The United Republic of Tanzania
Ministry of Health, Community Development, Gender, Elderly and Children

Standard Operating Procedure

Product arrival procedures

TANZANIA USAID FROM THE AMERICAN PEOPLE unicef World Health Organization CLINTON HEALTH ACCESS INITIATIVE

Approvals	Name	Date	Signature
Authorized by:			
Reviewed by:			
Revised by:			
Original author:			

Version history

No	Date	Description of change	Reason for change
1			
2			
3			

Table of content

Distribution

Distribute this SOP to the following:

Facility type	Position(s)
Central Vaccine Stores	**Vaccine Storekeepers**
Central vaccine stores	**Immunization Logisticians**

1. Policy and objectives

1.1 Policy

There must be effective management for receiving and checking syringes and safety boxes, refrigerators, cold boxes and vaccine carriers, temperature monitoring devices and other non-vaccine product when they are received in the supply chain. The product arrival process is critical stage in the management of the supply chain because this is the point at which ownership is transferred from the supplier to ministry of health.

Responsible person must ensure all products including those received from UNICEF SD meet the following requirements.

- Products meet the specification set out in the original order
- Products have been supplied in the correct quantity and with the correct paperwork.
- Product are in good condition

Any problems that are identified must be resolved in accordance with agreed procedures.

1.2 Objectives

This SOP describes how to check incoming shipments of syringes, safety boxes, refrigerators, cold boxes and vaccine carriers, temperature monitoring devices and other non-vaccine product, so as to ensure that the products are in good condition and have been supplied with or relevant paperwork before they are accepted into the national supply chain.

2. Responsibility

- Medical Stores Department (MSD) is the responsible office for clearing products
- TFDA is responsible for registration and inspection of the products.
- TRA is responsible for providing tax exemption of importation of vaccine related supplies.
- Tanzania bureau of standards (TBS) inspects the products for standard and quality.
- UNICEF Supply Division via UNICEF country office are responsible for record keeping, for follow-up with manufacturers, freight forwarders and WHO, and for providing timely feedback.
- MOHCDGEC through IVD is responsible for confirmation and authorization of MSD to clear products.

3. Associated materials and equipment

Upon arrival Supplies are stored at ICD for clearance procedures to be completed and transported to the Central vaccine store by MSD vehicles.

4. Procedure

4.1 Preparatory task

4.1.1 Notification of product arrival

a. UNICEF country office, one week prior to arrival through Shipping Company send the notification of immunization related supplies' arrival which includes date and time of arrival of the supplies, flight details attached with shipping documents
    - Bill of lading
    - Invoices
    - Packing lists
    - Certificate of conformity.
    - Check these documents and file them in the product arrival file.

b. The Permanent Secretary of the MOHCDGEC through IVD will send an authorization for MSD to clear the supplies.

c. Upon receiving of the authorization MSD will send the shipping documents with relevant portfolio to TFDA and TBS for action.

d. Upon notification of arrival of the immunization related supplies, MSD will fill the TRA tax exemption forms and forward to IVD for appropriate confirmation of exemption and authorization by the Permanent secretary before sending to the TRA office.

4.1.2 Procedure for Immunization supplies clearing

a. Clearance of the shipment through customs within four weeks of arrival.

b. The Immunization related supplies are inspected on arrival by TFDA, TBS and TRA.

c. MSD will submit the shipping document and TRA tax exemption forms authorised for exemption to Port Authorities for clearing process.

d. Once the supplies clearing process is completed, MSD will load the supplies in trucks and transport them directly to Central Vaccine Stores.

4.1.3 Inspection of the shipment

a. Upon arrival at the central vaccine store, IVD Cold Chain and Logistics officer must thoroughly inspect the shipment and check for physical damage or missed items.

b. Check for the following documents

- Invoices
- Bill of lading
- Packing lists
- Certificate of conformity
- Immunization Product arrival report form

a. Syringes: Check the lot numbers, expiry dates and or manufacturing dates and confirm that they compile with the order requirements.

b. Safety Boxes: Check a sample product confirm that they compile with the order requirements

c. Single use electronic devices: This category include freeze indicators and thirty days refrigerator temperatures loggers. Check the lot number, expiry date and or manufacturing and confirm that they compile with order requirements

d. Refrigerators and freezers: Check that the model numbers compile with the order requirement and that or loose components such as vaccine baskets, solar panels and spare parts have been supplied

e. Cold boxes and vaccine carriers: Check that the model numbers compile with the order requirement and that the correct number and type of water packs is also being supplied.

f. Record all required details for each product and shipment on the product arrival report (PAR) form. A separate PAR form must be completed for each product type in the shipment. E.g. one for each Syringe type (i.e. 0.05ml, 0.5ml, etc.) one for safety boxes etc.

g. Hand a copy of the PAR to the UNICEF country office within 24 hours of the arrival of the supplies at the CVS.

4.1.4 Stocking the shipment

a. Shipment accepted: Transport them to the warehouse.

b. Syringes: Record the arrival in the stock control system including name of manufacturer, Lot number and expiry date. Stock and distribute in Early Expiry first out (EEFO) order to prevent expiry in stock.

c. Safety boxes: Record the arrival in the stock control system including name of manufacturer and volume capacity. Stock and distribute in First in first out (FIFO) order to prevent expiry in stock.

d. Single use electronic devices: Record the arrival in stock control system including name of manufacturer, Lot number expiry date, and production date. Stock and distribute in Early Expiry first out (EEFO) order to prevent premature battery failure in stock.

e. Refrigerators and freezers: Record the arrival in stock control system including manufacturers name, model and serial number. At the same type the required product details in the National cold chain equipment inventory.

f. Cold boxes and vaccine carriers: Record the arrival in the stock control system including manufacturer's name, model and serial number.

g. Shipment Rejected: If problems are identified stock the unopened shipment on pallets or shelves in the designated area. Clearly mark the shipment "DO NOT USE".

4.1.5 Reporting Problems

h. The IVD unit will report the problem identified to the MOHCDGEC and UNICEF country office.

4.1.6 Follow Up action

i. The IVD Program will follow up activities as agreed upon with UNICEF.

5. Record-keeping

Retain PARs and all correspondence relating to unsatisfactory shipments or procedures for a minimum period of five years.

6. Related documents and SOPs

- TAN-EVM-SOP-E1-01: Clearing vaccines and other products through customs.
- TAN-EVM-SOP-E1-02: Vaccine arrival procedures.