



GHSC-PSM in Eswatini RFP 714.347

For the provision of Barcode scanners Applet Development

Questions and Answers

Question 1

Is the scope of work to develop an application or an applet? The language implies applet, but the description seems more like an application.

An applet (little application) is a small software program that supports a larger application program. In the past, the term applet was often associated with the Java programming language. Today, the term is often associated with If This Then That (IFTTT), a no-code/low-code software tool for creating small programs composed of triggers (If This) and actions (Then That).

The main difference between Applet and Application (software app) is that the applet is a small program that sits on a main application to execute its functions while Applications run on the underlying operating system (OS) and can directly run on the machine.

The RFP seeks a software / application package - rather - that runs independently of NAV and directly on the OS of the specified android barcode scanner devices i.e. the software does not depend on the existing NAV to deploy and execute but rather communicate with NAV when exchanging Product information e.g. during 'picking from the shelves'. It is not a widget and/or applet. We are NOT looking for an Applet but rather a software application that runs on the android barcode scanners and can communicate with the SQL database of NAV.

Question 2

Can you confirm that the EDA51 barcode scanner is able to accept a new Android application and that this is not restricted by the manufacturers (Honeywell)?

Yes, it is able to

Question 3

Are there any restrictions in the Android version used on the EDA51 barcode scanner that would affect the required applet?

No

Question 4

Can you confirm that the barcodes to be scanned will only contain GS1 format information? If not, can you tell us what formats of information the barcodes to be scanned will contain? Please note: this question is NOT about the types of barcodes to be scanned (this is fixed by the scanner and we know already from the RFP this includes UPC, QR-Code, GS1 DataMatrix, C-128, C-39, EAN as described in the RFP. It is about the format of the information encoded by the barcodes).

Not really i.e., the barcodes may contain other formats e.g. when some commodities do not have any barcoding label they may be generated internally (to CMS) by other 3rd party software whose encoding may not follow GS1 - although the idea is to stick to GS1.

Question 5

To be able to give you a price for this application, we need to know exactly what information you need to record from barcodes and what you want done with that information (where it is to be stored in Navision

etc.). This would involve process diagrams of the physical warehouse activities which include what is scanned when and how this interacts with the Navision side. Can you provide this information please?

RECEIVE

Register and control received items. Supports lot-/serial numbers and expiry dates.

PUT AWAY

Assign a bin to the received items.

PICK

Picking of single or consolidated orders.

MOVE

Perform planned, unplanned, and bulk movements of items.

UNPLANNED MOVE

Perform unplanned movements of items.

BULK MOVE

Perform unplanned bulk movements. Allows you to move all from one bin to another.

COUNT

Perform planned counts.

UNPLANNED COUNT

Perform unplanned counts.

ADJUST QUANTITY

Complete a negative adjustment and provide a reason code.

BIN CONTENT

Look-up the content of a warehouse bin.

LOCATE ITEM

Look-up the bin, the available quantity, and the product data of an item.

ITEM DIMENSION

Add or maintain unit of measure codes, including quantity per unit, measurements, and weight of an item.

ITEM CROSS REFERENCE

Associate or add a barcode to an existing item.

SUBSTITUTE ITEM

Scan an item barcode and look-up substitute items.

PRINT LABEL

Print labels from the mobile device.

* printer license required

SHIPPING

Perform shipment of your items from the mobile device.

ATTACH IMAGE

Use the camera on your mobile device to attach pictures in the work process or create item images.

PRODUCTION

Report consumption, output, and time on released production orders.

ASSEMBLY

Report consumption and output on assembly orders.

PACK & SHIP

Finish packing and shipping directly from the mobile device.

Question 6

Alternatively (to the previous question), if you only want a carbon copy of the existing functionality, do you have detailed user guides and SOPs for the existing functionality you can share?

Yes, find “Eswatini CMS Draft Summary SOPs (1)” in Appendix A.

Question 7

Can you give us details of the Navision API that we should use to interact with your Navision software?

Object Type	Object ID	Object Name	Service Name	All Tenants	Published	OData V4 URL	OData URL	SOAP URL
Codeunit	6181280	MOB WS Dispatcher	MobileDocumentService	Yes	Yes	Not applicable	Not applicable	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Codeunit/MobileDocumentService
Page	50009	companies	Companies	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/Companies	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/Companies	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/Companies
Page	21	Customer Card	Customer Card	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/CustomerCard	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/CustomerCard	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/CustomerCard
Page	50011	customers	Customers	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/Customers	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/Customers	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/Customers
Page	30	Item Card	ItemCard	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/ItemCard	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/ItemCard	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/ItemCard
Page	50010	items	Items	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/Items	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/Items	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/Items
Page	197	Account Schedule KPI Web Service	powerbifinance	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/powerbifinance	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/powerbifinance	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/powerbifinance
Page	50012	programs	Programs	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/Programs	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/Programs	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/Programs
Page	50005	reportAndRequisition	ReportAndRequisition	Yes	Yes	https://HIDDEN_IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/ReportAndRequisition	https://HIDDEN_IP:7098/cms-usr/OData/Company('LAB%20Company')/ReportAndRequisition	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/ReportAndRequisition

Page	42	Sales Order	SalesOrder	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/SalesOrder	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/SalesOrder	http://cms2-nv-sr02.medical.local:7047/CMS-USR/WS/LAB%20Company/Page/SalesOrder
Query	103	Item Sales and Profit	ItemSalesAndProfit	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/ItemSalesAndProfit	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/ItemSalesAndProfit	Not applicable
Query	102	Item Sales by Customer	ItemSalesByCustomer	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/ItemSalesByCustomer	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/ItemSalesByCustomer	Not applicable
Query	101	Sales Dashboard	SalesDashboard	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/SalesDashboard	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/SalesDashboard	Not applicable
Query	105	Sales Opportunities	SalesOpportunities	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/SalesOpportunities	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/SalesOpportunities	Not applicable
Query	104	Sales Orders by Sales Person	SalesOrdersBySalesPerson	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/SalesOrdersBySalesPerson	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/SalesOrdersBySalesPerson	Not applicable
Query	100	Top Customer Overview	TopCustomerOverview	Yes	Yes	https://HIDDEN IP:7098/cms-usr/ODataV4/Company('LAB%20Company')/TopCustomerOverview	https://HIDDEN IP:7098/cms-usr/OData/Company('LAB%20Company')/TopCustomerOverview	Not applicable

Please note that these links can only be accessed once the Contractor is onboard within our premises (LAN).

Question 8

Can you confirm the version of the Navision API that your Navision software is using? If not, please provide the version of Navision being used.

Microsoft Dynamics NAV 2017

Version W1 10.0

10.0.14199.0

Question 9

Is the Navision software hosted locally or in the cloud?

Locally

Question 10

Will Navision and the barcode scanners using the ~~applet~~ **software package** be using the same local area network (LAN) or will the scanners communicate with Navision over the internet, over a corporate intranet or other?

LAN

Question 11

This RFP is about reducing recurring costs that the Ministry of Health cannot bear. We understand that the recurring costs for Navision itself are very high. Would there be any scope for replacing Navision entirely with a much cheaper warehouse management system, such as mSupply?

No

Question 12

SAM/EUI:

- a. Is it mandatory to register for the DUNS/UEI on the SAM system?

On April 4, 2022, US Federal Government replaced DUNS (Data Universal Numbering Systems) by Unique Entity Identifier (UEI) created in SAM.gov. The UEI is applicable to all new local and international subcontractors that will receive a subcontract award equal to or above \$30,000

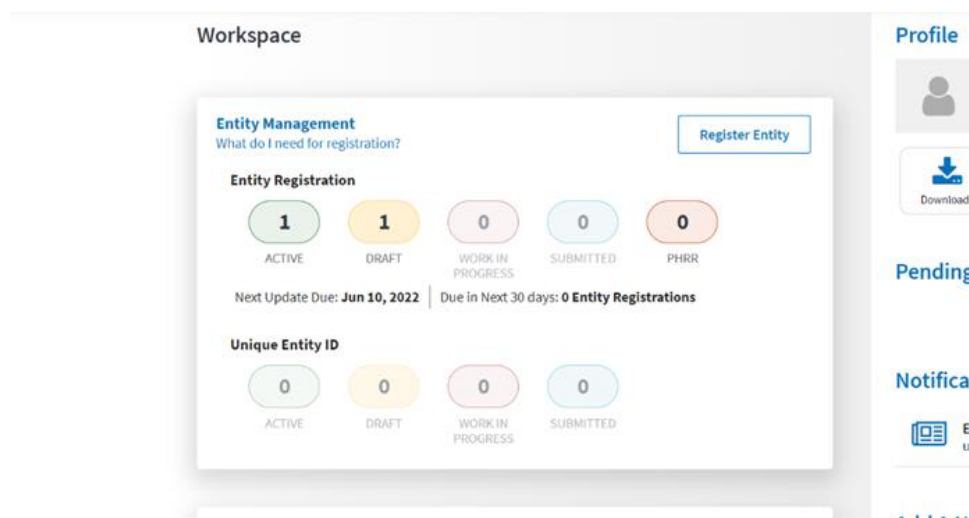
- b. How does the Subcontractor/Subawardee/Grantee obtain a UEI number?

This will only apply if the selected for award subcontractor's cost proposal exceeds \$30,000 . There are a few scenarios here:

If the Subcontractor/Subawardee/Grantee is registered in SAM.gov today: the

Subcontractor/Subawardee/Grantee's UEI is already assigned and is viewable in SAM.gov. This includes inactive registrations. The UEI is currently located below the DUNS Number on the entity registration record. Remember, the subcontractor/subawardee/grantee must be signed in to their SAM.gov account to view entity records. The easiest way to find the UEI is to:

- **Log in to SAM.gov.**
- **In the Subcontractor Workspace, the Subcontractor/Subawardee/Grantee will select the numbered bubble above Active in the Entity Management widget.**



- The Subcontractor/Subawardee/Grantee should then see their record(s) appear, and the UEI number(s) appear on the left side of each record.

The Subcontractor/Subawardee/Grantee has a DUNS Number but is not registered in SAM.gov: if the Subcontractor/Subawardee/Grantee currently has a DUNS Number and does not want to complete a full entity registration in SAM.gov, they will need to follow the below steps:

- The Subcontractor/Subawardee/Grantee will go to SAM.gov and select “Sign In” from the upper right corner of the page.
- If the Subcontractor/Subawardee/Grantee doesn’t have a SAM.gov account, they will need to create one. SAM.gov uses Login.gov for authentication. More help with using Login.gov can be accessed here. Once the Subcontractor/Subawardee/Grantee has created their user credentials, they will return to SAM.gov to complete their profile. After the Subcontractor/Subawardee/Grantee signs in, the system will navigate the Subcontractor/Subawardee/Grantee to Workspace. On the “Entity Management” widget, the subcontractor will select the “Get Started” button.

- On the next page, the Subcontractor/Subawardee/Grantee must enter information about their entity. All fields are required, unless marked as optional.

1 Enter Entity Information **2** Validate Information **3** Request UEI **4** Receive UEI

Enter Entity Information

All the following information will be used to validate your entity, unless marked as optional.

DUNS Unique Entity ID

Legal Business Name
If you are acting on behalf of a limited partnership, LLC, or corporation, your legal business name is the name you registered with your state filing office.

Physical Address
Your physical address is the street address of the primary office or other building where your entity is located. A post office box may not be used as your physical address.

Country

- On the next page, the subcontractor/subawardee/grantee will validate that the information provided is correct. The subcontractor/subawardee/grantee can deselect the checkbox near the bottom of the page if they want to restrict the public viewing of their entity information in SAM.gov. If they deselect the checkbox, only the subcontractor/subawardee/grantee and the US government users will be able to view their Unique Entity ID (SAM) record. Other entities and users of SAM.gov will not be able to view their Unique Entity ID (SAM) record. Then, the subcontractor/subawardee/grantee will select “Next.”

Validate Information

The information you provided matches the following entity:

YOU ENTERED:

Tendograde Floral Associates, LLC

DUNS Unique Entity ID

Physical Address
Your physical address is the street address of the primary office or other building where your entity is located. A post office box may not be used as your physical address.

United States

WE FOUND THE FOLLOWING MATCH:

Tendograde Floral Associates, LLC

DUNS Unique Entity ID

Physical Address
Your physical address is the street address of the primary office or other building where your entity is located. A post office box may not be used as your physical address.

United States

☒ Allow the selected record to be a public display record.

If you feel displaying non-sensitive information like your registration status, legal business name, and physical address in the search engine results poses a security threat or danger to you or your organization, you can restrict the public viewing of your record in SAM.gov. However, your non-sensitive registration information remains available under the Freedom of Information Act to those who download the SAM.gov public data file. Learn more about SAM.gov public search results.

Previous Cancel Next

- On the next page, the Subcontractor/Subawardee/Grantee is validated. The Subcontractor/Subawardee/Grantee will be asked to certify that they are authorized to conduct transactions on behalf of their entity. The Subcontractor/Subawardee/Grantee will select the checkbox to certify, then select the “Request Unique Entity ID” button.

Request Unique Entity ID

You have completed validation. Select **Request Unique Entity ID** to be assigned a Unique Entity ID.

VERIFIED MATCH:

VeriGrade Fiscal Association, LLC • Public

DUNS Unique Entity ID

Physical Address

UNITED STATES

Before requesting your Unique Entity ID, please certify under penalty of law that you are authorized to conduct transactions for this entity to reduce the likelihood of unauthorized transactions. Then select **Request Unique Entity ID**.

☒ I certify that I am authorized to conduct transactions on behalf of the entity.

Request Unique Entity ID

- On the last page, the Subcontractor/Subawardee/Grantee’s UEI ID will be displayed, and they can begin to use it in their subcontracts/subawards/grants.

Question 13

Key Personnel: Can Team Leader/PM also take on the role of Lead Software Developer which would bring the team to two instead on three?

Yes – with the understanding that this ‘Team Leader’ is ON the Contractor side (not CMS).

Question 14

Scanners:

- a. Do the scanners use a gun-type handle or a side button to trigger the scan?

Yes

- b. Should the applet be able to scan using the 13MP camera as well, in addition to the embedded top 1D/2D scanner?

No

Question 15

WMIS (NAV):

a. Given that the WMIS is currently deployed on-premise, is it hosted on IIS? If no, please share details on deployment specs.

Yes, is it also hosted on IIS. At its core it is a client User install (application) – with an admin console - that connects to a MS-SQL server.

b. Should the integration be implemented directly on the Database?

i. If yes, why?

No – not applicable.

ii. If no, will there be a dev account setup to interact with Dynamics REST APIs?

Yes. It is best practice to interact through an APIs, SOAP URL, OData or URL.

iii. If yes, will there be a development server/service made available for sandbox?

Contractor can advise at their discretion with strong valid justification. Likely, no.

c. What Database Management System does the WMIS use?

- Microsoft SQL Server Management Studio 14.0.17119.0
- Microsoft Analysis Services Client Tools 14.0.608.142
- Microsoft Data Access Components (MDAC) 6.3.9600.17415
- Microsoft MSXML 3.0 5.0 6.0
- Microsoft Internet Explorer 9.11.9600.20296
- Microsoft .NET Framework 4.0.30319.42000
- Operating System 6.3.9600

d. Are the Database and WMIS hosted/deployed on a single server instance or separately?

Yes, single server. However, this can be changed depending on available server hardware.

Question 16

Applet:

a. Should there be an ability to work offline and later synchronize with server?

Yes

b. Will there be a need to allow interactions based on user roles / permissions set in the NAV?

Yes, the login info is derived directly from the Ms-SQL database by NAV, this too can be done by the intended software application

Question 17

Training:

a. In addition to users, will there be a need to Train Trainers/IT separately?

Yes, it is in the RFP.

b. Given the admin guide and source to be handed over, will the IT department need to be trained on applet modifications?

Yes

Question 18

Support & Documentation:

a. Is there an expected minimum cost free “After-Sales” Support and/or troubleshooting period (in months)?

Yes, this is highlighted on page 16/61 of the RFP under section ‘Nature and Scope of Work’ as the phrase “Provide an ‘After-Sales’ Support and/or troubleshooting as when needed (on-demand) for not less than 180 man-hours (an equivalent of 30 working days of 6 hours each).” This can be spread up to 5 months i.e., whichever comes first.

b. Is the troubleshooting guide similar to a Frequently Asked Questions or are we referring to a step-by-step document that helps in-house IT personnel debug applet on a code base level.

Both and/or a hybrid would be ideal.

Question 19

Deliverables: II.3 (10 work days) and II.4 (15 work days = 3 weeks) have different due times for deliverable 1. Which is the correct one?

The duration is **10 working** days (as in II.3.1.)

Development of “To Be” Process Flow diagrams and Summary SOPs for CMS Eswatini

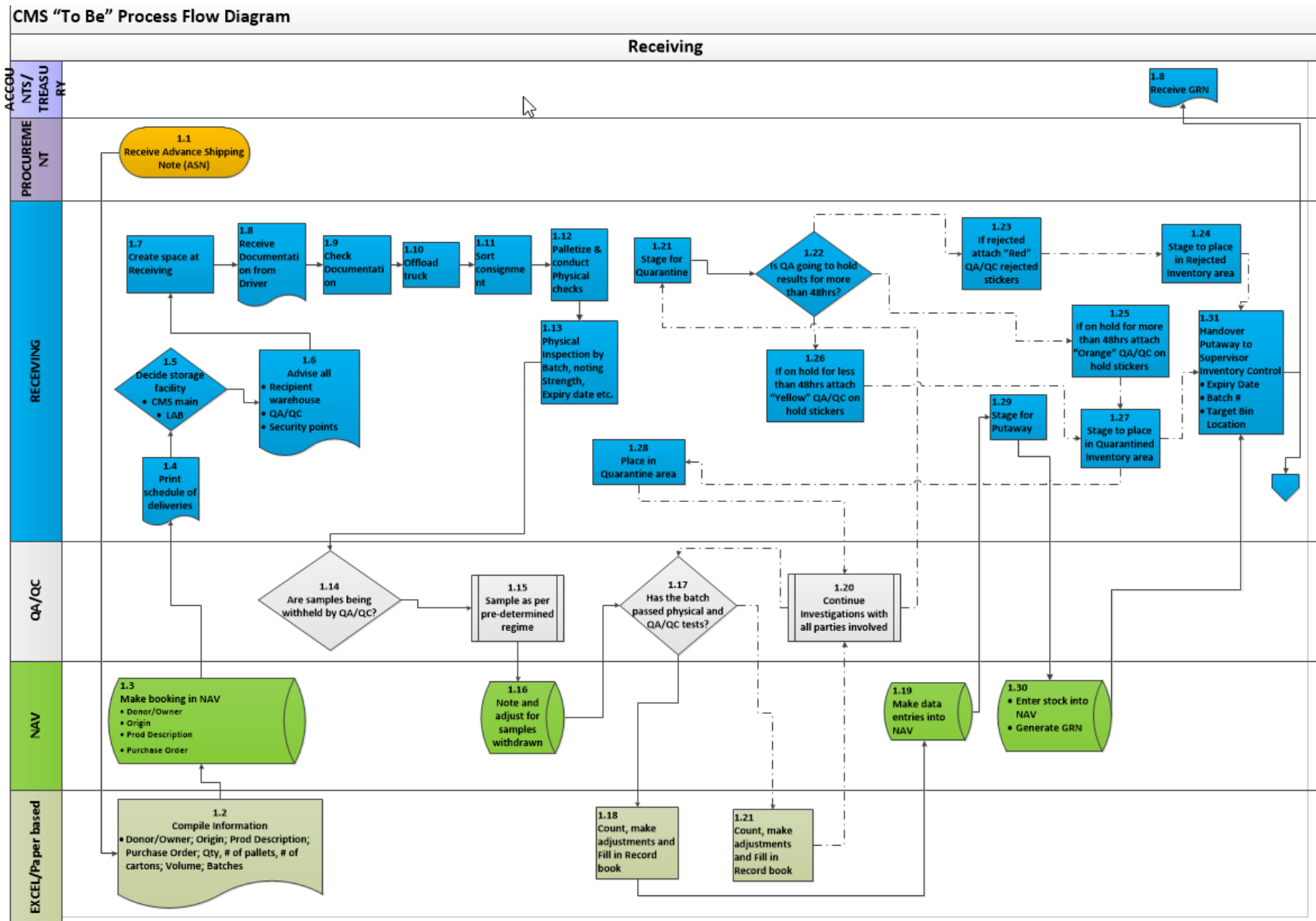
During the Lean Warehousing Workshop, participants were divided into various groups representing the CMS warehouse divisions. Each group developed activity steps constituting a process and the consultant assisted them in developing “As Is” process flow diagrams for selected processes. The consultant proceeded to develop the “To-be”, which were at a later date discussed with the team members, and subsequently shared with the CMS Management. This document focuses on the “To Be” process flow diagrams and summary SOPs derived from them.

NB The attached set of SOPs is not exhaustive. Consideration should also be given for the development of the SOPs listed below:

1. QA sampling of goods
2. Control of cold chain goods: receipt, storage, picking, packing, checking and dispatch
3. Control of controlled substances orders: receipt storage, picking, packing, checking and dispatch
4. Control of returned goods
5. The destruction of rejected goods
6. Cleaning of the warehouse
7. Refrigerator & warehouse temperature recording and control
8. The control of counterfeit, unregistered, stolen and damaged goods
9. Calibration of measuring devices
10. Containment and control of spillage of hazardous substances
11. Maintenance of critical equipment
12. Control of processing special instruction orders
13. Control of controlled substances
14. Management of quarantined inventory
15. Quantification of program related commodities
16. Quantification of essential medicines
17. Stock levels monitoring
18. Goods and stock valuation
19. Validation of orders for program products
20. Stock lending and borrowing
21. Customer complaints management
22. Batch recall procedure
23. Pest control in pharmaceutical warehouse
24. Fire safety house keeping

1.1. Receiving

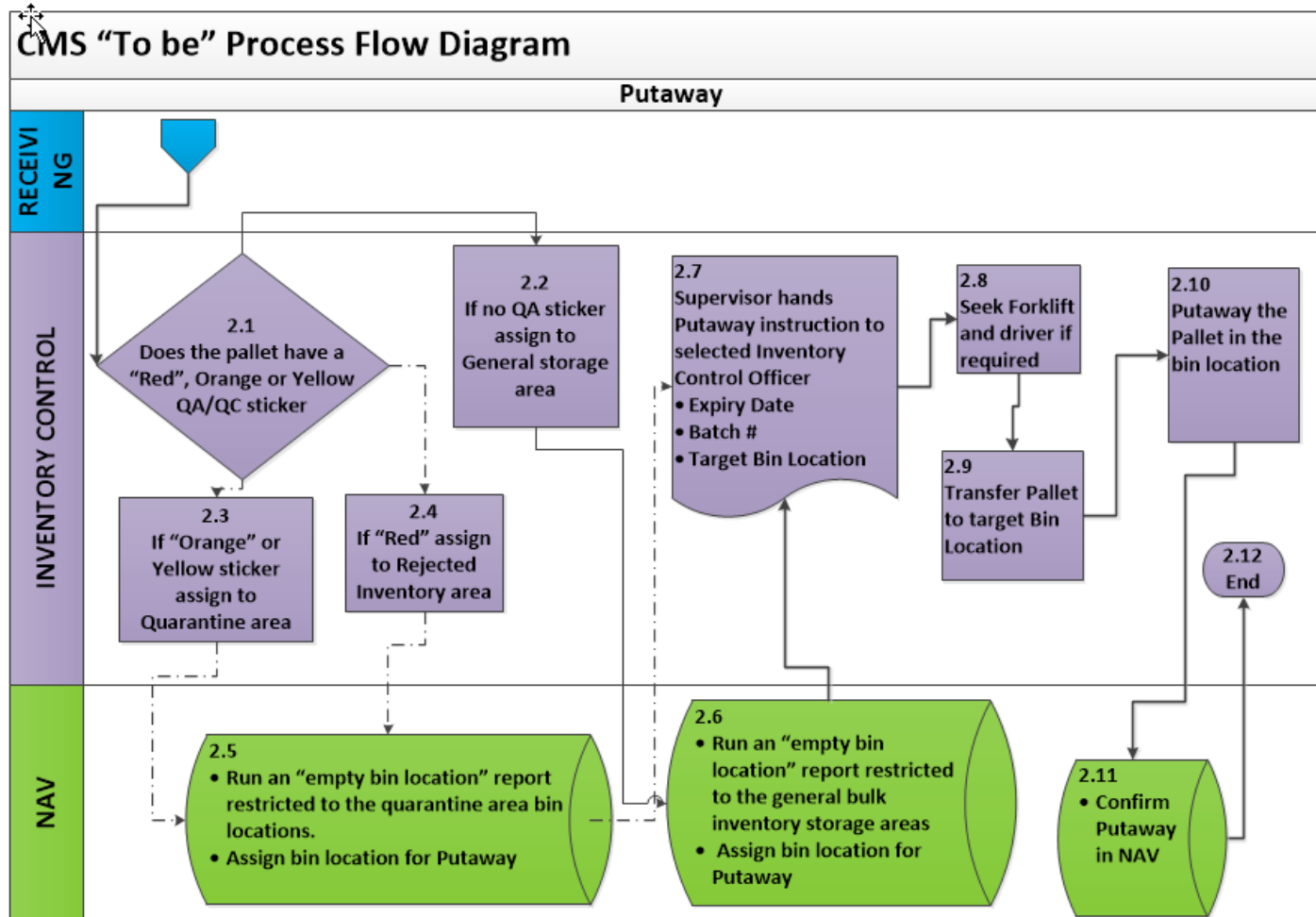
CMS "To Be" Process Flow Diagram



Step	Ref	Activity	Responsible/ System	Comments
1	1.1	Receive Advance Shipping Note (ASN)	Procurement	CMS to ensure ASNs are established with suppliers
2	1.2	Compile Information Donor/Owner Origin Prod Description Purchase Order Qty # of pallets Expected Volume # f Expected Batches	EXCEL/Paper based	
3	1.3	Make booking in NAV Donor/Owner Origin Prod Description Purchase Order	NAV	Will need some Development
4	1.4	Print schedule of deliveries	Receiving	
5	1.5	Decide storage facility - CMS main - LAB	Receiving	
6	1.6	Advise all - Recipient warehouse - QA/QC - Security points	Receiving	Establish a system where by security allows transporters entry to premises base on ASN based schedules
7	1.7	Create space at Receiving	Receiving	
8	1.8	Receive Documentation from Driver	Receiving	
9	1.9	Check Documentation	Receiving	
10	1.10	Offload truck	Receiving	
11	1.11	Sort consignment	Receiving	
12	1.12	Palletize & conduct Physical checks	Receiving	

13	1.13	Physical Inspection by Batch, noting - Strength - Expiry date etc.	Receiving	
14	1.8	Receive GRN	Accounts/Treasury	
15	1.14	Are samples being withheld by QA/QC?	QA/QC	
16	1.15	Sample as per pre-determined regime	QA/QC	
17	1.16	Note and adjust for samples withdrawn	NAV	
18	1.17	Has the batch passed physical and QA/QC tests?	QA/QC	CMS to firm up QA/QC department and provide adequate staff to ensure in-coming inventory is checked and "passed" upon receipt
19	1.18	If YES, Count, make adjustments and Fill in Record book	EXCEL/Paper based	
20	1.19	Make data entries into NAV	NAV	
21	1.29	Stage for Putaway	Receiving	
22	1.30	Enter stock into NAV Generate GRN	NAV	
23	1.31	Handover Putaway to Supervisor Inventory Control - Expiry Date - Batch # - Target Bin Location	Receiving	
24	1.20	If NOT, Continue Investigations with all parties involved	QA/QC	
25	1.21	Stage for Quarantine	Receiving	
26	1.21	Count, make adjustments and Fill in Record book	EXCEL/Paper based	
27	1.22	Is QA going to hold results for more than 48hrs?	Receiving	
28	1.23	If rejected attach “Red” QA/QC rejected stickers	Receiving	CMS needs t keep stock of colour stickers
29	1.24	Stage to place in Rejected Inventory area	Receiving	
30	1.25	If on hold for more than 48hrs attach “Orange” QA/QC on hold stickers	Receiving	CMS needs t keep stock of colour stickers
31	1.26	If on hold for less than 48hrs attach “Yellow” QA/QC on hold stickers	Receiving	
32	1.27	Stage to place in Quarantined Inventory area	Receiving	
33	1.28	Place in Quarantine area	Receiving	

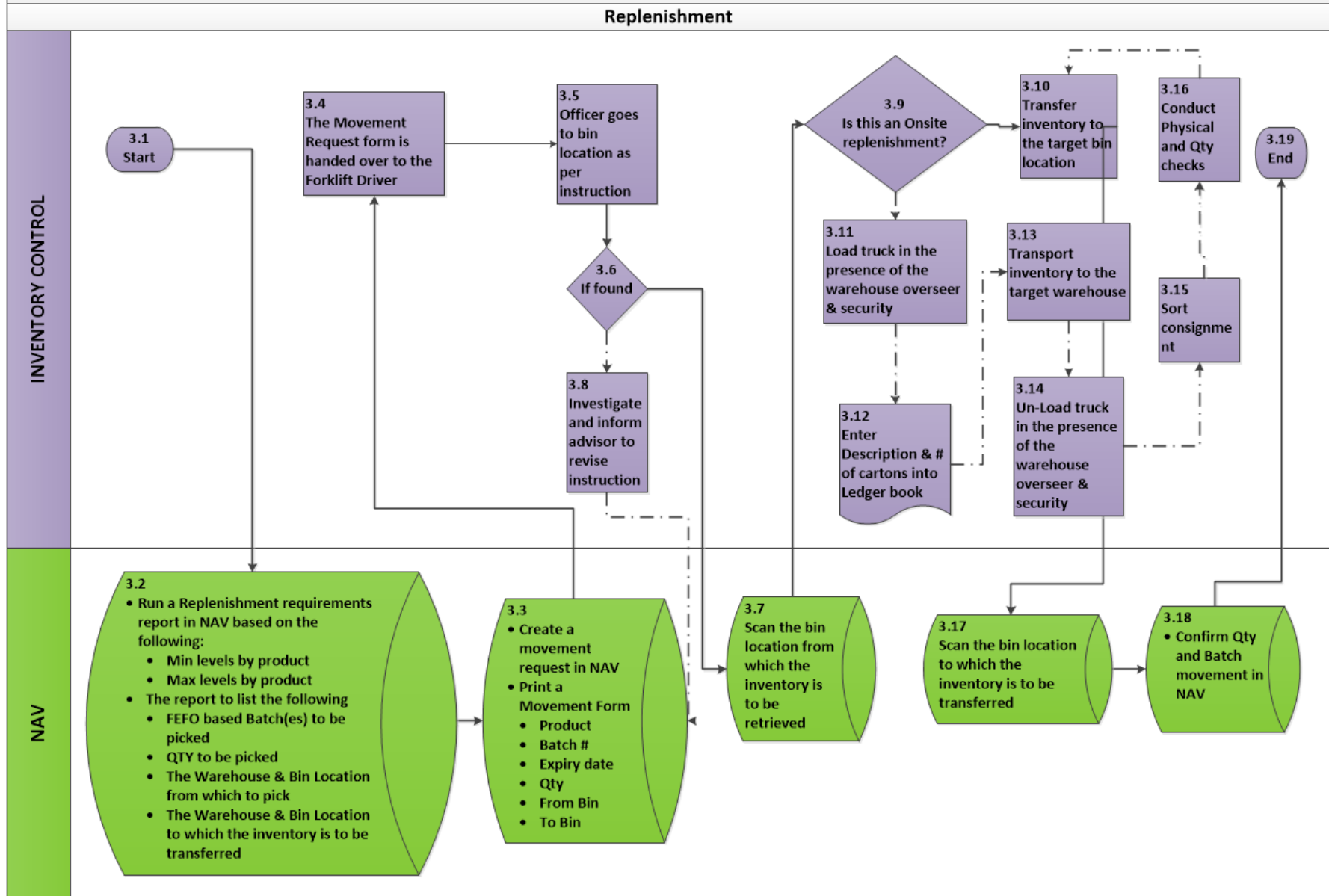
1.2. Putaway



Step	Ref	Activity	Responsible/ System	Comments
1	2.1	Does the pallet have a “Red”, Orange or Yellow QA/QC sticker	Inventory control	
2	2.2	If NO QA sticker assign to General storage area	Inventory control	
1	2.6	Run an “empty bin location” report restricted to the general bulk inventory storage areas Assign bin location for Putaway	NAV	Will need some Development
9	2.3	If “Orange” or Yellow sticker assign to Quarantine area	Inventory control	
10	2.4	If “Red” assign to Rejected Inventory area	Inventory control	
3	2.5	Run an “empty bin location” report restricted to the quarantine area bin locations. Assign bin location for Putaway	NAV	
4	2.7	Supervisor hands Putaway instruction to selected Inventory Control Officer Expiry Date Batch # Target Bin Location	Inventory control	
5	2.8	Seek Forklift and driver if required	Inventory control	
6	2.9	Transfer Pallet to target Bin Location	Inventory control	
7	2.10	Putaway the Pallet in the bin location	Inventory control	
11	2.11	Confirm Putaway in NAV	NAV	
12	2.12	End	Inventory control	

1.3. Replenishment

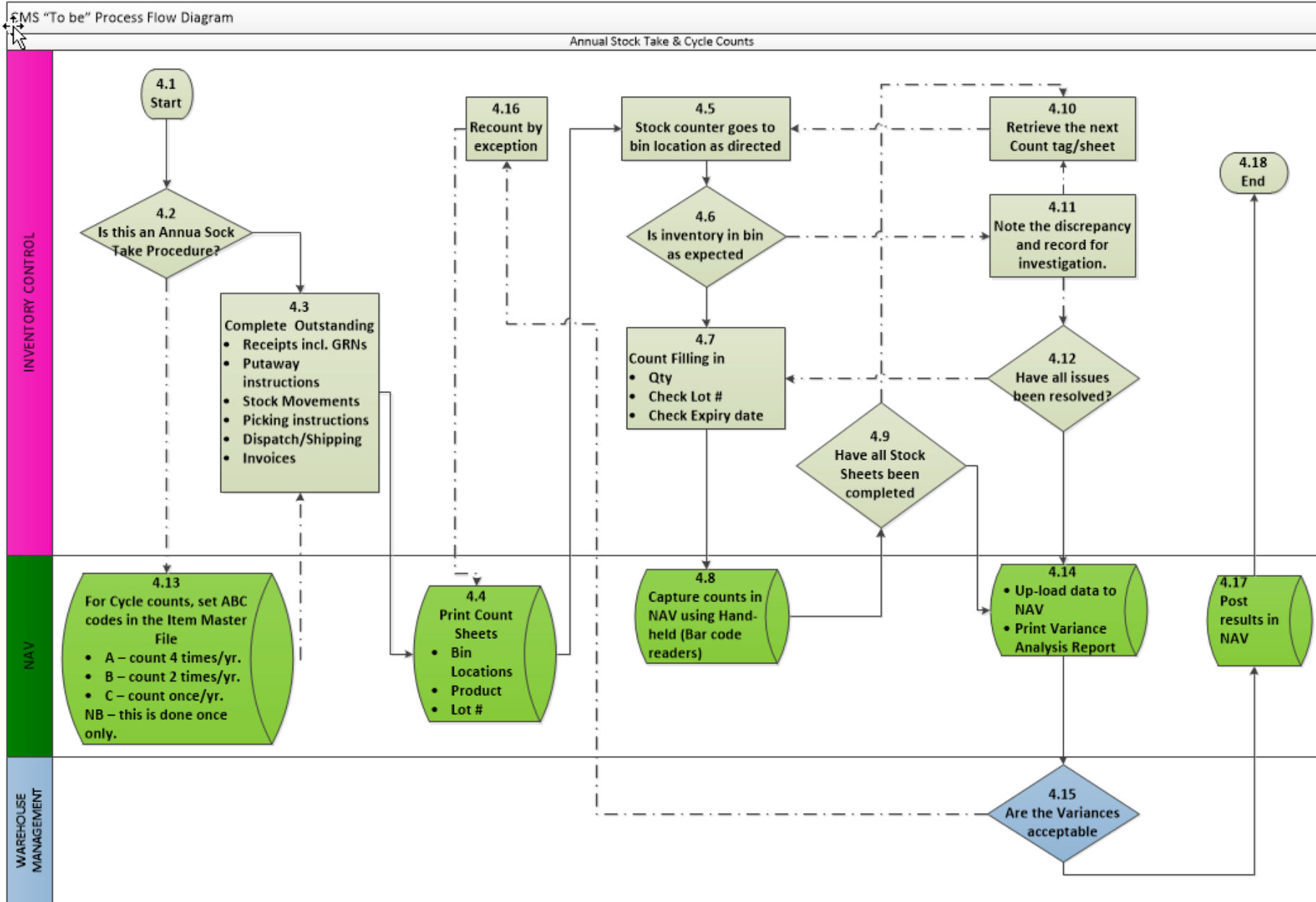
CMS "To be" Process Flow Diagram



Step	Ref	Activity	Responsible/ System	Comments
1	3.1	Start	Inventory control	
2	3.2	Run a Replenishment requirements report in NAV based on the following: - Min levels by product - Max levels by product The report to list the following - FEFO based Batch(es) to be picked - QTY to be picked - The Warehouse & Bin Location from which to pick - The Warehouse & Bin Location to which the inventory is to be transferred	NAV	Will need some Development. NAV currently replenishes based on Weight on Volume
3	3.3	Create a movement request in NAV Print a Movement Form Product Batch # Expiry date Qty From Bin To Bin	NAV	
4	3.4	The Movement Request form is handed over to the Forklift Driver	Inventory control	
5	3.5	Officer goes to bin location as per instruction	Inventory control	
6	3.6	If found	Inventory control	
7	3.7	Scan the bin location from which the inventory is to be retrieved	NAV	
8	3.10	Transfer inventory to the target bin location	Inventory control	
9	3.9	Is this an Onsite replenishment?	Inventory control	
10	3.11	Load truck in the presence of the warehouse overseer & security	Inventory control	
11	3.12	Enter Description & # of cartons into Ledger book	Inventory control	

12	3.13	Transport inventory to the target warehouse	Inventory control	
13	3.14	Un-Load truck in the presence of the warehouse overseer & security	Inventory control	
14	3.15	Sort consignment	Inventory control	
15	3.16	Conduct Physical and Qty checks	Inventory control	
16	3.17	Scan the bin location to which the inventory is to be transferred	NAV	
17	3.18	Confirm Qty and Batch movement in NAV	NAV	
18	3.8	Investigate and inform advisor to revise instruction	Inventory control	
19	3.19	End	Inventory control	

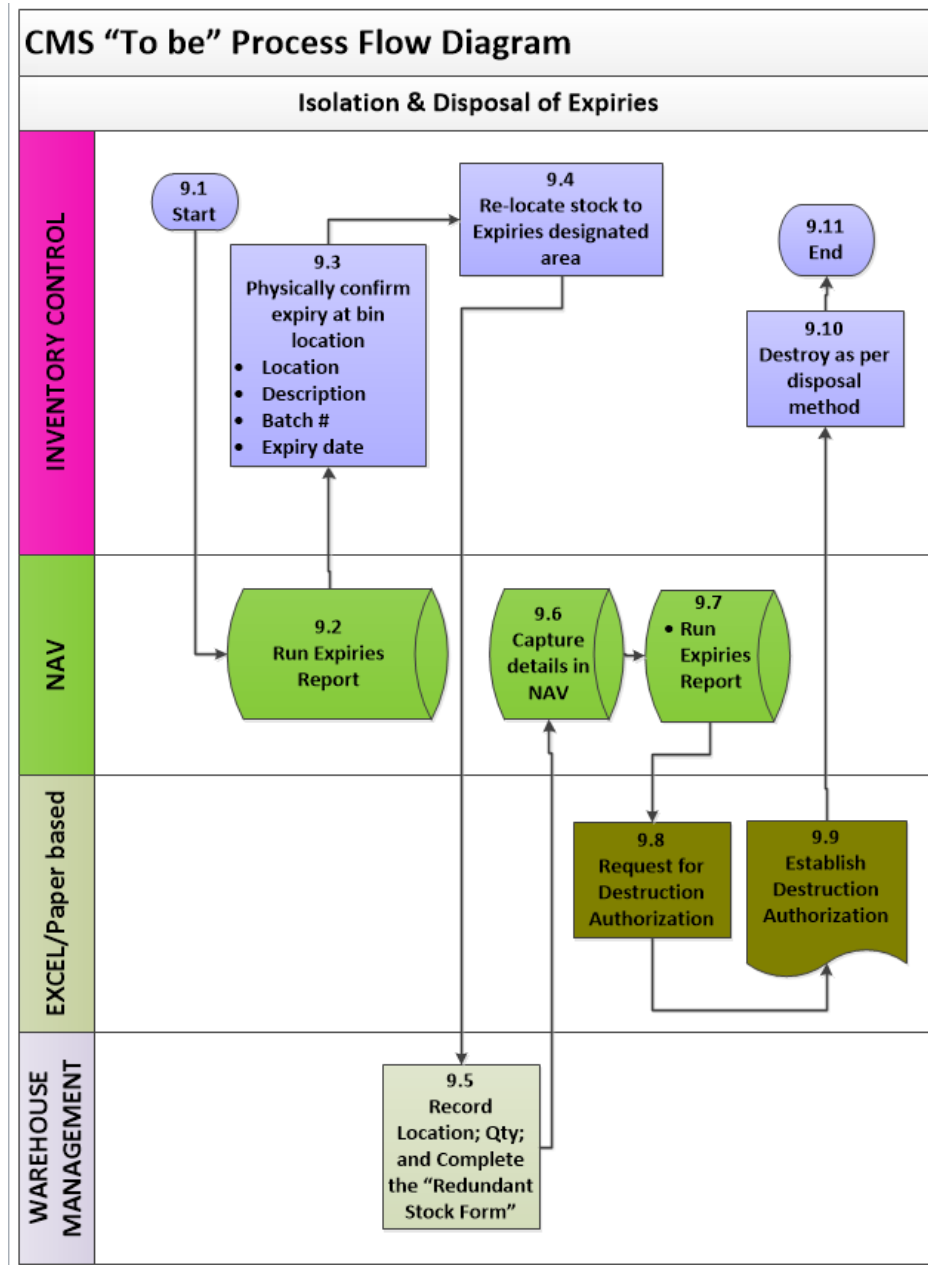
1.4. Annual Stock Take & Cycle Counting



Step	Ref	Activity	Responsible/ System	Comments
1	4.1	Start	Inventory control	
2	4.2	Is this an Annual Sock Take Procedure?	Inventory control	
3	4.13	For Cycle counts, set ABC codes in the Item Master File A – count 4 times/yr. B – count 2 times/yr. C – count once/yr. NB – this is done once only.	NAV	
4	4.3	Complete Outstanding - Receipts incl. GRNs - Putaway instructions - Stock Movements - Picking instructions - Dispatch/Shipping - Invoices	Inventory control	
5	4.5	Stock counter goes to bin location as directed	Inventory control	
6	4.6	Is inventory in bin as expected	Inventory control	
7	4.7	Count Filling in - Qty - Check Lot # - Check Expiry date	Inventory control	
8	4.8	Capture counts in NAV using Hand-held (Bar code readers)	NAV	
9	4.9	Have all Stock Sheets been completed	Inventory control	
10	4.14	Up-load data to NAV Print Variance Analysis Report	NAV	
11	4.15	Are the Variances acceptable	Warehouse management	
12	4.16	Recount by exception	Inventory control	
13	4.11	Note the discrepancy and record for investigation.	Inventory control	
14	4.10	Retrieve the next Count tag/sheet	Inventory control	
15	4.12	Have all issues been resolved?	Inventory control	

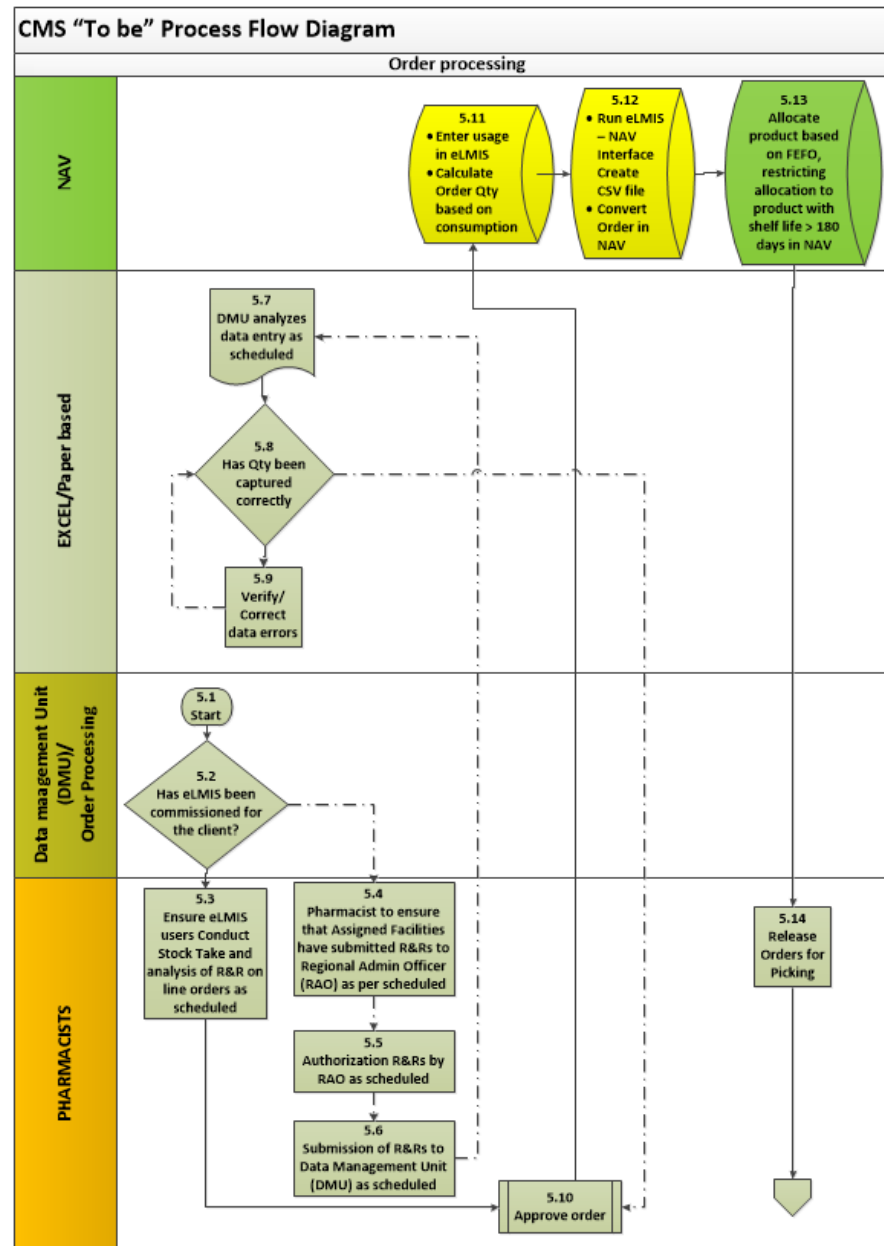
16	4.4	Print Count Sheets - Bin Locations - Product - Lot #	NAV	
17	4.17	Post results in NAV	NAV	
18	4.18	End	Inventory control	

1.5. Isolation and Disposal of Expired Product



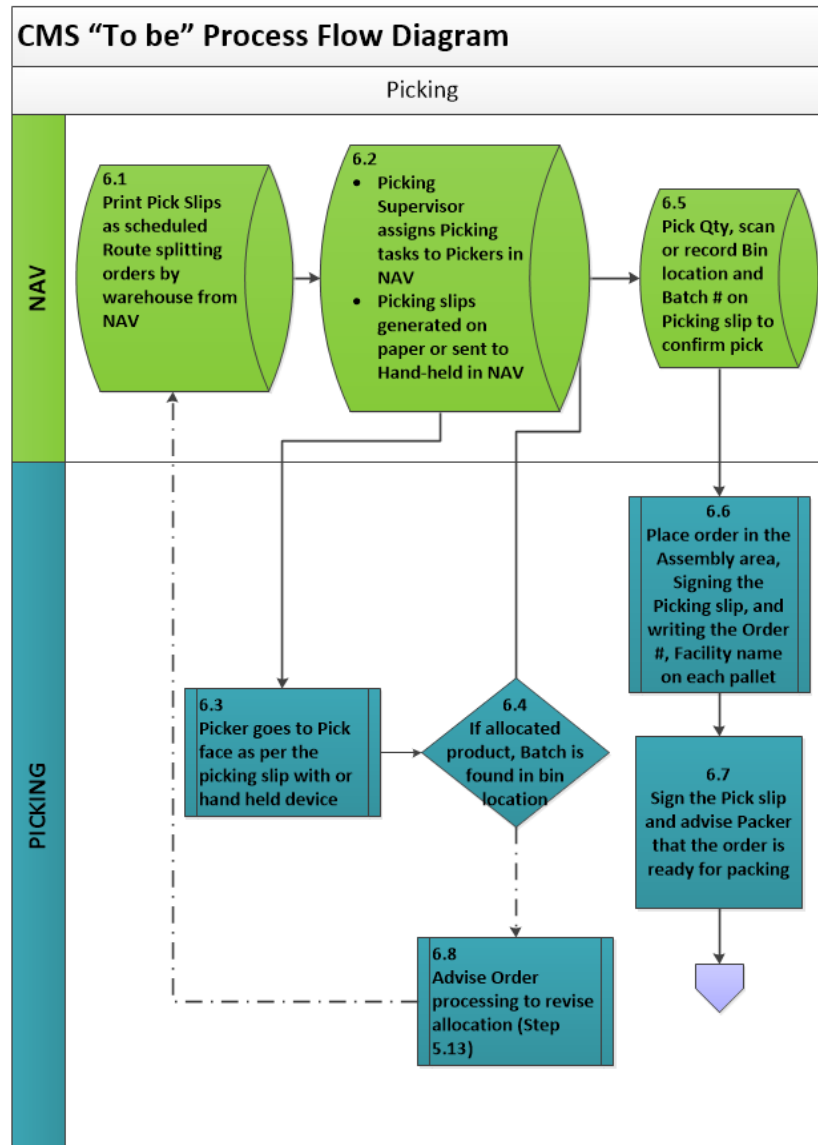
Step	Ref	Activity	Responsible/ System	Comments
1	9.1	Start	Inventory control	
2	9.2	Run Expiries Report	NAV	Will need an Expiries Report
3	9.3	Physically confirm expiry at bin location - Bin Location - Description - Batch # - Expiry date	Inventory Control	
4	9.4	Re-locate stock to Expiries designated area	Inventory Control	
5	9.5	Record Location; Qty; and Complete the “Redundant Stock Form”	Warehouse Management	
6	9.6	Capture details in NAV	NAV	
7	9.7	Run Expiries Report	NAV	
8	9.8	Request for Destruction Authorization	EXCEL/Paper Based	
9	9.9	Establish Destruction Authorization	EXCEL/Paper Based	
10	9.10	Destroy as per disposal method	Inventory Control	
11	9.11	End	Inventory Control	

1.6. Order Processing



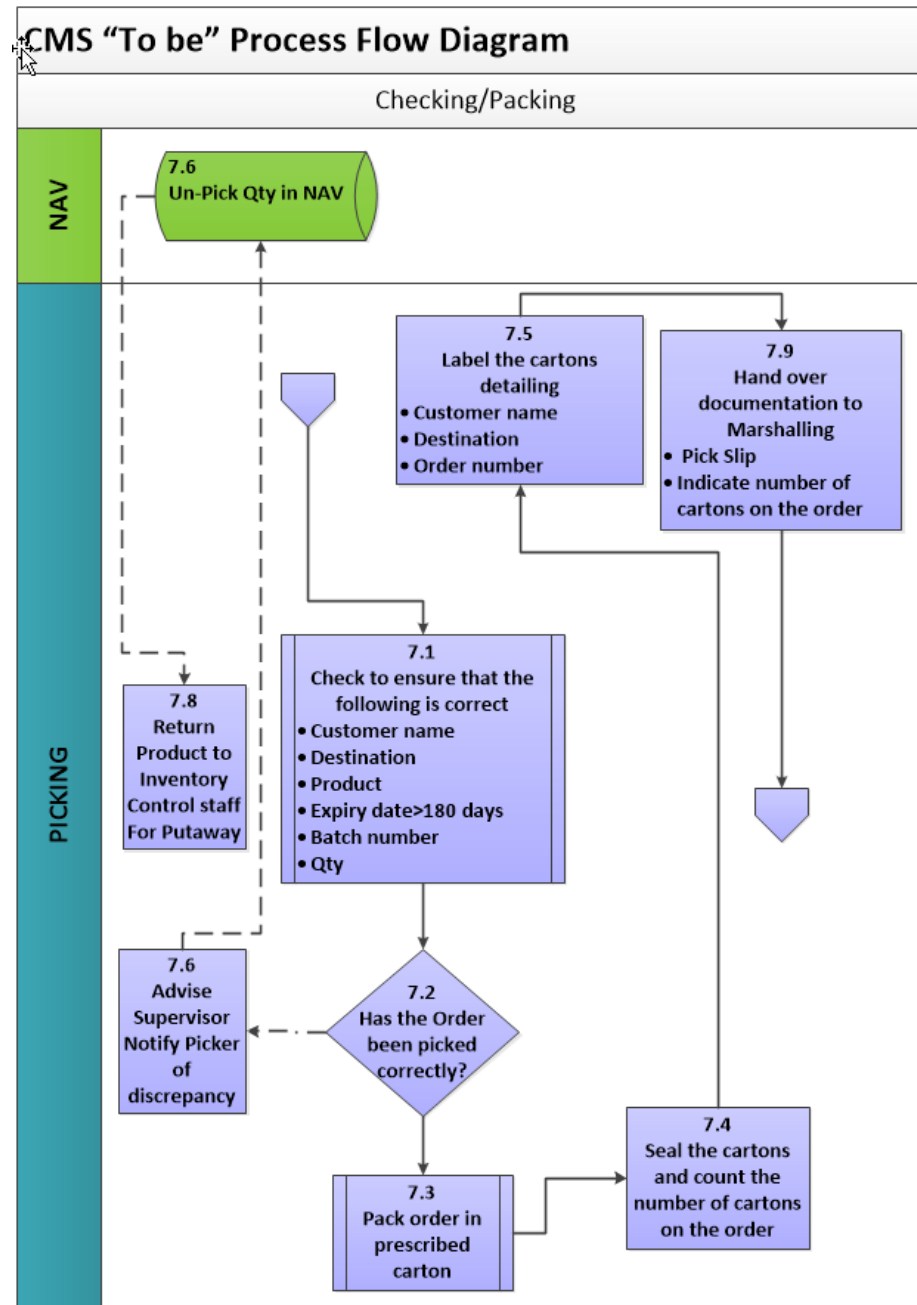
Step	Ref	Activity	Responsible/ System	Comments
1	5.1	Start	Data Management Unit (DMU)/ Order Processing	
2	5.2	Has eLMIS been commissioned for the client?	Data Management Unit (DMU)/ Order Processing/eLMIS	
3	5.3	Ensure eLMIS users Conduct Stock Take and analysis of R&R on line orders as scheduled	Pharmacists/eLMIS	
5	5.4	Pharmacist to ensure that Assigned Facilities have submitted R&Rs to Regional Admin Officer (RAO) as per scheduled	Pharmacists	
6	5.5	Authorization R&Rs by RAO as scheduled	Pharmacists	
7	5.6	Submission of R&Rs to Data Management Unit (DMU) as scheduled	Pharmacists	
8	5.7	DMU analyzes data entry as scheduled	EXCEL/Paper Based	
9	5.8	Has Qty been captured correctly	EXCEL/Paper Based	
9	5.9	Verify/Correct data errors	EXCEL/Paper Based	
11	5.10	Approve order	Pharmacists	
12	5.11	Enter usage in eLMIS Calculate Order Qty based on consumption	NAV/eLMIS	
13	5.12	Run eLMIS – NAV Interface Create CSV file Convert Order in NAV	NAV/eLMIS	
14	5.13	Allocate product based on FEFO, restricting allocation to product with shelf life > 180 days in NAV.	NAV	
14	5.14	Release orders for Picking.	Pharmacists	

1.7. Picking



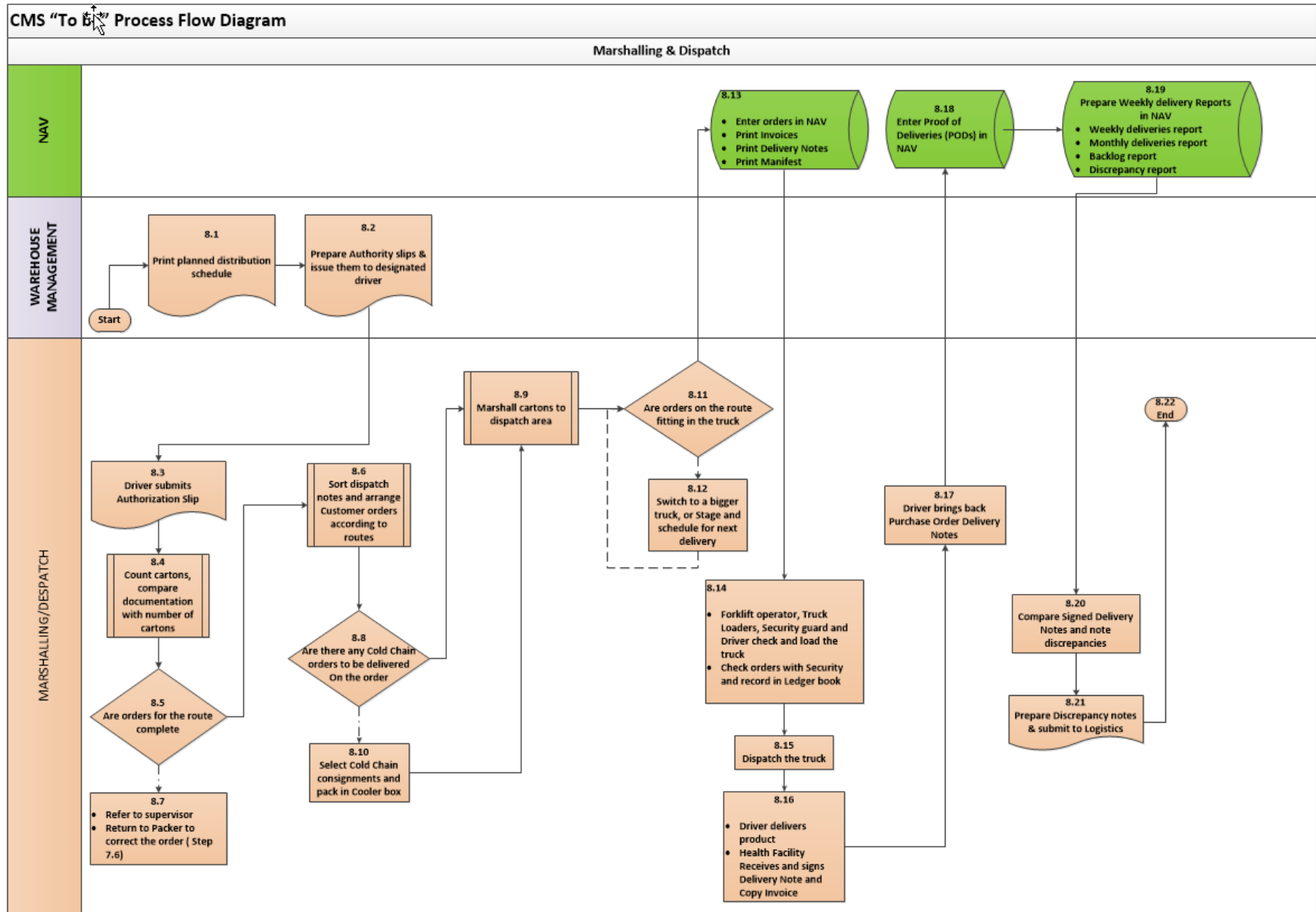
Step	Ref	Activity	Responsible/ System	Comments
1	6.1	Print Pick Slips as scheduled Route splitting orders by warehouse from NAV	NAV	
2	6.2	Picking Supervisor assigns Picking tasks to Pickers in NAV Picking slips generated on paper or sent to Hand-held in NAV	NAV	
3	6.3	Picker goes to Pick face as per the picking slip with or hand held device	Picking	
4	6.4	If allocated product, Batch is found in bin location	Picking	
6	6.5	Pick Qty, scan or record Bin location and Batch # on Picking slip to confirm pick	NAV	
7	6.8	Advise Order processing to revise allocation (Step 5.13)	Picking	
8	6.6	Place order in the Assembly area, Signing the Picking slip, and writing the Order #, Facility name on each pallet	Picking	
9	6.7	Sign the Pick slip and advise Packer that the order is ready for packing	Picking	

1.8. Checking/Packing



Step	Ref	Activity	Responsible/ System	Comments
1	7.1	Check to ensure that the following is correct - Customer name - Destination - Product - Expiry date>180 days - Batch number - Qty	Picking	This is over-processing. When CMS introduces Bar Code Processing, confirmation should be part and parcel of the Picking procedure
2	7.2	Has the order been picked correctl?	Picking	
3	7.3	If YES, Pack order in prescribed carton	Picking	
4	7.4	Seal the cartons and count the number of cartons on the order	Picking	
5	7.5	Label the cartons detailing Customer name Destination Order number	Picking	
6	7.9	Hand over documentation to Marshalling Pick Slip Indicate number of cartons on the order	Picking	
7	7.6	If NOT, Advise Supervisor and Notify Picker of discrepancy	Picking	
8	7.7	Un-Pick Qty in NAV	NAV	
9	7.8	Return Product to Inventory Control staff For Putaway	Picking	

1.9. Marshalling & Dispatch



Step	Ref	Activity	Responsible/ System	Comments
1	8.1	Print planned distribution schedule	Warehouse Management	
2	8.2	Prepare Authority slips & issue them to designated driver	Warehouse Management	
3	8.3	Driver submits Authorization Slip	Marshalling/Dispatch	
4	8.4	Count cartons, compare documentation with number of cartons	Marshalling/Dispatch	
5	8.5	Are orders for the route complete	Marshalling/Dispatch	
6	8.6	Sort dispatch notes and arrange Customer orders according to routes	Marshalling/Dispatch	
7	8.7	Refer to supervisor Return to Packer to correct the order (Step 7.6)	Marshalling/Dispatch	
8	8.8	Are there any Cold Chain orders to be delivered On the order	Marshalling/Dispatch	
9	8.10	Select Cold Chain consignments and pack in Cooler box	Marshalling/Dispatch	
10	8.9	Marshall cartons to dispatch area	Marshalling/Dispatch	
11	8.11	Are orders on the route fitting in the truck	Marshalling/Dispatch	
12	8.12	Switch to a bigger truck, or Stage and schedule for next delivery	Marshalling/Dispatch	
13	8.13	Enter orders in NAV - Print Invoices - Print Delivery Notes - Print Manifest	NAV	
14	8.14	Forklift operator, Truck Loaders, Security guard and Driver check and load the truck Check orders with Security and record in Ledger book	Marshalling/Dispatch	
15	8.15	Dispatch the truck	Marshalling/Dispatch	
16	8.16	Driver delivers product Health Facility Receives and signs Delivery Note and Copy Invoice	Marshalling/Dispatch	

17	8.17	Driver brings back Purchase Order Delivery Notes	Marshalling/Dispatch	
18	8.18	Enter Proof of Deliveries (PODs) in NAV	NA	Some Dev required for reconciliation of PODs
19	8.19	Prepare Weekly delivery Reports in NAV - Weekly deliveries report - Monthly deliveries report - Backlog report - Discrepancy report	NAV	Will need Reports in NAV
20	8.20	Compare Signed Delivery Notes and note discrepancies	Marshalling/Dispatch	
21	8.21	Prepare Discrepancy notes & submit to Logistics	Marshalling/Dispatch	
22	8.22	End	Marshalling/Dispatch	