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# STANDARD OPERATING PROCEDURE MANUAL FOR CONDOMS AND LUBRICANTS LOGISTICS MANAGEMENT IN NIGERIA, VERSION 1





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## AIDSFree

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This standard operating procedure (SOP) for condoms and lubricants logistics management in Nigeria, Version 1, follows the first national quantification of condoms and lubricants for the prevention of sexually transmitted infections, including HIV. It addresses the unorganized supply chain system for condoms and lubricants in Nigeria and covers the period 2018-2022.

This standardizing operating procedures (SOP) document was developed to ensure that all parties in need of the commodity can obtain the required commodities in accordance with the six rights that guarantee commodity security. It streamlines operations for gathering relevant data and presents harmonized tools for overseeing the collection of data and supply of commodities.

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# ACRONYMS

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AHF	AIDS Healthcare Foundation
AMC	average monthly consumption
ART	antiretroviral therapy
APIN	APIN Public Health Initiatives
CBO	community-based organization
CIHP	Center for Integrated Health Programmes
CMS	Central Medical Stores
CRRF	Combined Report and Requisition Form
CSOs	civil society organizations
DPH	Director of Public Health
DPRS	Director Planning Research and Statistics
FEFO	first to expire, first out
FMOH	Federal Ministry of Health
FP	family planning
GHSC-PSM	Global Health Supply Chain Program—Procurement and Supply Management
HAI-N	Heartland Alliance International, Nigeria
HIFASS	Health Initiatives for Safety and Stability in Africa
HMIS	health management information systems
ICC	Inventory Control Card
IHVN	Institute for Human Virology, Nigeria
KP	key population
LGA	local government area
LMCU	Logistics Management Coordinating Unit
LMIS	logistics management information system
M&E	monitoring and evaluation
MCH	maternal and child health
MOS	months of stock
MSH	Management Sciences for Health
NACA	National Agency for the Control of AIDS



NASCP	National AIDS/Sexually Transmitted Infections Control Programme
NPHCDA	National Primary Health Care Development Agency
NSCIP	Nigeria Supply Chain Integration Project
OIC	Officer in Charge
PHC	primary health care center
PSM	Procurement and Supply Management
QSSR	Quarterly Stock Status Report
QTO	quantity to order
SDP	service delivery point
SFH	Society for Family Health
SMOH	State Ministry of Health
SOH	stock on hand
SOP	standard operating procedure
STI	sexually transmitted infection
TWG	technical working group
UNFPA	United Nations Population Fund
UNICEF	United Nations Children's Fund
USAID	United States Agency for International Development
WHO	World Health Organization



# INTRODUCTION

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Condoms and lubricants are essential commodities for the prevention of HIV and other sexually transmitted infections (STIs). The combination approach to prevention activities, using biomedical, behavioral, and structural approaches, is part of standard HIV prevention programming. The approach aims to make use of resources in an efficient, coordinated manner, which is a requirement for increasing the uptake of condoms and lubricants in HIV/STI prevention. The combination approach, widely recognized as an important part of global HIV prevention, strengthens accountability and accelerates the progress of prevention programs.

In Nigeria, standardized operating procedures (SOPs) for logistics are required to accommodate demand created from multiple distribution channels, to ensure a structured supply of condoms, and to manage data related to condoms and lubricants in HIV/STI prevention programs.

## Purpose

The purpose of this SOP is to ensure that all parties in need of the commodity can obtain the required commodities in accordance with the principle of the six principles of that define commodity security (Box 1). The SOP is designed to streamline operations for gathering relevant data, and offers harmonized tools for overseeing the collection of data and supply of commodities.

The SOP is a reference for health service providers at all levels and provides a simplified and uniform process for carrying out tasks related to proper management of condoms and lubricants commodities. Procedures outlined here must therefore be followed to ensure commodity security and client satisfaction.

The SOP provides programmatic guidance for the effective delivery of commodities and support services at all levels of the health care system.

### Box 1. Six Principles of Commodity Security

The RIGHT GOODS  
In the RIGHT QUANTITIES  
In the RIGHT CONDITION  
To the RIGHT PLACE  
At the RIGHT TIME  
At the RIGHT COST

## Objectives of the SOP

1. Enhance the distribution of condoms and lubricants through different levels of the supply system, i.e., national condoms and lubricants warehouse, state stores, and service delivery points (SDPs).
2. Sustain availability of condoms and lubricants with adequate stock levels to meet client demand and needs.
3. Improve ordering and stock management, ensuring that requests correspond to actual need.

4. Increase capacity for management of condoms and lubricants supply at all levels of the logistics system by reducing waste, and preventing stockouts and expiries.
5. Improve the quality of condoms and lubricants throughout the logistics system by adhering to storage guidelines.
6. Enhance visibility and quality of routine data throughout the system for program monitoring and performance improvement.
7. Provide guidance on key service delivery and operational issues needed to increase the effectiveness and efficiency of HIV and STI prevention services.

The SOP thus outlines steps required to carry out five essential tasks, described in the list below.

1. Maintaining adequate supplies of commodities (condoms and lubricants) and appropriate inventory levels.
2. Ordering commodities.
3. Receiving and storing condoms and lubricants.
4. Recording and reporting usage of condoms and lubricants.
5. Monitoring logistics-related activities at facilities and SDPs such as drop-in centers, one-stop shops, mobile outreaches, civil society organizations, and community centers.

**Using the job aids:** The SOP provides 13 job aids giving guidance on how to fill out the forms used to manage, quantify, and requisition supplies of condoms and lubricants. The relevant form follows each job aid.

Table 1 outlines staff responsibilities, and Table 2 outlines the reporting schedule.

**Table 1. Roles and Responsibilities of Staff in the System**

Level	Personnel	Roles and Responsibilities
National	Logistics manager, condoms and lubricants (technical working group, or TWG)	<ul style="list-style-type: none"> <li>• Supervise and coordinate the logistics management of all condoms and lubricants, including other products used in providing STI management and HIV testing services.</li> <li>• Ensure that state teams provide monthly report within the required period.</li> <li>• Review logistics reports and validate data from states. Act as first point of contact on all logistics management reporting.</li> <li>• Determine quantity of commodities to procure based on combined report and requisition forms (CRRFs) submitted by the states.</li> <li>• Provide bimonthly feedback on submitted reports from states.</li> <li>• Keep government and other stakeholders informed about procurement process, including providing information, if there are potential problems with sourcing any commodity.</li> </ul>

	Warehouse manager/ storekeeper	<ul style="list-style-type: none"> <li>• Share monthly stock status reports with stakeholders</li> <li>• Coordinate with distribution agents the delivery of all commodities, including emergency order refills for health facilities.</li> <li>• Ensure prompt delivery of commodities to designated delivery points.</li> <li>• Provide quarterly feedback on submitted reports from states.</li> <li>• Take responsibility for managing expired commodities (if any).</li> <li>• Coordinate all warehouse operations and ensure that all clients to the warehouse derive maximum value for their time.</li> <li>• Supervise the management of condoms and lubricants, approve and document all receipts and issues of condoms and lubricants.</li> <li>• Monitor inventory control cards, bin cards, and stock levels of condoms and lubricants in the warehouse.</li> </ul>
<b>State</b>	State logistics officer/logistics management coordinating unit (LMCU)	<ul style="list-style-type: none"> <li>• Supervise the project's condoms and lubricants service provision activities and the management of the logistics system for condoms and lubricants at the state level.</li> <li>• Collaborate with the logistics manager at the national level to ensure that commodities are readily available for use in providing service.</li> <li>• Ensure submission of report and follow-up on facilities with incomplete or missing reports.</li> <li>• Work with the state LMCU to share the condoms and lubricants logistics management information system report.</li> <li>• Organize in conjunction with the TWG the quarterly monitoring and supervision visits and data quality assurance activities.</li> <li>• Maintain and ensure timely completion of all relevant records, including stock-keeping, consumption, and transaction records at the state level for all products.</li> <li>• Review the logistics reports from the SDPs and validate the data.</li> <li>• Aggregate all records into the CRRF and submit to the national TWG for resupply.</li> <li>• Conduct monitoring and supportive supervisory visits to SDPs to monitor supply chain activities and provide feedback to service providers.</li> </ul>
<b>Local government</b>	Local government logistics management coordinating unit	<ul style="list-style-type: none"> <li>• Maintain and ensure timely completion of all relevant records including stock-keeping, consumption, and transaction records for all products.</li> <li>• Review the logistics reports from the SDPs and validate the data.</li> <li>• Conduct monitoring and supportive visits to SDPs to monitor supply chain activities and provide feedback to service providers.</li> <li>• Coordinate submission of CRRF to the state level not later than the 7th of the reporting month. (See Table 2 below for reporting months.)</li> </ul>
	Health service providers/ antiretroviral therapy (ART) pharmacist, pharmacy focal person, program officer, logistics assistants	<ul style="list-style-type: none"> <li>• Distribute condoms and lubricants at SDPs.</li> <li>• Ensure proper storage of commodities at SDPs.</li> <li>• Ensure accurate and daily completion of required logistic records—daily consumption register and daily worksheet for HIV and STI prevention services.</li> <li>• Ensure commodities are used on a first-to-expire, first-out (FEFO) basis.</li> <li>• Frequently monitor stock levels of condoms and lubricants to prevent stock going below the acceptable minimum level.</li> <li>• Submit CRRF to the state level not later than the 7th day of the reporting month.</li> </ul>

**Table 2: Reporting Cycle and Periods**

S/N	Review Period	Reporting Window
1	January—February	First week in March
2	March—April	First week in May
3	May—June	First week in July
4	July—August	First week in September
5	September—October	First week in November
6	November—December	First week in January

# OVERVIEW OF CONDOMS AND LUBRICANTS LOGISTICS MANAGEMENT SYSTEM IN NIGERIA

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The inventory control system for managing condoms and lubricants in Nigeria uses the maximum and minimum inventory system (referred to as max-min). This system ensures that quantities of stock remain within an established range, using maximum, minimum, and established review and reordering periods. Determination for stock reordering is through a forced-ordering standard max-min inventory system in which commodities are tracked by months of stock (a measure of how long stock inventory will last).

The forced-ordering max-min system operates by reviewing **stock on hand (SOH)** for a fixed **review period**. In this system, an order is placed which would bring the stock balance for each commodity up to an established level called the maximum. The review period is the time for reviewing all stock levels in a forced-ordering max-min system and, when necessary, ordering stock. A **pull system** is used to determine how commodity will be ordered. In a pull system, quantities to be issued are determined by the personnel who receive the supplies—in this case, the health facility or the SDPs.

In the condoms and lubricants logistics system, the review period and order interval is bimonthly (once every two months or approximately 60 days).

Calculating the months of stock (MOS) allows personnel to determine whether the right quantities of commodities are in stock. Average monthly consumption (AMC) is the sum of two months consumption divided by two, which is used to estimate quantity of stock a health facility uses in an average month. To determine how long a commodity will last, the following formula can be used:

<b>SOH</b>	<b>÷</b>	<b>AMC</b>	<b>=</b>	<b>MOS</b>
how much we have (stock on hand)	÷	AMC	=	how long supplies will last (months of stock)

The designated pharmacy focal person and/or record officer reviews commodity levels at the end of every review period and orders enough stock to get to their maximum level. An emergency order is also placed if stock levels fall below the emergency order point. The quantity of commodities to be issued to facilities is determined by the logistics officer based on reports submitted by state teams, which are validated to be sure they are accurate.

Before submitting their consumption/utilization data at the end of the reporting period, a designated pharmacy focal person and/or record officer takes a physical inventory of commodities to determine their stock level; the result goes into their reports. The review

period is every two months at all levels in the system, which means that at the end of every two months, the logistics manager places an order for resupply based on agreed procedures.

Ordering products to the maximum stock level helps to ensure that all products are regularly available. As consumption increases or decreases, the maximum stock quantity will self-adjust, based on the most current rate of consumption, to ensure availability of stock. Below is a summary of the condoms and lubricants inventory control system protocols at SDPs (Table 3).

**Table 3. Condoms and Lubricants Inventory Control Protocol**

Level	Review Period And Reorder Interval	Lead Time	Emergency Order Point	Minimum Stock Level	Maximum Stock Level
National level				6 months of stock	8 months of stock
Health facility/SDP level	2 months	3 weeks	2 weeks of stock	2 months of stock	4 months of stock



# FLOW OF COMMODITIES AND INFORMATION

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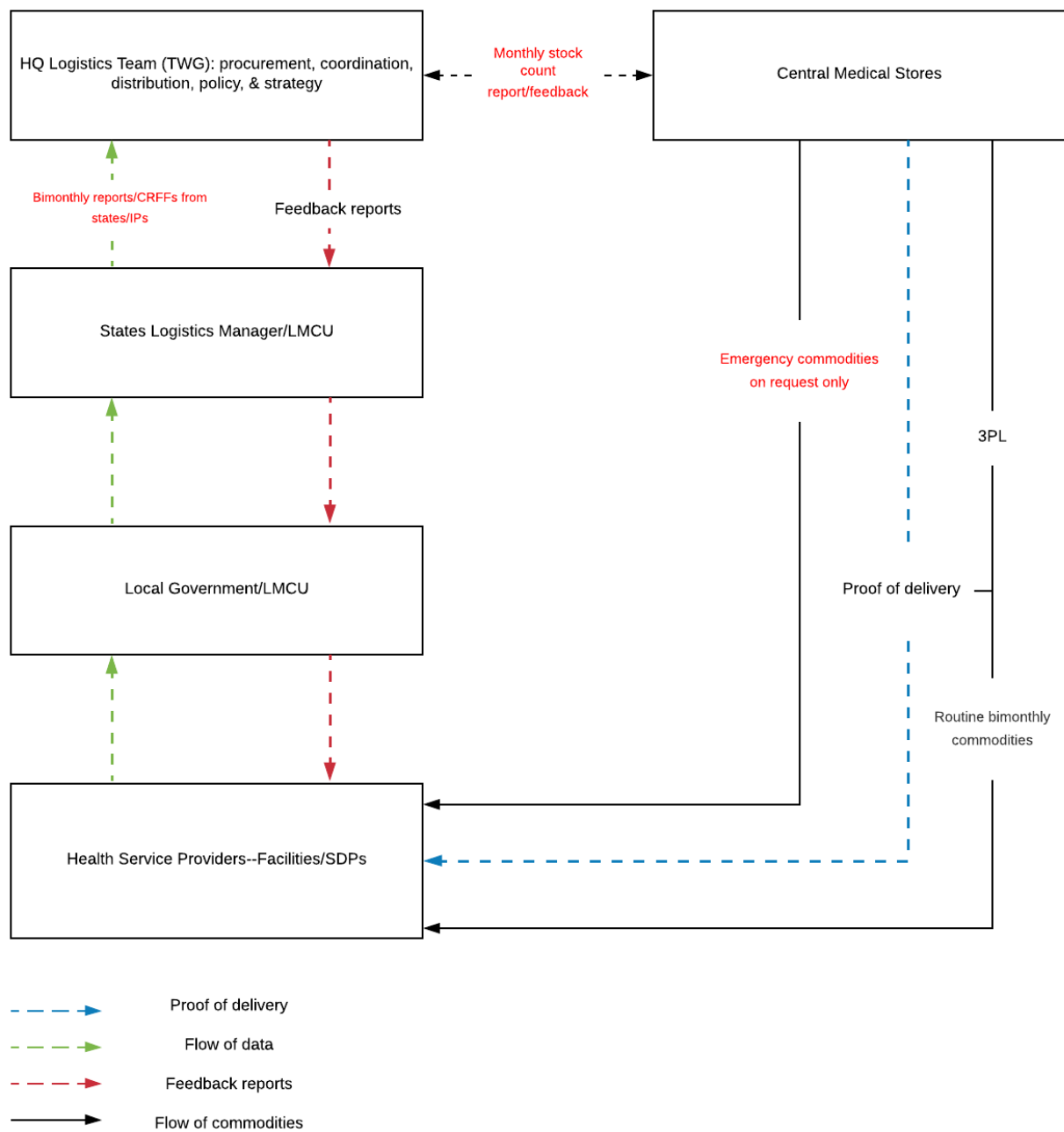
In the condoms and lubricants inventory control system described, commodities move down the system from the national level to the SDPs, where the clients or users receive service and/or use the commodities. Information moves up the system from the SDPs to the states, and then to the national level, to inform resupply and programme monitoring activities. Timely submission of reports containing accurate logistics data is critical to the resupply of commodities and by extension to ensuring that commodities are always available to meet the clients' needs.

Ordering is done for the national bimonthly report using the CRRF (see Table 4). The CRRF uses data in bimonthly requisition received from states. Order quantities are based on the quantities of commodities that are used to serve clients (consumption) and stock on hand (obtained by physical inventory count) at the time the order is placed. In some facilities, the CRRF is sent electronically via email from the facilities to the state logistics or PSM officers. Figure 1, following Table 4, shows the full pipeline of the commodity logistics for HIV and STIs.

**Table 4. Reporting Timelines in Condoms and Lubricants Commodity Logistics System**

S/N	Level	Date
1.	SDP/facility level	On or before 7 <sup>th</sup> of every reporting month
2.	State level	On or before 14 <sup>th</sup> of every reporting month
3.	National level (national report)	On or before 17 <sup>th</sup> of every reporting month
4.	Feedback to SDP and states	Before the last working day of the reporting month

Figure 1. In-Country Pipeline Structure of HIV/STI Commodity Logistics System



# LOGISTICS MANAGEMENT INFORMATION SYSTEM

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The logistics management information system (LMIS) collects, organizes, and reports logistics data used for decision-making. Only data that support logistics decision-making should be collected. Three essential data items are necessary to manage a logistics system and therefore, must be collected.

- **Stock on hand:** The quantities of usable stock available at a point in time.
- **Consumption data:** The quantity commodities dispensed to users during the reporting period.
- **Losses/adjustments:**
  - **Losses** are quantities of commodities removed from total stock for reasons other than consumption by clients or become unavailable for use in the facility (e.g., expiry, lost, theft, or damage), and are recorded as negative (-) numbers in the CRRF.
  - **Adjustments** are made when quantities of commodities are received from or issued to other SDPs inter- or intra- state. Adjustments may also be used to explain administrative changes or errors. For instance, when you discover that counted stock does not tally with the quantity in the stock cards. An adjustment may be a negative (-) or positive (+) number, (e.g., discovery after physical count, donations at local level, receipt from other facilities/SDPs through Return and Transfer). All entries on Adjustment columns must be explained.

## Logistics Records

Three things happen to commodities in the logistics system—they are stored, moved between facilities and/or states, and dispensed to users for HIV and STI prevention services. Logistics records and forms (see Table 5 after descriptions of major records) are used to collect and report essential data items relevant to storage, movement, and consumption of commodities.

- The **consumption record** is used to collect information on quantities of commodities dispensed to users or used to test clients. It is filled by health service providers at SDPs whenever commodities are dispensed to clients, and is totaled at the end of the reporting period. The following consumption records are used for condoms and lubricants logistics:
- **Condoms and Lubricants Dispensing Sheet for Key and General Population:** collects information on the pieces of condoms and lubricants dispensed to each client daily. This form is filled by the health service provider.

- **Condoms and Lubricants Daily Consumption Record:** collects information on total number of condoms and lubricants dispensed to clients daily over a period of one month. This form is filled by the health service provider.
- The **stock-keeping record** is used to capture information on commodities in storage. It tracks quantity of stock on hand and quantity of losses/adjustments, as well as information on receipt and issue of commodities.  
The stock-keeping record is used whenever commodities are received or issued, and when physical inventory count is done. The stock-keeping record is completed by a logistics officer, pharmacy Focal Person, or program officers depending on the level issuing, receiving, and/or taking physical inventory of stock.
- The **Inventory Control Card (ICC)** is used by the condoms and lubricants logistics system at the national, state, and facility level. The ICC contains the quantity of stock on hand and the quantity of losses/adjustments. It is used to manage the entire stock of Condoms and Lubricants in storage regardless of the batch number or expiration date. For example, one ICC will manage all quantities of male condoms received.
- The **bin card** is used by the condoms and lubricants logistics system at the Central Medical Store (CMS). The bin card contains the quantity of stock on hand and the quantity of losses/adjustments. It is used to manage the stock of condoms and lubricants in storage by batch number and expiration date. For example, one bin card will contain records on male condoms from only one batch.
- The **transaction record** is used to capture information on the movement of commodities from one facility or SDP (drop-in center/civil society organizations/mobile outreach) or state to another. Personnel at issuing and receiving facilities (health service providers/program officers) complete transaction records, which are initiated when commodities are requested or issued. Transaction records are completed when receipt of commodities have been confirmed.
- The **Combined Report and Requisition Form (CRRF)** is used for requisition and report of commodities by the SDP or facilities to states and national level. The requisition portion of the CRRF is the primary transaction record for Condoms and Lubricants resupply.
- The **Transferring/Returning Records** form is used to track transfer and return of commodities between facilities/states.

## Reports

- The **CRRF** is used at both the facility and the state levels to report on commodities consumed or used and stock-on-hand during the reporting period, and to complete requisitions of commodities. For Condoms and Lubricants, actual consumption should be taken from Daily Consumption Records for these commodities. The mobile outreaches submit activities in these forms to their cluster/nodal facilities and or state.

- The CRRF should be submitted electronically via email or in hard copy to the Condoms and Lubricants Logistics Manager not later than **7<sup>th</sup> of every reporting month** (See Table 2, page 12).
- **Feedback Reports.** The Condoms and Lubricants Logistics Manager aggregates, processes, and analyzes data received from states to produce feedback reports which are used to monitor performance of the logistics system. These reports will also be used to identify problems in the states and assist states take corrective actions.

**Table 5. Logistics Tools Used in the System**

S/N	Logistics Tools	Code
1	Inventory Control Card	CL- 01
2	Bin Card	CL- 02
3	Condom and Lubricant Dispensing Sheet (Key Populations)	CL- 03
4	Condom and Lubricant Dispensing Sheet (General Population)	CL- 04
5	Condoms and Lubricants Daily Consumption Record	CL- 05
6	Combined Report and Requisition Form (CRRF) – Facility level	CL- 06
7	Combined Report and Requisition Form (CRRF) – State level	CL- 07
8	Combined Report and Requisition Form (CRRF) – National Summary Report	CL- 08
9	Record for Transferring/Returning Commodities	CL- 09
10	Feedback Form	CL-10

## Condoms and Lubricants Dispensing Sheet

The Condoms and Lubricants Dispensing Sheet is a form on which health workers make an entry every time they give out products to clients. These are used as a basis for monitoring and reporting. The dispensing sheet can double as a client register for supportive supervision. The information collected will be incorporated into the Combined Report and Requisition Form.

There are two dispensing sheet forms—one for dispensing to key populations such as sex workers and men who have sex with men, and a second for dispensing to general populations. Table 6 (Job Aid 1) gives details on how to use this sheet for *key populations*; the form itself (Form CL-03) appears after Table 6.

**Table 6. Job Aid 1:. Completing Condoms and Lubricants Dispensing Sheet (Key Population)**

Details on Dispensing Sheet		
Task	Completing <b>Condoms and Lubricants Daily Dispensing sheet (Key Population)</b> .	
Completed by:	Health service providers/monitoring and evaluation (M&E) officers of community-based organizations (CBOs)/care and support officers/outreach workers.	
Purpose	To track the number (quantity) of products given out to clients.	
When to perform	Each time there is a transaction at the Distribution Point.	
Source of Information for this tool	Client.	
Materials needed	Condoms and Lubricants Dispensing sheet, calculator, and pen.	
All columns should be filled out by the person responsible for managing condoms and lubricants for the transaction to be completed at the end of each day.		
Note: Start each day’s record on a fresh sheet.		
Step	Information to Include	Action/Notes
1	Distribution Point	Write the name of the place where the commodities are dispensed to clients.
2	State and LGA	Write the name of the State and Local Government Area.
3	Month and Year	Write the month and year commodities were distributed.
4	Reporting date	Write the date the commodities were dispensed.
5	Column A: Name of Client	Write the name of the client receiving the commodities.
6	Column B: Age	Write the client’s age.

7	<b>Column C: Sex</b>	Write the client's gender.
8	<b>Column D: Phone number</b>	Write the client's phone number.
9	<b>Column E: Quantity dispensed in pieces</b>	Write the quantities of commodities dispensed, in pieces
10	<b>Column F: Signature of receiver</b>	Have the client sign for the products received.
11	<b>Total</b>	Add each material dispensed at the end of each day.
12	<b>Distributed by</b>	Enter the provider's name, designation, and date.
13	<b>Reviewed by</b>	Enter the reviewer's name, designation, and date.
<p><b>The task is complete when:</b></p> <ul style="list-style-type: none"> <li>❖ The distribution point name, LGA, and State are filled in.</li> <li>❖ The name of client, age, sex, phone number, and quantity required are filled in for each product being requested.</li> <li>❖ When the client receiving commodities signed.</li> <li>❖ When the persons distributing, and reviewing signed their names, and signed and dated the sheet.</li> </ul>		



FEDERAL MINISTRY OF HEALTH

CONDOM AND LUBRICANT DAILY DISPENSING SHEET FOR (KP)

CL-03

<b>Distribution Point:</b>					<b>LGA:</b>		<b>State:</b>			
<b>Month of Distribution:</b>					<b>Reporting Date:</b>					
S/N	A Name of Client	B Age	C Sex	D Phone Number	E Quantity Dispensed (in pieces)			F Signature of Receiver		
					Male Condom	Female Condom	Lubricants			
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
<b>Total</b>										
<b>Distributed By- Name:</b>				<b>Designation:</b>		<b>Signature:</b>		<b>Date:</b>		



Reviewed By- Name:	Designation:	Signature:	Date:
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Task:		Completing Condoms and Lubricants Daily Dispensing sheet (General Population)
Completed by:		Health service providers
Purpose:		To track the number (quantity) of products given out to clients.
When to perform:		Each time there is a transaction in the SDP.
Source of information for this tool		Client Card
Materials needed:		Completing Condoms and Lubricants Dispensing sheet (General Population), calculator, and pen
All columns should be filled out by the person responsible for managing condoms and lubricants for the transaction to be completed at the end of activities each day.		
Step	Information to be Filled	Action/Notes
1	Distribution Point	Write the name of the place where the commodities are dispensed to clients
2	State and LGA	Write the name of the of State and Local Government Area
3	Month and Year	Write the month and year commodities were distributed
4	Reporting date	Write the date the commodities were dispensed
5	Column A: Age	Write the age of the clients
6	Column B: Sex	Write the gender of the client
7	Column C: Quantity Dispensed in pieces	Write the quantities dispensed in pieces
8	Total	Add each material dispensed at the end of each day.
9	Distributed by	Enter the provider name, designation and date
10	Reviewed by	Enter the reviewer name, designation and date
The task is complete when:		
<ul style="list-style-type: none"><li>❖ The distribution point name, LGA and State are filled in.</li><li>❖ The name of client, age, sex, phone number and quantity required are filled in for each product being requested.</li><li>❖ When the client receiving commodities signed.</li><li>❖ When the persons distributing, and reviewing have written their names, and signed and dated the sheet.</li></ul>		

Table 7 (Job Aid 2) gives instructions for completing the Condoms and Lubricants Daily Dispensing Sheet for the *General Population*. The form itself (CL-04) follows the job aid.

**Table 7. Job Aid 2:. Completing Condoms and Lubricants Daily Dispensing Sheet (General Population)**

Task:		Completing Condoms and Lubricants Daily Dispensing sheet (General Population)
Completed by:		Health service providers
Purpose:		To track the number (quantity) of products given out to clients.
When to perform:		Each time there is a transaction in the SDP.
Source of Information for this tool		Client Card
Materials needed:		Completing Condoms and Lubricants Dispensing sheet (General Population), calculator, and pen
All columns should be filled out by the person responsible for managing condoms and lubricants for the transaction, to be completed at the end of activities each day.		
Step	Information Included	Action/Notes
1	Distribution Point	Write the name of the place where the commodities are dispensed to clients
2	State and LGA	Write the name of the State and Local Government Area
3	Month and Year	Write the month and year commodities were distributed
4	Reporting date	Write the date the commodities were dispensed
5	Column A: Age	Write the client’s age
6	Column B: Sex	Write the client’s gender
7	Column C: Quantity Dispensed in pieces	Write the quantities dispensed in pieces
8	Total	Sum each material dispensed at the end of each day.
9	Distributed by	Enter the provider name, designation, and date
10	Reviewed by	Enter the reviewer name, designation, and date
The task is complete when:		
<ul style="list-style-type: none"><li>❖ The distribution point name, LGA, and State are filled in.</li><li>❖ The name of client, age, sex, phone number, and quantity required are filled in for each product being requested.</li><li>❖ When the client receiving commodities signed.</li><li>❖ When the persons distributing, and reviewing have written their names, and signed and dated the sheet.</li></ul>		

**FEDERAL MINISTRY OF HEALTH****CONDOM AND LUBRICANT DISPENSING SHEET (GENERAL POPULATION)****CL-04**

Distribution Point:			LGA:		State:	
Month of Distribution:			Reporting Date:			
S/N	A	Age	B	Sex	C. Quantity Dispensed (in pieces)	
					Male Condom	Female Condom
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
	Total					
Distributed By		Name and Designation			Signature and Date	
Reviewed By-		Name and Designation			Signature and Date	

## Completing the Condoms and Lubricants Daily Consumption Record

The Condoms and Lubricants Daily Consumption Record tracks the number of commodities dispensed to clients. Summation of daily commodity dispensed must be recorded in the appropriate column at the end of each day. The total at the end of the month will be incorporated into the Combined Report and Requisition Form as the “dispensed to user” data.

Job Aid 3 (Table 8) will guide you through the process of completing the HIV/STI Daily Consumption Record (CL-05; the form itself follows the instructions). Daily Consumption Records are kept in the areas where condoms and lubricants are dispensed to the clients.

**Table 8. Job Aid 3: Completing the Condoms and Lubricants Daily Consumption Record**

Task:	Completing the Condoms and Lubricants Daily Consumption Record	
Completed by:	Health service providers/M&E officers of CBOs/care and support officers/outreach workers	
Purpose:	To record and track the number (quantity) of commodities dispensed (consumption data) clients daily and at the end of the month.	
When to perform:	At end of each day and when calculating the monthly totals.	
Source of information for this tool	Daily worksheet where available	
Materials needed:	Condoms and Lubricants Daily Consumption Record, calculator, and pen.	
All columns should be filled by the person responsible for managing condoms and lubricants for the transaction to be completed.		
Step	Information to be Filled	Action/Notes
1	SDP/Facility	Enter name of facility or SDP.
2	State, LGA	Enter the name of the State, LGA, and SDP in the respective areas.
3	Month and Year	Enter the month and year of the reporting period.
4	Product name	Enter daily the quantities in pieces of each product (condom male, condom female and lubricants) dispensed to clients. This information is taken from the Condoms and Lubricants Daily Dispensing Sheet.
5	Days	Enter transaction for each day accordingly.
6	Comments	Note any comments in this column.
7	Total	Enter the total quantity dispensed to clients during the month here.
8	Prepared by	Enter the provider’s name, designation, signature, and date.

**The task is complete when:**

- ❖ When the name of the facility and state are filled in.
- ❖ When the date is filled in.
- ❖ When the correct quantity dispensed clients are recorded.
- ❖ When the total numbers of each product dispensed have been added up and recorded on the Total Quantity Dispensed row at the end of the month.
- ❖ When the person performing this task writes his/her name, designation, signs and dates this record.

**FEDERAL MINISTRY OF HEALTH****CONDOMS AND LUBRICANTS DAILY CONSUMPTION RECORD****CL-05**

SDP/Facility:		LGA:		Month:	Year:
	Product Name				Comments
Days	Condom Male (Piece)	Condom Female (Piece)	Lubricant (Piece)		
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
Total					
Prepared by:					
Name		Designation		Signature & Date	

# INTERNAL REQUISITION, ISSUE AND RECEIPT VOUCHER

Job Aid 4 (Table 9) gives details on how to complete the Internal Requisition, Issue, and Receipt Voucher. The form itself follows the instructions in the job aid.

**Table 9. Job Aid 4: Completing the Internal Requisition, Issue and Receipt Voucher**

Task:	Completing the Internal Requisition, Issue and Receipt Voucher.	
Completed by:	Health service provider requesting and receiving products or person issuing commodities.	
Purpose:	To record transactions related to the request, issue and receipt of products within a facility.	
When to perform:	Each time products are being requested, issued and received.	
Source of Information for this tool	ICC.	
Materials needed:	Blank Internal Requisition, Issue and Receipt Voucher, calculator, and pen.	
Note:	This information is filled out in triplicate.	
Step	Information to Include	Action/Notes
1	Serial Number	Assign a serial number to the voucher, if applicable and if the serial number is not pre-printed.
2	Name of Facility	Write the name of the facility.
3	Facility Code	Write the facility code, if applicable.
4	From	Write the name of the person or section requesting the products.
5	To	Write the person or stores from which products are being requested.
For each product being requested:		
6	Item Description	Indicate if this is male or female condoms or lubricants.
7	Pieces.	Indicate the number in pieces.
8	Stock Balance	Write in the current stock on hand balance for the product being requested (the requesting unit).



9	<b>Quantity Required</b>	Write the quantity that is being requested. The Quantity Required should be enough to serve clients for a short period of time (for several days or a week). Service providers should not hold large quantities of stock at their dispensing stations.
For each product being issued:		
10	<b>Quantity Issued</b>	Write quantity of the product being issued.
11	<b>Batch Number</b>	Write the batch number of the product being issued. The batch number is assigned by the manufacturer and should be found on the <i>carton or box label</i> .
12	<b>Expiration Date</b>	Write the expiration date of the product being issued. The expiration date is assigned by the manufacturer and should be found on the <i>carton or box label</i> .
13	<b>Report Prepared by (Full Name), Signature, and Date</b>	Write your full name, sign the report, and write the date.
14	<b>Requested by (Full Name), Signature, Date</b>	The person requesting the products writes his/her name, signs, and writes the date.
15	<b>Request Approved by (Full Name), Signature, Date</b>	If applicable, the person responsible for approving the request writes his/her name, signs and writes the date.
16	<b>Drugs Issued by (Full Name), Signature, and Date</b>	The person issuing the products writes his/her name, signs, and writes the date.
17	<b>Drugs Received by (Full Name), Signature, and Date</b>	The person receiving the products writes his/her name, signs, and writes the date.
<p><b>The task is complete when:</b></p> <ul style="list-style-type: none"> <li>❖ The facility name and code, and the "from/to" information are filled in.</li> <li>❖ The item description, pack size, stock balance, and quantity required are filled in for each product being requested.</li> <li>❖ The quantity issued, batch number, and expiration date are filled in for each product being issued.</li> <li>❖ When the persons requesting, approving, issuing, and receiving the products have written their names, and signed and dated the form.</li> </ul>		



## FEDERAL MINISTRY OF HEALTH

### Internal Requisition, Issue and Receipt Voucher

Number: 001\_\_\_\_\_

Name of Facility: \_\_\_\_\_

Facility Code: \_\_\_\_\_

From: \_\_\_\_\_

To: \_\_\_\_\_

*To be filled by storekeeper*

S/N	Description	Stock balance	Qty Required (Pieces)	Qty Issued (Pieces)	Batch #	Expiry Date
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Requested by: (Full Name)		Signature:		Date:	
Request Approved by: (Full Name)		Signature:		Date:	
Issued by: (Full Name)		Signature:		Date:	
Received by: (Full Name)		Signature:		Date:	

This form should be filled in triplicate. Yellow copy should be retained with the issuer; blue copy returned as POD, White copy should be retained with the receiver.

\* To be filled at the facility level when drugs are issued from the Pharmacy Store to the other service points, e.g., dispensary, ANC

# THE INVENTORY CONTROL CARD

The Inventory Control Card (ICC) or stock card is a stock-keeping record that is used to track supplies received, issued, and held in storage. When properly filled out, the stock card helps to determine the stock level of a commodity at any point in time. Information from the card is used to determine the following information:

- Daily store transactions at the SDP.
- Compilation of CRRF at the end of the month.
- Preparing emergency ordering and filling out the Return and Transfer form.
- Receiving commodities.
- Transferring out.

Any error in this card negatively affects the entire supply chain system of that product. This card is generally kept at the store, and there is *one* stock card for *each item*.

Job Aid 5 (Table 10) will guide you through the process of completing the ICC. It is divided into four sections for specific activities that must be carried out. An ICC is kept in the facility's store and is used at every level of the system.

The ICC tracks the total quantities of each product in the stores. Each time there is a change in the quantity of a product in the stores, the change must be recorded on the appropriate ICC. The form itself (CL-01) appears after the job aid.

**Table 10. Job Aid 5: Completing the Inventory Control Card**

Task:	Completing the Inventory Control Card
Completed by:	Health service providers, ART Pharmacist, Pharmacy Focal Person, program officer, logistics assistants.
Purpose:	To track the number (quantity) of products in the store area. Also, to provide information on quantities received and issued out from storage and any adjustments.
When to perform:	Each time there is a transaction that affects the stock level of a product.
Source of information for this tool	Delivery note/proof of delivery, CRRF, Return and Transfer form, Internal Requisition, Issues and Receipt Voucher.
Materials needed:	Inventory Control Card, calculator, and pen
All columns should be filled by the person responsible for managing Condoms and lubricants for the transaction to be completed. A stock card will be maintained for each Condoms type and lubricants.	
Information to Include	Action/Notes
If starting a new Inventory Control Card	Go to STARTING A NEW INVENTORY CONTROL CARD (Steps 1-8).

If transferring quantities from an existing Inventory Control Card		Go to TRANSFERRING QUANTITIES TO A NEW INVENTORY CONTROL CARD (Steps 20-24).
If you're conducting a transaction		Go to RECEIVING/ISSUING (Steps 9-19).
If you're closing out for the month and conducting physical inventory		Go to MONTHLY CLOSEOUT (Steps 25-34).
Step	Information to Include	Action/Notes
1	State and LGA	Write the name of the State and Local Government Area.
2	Facility/Store Name	Write the name of the facility store or CMS, where applicable.
3	Max Stock Level	Write the maximum stock level allowed for your level (expressed in months of stock) <b>SDP Max=4; National Level Max=8.</b>
4	Product	Write the name of the condom/s and lubricants. Use one stock card for each product. Use generic names, e.g., "Male condom."
5	Min Stock Level	Write the minimum stock level allowed (in months) <b>SDP Min =2; National Min=6.</b>
6	Unit	Write the unit (number) issued, such as 1.
7	Shelf number	Write the number or location of the shelf where the product is stored.
8	E.O.P.	Write the Emergency Order Point: <b>E.O.P. for SDPs =2 weeks .</b>
9	Column A: Date	Write the date of the transaction in this way: <b>dd/mm/yyyy.</b>
10	Column B: Received From / Issued To	Write the name of the facility issuing or receiving the condoms and lubricants. <b>(All commodity receipts from CMS should be written in red ink on ICC card.)</b>
11	Column C: Batch No	Write the batch number of the commodity received/issued
12	Column D: Expiry Date	Enter the expiry date of the Condoms and Lubricants received or being issued out. The information is found on the product packaging.
13	Column E: Quantity Received	Enter the quantity received from CMS <b>(All commodity receipts from CMS should be written in red ink on ICC card).</b>
14	Column F: Quantity Issued	Enter the quantity issued.
15	Column G: Adjustment (Positive)	Enter number of products received because of transfer from another health facility or variation from stock count increases the stock quantity, donations.

16	<b>Column H: Adjustment (Negative):</b>	Enter number of products removed from the store because of breakages, expiries, damages, theft and other things that render commodities unsuitable for use.  Quantities transferred to another health facility should be entered this column.  Variation in stock count that reduces the stock quantity should also be entered.
17	<b>Column J: Stock On Hand</b>	Enter the stock on hand based on physical count. This amount should be equal to the calculated ending stock balance. Any discrepancy should be entered as an adjustment.
18	<b>Column K: Signature</b>	The person performing the transaction signs.
19	<b>Column L: Comments</b>	Enter any information that explains the data.
<b>Starting a new form: Go through the instructions from Steps 1–8</b>		
<b>Transferring information to new ICC: Go through information on Steps 1–8 and skip to steps 20–24</b>		
1	<b>Serial No:</b>	Enter the number corresponding to the entry of the transaction.
2	<b>Date:</b>	Write the date you are transferring quantities to the new <i>Inventory Control Card</i> .
3	<b>Received from / Issued to:</b>	Write B/F for “Brought Forward” in the column then draw a line through to the “Stock On Hand” column.
4	<b>Stock On Hand</b>	Take the last number entered in the “Stock On Hand” column on the previous <i>Inventory Control Card</i> , and write that exact number in this column.
5	<b>Signature/Remarks:</b>	Sign and add any comments.
<b>Receiving and Issuing: Steps 9–19</b>		
<b>Monthly Close Out (Physical Count) Steps 25– 34</b>		
Conduct a physical count before carrying out this task. (You will need Daily Consumption Records for this task.)		
1	<b>Serial No:</b>	Enter the number corresponding to the entry of the transaction The serial number should be continuation from the last entry.
2	<b>Date:</b>	Enter the date of closing the month’s activities. This should be the last working day of the month.
3	<b>Received from/Issued to:</b>	Write “Monthly Close Out.”
4	<b>Quantity Received:</b>	Add the quantity received for the month. Ideally, this should be once in a bimonthly review period, except if the facility received an emergency order.
5	<b>Quantity Issued</b>	Add all the quantity issued/dispensed for the month and enter the total.

6	<b>Column G: Adjustment (Positive)</b>	Enter figure of products received because of transfer from another health facility, variations in stock (additions from dispensing units), donations. <b>Comment on all figures other than "0" entered in adjustment column.</b>
7	<b>Column Adjustment (Negative):</b>	Enter figure of products removed from the store because of breakages, expiries, damages, theft, and other things that render commodities unsuitable for use. Quantities transferred to another health facility should be entered in this column and variations in stock. <b>Comment on all figures other than "0" entered in adjustment column.</b>
8	<b>Stock on Hand</b>	Enter Stock on Hand here. SOH must be the physical count of commodities available in the store and all dispensing units.
9	<b>Signature</b>	Enter your signature here.
10	<b>Comments</b>	Add any comments or remarks regarding the transaction. Comment on all figures other than "0" entered in adjustment column.
<b>Task is complete when:</b>		
<ul style="list-style-type: none"> <li>❖ An <i>Inventory Control Card</i> has been completed for each product managed in the store.</li> <li>❖ The name of the health facility, the product description, the unit and location of the product in the have been written at the top of each <i>Inventory Control Card</i>.</li> <li>❖ Each transaction is recorded on the <i>Inventory Control Card</i> as it occurs.</li> <li>❖ The <i>Inventory Control Card</i> is kept close to where the commodities are stored.</li> </ul>		



## CL-01

**State:** \_\_\_\_\_ **LGA:** \_\_\_\_\_  
**Facility/Store Name:** \_\_\_\_\_ **Max Stock Level:** \_\_\_\_\_ months  
**Product:** \_\_\_\_\_ **Min Stock Level:** \_\_\_\_\_ months  
**Unit:** 1x100 **Shelf No:** \_\_\_\_\_ **E.O.P.** \_\_\_\_\_ weeks

[illegible]

## The Bin Card

A bin card is used at larger facilities that manage large quantities of products, such as at CMSs and at large hospitals. It is used to track individual lots of products (products that have the same batch number and expiration date). One bin card would be used to manage each lot of products, with one bin card used for each product by batch number/expiration date. In smaller facilities, the bin card is not required; smaller facilities use the Inventory Control Card only. The bin card is used to track each product in the stores. Each time there is a change in the quantity of the product in the stores, it must be recorded on the appropriate bin card; this includes each time products are received or issued, or whenever a loss or other adjustment occurs. The information tracked on the bin card will facilitate the management of inventory at the facility.

This job aid will guide you through the process of completing the bin card. The form itself (CL-02) follows the instructions.

**Table 11. Job Aid 6: Completing the Bin Card**

Task:	Completing the bin card	
Completed by:	Store Keeper, Store Pharmacist, and Store Manager	
Purpose:	To track the number (quantity) of products	
When to perform:	Each time there is a transaction that affects the stock level of a product.	
Materials needed:	Bin card, calculator, and pen.	
All columns should be filled by the person responsible for managing condoms and lubricants for the transaction to be completed. A bin card will be maintained for each batch of products.		
Actions		Notes
If starting a new bin card		<b>Go to STARTING A NEW BIN CARD</b> (Steps 1–7)
If transferring quantities from an existing bin card		<b>Go to TRANSFERRING QUANTITIES TO A NEW BIN CARD</b> (Steps 1–7, then jump to steps 19-24)
If you’re conducting a transaction		<b>Go to RECEIVING/ISSUING</b> (Steps 8–18)
If you’re closing out for the month and conducting physical inventory		Go to <b>MONTHLY CLOSE OUT</b> (Steps 25–34)
Steps to take when opening a new bin card		
NOTE: One bin card per drug and batch number/expiration date		
Steps	Actions	Notes
1	Name of Facility:	Write the name of the facility. For Central Store, write Central Medical Stores



2	<b>Item Description:</b>	Write the product name, including the packaging size.
3	<b>Unit of Issue:</b>	Write the unit designation for the product. Example: piece
4	<b>Store Name:</b>	Write the name of the store (storage location), where applicable. Example: Main Store, Pharmacy Store.
5	<b>Batch Number:</b>	Write the batch number of the product. The batch number is assigned by the manufacturer and should be found on the carton or box label.
6	<b>Expiration Date:</b>	Write the expiration date of the product. The expiration date is assigned by the manufacturer and should be found on the carton or box label.
7	<b>Location/Shelf No.:</b>	Write the shelf number where the product is being stored.
8	<b>Serial no.</b>	Enter the number corresponding to the entry of the transaction.
9	<b>Column A: Date</b>	Write the date of the transaction.
10	<b>Column B: Voucher No.:</b>	<p>Write the voucher number if a voucher is used.</p> <p>If the transaction does not require a voucher, leave this space blank. For example:</p> <ul style="list-style-type: none"> <li>• If the transaction is a receipt or issue of supplies, a transaction record will be needed. This records number should be noted in the space.</li> <li>• If the transaction is an adjustment or a physical inventory, there will not be a transaction record; the space remains blank.</li> </ul>
11	<b>Column C : Received from / Issued to:</b>	<p>Write the facility or the person from which the product is coming or is being sent.</p> <p><b>(All commodity receipts from CMS should be written in red ink on bin card).</b></p> <p>If the transaction is a positive adjustment write "Positive Adjustment."</p> <p>If the transaction is a negative adjustment write "Negative Adjustment."</p> <p>If the bin card is being updated at physical inventory, write "Physical Inventory." See the Job Aid, "Conducting a Physical Inventory," for further instructions.</p>
12	<b>Column D: Quantity Received:</b>	<p>Write the quantity of the product that is received.</p> <p>Record in pieces.</p> <p><b>(All commodity receipts from CMS should be written in red ink on ICC card).</b></p>

13	<b>Column E: Quantity Issued:</b>	Write the quantity of the product that is being issued. Record in pieces.
14	<b>Column F: Adjustments (+)</b>	Enter figure of products received because of transfer from another health facility or, donations. Note variation from stock count.
15	<b>Column G : Adjustments:</b>	Enter number of products removed from the store because of breakages, expiries, damages, theft, and other things that render commodities unsuitable for use.  Quantities transferred to another health facility should be entered this column.  Variation in stock count that is less than previous balance should also be entered and explained in remark column.
16	<b>Column H: Stock on Hand:</b>	Calculate and write the new stock balance.  If products were received, add the quantity received to the previous stock balance and write the total.  If products were issued, subtract the quantity issued from the previous stock balance and write the total.  If products were lost or adjusted, add or subtract the quantity from the previous stock balance and write the total.
17	<b>Column I: Signature:</b>	Sign the bin card once the stock transaction has been recorded.
18	<b>Column J: Remarks:</b>	Write any comments related to the transaction that may be needed. Example: "Water damaged."  Used bin cards should be kept in storage for an additional three calendar years.
<b>STEPS TO TAKE WHEN TRANSFERRING QUANTITIES TO A NEW BIN CARD</b>		
1	<b>Serial No:</b>	Enter the number corresponding to the entry of the transaction.
2	<b>Date:</b>	Write the date you are transferring quantities to the new bin card.
3	<b>Received from / Issued to:</b>	Write B/F for "Brought Forward" in the column then draw a line through to the "Stock On Hand" column.
4	<b>Stock on Hand</b>	If starting a new bin card when an existing bin card is full, write the last balance from the previous bin card.
5	<b>Signature</b>	Insert signature here.
6	<b>Remark</b>	If starting a new bin card when an existing bin card is full, write "Balance brought forward."
<b>Steps to take when recording transactions</b>		
<b>Note: One transaction is recorded per row. Go through steps 8-18.</b>		
1	<b>Serial No:</b>	Enter the number corresponding to the entry of the transaction.  The serial number should be continuing from the last entry.

2	<b>Date:</b>	Enter the date of closing the month . This should be the last working day of the month.
3	<b>Received from / Issued to:</b>	Write "Monthly Close Out."
4	<b>Quantity Received:</b>	Add all the quantity received for the month and enter the total.
5	<b>Quantity Issued</b>	Add all the quantity issued/dispensed for the month and enter the total.
6	<b>Column G: Adjustment (Positive)</b>	Enter figure of products received because of transfer from another health facility, variations in stock (additions from dispensing units), donations.  <b>Comment on all figures other than "0" entered in adjustment column.</b>
7	<b>Column Adjustment (Negative):</b>	Enter figure of products removed from the store because of breakages, expiries, damages, theft, and other things that render commodities unsuitable for use.  Quantities transferred to another health facility should be entered in this column and variations in stock.  <b>Comment on all figures other than "0" entered in adjustment column.</b>
8	<b>Stock on Hand</b>	Enter Stock on Hand here. SOH must be the physical count of commodities available in the store and all dispensing units.
9	<b>Signature</b>	Sign here.
10	<b>Comments</b>	Add any comments or remarks regarding the transaction. Comment on all figures other than "0" entered in adjustment column.
<p><b>The task is complete when:</b></p> <ul style="list-style-type: none"> <li>❖ When the facility name, item description, unit of issue, product code, batch number expiration date and location/shelf number are filled in.</li> <li>❖ When the date, received from/issued to is complete.</li> <li>❖ When one of the following spaces is complete: Quantity Received, Quantity Issued, or Losses &amp; Adjustments.</li> <li>❖ When the stock balance has been calculated and recorded.</li> <li>❖ When the person recording the transaction signs the bin card.</li> </ul>		

**FEDERAL MINISTRY OF HEALTH****BIN CARD****CL-02**

Name of Facility: \_\_\_\_\_

Batch Number: \_\_\_\_\_

Product Description: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Unit of Issue: \_\_\_\_\_

Location/Shelf No.: \_\_\_\_\_

S/N	Date	Voucher No A	Received From/Issued to	Quantity Received	Quantity Issued	Adjustments		Balance	Signature	Remark
						+	-			
	A	B	C	D	E	F	G	H	I	J

# COMBINED REPORT AND REQUISITION FORM FOR CONDOMS AND LUBRICANTS

The **Combined Report and Requisition Form for Condoms and Lubricants** is the tool used for reporting activities in the health facility, state and national levels. The form acts as transaction record and commodities requisitions form for health facilities. It captures information on the movement of commodities from national level to SDPs. It also provides information on quantity issued/dispensed and the stock level at the facility. If the report is not submitted on time within the review period (see Table 12), the facility will not receive a resupply of condoms and lubricants. This form is completed in quadruplicate as a paper form and can also be sent electronically.

Job Aid 7 (Table 13) will guide you through the process of completing the Combined Report and Requisition Form for Condoms and Lubricants (Form CL-06).

The Logistics Officer/Facility Focal Person is responsible for completing the CRRF. If the report is not submitted, the Health facility will not receive a resupply of condoms and lubricants. The completed form is sent electronically or by hand in hardcopy to the Condoms and Lubricants Logistics Manager in national level.

**Table 12. Reporting Review Period**

S/N	Review Period	Reporting Month
1.	January-February	First week in March
2.	March-April	First week in May
3.	May-June	First week in July
4.	July-August	First week in September
5.	September -October	First week in November
6.	November-December	First week in January

**Table 13. Job Aid 7: Completing the Combined Report and Requisition Form for Condoms and Lubricants**

<b>Task:</b>	Completing the Combined Report, Requisition Form for Condoms and Lubricants
<b>Completed by:</b>	Health service providers/logistics officer/program officer, logistics assistants.
<b>Reporting deadline:</b>	7 <sup>th</sup> of every reporting month for facilities and 14 <sup>th</sup> of every reporting month for state reports (See table above).
<b>Purpose:</b>	To report the number of drugs dispensed, stock on hand, positive and negative adjustments, and number of estimated new stock quantity required.
<b>When to perform:</b>	At the end of the reporting and ordering cycle.

Source of information for this tool	ICC, POD/Delivery Note, Daily Consumption Record.
Materials needed:	Inventory Control Card, Daily Consumption Record, Blank Combined Report and Requisition Form for Condoms and Lubricants, calculator, and pen.
Step	Information to Be Completed
1. SDP/Facilities Name	Write the facility name.
2. Reporting Period	Enter the month of the report, e.g., January to February 2018.
3. Reporting date	Enter date the report is prepared.
4. LGA and State	Write the Local Government and State's name.
5. Max Stock Level	Write the maximum stock level allowed (expressed in months of stock) <b>SDP Max =2.</b>
6. Min Stock Level	Write the minimum stock level allowed (in months) <b>SDP Min =2.</b>
7. Serial Number	Enter the serial number.
8. Item Description	Enter the name of the product.
9. Unit	Write the type of piece. Units should be in pieces and not packs.
10. Column A: Beginning Balance	Column A is always the same as the Stock on Hand from the CRRF in the last reporting period. Look back at your copy of that CRRF, and if that was accurate, copy it here as the Beginning Balance. It should have included stocks at both the store room and dispensing areas.  Example: Stock on Hand (Physical Count) from the last report—January-February is the Beginning balance for March-April report.
11. Column B: Quantity received	Column B should be from the ICC. It should tell you how much came in shipments over the last two months. Add the totals of all incoming shipments.
12. Column C: Quantity Consumed	Column C is the number of condoms dispensed in the reporting period, i.e., last 60 days.
13. Column D: Adjustments	Column D is any adjustments. Use plus or minus signs (+ or -). The information would come from the ICC. Enter the adjustment quantity (+ or -) in the respective column.  + Adjustments are quantities received as transfers from another health facility or donations.  - Adjustments may be losses and include things like breakages, expiries, damages, theft and other things that render commodities unsuitable for use. They also include quantities transferred to another health facility.  Note: All figures other than "0" on this column must be explained in the remark column.
14. Column E: Physical Count	Column E is what you have in stock now. The physical count should closely match $A + B - C \pm D$ .
15. Column F: Maximum stock quantity	Column F is the calculation of your Maximum stock quantity, the Max you should ordinarily have on hand, which is four times your AMC. Since Column C is for two months, doubling it will give you four months of stock which is your Max level.

	The formula is $F = C \times 2$ ; Quantity consumed multiplied by 2
<b>16. Column G: Quantity To Order</b>	<p>Column G is your Quantity To Order which equals your Max minus your Stock On Hand (Physical count). The calculation for this is very important. Errors could make you stock out.</p> <p>The formula is <math>G = F - E</math>: Maximum Stock Quantity minus Physical Count</p>
<b>17. Column I</b>	Column I is a Remarks section to explain not only losses, but also if you ever had any stockout; explain what it was and how long you were stocked out.
<b>18. Section J</b>	Table J is expired details by lot number and quantities.
<b>19. Section K</b>	<p>Table K is the reporting officer's details as follows:</p> <p>Report Prepared by: (Full Name &amp; Signature): Enter your name, signature, Phone contact and date.</p> <p>Requisition Approved by: (Full Name &amp; Signature). The Supervisor should enter name, signature, Phone contact and date.</p>
<b>Task is complete when:</b>	
<ul style="list-style-type: none"> <li>❖ The CRRF has been completed for each product managed in the store.</li> <li>❖ The name of the health facility, the product description, the unit and location of the product in the store have been entered.</li> <li>❖ The report has been submitted to the next level.</li> </ul>	



FEDERAL MINISTRY OF HEALTH

CL-06

Combined Report and Requisition Form (CRRF) for Condoms and Lubricants

SDP/ Facility Name:_____				Report Period: _____				Reporting Date_____			
LGA: _____				State _____		Max Stock Level: 4MOS		Min Stock Level: 2MOS			
<b>REPORT</b>									<b>REQUISITION</b>	<b>ISSUE</b>	
S/N	Item Description	Unit*	Beginning Balance	Qty Received	Qty Consumed	Adjustments (+/-)	Physical Count	Maximum Stock (Qty)	Qty to Order	Qty Issued	Remarks
			<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F = C x 2</b>	<b>G= F - E</b>	<b>H</b>	<b>I</b>
1	Male Condom	piece									
2	Female Condom	piece									
3	Lubricant	piece									
Note* All stock report unit must be in <b>pieces</b>											
<b>J. Expiry Details</b>											
Please provide details (expiry dates, lot numbers & quantities) of any commodity that will expire in the next six (6) months or imminent stock out of any reporting tools						<b>Additional Remarks</b>					
Description	Lot No	Exp date	Qty								
<b>K.</b>		Reporting Officer's Details									



Report Prepared by: (Full Name & Signature)	Contact Phone Number	Date
Requisition Approved by: (Full Name & Signature)	Contact Phone Number	Date

## The Combined Report and Requisition Form for Condoms and Lubricants —State Level

The Combined Report and Requisition Form for Condoms and Lubricants at State Level acts as transaction record and requisitions form for commodities to health facilities. It captures information on movement of commodities from national level to SDPs. The form also doubles as aggregate form for the state wherein all receipts and Stock on Hand at the state stores are recorded. This is in case the state stores act as buffer and holding bay for facilities that lack enough space to receive all condom and lubricants required for 2 months review period. The Logistics officer is responsible for completing the CRRF.

The completed form is sent electronically to the Condoms and Lubricants Logistics Manager (TWG) at National level.

Table 14 (Job Aid 8) will guide you through the process of completing the Combined Report and Requisition Form for Condoms and Lubricants. The form itself (CL-07) follows the job aid.

**Table 14. Job Aid 8: Completing the Combined Report and Requisition Form for Condoms and Lubricants—State Level**

<b>Task:</b>	<b>Completing the Combined Report and Requisition Form for Condoms and Lubricants – State level</b>
Completed by:	<b>Logistics Officer/ PSM Focal Person</b>
Reporting deadline:	Not later than 12 <sup>th</sup> of every reporting month (See Table 2, page 12).
Purpose:	To report the number of drugs dispensed stock on hand, positive and negative adjustments, and number of estimated new clients.
When to perform:	At the end of the reporting and ordering cycle.
Source of information for this tool	CRRF from facilities and ICC and warehouse order/Delivery Note from National Store (where applicable).
Materials needed:	Blank Combined Report and Requisition Form for Condoms and Lubricants, calculator, and pen.
<b>Step</b>	<b>Information to be Filled</b>
<b>1. State</b>	Enter name of the state reporting the CRRF.
<b>2. Reporting Period start</b>	Enter the beginning month of the report, e.g., January.
<b>3. Reporting Period end</b>	Enter the ending month of the report period, e.g. February.
<b>4. Contact Person</b>	Name of the officer filling the form (this is usually Logistics Manager or PSM focal person).
<b>5. Contact Person phone</b>	Phone number of staff reporting.
<b>6. Date prepared</b>	Enter date report was prepared.
<b>7. S/N</b>	Serial number
<b>8. Facilities</b>	Enter facility name.
<b>9. Column A. Beginning Balance</b>	Column A is always the same as the Stock on Hand from the CRRF from the last reporting period. Look back at your copy of that CRRF, and if that was accurate, copy it here as the Beginning Balance. It should have included stocks at both the

	store room and dispensing areas. E.g. Stock on Hand (Physical Count) from the last report- January- February is the Beginning balance for March-April report.
<b>10. Column B: Quantity received</b>	Column B should be from the ICC. It should tell you how much came in shipments over the last two months. Add the totals of all incoming shipments.
<b>11. Column C:</b>	Column C is the number of condoms dispensed in the reporting period, i.e., last 60 days.
<b>12. Column D: + Adjustments</b>	Column D is any positive adjustments. Enter the adjustment quantity in the respective columns. Positive '+' adjustments are quantities received as a result of transfer from another health facility, donation. <i>Note: All figures other than 0 on this column must be explained in the remarks column.</i>
<b>13. Column E: - Adjustments</b>	Column E is any negative adjustments. Enter the adjustment quantity in the respective columns. Negative '-' adjustments may be quantities given to another health facility. They may also be losses and include breakages, expiries, damages, theft, and other occurrences that render commodities unsuitable for use. <i>Note: All figures other than 0 on this column must be explained in the remark column.</i>
<b>14. Column F: Stock On Hand (Physical Count)</b>	Column F is Stock on Hand. Enter SOH for individual facilities.
<b>15. Column G: Maximum Stock Quantity</b>	Enter Quantity to order for individual facilities.
<b>16. Column H: Quantity To Order</b>	Enter Quantity to order for individual facilities.
<b>17. Total</b>	Add up all entries in individual column.
<b>18. State Store</b>	Enter quantities in state store if the state maintain buffer.
<b>19. Comments</b>	Provide details (expiry dates, lot numbers & quantities) of any commodity that will expire in six (6) months' time.
<b>20. Signature</b>	Report Prepared by: (Full Name & Signature): Enter your name, signature, phone contact, and date. Requisition Approved by: () The Supervisor should enter name, signature, P full name, signature, and date hone contact, and date. The same officer can perform both roles.
<b>Task is complete when:</b>	
<ul style="list-style-type: none"> <li>❖ The CRRF has been completed for each product managed in the store.</li> <li>❖ The name of the health facility, the product description, transaction details, quantity to order, expiries and remarks have been completed in the report.</li> <li>❖ The report has been submitted to the Program Manager TWG at national level.</li> </ul>	



FEDERAL MINISTRY OF HEALTH

Combined Report and Requisition Form (CRRF) for Condoms and Lubricants- State Level

CL-07

State:	Reporting Period Start:	Reporting Period End:
Contact Person:	Contact Phone Number:	Date Prepared:

STATE SUMMARY REPORT

REPORT								REQUISITION	
S/N	Facilities	Beginning Balance for Reporting Period	Quantity Received during Reporting Period	Quantity Dispensed during Reporting Period	Adjustments		Ending Balance (Physical Count)	Maximum Stock Quantity	Quantity to Order
		A	B	C	D Positive +	E Negative	F	G = C x 2	H = F - E
1		0						0	0
2		0	0	0	0	0	0	0	0
3		0	0	0	0	0	0	0	0
4		0	0	0	0	0	0	0	0
5		0	0	0	0	0	0	0	0
6		0	0	0	0	0	0	0	0
7		0	0	0	0	0	0	0	0
8		0	0	0	0	0	0	0	0
9		0	0	0	0	0	0	0	0
10		0	0	0	0	0	0	0	0
11		0	0	0	0	0	0	0	0

12		0	0	0	0	0	0	0	0
13		0	0	0	0	0	0	0	0
14		0	0	0	0	0	0	0	0
15		0	0	0	0	0	0	0	0
16		0	0	0	0	0	0	0	0
17		0	0	0	0	0	0	0	0
18		0	0	0	0	0	0	0	0
22		0	0	0	0	0	0	0	0
23		0	0	0	0	0	0	0	0
24		0	0	0	0	0	0	0	0
25		0	0	0	0	0	0	0	0
26		0	0	0	0	0	0	0	0
27		0	0	0	0	0	0	0	0
Total									
State store (Buffer stock if applicable)									
Comments: Please provide details (expiry dates, lot numbers & quantities) of any commodity that will expire in six (6) months' time									
S/N	Description	Lot No	Exp date	Quantity	Other Information/Comments				
Report Prepared by: (Full Name)				Signature					
Report Approved by: (Full Name)				Signature & Date					

## Completing the Combined Report and Requisition Form for Condoms and Lubricants—National Level

The Logistics Officer is responsible for completing the CRRF. If the report is not submitted, the state/health facility will not receive a resupply of condoms and lubricants. The completed form is sent electronically to the Condoms and Lubricants Logistics Manager at the national level.

Job Aid 9 (Table 15) will guide you through the process of completing the Combined Report and Requisition Form for Condoms and Lubricants. The form, CL-08, follows the job aid.

**Table 15. Job Aid 9: Completing the Combined Report and Requisition Form for Condoms and Lubricants—National Level**

<b>Task:</b>	<b>Completing the Combined Report and Requisition Form for Condoms and Lubricants—National Level</b>
Completed by:	<b>Logistics Manager/PSM Focal Person</b>
Reporting deadline:	17 <sup>th</sup> of every new month
Purpose:	To report the number of drugs dispensed stock on hand, positive and negative adjustments, and number of estimated new clients.
When to perform:	At the end of the reporting and ordering cycle.
Source of information for this tool	CRRF from States and ICC and warehouse order/Delivery Note from National Store.
Materials needed:	Blank Combined Report and Requisition Form for Condoms and Lubricants, calculator, and pen.
<b>Step</b>	<b>Information to be Completed</b>
<b>1. Reporting Period start</b>	Enter the beginning month of the report, e.g., January.
<b>2. Reporting Period end</b>	Enter the ending month of the report, e.g., February.
<b>3. Contact Person</b>	Name of the officer filling the form (this is usually Logistics Manager or PSM Focal Person).
<b>4. Contact Person phone</b>	Phone number of staff completing the form.
<b>5. Date prepared</b>	Enter date report was prepared.
<b>6. Beginning Balance for Reporting Period- National Level</b>	<b>For National Level, Column A:</b> Write in total all SOH (Physical Count) from the national store. <b>For State Level, Column B:</b> Write total of all SOH (Physical Count) from all facilities and stores in all states. This is the ending Physical Count of last reporting period.
<b>7. Quantity Issued During Reporting Period</b>	<b>For National Level, Column A:</b> Write in total all quantities issued to all facilities in the state. <b>For State Level, Column B:</b> Write in total all quantities dispensed to all facilities in the all states.
<b>8. Quantity Received During Reporting Period</b>	<b>For National Level, Column A:</b> Write in total all quantities received from the Manufacturer/MDS warehouse.

	<b>For State Level, Column B:</b> Write in total all quantities received from the national store. Note: This should be the same as quantity issued from the National store.
<b>9. Positive Adjustments</b>	Add all positive adjustment for the store and the states.
<b>10. Negative Adjustments</b>	Add all Negative adjustment for the store and the states.
<b>11. Ending Balance</b>	<b>For National Level, Column A:</b> Write the Stock on Hand (Physical Count) at the end of review period. <b>For State Level, Column B:</b> Write in total all quantities on Hand (Physical Count) from all facilities in all states.
<b>12. S/N</b>	Serial number.
<b>13. State</b>	Enter state name.
<b>14. Column A: Beginning Balance</b>	Column A is always the same as the Stock on Hand from the CRRF from the last reporting period. This information is found at the Last Row labeled <b>'Total'</b> for each state report.
<b>15. Column B: Quantity received</b>	Column B is the Total quantity of stock received from individual states. Enter this information from the Total row of each state report.
<b>16. Column C: Quantity Dispensed</b>	Column C is the Total quantity of stock dispensed from individual states. Enter this information from the Total row of each state report.
<b>17. Column D: + Adjustments</b>	Column D is the Total of positive adjustments for each state. Enter this information from the Total row of each state report.
<b>18. Column E: - Adjustments</b>	Column E is the Total of negative adjustments for each state. Enter this information from the Total row of each state report.
<b>19. Column F: Stock On Hand (Physical Count)</b>	Column F is Stock on Hand. Enter SOH for each state from the Total columns of the state report.
<b>20. Column G: Maximum Stock Quantity</b>	Enter Maximum Stock Quantity for each state.
<b>21. Column H: Quantity To Order</b>	Enter total quantity to order for each state.
<b>22. Remarks</b>	Indicate any information about the entries for the state in this column.
<b>23. Total</b>	Add up all entries in individual columns.
<b>24. Comments</b>	<b>Provide details (expiry dates, lot numbers &amp; quantities) of any commodity that will expire in six (6) months' time.</b>
<b>Signature</b>	Report Prepared by: (Full Name & Signature): Enter your name, signature, Phone contact and date. Requisition Approved by: (Full Name, Signature and Date) The Supervisor should enter name, signature, phone contact and date. The same officer can perform both roles.
<b>Task is complete when:</b>	
<ul style="list-style-type: none"> <li>❖ The CRRF has been completed for each product managed in the store.</li> <li>❖ The name of the health facility, the product description, transaction details, quantity to order, expiries, and remarks have been completed in the report.</li> </ul>	



# FEDERAL MINISTRY OF HEALTH

## Combined Report and Requisition Form (CRRF) for Condoms and Lubricants- National Level

CL-08

Reporting Period Start: Reporting Period End: Date Prepared:

Contact Person: Contact Phone Number:

### NATIONAL LEVEL REPORT- FEMALE CONDOM

Data Element	National Level	All States	Remarks
Beginning Balance for Reporting Period			
Quantity Received During Reporting Period			
Quantity Issued During Reporting Period			
Positive Adjustments			
Negative Adjustments			
Ending Balance (Physical Count)			

### STATE SUMMARY REPORT

REPORT							REQUISITION			
S/No	State	Beginning Balance for Reporting Period	Quantity Received during Reporting Period	Quantity Dispensed during Reporting Period	Losses and Adjustments		Ending Balance (Physical Count)	Maximum Stock Quantity	Quantity to Order	Remarks
		A	B	C	D Positive +	E Negative -	F	G= C x 2	H = F - E	I
1	Abia	0						0	0	
2		0	0	0	0	0	0	0	0	
3		0	0	0	0	0	0	0	0	



4		0	0	0	0	0	0	0	0	
5		0	0	0	0	0	0	0	0	
6		0	0	0	0	0	0	0	0	
7		0	0	0	0	0	0	0	0	
8		0	0	0	0	0	0	0	0	
9		0	0	0	0	0	0	0	0	
10		0	0	0	0	0	0	0	0	
11		0	0	0	0	0	0	0	0	
12		0	0	0	0	0	0	0	0	
13		0	0	0	0	0	0	0	0	
14		0	0	0	0	0	0	0	0	
15		0	0	0	0	0	0	0	0	
16		0	0	0	0	0	0	0	0	
17		0	0	0	0	0	0	0	0	
18		0	0	0	0	0	0	0	0	
19		0	0	0	0	0	0	0	0	
20		0	0	0	0	0	0	0	0	
21		0	0	0	0	0	0	0	0	
22		0	0	0	0	0	0	0	0	
23		0	0	0	0	0	0	0	0	
24		0	0	0	0	0	0	0	0	
25		0	0	0	0	0	0	0	0	
26		0	0	0	0	0	0	0	0	
27		0	0	0	0	0	0	0	0	

28		0	0	0	0	0	0	0	0	
29		0	0	0	0	0	0	0	0	
30		0	0	0	0	0	0	0	0	
31		0	0	0	0	0	0	0	0	
32		0	0	0	0	0	0	0	0	
33		0	0	0	0	0	0	0	0	
34		0	0	0	0	0	0	0	0	
35		0	0	0	0	0	0	0	0	
36		0	0	0	0	0	0	0	0	
37		0	0	0	0	0	0	0	0	
<b>Total</b>										
<b>Comments: Please provide details (expiry dates, lot numbers &amp; quantities) of any commodity that will expire in six (6) months' time</b>										
S/No	Description	Lot No	Exp date	Quantity	Other Information					
Report Prepared by: (Full Name)						Designation		Signature & date:		
Report Approved by: (Full Name)						Designation		Signature & date:		

# EMERGENCY ORDER PROCEDURE

The Max/Min system is designed to minimize the need for emergency orders if the system is operated as designed. However, every logistics system must have procedures for placing emergency orders when exceptional circumstances occur that could have negative impact on commodity availability. In the case of the Condoms and Lubricants Logistics System, the emergency order is based on a special stock level called the **emergency order point**. As noted in Table 3 above, the emergency order point is 2 (two) weeks of stock. This means that if the stock level for any commodity drops to two weeks of stock at any time before the end of the review period, the Logistics Officer /Pharmacy focal person/Project Officers **MUST** contact the logistics manager for Condoms and Lubricants in the National Level through the state Logistics Officer, using the most efficient means of communication and place an emergency order. **The emergency order point disregards the review period timing, and the quantity to order is calculated to bring the stock on hand to the maximum level (four months of stock).** Job Aid 10 (Table 16) gives directions on emergency ordering.

**Table 16. Job Aid 10: Placing an Emergency Order**

Task:	Placing an Emergency Order
Completed by:	Logistics Officer/Pharmacy Focal Person/Project Officers
Purpose:	To report an emergency order when commodities fall to or below the emergency order point.
When to perform:	When stock levels reach the emergency order point.
Materials needed:	Blank Return and Transfer Form, the CRRF from the previous reporting period, ICC, the daily consumption, pen, and calculator.
Note:	The most efficient means should be used to request for emergency orders. Much of the information needed to complete the form is obtained from the Inventory Control Card, so be sure that the ICC is updated and includes the most recent physical count.
Steps	Activities
1. Count and calculate	Determine the commodity requiring emergency ordering by determining the MOS. If the daily balance is 2 weeks (i.e., 0.5 MOS).
2. Request lateral transfer	Request fill-up in nearby facilities using the Return and Transfer form and inform the state Logistics Officer.
3. Request fill-up through the State Officer	If you are unable to obtain required fill-up from nearby facilities, place a call to the State Logistics Officer, requesting emergency fill-up, by giving information of current stock and your AMC for the previous 2 months.

4. Receive and update the ICC	Receive the commodities and update the ICC balance.
<b>Task is complete:</b>	
<ul style="list-style-type: none"> <li>❖ When the details of Return and Transfer form is filled for emergency order, the facility that is receiving the request, and the facility name that is being supplied are complete</li> <li>❖ When the description of the product, the unit, the quantity in stock and the quantity required are filled in.</li> <li>❖ When the form is signed, dated, and sent.</li> <li>❖ When the State Logistics Officer has been dully notified.</li> </ul>	

# RECORD FOR TRANSFERRING/RETURNING COMMODITIES

Job Aid 11 (Table 17) will guide you through the process of completing the Record for Transferring/Returning Commodities (the form, CL-09, follows the guidance). The record is used when a facility/state is transferring commodities for disposal due to expiry or damage or excess commodities (short-dated) that can be redistributed to other facilities before they expire. The record is also used if one facility/state needs to “loan” commodities to or from another in an emergency to avoid a stockout.

The record is to be completed by three different persons. The first person is the storekeeper—State Logistics Manager/Pharmacy Focal Person/Project Officer who is returning the products. The second is the person responsible for the transport of the commodities—the carrier. The third is the designated recipient receiving commodities at the receiving facility or state. This record is a transaction record, so it is in triplicate copies. If filled out correctly, each person will end up with a copy of the record with all the signatures.

**Note:** The individuals who sign the record must first verify that the information on the record matches the actual commodity and quantity of the commodity that is being transferred/returned. Once the individual signs, they are accountable for safe management of the commodities.

**Table 17. Job Aid 11: Completing the Record for Transferring/Returning Commodities**

Task:		Completing the Record for Returning/Transferring Commodities
Completed by:		State Logistics Manager/Pharmacy focal person/Project Officers at returning and receiving states and person responsible for transport.
Purpose:		To track the return/transfer of condoms and lubricants commodities.
When to perform:		Each time condoms and lubricants are to be returned or transferred between states/ facilities.
Materials needed:		Record for Recording Commodities, calculator, and pen.
Steps	Information to be Completed	Actions
1.	Name of Facility returning/transferring commodities	Write the name of the facility that is returning or transferring the products.
2.	Sent to	Write the name of the facility and location where the products will be returned/transferred to.

3.	S/N	Write serial number for items being sent.
4.	Product name	Example: 1. for the first item; 2. For the second item and 3 for the third item.
5.	Unit:	Write the unit designation for the product, e.g., Piece.
6.	Quantity: Issued:	Write the quantity of the product that is being returned/transferred. Record in pieces.
7.	Batch No	Write the batch/Lot number on the product.
8.	Expiry Date	Write the expiry date on the product.
9.	Reason	Write in the reason for which the product is being returned/ transferred. For example: damaged, expired, and not being used, emergency order. If the space provided is not enough, attach a page.
10.	Record Compiled by/Sign/Date	The person who is returning/transferring the drugs writes their name and signs and writes the date.
11.	Transfer/Return Approved by/Sign/Date:	The person who approves the return/transfer writes their name and signs and writes the date.
12.	Name of Carrier	The person transporting the returned/transferred products writes his or her name and job title.  This should be the name of the person that is responsible for the commodities while on transit.
13.	Carrier's Signature/Date	The person transporting the returned/transferred products signs his or her name and writes the date.  Before signing the form, the carrier should verify that the form and the number and type of products in the shipment match.
14.	Carrier's Address & signature	The person transporting the returned/transferred products writes his or her address and telephone number.
15.	Carrier Comments	The person transporting the returned/transferred products writes any comments related to the products.
16.	Receiver's Name	<b>Leave this portion blank; it will be completed by the person at the receiving facility who receives the returned/transferred products.</b>  The recipient will verify that the form and the number and type of products in the shipments match. After completing the form, the sending facility will receive a completed copy of the Record.

<b>17.</b>	<b>Receiver's Signature/Date</b>	<p>The person receiving the returned/transferred products signs his or her name and writes the date.</p> <p>Before signing the form, the receiver should verify that the form and the number and type of products in the shipment match.</p>
<b>18.</b>	<b>Comments</b>	<p>The receiver uses this space to explain a difference (if any) between the record and the actual shipment.</p>
<b>19.</b>	<b>Final Distribution of form</b>	<p>After the recipient has signed the form, it is distributed as follows:</p> <p>A) The facility returning fills out the form and keeps a copy for records.</p> <p>B) The carrier returns/transfers the commodities to the designated store and retains a copy as proof of delivery.</p> <p>C) The receiving facility receives the commodities and keeps the original as proof of receipt.</p> <p>D) The receiving facility sends a copy to the facility that returned/transferred the commodities. This copy validates the tickler copy that was left at the facility when the carrier signed for the commodities. This copy should be retained with the tickler).</p>
<p>This task is completed when:</p> <ul style="list-style-type: none"> <li>❖ The names of the facility to which the commodities were sent and the facility returning/transferring the commodities have been completed.</li> <li>❖ The returned/transferred product name is written; the quantity returned/transferred recorded and the reason is documented.</li> <li>❖ The person returning/transferring the drugs signs the form.</li> <li>❖ The carrier signs the form.</li> <li>❖ The receiving facility sends a copy to the facility that returned/transferred the commodities.</li> </ul>		

**FEDERAL MINISTRY OF HEALTH****CL-09****RECORD FOR TRANSFERRING/ RETURNING COMMODITIES**

No \_\_\_\_\_

Name of facility returning/transferring commodities: \_\_\_\_\_

Sent to: \_\_\_\_\_

S/NO	PRODUCT DESCRIPTION	BATCH NO.	EXPIRY DATE	QUANTITY	REASON FOR RETURN/ TRANSFER
1					
2					
3					
4					
5					
6					
7					

Record Compiled By: \_\_\_\_\_ Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Transfer/ Return Approved By: \_\_\_\_\_ Sign: \_\_\_\_\_ Date: \_\_\_\_\_

**Carrier**

I certify that the above quantities for transfer/ return were received by me except where explained below.

Comments: \_\_\_\_\_

Name of Carrier: \_\_\_\_\_

Designation: \_\_\_\_\_

Carrier's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Receiving Facility**

I certify that the above quantities were received by me except where explained below.

Comments: \_\_\_\_\_

Receiver's Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Receiver's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# FEEDBACK REPORTS

At the end of each reporting period, a short feedback form (CL-10) should be sent electronically to the facilities or states reporting activities. Job Aid 12 (Table 18) shows how to complete this form. The content of the feedback report should cover the following:

- Period of reports
- Timeliness and completeness of the report
- Any other information about shipments and LMIS tools

**Table 18. Job Aid 12: Completing the Feedback Report**

Task		Completing the Feedback Reports								
Completed by:		Logistics Manager at State or national-level staff member responsible for receiving reports.								
Purpose:		To provide immediate feedback by highlighting opportunities for performance improvement and recommendations to improve or maintain improvement of subsequent reports.								
When to perform:		Each time reports are received of the activities from the lower level of the supply chain.								
Materials needed:		CRRF, Blank Feedback Form and pen.								
Steps	Information to be Filled	Actions								
1.	Name of Facility	Enter the name of intended facility.								
2.	LGA	Enter the name of the LGA in which the facility is located.								
3.	State	Enter the name of the state in which the facility is located.								
4.	Date	Enter the date the report was written.								
5.	Timeliness of the report	<div>Describe if report is timely or late.</div> <table><tr><th>Reporting Month/Dates</th></tr><tr><td>Not later than first week in March</td></tr><tr><td>Not later than first week in May</td></tr><tr><td>Not later than first week in July</td></tr><tr><td>Not later than first week in September</td></tr><tr><td>Not later than first week in November</td></tr><tr><td>Not later than first week in January.</td></tr></table>		Reporting Month/Dates	Not later than first week in March	Not later than first week in May	Not later than first week in July	Not later than first week in September	Not later than first week in November	Not later than first week in January.
Reporting Month/Dates										
Not later than first week in March										
Not later than first week in May										
Not later than first week in July										
Not later than first week in September										
Not later than first week in November										
Not later than first week in January.										

<b>6.</b>	Completeness	Comment on the timing of submitting the report. This reports any missing values or inconsistencies in summation and or multiplication.
<b>7.</b>	Tools availability	Comment on issues raised about tools.
<b>8.</b>	Recommendations	Recommend actions as appropriate.
<b>9.</b>	Other Comments	Comment on commodity redistribution if needed or information about shipment.
<b>10.</b>	Report Prepared by	Write the name, date, and signature of officer who prepared the report.
<b>11.</b>	Approved by: (Full Name & Signature)	Enter the name and designation of the officer who approved the reports.
<p>This task is completed when:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The names of the facility/state that submitted report have been completed.</li> <li><input type="checkbox"/> Details of observation and remedial actions entered.</li> <li><input type="checkbox"/> The sender name and signature have been entered.</li> <li><input type="checkbox"/> The feedback sent to intended recipients.</li> </ul>		



FEDERAL MINISTRY OF HEALTH

CL-10

**Feedback Form for Condoms and Lubricants CRRF Reports**

SDP/Facility/State Name: \_\_\_\_\_

Report Period: \_\_\_\_\_

LGA: \_\_\_\_\_

State \_\_\_\_\_

Reporting Date \_\_\_\_\_

S/N	Items	Comments
1.	Timeliness of the report	
2.	Completeness	
3.	Tool availability	
4.	Recommendations	
5.	Other Comments	

**Reporting Officer Details**

Report Prepared by: (Full Name & Signature)

Designation & Contact Number

Date

Approved by: (Full Name & Signature)

Designation & Contact Number

Date



# STORAGE

All condoms and lubricants commodities have manufacturer-specified shelf lives beyond which a commodity is said to be expired and should not be used or dispensed to clients.

It should be noted that shelf lives can be reduced if proper storage instructions are not adhered to. It is the responsibility of the State Logistics Manager/Pharmacy Focal Person/Project Officer to adhere strictly to manufacturer recommendations for storage

Shelf life is the length of time a product may be stored without affecting the usability and safety of the item, assuming it is stored under the prescribed conditions.

and to ensure that commodities are dispensed or used before they expire. Commodities should be stored away from direct sunlight, heat, and water. Table 19 gives some generalized storage guidelines that should be followed in the states.

**Table 19. Basic Storage Guidelines.**

Storage Guidelines	
Storage Procedures	Why this Procedure Is Important
1. Limit storage area access to authorized personnel and lock up controlled substances.	HIV/STI prevention commodities cost money even if given out free. Prevent theft and pilferage by keeping stocks in locked enclosures and using what is deemed “appropriate security measures” during storage, reception, and transport. <b>Physical counts should be conducted on a regular basis to verify inventory records and identify any problems as soon as they occur.</b>
2. Clean and disinfect the storeroom regularly and take precautions to discourage insects and rodents from invading the storage area.	Insects and rodents can damage product packaging as well as the products themselves.
3. Store condoms and lubricants commodities in a dry, well-lit, and well-ventilated storeroom at less than 25 °C or as directed by manufacturer.	Keep products out of direct sunlight. Extreme heat and exposure to direct sunlight can dramatically shorten shelf life.
4. Protect the storeroom from water penetration.	Water can destroy both supplies and their packaging. If the packaging is damaged, the product is still unacceptable to the patient even when the drugs themselves are not damaged. Repair the storeroom so that water cannot penetrate.

5. Stack cartons at least 10 cm (4 in.) off the floor, 30 cm (1 ft.) away from the walls and other stacks, and no more than 2.5m (about 8ft.) high.	Stack shelves away from the walls and commodities off the floor to make them less susceptible to pests and prevent water damage, and to promote air circulation and to ease movement of stock for cleaning and inspection. Do not stack cartons more than 2.5m, because the weight of the commodities may crush the cartons at the bottom.
6. Arrange cartons with arrows pointing up (↑), and with identification labels, expiry dates, and manufacturing dates clearly visible.	Identification labels make it easier to follow the FEFO rule and encourage visual inspection. Items should be stored according to manufacturer's instructions on the cartons.
7. Check expiration dates of incoming commodities and store them to facilitate FEFO procedures and stock management.	<b>FEFO guidelines require that drugs that will expire first are issued first, regardless of when they were received at the health facility.</b>
8. Store all health commodities away from insecticides, chemicals, flammable products, hazardous materials, old files, office supplies, and equipment; always take appropriate safety precautions.	Exposure to insecticides and other chemicals can damage products and affect the shelf life of commodities. Storing old files and other office supplies reduces space needed for storing health commodities. "De-junk" the storeroom regularly to make more space available for the storage of commodities.
9. Separate expired or damaged commodities from usable commodities and dispose of damaged or expired commodities appropriately. Remove them from inventory immediately and quarantine them using established procedures.	Do not dispense or use expired drugs for clients. Designate a separate part of the storeroom for damaged and expired goods. Subtract damaged or expired products from the Inventory Control Card/bin card. National-level officials must be informed of all expired and damaged commodities for pickup during waste drives.

# PHYSICAL INVENTORY AND VISUAL INSPECTION OF CONDOMS AND LUBRICANTS COMMODITIES

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## Physical Inventory

A physical count is the act of counting the quantity of each commodity available or supplied at any given time. It is one of the most frequently conducted activities in the store. Physical inventory of commodities **MUST** be done at the end of each month, and at such times when the store keeper suspects a need to carry out the activity. When conducting a physical count for condoms and lubricants commodities to record on the ICC or CRRF, the count information comes from two locations:

1. The quantities of unopened packs on the shelf in the storeroom, which are recorded on the Inventory Control Card
2. The quantities of opened/unopened packs kept in service delivery and dispensing points (DiCs/OSS/mobile outreaches).

The quantity of products in the storeroom is added to the quantity kept at SDPs, and the total is reported as Stock on Hand in the Inventory Control Card and Physical Count in the CRRF. For example, when conducting a count of female condoms, 50 pieces per pack, if there are 10 packs on the shelf in the storeroom, and 1 unopened pack (50) held at the dispensing sites, 20 pieces from opened pack; the total physical count for the facility is 550 pieces the Inventory Control Card and the total of 570 is noted on the CRRF.

**Note:** Opened packs in the dispensary or store should not be included in a physical count; only count and record full, unopened bottles/packs.

A physical count of the products in the store is done to verify that the stock balance found on the Inventory Control Card shows the correct number of usable commodities available in the store. If the quantity on the Inventory Control Card does not match the quantity on the shelf, the ICC should be updated, and an adjustment entered in the Adjustment column.

## Visual Inspection

Visual inspection is part of the quality assurance process, entailing examining products and their packaging by eye to look for obvious problems in product quality. A visual inspection helps identify products that may have been damaged or have a compromised shelf life. Visual inspection should be carried out in these circumstances:

- Each time the warehouse or clinic receives supplies
- When conducting a physical inventory
- When dispensing
- When investigating complaints
- When supplies are about to expire
- When supplies show signs of damage

When conducting visual inspections, the following things should be examined:

- **Package and product integrity:** Check for damage to packaging (tears, perforations, water, or oil).
- **Manufacturing defect:** Incomplete supply, missing or illegible identification information.
- **Labeling:** Make sure that products are labeled with the date of manufacture or expiration, lot number, NAFDAC number, and manufacturer's name.

All condoms and lubricants that fail a routine visual inspection should be taken out of the logistics system, and the reason for the visual inspection failure should be documented. Job Aid 13 (Table 20) offers guidelines for a physical inventory. Table 21 outlines common problems that affect the handling condoms and lubricants.

**Table 20. Job Aid 13: Conducting a Physical Inventory and Visual Inspection**

Task:	Conducting Physical Inventory
Completed by:	State Logistics Manager/Pharmacy focal person/Project Officers
Purpose:	<ul style="list-style-type: none"> <li>• To verify the stock level of a type of commodities in the store at the time of physical inventory.</li> <li>• Provide an opportunity for store re-organization.</li> <li>• To detect errors in commodity management records.</li> <li>• To detect commodity losses in the store.</li> </ul>
When to perform:	At the end of the reporting (monthly) or when you noticed.
Materials needed:	Inventory Control Cards, calculators, pencil, and paper.
<b>Physical Count</b>	
<b>Steps</b>	<b>Activities</b>
Arrangement of Stock	Prepare the store room for the inspection by identifying the usable stock for each commodity.
Separate	Separate count and label any expired, damaged, or obsolete commodities.
Count	<ul style="list-style-type: none"> <li>• Count every commodity by brand.</li> <li>• Count the number of unopened or complete cartons and multiply by the number of units in a carton to determine the total number of units in every carton.</li> <li>• If an open carton contains unopened packs, count the number of packs and multiply by the number of units in the pack.</li> </ul>



	<ul style="list-style-type: none"> <li>Count all the units that are in open packs, on racks/pellets/shelves and add them together.</li> <li>Add the total units from unopened cartons and packs, open packs, and packs on racks/shelves to give you the total number of units of the commodity available in your store (Stock on Hand).</li> </ul>
Reconcile	<ul style="list-style-type: none"> <li>Reconcile the current physical stocks in the store with ICC balance.</li> <li>Identify the discrepancies between the commodity stock counted and the stock balance on the records and adjust the records as appropriate.</li> <li>For any commodity with batch(es) with less than 6 months to expiration, record on the stock sheet.</li> </ul>
Organize	<ul style="list-style-type: none"> <li>Organize the commodities according to expiry dates and batch numbers to comply with FEFO.</li> </ul>
Label	<ul style="list-style-type: none"> <li>Mark the expiration dates clearly with large dark numbers on each face of every pack or carton.</li> </ul>
Quarantine	<ul style="list-style-type: none"> <li>Separate count and, label any expired, damaged, or obsolete commodities.</li> </ul>
Removal	<ul style="list-style-type: none"> <li>List any expired, damaged, or obsolete commodities. Arrange for their removal following the laid down procedures.</li> </ul>
Record	<ul style="list-style-type: none"> <li>Record the date of the physical count and the quantity counted on the bin cards or stock cards.</li> </ul>
<b>Visual Inspection</b>	
	<p>During routine visual inspection, look out for;</p> <ul style="list-style-type: none"> <li>Package and product integrity: Check for damage to packaging (tears, perforations, and water or oil leakage), and products (such as broken or torn packets of condoms, etc.).</li> <li>Manufacturing defects (such as incomplete supply, missing or illegible identification and information).</li> <li>Labeling (make sure that products are labeled with date of manufacture or expiration, lot/ batch number and manufacturer's name).</li> <li>Missing contents.</li> <li>Presence of foreign matter inside unit package.</li> </ul>

**Table 13 Common Quality Problems in Handling Condoms and Lubricants**

<b>Common Quality Problems in Handling Condoms and Lubricants</b>	
<b>What to Look For</b>	<b>Actions</b>
<b>Damaged package or products</b>	Any damaged items should be set aside for pick up (waste drive/reverse logistics) and the remainder distributed as normal. <b>Note:</b> State Logistics Manager/Pharmacy Focal Person/Project Officer should send an email to the Logistics Manager at the national level for evacuation of such products.
<b>Dirty, torn or otherwise damaged boxes</b>	Check the product visually for physical damage. Remove damaged products and follow as indicated above.
<b>Cartons with holes and/or frayed edges</b>	Unlike torn or dirty cartons, holes or frayed edges may not be the result of handling, but rather of pests. Check boxes for signs

	of insect damage and rats. Inspect inner boxes and products for physical damage, remove any damaged products.
Water-damaged cartons	Visually inspect all products. Remove any product that appears damaged or unacceptable and quarantine for waste drive/reverse logistics. <b>Repack any intact products before distributing.</b>
Cartons unlabeled with the date of manufacture or expiration on outer and inner packaging	Ensure that lot number, manufacturer's name, and storage requirements are recorded on tally cards and storage labels. If expiration dates are not visible, open outer carton and check dates on inner boxes. <b>If expiration dates are not visible on inner boxes, check individual packs. Use a large marker to write the expiration date on unmarked boxes and cartons.</b>
Information on boxes or cartons is illegible	Check inner boxes or packs and write on outside of box. If information is illegible due to exposure to water or to chemicals, thoroughly inspect product for damage. If unsure if damage has occurred, quarantine and inform the national-level logistics officers for further directives.
Missing products or empty boxes	This may indicate theft or removal by NAFDAC for testing. Find out the cause and notify national level about missing stock. Indicate adjustment on ICC and CRRF.
Contents not identified on multiple unit cartons	Open box and check contents. If contents all have the same product with the same expiration date (and lot number), write information on the outer box. If contents are mixed, separate and repackage according to product type, brand, expiration date and lot number. Report mixed lots in an unmarked box to national level to ensure that lot quantities are corrected.

# GLOSSARY

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average monthly consumption	Average number of each commodity dispensed/issued to clients over a given period. In condoms and lubricants commodity logistics, the average monthly consumption is the sum of consumption in two months divided by two.
clients	People who visit SDPs, hospitals, dispensaries, mobile clinics, or outreach centers to receive condoms, lubricants, or counseling services.
cohort	A cohort is an ART start-up group which consists of all patients starting ART in the same month
commodities	These can also be referred to as supplies, goods, stock, and products which pass through a logistics system.
community center	Community centers are structured to provide social and recreational services to at risk population for their physical mental, emotional and social well-being
consumption	The quantity of commodities dispensed to users during a period.
consumption data	Consumption data represent the quantity of commodities dispensed to clients during a set period.
civil society organizations	Voluntary organizations with governance and direction coming from citizens or constituency members, without significant government-controlled participation or representation. They include all non-market and non-state organizations outside of the family in which people organize themselves to pursue shared interests in the public domain.
drop-in centers	Mini one-stop shops where clients can access counseling and testing, including STI prevention services.
feedback	Communication of observations related to performance. Positive feedback should be selective, timely, descriptive, and helpful.

forecasting	Estimating the quantities of commodities that will be dispensed to users by a program for specific period in the future.
information system	A system established to collect, organize, analyze, and report data for decision-making.
inventory control	The process of directing and controlling activities with the purpose of getting the right inventory in the right place, at the right time, in the right quantity, in the right form, at the right cost.
key population(s)	A group or groups of individuals who bear a high burden of HIV and are exposed to higher risk of acquiring the infection.
lead time	The time interval between when an order is placed and when the stock is received and available for use.
logistics	The process of planning, implementing, and controlling the efficient and effective flow and storage of goods from manufacturer to point of consumption for satisfying customers' requirement.
logistic cycle	The sequence of interrelated functions that occur so that commodities move from one level to another through a pipeline before getting to the customers.
logistics system	Processes and systems designed to assure excellent customers' services by ensuring that the right goods, in the right quantities, in the right condition, are delivered to the right place, at the right time, for the right cost.
logistics management losses	The quantity of commodities no longer available for distributions, which have not been dispensed, e.g., damaged, expired or stolen commodities.
maximum stock level	The number of months of stock up to which a facility orders to maintain adequate inventory for dispensing or issuing. In a forced-ordering system, this is equal to the minimum stock level plus one reorder period. Max level is fixed by the program.

minimum stock level	The level of stock at which actions to replenish inventory should occur under normal conditions. Minimum stock level is fixed by the program.
issues data	Information about the quantities of goods shipped from one level of the system to another.
maximum stock quantity	The quantity of commodities up to which a facility must replenish to meet the needs of the clients.
minimum stock quantity	The quantity of products up to which a facility must maintain to avoid imminent emergency order point or stockout. Stock quantity varies and consumption changes.
mobile outreach	Platforms that provide mobile ART services to communities
monthly consumption	Total number of commodities dispensed to clients in a month.
one-stop shop	This is a safe place where nondiscriminatory, stigma-free, friendly comprehensive services are offered to members of key populations to address HIV-related issues,, e.g., HIV care and treatment including gender-based violence services, recreation and mental health services, human rights, etc.
order quantity	The Maximum Stock Quantity less the Stock on Hand.
service delivery point	The place (hospitals, dispensaries, mobile clinics, outreach centers) where commodities are dispensed to end-users and where dispensed to-user data are recorded.
stock	Often used interchangeably with commodities, goods, products, supplies, and refers to all the items that flow through the logistics system.
stock on hand	This is the quantities of usable condom s and lubricants (which are not damaged or expired as determined by counting) at a point in time.



## FURTHER READINGS

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1. USAID/DELIVER PROJECT and World Health Organization. 2003. *Guidelines for the Storage of Essential Medicines and Other Health Commodities*. Arlington, Va.: USAID/DELIVER PROJECT, for the U.S. Agency for International Development.
2. Federal Ministry of Health (FMOH). 2007. Federal Republic of Nigeria. *Standard Operating Procedures for Effective Management of Vaccines in Vaccine Storage Facilities*.
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4. FMOH. 2011. Federal Republic of Nigeria: *Logistics Management of HIV/AIDS; Commodities Standard Operating Procedures Manual for the Management of HIV/AIDS Commodities (Antiretroviral Drugs, OI Drugs, Laboratory Reagents & Supplies)*
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6. FMOH. 2015. Health: Department of Family Health; *Contraceptives Logistics. Management System (CLMS); Management Guidelines for Service Providers*.
7. Joint United Nations Programme on HIV/AIDS. 2017. *HIV Prevention 2020 Road Map- Accelerating HIV Prevention to reduce new infections by 75%*.
8. World Health Organization, 2015. *Immunization in Practice: A Practical Guide for Health Staff*.







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