



USAID
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Ordering Essential Public Health Supplies

Guidelines for USAID Missions and Country Programs



USAID | DELIVER PROJECT

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Abstract

USAID's *Ordering Essential Public Health Supplies: Guidelines for USAID Missions and Country Programs* explains current procedures for ordering contraceptives, condoms, and other public health supplies. It is intended for USAID Missions and country programs and includes USAID ordering procedures, the steps to be taken before the order can be placed, and reference materials.

Cover photo: A family planning provider explains the use of an intrauterine device (IUD) to a client at a Clinical Service Improvement (CSI) project clinic in Egypt. © 2003 CCP. Courtesy of Photoshare

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AD	autodisable
AIDAR	USAID Acquisition Regulation
AIDS	acquired immune deficiency syndrome
CBJ	Congressional Budget Justification
CCP	Central Contraceptive Procurement (USAID/CSL) project
CF	Commodity Fund
eGMP	current Good Manufacturing Practice
COP	Country Operational Plan
CPIR	Commodity Procurement Information Request (form)
CRTU	Contraceptive and Reproductive Health Technology Research and Utilization
CSL	Commodities Security and Logistics Division (USAID)
ETA	estimated time of arrival
FAR	Federal Acquisition Regulations
FHI	FHI (formerly Family Health International)
GH/PRH/CSL	Global Health/Population and Reproductive Health/Commodities Security and Logistics Division
HIV	human immunodeficiency virus
IQC	Indefinite Quantity Contract
IUD	intrauterine device
JSI	John Snow, Inc.
MCH	maternal and child health
OAA	Office of Acquisition and Assistance (USAID)
OP	Operational Plan
OYB	Operating Year Budget
PEPFAR	President's Emergency Plan for AIDS Relief
POP	population
PipeLine	Supply planning and pipeline monitoring software developed by the USAID DELIVER PROJECT (called Pipeline Monitoring and Procurement Planning System)
PPMR	Procurement Planning and Monitoring Report
RFP	Request for Proposal
RFQ	Request for Quote
RO	requisition order
SRA	Stringent Regulatory Authority
special order item	An item that is not held in inventory
stock item	An item that is held in inventory in a central location

USAID	U.S. Agency for International Development
USAID DELIVER PROJECT	An IQC that supports the USAID Global Health Bureau with procurement and technical assistance
USFDA	U.S. Food and Drug Administration
USG	U.S. Government
WHO	World Health Organization (Geneva, Switzerland)

This document, *Ordering Essential Public Health Supplies: Guidelines for USAID Missions and Country Programs*, is a resource for Missions and the programs they support that plan to order contraceptives, condoms, and other public health commodities, medical equipment and supplies through the Central Contraceptive Procurement (CCP) project, within the Commodities Security and Logistics (CSL) Division at USAID.

These guidelines include topics that will lead to a successful ordering process and the receipt of shipments that meet the *Six Rights of Logistics*:

The **Right Product**
in the **Right Quantities**
Delivered to the **Right Place**
at the **Right Time**
in the **Right Condition**
for the **Right Cost**.

Specific subjects include the following:

- The roles of the CSL country backstop, FHI, and the USAID | DELIVER PROJECT in supporting the preparation of the supply plan, order submission process, product quality, order fulfillment, and shipment tracking.
- Background on quantification activities that need to be completed before orders can be submitted, including information about PipeLine software.
- Funding options available to Missions and the importance of understanding the funding cycle to ensure that orders are not delayed by lack of funding at the time of shipment.
- Procedures for preparing and submitting an order for stock and special order contraceptives and condoms, including information about ordering other public health commodities.
- The importance of, and procedure for, acknowledging receipt of each shipment.
- Tracking shipments and monitoring Mission accounts.
- Resources in each section that can answer questions and provide additional information.
- Frequently Asked Questions.

Members of the Commodities Security and Logistics Division (CSL) are each assigned a portfolio of countries; they serve as the country backstop for those countries. One role for the CSL country backstop is to be a liaison for commodity orders and funding. Missions should include the CSL country backstop in discussions of all relevant country program orders and activities, and should copy the backstop on all related emails. Responsibilities for the role of the CSL country backstop include—

Provide Guidance on Ordering Procedures

- Provide the Mission with information on ordering procedures, funding needs calculation methodology, and catalog items.
- Review annual Operational Plans (OP) and Country Operational Plans (COP), as they relate to commodity orders.
- Explain the Commodity Fund (CF) and the policy for accessing it.
- Provide guidance if commodity orders exceed funding availability.
- Review country program supply plans with the USAID | DELIVER PROJECT senior program manager.

Review Orders

- Provide first-line review of incoming orders; check that orders are complete.
 - Have quantification exercises been completed to back up the order?
 - Has the order form been completed fully and correctly?
 - For new recipients, are the recipient, consignee, and shipping details provided?
 - If the order is for a recipient we have shipped to before, are any changes to the recipient profile necessary, such as a new contact person or updated shipping information?
 - If this order is requesting a new item, is verification of registration needed?
 - Is this a duplicate order?
 - Are the quantities divisible by case size?
 - Are the desired receipt dates realistic?
 - Is the mode of transport requested appropriate for the quantities ordered?
 - Does the Mission have adequate funding for this order?
 - Is this an emergency order? If so, is the quantity sufficient to meet the immediate need? If it is greater than what is urgently required, can the order be split and the balance scheduled for shipment at a later date?
 - Is this order for a country that has no funding, but the country needs supplies for a start-up program, or to fill a gap?
- Forward Mission orders to the USAID | DELIVER PROJECT for processing.

Monitor Order Issues

- Proactively monitor Mission account balances as they relate to new and existing orders; work with Missions to ensure adequate funding levels to support orders.
- Work with the Mission, FHI, and the USAID | DELIVER PROJECT to determine the level of product registration required, and facilitate the registration process.
- Respond to questions about shipments.
- Contact the Mission if a loan is required to pay for shipments and to determine a repayment plan.
- Alert Missions to issues that may affect shipments, such as product availability or contract awards.
- Review the monthly Procurement Planning and Monitoring Report (PPMR) to stay aware of specific country or commodity issues. This monthly report describes the stock status of contraceptives in a number of developing countries. The PPMR is a catalyst for action, providing the critical information needed to prevent or mitigate stock imbalances: stockouts, shortages, and overstocks.

Support At-Risk Countries

USAID uses an internal assessment process to determine at-risk countries.

- Work with the Mission to identify performance gaps that have an impact on central procurement and on-time delivery.
- Develop a support plan to address performance gaps.
- Monitor the implementation of the support plan, in collaboration with the Mission.
- Monitor country performance and revise the support plan, as needed.

FHI provides overall quality control and testing of the commodities procured by the USAID | DELIVER PROJECT for the Central Contraceptive Procurement (CCP) project, as part of an agreement with USAID's Contraceptive and Reproductive Health Technology Research and Utilization (CRTU).

Product Quality Assurance

FHI's program for overall product quality assurance for the CCP program includes—

- technical review of product specifications
- preshipment product sampling and testing for medical device products
- confirmatory testing for pharmaceutical products that are approved by the U.S. Food and Drug Administration (USFDA) or Stringent Regulatory Authority (SRA)
- reviewing manufacturer quality documentation for all contraceptive and condom products
- performing stability studies
- processing audits of manufacturing sites for current Good Manufacturing Practice (cGMP) compliance.

Technical Assistance

FHI's support to the CCP program through technical assistance includes—

- investigating product quality issues
- addressing issues of diversion, theft, counterfeit, and substandard products with USAID and the USAID | DELIVER PROJECT
- providing supply chain technical assistance, as it relates to product quality
- providing process quality technical assistance.

New Product Development

FHI works closely with USAID on innovations in contraceptive technology and new product development.

The USAID | DELIVER PROJECT, an Indefinite Quantity Contract (IQC), was awarded to John Snow, Inc. (JSI), to provide technical assistance and procurement services to health programs in USAID's Bureau of Global Health. The project supports the Central Contraceptive Procurement (CCP) project in providing essential public health supplies to USAID Missions worldwide.

Services

The project provides a number of services to support CCP, including—

- technical review of all supply plans submitted to the project
- procurement services
- processing commodity orders and order fulfillment
- warehousing centrally held inventory
- freight forwarding and related services.

USAID | DELIVER PROJECT Website

The various sections of the project website are a resource for Missions and country programs where they can find shipment and technical information.

- *My Commodities*
 - information on specific shipments
 - shipment reports
 - Mission account statements
 - shipping information
 - item list and product catalog
- *Procurement News and RFPs*
- *Countries*
 - latest news and publications
- *Topics*
 - technical areas

Publications

You can download a wide variety of project publications, presentations, and technical tools from the website. Several examples are listed below:

- *Contraceptive Forecasting Handbook for Family Planning and HIV/AIDS Prevention Programs*
- *Quantification of Health Commodities: A Guide to Forecasting and Supply Planning for Procurement*
- *Contraceptive Procurement Table Guidance*
- PipeLine software, *PipeLine User's Guide 4.0*, and *PipeLine 5: An addendum to the PipeLine 4 User's Guide*

For additional information, visit deliver.jsi.com, or email askdeliver@jsi.com.

In countries with product registration requirements, each commodity ordered by a Mission must comply with the country's regulations for product registration. Ideally, product registration should be established before an order is submitted. If an order includes a commodity to be shipped to a country for the first time, before the order can be shipped, the Commodities Security and Logistics Division (CSL) requires that the country receives either confirmation that the product is registered in the country or a statement from the Mission that local laws do not require registration.

Product registration can be complicated and the process varies from country to country. In any given country, the government authority may require a separate review process to allow the—

- product to be *marketed* in the country (commercial product; goods for sale)
- *donated* product into the country (non-commercial product; goods not for sale).

The documentation required for each category of product importation is different; it may vary according to the country's regulatory authority and the manufacturer's own internal regulatory requirements. The manufacturer of the product is responsible for the registration, but CSL and the USAID | DELIVER PROJECT can help facilitate the process.

USAID, the USAID | DELIVER PROJECT, and FHI have established a team to focus on product access for new items that are introduced to the program. To import products as efficiently as possible, this team will work closely with the Mission and the CSL country backstop to identify the particular needs and requirements for each country.

At the global level, we will work with policymakers on strategies for regional registration harmonization, World Health Organization (WHO) prequalification, and other initiatives to facilitate access. Ultimately, our goal is to allow goods donated by the U.S. Government (USG) to enter a specific country to support country programs and the clients they serve.

For assistance with product registration, please contact your CSL country backstop.

Quantification answers the question—“How much should we procure?”—by estimating the total quantities and costs of the commodities required, taking into account the expected demand for commodities, the existing stocks, any quantities of stock already on order, lead times, and buffer stocks. Using this information, the total commodity requirements and costs are compared with the available financial resources to determine the final quantities to procure.

Forecasting and supply planning are the critical steps in the quantification process that Missions, governments, and the programs they support must conduct before they can place orders for contraceptives and condoms. Both activities must be completed for all country programs, and for each product, as the basis for determining the funding requirements and the order schedule, or supply plan. Below is a general overview of these activities; see the Resources section at the end of this document for more information.

Forecasting

Forecasting answers the question—“How much do we need?”—to meet the health needs of the population and to serve customers. Commodity forecasting is estimating the quantities of products that a program expects to dispense to users (product consumption) for a specific period of time in the future.

For each program and type of commodity, estimate the quantity required of each product to meet customer needs for the forecast period, based on past and current demand, service capacity, and other programmatic factors.

The steps in forecasting consumption are—

- Step 1.** Collect and organize historical data; use multiple kinds of data (consumption data, services data, and demographic data), if they are available.
- Step 2.** Evaluate data quality—use the most complete and most recent data possible.
- Step 3.** Build forecasting assumptions based on the quality of the data available and the program plans.
- Step 4.** Calculate forecasted consumption using as many data sources as possible; account for changes in program plans, such as behavior change interventions and introduction of new methods.
- Step 5.** Reconcile the forecasts from the different data sources to produce a final forecast.

Supply Planning

After forecasting is completed, supply planning answers the questions—“When should a program receive commodities?”—and—“In what quantity?” Country supply plans provide valuable information for central procurement and shipment delivery planning. Shipments that are planned in advance, and are based on thoughtful quantification, are more likely to be delivered when requested.

A supply plan should be prepared for every reproductive health and HIV and AIDS program in the country that receives donated contraceptives or condoms from the USAID Mission. A supply plan is a schedule of expected shipments, usually over a two-year period.

The steps in supply planning are—

- Step 1.** Collect and organize historical data; use multiple kinds of data (timing of funding availability, quantities on order, storage capacity, current stock on hand in the program, minimum and maximum inventory levels, distribution schedules), if they are available.
- Step 2.** Evaluate data quality—use the most complete and most recent data possible.
- Step 3.** Build supply planning assumptions based on funding availability, supplier lead times, and desired shipping schedules.
- Step 4.** Calculate the total commodity requirements and costs. Be sure to take into account the freight estimate and a 5.5 percent surcharge on USAID orders.
- Step 5.** Develop the supply plan.
- Step 6.** Compare available funding to the cost estimate and adjust the quantity to procure, if needed.
- Step 7.** Missions should submit the completed supply plan to the Commodities Security and Logistics Division (CSL) country backstop for technical review.
- Step 8.** Review your plan after six months in order to update forecasting data and assumptions based on how the programs are progressing. During this review, adjustments can be made to the supply plan.

The quantification process, including routine review and updating of forecasting data and assumptions and adjustments to the supply plan, saves time and money, which reduces the need for emergency orders and costly shipment changes. To request technical assistance in quantification for forecasting and supply planning, contact your CSL country backstop.

Resources

The following publications describe the quantification process in detail; they are available on the USAID | DELIVER PROJECT website, deliver.jsi.com, or by request.

- *Contraceptive Forecasting Handbook for Family Planning and HIV/AIDS Prevention Programs*
- *Quantification of Health Commodities: A Guide to Forecasting and Supply Planning for Procurement*
- *Contraceptive Procurement Table Guidance*

Many programs that order commodities from USAID use the Pipeline Monitoring and Procurement Planning (PipeLine) software tool to assist with supply planning. PipeLine helps program managers gather critical forecasting information to help ensure that products arrive on time, maintain consistent stock levels at the program or national level, and prevent stockouts.

PipeLine software (v. 5.1), *PipeLine 4.0 User's Guide*, and *PipeLine 5: An addendum to the PipeLine 4 User's Guide* can be downloaded from the USAID | DELIVER PROJECT website, deliver.jsi.com, in the *Resources* section under Tools. A CD is also available from project staff or your CSL country backstop. Version 5.1 is available in English, French, Portuguese, and Spanish; version 4 is also available in Arabic.

Each Mission is responsible for ensuring that the funding levels required to pay for orders are consistent with their overall availability of funds. Ideally, funds are made available before the order is placed.

In addition to the value of commodities ordered, Missions must ensure that their available funding will cover shipping costs (freight and related charges), country-specific import or clearance costs, and a surcharge for their orders.

The surcharge is a percentage of the total value of the commodities. It is evaluated and may be adjusted annually, based on actual system costs.

It covers the costs of—

- transportation to one of the Central Contraceptive Procurement (CCP) project global warehouses and the warehousing charges for commodities not shipped directly to recipient programs
- quality assurance monitoring and independent quality surveillance of commodity manufacturers
- a portion of the operating costs for centralized procurement and order fulfillment
- management and maintenance of the CCP management information system.

The current surcharge is 5.5 percent of the commodity value.

Calculating Funding Requirements

When developing annual budgets for commodities, Missions need to do the following:

Confirm funding levels required for future orders

Review supply plans for contraceptives and condoms and any other public health commodity that will be ordered through CCP; calculate the level of funding required by the funding type (e.g., population [POP], maternal and child health [MCH], President's Emergency Plan for AIDS Relief [PEPFAR]).

Funding estimates must include the costs for—

- commodities
- surcharge
- freight and related services (such as insurance or customs clearance)
- any unique, country-specific requirements for importing USAID-provided commodities.

Calculate the total funds to be obligated

- Review the Mission's current account balance with CCP, by funding type (i.e., POP, MCH, PEPFAR).
- Adjust the budget for commodities accordingly. Increase the total to make up for any existing funding shortfall, by funding type; decrease the total if there is a positive account balance for the fund type.
- Ensure that all future existing orders are considered in the calculation.
- Determine the final amount to be obligated, by fund type.

Make funds available for commodity procurement

Complete the steps required to make funds available for CCP (Project #936-3057), either through the field support funding mechanism or a subobligation.

Special Funding Considerations

Commodity Fund

Condom availability and use in most countries is inadequate; funding is often unavailable for the procurement of condoms in PEPFAR non-focus countries. The Commodity Fund (CF) provides the funds to fill this important gap. The CF is used to increase condom availability for HIV and AIDS prevention free of charge to non-focus countries.

Non-focus countries can request condoms free of charge from the CF; they are expected to add these condoms to country programs to expand HIV and AIDS activities. To ensure that availability and use remain unchanged, Missions cannot swap condom provision responsibilities with other donors. Female condoms are also available from the CF, at no charge, to Missions in non-focus countries.

PEPFAR-focus countries need to budget and pay for the male and female condoms they need; they are not eligible to receive condoms free of charge from the CF. They must include condoms for HIV and AIDS programs as a budget line item in their Country Operational Plans (COP).

Loans

Occasionally, a Mission will not have sufficient funding in its account to support the current contraceptive or condom orders. When this happens, CSL may agree, on a short-term basis, to forward-fund one or more shipments. At that time, the CSL country backstop will review the loan requirements with the Mission and, before the order is shipped, determine a repayment plan.

Resources

Register on the USAID | DELIVER PROJECT website, deliver.jsi.com, to view shipment and account information online. Go to the *My Commodities* section. You will be able to view existing orders and current account balances, by funding type, which will assist in your calculation of funding requirements.

Missions should address funding questions to their CSL country backstop.

For current item pricing of contraceptives and condoms, refer to the *USAID Contraceptive and Condom Catalog 2011* in the *My Commodities* section of the USAID | DELIVER PROJECT website.

Ordering Contraceptives and Condoms

The ultimate goal of the Commodities Security and Logistics Division (CSL) is to ensure that orders are delivered on time. CSL works toward that end through the USAID | DELIVER PROJECT, which holds USAID’s inventory of stock items, works closely with suppliers to ensure ongoing supply, and manages freight forwarding for the reliable delivery of shipments. *By understanding their role in the ordering process, Missions can contribute to successful on-time deliveries for the programs they support.*

Missions can order contraceptives, condoms, and personal lubricant, as well as a full range of public health and related supplies. While USAID maintains an inventory for a number of stock items of contraceptives and condoms, they can also supply special order items. The ordering process for contraceptives, condoms, and personal lubricant is described below. For other products refer to *Ordering Other Essential Public Health Supplies, Commodities, and Medical Equipment.*

Ordering for On-Time Delivery

Orders for contraceptives, male and female condoms, and personal lubricant are made through the Central Contraceptive Procurement (CCP) project of CSL. After you have completed your forecasting and quantification exercises, you are ready to place your orders. Please pay special attention to the following considerations:

Plan adequate funding

After the Mission has determined the level and types of funding required to support orders through the quantification process, including forecasting and supply planning, adequate funding must be allocated through the Operating

Year Budget (OYB) and Congressional Budget Justification (CBJ) notices; and must be included on Operational Plans (OP) for population funds and Country Operational Plans (COP) for the President’s Emergency Plan for AIDS Relief (PEPFAR) funds, as part of the annual budget process.

For a Mission-funded order, fulfillment may be delayed if the account has insufficient funds to pay for the order at the scheduled time of shipment. When developing or reviewing supply plans, check your account balance to ensure that sufficient funding of each type of funds (PEPFAR, population [POP], maternal and child health [MCH], etc.) is made available to make up for any shortfall and to cover new orders.

The value of an order must include a calculation for the surcharge (5.5 percent of commodity cost), freight charges (see table 1), and other applicable delivery charges (e.g., country-specific import or warehouse handling requirements).

Table 1. Estimated Freight Calculation Table*

Product & Origin	Destination	Shipping Mode	
		Ocean (%)	Air (%)
Europe: IUDs, implants, injectables, oral contraceptive pills	East Africa	7	8
	West Africa	4	11
	Southern Africa	7	5
	Asia	2	3
	Europe & Eurasia	n/a	55
	Latin America	6	15
	Middle East	5	19
Asia: male condoms, female condoms, CycleBeads, lubricant	East Africa	19	50
	West Africa	21	44
	Southern Africa	15	38
	Asia	10	63
	Europe & Eurasia	5	70
	Latin America	19	36
	Middle East	11	55

*Please note that these percentages are estimates based on past shipments and can vary significantly based on the current shipping climate.

$$\text{Total cost of an order} = \text{Commodity cost} + \text{surcharge (commodity cost} \times .055 \text{ or } 5.5\%) + \text{estimated freight cost (see table 1)} + \text{other country specific charges}$$

Use table 1 to calculate estimated freight cost. Actual costs will be charged to Mission accounts at the time of shipment.

Estimated freight cost example:

What is the estimated freight cost of an order of 2,000 IUDs shipping by air to Uganda, if the cost of an IUD is \$0.50?

1. Calculate the total commodity value (order quantity multiplied by unit price): $2,000 \times \$0.50 = \$1,000$.
2. Determine the freight percentage for IUDs to East Africa shipping by Air using the “Calculating Estimated Freight Cost” table: 8%.
3. Calculate the estimated freight cost (total commodity value multiplied by the freight percentage):
 $\$1,000 \times .08 = \80 .

Order one year ahead

Ordering with adequate lead time will help ensure timely commodity support to country programs. Through the supply planning process, schedule orders for the current and next year. Orders further out can be entered into the system with enough lead time to meet desired receipt dates; they will be incorporated into central forecasts to ensure that sufficient quantities are procured centrally to meet all orders. Missions can adjust order quantities in the future if new information on program needs becomes available, or if the funding changes.

Understanding Order Lead Time

Many factors can affect the time it takes from receipt of an order until it is delivered, or the order lead time.

Stock items and special order items

Whether you are ordering a stock item or a special order item, you should understand the amount of order lead time you will need. While stock items are ordered routinely and are held in inventory, special order items have a longer lead time, as suppliers must produce the item after the order has been placed.

Stock Items

USAID maintains inventory of several brands of male condoms and contraceptives to meet ongoing orders. These stock items include—

- 53mm no-logo condom
- 53mm Blue/Gold condom
- 53mm Protector Plus condom
- FC2 female condom
- Depo-Provera injectable contraceptive
- Jadelle contraceptive implant
- TCU380A IUD
- Combination 3 combined oral contraceptive pills
- Microgynon combined oral contraceptive pills
- Microlut progestin only oral contraceptive pills

Order lead time for stock items (standard lead time)

When reasonable quantities are ordered, the standard lead time for these orders is—

one month for order processing
+ shipping lead time based on country requirements and agreed-to delivery terms,
usually either to the port or door-to-door.

Special Order Items

USAID supplies a number of special order condom brands, personal lubricant, and CycleBeads, in addition to other essential public health supplies. These items are not held in inventory.

Special order male condoms

- Missions must secure approval from CSL for new condom brands and new artwork before an order can be processed.
- We provide a variety of scents for male condoms; please consult the catalog for options.
 - Individual condom packaging artwork must indicate the condom scent.
 - Scented condoms have a four-year shelf life.
- We provide a variety of colors for male condoms; please consult the catalog for options. The inner box and case labeling will state the condom color.
 - If no color is requested, condoms will be natural latex color.
 - Colored condoms have a four-year shelf life.
- Missions may order 53mm or 49mm male condoms.
 - All 49mm condoms are special order.
- Special order condoms can be ordered for social marketing or public sector programs.
- The minimum order quantity for a special order brand of male condoms is 1.2 million pieces, which is the minimum reasonable quantity for shipment in a 20-foot ocean container.
- Special order condoms will be shipped only by ocean freight.

Other special order items

Other special order items include—

- CycleBeads
- Implanon contraceptive implant
- Personal lubricant
- Non-contraceptive public health commodities

Order lead time for special order items

The lead time for special order items depends on the item. Programs that request special brands should confirm the lead time before planning any related country activities. Lead times for condom and personal lubricant orders include production and quality testing.

- For special order male condoms the order lead time is—
 - six months for processing, production, and testing + shipping lead time, based on agreed-to delivery terms, usually to the port or door-to-door.
- For CycleBead orders the order lead time is—
 - four months for processing and production + shipping lead time, based on agreed-to delivery terms, usually to the port or door-to-door.

- For Implanon the order lead time is—
 - four months for processing, production + shipping lead time, based on agreed-to delivery terms, usually to the port or door-to-door.
- For personal lubricant the order lead time is—
 - four months for processing, production, and testing + shipping lead time, based on agreed-to delivery terms, usually to the port or door-to-door.
- For non-contraceptive public health commodities, the lead time depends on the commodities ordered.
 - A procurement specialist from the USAID | DELIVER PROJECT will develop a timeline and will work closely with the Mission and CSL country backstop throughout the procurement and shipping process.

Shipping lead time

When orders are ready to ship, whether from a supplier or a warehouse, there will be a shipping lead time until the order arrives at its destination. A number of countries require that specific procedures be followed before the order can ship; this may add to the lead time. A shipment may require a host country waiver, preshipment inspection, or import approval. For door-to-door shipments, you must allow time for customs clearance. You can find the current *Average USAID Shipping Lead Time in Months Report* in the *My Commodities* section of the website.

Lead time for canceling orders

Orders are prepared for shipment with the desired receipt date in mind. If you need to cancel an order, you need to understand the shipment preparation process.

Processing an order begins at least one month before it is scheduled to ship. This allows time to transmit shipping instructions to the freight forwarder, pick and pack the order, prepare shipping documentation, book the shipment, and deliver it to the origin port. Additional time is allowed if preclearance or preapproval is required.

Canceling orders at the last minute can be difficult. After an order has shipped, it cannot be canceled. Missions should support ongoing monitoring of program needs and supply plans to avoid last-minute cancellations.

Stock Items

As a rule, stock item orders should be canceled two months prior to the scheduled ship date.

Special Order Items
 Special order items, such as specialty brand condoms, CycleBeads, personal lubricant, medical equipment, and other essential public health supplies, cannot be canceled once the order is put into production. After a Mission commits to ordering these products, it must accept and pay for the order in full.

Ordering for Public Sector and Social Marketing Programs

As a general rule, standard brands and unbranded items are intended for use by public sector programs; most branded items are intended for social marketing programs. Use the product list below when ordering.

Public sector items

- 49mm no-logo condom
- 53mm no-logo condom
- Implanon contraceptive implant
- Microgynon combined oral contraceptive pills
- Microlut oral contraceptive pills

Social marketing items

- 49mm condom, all brands except no-logo
- 53mm condom, all brands except no-logo
- Combination 3 combined oral contraceptive pills

Items used by both public sector and social marketing programs

- CycleBeads
- Depo-Provera injectable contraceptive
- FC2 female condom
- Jadelle contraceptive implant
- TCU380A IUD

Emergency Orders

Occasionally, you may need to place an order because the stock on hand in the country program will reach or go below the minimum stock levels before the planned orders arrive. To avoid stockouts, you can place an emergency order for contraceptives and condoms. The CSL country backstop will work with the Mission to determine the amount of stock needed in the short term until a replenishment order can be placed, taking into consideration proper lead times; the emergency order should not exceed this amount.

Completing the Order Form for Contraceptives and Condoms

You must complete an order form for each recipient program. A single form may have more than one item and more than one desired receipt date; it may also include new, changed, and canceled orders for a recipient.

You will find a blank *Order Form for Contraceptives and Condoms* on the *My Commodities* section of the USAID | DELIVER PROJECT website, or request a copy from your CSL country backstop.

Ensure that recipient and consignee information is complete in the country profile

Incomplete recipient and consignee address information and shipping notes can delay finalizing an order in the system and could delay processing an order for shipment. To avoid delays, verify the addresses, including email addresses and shipping notes information before you submit an order.

You will find the shipping notes for Missions and recipients on the *My Commodities* section of the USAID | DELIVER PROJECT website, under the *Shipping Information* menu item.

Include the desired receipt date for each order

When you place an order for public health commodities with CSL, state the desired receipt date(s) for the items ordered. Please try to avoid ASAP orders. We will do our best to ensure that shipments arrive on time. Remember that the lead time for stock items may include time for any waivers, preshipment inspection, import approval, transit, and customs. The lead time for special order items will also include a production lead time. When the order is confirmed, we will advise you of the expected date of arrival in-country.

Note: An order is considered *on time* if it is delivered within 30 days of the desired receipt date.

Ordering other public health commodities and supplies

Through the USAID | DELIVER PROJECT, you can procure a wide range of public health and related commodities and supplies, in addition to contraceptives and condoms: for example, hospital equipment, laboratory supplies, nutritional supplements, vaccines, and medicines. As with contraceptives, orders for these items can be funded through CCP (Project #936-3057). Please refer to “Ordering Other Essential Public Health Supplies, Commodities and Medical Equipment” for more information.

Resources

Two key websites provide information on specific orders and shipment histories. You can register on the websites and receive a login; using the login, you can view shipment details.

- Reproductive Health Interchange (RHI): www.rhsupplies.org

Use *Locate your Supply Shipment* to access the RHI database and view shipments for contraceptive products from multiple donors, including USAID. You can also access the RHI from the *My Commodities* section of the USAID | DELIVER PROJECT website.

- USAID | DELIVER PROJECT website: deliver.jsi.com

The *My Commodities* section allows you to research specific information on existing USAID shipments.

- You will find additional documents on the *My Commodities* section of the USAID | DELIVER PROJECT website to assist you in order entry:
 - *Order Form for Contraceptives and Condoms*
 - *USAID Contraceptive and Condom Catalog 2011*
 - *Average USAID Shipping Lead Time in Months Report*

Ordering Other Essential Public Health Supplies, Commodities, and Medical Equipment

Through the USAID | DELIVER PROJECT, you can procure a wide range of public health and related commodities and supplies, in addition to contraceptives and condoms: for example, hospital equipment, laboratory supplies, nutritional supplements, vaccines, and medicines. As with contraceptives, orders for these items can be funded through the Central Contraceptive Procurement (CCP) project (Project #936-3057). Please contact your Commodities Security and Logistics Division (CSL) country backstop with inquiries, or to initiate these orders.

Placing the Order

When you are ready to order, you will be assigned a procurement specialist on the USAID | DELIVER PROJECT; they will send you a Commodity Procurement Information Request (CPIR) order form and help you develop product specifications. The procurement specialist will work closely with the Mission and the CSL country backstop throughout the process.

Funding the Order

Funding sources for all supplies, commodities, and equipment purchased through CCP should be directly related to the use of the product. For example, nutritional supplements can be purchased using nutrition funds and Oxytocin can be purchased with maternal and child health (MCH) funds, but neither can be purchased using population (POP) funds. To ensure the Mission has allocated the proper type and amount of funding to cover orders, contact your CSL country backstop.

Order Lead Time

Many factors can affect the time it takes from receipt of an order until it is delivered (order lead time). The lead time for delivery depends on the item or items ordered. Lead time may include USAID Office of Acquisition and Assistance (OAA) approval for purchase, production time, product testing (when applicable); and import approval, shipping lead times, and customs clearance, if sourced outside the ordering country.

Public health commodities and supplies, except contraceptives, condoms, and personal lubricant, are special order items that require specialized procurement action. Once the order is finalized and funding is made available, a USAID | DELIVER PROJECT procurement specialist will develop a procurement timeline to share with the Mission. Concurrently, the Mission should arrange to transfer funds to CCP. Unless the funds transfer is complete, procurement cannot proceed beyond the planning stage. The procurement specialist will source the item or items and prepare a Request for Proposal (RFP) or Request for Quote (RFQ) from potential suppliers, place the purchase order, and track the shipment. They will inform the Mission of progress against the timeline.

All procurement through the USAID | DELIVER PROJECT is completed following U.S. Government (USG) regulations, in particular, Federal Acquisition Regulations (FAR) and USAID Acquisition Regulations (AIDAR).

Note: Programs that request special order items should confirm the lead time before planning any related country activities.

Shipping Lead Time

After an order is ready to ship, there will be a shipping lead time until the order arrives at its destination. Shipping lead times for these orders vary from the lead times established for contraceptives, condoms, and personal lubricant. A number of countries require that, before the order can ship, specific procedures be followed. These may include a host country waiver, preshipment inspection, or import approval.

Canceling an Order for a Special Order Item

After an order for a special item is confirmed and the CPIR is signed, canceling is very difficult. After the purchase order has been issued to a supplier, the order cannot be canceled, and the Mission will be charged.

With access to the USAID | DELIVER PROJECT website, Missions can view shipment and account information and reports online in the *My Commodities* section. This section provides registered users with real-time information about shipments of health supplies procured by the project for USAID's Central Contraceptive Procurement (CCP) project. Missions can click on the *REGISTER* link on the website, deliver.jsi.com, to apply for access.

The Job Aids & Training Tools menu in the *My Commodities* section of the site provides helpful guidance to assist in accessing and understanding the reports. Many reports can be exported to Excel or as .pdf files for printing. The data that you can view depends on the registration permission granted.

Using the site, you can select report parameters, such as subcategory, item, and start and end dates. The site has a wealth of additional resources and publications on topics related to public health and supply chain management, which are available without a login.

Note: Shipments are included in reports based on their scheduled ship date, if they have not yet shipped, or the actual ship date if they have shipped, not the date of receipt.

Report Options

View Shipments

View shipment history reports, or details of specific orders, including shipping, cost, and batch information.

Shipment Summary Reports

View global quantities, global values, status, and funding sources for single items, as well as for subcategories of products. Six different summary reports are available. The information presented in each summary is listed by region and country.

Account Information

USAID and USAID | DELIVER PROJECT staff can view past, current, and future financial information required for managing commodity activity and funds. To view this information, you must first select a task order and a client.

- The *Current Account Status* displays the *Account Fund* with information on the *Current Balance*, the *Balance After Outstanding S&H Invoices*, and a *Projected Balance Inclusive of Future Shipments*.
- The *Account Transaction History Report* shows users the balance available at the start of a specific period, all transactions against the account during the period, and the balance remaining (*Ending Balance*) at the end of the period.

Shipping Information

- View client and recipient shipping instructions (country profile information), shipment and document needs, and document distribution lists, with program-specific information.
- View a list of items that have shipped to a country; they may be registered, there may be a waiver to ship items to the country, or registration may not be required.



Acknowledging Receipt of Shipments

The Receiving Report is sent after an order has shipped and has arrived, or will soon arrive at its destination, based on the estimated time of arrival (ETA) provided by the freight forwarder. On behalf of USAID, the USAID | DELIVER PROJECT emails a *Receiving Report* to both the Mission that placed the order and the recipient to request confirmation that the shipment was received. A completed *Receiving Report* from the Mission is the final step in the audit trail for goods shipped against USAID funds.

Return the *Receiving Report* as soon as possible after you receive the goods. It is important to complete the following steps:

- Step 1.** Enter the date the goods were received, either at the port for door-to-port shipments, or at the recipient's location for door-to-door shipments.
- Step 2.** Complete each section of the report, as appropriate:
 - Check the box labeled *Goods received-in-full* at the end of the report.
 - For each item in the shipment, enter the quantity received in the *Quantity Received* column of the report.
 - Enter comments in the box labeled, *If goods missing or damaged please explain below*.
- Step 3.** Sign the report.
- Step 4.** Enter the title of the signatory.
- Step 5.** Scan and email the completed report to receivingreport@jsi.com, or you can send an email citing the order by Requisition Order (RO) number and all the necessary receipt information, to the same address.

If the recipient returns a Receiving Report, a copy will be forwarded to the Mission to confirm receipt of the goods it ordered.

If neither the Mission nor the recipient reply within 30 days, we will assume that the shipment arrived with no problems; it will be marked received-in-full using as the receipt date the date the freight forwarder delivered the goods, based on proof-of-delivery documentation. *After this time, the Mission cannot make a claim for lost, damaged, or undelivered product.* Please remember that the *Receiving Report* completes the audit trail, and it helps track shipments and calculate estimated shipping lead times.

See figure 1, Sample Receiving Report.

Figure I. Sample Receiving Report

JOHN SNOW INC.
 USAID | DELIVER PROJECT
 1616 North Fort Myer Dr.
 11th Floor
 ARLINGTON
 VA 22209
 Tel: 1.703.528.7474 Fax: 1.703.528.7480

Receiving Report



DN # :	DN-2/0	Reference Sales Order # :	SO-TO2-1/1	Desired Receipt Date :	08-MAY-07	Actual Volume (m ³) :	
DN Date :	30-MAY-07	Requisition Order # :	SO-TO3-6			Actual Weight (Kg) :	2,903.00
		Sales Order Date :	02-APR-07			Number of Cases :	17

<p>Ship To</p> <p>Name : Ministry of Food and Agriculture Address : Director of Veterinary Services ACCRA Ghana</p> <p>Contact : Mary Jones Phone : Fax : Email :</p>	<p>Pick From</p> <p>Name : MAP International - Warehouse Address : 123 Main Street Washington DC 20007 United States</p> <p>Contact : JOHN SMITH Phone : 912-555-1234 Fax : 912-555-4321 Email : JSMITH@map.org</p>
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Mission personnel must establish claims for shipping damages or other loss in accordance with USAID Automated Directives system (ADS) E324.5.4, which is available on the

Please confirm quantity of goods received by returning this report via fax or email; Check goods received-in-full or report any loss or damage in the space provided at the end of the report. Note this report confirms your satisfaction with the delivery. If you do not respond within 30 days of receipt of this report, JSI will close the shipment as satisfactorily received-in-full using the shipper's Proof of Delivery or shipping documents.


Respondent's Signature	Respondent's Title	Date Goods Received
------------------------	--------------------	---------------------

LI #	Item Code	Item Name	Site	Label	UOM	Quantity	Quantity Received
1	100003-AITUSVA-001	Test, Avian Influenza Poultry Antigen A [FLU Detect Test Strip], Kit, 20tests	AI Commodities Transfer Vendor	English	Kit	2	
2	100035-AITUSVA-001	Kit, Laboratory, Avian Influenza [Lab Kit 2007], Kit	AI Commodities Transfer Vendor	English	Piece	2	

Page 1

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Receiving Report



DN # :	DN-2/0	Reference Sales Order # :	SO-TO2-1/1	Desired Receipt Date :	08-MAY-07	Actual Volume (m ³) :	
DN Date :	30-MAY-07	Requisition Order # :	SO-TO3-6			Actual Weight (Kg) :	2,903.00
		Sales Order Date :	02-APR-07			Number of Cases :	17

3	100054-AITUSVA-001	Test, Avian Influenza Human, Directigen A+B [BD EZ Flu Test Kit] Kit	AI Commodities Transfer Vendor	English	Unit	2	
4	100043-AITUSVA-001	Personal Protection Equipment [PPE 2007] Large, Kit, Unit	AI Commodities Transfer Vendor	English	Unit	2250	
5	100044-AITUSVA-001	Personal Protection Equipment [PPE 2007] X Large, Kit, Unit	AI Commodities Transfer Vendor	English	Unit	2250	
6	100033-AITUSVA-001	Kit, Decontamination, Avian Influenza, 2.25g/ sprayer, [Decon 2007], Kit	AI Commodities Transfer Vendor	English	Piece	40	

For Completion by Respondent:

Goods received-in-full

If goods missing or damaged, Please explain below:

Page 2



Listed below are the steps to successful ordering for on-time delivery:

- Step 1.** Conduct annual quantification exercises and update the quantification, including forecasting and supply plans, at least semi-annually.
- Step 2.** Develop a supply plan; adjust existing orders, as needed.
- Step 3.** Calculate the funding needed for orders.
 - Calculate the value of new orders (see below). You will find contraceptive and condom item prices in the product catalog on the *My Commodities* section of the USAID | DELIVER PROJECT website.
 - Calculate the commodity value of each order.
 - Add 5.5 percent surcharge to the total commodity cost.
 - Add freight charges and other applicable delivery charges (e.g., country-specific import or warehouse handling requirements). Use the estimated freight cost as a percentage of commodity value (see table 1).
 - Verify your account balance in the *My Commodities* section of the website.
 - Plan obligations to cover any existing funding shortfall and to pay for new orders.

Table 1. Estimated Freight Calculation Table*

Product & Origin	Destination	Shipping Mode	
		Ocean (%)	Air (%)
Europe: IUDs, implants, injectables, oral contraceptive pills	East Africa	7	8
	West Africa	4	11
	Southern Africa	7	5
	Asia	2	3
	Europe & Eurasia	n/a	55
	Latin America	6	15
	Middle East	5	19
Asia: male condoms, female condoms, CycleBeads, lubricant	East Africa	19	50
	West Africa	21	44
	Southern Africa	15	38
	Asia	10	63
	Europe & Eurasia	5	70
	Latin America	19	36
	Middle East	11	55

*Please note that these percentages are estimates based on past shipments and can vary significantly based on current shipping climate.

Total cost of an order = Commodity cost + surcharge (commodity cost × .055 or 5.5%) + estimated freight cost (see table to the left) + other country specific charges

Use table 1 to calculate estimated freight cost. Actual costs will be charged to Mission accounts at the time of shipment.

- Step 4.** Make funds available to the Central Contraceptive Procurement (CCP) (Project #936-3057) project for orders through the field support funding mechanism, or through a subobligation.
- Step 5.** Place orders one year ahead, whenever possible. If programmatic needs change, you can request changes until the order is prepared for shipment.

Step 6. For contraceptives and condoms, use the *Order Form for Contraceptives and Condoms*, which is available from your Commodity Security and Logistics Division (CSL) country backstop, the *My Commodities* section of the USAID | DELIVER PROJECT website, deliver.jsi.com, or the publications list.

For non-contraceptive commodities, use the Commodity Procurement Information Request (CPIR) form. A procurement specialist from the USAID | DELIVER PROJECT will provide you with the form after the CSL country backstop has forwarded the Mission's procurement request to the project.

Step 7. Include order lead time in your supply plan.

- For stock items (held in inventory), order lead time is—

One month for order processing + shipping lead time

– Stock items include—

- 53mm no-logo condom
- 53mm Blue/Gold condom
- 53mm Protector Plus condom
- FC2 female condom
- Depo-Provera injectable contraceptive
- Jadelle contraceptive implant
- TCu380A IUD
- Combination 3 oral contraceptive pills
- Microlut progestin only oral contraceptive pills
- Microgynon combined oral contraceptive pills

- For special order items, order lead time is—

For male condom special orders: 6 months for order processing, production, and testing + shipping lead time

For CycleBeads orders: 4 months for order processing and production + shipping lead time

For Implanon orders: 4 months for order processing and production + shipping lead time

For personal lubricant orders: 4 months for order processing, production, and testing + shipping lead time.

– Special order items include—

- 49mm condom, all brands
- 53mm condom, all brands not held in inventory (special order items)
- CycleBeads
- Implanon contraceptive implant
- Personal lubricant

- For non-contraceptive orders, lead times will depend on the commodities ordered. A timeline will be developed with the USAID | DELIVER PROJECT procurement specialist after the order has been confirmed.

Step 8. For emergency orders of contraceptives and condoms that are needed immediately, order lead time applies, although every effort will be made to process orders so they arrive as quickly as possible. Emergency orders for immediate shipment will be satisfied to the extent possible. Work with your CSL country backstop to plan subsequent shipments.



For prompt processing of contraceptive and condom orders, use the checklist below to ensure that your order is complete. Enter your order information on the *Order Form for Contraceptives and Condoms*, which you can obtain from your Commodities Security and Logistics Division (CSL) country backstop; the *My Commodities* section of the USAID | DELIVER PROJECT website, deliver.jsi.com; or the publications list.

FUNDING

- Have you allocated sufficient field support funds (e.g., PEPFAR, POP, and MCH) for this order? If you have questions or concerns regarding funding, contact your CSL backstop.

CUSTOMER/COUNTRY/RECIPIENT

- Is this order for only one recipient?
- Is it clear who the recipient is?
- Have you completed the customer information on the form? The customer is the entity placing the order, usually the Mission or regional office.

SHIPPING SCHEDULE

- Did you include the item and quantity for each shipment? Is the quantity divisible by case size?
- Did you enter the desired receipt date for each order?
- Did you note any emergency orders that need to ship right away?
- Did you note any orders with a changed desired receipt date? Please refer to the RO number for the order.
- Did you note any orders that need to be canceled? Please refer to the RO number for the order.
- Is the preferred mode of transportation (ocean/air) given for each order?

CUSTOMER/RECIPIENT INFORMATION

- If the recipient is new, did you include the recipient and consignee contact and address information?
- If this is an existing recipient, did you check the shipping notes to be sure they are current, and did you include any changes on the order form? You can access *Shipping Information* on the *My Commodities* section of the website.
- Are the required shipping documents correct in the shipping information? Did you include any changes on the order form?
- Is the document distribution list correct in the shipping information? Did you include any changes on the order form? Note: You can only request distribution for two master bills of lading.
- Is the door-to-door or door-to-port instruction in the shipping information correct?

Order Form No.
(for CSL use only)



USAID | DELIVER PROJECT

FROM THE AMERICAN PEOPLE

ORDER FORM for Contraceptives and Condoms

COUNTRY:

DATE:

USAID Mission:

Mission Point of Contact:

RECIPIENT:

1. **Order** the following proposed shipments:

Item	Quantity	Quantity per Case	Shipping Mode	In-Country Receipt Date

2. **Change** the following previously ordered ROs or shipments:

RO Number	Current Quantity	Revised Quantity	Current Receipt Date	Revised Receipt Date	Item

3. **CANCEL** the following previously ordered ROs or shipments:

RO Number	Quantity	Scheduled Receipt Date	Item

Please indicate if existing address information should be used: Yes [] No []
If not, please specify address and shipping information below. **Fill out one form PER RECIPIENT.**

CONSIGNEE : (Information must be provided in full, in order to fulfill request).

CONSIGNEE:	
POINT OF CONTACT:	
ADDRESS:	
PHONE:	
FAX:	
EMAIL:	

SHIP TO ADDRESS: (RECIPIENT/DELIVERY DESTINATION)

RECIPIENT NAME:	
POINT OF CONTACT:	
ADDRESS:	
PHONE:	
FAX:	
EMAIL:	

Shipment information available at <http://deliver.jsi.com/dhome/mycommodities>

Order Form No.
(for CSL use only)

Please indicate delivery requirements: Door-to-Door [] Door-to-Port []

Do you require a donation certificate? Yes [] No []

Do you require a Certificate of Analysis or Conformance? Yes [] No []

Can these shipments be consolidated with other USAID recipients? Yes [] No []

Do you require an import approval before shipping? Yes [] No []

SHIPMENT INSTRUCTIONS: Please indicate any additional shipping documents, special carton markings or special handling requirements.

----- For Administrative Use -----

Funding Source			
POP Funds	PEPFAR Funds	Commodity Fund	CSL Donation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For CSL use ONLY

Notes:

Date

CSL Backstop Signature

For JSI use ONLY

This order has been entered; see attached Requisition Order Confirmation Report.

Notes:

Date

JSI COMT Signature

Shipment information available at <http://deliver.jsi.com/dhome/mycommodities>

Purpose

These guidelines will ensure USAID's accountability for the disposal of contraceptive commodities that are no longer suitable for use in USAID-supported programs. For information on disposing of other USAID-funded commodities, contact your Commodity Security and Logistics Division (CSL) country backstop.

Disposal is necessary for good logistics management whenever contraceptive commodities provided by USAID have—

- passed their expiry date
- no longer meet the standards defined for USAID-supplied products because of deterioration or damage
- become excess stock due to USAID phaseout of a product line
- program demand for the product is terminated.

Continued use of contraceptives with any of these conditions conflicts with USAID's purposes for providing contraceptive support.

Initiating Office

The organization currently holding effective title to USAID-supplied contraceptives should initiate the disposal process. In general, consignees of USAID-supported shipments acquire effective title when they accept any shipment. Other organizations and/or individuals that are aware of the deterioration of contraceptive supplies should encourage the responsible organization to initiate disposal action and inform Global Health/Population and Reproductive Health/Commodities Security and Logistics Division (GH/PRH/CSL) about the need for action.

Disposal Actions Required

1. The initiating office should ensure the evidence that prompted the disposal action is clearly documented (e.g., test results, etc.), and the specific lots requiring disposal are clearly identified. If the need for disposal action is unclear, the initiating office can secure testing services from GH/PRH/CSL to clarify the status of the commodities in question.
2. When the value of the commodities identified for disposal action exceeds \$100,000, or if there is any question about the need for disposal, refer to GH/PRH/CSL for concurrence or decision.
3. Disposal should be carried out according to the laws or ordinances of the place where the disposal occurs. The mode of disposal should ensure that the commodities cannot be recovered for use, resale, etc.
4. A USAID witness, or a person designated to witness for USAID, should observe the disposal action.
5. After disposal has been completed, send a record of the action to GH/PRH/CSL; indicate the—
 - stock site
 - organization holding effective title to the contraceptives
 - product
 - quantity
 - mode of destruction used to ensure that the product will not be recoverable
 - place and date of destruction
 - reason the destruction was necessary (for example, inadequate storage conditions, shipping delays/damage, the expiry of shelf life, etc.), and remedial actions proposed to prevent a recurrence.



1. Is there an order form for my contraceptive or condom order?

Yes. You will find the *Order Form for Contraceptives and Condoms* in the *My Commodities* section of the USAID | DELIVER PROJECT website, in the publications list, or from the Commodity Security and Logistics Division (CSL) country backstop. For other public health commodities, contact your country backstop.

2. What is the Commodity Fund (CF)?

The Commodity Fund is a centrally-funded mechanism to increase availability and use of condoms for HIV and AIDS programs by expanding access. CF-funded condoms are available to PEPFAR non-focus countries, freeing other HIV and AIDS funding for expansion of the HIV and AIDS programmatic activities. PEPFAR-focus countries need to budget and pay for the condoms they order; they are not eligible to receive CF-funded condoms.

3. How can I find out the name of my country backstop in the CSL Division?

Email askdeliver@jsi.com.

4. Can I source contraceptives and condoms other than through USAID?

No. At this time, contraceptives and condoms funded by USAID can be procured only through USAID's Central Contraceptive Procurement (CCP) project (#936-3057).

5. Can I order other public health commodities besides contraceptives, condoms, and personal lubricant?

Yes. The USAID | DELIVER PROJECT can procure a wide range of public health commodities. Please send inquiries to your CSL country backstop.

6. How far ahead do I need to place an order?

To ensure on-time receipt of contraceptive, condom, and personal lubricant orders, submit orders one year in advance.

7. How can I obtain PipeLine software?

PipeLine software (v. 5.1), *PipeLine 4.0 User's Guide*, and *PipeLine 5: An addendum to the PipeLine 4 User's Guide* are available for downloading from the USAID | DELIVER PROJECT website (deliver.jsi.com) in the *Resources* section under Tools. They are also available in a CD from project staff or your CSL country backstop.

8. How can I obtain technical assistance for quantification and procurement planning?

Contact your CSL country backstop.

9. Where can I view shipment and account details?

Register on the USAID | DELIVER PROJECT website, deliver.jsi.com, to view shipment and account information online in the *My Commodities* section. The site has additional resources and publications on topics related to public health and supply chain management that are available without a login.

10. How can I determine my account balance?

Go to the *My Commodities* section of the USAID | DELIVER PROJECT website, select <Account Information> from the menu on the left. Export the <Current Account Status and Expected Future Activity> report.

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store away from extreme heat (over 40°C, 104°F); protect from moisture, direct sunlight, and fluorescent (tube) light.

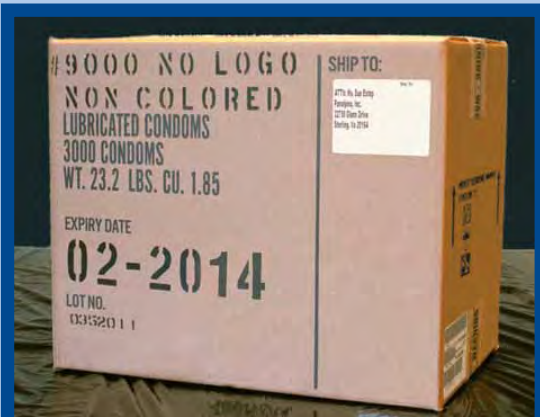
SPECIAL CONSIDERATIONS

Do not store for prolonged periods at high temperatures or close to a hot radiator, motor, or other source of heat or ozone.

No Logo

(53mm non-colored, silicone lubricated latex)

- Shelf life: 5 years
- Shipping unit: 3,000 foil-laminate wrapped condoms per case
- Dimensions:
46.04 cm w × 29.85 cm d × 38.1 cm h
(18.13" w × 11.75" d × 15" h)
- Case volume: 0.052 m³ (1.85 ft³)
- Case weight: 10.52 kg (23.2 lbs)
- 30 inner boxes of 100 pieces per case
- 24 cases per pallet (ocean and air)
- Approx. 1,512,000 pieces per 20' container
 Approx. 3,024,000 pieces per 40' container
 Approx. 3,456,000 pieces per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.



CASE



INNER BOX



UNIT PRESENTATION

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

USAID's standard social marketing logo condoms

RECOMMENDED STORAGE CONDITIONS

Store away from extreme heat (over 40°C, 104°F); protect from moisture, direct sunlight, and fluorescent (tube) light.

SPECIAL CONSIDERATIONS

Do not store for prolonged periods at high temperatures or close to a hot radiator, motor, or other source of heat or ozone.

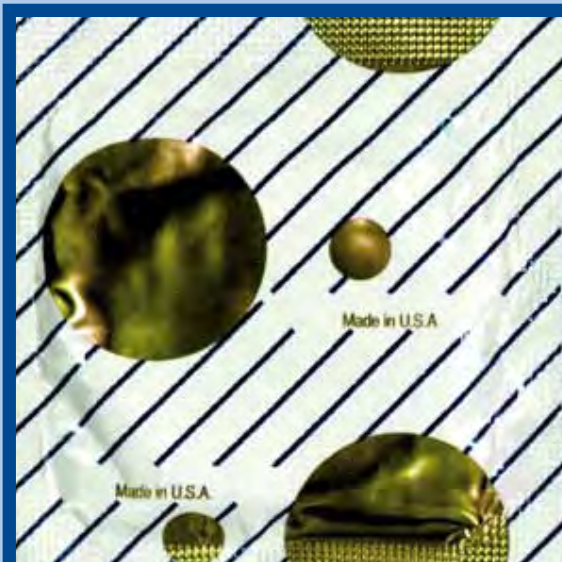
Blue/Gold

(53mm non-colored, silicone lubricated latex)

Protector Plus

(53mm non-colored, silicone lubricated latex)

- Shelf life: 5 years
- Shipping unit: 3,000 foil-laminate wrapped condoms per case
- Dimensions:
46.04 cm w × 29.85 cm d × 38.1 cm h
(18.13" w × 11.75" d × 15" h)
- Case volume: 0.052 m³ (1.85 ft³)
- Case weight: 10.52 kg (23.2 lbs)
- 30 inner boxes of 100 pieces per case
- 24 cases per pallet (ocean and air)
- Approx. 1,512,000 pieces per 20' container
 Approx. 3,024,000 pieces per 40' container
 Approx. 3,456,000 pieces per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.



BLUE/GOLD



PROTECTOR PLUS

Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
- Social Marketing Programs

These logos have been developed for distribution in social marketing programs in the countries listed. Please contact your CSL country backstop for more information.

- Special order condoms, like stock condoms, are silicone lubricated latex.
- Condoms are 53mm, non-colored unless otherwise specified.
- Missions may order 49mm condoms.
- Missions may special order condoms with both color and scent (e.g., yellow banana).
- Missions may order the following colors: black, blue, green, orange, pink, purple, red, yellow.
- Missions must order a minimum of 1.2 million condoms for each foil.
- Colored condoms have a 4-year shelf life.

Aphaw
Myanmar



Blue Denim
Ethiopia, Tanzania



Chishango
Malawi



Legal
Angola



Maximum
Zambia



Number One
Cambodia, Laos, Vietnam



Pante
Haiti, Dominican Republic



Panther
Multiple



Protec Natural
Senegal



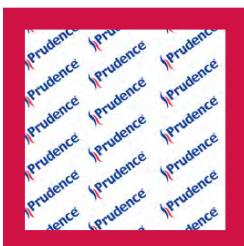
Protector Plus
Zimbabwe



Prudence
Multiple



Prudence
Democratic Republic of the Congo



Prudence
Rwanda



Prudence Plus
Benin



Sathi
Pakistan



Trust
Lesotho, Swaziland



Stock Item Special Order Item

For Distribution in:

Public Sector Programs
 Social Marketing Programs

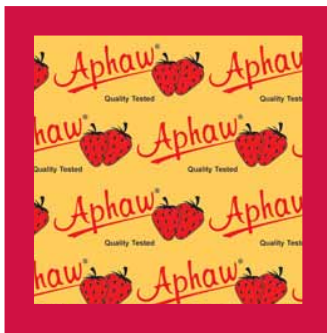
These logos have been developed for distribution in social marketing programs in the countries listed. Please contact your CSL country backstop for more information.

- Special order condoms, like stock condoms, are silicone lubricated latex.
- Condoms are 53mm, non-colored unless otherwise specified.
- Missions may order 49mm condoms.
- Missions may special order condoms with both color and scent (e.g. yellow banana).
- Missions may order the following colors: black, blue, green, orange, pink, purple, red, yellow.
- Missions may order the following scents: apple, banana, cola, grape, peppermint, strawberry, tutti frutti, vanilla.
- Artwork for scented condom logos must indicate the scent.
- Missions must order a minimum of 1.2 million condoms for each foil.
- Scented condoms have a 4-year shelf life.

Aphaw
banana scented
Myanmar



Aphaw
strawberry scented
Myanmar



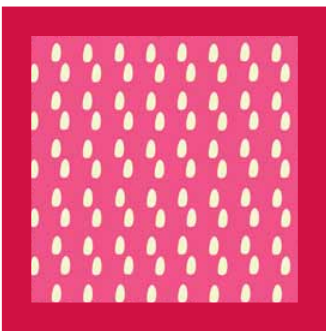
Black Cola
black colored, cola scented
Thailand



Generic Strawberry
strawberry scented
Laos



Generic Strawberry
strawberry scented
Thailand



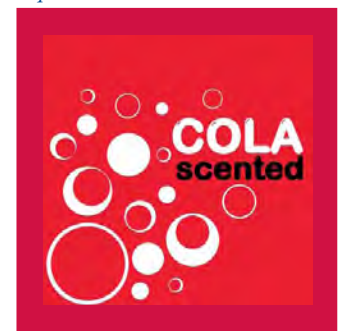
Protec Fraise
strawberry scented
Senegal



Protec Menthe
mint scented
Senegal



Red Cola
red colored, cola scented
Papua New Guinea



Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
- Social Marketing Programs

FC2

(Synthetic nitrile)

- Shelf life: 3 years
 - Shipping unit: 1,000 pieces per case
 - Dimensions:
58 cm w × 38 cm d × 30 cm h
(22.8" w × 15" d × 11.8" h)
 - Case volume: 0.066 m³ (2.33 ft³)
 - Case weight: 12.5 kg (27.6 lbs)
 - 1,000 pieces bulk packaging
 - 15,000 pieces per pallet (ocean and air)
 - 400,000 pieces per 20' container
800,000 pieces per 40' container
900,000 pieces per 40' HC container
- As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.*

RECOMMENDED STORAGE CONDITIONS

Store away from extreme heat (over 40°C, 104°F); protect from moisture, direct sunlight, and fluorescent (tube) light.

SPECIAL CONSIDERATIONS

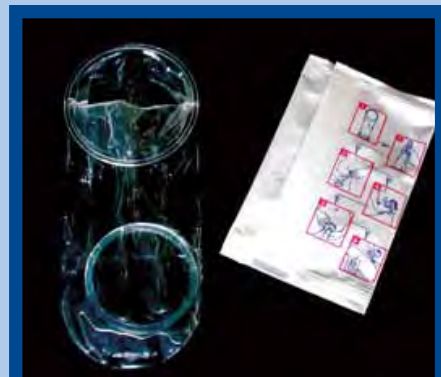
Do not store for prolonged periods at high temperatures or close to a hot radiator, motor, or other source of heat or ozone.



CASE



UNIT PRESENTATION



UNIT PRESENTATION (BACK)

Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
- Social Marketing Programs

Personal Lubricant

(4.5g water based)

- Shelf life: 4 years
- Shipping unit: 1,000 sachets per case
- Dimensions:
38.4 cm w × 19.8 cm d × 26.6 cm h
(15.2" w × 7.8" d × 10.5" h)
- Case volume: 0.02022 m³ (0.714 ft³)
- Case weight: 6.28 kg (13.85 lbs)
- 5 inner trays of 200 sachets per case
- 45 cases per pallet (ocean and air)
- 1,320,000 sachets per 20' container
2,728,000 sachets per 40' container

As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.

RECOMMENDED STORAGE CONDITIONS

Store at room temperature (20-25°C, 68-77°F); protect from excessive moisture, heat, and direct sunlight.

SPECIAL CONSIDERATIONS

Do not dispense open or leaking sachets.



CASE



INNER CASE



UNIT PRESENTATION



INNER TRAY

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store at room temperature (20-25°C, 68-77°F); protect from excessive moisture and direct sunlight.

SPECIAL CONSIDERATIONS

- Any break or perforation of sterile package makes product non-sterile. Signs of water damage to packaging indicate that sterility is compromised; discard such packages.
- Copper IUDs sometimes tarnish; copper tarnish does not affect IUD efficacy or safety and does not indicate that package seal has been broken.
- Do not confuse shelf life with use life; an IUD may be inserted at any time during its shelf life, at which time its use life begins.
- IUD insertion requires specialized equipment, disinfectant, and a supply of clean gloves, cotton, gauze, and sponges.

Model TCu380A

(IUD with ruler)

- Shelf life: 7 years (Use life: 10 years)
- Shipping unit: 300 units per case
- Dimensions:
23.5 cm w x 34 cm d x 57 cm h
(9.25" w x 13.34" d x 22.44" h)
- Case volume: 0.0455 m³ (1.6 ft³)
- Case weight : 4.59 kg (10.1 lbs)
- 6 inner boxes of 50 units per case
- 24 cases per pallet (ocean and air)
- 129,600 units per 20' container
316,800 units per 40' container
356,400 units per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: multilingual (English, French, Spanish, and Arabic)



CASE



UNIT PRESENTATION



INNER BOX

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store at room temperature (20-25°C, 68-77°F), away from direct sunlight. Injectables must always be stored upright and protected from freezing.

SPECIAL CONSIDERATIONS

- All injectables require a sterile syringe and 21- to 23-gauge needle for administration.
- Store vials upright to avoid problems with resuspension.
- To safely manage health care waste resulting from the use of these supplies, use sharps/safety boxes and correctly dispose of used needles, syringes, and open vials.

Depo-Provera®

(150 mg medroxyprogesterone acetate injectable suspension)

- Shelf life: 5 years
- Shipping unit: 400 single-dose vials, 400 empty autodisable syringes (SOLOSHOT IX-1 ml w/22 gauge × 1-inch needle) and 4 Polysafe Safety Box sharps containers per case
- Dimensions:
46.2 cm w × 37.3 cm d × 23.6 cm h
(18.19" w × 14.69" d × 9.29" h)
- Case volume: 0.04 m³ (1.44 ft³)
- Case weight: 7.00 kg (15.43 lbs)
- 2 inner boxes of 200 vials and 200 autodisable syringes and 4 sharps containers per case
- 24 cases per pallet (ocean and air)
- 172,800 doses per 20' container
422,400 doses per 40' container
475,200 doses per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: multilingual (English, French, and Spanish)



SHARPS BOX



INNER CASE



INNER BOX



CASE



UNIT PRESENTATION

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

Combination 3

(0.15 mg levonorgestrel + 0.03 mg ethinyl estradiol, 75 mg ferrous fumarate)

- Shelf life: 5 years
- Shipping unit: 1,200 cycles per case
- Dimensions:
40 cm w × 30 cm d × 45 cm h
(15.75" w × 11.81" d × 17.72" h)
- Case volume: 0.054 m³ (1.9 ft³)
- Case weight: 12.59 kg (27.76 lbs)
- 12 inner boxes of 100 cycles per case
- 16 cases per pallet (ocean and air)
- 422,400 cycles per 20' container
960,000 cycles per 40' container
1,200,000 cycles per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: multilingual (English, French, Spanish, and Arabic)

RECOMMENDED STORAGE CONDITIONS

Store at controlled room temperature (20-25°C, 68-77°F), away from direct sunlight.

SPECIAL CONSIDERATIONS

Do not dispense cycles (blister packs) with crushed or damaged tablets or perforated blisters.



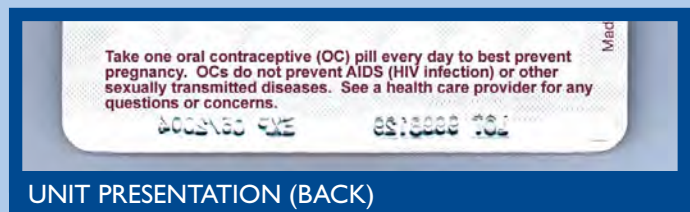
UNIT PRESENTATION



UNIT PRESENTATION



INNER BOX AND UNIT



UNIT PRESENTATION (BACK)

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store at controlled room temperature (20-25°C, 68-77°F), away from direct sunlight.

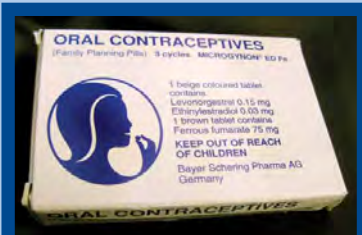
SPECIAL CONSIDERATIONS

Do not dispense cycles (blister packs) with crushed or damaged tablets or perforated blisters.

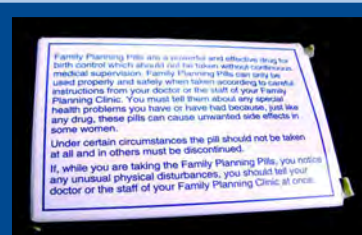
Microgynon® ED Fe

(0.15 mg levonorgestrel + 0.03 mg ethinyl estradiol, 75 mg ferrous fumarate)

- Shelf life: 5 years
- Shipping unit: 720 cycles per case
- Dimensions:
30 cm w × 40 cm d × 45 cm h
(11.81" w × 15.75" d × 17.72" h)
- Case volume: 0.054 m³ (1.91 ft³)
- Case weight: 6.675 kg (14.72 lbs)
- 24 inner boxes of 30 cycles per case
- 16 cases per pallet (ocean and air)
- 253,440 cycles per 20' container
576,000 cycles per 40' container
576,000 cycles per 40' HC container
- *As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.*
- Contraceptive insert: multilingual (English, French, and Spanish)



INNER BOX (FRONT)



INNER BOX (BACK)



UNIT PRESENTATION



CASE



UNIT PRESENTATION (BACK)

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

Microlut[®]

(0.03 mg levonorgestrel, monophasic)

- Shelf life: 5 years
- Shipping unit: 720 cycles per case
- Dimensions:
30 cm w × 40 cm d × 44 cm h
(11.8" w × 15.75" d × 17.3" h)
- Case volume: 0.053 m³ (1.87 ft³)
- Case weight: 5.6 kg (12.35 lbs)
- 24 inner boxes of 30 cycles per case
- 24 cases per pallet (ocean and air)
- 253,440 cycles per 20' container
576,000 cycles per 40' container
720,000 cycles per 40' HC container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: multilingual (English, French, and Spanish)

RECOMMENDED STORAGE CONDITIONS

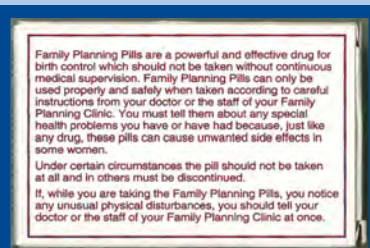
Store at controlled room temperature (20-25°C, 68-77°F), away from direct sunlight.

SPECIAL CONSIDERATIONS

Do not dispense cycles (blister packs) with crushed or damaged tablets or perforated blisters.



INNER BOX (FRONT)



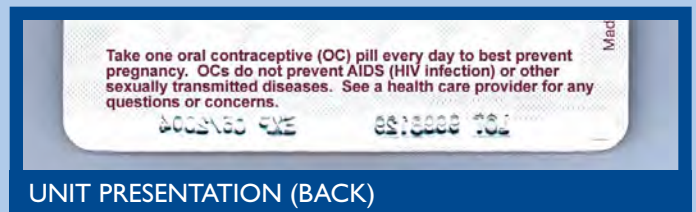
INNER BOX (BACK)



UNIT PRESENTATION



CASE



UNIT PRESENTATION (BACK)

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store at room temperature (20-25°C, 68-77°F) away from excess heat and moisture.

SPECIAL CONSIDERATIONS

- Any break or perforation of sterile package makes product non-sterile. Signs of water damage to packaging indicate that sterility is compromised; discard such packages.
- Shelf life should not be confused with use life; implants inserted at any time during their shelf life have a use life that is 3 years from the date of insertion.

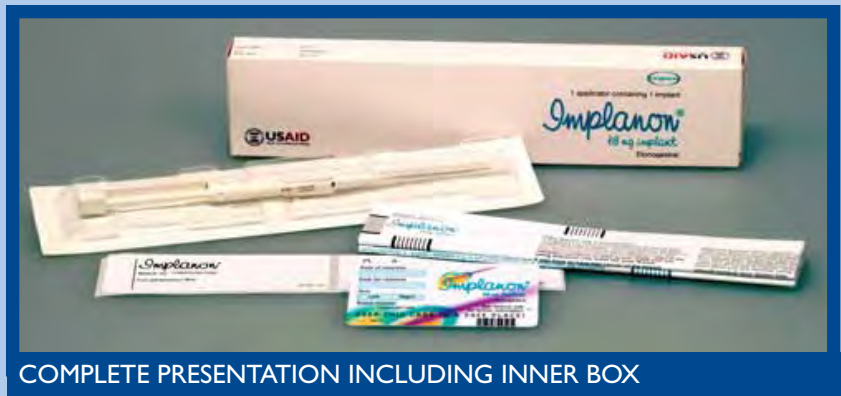
Implanon®

(Etonogestrel 68 mg implant, 1 rod)

- Shelf life: 5 years (Use life: 3 years)
- Shipping unit: 64 sets per case
- Dimensions:
47 cm w × 28 cm d × 24 cm h
(18.5" w × 11.02" d × 9.45" h)
- Case volume: 0.031m³ (1.095 ft³)
- Case weight: 4.4 kg (9.70 lbs)
- 64 inner boxes of 1 implant set per case
- Pallet configuration based on order quantity
- 23,040 sets per 20' container
51,200 sets per 40' container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: English



CASE



COMPLETE PRESENTATION INCLUDING INNER BOX



INNER CASE



UNIT PRESENTATION

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Store at room temperature (20-25°C, 68-77°F), away from excess heat and moisture.

SPECIAL CONSIDERATIONS

- Any break or perforation of sterile package makes product non-sterile. Signs of water damage to packaging indicate that sterility is compromised; discard such packages.
- Shelf life should not be confused with use life; implants inserted at any time during their shelf life have a use life that is 5 years from the date of insertion.

JADELLE®

(75 mg levonorgestrel/rod, 2 rods)

- Shelf life: 5 years (Use life: 5 years)
 - Shipping unit: 100 sets per case
 - Dimensions:
29.0 cm w × 22.8 cm d × 21.5 cm h
(11.4" w × 8.9" d × 8.4" h)
 - Case volume: .0142m³ (.5 ft³)
 - Case weight: 2.170 kg (4.78 lbs)
 - 10 inner boxes of 10 implant sets, 100 implant sets and 100 disposable trocars per case.
 - Pallet configuration based on order quantity
 - 118,800 sets per 20' container
270,000 sets per 40' container
270,000 sets per 40' HC container
- JADELLE® orders ship by air unless consolidated with other commodities. As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.*
- Contraceptive insert: multilingual (English, French, and Spanish)



CASE



INNER BOX



INNER BOX



UNIT PRESENTATION

- Stock Item Special Order Item

For Distribution in:

- Public Sector Programs
 Social Marketing Programs

RECOMMENDED STORAGE CONDITIONS

Avoid extreme storage temperatures.

SPECIAL CONSIDERATIONS

- CycleBeads consist of 32 color-coded beads and a rubber marker (O-ring). Each set should be strung in the following order: Bead 1 – Red, Beads 2-7 – Brown, Beads 8-19 – White, Beads 20-26 – Brown, Bead 27 – Dark Brown, Beads 28-32 – Brown. The clasp has an arrow that points to the red bead and indicates which direction to move the marker. It is imperative that all sets of CycleBeads are strung in this order to ensure effectiveness.
- White beads glow in the dark.
- O-ring may break after prolonged use. The ring can be replaced by unscrewing clasp. Extra O-ring included with each set.
- CycleBeads should last indefinitely with proper storage and handling as they contain no active ingredients and are made of durable polypropylene plastic, a three-strand nylon string, and a nitrile rubber O-ring.

CycleBeads®
(color-coded plastic beads)

- Shelf life: Not applicable
- Shipping unit: 500 units per case
- Dimensions:
65.5 cm w × 62.5 cm d × 25 cm h
(25.8" w × 24.6" d × 9.8" h)
- Case volume: .102 m³ (3.6 ft³)
- Case weight: 22 kgs–24 kgs
(48.5 lbs–52.9 lbs)
(depending on whether calendars are included)
- 16 cases per pallet (ocean and air)
- 160,000 units per 20' container
352,000 units per 40' container
As a general rule, orders for quantities for less than half a 20' container that are not consolidated with other orders will ship by air.
- Contraceptive insert: All CycleBeads have an insert to explain proper use. A standard three-language insert (English, Spanish, and French) is the basic and most cost effective. Other languages available on request.

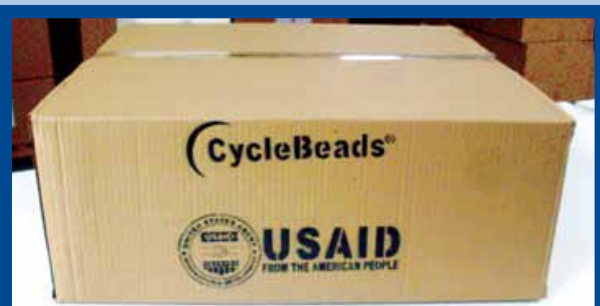
English, Spanish, or French 4-year calendars are included with the single-language inserts and can also be included with the standard three-language insert, if requested.



UNIT INSERT



INNER PACK



CASE



UNIT PRESENTATION

PRICE LIST*	2011	2012	PUBLIC SECTOR	SOCIAL MARKETING
Male Condom				
49mm plain condom, no logo	\$0.027	\$0.03*		X
49mm plain condom, all brands	\$0.027	\$0.03*		X
49mm colored condom, all brands	\$0.03018	\$0.035*		X
49mm scented condom, all brands	\$0.03018	\$0.035*		X
53mm plain condom, no logo	\$0.027	\$0.03*	X	
53mm plain condom, all brands	\$0.027	\$0.03*		X
53mm colored condom, all brands	\$0.03018	\$0.035*		X
53mm scented condom, all brands	\$0.03018	\$0.035*		X
Female Condom				
FC2	\$0.55	\$0.57*	X	
Personal Lubricant				
Personal Lubricant	\$0.044	\$0.045*	X	
Implant				
Implanon®	\$18.00	\$18.00	X	X
JADELLE®	\$21.00	\$21.00	X	X
Injectable				
Depo-Provera®	\$0.78	\$0.78*	X	X
Intrauterine Device (IUD)				
Model TCu380A	\$0.49*	\$0.51*	X	X
Combined Oral Pill				
Combination 3	\$0.29	\$0.30*		X
Microgynon® ED Fe	\$0.28	\$0.29*	X	
Progestin Only Oral Pill				
Microlut®	\$0.31	\$0.30	X	
Standard Days Method				
CycleBeads®	\$1.16	\$1.20*	X	X

* Estimated price

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