wambo.org

Newsletters

wambo.org

Updates for registered wambo.org users – August 2017

In this issue:

New products now available on wambo.org! The following so-called non-core product categories are now available in wambo.org:

- pharmaceuticals and essential medicines (i.e. for opportunistic infections), in addition to ARVs and antimalarials
- general lab supplies and equipment (including microscopes, blood collection consumables, etc.) and harm reduction products (syringes, opioid substitution therapy)
- RDTs (for syphilis, hepatitis C, etc. in addition to HIV and malaria) and diagnostics (including CD4 and clinical chemistry, etc. in addition to Viral Load and EID)

We compiled the catalogue for these product categories based on the previous IDA order form and recent PR demand, in order to ensure programs have access to a wide and relevant range of products for combatting the three diseases. The catalogue will continue to evolve based on future demand, the availability of strategic and innovative products, and feedback from PRs and partners.

How to login and access Job Aids

As a registered wambo.org user, you have automatically been given access – click here to login.

You will be required to enter your Global Fund username (the old format was EXT\username, now it is username@ext.theglobalfund.org) and password, which you will have received by email – try searching your inbox and spam folder for DoNotReply@theglobalfund.org if you're having trouble finding them.

If you need assistance logging in, please contact the Global Fund IT support at helpdeskSvc@theglobalfund.org or the Country Engagement Team at onboarding@wambo.org.

To wambo or not to wambo? That is no longer the question. All product categories managed by PPM are now available on the platform, and all PRs using PPM are registered. That's over 650 PR users from more than 50 countries! PPM will no longer be accepting manual orders for any products, so if you can't find what you need in the wambo.org catalogue, please submit a freeform request using the *write* functionality.

Please submit freeform requests separately from regular wambo.org catalogue requests. Freeform requests will be assessed for feasibility at the time of submission (during the "Pending Buyer Action" requisition status), so creating them independently will ensure they don't unnecessarily hold up requests for catalogue items.

In addition, please don't forget that items from each product category should be submitted in different requisitions. You can refer to the [user manual](#) for more details. If in doubt, please contact your PPM focal point for guidance.

All eyes on wambo! To give you greater visibility into your organization's requisitions-in-progress, we'll be contacting each PR focal point over the coming weeks to confirm the creation of a watcher group. This watcher group will contain all users (requestors, approvers and current watchers, per grant if relevant) and will be added automatically to each requisition. What does this mean for you? Everyone in the group will be notified when a new requisition is first submitted and when a PO is issued, and everyone will be able to view all pending and approved requisitions in "Spend History" at any time by going to the view "That I'm Watching" (see below for a reminder of how to access views). We hope you'll find this greater degree of transparency useful.

Pilot preparation. In the last newsletter, we informed you of an exciting pilot project to allow government PRs to use wambo.org to procure the same quality products at competitive prices using domestic funding – for a limited number of 10 transactions across all countries. We've already heard back from many of you that you're interested in learning more, but if you haven't yet reached out, now's the time! We'll determine the final candidates in discussion with interested PRs and their country teams in September, and we plan to kick off the first orders before the end of the year.

Reporting Refresher. wambo.org allows you to access reports of your requisitions, purchase orders, and invoices. The platform includes standard "views" that display a list of requisitions, orders, or invoices filtered by different criteria, but you can also download reports, schedule reports to be sent by email, or create custom reports filtered by different criteria. We encourage you to explore the different reporting options available to you (see the user manual on the [Country Engagement site](#) for more tips), but here are some helpful examples to get you started.

You can access reports from your *Spend History* at the top of wambo.org, then by selecting the view of your choice:
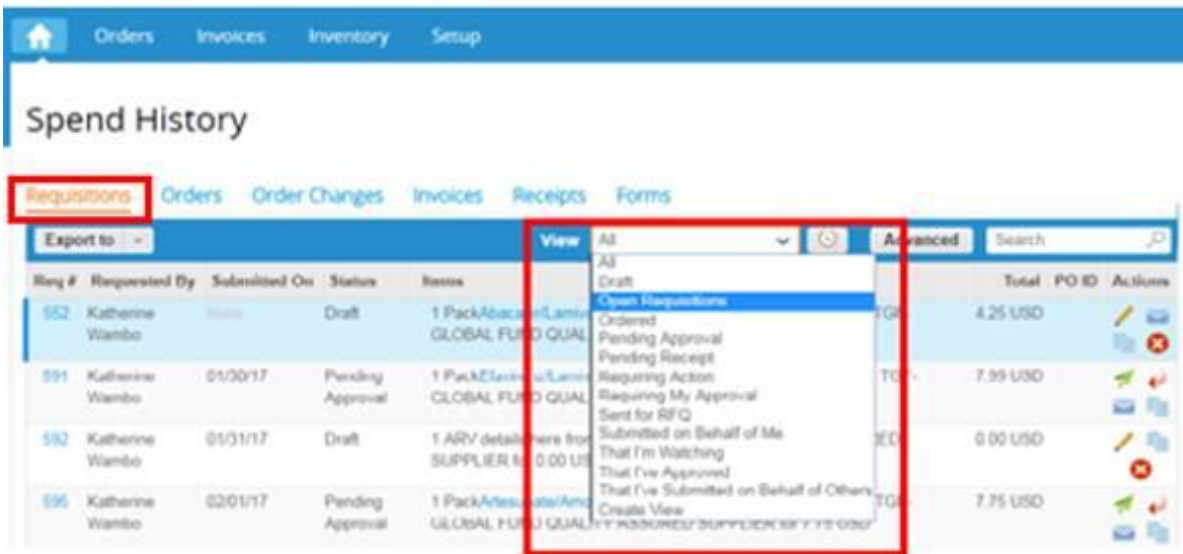
To find a requisition you created, approved, or are watching: Go to your *Spend History* and verify that you are in the "Requisitions" section. Then, select one of the views, such as *Open Requisitions*, *That I've Approved*, or *That I'm Watching*.

To view purchase orders: Click on the *Orders* heading then select one of the views, such as *Issued orders*.

To view invoices: Click on the *Invoices* heading then select one of the views, such as *Open invoices* or *Recipient invoices*.
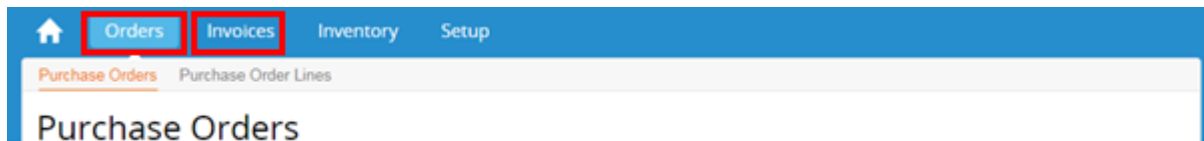
wambo.org updates its look! Some of you may already have noticed some additional features in wambo.org. Please refer to the last newsletter for a reminder of what's new.

Login challenges? If you're having difficulty logging into wambo.org or accessing your PQs, remember that the format of your username has changed from EXT\username to **username@ext.theglobalfund.org**. Also remember that your password to log into wambo.org may be different from your password to access the PQ and Country Engagement site. You can reset your wambo.org password on your own by clicking the "Forgot username or password?" link on the sign-in page, but please contact your wambo.org focal point for assistance with your password to access the PQ and Country Engagement site.

Email approval errors? All users in an approval group receive the notification to approve. If you try to approve by email and get an error message, it may be that someone else in the group has already approved. Contact your wambo.org focal point to confirm, or – coming soon – check the approval history by finding the requisition in your Spend History view "That I'm Watching."

PQ prompt for punctual processing. Before you approve a requisition, please always first check the name of the current approval group. If it includes "Upload Signed PQ", remember that you need to: 1) attach a signed copy of the PQ with the fields for name, date and title properly completed, and 2) tick the box next to "send to supplier" before you approve the requisition. If these are not done, the requisition will be sent back to you, resulting in possible delays.

wambo.org by the book. To give you one complete and up-to-date source of information, we've compiled all the job aids into a training manual that shows you how each step fits into the overall process. The English manual is already available on the [Country Engagement site](#) (where all the job aids currently are) and will be updated regularly, while the individual job aids are phased out. French and Spanish versions will be available soon. Of course, if you can't find the answers to your questions in the manual, please continue to reach out to your wambo.org focal point.

Satisfaction survey: The results are in! Thank you to all of you who participated in our recent user satisfaction survey, which polled two users from each organization that completed an order between November 2016 and May 2017 (50 users total). 94% of you reported being very or rather satisfied. We've taken note of your feedback for how we can improve and hope to address it over coming releases.

Please contact your wambo.org focal point or reply to *info@wambo.org* with any questions.

Updates for registered wambo.org users – May 2017

In this issue:

A healthy attachment – remember to attach the signed PQ to your requisitions! If in your on-boarding form you indicated that your organization does not accept fully electronic approvals, one of the approvers must attach the signed price quotation form to each requisition. Otherwise, the order cannot proceed and a workflow is needed to resolve the issue, leading to a delay. The PQ is generally only valid for 2 weeks after it is provided, so please download the PQ, get it signed, attach it, and approve the requisition as soon as possible. Please contact your wambo.org focal point if you have trouble accessing the PQ PDF or attaching it to the requisition.

Taking the next step – participate in the domestic funding pilot! Some of you have expressed interest in using wambo.org to procure the same quality products at competitive prices using government funding. We are beginning a pilot project to enable this. For now, this is a pilot open to a limited number of government PRs, but we hope it will become a permanent feature of wambo.org. **If your organization is interested in participating to the domestic funding pilot, please contact your wambo.org focal point to learn more.**

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If you need assistance logging in, please contact the Global Fund IT support at helpdeskSvc@theglobalfund.org or the Country Engagement Team at onboarding@wambo.org.

wambo.org updates its look – new features coming soon. Next time you log into wambo.org, you may notice some exciting changes:

Copy individual lines in your basket: Do you have a staggered delivery of a product and wish you didn't need to add the same item to your basket multiple times? Now save time by copying the line; all information except the delivery date will be automatically added to a new line in your requisition.
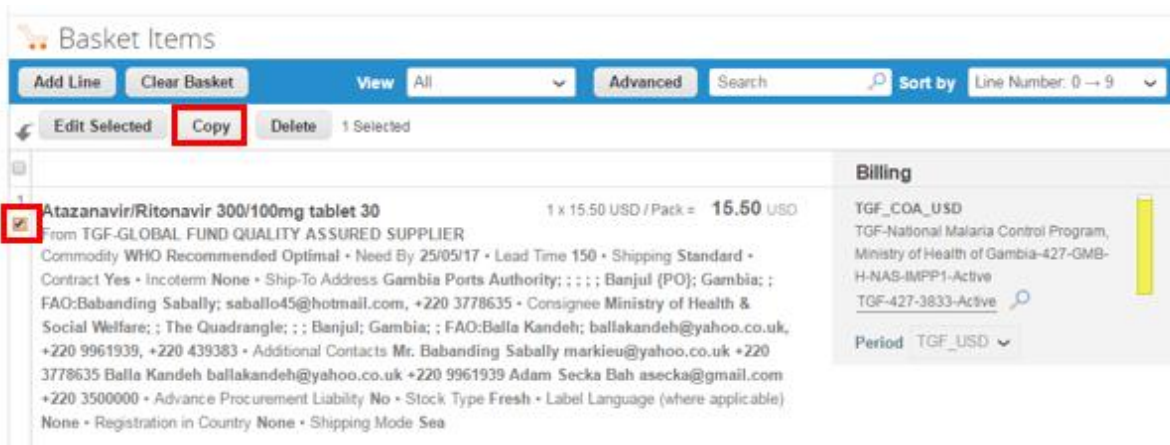
Filter and sort your basket: Have you ever wanted to sort or filter the lines of your requisitions to more easily and quickly find specific information or manage your request? Now you'll have the ability to apply a range of conditions to your view of your order – for example, to see all items requested for a particular date or that are lacking an incoterm.
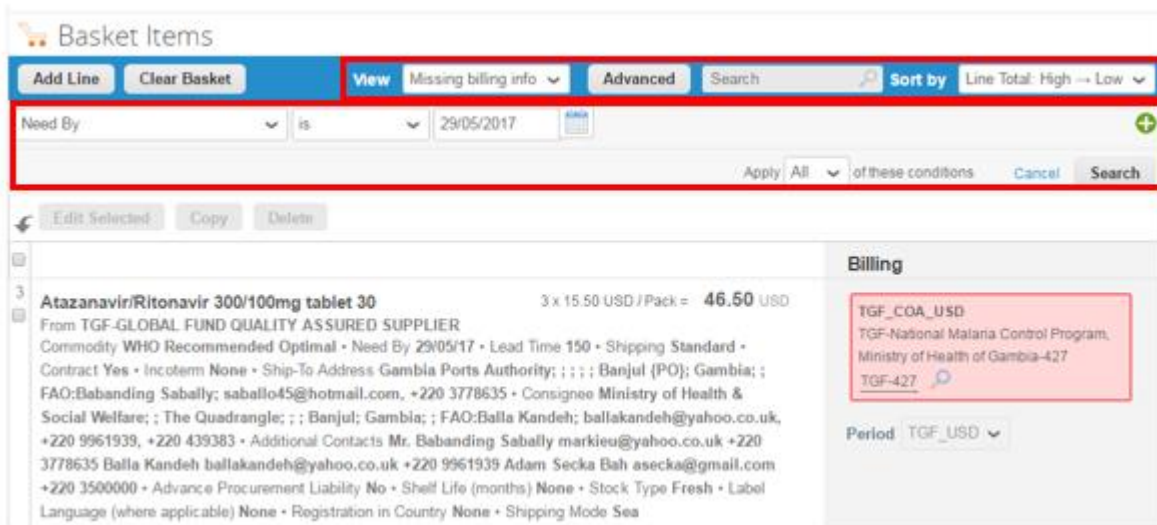
Tag a group in your comments: Our last release brought you the ability to tag individual users in comments so they receive a notification. Now, entire groups-such as those in your approval chains-can be tagged and notified at once – no need to type out all the names of your colleagues or to risk leaving someone off!
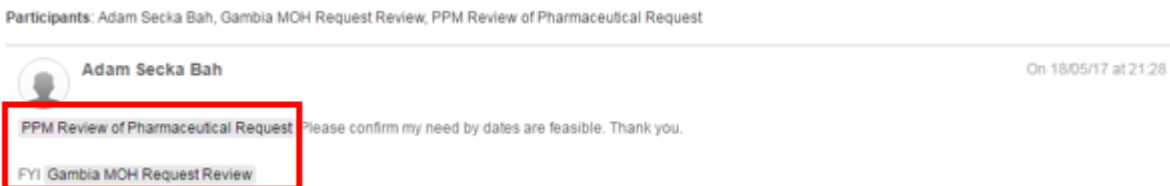
Reply to comments direct from email: Staying involved in the conversation has never been easier. Respond to comments on requisitions directly from your email to save time logging into the platform.

You may have noticed – PSAs are now in your approval chain: Procurement Service Agents now have limited access to wambo.org to more easily review your purchase requisitions and provide price quotations directly in the system. This does not change the way you work in wambo.org, but it will simplify operations for the teams that manage your requisitions, so they can offer you even faster service.

Your opinion counts – user satisfaction survey. At the end of last year, we reached out to those of you who had already used wambo.org to place orders to understand your level of satisfaction with the platform. As promised, we're doing it again. An independent third-party operator has contacted a requestor and an approver from each organisation that has completed an order on the platform during the last six months, to gather feedback on a series of questions covering all aspects of the wambo.org experience. We will share the results soon.

Time is ticking – kind reminder to submit requisitions to ensure delivery before your grant end date. As noted in an earlier communication from the Global Fund, products need to be delivered before the grant period ends or the payment will be deducted from the new grant allocation. Many products must be ordered at least 6 months in advance, so your requisitions should already be under way if you need delivery this year. Timely order placement will ensure timely delivery. For more details on when you should place orders for each product, the PPM team has put together a helpful [planning guide](#).

wambo.org by the book – consolidated user manual soon available: To give you one complete and up-to-date source of information, we are compiling all the job aids into a training manual that you can reference when you have questions about using wambo.org. This way, you will have all information at your fingertips and can see how each step fits into the overall process. The manual, once ready, will be available on the [Country Engagement](#) site (where all the job aids currently are) and will be updated regularly. Of course, if you can't find the answers to your questions in the manual, please continue to reach out to your wambo.org focal point.

Getting through the door – challenges logging in to wambo.org. Many of you have had challenges accessing wambo.org in the last few months. We have worked to reduce inconveniences to you, while still guaranteeing a high security standard. You will continue be prompted to reset your password every 90 days for security purposes. Your wambo.org account will continue to be temporarily locked if you try to log in 3 times with the wrong username or password; however, to reduce the inconvenience caused, we will unlock all blocked accounts every business day. Here is what you can do to help us help you have a good experience:

- Remember: EXT\ is part of your username, so you need to enter it when you log in! Your username for accessing the Country Engagement site and the PQ PDFs is the same as your wambo.org username, but you may have a different password.
- If your account gets blocked, try again the next day and the problem should be solved. If not – or if you can't wait – please contact your wambo.org focal point.
- If you forget your wambo.org password, or if you need to set your password to log in for the first time, you can follow the "Forgot username or password?" link from the [wambo.org login page](#).

Please contact your wambo.org focal point or reply to [*info@wambo.org*](mailto:info@wambo.org) with any questions.

wambo.org

Updates for registered wambo.org users – March 2017

In this issue:

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[Small change in approval chains](#)

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Help us help you: submitting ready-to-process requisitions. We always aim to process your requisitions as fast as possible, while at the same time ensuring that the process is transparent and compliant. The cleaner the requisitions that you submit, the faster we will be able to process them, without having to come back to you and ask you to resubmit. We have compiled some guiding principles on how to compile your requisitions; you can find it on the [Country Engagement Sharepoint](#).

Essentially, there are 4 principles:
1. All items of the same product category must be submitted in the same requisition, except if one item is urgently needed (i.e., if the delivery date requested sooner than the lead time indicated in the product questionnaire on wambo.org) or is a freeform request
2. One requisition must include items from only one product category
3. One requisition must include items ordered from only one grant.
4. One requisition may include up to 10 "need by" dates and addresses, but urgent requests (i.e., those with delivery date requested sooner than the lead time indicated in the product questionnaire on wambo.org) should be submitted separately.

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If you need assistance logging in, please contact the Global Fund IT support at helpdeskSvc@theglobalfund.org or the Country Engagement Team at onboarding@wambo.org.

Small change to approval chains. With the same objective to process requisitions faster, **the first review by the Global Fund PPM team**, which aims at detecting any possible issues in requisitions, **will happen right after the requisition is submitted and before the internal reviews by the PR.** This way, any issue will be resolved right away, saving precious time. Note that PR internal reviews, as requested in the onboarding process, will still happen -- just after the first PPM review. Also note that PPM transaction managers will not alter the content of the requisition without the Requestor's knowledge.

If this change is not possible for your organization for regulatory or other cogent reasons, please reach out to your wambo.org focal point copying onboarding@wambo.org no later than next Friday, 24 March.

Viral load test bundles now available. In the last update in February, we anticipated that viral load test bundles and consumables were on their way onto wambo.org. They are now available! The next time you need to order them, please do so online. Viral load machines will soon follow.

Please contact your wambo.org focal point or reply to *info@wambo.org* with any questions.

wambo.org

Updates for registered wambo.org users – February 2017

In this issue:

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Happy birthday, wambo! On 26 January 2017, wambo.org turned one year old! Since the technical go-live on 26 January 2016 and the first LLIN orders by Bangladesh, Mozambique and Zambia, the wambo.org family has grown fast. As an outcome of the 8 regional workshops you will remember, it now includes over 450 PR users from more than 60 PR organizations and 100 grants. As new organizations join and more and more products become available on the platform, we are well on track to complete the transition of all PPM operations onto wambo.org by the end of Q2 2017.

As we continue to grow, expect to see a greater range of products and functionalities designed to improve your wambo experience. Please read on to learn about some upcoming changes.

System downtime next Saturday. As part of the system upgrade, wambo.org will be unavailable for approximately 3 hours starting at 3 am CET (Geneva time) on Saturday, February 25. We apologize for any inconvenience.

Help us help you: when to place your requisitions. We constantly strive to provide the best possible value for money and the best service for your orders. For that, it is important that you place your requisitions with some

advance, rather than at the last moment. You can find guidance on the advance with which to submit requisitions for various product categories at http://www.theglobalfund.org/en/sourcing/info/- follow the link at the bottom of the page, on the right.

New products soon available on wambo.org: viral load and EID. In addition to LLINs, ACTs, ARVs, malaria and HIV RDTs, and condoms and lubricants, you can soon procure viral load and early infant diagnosis (EID) test bundles (comprising of test kids and the consumables required to run them) on wambo.org.

Following the results of the Global Fund's tender on Viral Load, test kits and their associated consumables will now be bundled together, rather than displayed separately, in order to allow these products to be ordered in optimal ratios. Individual consumables can still be requested through a write request, if required.

Coming soon – wambo.org updates its look. Next time you log into wambo.org, you may notice some changes. We're upgrading to a new version, so you'll see a sleeker interface with new fonts and icons, as well as some useful new functionalities. Don't worry – the overall process for creating and approving a requisition is the same!

> ***Accessing user settings:*** The 'My Account' section, where you currently access all your user settings and preferences (including email and online notifications, report schedules, delegation of authority, and your organization's procurement data) is now in the drop-down under your name under 'Settings' and 'Spend History.'
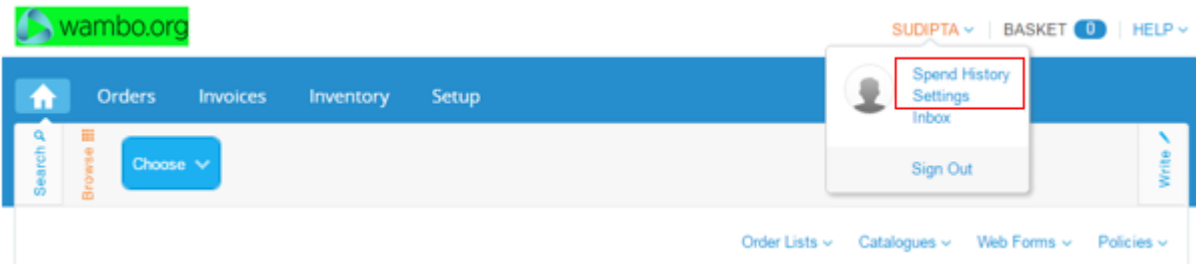

> ***Changing language settings:*** The language menu has moved from the top to the bottom of the page, and regional options (such as British vs. American English) are now selected in a sub-menu for each language.

> ***Directing comments to specific users:*** Approval chains will have a new look. If you hover over a completed step, you'll see who the members of the approval group are, the time of the approval, and the

'mention name' of the person who approved. The mention name (@xxxx) lets you direct comments to individuals and ensures they will receive a notification when a new comment has been shared with them.
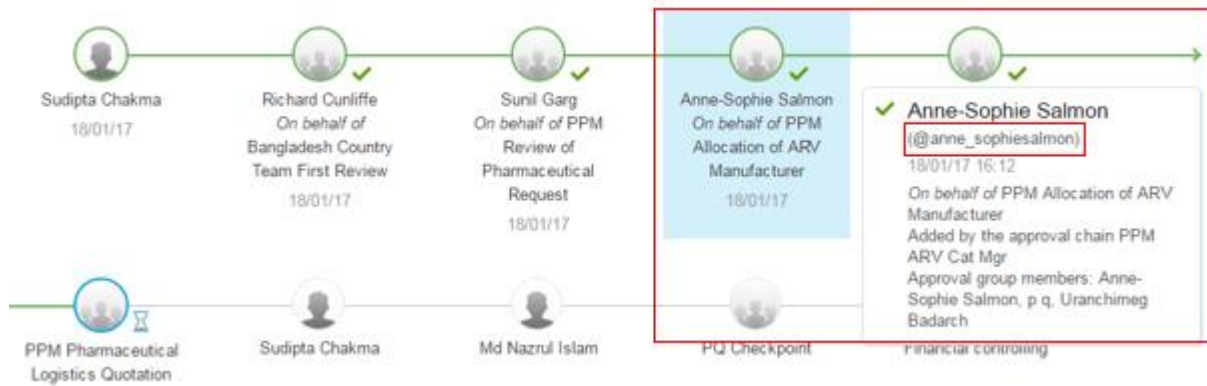
PQ generation. We have automated the generation of the PQ form to reduce the possibility of inconsistencies or errors. Much of the change will happen in the background, but what does it mean for you?

There is a new field on the requisition header called "PQ Reference". This field will be blank when you create the requisition but will be filled with a URL once the PPM team has allocated the manufacturers and obtained the logistics quote. Clicking this link will take you to the PQ document. This PQ will exactly match the line items in your wambo.org requisition because it has been automatically created based on them. Note that you will need to re-authenticate by entering your wambo.org username and your Global Fund system password. Everything else remains the same: if you need to, you can print the PQ, get it signed by the relevant authority and upload it in the requisition in the usual way. Please refer to the step-by-step instructions in the attached job aide "How to approve a requisition on wambo & upload signed PQ."

User satisfaction at 100%! At the end of last year, we reached out to those of you who had already used wambo.org to place orders to understand your level of satisfaction with the platform. We aim to provide you with the best possible service and are always eager to capture your views on how we can improve. We are therefore pleased to share that 100% of the PR users surveyed indicated overall satisfaction with the tool. Where you provided detailed feedback on what can be done to further improve your experience, we have taken note and are investigating what can be implemented. Thank you for your collaboration in the continued improvement of wambo.org!

Please contact your wambo.org focal point or reply to *info@wambo.org* with any questions.