

REPUBLIC OF GHANA
MINISTRY OF HEALTH



GHILMIS SYSTEM END-USER
AID

Retrieval of Certificate of Non-
Availability

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Acronyms

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

Introduction

The procedures described in this manual is for officers who manage inventory or procure commodities from private vendors at the various facilities.

Purpose of the Manual

This SOP Manual is intended to simplify and standardize retrieval of approved certificate of non-availability at the SDP.

Why should you use this manual?

This manual will enable you retrieve the facility's approved certificate of non-availability for commodities that were short promised.

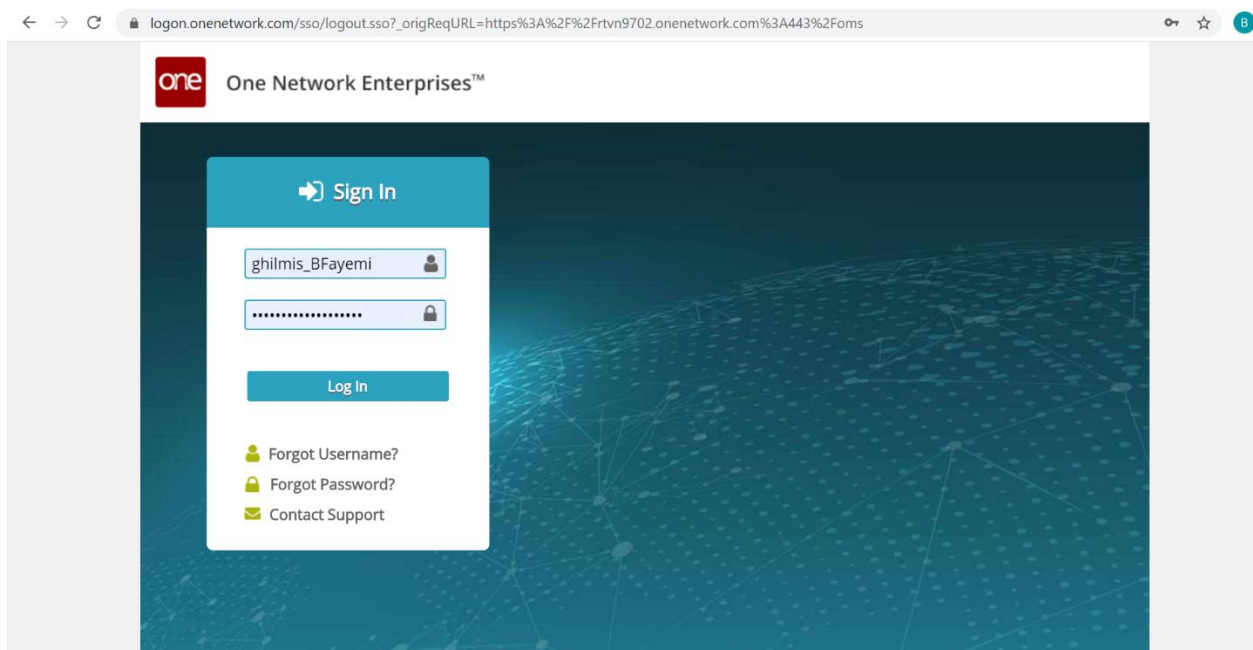
Whom to perform this Activity

Customer Order Manager

How to perform this Activity

Log in to the url: www.rtvn9702.onenetwork.com

[Type in your username and password to log in](#)



Retrieval of Approved Certificate of Non-Availability

1) Lesson Context

Purpose of this Activity	To retrieve approved certificate of non-availability for orders short promised by the RMS.
When Task Begins	When an order is short promised, and an approved certificate of non-availability has been generated by the RMS.
Person(s) performing Task	The officer in charge of requisitions / procuring commodities
Task is Completed when	The certificate has been retrieved for procurement from a third party.

2) System Process Steps

- Ensure that you are logged in using a “Customer Order Manager” role

The screenshot shows the Buyer SCM Dashboard with the role selection dropdown menu open. The 'Customer Order Manager (Ministry Of Health Ghana.Customer Order Manager) - Ministry Of Health Ghana/...' role is selected and highlighted with a red box. Other roles visible include Enterprise Admin, Supplier Order Manager, Supply Chain Administrator, Transportation Manager, and Warehouse Manager.

State	Count	With blocking Holds	With Block
Draft	3	0	0
New	1	0	0
Vendor Confirmed With Changes	1	0	0
Vendor Rejected	1	0	0
In Promising	4	0	0
In Fulfillment	2	0	0
Partially Shipped	1	0	0
In Transit	4	0	0
Received	4	0	0
Cancelled	1	0	0

- Navigate to Order Management tab then **select** Certificate of Non-Availability

The screenshot shows the Buyer SCM Dashboard with the 'Order Mgmt.' tab selected. The dropdown menu is open, and the 'Certificate of Non-Availability' option is highlighted with a red box. The dashboard also displays a table with columns for State, Count, and With Non-Blocking Holds.

State	Count	With Non-Blocking Holds
Draft	3	0
New	1	0
Vendor Confirmed With Changes	1	0
Vendor Rejected	1	0
In Promising	4	0
In Fulfillment	2	0
Partially Shipped	1	0
In Transit	4	0
Received	4	0
Cancelled	1	0

- A screen will pop up with mandatory fields to be populated.

Contract Mgmt | Order Mgmt | Transportation | Warehouse Mgmt | Inventory Mgmt | Replenishment | Administration | Reports | Tools | Training Guides

Buyer SCM Dashboard | Certificate Of Non Availability

Filters

Vendor:

Customer:

Order Number:

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate:

Certificate State: New Cancelled Expired Approved Used Select All

Search Clear Add Filter Close

- These include:

- ✓ Order number: This is the order number for which commodities were short promised.

Buyer SCM Dashboard | Certificate Of Non Availability

Filters

Vendor:

Customer:

Order Number: 28365

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate:

Certificate State: New Cancelled Expired Approved Used Select All

Search Clear Add Filter Close

- ✓ Date: Refers to the date range within which the order was created.

Buyer SCM Dashboard | Certificate Of Non Availability

Filters

Vendor:

Customer:

Order Number: 28365

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate:

Certificate State: New Cancelled Expired Approved Used Select All

Search Clear Add Filter Close

- ✓ Short Promised: This is always **ticked** so orders that are short promised can be retrieved.

Buyer SCM Dashboard Certificate Of Non Availability

Q Filters

Vendor:

Customer:

Order Number: 28365

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate:

Certificate State: New Approved
 Cancelled Used
 Expired Select All

Search Clear Add Filter Close

- ✓ Has Certificate: Since the order has already been created by RMS, select **yes** from the drop down.

Contract Mgmt Order Mgmt Transportation Warehouse Mgmt Inventory Mgmt Replenishment Administration Reports Tools Training Guides

Buyer SCM Dashboard Certificate Of Non Availability

Q Filters

Vendor:

Customer:

Order Number: 28365

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate:

Certificate State: Approved
 Used
 Select All

Search Clear Add Filter Close

- ✓ Certificate State: Only an approved certificate can be used thus **tick** approve as certificate state then **search** to retrieve it.

Contract Mgmt Order Mgmt Transportation Warehouse Mgmt Inventory Mgmt Replenishment Administration Reports Tools Training Guides

Buyer SCM Dashboard Certificate Of Non Availability

Q Filters

Vendor:

Customer:

Order Number: 28365

Ship To Site:

Ship From Site:

Item:

* Date: Mar 5, 2020 12:17 PM to Jun 3, 2020 12:17 PM

Inbound:

Outbound:

Ship Date: to

Delivery Date: to

Short Promised:

Has Certificate: Yes

Certificate State: New Approved Cancelled Expired Unselect All

Search Clear Add Filter Close

- This screen will pop up containing the list of approved certificates.

Contract Mgmt Order Mgmt Transportation Warehouse Mgmt Inventory Mgmt Replenishment Administration Reports Tools Training Guides

Buyer SCM Dashboard Certificate Of Non Availability

Filters (edit): [Outbound: Yes][Short Promised: Yes][Order Number: 28365][Date: Mar 5, 2020 12:17 PM - Jun 3, 2020 12:17 PM][Inbound: Yes][Certificate State: Approved][Has Certificate: Yes]

Order Number	Line/ Schedule	Item Description	RequestQuantity	Promise Qty	Quantity UOM	Buying Org	Selling Org	Certificate
28365	001/1/1	Iron (iii) Polymaltose Complex Capsules	2,000	1,000	Each	Shama Health Centre	Western Regional Medical Store	28365-001-
28365	003/1/1	Ciprofloxacin 200 mg/100 ml Injectable Solution	1,000	800	Each	Shama Health Centre	Western Regional Medical Store	28365-003-

Viewing 1-2 of 2 Selected: 0

Create Link New Data Cube Export to CSV Actions

- To download or print the certificate, **tick** the box by the certificate to be printed. Then Click on **Actions** and select **Print Certificate to PDF**.

Contract Mgmt Order Mgmt Transportation Warehouse Mgmt Inventory Mgmt Replenishment Administration Reports Tools Training Guides

Buyer SCM Dashboard Certificate Of Non Availability

Filters (edit): [Outbound: Yes][Short Promised: Yes][Order Number: 28365][Date: Mar 5, 2020 12:17 PM - Jun 3, 2020 12:17 PM][Inbound: Yes][Certificate State: Approved][Has Certificate: Yes]

Order Number	Line/ Schedule	Item Description	RequestQuantity	Promise Qty	Quantity UOM	Buying Org	Selling Org	Certificate
<input checked="" type="checkbox"/> 28365	001/1/1	Iron (Iii) Polymaltose Complex Capsules	2,000	1,000	Each	Shama Health Centre	Western Regional Medical Store	28365-001-1
<input type="checkbox"/> 28365	003/1/1	Ciprofloxacin 200 mg/100 ml Injectable Solution	1,000	800	Each	Shama Health Centre	Western Regional Medical Store	28365-003-1

Viewing 1-2 of 2 Selected: 1

Create Link New Data Cube Export to CSV **Actions**

Print Certificate to PDF
Print Multiple Certificates to Single PDF
Create PO for Certificates

- A file similar to the image below will be downloaded and can be printed for further action.

Cert No: 28365-001-1

Issued to: [Redacted]
Unknown
Shama
Shama
GH
Unknown

Expiry Date: 2020-07-03

Printed By: [Redacted]
Printed On: 2020-06-03
Certificate State: Approved

MINISTRY OF HEALTH
REPUBLIC OF GHANA

GHANA HEALTH SERVICE
Your Health Our Concern

Certificate of Non-Availability

Product Code	Product Description	Previous Month Consumption	Qty to Order to Max	Qty Approved to Procure
101454	Iron (Iii) Polymaltose Complex Capsules	0	1000	1000

Approved By: ghilmis_LAcumah
Approved On: 2020-06-03 07:58:37
Issued by: Western Regional Medical Store
WS-350-5369
Sekondi-Takoradi
Takoradi

Note that purchase of routine medicines and non-medicine consumables outside the RMS without approved certificates of non-availability is an offence