

COVID-19 Supply Portal Frequently Asked Questions

General

What is the COVID-19 Supply Portal?

The COVID-19 Supply Portal is a purpose-built tool to facilitate national authorities and all implementing partners supporting COVID-19 National Action Plans to request critical supplies. It will be released in stages to reflect increased functionality.

For country-specific questions on national coordination, contact your UNRC/HC office to find out who is your appointed Supply Coordinator.

Helpdesk information is available at covid19-platform-support@who.int

What is the COVID-19 Supply Portal Control Tower?

The Control Tower is the central interface where country demand, partner procurement mechanisms, and logistics/distribution come together. The Control Tower manages execution of allocation against the principles and strategy provided by the Task Force / Consortia. This includes reviewing requests, consolidating available supplies, allocating available supplies to requests, and identifying a supplying agency to fulfill allocation.

Will the catalogue or COVID-19 Supply Portal be translated into other languages?

While we hope to eventually make these products available in multiple languages, currently products are only available in English.

Who can I contact for more information on national coordination activities?

For country-specific questions on national coordination, contact your UNRC/HC office to find out who your appointed Supply Coordinator is.

How are the COVID-19 Partners Platform and the COVID-19 Supply Portal related?

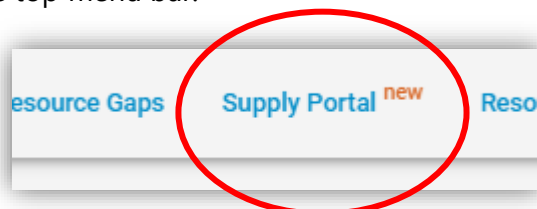
Both the COVID-19 Supply Portal and COVID-19 Partners Platform aim to help facilitate the COVID-19 response, however they utilize different mechanisms and require separate user registrations. The COVID-19 Partners Platform is intended to support the planning and budgeting aspects of the response whereas the COVID-19 Supply Portal supports specific requests for critical items once a source of funds exists.

Access

How do I access the COVID-19 Supply Portal?

You must first be approved as either a Country Partner, Country Admin, Regional Admin, Global Viewer or Global Admin on the [COVID-19 Partners Platform](#). Once you are admitted onto the Partners Platform, it is

likely that you will be given the user type "Viewer". Contact the Country Administrator or Regional Administrator in your region to change to any of the above-mentioned user types who can access the COVID-19 Supply Portal (you will be required to sign off and sign back on in order to view your new user type). The link to the Supply Portal will then appear in the top menu bar:



Who can access the COVID-19 Supply Portal?

To access the COVID-19 Supply Portal, you must be registered as one of the below user groups on the COVID-19 Partners Platform:

- Country Partner
- Country Administrator
- Regional Administrator
- Global Viewer
- Global Administrator

Who can approve my application to join the COVID-19 Partners Platform?

To be approved as a user on the COVID-19 Partners Platform, applications are approved a Country Administrator or Regional Administrator in your country.

I have joined the COVID-19 Partners Platform but cannot view the COVID-19 Supply Portal

Currently, the COVID-19 Supply Portal is only available to the following user groups:

- Country Partner
- Country Administrator
- Regional Administrator
- Global Viewer
- Global Administrator

Is login authentication possible via email instead of a mobile phone?

No, currently, only mobile phones can be used for authentication codes.

Does the phone number need to be associated with my organization?

No, any phone number can be registered for authentication.

I'm trying to enter the Supply Portal URL in my browser and it doesn't work

The COVID-19 Supply Portal can only be accessed via the Partners Platform. Go to <https://covid-19-response.org> to get started.

I am having trouble accessing the COVID-19 Supply Portal. Who can I contact?

Please contact the COVID-19 Supply Portal Helpdesk: covid19-platform-support@who.int

Submitting Requests

Can all countries place requests through the COVID-19 Supply Portal?

Countries with [Preparedness Capacities](#) assessed to be between 1-4 are able to use the portal.

Are countries under sanctions able to use the COVID-19 Supply Portal to submit requests?

Yes, as long as the country is eligible to submit a request based on the above criteria.

Who can submit a request through the COVID-19 Portal?

Every approved stakeholder who has an active role in the COVID-19 preparedness and response action plan can sign up for the COVID-19 Supply Portal. This includes Government agencies, UN agencies, and NGOs. Non-government requestors must be registered at country level with the UNRC/HC office and legally permitted to import supplies.

However, national authorities together with Resident/Humanitarian Coordinators, WHO, Health Clusters, and responding partners must first align on supply needs for the next three months under their National Action Plan. Requestors must be identified and designated to submit their request against an agreed portion of required supplies.

Which items can I request?

A catalogue of items that can be requested through the COVID-19 Supply Portal is available [online](#).

The brand that I want is not listed. How can I request?

Due to market constraints, brand preferences are not accepted. Quality assurance measures ensure that your supplies will meet minimum requirements. In the instance where you need a specific brand due to compatibility issues, a comment box feature will be included in future versions of the COVID-19 Supply Portal.

Is funding required in order to submit a request?

Yes, you must indicate your financial partner to support any request made through the COVID-19 Supply Portal.

Does placing a request guarantee that I will receive supplies?

No, while every effort will be made to meet demand, limited availability of supplies means that requests are prioritized to ensure delivery to those most in need.

How are requests validated?

All requests must be validated by each country's Supply Coordinator. This role is filled by either the Resident Coordinator, Humanitarian Coordinator or alternative as appointed.

Validated requests must also be endorsed by the Control Tower in order to be eligible to receive supply allocations.

How can I track my request?

You will soon be able to see the status of your request by logging into your account and viewing your request history.

How can I view what others are submitting?

Viewer rights, both country level and global, will be rolled out by the end of May.

Procurement

Can I procure other, non-essential, items through the COVID-19 Supply Portal?

No, the COVID-19 Supply Portal is only able to receive requests for essential items listed in the [online catalogue](#).

Can I procure essential items through other channels?

While stakeholders may choose to source and procure essential items listed in the [online catalogue](#) from other sources, in large volumes this practice creates competing supply chains and undermines the aims of the COVID-19 Supply Chain System.

Countries who do procure essential items through other methods are required to report such procurement activities to the COVID-19 Supply Portal Control Tower so that reporting can be adjusted accordingly.

How do I know how much I will have to pay for supplies?

When requesting supplies, users are provided with an estimated cost. This estimated cost is subject to change and is provided for planning purposes only. Order specifics, including quantity, price and handling fee (if applicable) will be communicated to requestors for confirmation prior to finalizing an order.

Will agency handling fees be applied? How much will these be?

Handling fees may vary depending on the procuring organization. Order specifics, including quantity, price and handling fee will be communicated to requestors for confirmation prior to finalizing an order.

Is there a time limit to accept a final offer?

The Control Tower will reach out in cases where a response has been pending for longer than expected in order to help facilitate the process.

Allocations

How are supplies allocated?

Allocations of essential supplies are agreed by the major purchasers and based on country needs, data on national absorption capacity and gap in unmet supply need. The Control Tower manages execution of allocation against the principles and strategy provided by the Task Force / Consortia.

Will supply requests be reviewed by the Control Tower against forecasts?

Yes, all requests will be reviewed in line with available forecast demand modeling.

My country is vulnerable. How can we get priority?

All countries are assessed against multiple factors including vulnerability, supply gaps and the epidemiological situation.

Shipping

Is the cost of shipping included in the cost of essential items?

Yes, shipping of essential items allocated by the Control Tower is provided free of charge as part of the COVID-19 Supply Chain System.

Can I request to ship other, non-essential, humanitarian cargo?

Yes, non-essential health items and other humanitarian cargo can be shipped. However critical medical items will be prioritized. Prioritization principles have been set by the EDG and have been circulated to partners. These can be accessed [here](#).

How long will it take to receive my supplies?

This will depend on the destination, volumes and market availability of air assets. WFP working to establish a fixed schedule of flights to ensure cargo move quickly and hubs are only used as transit hubs.

I have procured some essential items outside of the COVID-19 Supply Portal. Can I request the Control Tower to transport these supplies for me?

Transportation of those essential items listed in the [online catalogue](#) is restricted to items which have allocated in line with Task Force allocation principles.

I have other items in need of transport. Can I request the Control Tower to transport these supplies for me?

For transportation of supplies not listed in the [online catalogue](#), requests can be sent directly to: [WFP Service Market Place](#).

Who is responsible for importation of supplies?

The original requestor is responsible for importation of supplies.

How can I track my order?

A tracking system is being put in place and organizations will be informed on the status of their cargo.

WHO-process specific

What role does the WHO Regional Office play in endorsing supply requests?

As part of the process of endorsement, the Control Tower will consult with WHO Regional Offices for WHO-supported supply requests.

Should all regions be using the COVID-19 Supply Portal or are there different processes for different regions?

It is expected that all WHO regions will use the portal to submit requests for essential items listed in the [online catalogue](#).

Is local procurement of essential items permitted?

Yes, where local procurement of essential items that meet WHO specifications is possible, it is permitted to purchase these items locally.

Should I still use the OR form?

No, all requests for supplies in the [online catalogue](#) should be placed through the COVID-19 Supply Portal .

How can I find out the status of ORs previously submitted?

Updated information on pending order previously submitted internally through WHO is available [online](#) for WHO WIMS account holders (click sign in to enter).

Do other UN agencies know about the COVID-19 Supply Portal and the process?

Yes, the COVID-19 Supply Portal is an interagency mechanism and all parties have been briefed.