rapid diagnostic tests (RDTS), as well as lists of vendors selected by WHO.

Based on this information, the TO3 team posted announcements for Expressions of Interest (EOI) in May–June 2007 for vendors of LLINs and RDTs. These postings, published in the Procurement Information Bulletin (PIB) and on the project's website, were designed to identify suppliers who met certain quality and production capacity requirements, which would ensure a timely supply of quality malaria commodities. (See Appendix A2 for the EOI.)

The prospective vendors submitted documents showing Good Manufacturing Practice (GMP), proof of product registration, previous supply record, product stability and shelf life, and PMI focus country presence or representation. Following a review of these documents, the team shortlisted a number of vendors who met the criteria and opened discussions with them based on JSI's Terms and Conditions. The vendors were listed on the project's website after the team reached an agreement. (See tables 1 and 2 for a list of the selected vendors.)

Table 1. Prequalified LLIN Vendors

Manufacturer	Brand	Polyester	Polyethylene	WHOPES level
BASF	Interceptor®	√		II
Bestnet Europe (Intection)	Netprotect®		√	I
Clarke Mosquito	DuraNet®		√	I
Sumitomo Chemical	Olyset®		√	II
Tana Netting	DawaPlus®	√		I
Vestergaard Frandsen	Permanet®	√		II

Table 2. Prequalified RDT Vendors

Manufacturer	Brand
AccessBio	CareStart®
ICT South Africa	Malaria Pf®
Inverness Medical	BinaxNOW®
Orchid Biomedical Systems	ParaCheck®
Span Diagnostics	ParaHIT®
Standard Diagnostics	Bioline®

For pharmaceutical drugs, TO3 procures a number of products used for prevention and treatment. These include sulfadoxine-pyrimethamine (SP) for intermittent preventive treatment for pregnant women, drugs for severe malaria and artemisinin-based combination therapy drugs (ACTs) such as artemether-lumefantrine and artesunate-amodiaquine (AS/AQ). During this reporting period TO3 processed Mission requests for both AL and AS/AQ.

Information from the expression of interest (EOI) submissions and other communications with manufacturers was used to further define and refine stock keeping units (SKUs). Each SKU has a product description, unit size, manufacturing standard, and procurement quality specifications, including packaging and labeling. The SKUs are included in ORION, the new MIS being developed for the IQC.

Developing Quality Assurance Procedures

Under the leadership of Family Health International (FHI), the TO3 partners made significant progress in setting quality assurance (QA) standards for the malaria commodities requested by USAID Missions. One of the more important activities for this component was establishing the Quality Assurance Group, which comprises—

- FHI, manager of the overall QA component
- United States Pharmacopeia (USP), providing expertise for pharmaceutical drugs
- Crown Agents, bringing LLIN experience
- PATH, focusing on RDTs and procurement procedures
- JSI, ensuring that QA is considered at every step of the procurement process.

The QA Group held its first quarterly meeting on May 17, clarifying roles and developing a consensus on next steps needed to further develop the QA activities.

Led by FHI, the QA group made a concerted effort to develop SKU for quality assurance and quality control. The initial focus was on developing sampling and testing protocols for all commodities because TO3's mandate is to conduct QA tests on samples of each consignment either pre-shipment (LLINs and drugs) or post-shipment (RDTs). A total of 26 comprehensive procedures were developed during this six-month start-up phase and a number were tested; they were modified after the initial procurements.

The SOPs covered the topics in tables 3, 4, and 5:

Table 3. Long-Lasting Insecticide Treated Nets (LLINs)-Series TO3-QA-LLINs

Document	Revision Number	Status	Title	Responsible for developing SOP
TO3-QA-LLINs-01	01	Approved - 10/9/07	Quality Assurance Activities with QA Costs/Risks	FHI
TO3-QA-LLINs-02	01	Approved - 10/9/07	Pre-qualification of LLIN Suppliers	JSI/CA/FHI
TO3-QA-LLINs-03	01	Approved - 10/9/07	Sampling, Inspection and Testing of LLINs	JSI/CA/FHI
TO3-QA-LLINs-04	00	Approved – 8/8/07	Conducting Audits of LLIN Suppliers	FHI
TO3-QA-LLINs-05	00	Approved – 8/9/07	Conducting Laboratory Audits for LLINs	FHI
TO3-QA-LLINs-06	00	Approved – 8/9/07	Supplier Report Card for LLINs	FHI
TO3-QA-LLINs-07	00	Approved – 8/9/07	Evaluating LLINs In-Country	FHI

Table 4. Rapid Diagnostic Test Kits (RDTs)–Series TO3-QA-RDTs

Document	Revision Number	Status	Title	Responsible for developing SOP
TO3-QA-RDTs-20	01	Approved 10/18/07	Quality Assurance Activities with QA Costs/Risks	FHI
TO3-QA-RDTs-21	00	Approved - 9/10/07	Pre-qualification of RDT Suppliers	JSI/CA/FHI/WHO
TO3-QA-RDTs-22	00	Approved - 9/10/07	Sampling, Inspection, Testing of RDTs-Pre-shipment	JSI/CA/FHI/WHO
TO3-QA-RDTs-23	01	Approved - 9/25/07	Sampling, Inspection, Testing of RDTs-Post-shipment	JSI/CA/FHI/WHO
TO3-QA-RDTs-24	00	Approved - 9/10/07	Conducting Audits of RDT Suppliers	FHI
TO3-QA-RDTs-25	00	Approved - 9/10/07	Conducting Laboratory Audits for RDTs	FHI
TO3-QA-RDTs-26	00	Approved - 9/10/07	Supplier Report Card for RDTs	FHI
TO3-QA-RDTs-27	00	Approved - 9/10/07	Evaluating RDTs In-Country	FHI

Table 5. All Pharmaceutical Drug products (Pharm) –Series TO3-QA-Pharm

Document	Revision Number	Status	Title	Responsible for developing SOP
TO3-QA-Pharm-30	00	Approved 10/18/07	Quality Assurance Activities with QA Activities/Costs/Risks	FHI
TO3-QA-Pharm-31	01	Approved 10/18/07	Pre-qualification of Pharmaceutical Suppliers	FHI
TO3-QA-Pharm-32	01	Approved 10/18/07	Sampling and Testing of Pharmaceuticals-Pre-shipment	FHI/USP
TO3-QA-Pharm-33	01	Approved 10/18/07	Sampling and Testing of Pharmaceuticals-Post-shipment	FHI/USP
TO3-QA-Pharm-34	01	Approved 10/18/07	Conducting Post Market Surveillance for Pharmaceuticals	FHI/USP
TO3-QA-Pharm-35	01	Approved 10/18/07	Conducting Audits of Pharmaceutical Suppliers	FHI/USP
TO3-QA-Pharm-36	01	Approved 10/18/07	Conducting Audits of Pharmaceutical drug testing Labs	FHI
TO3-QA-Pharm-37	01	Approved 10/18/07	Supplier Report Card for Pharmaceuticals	FHI
TO3-QA-Pharm-38	00 Obsolete	10/18/07- Obsolete	Interim (Emergency) Quality Assurance strategy for the procurement of Coartem®	FHI
TO3-QA-Pharm-40	00	Approved 10/18/07	QA Pharmaceutical testing for products obtained from other Agencies	FHI/USP
TO3-QA-Pharm-41	01	Approved 10/18/07	Quality Assurance for AS + AQ from MissionPharma and Guilin Pharmaceuticals	FHI

As these SOPs are used and reviewed, refinements will be made to them. New SOPs will also be developed as needed. See Appendix D for the complete set of SOPs.

Operationalizing the Management Information System

The project's MIS plays a central role in TO3's efforts to increase the availability of malaria commodities. Improving the visibility, access, and use of information all along the supply chain is a fundamental approach of the project. The MIS comprises three major building blocks:

- Data Repository: includes the ORION™ Enterprise Resource Planning System from 3i Infotech, a supply chain management computer system; the data warehouse which holds historical data, as well as data views from ORION; and data storage for various smaller applications.
- Component Applications: additional commercial software packages and custom applications that provide functionality to support the supply chain, such as demand planning, online ordering, shipping notes, freight rate calculation, and electronic data interchange (EDI).
- Project Website: http://deliver.jsi.com - a redesigned project website with permissions-based access designed to serve various audiences including USAID/Washington, Missions, project and procurement staff, recipients, affiliates, and the general public. The project website serves as the principal mode of access to information in the data repository.

The MIS-knowledge sharing platform collects, processes, and distributes data essential to project staff and other stakeholders as they make decisions and work to achieve project objectives. The objective is to establish the MIS to operate on a web-based platform that will be much more than a basic project website.

As a web-based system, the MIS will be accessible by its users from around the globe, as well as in Washington, DC. This evolving system is well on its way to operating as a user-friendly, "one-stop shop" for procurement of products.

During the six-month period covered by this report, extensive progress was made in establishing the foundation needed for the new system to serve the needs of the Malaria Task Order successfully. In March 2007, the project brought together senior managers of the USAID | DELIVER PROJECT, CTOs, and USAID staff related to each task order, software developers, and technical team leads to introduce all stakeholders to the MIS development plan and confirm the plan's vision and timeline. This critical meeting set the stage for weekly meetings of a focused steering committee that reviews

every aspect of MIS development and makes key decisions along the way. Agreements made by the steering committee are documented in meeting notes and in the MIS status report which are circulated to all steering committee members and posted on a secure steering committee web site.

The ORION Framework constitutes the foundation of the supply chain management system and is used to implement all sales order management, procurement, inventory management, distribution, shipment tracking, and procurement-related financial management functions. Building the ORION component is a prerequisite for any other component of the MIS and work on this piece was started soon after the IQC was awarded. ORION Release 1.0 was ready for T03 procurement activity by May 6; TO3 also used the loan functionality developed for Release 2.0 to manage the timely procurement of malaria commodities for Benin and

Developing a Matrix with Country-specific Information

The procurement team developed a matrix to gather information from PMI-focus countries that requested procurement assistance. This checklist, still in draft form, covers topics such as country registration status of malaria commodities, quality control requirements, import requirements, potential consignees, and technical assistance partners present in the country. This information is useful for planning the importation of commodities into the requesting countries and can ensure smooth customs clearance and expedited delivery of commodities to users.

Illustrative Topics Included in the Country-specific Matrix

Product Specifications: What are the product specifications? e.g. dosage, dimensions, formulation, packaging, etc.?

What products are registered in the country and acceptable to the National Malaria Control Program?

Who is the consignee?

When should the products be delivered? Should the order be broken up into different delivery dates, e.g. quarterly, monthly?

Have arrangements been made for storage? Distribution?

Is the product registered and acceptable in the host country? Are there competing suppliers for this product, also registered in the country?

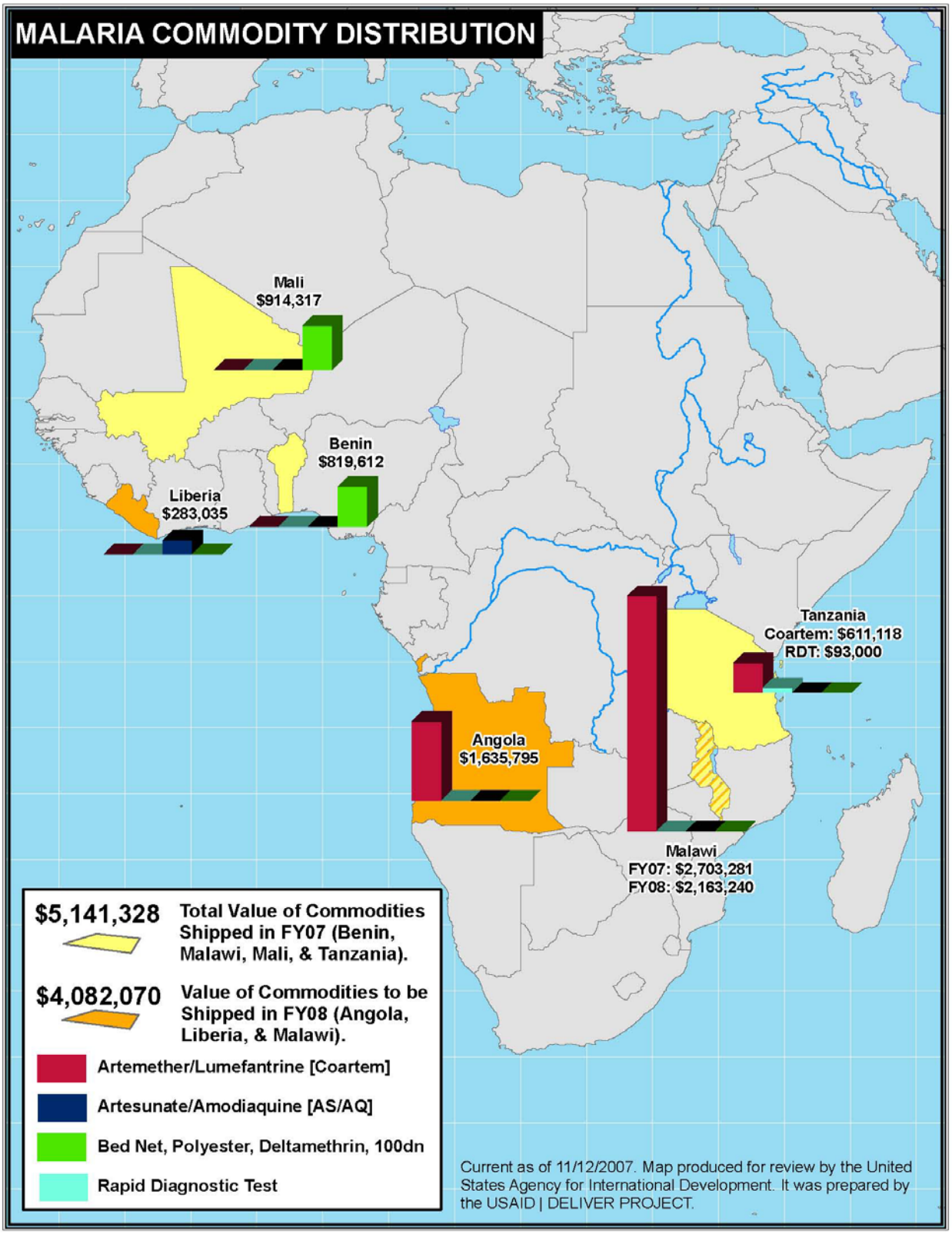
Does the product require any pre-acceptance quality testing in the country? If so, who will do it and pay for it?

How/who will confirm receipt of goods and sign off completion of shipment in mission?

What documentation is required for clearance?

Is there adequate capacity in the country for various logistics functions (who will be responsible for these tasks)

- Customs clearing?
- Storage at various points in the supply/distribution chain?
- Transportation to the user points?


MALARIA COMMODITY DISTRIBUTION
Mali
$914,317
Benin
$819,612
Liberia
$283,035
Tanzania
Coartem: $611,118
RDT: $93,000
Angola
$1,635,795
Malawi
FY07: $2,703,281
FY08: $2,163,240
$5,141,328
Total Value of Commodities Shipped in FY07 (Benin, Malawi, Mali, & Tanzania).
$4,082,070
Value of Commodities to be Shipped in FY08 (Angola, Liberia, & Malawi).
Artemether/Lumefantrine [Coartem]
Artesunate/Amodiaquine [AS/AQ]
Bed Net, Polyester, Deltamethrin, 100dn
Rapid Diagnostic Test
Current as of 11/12/2007. Map produced for review by the United States Agency for International Development. It was prepared by the USAID | DELIVER PROJECT.

The collection process to compile this information for all 18 focus and non-focus countries is well under way and will be completed in the first six months of the next reporting period. After each country information sheet is complete, it will be discussed and validated with the in-country team for all Missions planning procurement in FY2008.

Carrying Out Procurement Actions

At the end of this reporting period, the task order received FY2007 obligations for commodity procurement for 11 countries: Angola, Benin, Mali, Malawi, Mozambique, Nigeria, Rwanda, Senegal, Tanzania (Mainland and Zanzibar), Uganda, and Zambia.

Requests for procurement assistance were processed from Angola, Benin, Mali, Malawi, Liberia, and Tanzania. These requests went through the following process:

- confirming Mission procurement and delivery needs
- sending Request for Quotation (RFQ) to pre-qualified vendors for RDTs and LLINs
- obtaining concurrence from Cognizant Technical Officer (CTO)
- obtaining Office of Acquisition and Assistance (OAA) approvals where required
- confirming purchase orders (POs) with vendors
- expediting deliveries to countries (Angola and Liberia will be shipped in early FY08.)
- closing procurement transactions.

Order Confirmation. The project developed three special order forms—for RDTs, LLINs, and pharmaceutical drugs, respectively—which were sent to USAID | PMI Missions. Missions were asked to complete and sign these forms, which serve as the formal requests for procurement assistance. The forms confirm details of commodity specifications, quantities, packaging, consignee names, and contact information and authorization from the Mission to procure. In the case of the form for LLINs, a section was added for the Ministry of Health or the National Malaria Control Program (NMCP) to also sign off on the order to ensure that the nets ordered meet the country's requirements. See Appendix A3 for copies of the three order forms.

Request for Quotation for RDTs and LLINs. After the Mission signed the order forms, the procurement unit sent a request for quotation to prequalified vendors. Vendors were given seven days to respond. The final decisions on the procurement awards were based on price, ability to deliver according to specifications, and lead time. Five Requests for Quotes (RFQs) were issued during this reporting period, resulting in two awards of POs. Four other POs were placed to sole source vendors without the need for an RFQ.

CTO Concurrence and OAA Approvals. After all the estimated costs for a procurement were available (price of commodities, freight and insurance, QA inspections), the CTO gave written concurrence for the order. Where required, the procurement team also prepared the necessary documents for OAA approvals, a process that sometimes took up to several weeks.

Expediting of Deliveries to Countries. Freight forwarding was done either by suppliers or by UPS, the primary TO3 partner responsible for freight forwarding. The choice depended primarily on cost and ability to consolidate shipments: See table 6 for a list of orders that were processed from August to September 2007.

- 169,800 LLINs were sent to Mali, forwarded by the supplier
- 150,000 LLINs were sent to Benin, forwarded by the supplier
- 6,000 RDTs were sent to Zanzibar, forwarded by UPS
- 2,607,785 treatments of artemether-lumefatrine were sent to Malawi, forwarded by UPS
- 516,000 treatments of artemether-lumefatrine were sent to Tanzania, forwarded by UPS.

Table 6. Orders Shipped August–September 2007

Country	Commodity	Value	Delivered
Benin	LLINs	$ 819,612.00	09/26/07
Malawi	Coartem	$ 2,703,281.00	09/27/07
Mali	LLINs	$ 914,317.00	10/23/07
Tanzania (Zanzibar)	RDTs	$93,000.00	10/03/07
Tanzania	Coartem	$ 611,118.00	10/10/07

(See also Appendices A4 and A5 for detailed charts that summarize procurement actions.)

Establishing and Implementing Shipping Procedures and Freight Forwarding Plans

Another critical set of activities under Objective 1 was developing and implementing freight forwarding and shipping procedures. UPS was the primary partner responsible for developing and testing these procedures. They carried out the following activities:

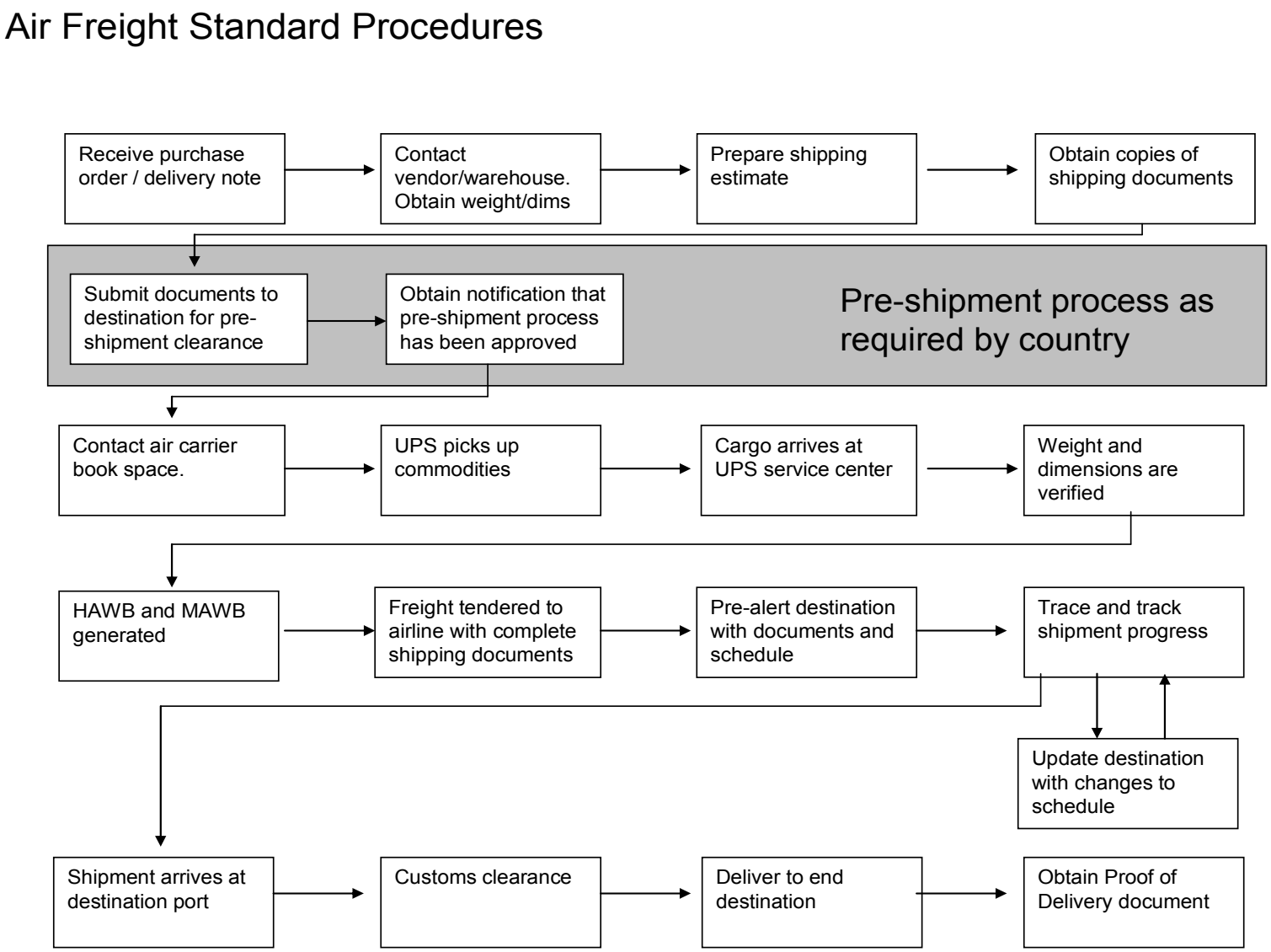
Established Pre-shipment Preparation and Procedures. This process involved a number of steps, including researching required pre-shipment clearance and customs clearance for destination countries, preparing country-specific shipping instructions and vetting them with in-country agents, and preparing standard procedure manuals for export operations. (See Appendix B for illustrative Country Specific Shipping Instructions and Standard Procedure Manuals for Export Operations.)

Managed the Freight/Logistics Process and Provided Technical Expertise. UPS established export procedures; prepared shipping estimates; researched the most efficient routings to determine those which minimized costs, while ensuring timely delivery; proposed end-to-end solutions that included mode of transport, pickup, freight, customs clearance, and final delivery; arranged for

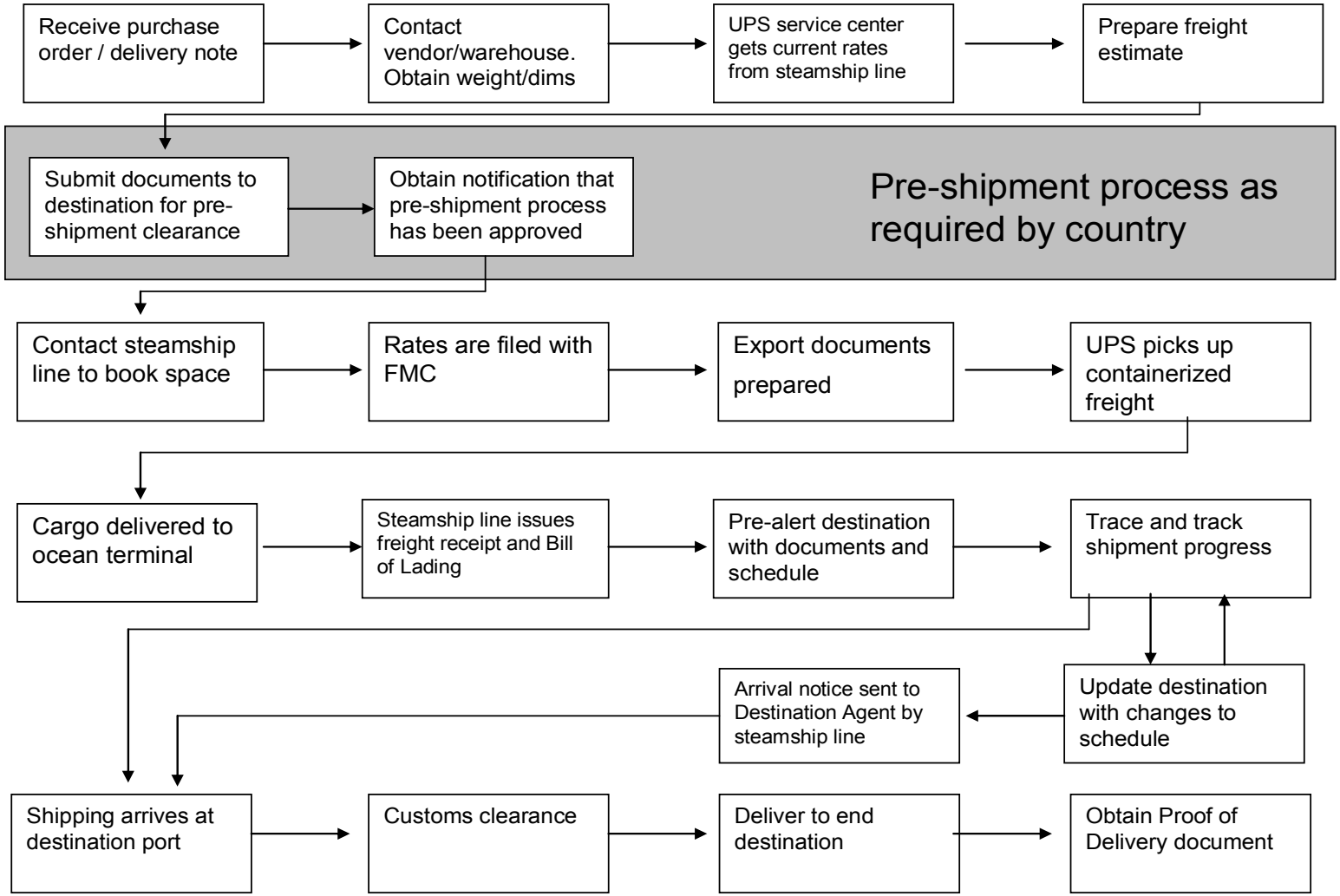
shipment with air and ocean carriers; and actively monitored shipments, updating the consignees with schedule changes throughout.

UPS was also instrumental in facilitating customs clearance, working either through their in-country agents or with tested partners. (See the flowcharts on the following two pages for a summary of the steps involved in air freight and sea freight shipping.)

Figure 1. Air Freight and Ocean Freight Standard Procedures



Ocean Freight Standard Procedures



Provided Input for ORION to Ensure Up-to-date Shipping Information. During this six-month period, another key activity to ensure the success of the freight forwarding and shipping process was UPS's work with the team developing the MIS. This included providing expertise on required data fields, facilitating the data interchange between the UPS Flex Global View (FGV) system and ORION, and once shipments were launched, updating ORION with shipment progress.

OBJECTIVE 2: STRENGTHENING IN-COUNTRY SUPPLY SYSTEMS

Strengthening in-country supply systems and building greater capacity for improved management of malaria commodities at the local level are key to the success of the Malaria Task Order as these actions ensure the rational and efficient use of commodities procured and delivered under Objective 1 activities. During this six-month period the focus was on two types of activities: ensuring that the workplans for technical assistance activities in Mozambique and Tanzania were implemented as planned and providing short-term technical assistance in response to Mission requests.

In-Country Technical Assistance

For the work in Mozambique and Tanzania, the project teams in-country implemented the workplans, resulting in a number of concrete achievements. In Mozambique, the team conducted the Malaria Logistics Assessment and prepared the Malaria Drug Quantification and Supply Plan for the country. In Tanzania, the team completed the assessment of the Medical Stores Department capacity for managing malaria commodities and assisted the Mission with the procurement of RDTs and Coartem.

Additional activities carried out by the project staff in PMI countries included the development of a twelve-month technical assistance workplan in Ghana; the successful procurement, distribution, and national launch of Coartem in Malawi; and assistance with procurement efforts in Zambia, Rwanda, and Nigeria.

Short-Term Technical Assistance

Although the major focus of the first six months of activity was clearly on scaling up procurement and delivery, it became clear early on that many procurement requests would need to be accompanied by some form of short-term technical assistance to resolve bottlenecks and other supply chain issues that could impede the smooth flow of the commodities to the last mile. In some cases, in-country project staff provided this assistance and, in other cases, advisors from the project or external consultants were recruited.

The Malawi Example. During this reporting period, the best example of how short-term technical assistance (STTA) was used is Malawi where in-country staff from the project and RPM Plus, with a number of technical advisors from JSI and MSH, came together to ensure the successful procurement and distribution of Coartem for Malawi's national launch. The Malawi achievement is also an excellent example of how teams for Objective 1 (provision of commodities) and Objective 2 (strengthening in-country supply systems) worked together to ensure the success of this highly visible and politically sensitive endeavor, which was closely followed by the U.S. Ambassador to Malawi and the Minister of Health.

In July, the malaria management team received an urgent request from the USAID Mission in Malawi. The Mission asked the team to procure, ship, and distribute 2.6 million doses of Coartem, packed in 5,435 cartons, to ensure that sufficient stocks were in place at every public service delivery point (SDP) before the launch of the national campaign in early November. Three months later, after a lot of hard work by a large

team from the project, the USAID/Malawi Mission, the Malawi government, Central Medical Stores (CMS), MSH, and other partners, Coartem worth $4,866,520 had been distributed to 565 out of 566 Ministry of Health (MOH) SDPs, with only one carton damaged beyond use; and deliveries were completed five days ahead of schedule.

To achieve this impressive on-time delivery required tightly coordinated efforts at each stage of the supply chain by a large number of partners. RPM Plus staff in Malawi and from HQ prepared the necessary national forecasts of Coartem needs to support the first year of Coartem use by the National Malaria Control Program. Technical challenges included estimating requirements based on less than ideal information. Nevertheless, quantification was completed and the first shipment quantities were determined.

In anticipation of procurement demands in Malawi the project procurement team had negotiated an arrangement with Novartis, which allowed for rapid purchase, with the necessary contract procurement requirements preapproved. This allowed the products to be shipped within six weeks after the order was placed, well within the four-month performance indicator specified in the TO3 contract. After the order was placed, special arrangements had to be made on the ground for clearance, storage, and distribution. A joint team composed of the project staff, RPM Plus, MOH, CMS, and USAID/Malawi was mobilized to verify and prepare storage facilities, develop a one-time distribution schedule, and finalize the allocation quantities per SDP.

Given the volume of the shipment, UPS organized a DC-10 cargo plane to make the trip from Switzerland to Malawi. The flight took place one week ahead of schedule and was coordinated by the project freight manager to ensure proper reception in Lilongwe. With the U.S. Ambassador, the Minister of Health, and the local press meeting the plane, it was essential to provide up-to-the minute bulletins on the plane's estimated arrival time.

Relying 100 percent on Central Medical Store storage and distribution resources, deliveries to the three regional warehouses and 566 target health centers were completed in record time. Despite the complexity of an extraordinary national distribution, all the deadlines were met or accomplished ahead of schedule. On-the-spot checks of 55 clinics verified that all but one facility received their allocated supplies. A monthly ACT report for each facility to report consumption has been established and will allow future resupply to be based on actual consumption. The next shipment is scheduled for mid-December and will be integrated into the CMS regular distribution system. The speed and efficiency of this endeavor, combined with the local capacity-building provided to Central Medical Stores, clearly demonstrates best practices in supply chain management. For additional details on this activity, see the PowerPoint presentation in Appendix C.

OBJECTIVE 3: IMPROVING THE GLOBAL SUPPLY OF MALARIA COMMODITIES

As noted earlier in this report, the TO3 team devoted most of its efforts to Objective 1 and, to some extent, to Objective 2. In spite of a shortage of staff in Washington, D.C., the team participated in the procurement working group meetings organized by Roll Back Malaria (RBM) in Washington D.C. TO3 staff are active participants in four of the sub-working groups that address the following issues:

- forecasting
- commodity procurement and delivery delay monitoring
- dissemination of consensus documents on harmonized quality standards for malaria medicines

- development of procurement guidelines for ACTs, RDTs, LLINs, and insecticides for indoor residual spraying.

Developing effective working relationships with other organizations implementing malaria projects is another way for the TO3 team to contribute to this objective. Between April and September 2007, the team worked closely with MSH to combine efforts and share information on several PMI countries. The joint TDY to Malawi was an excellent way to start the collaboration; both organizations plan to continue working together in a number of countries in FY2008, starting with ongoing efforts in Malawi and a joint mission to Ghana. The malaria team also worked with the American Red Cross to design an LLIN activity for Madagascar and collaborated with Population Services International for Mali's LLIN order.

PERFORMANCE MONITORING

The Performance Monitoring Plan for April–September 2007 included primarily process indicators because the priority was on launching the task order, putting mechanisms in place and establishing procedures, not on measuring results or impact during this initial phase. A set of five-year performance indicators was developed at the end of FY2007. They will be discussed with USAID in early FY2008; a final set will be established that will be monitored for the duration of the project.

Table 7. Key deliverables met as outlined in the FY2007 Performance Management Table in the annual workplan

- Agreements negotiated with pre-qualified suppliers for LLINs, RDTs, and Coartem
- USAID procurement mechanisms in place
- Freight forwarder ready to ship orders
- Orders shipped on time
- Procurement adhering to USG guidelines and requirements
- Commodities procured at a competitive rate
- Availability of the first release (R1) of the ORION MIS
- Quality assurance SOPs established for LLINs, RDTs, and ACTs
- Pre-shipment inspections carried out for all LLIN shipments
- Post-shipment inspections carried out for all RDT shipments
- Task order positioned to provide in-country TA in logistics and pharmaceutical management
- Missions, JSI field offices, and partner field staff informed of capacity to provide technical assistance (TA)
- In-country activities in Tanzania and Mozambique carried out according to workplans
- Other organizations working in malaria understand the mandate of the task order.

ACCOMPLISHMENTS

Key achievements include managing project start up and mobilization of a brand new team, including the recruitment of several new staff. The new TO3 team has been integrated into both the overall IQC management structure as well as the wider project culture, with excellent support from staff at several different levels. This ensured that the team was able to provide a quality response for requests for forecasting and system assessment STTA, as well as the procurement and in country distribution of malaria commodities.

Highlights include—

- Established the malaria team, including recruitment of the director and three other new staff including two from subcontractors.
- Ensured that TO1 field teams and field management were able to support TO3 requirements as these emerged in existing project countries.
- Established, staffed, and trained the Transportation Logistics Group in record time.
- Worked closely with the USAID PMI team to understand their requirements, objectives, priorities, and concerns; ensured that these are being met effectively.
- Worked with USAID Missions in 13 African countries to prepare for activities in the present financial year and next financial year.
- Established excellent working relations with MSH's RPM Plus project, including one very successful joint mission to Malawi and the exchange of program information on other PMI countries, such as Rwanda and Angola.
- Rapidly scaled up procurement mechanisms and processes, including standard order forms for different types of commodities and standard OAA approval document sets to expedite responses.
- Established and implemented a process for prequalifying vendors, resulting in arrangements with six net manufacturers and six RDT manufacturers to ensure a quick turnaround to procurement requests.
- To respond to emergencies, put in place a revolving loan fund to expedite shipments to PMI countries in advance of receipt of field support from those countries. This was used to expedite the shipment of LLINs to Benin and the purchase of AS+AQ for Liberia.
- Set up the ORION MIS to handle the essential procurement and shipping actions for malaria commodities.
- Procured commodities worth $9,223,398, with $5,141,328 worth of commodities delivered in FY2007 to Benin, Malawi, Mali, and Tanzania; the remainder are scheduled for delivery to Liberia, Malawi, and Angola in early FY2008.
- Adjusted to the increased demands to provide STTA support in a variety of areas.
- With short notice, mobilized a joint team with RPM Plus to check storage and design the distribution plan that was successfully implemented to reach 565 out of 566 SDPs in Malawi for the national ACT launch.

- Managed a rapid response to the emerging need for pre-shipment inspections for drugs, bed nets and post-shipment inspection for RDTs.
- Developed 26 SOPs for QA covering drugs, bed nets, and RDTs, including pre- and post-shipment inspection procedures.
- In Mozambique, assessed the logistics capacity supporting the national malaria program and conducted the national quantification for Coartem and second line AS+AQ.
- In Tanzania prepared an assessment of the Medical Stores Department management capacity for malaria commodities.
- Started development of a standard quantification methodology for malaria products in the absence of consumption data.

These accomplishments represent the combined efforts of hundreds of individuals and a number of organizations: USAID Missions; Ministries of Health, and National Malaria Control Programs; the project staff, with special acknowledgement for the sterling contributions of the field offices; the 10 partners who comprise the expanded TO3 team; and other agencies, such as MSH, the American Red Cross, WHO and Population Services International. Of special note is the support provided by the USAID/PMI team in Washington D.C., who first designed the scope of work for this task order and then provided clear guidance on their expectations and requirements.

IMPLEMENTATION ISSUES AND SUGGESTED SOLUTIONS

As with any new project, there were a number of implementation issues, many of which have already been resolved. Finding solutions to the remaining problems is a high priority for the next six-month reporting period. Issues encountered included—

Staff recruitment. As part of the larger project, Task Order 3 had immediate access to other IQC teams, including Finance, Procurement, and Communications. A task order director was also available as soon as the contract was signed. Bringing on board some of the other staff posed problems. In spite of two rounds of recruitment, the TO has not yet identified a technical director who meets the criteria. Two other full-time team members, the procurement coordinator and the procurement specialist, were not able to join the team in Washington D.C. until late September due to the lengthy visa process.

In looking at Mission requests and how the Malaria Task Order is evolving, it is not as clear that a full-time malariologist is needed for the technical director position. More critical is the need for supply chain management expertise and a full-time person to oversee the country-level technical assistance activities. The proposed solution is to hire a supply chain management advisor and a person with a background in malaria programming to oversee the country-level activities. If additional malaria expertise is needed, short-term consultants would be hired, as needed.

Negotiating preliminary agreements with vendors. The procurement unit found it a challenge to open discussions with potential vendors without being able to offer details on anticipated volume of orders, destinations for the commodities, and information on what type of procurement budget was available. The negotiating skills of the procurement manager and other staff resolved this potential bottleneck; as orders began to come in, it became less of an issue.

OAA approvals and waivers. In general, OAA was very responsive to requests for procurement approvals. However, in some instances the approval process was lengthy, taking up to a month on one occasion. We expect the volume of procurement for the next fiscal year to double. To ensure that TO3 can meet procurement requests in a timely fashion, OAA may need additional resources to deal with this anticipated increase.

Funding availability. In some cases, Missions put in orders for commodities before money was available to be obligated to the task order. Although vendors were willing to hold an order for a certain period of time, the procurement team could not always guarantee that a particular commodity would be ready to ship immediately once funding came through. Suggested solutions include increasing the revolving emergency fund to a minimum of $2,000,000 and obligating FY2008 funds earlier in the first quarter.

Availability of qualified personnel for STTA. The supply of staff and consultants with supply chain management expertise available to respond on short notice to Mission requests for strengthening logistics systems is finite. The experts who are known in this field are booked at least six months in advance. This reality could impede the task order's ability to respond to urgent requests for assistance. To remedy this constraint, TO3 proposes to hire a full-time supply chain management specialist who would be available to respond directly to requests and to train others in supply chain management for malaria commodities. In addition, a priority for

the first quarter of FY2008 will be to further develop the roster of available advisors and consultants.

Quality assurance requirements. Providing safe and effective malaria commodities is a cornerstone of the Malaria Task Order. The team encountered three challenges in implementing quality assurance measures. First, expectations for QA were not clearly delineated at the beginning and, in fact, continue to evolve. This requires agility on the part of the TO3 partners who comprise the QA team. Second, organizations that specialize in quality assurance and quality control are accustomed to a different pace, taking time to cover all possible steps in determining the safety and effectiveness of products. The requirements of TO3, specifically the urgency of many of the procurement requests, demand greater agility from the TO3 partners on the QA team. Third, comprehensive, tested, and widely accepted standards and guidelines for measuring quality are not yet available for some of the commodities being procured, specifically LLINs and RDTs.

To address these implementation challenges, the QA partners were required to adjust to a more rapid pace for doing business. To better understand the QA issues and concerns of the client, the QA manager and other team members maintained a continual dialogue with USAID/PMI and regularly researched current quality concerns with the various types of malaria commodities. Finally, the Quality Assurance Group developed a set of SOPs, drawing on their own expertise and the experience of WHO and UNICEF. Although the team successfully addressed these challenges in the short run, it is clear that QA for malaria commodities will continue to present additional implementation issues, requiring that increased effort and resources be devoted to this critical component.

Varying levels of experience with the procurement process. The TO3 team works with a wide variety of people, many of whom have relatively little experience in procurement and may not be familiar with U.S. Government regulations, the number of steps an order must go through before delivery, or the need for clear technical specifications to ensure that the right product is ordered. In addition, the ultimate recipients of these orders are usually ministries of health or national malaria control programs that have their own requirements and expectations and may also have a limited understanding of the complexities of procurement under USAID requirements. This situation can result in orders being delayed as clients modify their request or, worse, the wrong product being ordered.

A related challenge is that Missions and NMCP may have unrealistic expectations for delivery of the commodities. It is not always possible to ship commodities in one vehicle to these locations due to limited flights, or that a country is landlocked and overland transportation must be organized.

The solution to these implementation issues will be to continue to provide more information and guidelines to all concerned and to maintain a continuous dialogue during the procurement process. The development of additional written material for distribution to the field will be a priority for the next reporting period. Another solution is to work with the PMI programs to plan their procurement needs, based on their MOPs. In this way, commodity needs can be anticipated and planned for well in advance.

Availability of country-specific information for procurement and delivery. Much of the information needed to facilitate procurement and expedite clearance was not readily available,

making the completion of the country-specific information sheets and freight forwarding guidelines difficult. This general information should be collected proactively before Missions make their procurement requests. The malaria team will make a concerted effort in the first half of FY2008 to gather this critical information to facilitate a smoother procurement process and to ensure that the commodities are available at SDPs as quickly as possible.

Coordination for shipment planning. According to the principal partner for freight forwarding, TO3 could obtain better shipping efficiencies (lower cost, increased client satisfaction, decreased transit time) if complete shipping information, such as pickup date, pickup location, and shipment size was more readily available earlier in the procurement process. One solution to be explored in the next quarter is the formation of a Shipment Planning Team whose mandate would be to ensure that those responsible for transportation logistics and those responsible for procurement have access to all the required shipping information early in the process.

PLANNED PERFORMANCE OBJECTIVES FOR NEXT SIX MONTHS

The review of the draft FY2008 workplan is ongoing and, following discussions with USAID, will be finalized in early FY2008. At a minimum, in the next six months the malaria team will—

- Finalize life-of-project performance indicators and refine the plan for collection of data.
- Prepare a procurement plan based on the FY2008 MOPs.
- Develop a STTA plan for Missions requesting assistance.
- Complete staff recruitment and orientation.
- Roll out ORION releases 2.0 and 2.1.
- Update the quality assurance strategy.
- Finalize a draft set of guidelines for end user verification, to be used at the Mission level.

APPENDICES

A. PROCUREMENT DOCUMENTS

A1. Order Processing Flow

A2. Expressions of Interest

A3. Order Forms

A4. Value of Commodities Shipped by Country

A5. Malaria Commodities Shipped by Country and Category (Units)

B. SHIPPING DOCUMENTS (Examples)

B1. Country-specific Shipping Instructions

B2. Country-specific Export Operations

C. MALAWI: POWERPOINT PRESENTATION

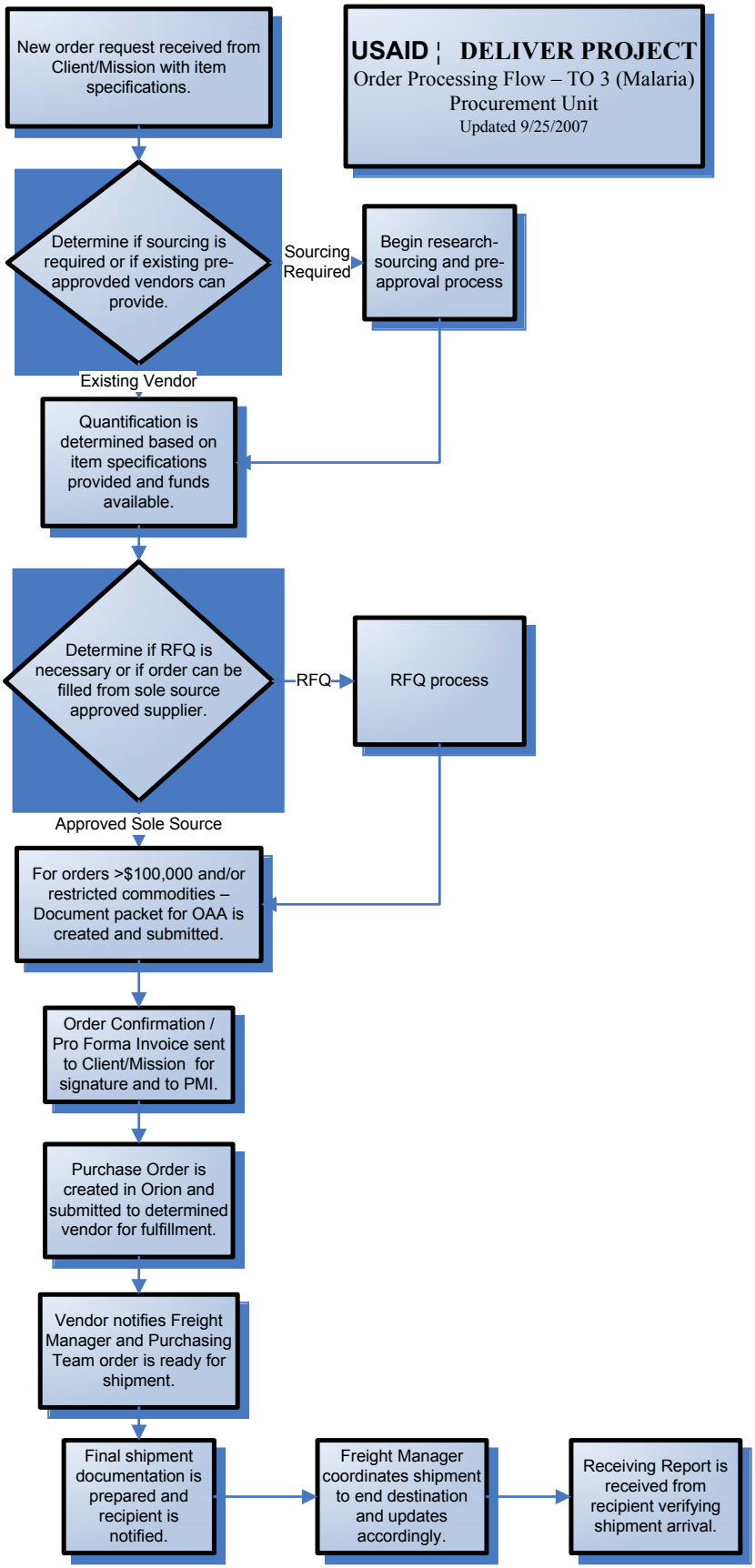
D. QUALITY ASSURANCE SOPs (Separate Binder)

D1. Long-lasting Insecticide-treated Nets

D2. Rapid Diagnostic Tests

D3. Pharmaceutical Drugs

APPENDIX A1: ORDER PROCESSING FLOW



APPENDIX A2: EXPRESSIONS OF INTEREST
LLINS

Country:	Global
Authority:	USAID Contract number GPO-I-03-06-00007-00
Source/Origin:	Geographic Code 935
Purchaser:	John Snow, Inc. Attn: Miguel Jaureguizar 1616 N. Fort Myer Drive 11th Floor Arlington, VA 22209-3100

Expression of Interest No.:	MAL 07-01
Response Deadline:	05:00 PM EDT Jun 1, 2007

John Snow, Inc. is requesting Expressions of Interest from suitably qualified manufacturers of Long Lasting Insecticide Treated Bednets (LLIN).

The purpose of this request is to pre-qualify manufacturers of LLIN's for procurement under the USAID | DELIVER PROJECT as part of an annual review of the LLIN market.

Only product from successfully pre-qualified manufacturers will be considered for procurement. Requests for Quote (RFQ's) will be issued to all pre-qualified manufacturers according to project demand.

The authorized USAID Geographic Code for the USAID | DELIVER PROJECT is 935.

The pre-qualification criteria will be available free of charge, and can be obtained by emailing mjaureguizar@jsi.com or from http://deliver.jsi.com

Phone requests will not be honored.

RDTs

Country: Global
Authority: USAID Contract number GPO-I-03-06-00007-00
Source/Origin: Geographic Code 935
Purchaser: John Snow, Inc.
Attn: Miguel Jaureguizar
1616 N. Fort Myer Drive 11th Floor
Arlington, VA 22209-3100

Expression of Interest No.: MAL 07-02
Response Deadline: 05:00 PM EDT Jun 8, 2007

John Snow, Inc. is requesting Expressions of Interest from suitably qualified manufacturers of Malaria Rapid Diagnostic Test Kits.

The purpose of this request is to pre-qualify manufacturers of Malaria Rapid Diagnostic Tests for procurement under the USAID | DELIVER PROJECT as part of an annual review of the Malaria RDT market.

Only product from successfully pre-qualified manufacturers will be considered for procurement. Requests for Quote (RFQ's) will be issued to all pre-qualified manufacturers according to project demand.

The authorized USAID Geographic Code for the USAID | DELIVER PROJECT is 935. However certain additional restrictions apply for pharmaceuticals

The pre-qualification criteria will be available free of charge, and can be obtained by emailing mjaureguizar@jsi.com or from http://deliver.jsi.com

Phone requests will not be honored.

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Task Order 3 - Malaria

TITLE:	DOCUMENT No.:	Requesting Country:	Date:
Commodity Procurement Information Request	DEL-PRO-COMM-03		

PURPOSE

The purpose of this document is to provide product, consignee and country information necessary for procurement, freight, inland clearing and handling. Additionally, all information indicated will be used to create a request for quote and sent to all USAID | DELIVER PROJECT prequalified manufacturers that meet the specifications.

Costs will be provided to you on the basis of the information you provide and will include costs for the commodities and shipping and handling. S&H costs include estimated freight, insurance, clearance, pre-shipment inspection and surcharge. Surcharge is calculated as follows: total cost of commodities, freight, insurance, clearance, pre-shipment inspection multiplied by 5.5%.

Product Information

Please indicate item(s) needed below. If a variation from the standard item is needed, please provide details of your preferred specifications.

Item Number	Item Name	Quantity	Variation Required (please provide rationale)
NOTE : For Quantity please specify whether the number entered is for units, packs, kits, treatments or other unit of measure			

Packaging and Labeling Requirements

Please review and indicate your acceptance or otherwise provide details of your preferred specifications

Task Order	Standard Label Specifications	Accepted (Please check box)	Variation Required (please provide rationale)
TO - 3	Tertiary (outer shipping unit) packaging, on three adjacent sides with the PMI Logo.		

Delivery Information

Delivery information must be complete in order to fulfill order request. (However, if this information is not yet known, please send this form in with the above information filled in so order preparation can begin.)

Ship To:			
Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
Consign To: (Please state whether Consignee will arrange Customs clearance – if not please give details of responsible party in the Special Delivery Instructions below)			
Agency Name:			
Contact Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
e-mail:		Phone:		Fax #:	
Desired Delivery Date:			
Special Delivery Instructions (optional):			

Signed (by requesting mission/organization)

Name	Title
Signature	Date

Countersigned (by the recipient organization e.g. Ministry of Health, Malaria Control Program)

Name	Title
Signature	Date
Name of Requesting/Recipient Organization	Official Stamp

USAID | DELIVER PROJECT
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Task Order 3- MALARIA

TITLE:	DOCUMENT No.:	Requesting Country:	Date:
Commodity Procurement Information Request	DEL-PRO-COMM-01		

PURPOSE

The purpose of this document is to provide product, consignee and country information necessary for procurement, freight, inland clearing and handling. Additionally, all information indicated will be used to create a request for quote and sent to all USAID │ DELIVER PROJECT prequalified manufacturers that meet the specifications.

Costs will be provided to you on the basis of the information you provide and will include costs for the commodities and shipping and handling. S&H costs include estimated freight, insurance, clearance, pre-shipment inspection and surcharge. Surcharge is calculated as follows: total cost of commodities, freight, insurance, clearance, pre-shipment inspection multiplied by 5.5%.

Product Information

Please review and indicate your acceptance or otherwise provide details of your preferred specifications

	Standard Specifications	**Accepted** (Please check box)	**Variation Required (please provide rationale)**
Net material:	Polyethylene or Polyester *(Please check box if either material is acceptable. If not, please indicate which material is required.)*		
Net shape:	Rectangular		
Colors:	White		
Impregnation:	Long lasting ITNs		
Impregnation insecticide:	Any WHOPES recommended impregnation insecticide		
Dimensions:	*See below for product list. Please indicate size required in next box.*		

Packaging and Labeling Requirements

Please review and indicate your acceptance or otherwise provide details of your preferred specifications

	Standard Specifications	**Accepted** (Please check box)	**Variation Required (please provide rationale)**
Markings:	Bale (tertiary packaging), on three adjacent sides with the PMI Logo.		

USAID | DELIVER PROJECT
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Delivery Information

Delivery information must be complete in order to fulfill order request. (However, if this information is not yet known, please send this form in with the above information filled in so order preparation can begin.)

Ship To:			
Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
Consign To: (Please state whether the Consignee will arrange Customs clearance – if not please give details of responsible party in the Special Delivery Instructions below)			
Agency Name:			
Contact Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
e-mail:		Phone:		Fax #:	
Desired Order Quantity:		**Desired Delivery Date:**	
Special Delivery Instructions (optional):			

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LLIN Product List						
Material	**Insecticide**	**Strength**	**Size**	**Color**	**Shape**	**Ordering Unit**
Polyethylene	Permethrin	150 denier	100cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Permethrin	150 denier	130cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Permethrin	150 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Permethrin	150 denier	190cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Alpha-cypermethrin	145 denier	70cm x 150cm x 180cm	White	Rectangular	Piece
Polyethylene	Alpha-cypermethrin	145 denier	100cm x 150cm x 180cm	White	Rectangular	Piece
Polyethylene	Alpha-cypermethrin	145 denier	130cm x 150cm x 180cm	White	Rectangular	Piece
Polyethylene	Alpha-cypermethrin	145 denier	160cm x 150cm x 180cm	White	Rectangular	Piece
Polyethylene	Alpha-cypermethrin	145 denier	190cm x 150cm x 180cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	130cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	130cm x 180cm x 170cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	160cm x 180cm x 170cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	190cm x 180cm x 150cm	White	Rectangular	Piece
Polyethylene	Deltamethrin	100 denier	190cm x 180cm x 170cm	White	Rectangular	Piece
Polyester	Deltamethrin	75 denier	70cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	75 denier	100cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	75 denier	130cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	75 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	75 denier	190cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	100 denier	70cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	100 denier	100cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	100 denier	130cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	100 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Deltamethrin	100 denier	190cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Alpha-cypermethrin	75 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Alpha-cypermethrin	75 denier	190cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Alpha-cypermethrin	100 denier	160cm x 180cm x 150cm	White	Rectangular	Piece
Polyester	Alpha-cypermethrin	100 denier	190cm x 180cm x 150cm	White	Rectangular	Piece

NOTE: The USAID | DELIVER PROJECT has pre-qualified the following six LLIN manufacturers:

BASF	-	Interceptor ®
Bestnet Europe (Intection)	-	Netprotect ®
Clarke Mosquito	-	DuraNet ®
Sumitomo Chemical	-	Olyset ®
Tana Netting	-	DawaPlus ®
Vestergaard Frandsen	-	PermaNet ®

All of these manufacturers have, as a minimum, WHOPES Stage I approval. Please give below a brief statement confirming the WHOPES status LLIN that is required and the reason why – e.g. National Malaria Control Program standards require a WHOPES level of _____

Signed (by requesting mission/organization)

_____ _____

Name Title

_____ _____

Signature Date

Countersigned (by the recipient organization e.g. Ministry of Health, Malaria Control Program)

_____ _____

Name Title

_____ _____

Signature Date

_____ _____

Name of Requesting/Recipient Organization Official Stamp

USAID | DELIVER PROJECT
FROM THE AMERICAN PEOPLE

Task Order 3 - Malaria

TITLE:	DOCUMENT No.:	Requesting Country:	Date:
Commodity Procurement Information Request	DEL-PRO-COMM-02		

PURPOSE

The purpose of this document is to provide product, consignee and country information necessary for procurement, freight, inland clearing and handling. Additionally, all information indicated will be used to create a request for quote and sent to all USAID | DELIVER PROJECT prequalified manufacturers that meet the specifications.

Costs will be provided to you on the basis of the information you provide and will include costs for the commodities and shipping and handling. S&H costs include estimated freight, insurance, clearance, pre-shipment inspection and surcharge. Surcharge is calculated as follows: total cost of commodities, freight, insurance, clearance, pre-shipment inspection multiplied by 5.5%.

Product Information

Please indicate item(s) needed below. If a variation from the standard item is needed, please provide details of your preferred specifications.

Item Number	Item Name	Quantity No of tests	Variation Required (please provide rationale)
NOTE : Tests are normally supplied in kits of 25 or 50 tests each, dependant upon the manufacturer			

Packaging and Labeling Requirements

Please review and indicate your acceptance or otherwise provide details of your preferred specifications

Task Order	Standard Label Specifications	Accepted (Please check box)	Variation Required (please provide rationale)
TO - 3	Tertiary (outer shipping unit) packaging, on three adjacent sides with the PMI Logo.		

Delivery Information

Delivery information must be complete in order to fulfill order request. (However, if this information is not yet known, please send this form in with the above information filled in so order preparation can begin.)

Ship To:			
Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
Consign To: **(Please state whether Consignee will arrange Customs clearance – if not please give details of responsible party in the Special Delivery Instructions below)**			
Agency Name:			
Contact Name:		State/Province:	
Address:		Country:	
City:		Postal Code:	
e-mail:		Phone:		Fax #:	
Desired Delivery Date:			

USAID | DELIVER PROJECT
FROM THE AMERICAN PEOPLE

Special Delivery Instructions (optional):	

NOTE: The USAID | DELIVER PROJECT has pre-qualified the following six RDT manufacturers:

Access Bio	-	CareStart ®
ICT South Africa	-	Malaria Pf ®
Inverness Medical	-	BinaxNOW ®
Orchid Biomedical Systems	-	ParaCheck ®
Span Diagnostics	-	ParaHIT ®
Standard Diagnostics	-	Bioline ®

All of these manufacturers have, as a minimum, provided evidence of satisfactory GMP. If you have stated a preference for a particular RDT please give below a brief statement of explanation for your choice.

Signed (by requesting mission/organization)

Name _____ Title _____

Signature _____ Date _____

Countersigned (by the recipient organization e.g. Ministry of Health, Malaria Control Program)

Name _____ Title _____

Signature _____ Date _____

Name of Requesting/Recipient Organization _____ Official Stamp _____

APPENDIX A4: VALUE OF COMMODITIES SHIPPED BY COUNTRY (USD)

Sum of Commodity Value					
Country	Recipient	Client	Sub Category	Item Description	Total
Benin	AMERICAN EMBASSY BENIN	BJ-1-US - American Embassy/Benin	Long Lasting Insecticite Treated Nets	Bed Net, Polyester, Deltamethrin, 100dn, (190x180x150), light blue, rectangular, piece	819612
Benin Total					**819612**
Malawi	USAID/LILONGWE-MALAWI	MW-2-US - USAID LILONGWE-MALAWI	Malaria Pharmaceuticals	Artemether/Lumefantrine 20mg/120mg, Pill,6x1Blister Pack, 30treatments	454990.5
				Artemether/Lumefantrine 20mg/120mg, Pill,6x2Blister Pack, 30treatments	421200
				Artemether/Lumefantrine 20mg/120mg, Pill,6x3Blister Pack, 30treatments	617058
				Artemether/Lumefantrine 20mg/120mg, Pill,6x4Blister Pack, 30treatments	1210032
Malawi Total					**2703281**
Mali	PSI MALI	ML-2-US - USAID MALI MISSION	Long Lasting Insecticite Treated Nets	Bed Net, Polyester, Deltamethrin, 100dn, (190x180x150), white, rectangular, piece	914317
Mali Total					**914317**
Tanzania	MINISTRY OF HEALTH & SOCIAL WELFARE-ZANZIBAR	TZ-2-US - USAID DAR ES SALAAM, TANZANIA	Rapid Diagnostic Test Kit	Test, Rapid Diagnostic Malaria, pf Device, Cassette, Kit 25tests	93000
	PYRAMID PHARMA LIMITED	TZ-2-US - USAID DAR ES SALAAM, TANZANIA	Malaria Pharmaceuticals	Artemether/Lumefantrine 20mg/120mg, Pill,6x1Blister Pack, 30treatments	76950
				Artemether/Lumefantrine 20mg/120mg, Pill,6x2Blister Pack, 30treatments	87723
				Artemether/Lumefantrine 20mg/120mg, Pill,6x3Blister Pack, 30treatments	87885
				Artemether/Lumefantrine 20mg/120mg, Pill,6x4Blister Pack, 30treatments	358560
Tanzania Total					**704118**
Grand Total					5141327.5

APPENDIX A5: MALARIA COMMODITIES SHIPPED BY COUNTRY AND CATEGORY (UNIT)

Sum of Quantity					
Country	Recipient	Client	Sub Category	Item Description	Total
Benin	AMERICAN EMBASSY BENIN	BJ-1-US - American Embassy/Benin	Long Lasting Insecticite Treated Nets	Bed Net, Polyester, Deltamethrin, 100dn, (190x180x150), light blue, rectangular, piece	150000
Benin Total					**150000**
Malawi	USAID/LILONGWE-MALAWI	MW-2-US - USAID LILONGWE-MALAWI	Malaria Pharmaceuticals	Artemether/Lumefantrine 20mg/120mg, Pill,6x1Blister Pack, 30treatments	33703
				Artemether/Lumefantrine 20mg/120mg, Pill,6x2Blister Pack, 30treatments	15600
				Artemether/Lumefantrine 20mg/120mg, Pill,6x3Blister Pack, 30treatments	15236
				Artemether/Lumefantrine 20mg/120mg, Pill,6x4Blister Pack, 30treatments	22408
Malawi Total					**86947**
Mali	PSI MALI	ML-2-US - USAID MALI MISSION	Long Lasting Insecticite Treated Nets	Bed Net, Polyester, Deltamethrin, 100dn, (190x180x150), white, rectangular, piece	169800
Mali Total					**169800**
Tanzania	MINISTRY OF HEALTH & SOCIAL WELFARE-ZANZIBAR	TZ-2-US - USAID DAR ES SALAAM, TANZANIA	Rapid Diagnostic Test Kit	Test, Rapid Diagnostic Malaria, pf Device, Cassette, Kit 25tests	6000
	PYRAMID PHARMA LIMITED	TZ-2-US - USAID DAR ES SALAAM, TANZANIA	Malaria Pharmaceuticals	Artemether/Lumefantrine 20mg/120mg, Pill,6x1Blister Pack, 30treatments	5700
				Artemether/Lumefantrine 20mg/120mg, Pill,6x2Blister Pack, 30treatments	3249
				Artemether/Lumefantrine 20mg/120mg, Pill,6x3Blister Pack, 30treatments	2170
				Artemether/Lumefantrine 20mg/120mg, Pill,6x4Blister Pack, 30treatments	6640
Tanzania Total					**23759**
Grand Total					430506

1.0 CONTENTS

2.0	Destination Country Holiday Schedule	(Go to)
3.0	Origin Office Instructions	(Go to)
4.0	Documentation Requirements	(Go to)
5.0	Consignment Instructions	(Go to)
6.0	Routing Instructions, INCOTERMS, & Rates	(Go to)
7.0	Pre-Alert Requirements	(Go to)
8.0	Destination UPS/Agent Office Instructions	(Go to)
9.0	Destination UPS/Agent Office Location and Contact Information	(Go to)
10.0	FGV Required Milestones	(Go to)
11.0	Contact Information (UPS, USAID DELIVER II Security & USAID DELIVER II In-Country Teams)	(Go to)

2.0 DESTINATION COUNTRY HOLIDAY SCHEDULE

No holiday or weekend arrivals, please.

1 Jan	New Year's Day
4 Jan	Day of the Fallen against the colonial repression
25 Jan	Luanda's Day
4 Feb	Day of the Armed Struggle
8 Mar	International Women's Day
4 Apr	Peace day
1 May	Labor Day
25 May	Africa's Day
1 Jun	International Children's Day
17 Sept	Agostinho Neto's Day and National Heroes Day
2 Nov	Day of the Dead
25 Dec	Christmas
31 Dec	New Year's Eve

3.0 ORIGIN OFFICE INSTRUCTIONS

3.1	**Receive email Pick-up Request-ASN** from Global Program Management (11.0) with copies of Required Vendor (Shipper) Required Documents (4.0) attached.	
3.2	**Contact vendor and begin pick-up/shipment process.**	
3.3	**Shipper's Reference Number**: ►Use Shipper-provided Shipper's Reference Number in E2K.	
3.4	**Prepare House & Master Waybills** as per Consignment Instructions (5.0).	
3.5	**Book flight,** as per Routing Instructions (6.0).	
3.6	**Send PRE-ALERT email**, as per the Pre-Alert Requirements (7.0). ► Email SUBJECT**:** MUST read **"PRE-ALERT ASN ###, (Origin) to (Dest)**	
3.7	**Send all ORIGINAL Required Documents (4.0) via UPS Small Package International Letter Express to UPS/Agent Destination Office (9.0).** Use USAID DELIVER II UPS account number and invoice charges to 704184548.	
3.8	**Send photocopies of all Require Documents with cargo.**	
3.9	**Track shipment to destination**. **Immediately notify entire pre-alert email list of any changes to original pre-alert**, flight plan, split shipments, and/or other matters that may affect the arrival or condition of cargo.	
3.10	**Complete the Origin Milestones updates in E2K**. **Required Origin Milestones:** 1. Pickup Date 2. Available to Ship Date (Cargo and all required docs on-hand) 3. ETD (Estimated Time of Departure from Origin Port) 4. ETA (Estimated Time of Arrival at Destination Port) 5. Shipped (Confirmed Departure Date from Origin Port)	

4.0 DOCUMENTATION REQUIREMENTS

4.1	Certificate of Analysis (only if medicines)	
4.2	Certificate of Origin - notarized and stamped by either the shipper or local Chamber of Commerce	
4.3	Commercial Invoice (include 1 original and 2 copies)	
4.4	Packing List/ Freight Instruction Sheet	
4.5	Copy of HAWB & MAWB or HBL & MBL	
4.6	**Special Angolan Requirements for Diplomatic Cargo:** 1. The shipper/exporter or freight forwarder (UPS-USA) sends the American Embassy original invoices stamped and signed by the exporter. The invoices must state the description of goods, FOB price + air freight+ Insurance and the total CIF value. 2. American Embassy must send letter to the Angolan Ministry of Foreign Affairs requesting the exemption of customs duties and all other customs house taxes and charges, and the exemption for the pre-embarking inspection of goods. 3. American Embassy sends to the freight forwarder in Luanda (José F. Aguiar Lda.) letter stamped by the Ministry of foreign Affaires and National Direction of Customs House. 4. With the letter of exemption, original invoices, Original Air way bill, cert of origin, clinical certificates, and packing list, the forwarder (J.F. Aguiar Lda.) hands over to the Custom Broker to start the customs clearance. Note that the usage of an official Custom Broker is compulsory for all goods with a value equal or superior to USD 1000 CIF. 5. The custom broker issue a Document DU (Documento Único) stating all costs involved with the customs clearance and submits DU to the Airport Customs House . For his/her services, the Custom broker invoices the importer (2 % over CIF value of goods). 6. Customs House issues an invoice named DAR (Documento De Arrecadação De Receitas) for payment. After the payment and verification of merchandise the forwarder can deliver the goods to the importer.	

Return to contents

5.0 CONSIGNMENT INSTRUCTIONS

It is imperative to avoid customs clearance delays that shipping documents be completed as detailed below.

Total pieces shipped on all Waybills must match piece count on shipper's Commercial Invoice and/or Packing List.

5.1	**Shipments to Angola**
5.1.1	The **House Waybill (HAWB or HBL)** must be addressed: Francisco Saute c/o American Embassy Rua Houari Bomedienne, #32 Luanda, ANGOLA **Consignee contact information:** Francisco Saute fsaute@usaid.gov, or Francisco.saute@gmail.com Phone: +244 222 64 1000/1051 Cell: +244 912 502 987
	► HAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase **'Diplomatic Cargo'.**
	Notify Party: Silson Global Express Angola Ltd and the UPS/Agent Destination Office (9.0)
5.1.2	The **Master Waybill (MAWB or MBL)** must be addressed: Francisco Saute c/o American Embassy Rua Houari Bomedienne, #32 Luanda, ANGOLA Notify party: JOSÉ F. AGUIAR & Ca, Lda. c/o Mr. Hélder Moura
	► MAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase **'Diplomatic Cargo'.**
5.1.3	***IMPORTANT NOTES*:** 1) Any variation from the above wording will cause the consignment to be delayed at customs. 2) Ensure the special requirements listed above (See 4.6) are met prior to shipment tender to Angola. All shipments will receive a compulsory "pre-embarking inspection" by Angolan customs. 3) Any charges (storage, demurrage, penalties, etc.) incurred at destination / destination customs resulting from the Origin Office's failure to comply with any part of these shipping instructions will be the responsibility of the origin office and payable by the origin office.

Return to contents

6.0 ROUTING INSTRUCTIONS, INCOTERMS, & RATES

6.1	**PREFERRED SHIPMENT ROUTING**	
	6.1.1	To ensure that USAID DELIVER II shipments are expeditiously and securely moved, the following routings are to be followed. Deviation from these routings must be approved by USAID DELIVER II Global Freight Manager or Global Freight Coordinator (See Global Program Management (11.0)).
	6.1.2	**Air Shipments** ***(Please, no weekend or local holidays arrivals)*** Primary Carrier : TBD Freq : TBD Routing : TBD
	6.1.3	**Ocean Shipments** Ad hoc – please contact Global Program Management (11.0)
6.2	**INCOTERMS: DDP**	
6.3	**RATES:** For missing rates or ad hoc rate approval contact Global Program Management (11.0).	

7.0 PRE-ALERT REQUIRMENTS

To ensure that USAID DELIVER II shipments are expeditiously cleared and secured, a pre-alert must be sent a minimum of **36 hours** prior to shipment arrival.

7.1	**The pre-alert email message must include the following items:** 1. Scanned copies of all Required Documents (4.0) must be attached. 2. Flight summary details 3. Any special handling notes	
7.2	►Pre-alert email MUST be addressed: **SUBJECT: "PRE-ALERT ASN ###, (Origin) to (Dest)"**	
7.3	Send pre-alert email to all of the following: Carle.gary@ups-scs.com timxdavis@ups-scs.com cafful@ups-scs.com dthompsonmensah@ups-scs.com tmacedo@jfaguiar.ebonet.net hmoura@jfaguiar.ebonet.net	

Return to contents

8.0 DESTINATION UPS/AGENT OFFICE INSTRUCTIONS

8.1	**Receive Pre-alert email message from Origin Office** with scanned documents to begin pre-clearance process, if possible.	
8.2	**Receive UPS Small Package International Letter Express from Origin Office** with original required documents. Check Required Documents (4.0) for accuracy and completeness.	
8.3	**Upon cargo arrival, clear shipment through customs and deliver to consignee.**	
8.4	**Secure signed and dated Proof of Delivery (POD) from consignee – prefer POD on HAWB.**	
8.5	**Complete the Destination Milestones updates** directly in E2K or use "Import Form for E2K Agents" and forward same to designated UPS SCS office for E2K Milestone entry. **Required Destination Milestones (10.0)** 1. Confirmed/Actual Arrival Date 2. Doc's to Broker Date & Time (if UPS/Agent not broker) 3. In Customs Date & Time 4. Cleared Customs Date & Time 5. Delivery Date & Time 6. POD Name	
8.6	**Send POD Email with scanned copies of signed and date HAWB/HBL and/or POD document** to Global Program Management Team (See Contact Information - 11.0). ► Email SUBJECT: MUST read **"POD ASN ###, (Origin) to (Dest)"**	

Return to contents

9.0 DESTINATION UPS/AGENTOFFICE

J.F. Aguiar & Ca Lda
Av 4 de Fevereiro, 48,
1 Andar, Luanda, ANGOLA

Telephone: + 244 332792
Mobile: 244 912549754
Fax: 24422 332788
E-mail:
tmacedo@jfaguiar.ebonet.net
hmoura@jfaguiar.ebonet.net

10.0 REQUIRED FGV MILESTONES

Return to contents

FGV Description Display - OLD	Description	FGV Description Display - NEW	Origin/Dest
PICK-UP/GOODS COLLECTED	Cargo Picked up by UPS	Received into UPS-SCS Possession	Origin
DATE AVAILABLE TO SHIP	All required docs and cargo on-hand	Date Available to Ship	Origin
ETD OF SCHEDULED DEPARTURE FROM ORIGIN	Date & Time of booked departure	ETD of Scheduled Departure	Origin
ETA OF SCHEDULED ARRIVAL AT FINAL NAMED PORT	Date & time of booked arrival	ETA of Scheduled Arrival	Origin
SHIPPED	Actual Shipment	Confirmed Departure	Origin
ARRIVED AT DESTINATION PORT	Actual Arrival	Actual Arrival	Destination
DOCS DELIVERED TO BRKR/CNEE (conditional with 139 and TBD)	Doc turnover to non-UPS Broker	Documents turned over to Clients Broker or Consignee-As DELIVERED	Destination
SHIPMENT IN CUSTOMS	Date & Time	Shipment in Customs	Destination
SHIPMENT CLEARED CUSTOMS	Date & Time	Cleared Customs	Destination
SHIPMENT DELIVERED	Date, time & POD Name	Delivered	Destination

11.0 ACCOUNT CONTACT INFORMATION

11.1 Global Program Management Team (On-site at USAID DELIVER II Corporate Office)

UPS SCS Global Program Manager / USAID DELIVER II Global Freight Manager:
Tim Davis Tel: + 703-310-5060
Email: timxdavis@ups-scs.com

UPS SCS Global Customer Support Manager / USAID DELIVER II Global Freight Coordinator:
David Thompson-Mensah Tel: 703-310-5060
Email: dthompsonmensah@ups-scs.com

11.2 USAID DELIVER II Security

Company	Contact Name	Phone Number	Mobile Number	Email

11.3 USAID DELIVER II In-Country Team (ICOM)

Key Staff	Address	Phone Number	Mobile Number	Email
NA				

11.4 USAID DELIVER II Corporate Office

1616 No. Ft. Myers Drive, 12th Floor
Arlington, VA 22209-3100 USA

Main Phone #: 571.227.8600

Return to contents

END OF DOCUMENT

1.0 CONTENTS

2.0	Destination Country Holiday Schedule	(Go to)
3.0	Origin Office Instructions	(Go to)
4.0	Documentation Requirements	(Go to)
5.0	Consignment Instructions	(Go to)
6.0	Routing Instructions, INCOTERMS, & Rates	(Go to)
7.0	Pre-Alert Requirements	(Go to)
8.0	Destination UPS/Agent Office Instructions	(Go to)
9.0	Destination UPS/Agent Office Location and Contact Information	(Go to)
10.0	FGV Required Milestones	(Go to)
11.0	Contact Information (UPS, USAID DELIVER II Security & USAID DELIVER II In-Country Teams)	(Go to)

2.0 DESTINATION COUNTRY HOLIDAY SCHEDULE

No holiday or weekend arrivals, please.

1 Jan	New Year's Day.
11 Feb	Armed Forces' Day.
14 Mar	Decoration Day.
15 Mar	J J Roberts' Birthday.
12 Apr	National Redemption Day.
13 Apr	Fast and Prayer Day.
14 May	National Unification Day.
25 May	Africa Day.
26 Jul	Independence Day.
24 Aug	Flag Day.
1 Nov	Thanksgiving Day.
29 Nov	President Tubman's Birthday.
25 Dec	Christmas Day.

3.0 ORIGIN OFFICE INSTRUCTIONS

3.1	**Receive email Pick-up Request-ASN** from Global Program Management (11.0) with copies of Required Vendor (Shipper) Required Documents (4.0) attached.	
3.2	**Contact vendor and begin pick-up/shipment process.**	
3.3	**Shipper's Reference Number**: ►Use Shipper-provided Shipper's Reference Number in E2K.	
3.4	**Prepare House & Master Waybills** as per Consignment Instructions (5.0).	
3.5	**Book flight,** as per Routing Instructions (6.0).	
3.6	**Send PRE-ALERT email**, as per the Pre-Alert Requirements (7.0). ► Email SUBJECT**:** MUST read **"PRE-ALERT ASN ###, (Origin) to (Dest)**	
3.7	**Send all ORIGINAL Required Documents (4.0) via UPS Small Package International Letter Express to UPS/Agent Destination Office (9.0).** Use USAID DELIVER II UPS account number and invoice charges to 704184548.	
3.8	**Send photocopies of all Require Documents with cargo.**	
3.9	**Track shipment to destination**. **Immediately notify entire pre-alert email list of any changes to original pre-alert**, flight plan, split shipments, and/or other matters that may affect the arrival or condition of cargo.	
3.10	**Complete the Origin Milestones updates in E2K**. **Required Origin Milestones:** 1. Pickup Date 2. Available to Ship Date (Cargo and all required docs on-hand) 3. ETD (Estimated Time of Departure from Origin Port) 4. ETA (Estimated Time of Arrival at Destination Port) 5. Shipped (Confirmed Departure Date from Origin Port)	

4.0 DOCUMENTATION REQUIREMENTS

4.1	Certificate of Analysis (only if medicines)	
4.2	Certificate of Origin - Non-Certified	
4.3	Commercial Invoice (include 1 original and 2 copies)	
4.4	Packing List/ Freight Instruction Sheet	
4.5	Copy of HAWB & MAWB or HBL & MBL	
4.5	Donation Certificate – send original donation certificate to destination	
	Send copies of invoice, donation certificate, pack list, MAWB in order to start duty free process.	

Return to contents

5.0 CONSIGNMENT INSTRUCTIONS

It is imperative to avoid customs clearance delays that shipping documents be completed as detailed below.

Total pieces shipped on all Waybills must match piece count on shipper's Commercial Invoice and/or Packing List.

5.1	**Shipments to Liberia**
5.1.1	The **House Waybill (HAWB or HBL)** must be addressed: National Drug Service Attn Mr Tom Gulley JFK Compound Sinkor Monrovia Montserrado County +231 6 523 530
	► HAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase 'Pharmaceuticals'.
	Notify Party: Silson Global Express Liberia Ltd and the UPS/Agent Destination Office (9.0)
5.1.2	The **Master Waybill (MAWB or MBL)** must be addressed: SILSON GLOBAL BUSINESS LIBERIA LTD YES TRANSPORT BUILDING CAMP JOHNSON ROAD, MONROVIA Liberia +231 77003399 / +231 6925921
	► MAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase 'Pharmaceuticals'.
	Notify Party: Silson Global Express Liberia Ltd and the UPS/Agent Destination Office (9.0)
5.1.3	***IMPORTANT NOTES*:** 1) Any variation from the above wording will cause the consignment to be delayed at customs. 2) Any charges (storage, demurrage, penalties, etc.) incurred at destination / destination customs resulting from the Origin Office's failure to comply with any part of these shipping instructions will be the responsibility of the origin office and payable by the origin office.

Return to contents

6.0 ROUTING INSTRUCTIONS, INCOTERMS, & RATES

6.1	**PREFERRED SHIPMENT ROUTING**	
	6.1.1	To ensure that USAID DELIVER II shipments are expeditiously and securely moved, the following routings are to be followed. Deviation from these routings must be approved by USAID DELIVER II Global Freight Manager or Global Freight Coordinator (See Global Program Management (11.0)).
	6.1.2	**Air Shipments** ***(Please, no weekend or local holidays arrivals)*** Primary Carrier : KQ Freq : 2.4.5.7 B767 commercial flight Routing : CAN-DXB-NBO-MLW
	6.1.3	**Ocean Shipments** Ad hoc – please contact Global Program Management (11.0)
6.2	**INCOTERMS: DDP**	
6.3	**RATES:** For missing rates or ad hoc rate approval contact Global Program Management (11.0).	

7.0 PRE-ALERT REQUIRMENTS

To ensure that USAID DELIVER II shipments are expeditiously cleared and secured, a pre-alert must be sent a minimum of **36 hours** prior to shipment arrival.

7.1	**The pre-alert email message must include the following items:** 1. Scanned copies of all Required Documents (4.0) must be attached. 2. Flight summary details 3. Any special handling notes	
7.2	►Pre-alert email MUST be addressed: **SUBJECT: "PRE-ALERT ASN ###, (Origin) to (Dest)"**	
7.3	Send pre-alert email to all of the following: Carle.gary@ups-scs.com timxdavis@ups-scs.com cafful@ups-scs.com dthompsonmensah@ups-scs.com g_g22@yahoo.com jmccalfee@ups.com	

Return to contents

8.0 DESTINATION UPS/AGENT OFFICE INSTRUCTIONS

8.1	**Receive Pre-alert email message from Origin Office** with scanned documents to begin pre-clearance process, if possible.	
8.2	**Receive UPS Small Package International Letter Express from Origin Office** with original required documents. Check Required Documents (4.0) for accuracy and completeness.	
8.3	**Upon cargo arrival, clear shipment through customs and deliver to consignee.**	
8.4	**Secure signed and dated Proof of Delivery (POD) from consignee – prefer POD on HAWB.**	
8.5	**Complete the Destination Milestones updates** directly in E2K or use "Import Form for E2K Agents" and forward same to designated UPS SCS office for E2K Milestone entry. **Required Destination Milestones (10.0)** 1. Confirmed/Actual Arrival Date 2. Doc's to Broker Date & Time (if UPS/Agent not broker) 3. In Customs Date & Time 4. Cleared Customs Date & Time 5. Delivery Date & Time 6. POD Name	
8.6	**Send POD Email with scanned copies of signed and date HAWB/HBL and/or POD document** to Global Program Management Team (See Contact Information - 11.0). ► Email SUBJECT: MUST read **"POD ASN ###, (Origin) to (Dest)"**	

Return to contents

9.0 DESTINATION UPS/AGENTOFFICE

SILSON GLOBAL BUSINESS LIBERIA LTD YES TRANSPORT BUILDING
CAMP JOHNSON ROAD, MONROVIA
Liberia
+231 77003399 / +231 6925921

10.0 REQUIRED FGV MILESTONES

Return to contents

FGV Description Display - OLD	Description	FGV Description Display - NEW	Origin/Dest
PICK-UP/GOODS COLLECTED	Cargo Picked up by UPS	Received into UPS-SCS Possession	Origin
DATE AVAILABLE TO SHIP	All required docs and cargo on-hand	Date Available to Ship	Origin
ETD OF SCHEDULED DEPARTURE FROM ORIGIN	Date & Time of booked departure	ETD of Scheduled Departure	Origin
ETA OF SCHEDULED ARRIVAL AT FINAL NAMED PORT	Date & time of booked arrival	ETA of Scheduled Arrival	Origin
SHIPPED	Actual Shipment	Confirmed Departure	Origin
ARRIVED AT DESTINATION PORT	Actual Arrival	Actual Arrival	Destination
DOCS DELIVERED TO BRKR/CNEE (conditional with 139 and TBD)	Doc turnover to non-UPS Broker	Documents turned over to Clients Broker or Consignee-As DELIVERED	Destination
SHIPMENT IN CUSTOMS	Date & Time	Shipment in Customs	Destination
SHIPMENT CLEARED CUSTOMS	Date & Time	Cleared Customs	Destination
SHIPMENT DELIVERED	Date, time & POD Name	Delivered	Destination

11.0 ACCOUNT CONTACT INFORMATION

11.1 Global Program Management Team (On-site at USAID DELIVER II Corporate Office)

UPS SCS Global Program Manager / USAID DELIVER II Global Freight Manager:
Tim Davis Tel: + 703-310-5060
Email: timxdavis@ups-scs.com

UPS SCS Global Customer Support Manager / USAID DELIVER II Global Freight Coordinator:
David Thompson-Mensah Tel: 703-310-5060
Email: dthompsonmensah@ups-scs.com

11.2 USAID DELIVER II Security

Company	Contact Name	Phone Number	Mobile Number	Email

11.3 USAID DELIVER II In-Country Team (ICOM)

Key Staff	Address	Phone Number	Mobile Number	Email
NA				

11.4 USAID DELIVER II Corporate Office

1616 No. Ft. Myers Drive, 12th Floor
Arlington, VA 22209-3100 USA

Main Phone #: 571.227.8600

Return to contents

END OF DOCUMENT

1.0 CONTENTS

2.0	Destination Country Holiday Schedule	(Go to)
3.0	Origin Office Instructions	(Go to)
4.0	Documentation Requirements	(Go to)
5.0	Consignment Instructions	(Go to)
6.0	Routing Instructions, INCOTERMS, & Rates	(Go to)
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11.0	Contact Information (UPS, USAID DELIVER II Security & USAID DELIVER II In-Country Teams)	(Go to)

2.0 DESTINATION COUNTRY HOLIDAY SCHEDULE

No holiday or weekend arrivals, please.

1 Jan	New Year's Day.
15 Jan	Chilembwe Day.
3 Mar	Martyrs' Day.
6 Apr	Easter.
1 May	Labor Day.
14 Jun	Freedom Day.
6 Jul	Republic Day.
8 Oct	Mothers' Day.
13 Oct	Eid al-Fitr (End of Ramadan).
25 Dec	Christmas Day.
26 Dec	Boxing Day.

3.0 ORIGIN OFFICE INSTRUCTIONS

3.1	**Receive email Pick-up Request-ASN** from Global Program Management (11.0) with copies of Required Vendor (Shipper) Required Documents (4.0) attached.	
3.2	**Contact vendor and begin pick-up/shipment process.**	
3.3	**Shipper's Reference Number**: ►Use Shipper-provided Shipper's Reference Number in E2K.	
3.4	**Prepare House & Master Waybills** as per Consignment Instructions (5.0).	
3.5	**Book flight,** as per Routing Instructions (6.0).	
3.6	**Send PRE-ALERT email**, as per the Pre-Alert Requirements (7.0). ► Email SUBJECT**:** MUST read **"PRE-ALERT ASN ###, (Origin) to (Dest)**	
3.7	**Send all ORIGINAL Required Documents (4.0) via UPS Small Package International Letter Express to UPS/Agent Destination Office (9.0).** Use USAID DELIVER II UPS account number and invoice charges to 704184548.	
3.8	**Send photocopies of all Require Documents with cargo.**	
3.9	**Track shipment to destination**. **Immediately notify entire pre-alert email list of any changes to original pre-alert**, flight plan, split shipments, and/or other matters that may affect the arrival or condition of cargo.	
3.10	**Complete the Origin Milestones updates in E2K**. **Required Origin Milestones:** 1. Pickup Date 2. Available to Ship Date (Cargo and all required docs on-hand) 3. ETD (Estimated Time of Departure from Origin Port) 4. ETA (Estimated Time of Arrival at Destination Port) 5. Shipped (Confirmed Departure Date from Origin Port)	

4.0 DOCUMENTATION REQUIREMENTS

4.1	Certificate of Analysis (only if medicines)	
4.2	Certificate of Origin - Notarized	
4.3	Commercial Invoice (include 1 original and 2 copies)	
4.4	Packing List/ Freight Instruction Sheet	
4.5	Copy of HAWB & MAWB or HBL & MBL	

Return to contents

5.0 CONSIGNMENT INSTRUCTIONS

It is imperative to avoid customs clearance delays that shipping documents be completed as detailed below.

Total pieces shipped on all Waybills must match piece count on shipper's Commercial Invoice and/or Packing List.

5.1	**Shipments to Malawi**
5.1.1	The **House Waybill (HAWB or HBL)** must be addressed: USAID LILONGWE MALAWI NICO HOUSE, CITY CENTER LILONGWE, MALAWI
	► HAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase **'Pharmaceuticals'.**
	Notify Party: Silson Global Express Malawi Ltd and the UPS/Agent Destination Office (9.0)
5.1.2	The **Master Waybill (MAWB or MBL)** must be addressed: Cargo Management Logistics Kanengo Industrial Site P.O. Box 40666, Lilongwe.Malawi.
	► MAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase **'Diplomatic Cargo'.**
	Notify Party: Cargo Management Logistics as the UPS/Agent Destination Office (9.0)
5.1.3	***IMPORTANT NOTES*:** 1) Any variation from the above wording will cause the consignment to be delayed at customs. 2) To ensure that SCMS shipments are expeditiously cleared and secured, **a pre-alert must be sent a minimum of 72 hours prior to shipment arrival.** 3) Any charges (storage, demurrage, penalties, etc.) incurred at destination / destination customs resulting from the Origin Office's failure to comply with any part of these shipping instructions will be the responsibility of the origin office and payable by the origin office.

Return to contents

6.0 ROUTING INSTRUCTIONS, INCOTERMS, & RATES

6.1	**PREFERRED SHIPMENT ROUTING**	
	6.1.1	To ensure that USAID DELIVER II shipments are expeditiously and securely moved, the following routings are to be followed. Deviation from these routings must be approved by USAID DELIVER II Global Freight Manager or Global Freight Coordinator (See Global Program Management (11.0)).
	6.1.2	**Air Shipments** ***(Please, no weekend or local holidays arrivals)*** Primary Carrier : TBD Freq : TBD Routing : TBD
	6.1.3	**Ocean Shipments** Ad hoc – please contact Global Program Management (11.0)
6.2	**INCOTERMS: DDP**	
6.3	**RATES:** For missing rates or ad hoc rate approval contact Global Program Management (11.0).	

7.0 PRE-ALERT REQUIRMENTS

To ensure that USAID DELIVER II shipments are expeditiously cleared and secured, a pre-alert must be sent a minimum of **36 hours** prior to shipment arrival.

7.1	**The pre-alert email message must include the following items:** 1. Scanned copies of all Required Documents (4.0) must be attached. 2. Flight summary details 3. Any special handling notes	
7.2	►Pre-alert email MUST be addressed: **SUBJECT: "PRE-ALERT ASN ###, (Origin) to (Dest)"**	
7.3	Send pre-alert email to all of the following: Carle.gary@ups-scs.com timxdavis@ups-scs.com cafful@ups-scs.com dthompsonmensah@ups-scs.com flemings@cmi-malawi.com Rohit@freight-in-time.com fitimp@freight-in-time.com roz@freight-in-time.com Shah.amit@emeryworld.com	

Return to contents

8.0 DESTINATION UPS/AGENT OFFICE INSTRUCTIONS

8.1	**Receive Pre-alert email message from Origin Office** with scanned documents to begin pre-clearance process, if possible.	
8.2	**Receive UPS Small Package International Letter Express from Origin Office** with original required documents. Check Required Documents (4.0) for accuracy and completeness.	
8.3	**Upon cargo arrival, clear shipment through customs and deliver to consignee.**	
8.4	**Secure signed and dated Proof of Delivery (POD) from consignee – prefer POD on HAWB.**	
8.5	**Complete the Destination Milestones updates** directly in E2K or use "Import Form for E2K Agents" and forward same to designated UPS SCS office for E2K Milestone entry. **Required Destination Milestones (10.0)** 1. Confirmed/Actual Arrival Date 2. Doc's to Broker Date & Time (if UPS/Agent not broker) 3. In Customs Date & Time 4. Cleared Customs Date & Time 5. Delivery Date & Time 6. POD Name	
8.6	**Send POD Email with scanned copies of signed and date HAWB/HBL and/or POD document** to Global Program Management Team (See Contact Information - 11.0). ► Email SUBJECT: MUST read **"POD ASN ###, (Origin) to (Dest)"**	

Return to contents

9.0 DESTINATION UPS/AGENTOFFICE

Cargo Management Logistics
Kanengo Industrial Site
P.O. Box 40666,
Lilongwe.Malawi.

Telephone: + 265 01-712335
265 01-700530 ,
265 01-700501

10.0 REQUIRED FGV MILESTONES

Return to contents

FGV Description Display - OLD	Description	FGV Description Display - NEW	Origin/Dest
PICK-UP/GOODS COLLECTED	Cargo Picked up by UPS	Received into UPS-SCS Possession	Origin
DATE AVAILABLE TO SHIP	All required docs and cargo on-hand	Date Available to Ship	Origin
ETD OF SCHEDULED DEPARTURE FROM ORIGIN	Date & Time of booked departure	ETD of Scheduled Departure	Origin
ETA OF SCHEDULED ARRIVAL AT FINAL NAMED PORT	Date & time of booked arrival	ETA of Scheduled Arrival	Origin
SHIPPED	Actual Shipment	Confirmed Departure	Origin
ARRIVED AT DESTINATION PORT	Actual Arrival	Actual Arrival	Destination
DOCS DELIVERED TO BRKR/CNEE (conditional with 139 and TBD)	Doc turnover to non-UPS Broker	Documents turned over to Clients Broker or Consignee-As DELIVERED	Destination
SHIPMENT IN CUSTOMS	Date & Time	Shipment in Customs	Destination
SHIPMENT CLEARED CUSTOMS	Date & Time	Cleared Customs	Destination
SHIPMENT DELIVERED	Date, time & POD Name	Delivered	Destination

11.0 ACCOUNT CONTACT INFORMATION

11.1 Global Program Management Team (On-site at USAID DELIVER II Corporate Office)

UPS SCS Global Program Manager / USAID DELIVER II Global Freight Manager:
Tim Davis Tel: + 703-310-5060
Email: timxdavis@ups-scs.com

UPS SCS Global Customer Support Manager / USAID DELIVER II Global Freight Coordinator:
David Thompson-Mensah Tel: 703-310-5060
Email: dthompsonmensah@ups-scs.com

11.2 USAID DELIVER II Security

Company	Contact Name	Phone Number	Mobile Number	Email

11.3 USAID DELIVER II In-Country Team (ICOM)

Key Staff	Address	Phone Number	Mobile Number	Email
NA				

11.4 USAID DELIVER II Corporate Office

1616 No. Ft. Myers Drive, 12th Floor
Arlington, VA 22209-3100 USA

Main Phone #: 571.227.8600

Return to contents

END OF DOCUMENT

This CSOP covers shipping instructions to the country of Tanzania, but does NOT include the island of Zanzibar. Zanzibar-specific instructions are covered in a separate document.

1.0 CONTENTS

2.0	Destination Country Holiday Schedule	(Go to)
3.0	Origin Office Instructions	(Go to)
4.0	Documentation Requirements	(Go to)
5.0	Consignment Instructions	(Go to)
6.0	Routing Instructions, INCOTERMS, & Rates	(Go to)
7.0	Pre-Alert Requirements	(Go to)
8.0	Destination UPS/Agent Office Instructions	(Go to)
9.0	Destination UPS/Agent Office Location and Contact Information	(Go to)
10.0	FGV Required Milestones	(Go to)
11.0	Contact Information (UPS, USAID DELIVER II Security & USAID DELIVER II In-Country Teams)	(Go to)

2.0 DESTINATION COUNTRY HOLIDAY SCHEDULE

No holiday or weekend arrivals, please.

Date	**Holiday**
1 January	New Year's Day
12 January	Revolution day Zanzibar
6 April	Good Friday
9 April	Easter Monday
26 April	Union Day
1 May	Labor Day
7 July	Sabasaba (Industry &Trade day)
8 August	Farmers Day
13 October	End of Ramadan (depending on sighting of the moon)
9 December	Independence day
25 December	Christmas Day
26 December	Boxing day

3.0 ORIGIN OFFICE INSTRUCTIONS

3.1	**Receive email Pick-up Request-ASN** from Global Program Management (11.0) with copies of Required Vendor (Shipper) Required Documents (4.0) attached.	
3.2	**Contact vendor and begin pick-up/shipment process.**	
3.3	**Shipper's Reference Number**: ►Use Shipper-provided Shipper's Reference Number in E2K.	
3.4	**Prepare House & Master Waybills** as per Consignment Instructions (5.0).	
3.5	**Book flight,** as per Routing Instructions (6.0).	
3.6	**Send PRE-ALERT email**, as per the Pre-Alert Requirements (7.0). ► Email SUBJECT**:** MUST read **"PRE-ALERT ASN ###, (Origin) to (Dest)**	
3.7	**Send all ORIGINAL Required Documents (4.0) via UPS Small Package International Letter Express to UPS/Agent Destination Office (9.0).** Use USAID DELIVER II UPS account number and invoice charges to 704184548.s	
3.8	**Send photocopies of all Require Documents with cargo.**	
3.9	**Track shipment to destination**. **Immediately notify entire pre-alert email list of any changes to original pre-alert**, flight plan, split shipments, and/or other matters that may affect the arrival or condition of cargo.	
3.10	**Complete the Origin Milestones updates in E2K**. **Required Origin Milestones:** 1. Pickup Date 2. Available to Ship Date (Cargo and all required docs on-hand) 3. ETD (Estimated Time of Departure from Origin Port) 4. ETA (Estimated Time of Arrival at Destination Port) 5. Shipped (Confirmed Departure Date from Origin Port)	

4.0 DOCUMENTATION REQUIREMENTS

4.1	Certificate of Analysis (only if medicines)	
4.2	Certificate of Origin	
4.3	Pro Forma Commercial Invoice (include 1 original and 2 copies) – must include CIF breakdown	
4.4	Packing List/ (**include the number of packages, the names of the consignee(s))**	
4.5	Copy of HAWB & MAWB or HBL & MBL	
4.6	Freight Instruction Sheet	

Pre-Shipment Process

4.1 Crown Agents, on direction from the Global Program Manager, will accomplish pre-shipment exemption process with following estimated timeline from the receipt of required pre-alert documents:

4.1.1 2-5 Days for USAID to sign VAT 220A documents

4.1.2 2 days at the Ministry of Health

4.1.3 2-3 Days at the Pharmacy Board for issuance of permit certificate for importation

4.1.4 1-2 Days at Tanzania Revenue Authority for exemption approval

5.0 CONSIGNMENT INSTRUCTIONS

It is imperative to avoid customs clearance delays that shipping documents be completed as detailed below.

Total pieces shipped on all Waybills must match piece count on shipper's Commercial Invoice and/or Packing List.

5.1	**Shipments to Tanzania**
5.1.1	The **House Waybill (HAWB or HBL)** must be addressed: United States Embassy Strategic Objective Grant Agreement Health Status of Tanzania Families Improved 3rd Floor, TDFL Bldg Ohio St, Dar es Salaam TZ
	► HAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase 'Pharmaceuticals'.
5.1.2	The **Master Waybill (MAWB or MBL)** must be addressed: United States Embassy Strategic Objective Grant Agreement C/O Crown Agents Services Tanzania Ltd 3rd Floor, TDFL Bldg Ohio St, Dar TZ **Musa Kissoky Project Liaison Officer Tel +255 22 2113375/6**

	Email: musa.kissoky@crownagents.co.uk
	► MAWB: In the "Nature and Quantity of Goods" column, enter the name & nature of the commodity AND the phrase 'Pharmaceuticals'.
	N
5.1.3	***IMPORTANT NOTES*:** 1) Any variation from the above wording will cause the consignment to be delayed at customs. 2) Ensure the special requirements listed above (See 4.6) are met prior to shipment tender to Tanzania. All shipments will receive a compulsory "pre-embarking inspection" by Tanzanian customs. 3) Any charges (storage, demurrage, penalties, etc.) incurred at destination / destination customs resulting from the Origin Office's failure to comply with any part of these shipping instructions will be the responsibility of the origin office and payable by the origin office.

Return to contents

6.0 ROUTING INSTRUCTIONS, INCOTERMS, & RATES

6.1	**PREFERRED SHIPMENT ROUTING**	
	6.1.1	To ensure that USAID DELIVER II shipments are expeditiously and securely moved, the following routings are to be followed. Deviation from these routings must be approved by USAID DELIVER II Global Freight Manager or Global Freight Coordinator (See Global Program Management (11.0)).
	6.1.2	**Air Shipments** ***(Please, no weekend or local holidays arrivals)*** Primary Carrier : TBD Freq : TBD Routing : Origin – JNB-DAR
	6.1.3	**Ocean Shipments** Ad hoc – please contact Global Program Management (11.0)
6.2	**INCOTERMS: DDP**	
6.3	**RATES:** For missing rates or ad hoc rate approval contact Global Program Management (11.0).	

7.0 PRE-ALERT REQUIRMENTS

To ensure that USAID DELIVER II shipments are expeditiously cleared and secured, a pre-alert must be sent a minimum of **36 hours** prior to shipment arrival.

7.1	**The pre-alert email message must include the following items:** 1. Scanned copies of all Required Documents (4.0) must be attached. 2. Flight summary details 3. Any special handling notes	
7.2	►Pre-alert email MUST be addressed: **SUBJECT: "PRE-ALERT ASN ###, (Origin) to (Dest)"**	
7.3	Send pre-alert email to all of the following: Carle.gary@ups-scs.com timxdavis@ups-scs.com cafful@ups-scs.com dthompsonmensah@ups-scs.com musa.kissoky@crownagents.co.uk tzsales@freightintime.co.tz	

Return to contents

8.0 DESTINATION UPS/AGENT OFFICE INSTRUCTIONS

8.1	**Receive Pre-alert email message from Origin Office** with scanned documents to begin pre-clearance process, if possible.	
8.2	**Receive UPS Small Package International Letter Express from Origin Office** with original required documents. Check Required Documents (4.0) for accuracy and completeness.	
8.3	**Upon cargo arrival, clear shipment through customs and deliver to consignee.**	
8.4	**Secure signed and dated Proof of Delivery (POD) from consignee – prefer POD on HAWB.**	
8.5	**Complete the Destination Milestones updates** directly in E2K or use "Import Form for E2K Agents" and forward same to designated UPS SCS office for E2K Milestone entry. **Required Destination Milestones (10.0)** 1. Confirmed/Actual Arrival Date 2. Doc's to Broker Date & Time (if UPS/Agent not broker) 3. In Customs Date & Time 4. Cleared Customs Date & Time 5. Delivery Date & Time 6. POD Name	
8.6	**Send POD Email with scanned copies of signed and date HAWB/HBL and/or POD document** to Global Program Management Team (See Contact Information - 11.0). ► Email SUBJECT: MUST read **"POD ASN ###, (Origin) to (Dest)"**	

Return to contents

9.0 DESTINATION UPS/AGENTOFFICE

Crown Agents Services Tanzania Ltd
3rd Floor, TDFL Bldg Ohio St, Dar TZ

Musa Kissoky Project Liaison Officer Tel +255 22 2113375/6

Email: musa.kissoky@crownagents.co.uk

10.0 REQUIRED FGV MILESTONES

Return to contents

FGV Description Display - OLD	Description	FGV Description Display - NEW	Origin/Dest
PICK-UP/GOODS COLLECTED	Cargo Picked up by UPS	Received into UPS-SCS Possession	Origin
DATE AVAILABLE TO SHIP	All required docs and cargo on-hand	Date Available to Ship	Origin
ETD OF SCHEDULED DEPARTURE FROM ORIGIN	Date & Time of booked departure	ETD of Scheduled Departure	Origin
ETA OF SCHEDULED ARRIVAL AT FINAL NAMED PORT	Date & time of booked arrival	ETA of Scheduled Arrival	Origin
SHIPPED	Actual Shipment	Confirmed Departure	Origin
ARRIVED AT DESTINATION PORT	Actual Arrival	Actual Arrival	Destination
DOCS DELIVERED TO BRKR/CNEE (conditional with 139 and TBD)	Doc turnover to non-UPS Broker	Documents turned over to Clients Broker or Consignee-As DELIVERED	Destination
SHIPMENT IN CUSTOMS	Date & Time	Shipment in Customs	Destination
SHIPMENT CLEARED CUSTOMS	Date & Time	Cleared Customs	Destination
SHIPMENT DELIVERED	Date, time & POD Name	Delivered	Destination

11.0 ACCOUNT CONTACT INFORMATION

11.1 Global Program Management Team (On-site at USAID DELIVER II Corporate Office)

UPS SCS Global Program Manager / USAID DELIVER II Global Freight Manager:
Tim Davis Tel: + 703-310-5060
Email: timxdavis@ups-scs.com

UPS SCS Global Customer Support Manager / USAID DELIVER II Global Freight Coordinator:
David Thompson-Mensah Tel: 703-310-5060
Email: dthompsonmensah@ups-scs.com

11.2 USAID DELIVER II Security

Company	Contact Name	Phone Number	Mobile Number	Email

11.3 USAID DELIVER II In-Country Team (ICOM)

Key Staff	Address	Phone Number	Mobile Number	Email
NA				

11.4 USAID DELIVER II Corporate Office

1616 No. Ft. Myers Drive, 12th Floor
Arlington, VA 22209-3100 USA

Main Phone #: 571.227.8600

Return to contents

END OF DOCUMENT

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - ANGOLA

Export Operations

Standard Procedure Manual

Updated: August 15, 2007
Version: 2-2007
DRAFT

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

		-		

1.4 UPS-SCS Origin Contacts

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		-		
		-		
				-
		-		
		-		

		-	-	

1.5 UPS-SCS Agent Information/Destination

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

2.1 Origin Operations

	-
	-

	-
	-

2.2 Documentation Requirements

-
-
-
-
- -

-

2.3 Destination Operations

Angola Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 4 January 4 February 8 March 4 April 6 April 9 April 25 May 17 September 2 November 11 November

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - BENIN

Export Operations

Standard Procedure Manual

Updated: August 15, 2007
Version: 2-2007

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

1.4 UPS-SCS Origin Contacts

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		-		
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				-
		-		
		-		

		-	-	

1.5 UPS-SCS Agent Information/Destination

	–			

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

2.1 Origin Operations

	-
	-

	-
	-

2.2 Documentation Requirements

-
-
-
-
-

2.3 Destination Operations

Benin Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 16 January 1 May 1 August 15 August 26 October 1 November

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

	-	

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - MADAGASCAR

Export Operations

Standard Procedure Manual

Updated: August 16, 2007
Version: 2-2007
DRAFT

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

		-		

1.4 UPS-SCS Origin Contacts

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1.5 UPS-SCS Agent Information/Destination

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

2.1 Origin Operations

	-
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2.2 Documentation Requirements

• • •   •   • •   • •   •

2.3 Destination Operations

Madagascar Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 29 March 16 April 17 April 1 May 25 May 4 June 26 June 15 August 1 November

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - MALI

Export Operations

Standard Procedure Manual

Updated: July 20, 2007
Version: 1-2007
DRAFT

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

		-		

1.4 UPS-SCS Origin Contacts

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			- -	

1.5 UPS-SCS Agent Information/Destination

		-		

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

2.1 Origin Operations

	-
	-

	-
	-

2.2 Documentation Requirements

-
-
-

2.3 Destination Operations

Mali Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 20 January 26 March 31 March 6 April 9 April

	13 September 22 September

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - NIGERIA

Export Operations

Standard Procedure Manual

Updated: August 16, 2007
Version: 2-2007
DRAFT

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

		-		

1.4 UPS-SCS Origin Contacts

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		-		
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		-		
		-		

		-	-	

1.5 UPS-SCS Agent Information/Destination

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

2.1 Origin Operations

	-
	-

	-
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2.2 Documentation Requirements

-

2.3 Destination Operations

Nigeria Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 10 January 14 April 17 April 1 May 28 May 12 June 23 October 25 December 26 December

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

Synchronizing supply chains with integrated services

UPS Supply Chain Solutions

MALARIA USAID PROJECT - ZAMBIA

Export Operations

Standard Procedure Manual

Updated: August 16, 2007
Version: 2-2007
DRAFT

UPS-SCS
OPERATIONS PROCEDURE - USA EXPORT

1.0 General Information

1.1 Customer Information

Exporter of Record **Address:** **Phone:** **Fax:** **Contact:** **Cell Phone:** **Contact :** **Cell Phone :**	

1.2 Client Locations

1.3 UPS-SCS Contacts

		-		

1.4 UPS-SCS Origin Contacts

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		-		
			-	-
		-	-	

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			- -	

1.5 UPS-SCS Agent Information/Destination

1.6 Scope of Service / Terms of Sale

1.7 Commodity Information

2.0. Operational Procedures

	-
	-

	-

2.2 Documentation Requirements

-

2.3 Destination Operations

Zambia Holiday Schedule (No Holiday or Weekend Arrivals)	1 January 1 May 25 May 24 October

3.0 Billing

4.0 Pricing

5.0 Claims

6.0 SOP Revisions Record

Malawi ACT Preparation, Arrival and Distribution

28 September, 2007 The Nation

Malawi receives new malaria drug

by Phillip Pemba

THE US government, through President George Bush's Malaria Initiative, has donated a total of 3.7 million doses of new life-saving malaria drugs called Artemisinin based Combination Therapy (ACT) to meet Malawi's needs for the new drug for the next five months.

Speaking in Lilongwe on Monday at the arrival of the first shipment of the drugs worth US$2.7 (about $375 million), Minister of Health Marjorie Ngwenje said the drugs will go a long way in curbing malaria which, she said, is still a major public health problem in the country, causing many deaths in children and expectant mothers.

Ngwenje said last year an average of 300,000 malaria patients per month were recorded in the country's health facilities, translating into more than 4.5 million malaria cases per year. She added that 7,000 of the patients died of the disease in the country's hospitals the same year.

"This is a tip of the iceberg. We know that there are a lot more people in our villages who suffer from malaria and other diseases but do not go to hospitals. It is estimated that there are about 6 million episodes of malaria per year in the country and that the problem is worse in pregnant women and underfive children," she said.

The minister said since 1993 the country has been using SP (Fansidar) as first line drug for uncomplicated malaria after changing from chloroquine, but noted the drug has become less effective to cure the disease.

She said resistance levels to Fansidar were so high, at 28 to 31 percent as of 2004. She, therefore, thanked the American Government for the timely support by donating the new malaria drugs.

Said Ngwenje: "The Bush Malaria Initiative will procure drugs for the country for the first 18 months and I am told the support will continue for some years to come. It will be possible for my ministry to give these drugs to malaria patients in Malawi free of charge because of this support."

Besides, the minister said, soon after clearing the drugs with customs officials, the ministry will send them to all health centres through Central Medical Stores, reassuring the donors that the distribution process will be fair and efficient.

The minister said her ministry will sent month train health workers throughout the country on how to use the ACT drug so that by November all health centres should have started using the new malaria drug.

On his part, American Ambassador Allan Eastham said his government will coordinate with the Central Medical Stores to ensure the drugs do not get stuck somewhere.

He said more consignments of the same drug will come next year.

Ngwenje: We are grateful for the support

THE DAILY TIMES, Wednesday, September 26, 2007

New anti-malaria drug in Malawi

BY DICKSON KASHOTI

MALAWI on Monday received the first consignment of new life saving malaria drug, Artemisinin Combination Therapy (ACTs), provided by the US government as part of President George W. Bush's Malaria Initiative.

The development is likely to bring hope to Malawians after the disease killed 7,000 people last year.

The new drug is replacing Fansidar SP, which has been in use since 1993 but has been become ineffective after the parasite became resistant to the drug.

The cargo plane, a DC 10 owned by US based Omnis, arrived at Kamuzu International Airport at 6:30 pm, bringing 3.6 million doses of the drug worth about $375 million (US$2.7 million).

Officials from Ministry of Health, including Minister Marjorie Ngwenje, US Embassy officials and Ambassador Allan Eastham and officials from Cuscal witnessed the arrival of the drugs.

Eastham said the consignment would meet Malawi's need for the new drugs for the next five months, adding he was happy that his government, through the Presidential Malaria Initiative (PMI), was supporting Malawi in procuring the life saving anti-malaria drugs.

"PMI aims to dramatically reduce deaths by 50 percent in children and pregnant women in sub Saharan Africa and is a major step forward in the fight against malaria," said Eastham.

He said a total of US$1.2 billion has been pledged for up to 15 sub-Saharan African countries over the next five years, with Malawi being among the first African countries selected.

Eastham praised Mahwalo for the decision to choose ACT.

He said arrival of ACTs will facilitate free, universal access to life saving anti-malarial drugs through established governmental and Christian Health Associations of Malawi (CHAM) health centres and hospitals.

The US envoy said his government was committed to increasing Malawians' access to the drugs and would continue to work with Malawi to provide access to the drugs in future "not just through health facilities, but also at community level".

Ngwenje welcomed the donation of the new drug, saying it was timely as last year alone the outpatient departments of health facilities in the country recorded an average of 300,000 malaria patients per month.

"This translates to more than 4.5 million malaria cases per year. The hospital based figures indicate that there were about 7,000 malaria deaths in our hospitals the whole of last year.

"This is a tip of an iceberg. We know that there are a lot of people in our villages who suffer from malaria and other diseases but do not go to hospital. It is estimated that there are about six million episodes of malaria per year in our country and that the problem is worse in pregnant women and children of under-five children," she said.

Malawi has been using SP (Fansidar) as first line drug of choice for treatment of uncomplicated malaria since 1993 after changing from Chloroquine.

"When we started using SP, my ministry was conducting studies after every two years to check whether SP was still effective in curing malaria. Just like with any other drug, we started seeing an increase in the resistance of malaria parasites to SP so that by the year 2004, the resistance levels were as high as 25 percent to 31 percent," said Ngwenje.

She said in line with World Health Organisation (WHO) policy, her ministry had to start the process of changing the malaria drug policy to a better drug, adding WHO recommends countries to change to a family of anti-malarial drugs called artemisinin based drugs.

Ngwenje said it was pleasing that the implementation process of the new drug policy was going on well, adding distribution of the first consignment to public health facilities would be through before the end of October.

THANKFUL: Ngwenje and Eastham (Pictures by Jacob Nyalubwe)

A Cast of Thousands

Partner Organizations:

- USAID
- Central Medical Stores
- USAID | DELIVER PROJECT
- RPM Plus
- Malawi Ministry of Health
- Cargo Management Logistics
- UPS
- And more!!!

- Local staff, international staff, full-time staff, consultants

- Marlon, Catherine, Austin, Oliver, Emily, Maurice, Greg, Patrick, Veronica, Lisa, Phillip, Cynthia, Dorica, Kathy, Edward, Miguel, Tim, Katherine, and others!!!

What we did

From 3 to 11 October 2007:

- 1,010,833 treatment packs of 30/6
- 467,787 treatment packs of 30/12
- 457,043 treatment packs of 30/18
- 672,122 treatment packs 30/24

were delivered to 566 MOH and related Health Facilities and 3 Regional Medical Stores facilities

What we did to do that

Hands-on involvement in:

- Determine allocation quantities
- Distribution Route Scheduling
- Customs Clearance
- Vehicle Loading
- Warehousing/Storage
- Monitoring initial distribution/spot checks

Challenges

- Data availability
- Decisions on number of health facilities
- Training all health staff on ACT usage and management
- ACT-specific LMIS with rapid integration into existing overall LMIS (4-month timeline)
- ACT-specific delivery routes with rapid integration into existing Central Medical Stores distribution schedule

Performance Indicators

- Loss rate of 0.037% (2 cartons out of 5,435)
- 96.2% of vehicles loaded correctly (all but 1)
- 88.5% of vehicles loaded according to schedule (all but 3)
- 99.82% of health facilities received correct quantities (all but 1)
- Delivery schedule started 2 days behind schedule
- Delivery schedule finished 5 days ahead of schedule

The Last Mile

- Starts with the first mile

For more information, please visit deliver.jsi.com.

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