REPUBLIC OF GHANA
MINISTRY OF HEALTH

GHILMIS SYSTEM END-USER AID

Retrieval of Certificate of Non-Availability

Contents

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?

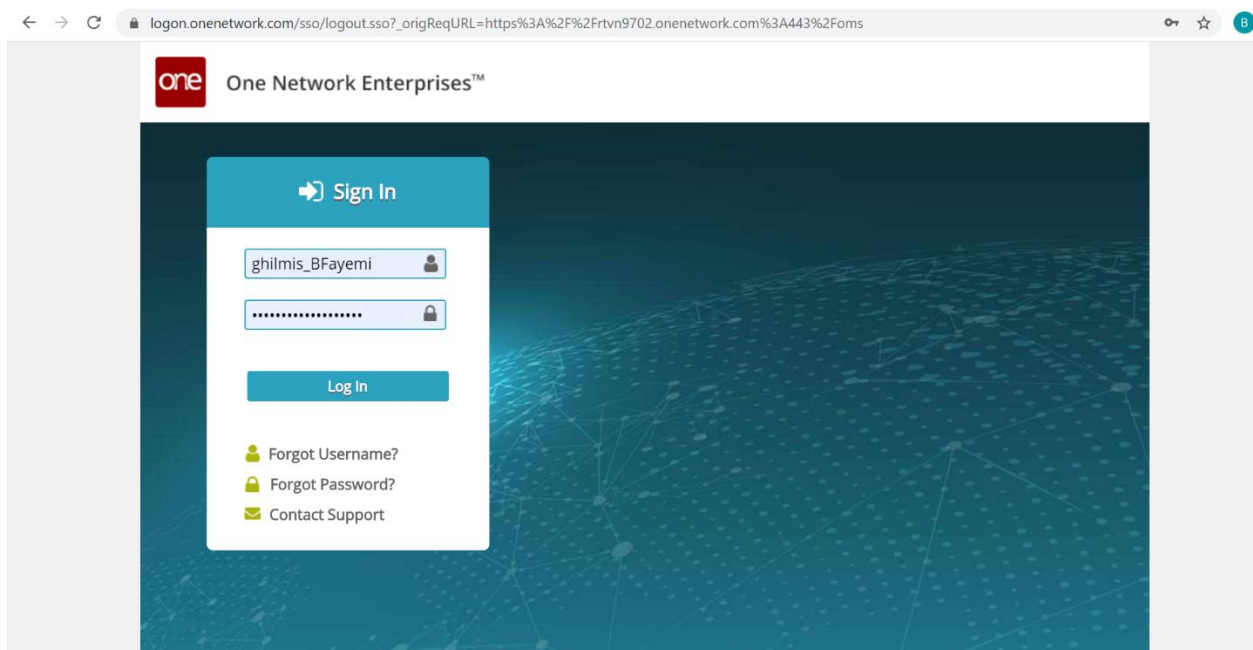This manual will enable you retrieve the facility's approved certificate of non-availability for commodities that were short promised.

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

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

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

➢ These include:
  ✓ Order number: This is the order number for which commodities were short promised.

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

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

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

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

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

➢ 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**.

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