

**REPUBLIC OF GHANA**  
**MINISTRY OF HEALTH**



**GHILMIS SYSTEM END-USER**  
**AID**

**Order Management**  
**Functionality**

# Contents

- Acronyms..... 3
- Introduction ..... 4**
- Purchase Order (PO) creation ..... 5**
- Purchase Order (PO) Review and Submission..... 12**
- System Roles and Responsibilities (Health Centre) ..... 22**
- System Roles and Responsibilities (CHPS) ..... 22**

## Acronyms

DHD	District Health Directorate
PO	Purchase Order
RMS	Regional Medical Stores
SOP	Standard Operating Manual
SDP	Service delivery point

## Introduction

The procedures described in this manual is for officers at the health facility ordering commodities from the RMS. The requisition(s) are created for the Head of Facility/Facility In-Charge/District Health Directorates to review and approve or reject.

### **Purpose of the Manual**

This SOP Manual is intended to simplify and standardize the functions of order creation at the SDP.

### **Why should you use this manual?**

This manual will enable you to carry out order creation at SDP

### **Whom to perform this Activity**

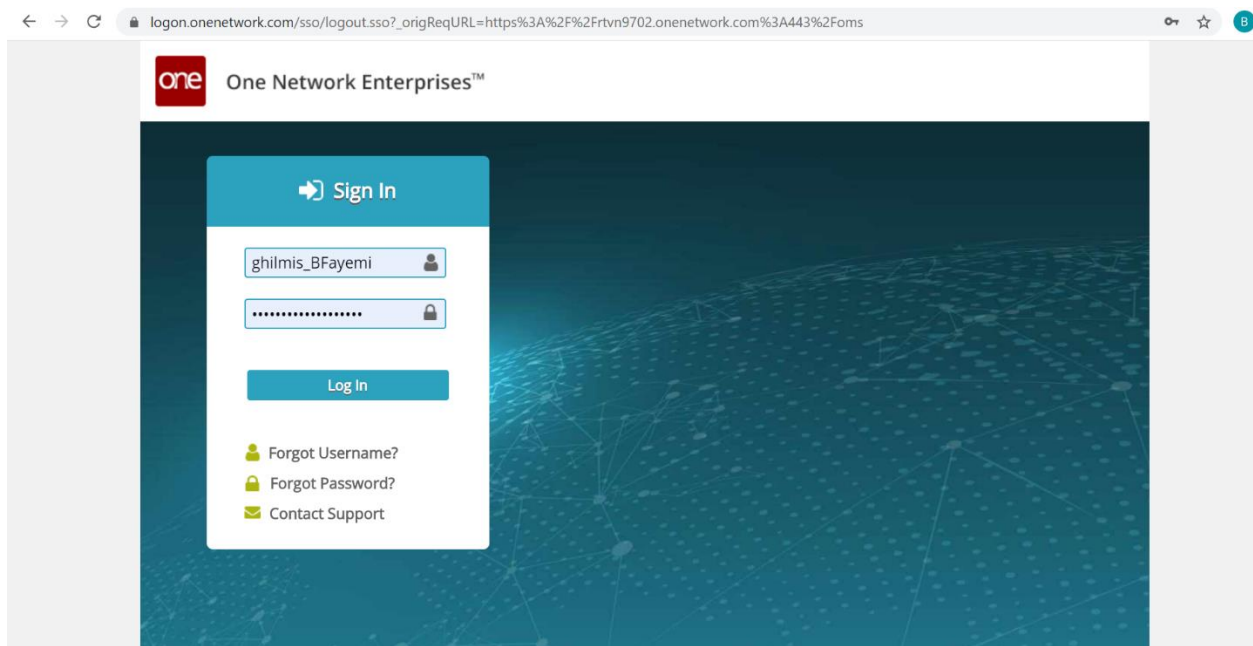
Customer Order Admin

Customer Order Manager

### **How to perform this Activity**

Log in to the url: [www.rtvn9702.onenetwork.com](http://www.rtvn9702.onenetwork.com)

Type in your username and password to log in



## Purchase Order (PO) creation

- Log in as a customer order admin at your facility

The screenshot shows the Oracle One interface. The user is logged in as 'ABUAKWA\_UAT User1' with the role 'Customer Order Manager'. The user menu is open, showing options like 'Switch Role', 'Switch Themes', 'User Profile', 'Switch User', 'Session Information', 'Force Refresh', 'Command Center Help', and 'Logout'. The 'Purchase Order Summary' section is visible, showing filters for creation date and a table with columns for State, Count, With Blocking Holds, and With Non Blocking Holds. The table shows a 'Draft' state with a count of 26 and 0 blocking holds.

- To create a new purchase order, navigate to Order Management then select New PO

The screenshot shows the Oracle One interface with the 'Order Mgmt' menu open. The 'New PO' option is highlighted with a red box. Other options in the menu include 'New Sales Order', 'Purchase Order', and 'Sales Order'. The 'Purchase Orders Awaiting Approval' section is also visible on the right.

- To complete the header, populate the mandatory fields marked with asterisks (\*) on the order header as shown and explained below:

The screenshot shows the 'New Order' form in the Oracle One interface. The form is titled 'New Order' and has a 'State: Draft' indicator. The 'Order No:' field is empty. The 'Buying Org:' field is populated with 'Abuakwa Health Centre'. The 'Ship To:' field is 'My Site' and the 'Ship To Address:' is 'Unknown, Atwima Mwabiyaga, Unknown Abuakwa, Ashanti, GH'. The 'Trans Mode:' is 'TRCK'. The 'Request Delivery Date:' is 'Apr 11, 2019 9:00 AM' and the 'Request Ship Date:' is 'Apr 11, 2019 12:00 AM'. The 'Total Amount:' is 'NaN'. The 'Vendor:' field is 'Ashanti Regional Medical Sto'. The 'Ship From:' field is 'Vendor's Site' and the 'Ship From Address:' is 'Unknown, Unknown, Unknown, Unknown, Unknown, ...'. The 'Parent Order No:', 'Fulfillment Org:', 'OMO Org:', 'Currency:', and 'Owning Site:' fields are also visible.

\*Vendor: Click on the space provided type the name of your RMS. you can also select from the list that drops down as you type the name of the RMS

\*Ship To: Enter the name of your facility

Ship from: Enter the name of the RMS

\*Trans Mode: Enter “TRCK” in this space.

\*Request Delivery Date: Click on the calendar by the space provided and select the appropriate Date. Note; this is the date estimated for the RMS to deliver the shipment from the Supplier (RMS) to your facility.

➤ To create an emergency order, tick the box by “Emergency”.

The screenshot shows the 'New Order' form in the Customer Order Manager system. The form is filled with various fields including Buying Org, Vendor, Ship To, Ship From, Trans Mode, Request Delivery Date, Request Ship Date, Total Amount, and Authorization. The 'Emergency' checkbox is checked and highlighted with a red box.

➤ After filling the above information, next is to complete line details,

•

Note that for every line, there are three key requirements,

- populate Item,
- Request Quantity
- Program

Order No: [Blank] State: Draft

Buying Org: Abuakwa Health Centre Vendor: Ashanti Regional Medical Sto

Ship To: My Site Ship From: Vendor's Site

Ship To Address: Unknown, Awima Mwaabiagya Ship From Address: Unknown, Unknown

Trans Mode: TRCK

Request Delivery Date: Apr 11, 2019 9:00 AM

Request Ship Date: Apr 11, 2019 12:00 AM

Total Amount: 11.20

Owning Site: Abuakwa Health Centre - Abu

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Request Quantity	Promise Quantity	Unit Price	Line Amount	Return Reason Code	Program	Quantity UOM	Return Reason Comment
TempLine-1	Product		Draft	1890384000690 Amoxicillin/Clav... Acid 500/125 mg Tablet, 14 Tablets	Amoxicillin/Clav... Acid 500/125 mg Tablet, 14 Tablets		10		1.12	11.20		NMCP		

Viewing 1-1 of 1

Buttons: Add Line(s), Save, Submit

- Saving the order: Save the order immediately you are done populating the first line. At the bottom right corner, click on **save** as shown in the picture below



Order No: [Blank] State: Draft

Buying Org: Abuakwa Health Centre Vendor: Ashanti Regional Medical Sto

Ship To: My Site Ship From: Vendor's Site

Ship To Address: Unknown, Awima Mwaabiagya Ship From Address: Unknown, Unknown

Trans Mode: TRCK

Request Delivery Date: Apr 11, 2019 9:00 AM

Request Ship Date: Apr 11, 2019 12:00 AM

Total Amount: 11.20

Owning Site: Abuakwa Health Centre - Abu

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Request Quantity	Promise Quantity	Unit Price	Line Amount	Return Reason Code	Program	Quantity UOM	Return Reason Comment
TempLine-1	Product		Draft	1890384000690 Amoxicillin/Clav... Acid 500/125 mg Tablet, 14 Tablets	Amoxicillin/Clav... Acid 500/125 mg Tablet, 14 Tablets		10		1.12	11.20		NMCP		

Viewing 1-1 of 1

Buttons: Add Line(s), Save, Submit

- A “Successfully saved” message will appear on a green band. A new order is created in **Draft state (Status: Draft)** with an order number generated

The screenshot shows the 'one' system interface. At the top, a green banner displays 'Successfully saved'. Below this, the order summary for Order No. 19825 is shown. The order is in a 'Draft' state. Key details include:
 

- Order No.:** 19825
- State:** Draft
- Buying Org:** Abuakwa Health Centre
- Vendor:** Ashanti Regional Medical Sto
- Ship To:** My Site, Abuakwa Health Centre
- Ship From:** Vendor's Site, Ashanti Regional Medical
- Request Delivery Date:** Apr 11, 2019 9:00 AM
- Request Ship Date:** Apr 11, 2019 12:00 AM
- Total Amount:** 15.90

 Below the summary is a table with columns: Lines, Billing & Contact, Terms, SAC & Penalty Codes, Tracking, Milestones, Notes And Attachments, Holds, Problems, Other, Links. The table contains one line item:
 

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Request Quantity	Promise Quantity	Unit Price	Line Amount	Return Reason Code	Program	Quantity UOM
001	Product		Draft	100601001 - Efavirenz/Lamiv... DF 600/300/300 mg Film Coated Tablet, Bottle, 30 Tablet (Mylan)	Efavirenz/Lamiv... DF 600/300/300 mg Film Coated Tablet, Bottle, 30 Tablet (Mylan)		10		1.59	15.90		NMCP	Case

 At the bottom right, there are buttons for 'Add Line(s)', 'Save', and 'Actions'.

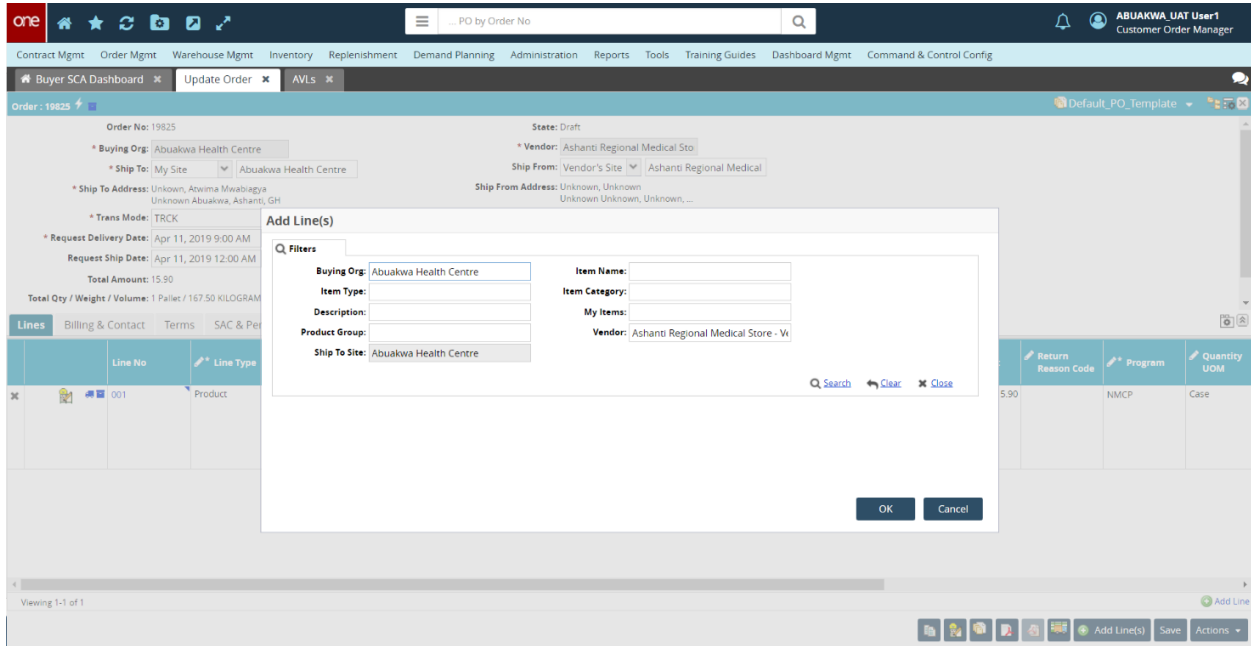
**Note:** Record or mentally note the **Order No.** This will be required to identify this transaction when you go to the next stage of Order Review and Submission.

- In cases where you want to add lines in bulk, on the open order screen click on the **Add Line(s)** button at the bottom right of the screen

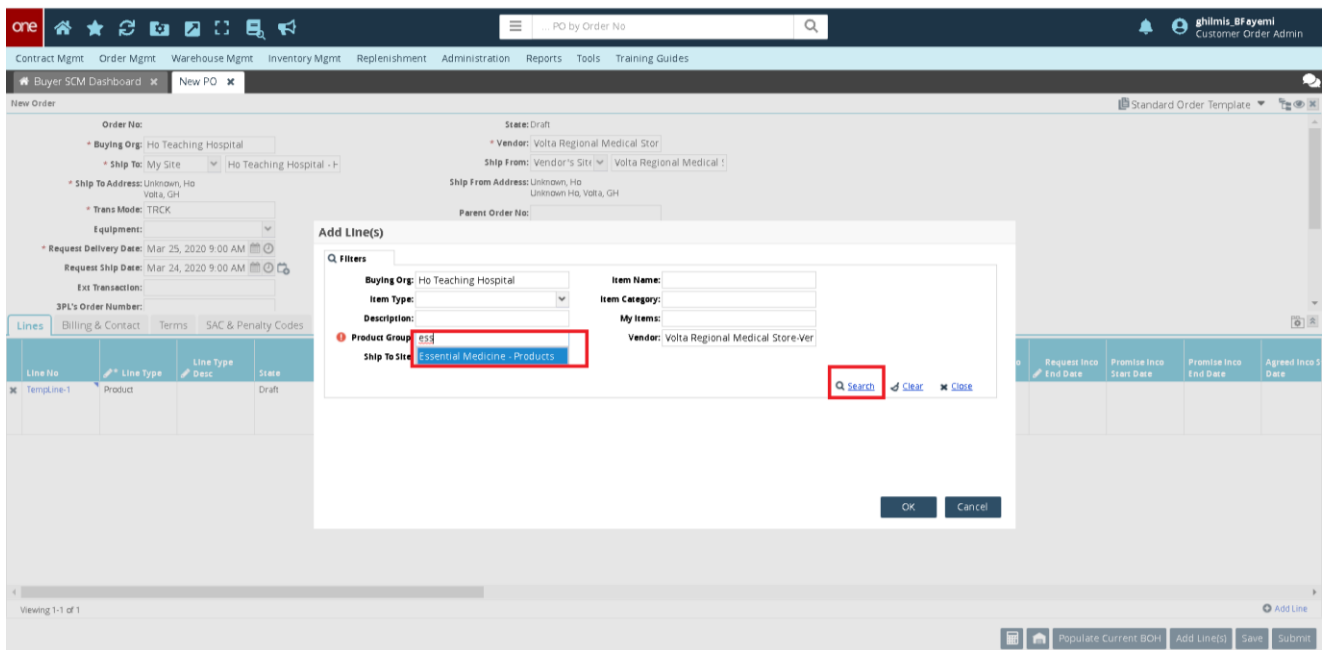
This screenshot is identical to the previous one, showing the order summary for Order No. 19825. The 'Add Line(s)' button at the bottom right of the screen is highlighted with a red rectangle, indicating the next step in the process.



➤ A pop-up screen will appear as shown below.



➤ On the screen, select the **product group** to populate the “particular program item” ie. Essential medicine or Family Planning etc. then click **Search**.



- A list of commodities will appear as per selected filter criteria. On the list, select items by ticking in the box next to the item. To add the lines, click on **Ok**
- The selected item(s) will be added as order lines to the order.

The screenshot shows a software interface for creating a new purchase order. A modal window titled "Add Line(s)" is open, displaying a table of items. The table has columns for Item Name, Description, Item Category, Item Type, and Price. Four items are listed, with checkboxes next to their Item Names. The checkboxes for items 00032, 00034, and 00037 are checked. The "OK" button at the bottom right of the modal is highlighted with a red box.

Item Name	Description	Item Category	Item Type	Price
<input checked="" type="checkbox"/> 00032	Albendazole 200 mg Tablet			0
<input type="checkbox"/> 00033	Albendazole 40 mg/ml, Oral Solution			0
<input checked="" type="checkbox"/> 00034	Albendazole 40 mg/ml, Oral Suspension			0
<input type="checkbox"/> 00035	Albendazole 400 mg Capsule			0
<input type="checkbox"/> 00036	Albendazole 400 mg Chewable Tablet			0
<input checked="" type="checkbox"/> 00037	Albendazole 400 mg Tablet			0

- After lines are added in bulk, **request quantities** and **programs** for each line must still be added. Add:
  - Request Quantity for each line
  - Program for each line.

➤ To save changes, navigate to the bottom right of the screen and click on Save

➤ When all order details have been captured, on the order, save to submit order to the next user for approval.

**Submitting order:** To submit the order for approval, navigate to Actions on the bottom right corner of the screen and click on **Submit**.

Order: 19825

State: Draft

Buying Org: Abuakwa Health Centre

Vendor: Ashanti Regional Medical Sto

Ship To: My Site | Abuakwa Health Centre

Ship From: Vendor's Site | Ashanti Regional Medical

Request Delivery Date: Apr 11, 2019 9:00 AM

Request Ship Date: Apr 11, 2019 12:00 AM

Total Amount: 135.05

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Request Quantity	Promise Quantity	Unit Price	Line Amount	Return Reason Code	Program	Quantity UOM
001	Product		Draft	100601001 -	Efavirenz/Lamiv... DF 600/300/300 mg Film Coated Tablet, Bottle, 30 Tablet (Mylan)		10		1.59	15.90		NMCP	Case
002	Product		Draft	100037014 -	Albendazole 400 mg Tablet, Blister Pack, 10 Tablet (Cipla)		10		0.12	1.20		PVT	Each
003	Product		Draft	100059001 -	Amitriptyline 25		15		0.06	0.95		PVT	Each

- Once the order has been submitted for approval, a Successfully created message will appear on a green band.

**NB:** the order status changes from **Draft** to **Awaiting Approval**.

Order: 19825

State: Awaiting Approval

Buying Org: Abuakwa Health Centre

Vendor: Ashanti Regional Medical Sto

Ship To: My Site | Abuakwa Health Centre

Ship From: Vendor's Site | Ashanti Regional Medical

Request Delivery Date: Apr 11, 2019 9:00 AM

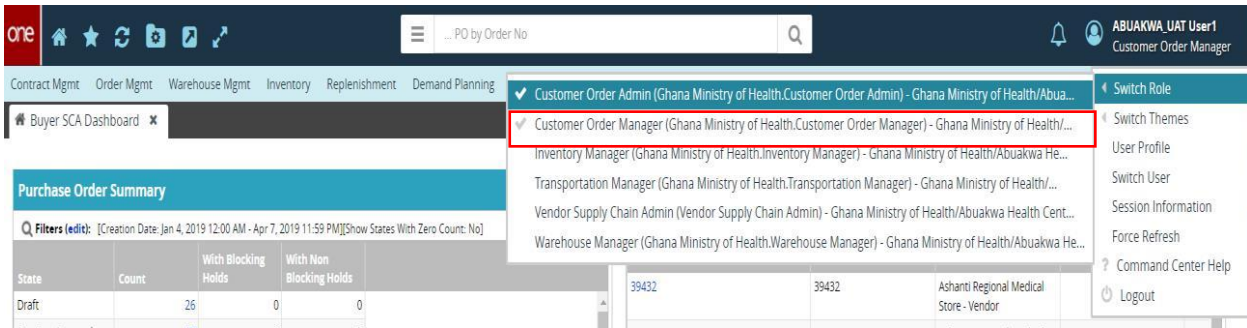
Request Ship Date: Apr 11, 2019 12:00 AM

Total Amount: 135.05

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Request Quantity	Promise Quantity	Unit Price	Line Amount	Return Reason Code	Program	Quantity UOM
001	Product		Awaiting Approval	100601001 -	Efavirenz/Lamiv... DF 600/300/300 mg Film Coated Tablet, Bottle, 30 Tablet (Mylan)		10		1.59	15.90		NMCP	Case
002	Product		Awaiting Approval	100037014 -	Albendazole 400 mg Tablet, Blister Pack, 10 Tablet (Cipla)		10		0.12	1.20		PVT	Each
003	Product		Awaiting Approval	100059001 -	Amitriptyline 25		15		0.06	0.95		PVT	Each

## Purchase Order (PO) Review and Submission.

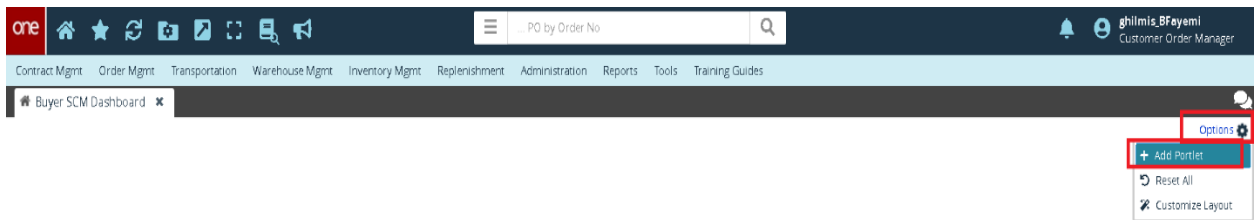
- Log in as a customer order manager at your facility or **DHD**



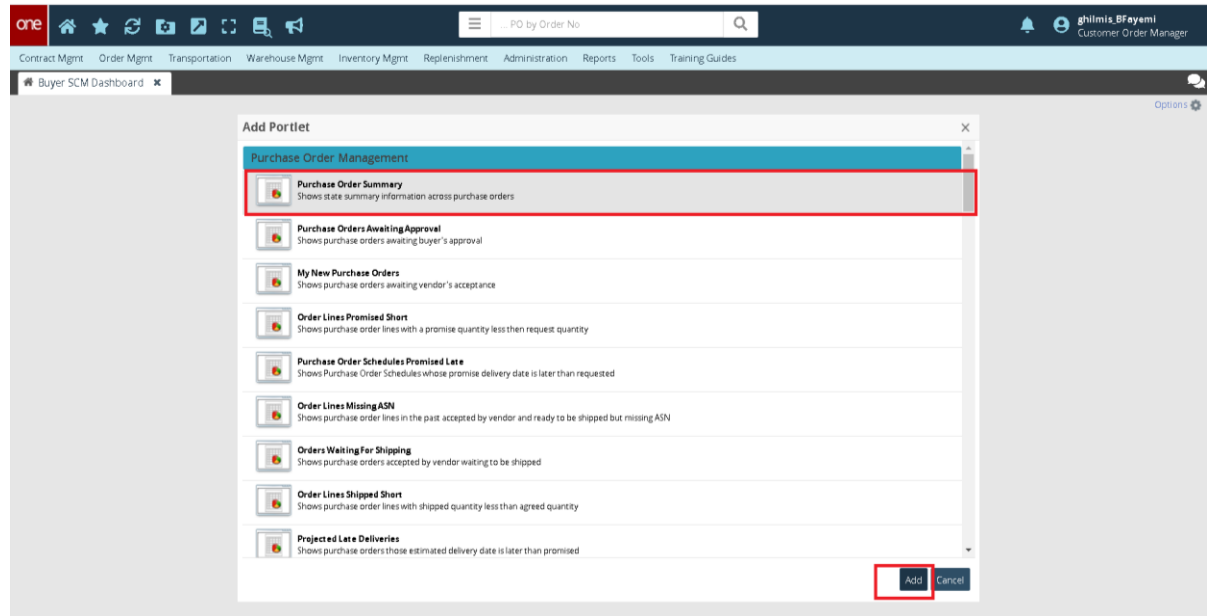
- To review an order for submission, search for the order using the order number
  - There are multiple ways to search for a Purchase Order that requires approval.

**a) Searching for Purchase Order via the Portlet**

To create a portlet, navigate to options on your dashboard, select **Add portlet**



- An add portlet windows opens, select the purchase order summary portlet and click on **Add**



- On the Purchase Order Summary portlet, click on the number next to the **Awaiting Approval** in the count column .

The screenshot displays two portlets side-by-side:

#### Purchase Order Summary

Filters (edit): [Creation Date: Jan 4, 2019 12:00 AM - Apr 7, 2019 11:59 PM][Show States With Zero Count: No]

State	Count	With Blocking Holds	With Non Blocking Holds
Draft	26	0	0
<b>Awaiting Approval</b>	<b>17</b>	0	0
New	16	0	0
Vendor Confirmed With Changes	9	0	1
In Promising	13	0	0
Open	64	0	0
Vendor Change Requested	2	0	0
In Fulfillment	42	0	0
Partially Shipped	1	0	0

Viewing 1-14 of 14

Buttons: Create Link, New Data Cube, Export to Excel

#### Purchase Orders Awaiting Approval

Filters (edit): None

Order Number	Ref Order Number	Vendor	Customer	Req Deli
39432	39432	Ashanti Regional Medical Store - Vendor		Mar 12
17403	17403	Ashanti Regional Medical Store - Vendor		Mar 15
40318	40318	Ashanti Regional Medical Store - Vendor		Mar 15
40343	40343	Ashanti Regional Medical Store - Vendor		Mar 15
PO40443	PO40443	Ashanti Regional Medical Store - Vendor		Mar 15
PO40447	PO40447	Ashanti Regional Medical Store - Vendor		Mar 15
17606	17606	Ashanti Regional Medical		Mar 15

Viewing 1-17 of 17

Buttons: Create Link, New Data Cube, Export to CSV

- A list of all orders that are in **Awaiting Approval State** will appear.

Filters (edit): [Outbound: Yes][Creation Date: Jan 8, 2019 12:00 AM - Apr 14, 2019 11:59 PM][Inbound: Yes][State: Awaiting Approval]

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From
17403	17403			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Store
17404	17404			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Store
39432	39432			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Store
17602	17602			Ashanti Regional Medical Store - Vendor - Ashanti	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Store

Viewing 1-30 of 30

Create Link New Data Cube Export to CSV Print Actions

b) Searching for orders using the Search engine.

- In the Search bar, type in the order number that must be approved. Ensure that the Search By filter is selected as “Orders: PO by Order No”. If not, use the drop down to select the correct filter option. Furthermore, ensure that the order being searched is within the selected Retrieve for period.

**Purchase Order Summary**

Filters (edit): [Creation Date: Jan 4, 2019 12:00 AM - Apr 7, 2019 11:59 PM][Show States W]

State	Count	With Blocking Holds	With Non Blocking Holds
Draft	26	0	0
Awaiting Approval	17	0	0
New	16	0	0
Vendor Confirmed With Changes	9	0	1
In Promising	13	0	0
Open	64	0	0
Vendor Change Requested	2	0	0
In Fulfillment	42	0	0
Partially Shipped	1	0	0

Viewing 1-14 of 14

**Return Order State Summary**

Filters (edit): [Show States With Zero Count: No]

State	Count	With Blocking Holds	With Non Blocking Holds
Draft	4	0	0
Awaiting Approval	1	0	0
Open	5	0	0
In Fulfillment	2	0	0
In Transit	1	0	0

Viewing 1-17 of 17

- A search order window will open as below with searched order line.

Filters (edit): [Outbound: Yes][Retrieve For: Last 30 Days][Inbound: Yes][Order Number: 17404]

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From	Ship From Addr	Ship To
17404	17404			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown GH	Abuakwa Health Centre

Viewing 1-1 of 1

you can add \* (known as wild card search) to facilitate your search

for example, if you were searching for an order with number 4572, you can enter 457\* if you have forgotten the last digit or \*572 if you have forgotten the first digit, you can also enter \*57\* if you do not remember the first and last digits



With \* at the beginning:

The screenshot shows the SAP Buyer SCM Dashboard interface. The search field at the top contains the text '\*0'. Below the search bar, the filters are set to: [Outbound: Yes][Creation Date: Mar 27, 2019 5:41 PM - Mar 26, 2020 5:41 PM][Retrieve For: Last 30 Days][Inbound: Yes][Order Number: \*0]. The table below displays the search results for purchase orders.

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From	Ship From Addr	Ship To
29204	29204	*		Eastern Regional Medical Store-Vendor - RMS	Asamankese Government Hospital - Ghana Health Service,Asamankese Government Hospital-Eastern	Eastern Regional Medical Store	Eastern Regional Medical Store EN-078-6865 New Juaben Unknown koforidua Eastern GH	Asamankese Govern Hospital
29205	29205	*		Eastern Regional Medical Store-Vendor - RMS	Asamankese Government Hospital - Ghana Health Service,Asamankese Government Hospital-Eastern	Eastern Regional Medical Store	Eastern Regional Medical Store EN-078-6865 New Juaben Unknown koforidua Eastern GH	Asamankese Govern Hospital
30182	30182	*		Temporary Central Medical Store-Vendor - TCMS	Eastern Regional Medical Store - Ghana Health Service,Eastern Regional Medical Store-Eastern	Temporary Central Medical Store	Temporary Central Medical Store Unknown Ledzokuku Unknown Accra Greater Accra GH	Eastern Regional M Store
30303	30303	*		Temporary Central Medical Store-Vendor - TCMS	Eastern Regional Medical Store - Ghana Health Service,Eastern Regional Medical Store-Eastern	Temporary Central Medical Store	Temporary Central Medical Store Unknown Ledzokuku Unknown Accra Greater Accra GH	Eastern Regional M Store
30611	30611	*		Temporary Central	Eastern Regional Medical	Temporary Central	Temporary Central	Eastern Regional M

Viewing 1-10 of 10

Buttons: Create Link, New Data Cube, Export to CSV, Print, Actions

With \* at the end

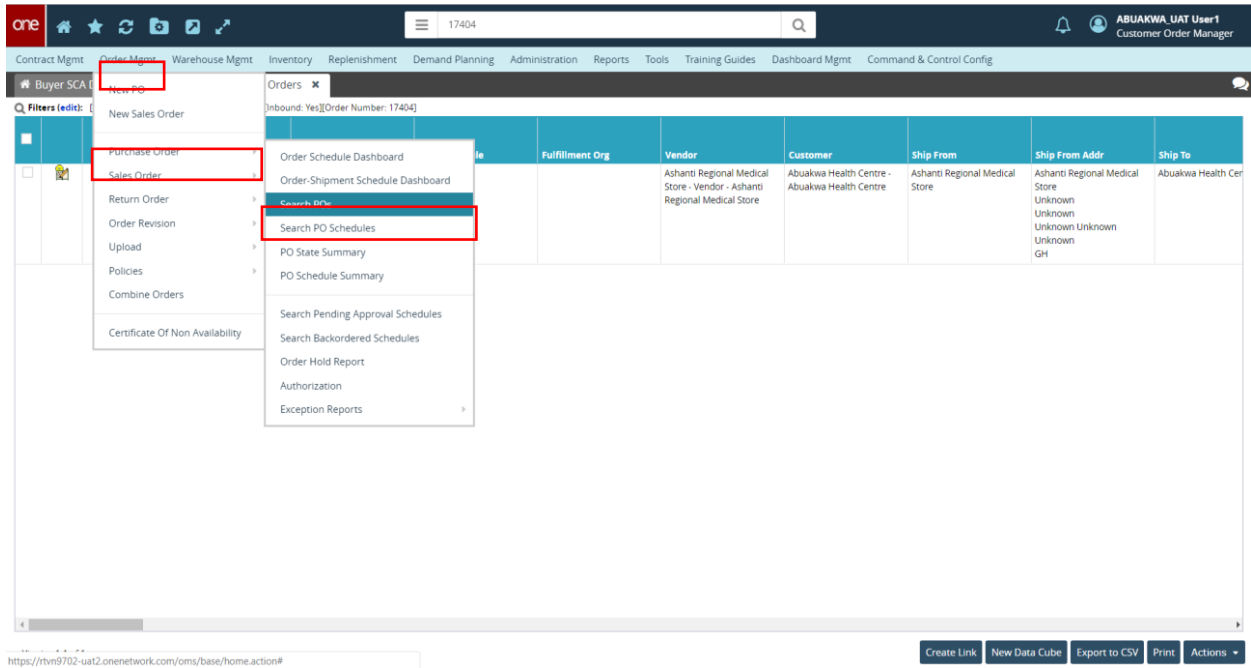
The screenshot shows the SAP Buyer SCM Dashboard interface. The search field at the top contains the text '\*0\*'. Below the search bar, the filters are set to: [Outbound: Yes][Creation Date: Mar 27, 2019 5:41 PM - Mar 26, 2020 5:41 PM][Retrieve For: Last 30 Days][Inbound: Yes][Order Number: \*0\*]. The table below displays the search results for purchase orders.

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From	Ship From Addr	Ship To
29204	29204	*		Eastern Regional Medical Store-Vendor - RMS	Asamankese Government Hospital - Ghana Health Service,Asamankese Government Hospital-Eastern	Eastern Regional Medical Store	Eastern Regional Medical Store EN-078-6865 New Juaben Unknown koforidua Eastern GH	Asamankese Govern Hospital
29205	29205	*		Eastern Regional Medical Store-Vendor - RMS	Asamankese Government Hospital - Ghana Health Service,Asamankese Government Hospital-Eastern	Eastern Regional Medical Store	Eastern Regional Medical Store EN-078-6865 New Juaben Unknown koforidua Eastern GH	Asamankese Govern Hospital
30182	30182	*		Temporary Central Medical Store-Vendor - TCMS	Eastern Regional Medical Store - Ghana Health Service,Eastern Regional Medical Store-Eastern	Temporary Central Medical Store	Temporary Central Medical Store Unknown Ledzokuku Unknown Accra Greater Accra GH	Eastern Regional M Store
30303	30303	*		Temporary Central Medical Store-Vendor - TCMS	Eastern Regional Medical Store - Ghana Health Service,Eastern Regional Medical Store-Eastern	Temporary Central Medical Store	Temporary Central Medical Store Unknown Ledzokuku Unknown Accra Greater Accra GH	Eastern Regional M Store
30611	30611	*		Temporary Central	Eastern Regional Medical	Temporary Central	Temporary Central	Eastern Regional M

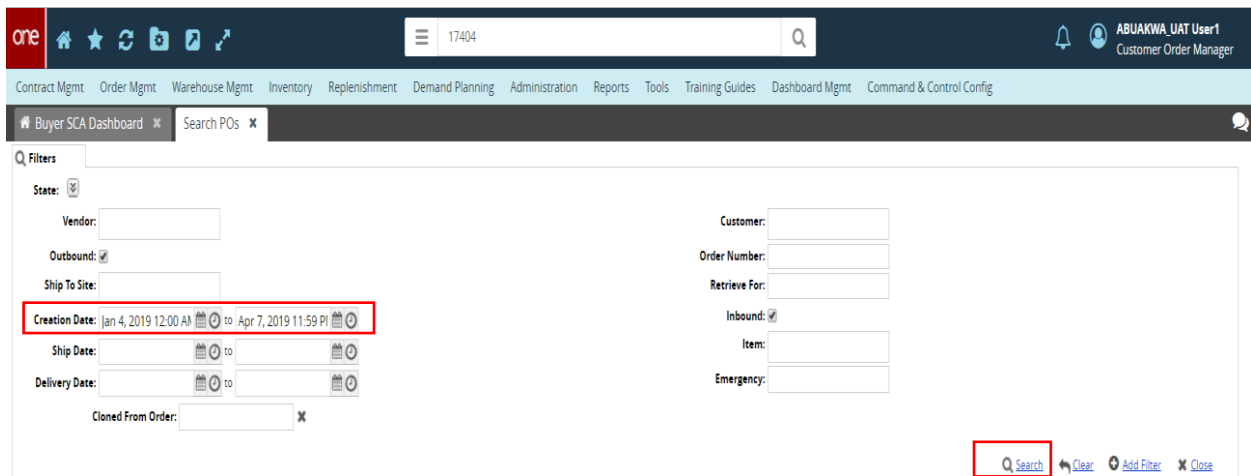
Viewing 1-10 of 10

Buttons: Create Link, New Data Cube, Export to CSV, Print, Actions

c) The last alternative is to select Order Management then select Purchase Order and click on Search PO.



A Search PO window will open. Any of the fields can be used to filter for the purchase order we want to search. Populate any of the fields and click on Search.



A list of order lines within the selected filtered criteria will appear.

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From	Ship From Addr	Ship To
17063	17063			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17103	17103			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17125	17125			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17126	17126			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17127	17127			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C

To review an order for completeness, submission and approval, click on the order number that you want to review and submit from the list of retrieved orders after the search

Order	Purchase Order No	Line/ Schedule	Fulfillment Org	Vendor	Customer	Ship From	Ship From Addr	Ship To
17063	17063			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17103	17103			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17125	17125			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17126	17126			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C
17127	17127			Ashanti Regional Medical Store - Vendor - Ashanti Regional Medical Store	Abuakwa Health Centre - Abuakwa Health Centre	Ashanti Regional Medical Store	Ashanti Regional Medical Store Unknown Unknown Unknown Unknown GH	Abuakwa Health C

Review the following:

- Item
- Request Quantity
- Program

If changes are made on the relevant fields on the order, click the **update** button to save the changes.

The screenshot displays a web application interface for managing customer orders. At the top, there is a navigation bar with the 'one' logo, a search bar containing '39432', and user information for 'ABUAKWA, UAT User1'. Below this is a menu with options like 'Contract Mgmt', 'Order Mgmt', and 'Warehouse Mgmt'. A breadcrumb trail shows 'Buyer SCA Dashboard' > 'Search POs' > 'Search Purchase Orders' > '39432'. The main header indicates 'Order : 39432' and 'Standard Order Template'.

Order details are shown in two columns:

- Order No:** 39432
- State:** Awaiting Approval
- Buying Org:** Abuakwa Health Centre
- Vendor:** Ashanti Regional Medical Sto
- Ship To:** My Site (Abuakwa Health Centre)
- Ship From:** Vendor's Site (Ashanti Regional Medical)
- Ship To Address:** Unknown, Atwima Mwiabiya, Unknown Abuakwa, Ashanti, GH
- Ship From Address:** Unknown, Unknown, Unknown Unknown, Unknown, ...
- Trans Mode:** TRCK
- Parent Order No:** (empty)
- Request Delivery Date:** Mar 12, 2019 4:45 PM (highlighted with a red box)
- Fulfillment Org:** (empty)

Below the details is a tabbed interface with 'Lines' selected. A table lists the order lines:

Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Promise Item	Ext Promise Item	Program	Request Quantity	Promise Quantity
Product		Awaiting Approval	100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]	Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		EM	0	

The 'Request Quantity' field in the table is highlighted with a red box. At the bottom right, there is a toolbar with buttons for 'Add Line(s)', 'Update' (highlighted with a red box), and 'Actions'.

- To approve the order, navigate to the bottom right corner of the screen and select **Actions** then click **Approve**

The screenshot shows the Oracle One interface for order 39432. The order state is 'Awaiting Approval'. The 'Actions' menu is open, and the 'Approve' option is highlighted. The order details include:
 

- Order No: 39432
- State: Awaiting Approval
- Buying Org: Abuakwa Health Centre
- Vendor: Ashanti Regional Medical Sto
- Ship To: My Site (Abuakwa Health Centre)
- Ship From: Vendor's Site (Ashanti Regional Medical)
- Request Delivery Date: Mar 12, 2019 4:45 PM

 The table below shows the order line:
 

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Promise Item	Ext Promise Item	Program	Request Quantity	Promise Quantity
001	Product		Awaiting Approval	100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]	Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		EM	0	

- The order state will change from **Awaiting Approval** to **New**.
- A **Successfully Approved** messages will appear on the green band.

The screenshot shows the Oracle One interface after the order has been approved. The order state is now 'New'. A green banner at the top displays the message 'Successfully approved'. The 'Update Order' button is highlighted in the top navigation bar. The order details are:
 

- Order No: 39432
- State: New
- Buying Org: Abuakwa Health Centre
- Vendor: Ashanti Regional Medical Sto
- Ship To: My Site (Abuakwa Health Centre)
- Ship From: Vendor's Site (Ashanti Regional Medical)
- Request Delivery Date: Mar 12, 2019 4:45 PM

 The table below shows the order line:
 

Line No	Line Type	Line Type Desc	State	Item	Item Desc	Product Group Level	Promise Item	Ext Promise Item	Program	Request Quantity
001	Product		New	100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]	Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		100367003 - Chloramphenicol 5% Ear Drops, 10 mL Dropper Bottle [Shreechem]		EM	

NB: The order has been submitted to the Supplier and the Supplier is now able to action the order.

## System Roles and Responsibilities (Health Centre)

Below is a list of key personnel and their key responsibilities.

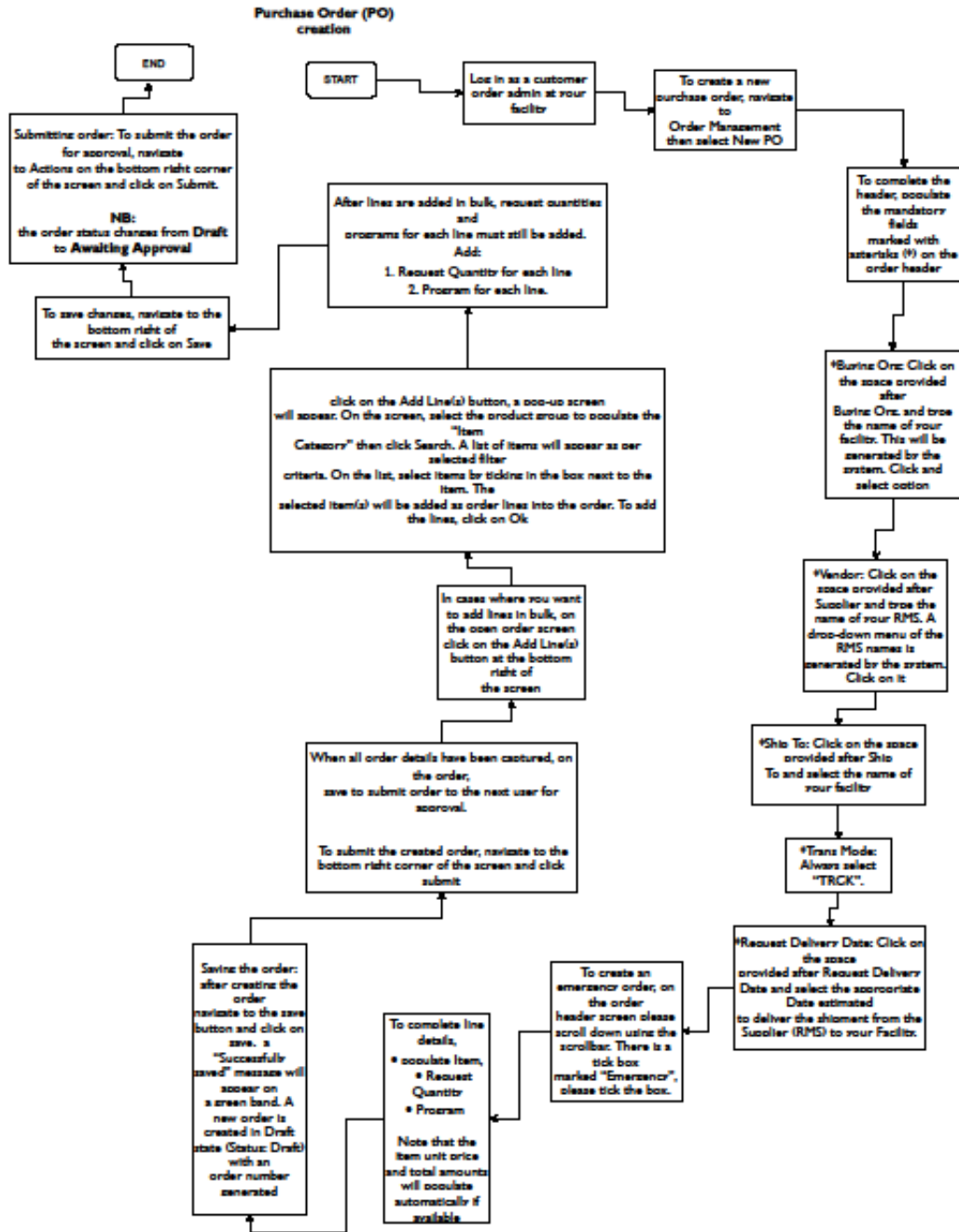
Org	Personnel	Roles and Responsibilities
SDP	Customer Order Admin	<ul style="list-style-type: none"><li>The officer at the Health facility that is ordering stock from the next higher-level facility such as Regional Medical Store</li></ul>
SDP	Customer order manager	<ul style="list-style-type: none"><li>The manager reviews the order that has been prepared by the customer order admin at the facility and approves the order which is submitted to the Regional Medical Stores to action the order.</li></ul>

## System Roles and Responsibilities (CHPS)

Below is a list of key personnel and their key responsibilities.

Org	Personnel	Roles and Responsibilities
SDP	Customer Order Admin	<ul style="list-style-type: none"><li>The officer at the CHPs that is ordering stock from the next higher-level facility such as Regional Medical Store</li></ul>
DHD	Customer order manager	<ul style="list-style-type: none"><li>The officer at the Directorate responsible for approving and submitting PO to the next higher-level facility such as Regional Medical Store</li></ul>







### Purchase Order (PO) Review and Submission

