



World Health
Organization

PRT.SOP.VI.051

Goods Requisition

OSS/CPS

OSS Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure describes activities performed during the processing of submission of Goods Requisition. The SOP covers the goods requisition from creation, approval, dispatching to the Major Office Dispatching Officer (MODO) and creation of the Purchase Order

1.2. General Guidance / Business Rules

Requests for procurement of goods are raised through goods requisition in GSM. The requisition is submitted by the Requestor and then approved electronically in GSM by the work plan approver(s). The approved requisition is dispatched to the MODO for validation of the compliance to procurement rules , drafting of the purchase order which is then re-assigned to GSC/GPL for validation, approval and distribution.

The Goods Requisition process is the first step of the procure to pay cycle and creates an encumbrance in GSM. The encumbrance is liquidated at the time of the payment of the invoice. However, due to the fact that the shipping component (PFI: Packing, Freight and Insurance) of the requisition is an estimate of the costs, there is almost always an amount that remains encumbered even after payment of invoices . These encumbrances are manually monitored and liquidated (Purchases orders are Finally Closed).

The Goods Requisition process should ensure that:

- the end user requirements have been correctly captured,
- that sufficient funds are available to complete the transaction.
- The requisition was approved by the work plan approver(s)

Off and online controls are set up to guarantee that the best value for money is obtained , segregation of tasks maintained and Procurement Rules abode by.

1.3. Reference Material

1.3.1. WHO eManual

- VI.1 General Procurement Requirements
- VI.2 Procurement of Goods and Services
- VI.2.2 Procurement of goods

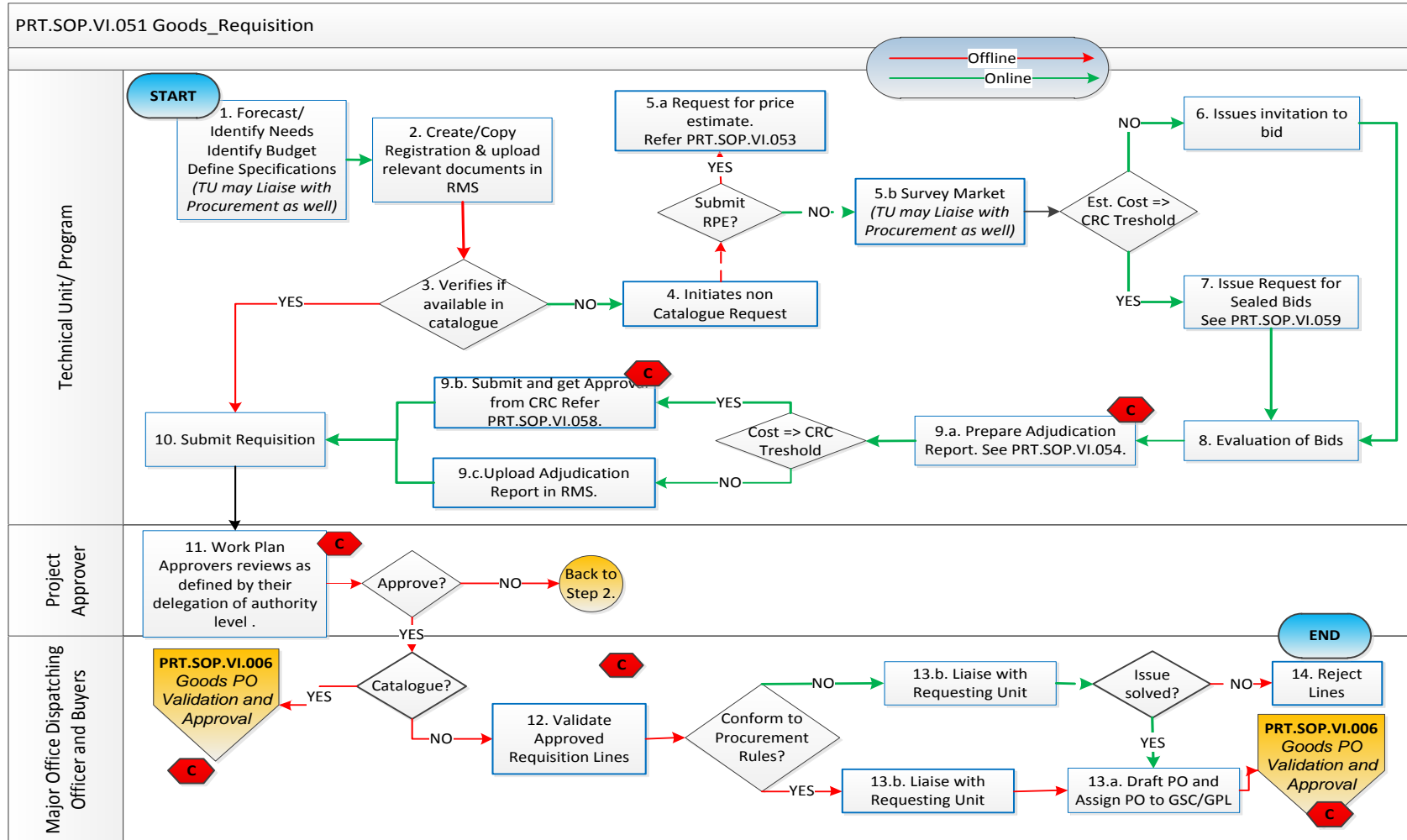
1.3.2. UPKs

- WHO Goods Registration
 - 3.200 Raise a Catalogue request
 - 3.201 Raise a Non-Catalogue request
 - 3.202 Raise a Reimbursable request
 - 3.203 Raise a UN/NGO Request
 - 3.204 Raise an Emergency request
- Revise Submitted Request
 - 3.190 Revise goods request – Copy
- Approval / Rejection
 - 3.610 Approve a Requisition
 - 3.161 Reject a Requisition
- Supplier Management
 - 1.500 Searching for a Corporate Supplier or NSMP
- Corporate Suppliers
 - 1.501 Request creation of Corporate Supplier
 - 1.502 Request modification of Corporate Supplier
 - 1.503 Request creation of site of Corporate Supplier
- Request for Price Estimate (Goods Only)
 - 3.180 Raise a Request for Price Estimate (RPE)
- Records Management
- Procurement (Goods)
 - 9.903 Upload Documents for an RPE
 - 9.905 Create a PO Folder and upload an AWB

1.3.3. Related SOPs

- PRT.SOP.VI.053_Goods_Request_for_Price_Estimate
- PRT.SOP.VI.054_Adjudication_Report_Preparation_for_Goods
- PRT.SOP.VI.058_CRC Approval Requests

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		Offline	Forecast, Planning and Definition of specifications. At this stage, the requesting unit may wish as well to liaise with its Major Office Procurement Unit to initiate cooperation as early as possible.	Technical Unit/ Program
2		Online	Goods Registration page is created as well as RMS folder.	Technical Unit/ Program
3		GSM	Requestor (technical person) checks whether product is available from the WHO catalogue. If available continue with step 10.	Technical Unit/ Program
4		Offline	If product is not available from the catalogue, must initiate a non-catalogue process.	Technical Unit/ Program
5.a & 5.b		GSM	Submits a Request for Price Estimate (RPE) to Procurement services. See PRT.SOP.VI.053 Goods Request for Price Estimate. or conducts market survey . See eManual VI.2.2.40.	Technical Unit/ Program
6		Offline	If cost is estimated to be less than CRC Threshold an invitation to bid (ITB) procedure is initiated as described in eManual VI.1.3.120.	Technical Unit/ Program
7		Offline	If cost is estimated equal or more than CRC Threshold a sealed bid procedure, with public opening, is initiated as described in eManual VI.1.3.130 and PRT.SOP.VI.059	Technical Unit/ Program
8		Offline	Evaluation of bids. The selected offer must be representing the best Value for Money for the organization. It is the responsive offer that is the best combination of technical specifications, quality and price.	Technical Unit/ Program
9.a	C	Offline	Prepares an adjudication report. See PRT.SOP.VI.054 Adjudication Report Preparation for Goods.	Technical Unit/ Program
9.b	C		If the cost is equal to or more than CRC Threshold , submits the Adjudication Report based on the offer representing the best value for money for the	Technical Unit/ Program

			organization to the CRC for authorization. See PRT.SOP.VI.058 CRC Approval Request.	
9.c			If the cost is less than CRC Threshold , the adjudication report must be uploaded in the RMS for validation . See PRT.SOP.VI.054 Adjudication Report Preparation for Goods.	
10		GSM	Submits requisition in GSM.	Technical Unit/ Program
11	C	Online	Once the requisition submitted , the notification is routed electronically to Work-Plan approver(s). Reviews and approves if ok. If requisition is rejected , the creator is notified and may copy the data into a new registration and restart process (see step 2).	Work-Plan approver(s)
12	C	Online	In case of catalogue goods the requisition is automatically routed to GSC for validation. See PRT.SOP.006 Goods PO Validation. In case of non-catalogue goods, the approved requisitions lines are routed to the Major Office Dispatching Officer (MODO). MODO validates the background and the conformity of the process.	Major Office Dispatching Officer
13.a		Offline	If deemed conform, the PO is drafted and reassigned to GSC/GPL for finalization.	MODO
13.b		Offline	If deemed non-conform liaises with the requesting unit and advises whether issues can be solved. If the issue can be solved, see step 13.a.	MODO
14		GSM	If the issue cannot not be resolved, returns the lines. The creator is notified and may copy the data into a new registration and restart process.	MODO
			It is important to note that: - the above steps and flow cover a general case which may vary. - For complex cases the Technical Unit should liaise at an early stage (1. Or 4.) with Procurement services without raising RPE, which is not a mandatory process	

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Inefficient use of Procurement resources due to lack of planning at Programs level.	Technical units and programs should assess and plan their procurement needs in a timely manner.	1
Purchase of inadequate goods due to insufficient/wrong specifications.	Requesting Unit to Liaise as early as possible with their major Office procurement Unit, to get support in defining specifications.	1
Inadequate range of products in the Catalogues	Catalogue manager to permanently liaise with Technical units to insure relevant ranges of products are included in the catalogue.	3
Poor market Survey	Requesting Unit to Liaise as early as possible with their major Office procurement Unit , Raise an RPE.	5.b
Inadequate Segregation of Task , Not best value for money, Overpayment	AR approver and CRC must ensure that Requestor and Approver do not have any conflict of interest and that procurement Rules are abode by.	9.a.b
Insufficient monitoring of high value procurement	Requisition approver, Adjudication Report approver , Contract Review Committee and MODO must insure that procurement Rules are abode by.	9.a.b, 11, 12
Exposure to Audit remarks	Requisition approver, Adjudication Report approver , Contract Review Committee and MODO must insure that procurement Rules are abode by.	9.a.b, 11, 12