





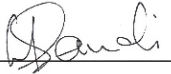
STANDARD OPERATING PROCEDURE MANUAL

for

**Reverse Logistics of Expired, Damaged, Deteriorated,
and Excess Usable Products, and the Safe Disposal
of Medical Products**

2021

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The development of this document was not an easy task. It took tremendous efforts of key stakeholders from different institutions, who offered their resources - human, material and financial - to ensure that we developed these standard operating procedures (SOP) that will serve as a guidance framework for the reverse logistics of expired, damaged and/or deteriorated products, and its associated supply chain activities.

In this regard, we would like to acknowledge the support of the following key stakeholders:

- Management Sciences for Health (MSH) via their SIAPS project
- Clinton Health Access Initiative (CHAI)
- United Nations Children's Fund (UNICEF)
- Ministry of Health and Sanitation (MOHS)
- Directorate of Pharmaceutical Services (DPS)
- National Medical Supplies Agency (NMSA)
- Pharmacy Board of Sierra Leone (PBSL)
- The Global Fund for AIDS, Tuberculosis and Malaria (GFATM)
- Environmental Protection Agency (EPA)
- The Civil Society Organization, Health for All Coalition (HFAC)
- Local Government Councils
- Law Enforcement Agencies, including but not limited to the Office of National Security (ONS) and the Sierra Leone Police (SLP).

It is the hope that an SOP document such as this, will facilitate the effective and standardized management of the processes and procedures leading to the safe disposal of expired, damaged and/or deteriorated products, as well as the re-distribution of excess usable products throughout all public healthcare facilities in Sierra Leone.

ABBREVIATIONS

ABC	Always, Better and Control
DIO	District Information Officer
DLO	District Logistics Officer
DMO	District Medical Officer
DMS	District Medical Stores
DP	District Pharmacist
DPS	Directorate of Pharmaceutical Services
DSK	District Storekeeper
EPA	Environmental Protection Agency
HP	Hospital Pharmacist
MoHS	Ministry of Health and Sanitation
MS	Medical Superintendent
NMSA	National Medical Supplies Agency
PBSL	Pharmacy Board of Sierra Leone
PHU	Peripheral Health Units
QA	Quality Assurance
VEN	Vital, Essential and Non-Essential

DEFINITIONS:

Damaged Pharmaceuticals: Health product(s) that is (are) classified by the pharmacy/health professional in charge to be unfit for use due to reasons such as obvious physical damage to the primary container, broken blisters, bulk containers or leaking vials and bottles, unsealed syrups, eye drops, ointments, and creams.

Expired Pharmaceuticals: Health product(s) whose expiry date, as evidenced by information on the primary packaging of the product, is in the past compared to the current date on which the health professional checks the information.

Excess Usable Pharmaceuticals: Health product(s) that is (are) identified and classified by the pharmacy/health professional in charge to be fit for use but quantities are above the required maximum level or have the potential of becoming expired if not used.

Reverse Logistics: The process of moving goods from the point of utilization to the point of origin to recapture value or to ensure proper disposal.

Deteriorated products: Loss in the value of assets, commodities, goods, materials, etc., due to exposure to the elements of wear and tear associated with their storage and use leading to change of colour, odour, etc.

Products: Medicines (all dosage forms), medical devices, laboratory consumables, chemical agents, nutritional agents, cosmetics as specified in the Pharmacy and Drugs Act, 2001.

Partners: Organizations (national and/or international) that directly or indirectly contribute to reverse supply chain management activities.

In-Charge: An individual that is most responsible for all supply chain activities in a particular facility.

Stock Take: The process of manually counting the quantity of each type of commodity that is available in every area of the facility at any given time.

BACKGROUND

Throughout Sierra Leone, the Free Healthcare initiative provides essential, life-saving healthcare commodities to pregnant women, lactating mothers, children under the age of 5 years, Ebola survivors, destitute, and persons with disabilities. Essential medical products for these patient groups are procured and distributed to all government health facilities on a routine basis.

One of the main challenges currently confronting several healthcare facilities is adequate storage space to effectively organize these healthcare commodities. While there are several contributing factors to this, a major issue is that of expired, damaged, and/or deteriorated products, as well as excess usable products taking up valuable space in our warehouses. Additionally, there are currently no sustainable standardized procedures in place to facilitate the safe disposal of these products or their re-distribution, in a safe and efficient manner.

PURPOSE

This protocol is designed to support the Ministry of Health and Sanitation (MoHS), the National Medical Supplies Agency (NMSA) and other supply chain partner organizations/institutions that are effectively managing the processes relating to the reverse logistics of expired, damaged, deteriorated, excess usable products throughout public healthcare facilities in Sierra Leone, by standardizing the procedures related to the management of these products, including their safe disposal and re-distribution.

The main objective is to ensure that disposal is carried out in a manner that does not pose any risk to the public health, or the environment, and in consonance with principles that follow the World Health Organization's guidance on "Safe disposal of unwanted pharmaceuticals in and after emergencies"; The Pharmacy Board of Sierra Leone (PBSL) and Environmental Protection Agency's (EPA) guidelines for the safe disposal of pharmaceuticals.

RESPONSIBLE PEOPLE/ENTITY

District Medical Officer

District Pharmacist

District Storekeeper

Hospital Pharmacist

Hospital Storekeeper

District Information Officer

District Logistics officer

National Storekeeper

Director of Pharmaceutical Services

Operations Director, NMSA

Quality Assurance, NMSA

Pharmacy Board of Sierra Leone

Internal Audit, MoHS

Ministry of Finance

In-Charge of Peripheral Health Unit (PHU)

Environmental Protection Agency

Waste Management Company

PROCEDURE

The procedure below should be followed when managing expired, damaged, and/or deteriorated products; and excess usable products at all Government of Sierra Leone supported health facilities

1.0 Standard Operating Procedure for handling of expired, damaged, and/or deteriorated products at Peripheral Health Unit (PHU) level

1.1 Identify, separate and segregate expired, damaged, and/or deteriorated products from usable stock during a complete monthly stock take at the PHU. Items due to expire within one month should be separated. **(Responsible Person - In charge at PHU).**

1.2 Transfer expired, damaged, and/or deteriorated products to an area of the PHU dedicated for storing expired, damaged, and/or deteriorated products away from usable products **(Responsible Person - In charge at PHU).**

1.3 Update and comment on the relevant stock cards and adjust in the negative to reflect the transfer and removal of stock referred to in 1.2 above **(See example in Appendix A). (Responsible Person - In charge at PHU).**

1.4 Complete and sign the Returns and Claims Form, accurately documenting all relevant details of the expired, damaged, and/or deteriorated products. **(See example in Appendix B) (Responsible Person - In charge at PHU)**

1.5 Neatly pack the expired, damaged, and/or deteriorated products in cartons and clearly mark “**PRODUCTS FOR SAFE DISPOSAL**” or “**EXPIRED PHARMACEUTICALS**” and/or “**DAMAGED PHARMACEUTICALS**” **(Responsible Person - In charge at PHU).**

1.6 Indicate on the box the date it was sealed and the name of the facility. **(Responsible Person - In charge at PHU).**

- 1.7 Indicate the reference numbers on the outside of the carton. e.g., **'PRODUCTS FOR SAFE DISPOSAL 074527, 074528.'** (The reference number is the pre-printed number located in the top right-hand corner of the Returns and Claims Form). (Responsible Person - In charge at PHU).
- 1.8 Where original packs of pharmaceuticals or consumables have been split or opened and used in some way, pack these items in a carton with other split or opened products **labelled 'LOOSE ITEMS FOR SAFE DISPOSAL'**. The corresponding Returns and Claim Form reference numbers should be marked on the outside of the carton as for step 1.7 above. (Responsible Person - In charge at PHU).
- 1.9 All relevant Returns and Claims forms should be filed appropriately until stock verification process can be arranged. (Responsible Person - In charge at PHU).

NB for detailed forms filling procedure **please refer to Appendix C**

- 2.0 Collection of expired, damaged, and/or deteriorated products from PHU to District Medical Stores (DMS)**
- 2.1 Arrange for the collection of the expired, damaged, and/or deteriorated products. The District Storekeeper at the DMS should be alerted before this transaction, and a time should be mutually agreed for the collection to take place. **(Responsible Person - In charge at PHU).**
- 2.2 Collect expired, damaged, and/or deteriorated products from the PHU using 3PLs or assigned government vehicle/transport. **(Responsible Person - District Medical Store Staff).**
- 2.3 Prior to collection, the DMS staff should double check the contents of the cartons being collected against all relevant Return and Claims form. Any discrepancies should be recorded on the comments section of the relevant Returns form and signed and dated by the DMS staff. These discrepancies should be investigated accordingly. **(Responsible Person – DMS Staff).**

- 2.4 Where the complete Returns and claims Form booklet is present, the DMS Staff should take along the white and yellow copies corresponding to the Returns and Claims form in question. This should be handed over to the District Storekeeper for their records. The blue copy should remain in the Returns Form booklet at the PHU with the PHU-in-charge. **(Responsible person: DMS Staff and PHU In charge)**
- 3.0 **Handling of expired, damaged, and/or deteriorated products on arrival at the DMS**
- 3.1 Upon delivery at the DMS, the DMS staff hands over the products to the District Storekeeper for verification and storage. **(Responsible person: District Storekeeper and DMS Staff)**
- 3.2 Repack the expired, damaged, and/or deteriorated products returned from the PHU in a secured area of the DMS allocated for expired, damaged, and/or deteriorated products. **(Responsible person: District Storekeeper)**
- 3.3 File accordingly the returns and claims paperwork. **(Responsible person- District Storekeeper)**
- 4.0 **Standard Operating Procedure for expired, damaged, or deteriorated products at District Medical Stores (DMS) level**
- 4.1 Identify, separate and segregate expired, damaged, and/or deteriorated products from usable stock during a routine monthly stock take at the DMS. Items due to expire within the next month should be separated. **(Responsible person: District Storekeeper)**
- 4.2 Transfer expired, damaged, and/or deteriorated products to a safe and secured place within the DMS that is away from usable products. **(Responsible person -District Storekeeper.)**
- 4.3 Update and comment on the relevant stock cards and adjust in the negative to reflect the transfer and removal of stock referred to in 4.1 above. **(Responsible person -District Storekeeper.)**

- 4.4 Complete and sign the Returns and Claim Form, accurately documenting all relevant details of the expired, damaged, and/or deteriorated products. **(See example in Appendix B) (Responsible person: District Storekeeper).**
- 4.5 Alert the District Pharmacist and District Information Officer (DIO) of the details of the transfer of expired, damaged, and/or deteriorated products to update the electronic stock management system (e.g., **M-Supply or CHANNEL**) **(Responsible person: District Storekeeper).**
- 4.6 Check and countersign the Returns and Claims Form, in the 'Prepared by' section. **(Responsible Person -District Pharmacist.)**
- 4.7 Pack neatly the expired, damaged, and/or deteriorated products in cartons and clearly mark **“PRODUCTS FOR SAFE DISPOSAL” or “EXPIRED PHARMACEUTICALS” and/or “DAMAGED PHARMACEUTICALS”** **(Responsible Person: District Storekeeper)**
- 4.8 Indicate the date the boxes were sealed and the name of the DMS. **(Responsible Person: District Storekeeper)**
- 4.9 Indicate the reference numbers on the outside of the carton. e.g., **'PRODUCTS FOR SAFE DISPOSAL 074527, 074528.'** **(The reference number is the pre-printed number located at the top right-hand corner of the Reporting Form for Returns/Claims).** **(Responsible person: District Pharmacist)**
- 4.11 Where original packs of pharmaceuticals or consumables have been split or opened, pack these items in a carton with other split or opened products labelled **'LOOSE ITEMS FOR SAFE DISPOSAL'**. The corresponding Returns Form reference numbers should be marked on the outside of the carton as for step 4.8 above. **(Responsible persons: District Storekeeper and District Pharmacist)**
- 4.12 All relevant Returns and Claims paperwork should be filed appropriately before Stock Verification can be arranged. **(Responsible person: District Storekeeper)**

NB for detailed forms filling procedure please refer to **Appendix C**

5.0 Standard Operating Procedure for handling of expired, damaged, or deteriorated products at District and Western Area Hospital levels

- 5.1 Identify, separate and segregate expired, damaged, and/or deteriorated products from usable stock during a routine monthly stock take at the hospitals. Items due to expire within one month should be separated. **(Responsible Person: Hospital storekeeper).**
- 5.2 Transfer expired or damaged products to an area of the hospital dedicated to storing expired, damaged, and/or deteriorated products away from potent products. **(Responsible person: Hospital storekeeper).**
- 5.3 Update and comment on the relevant stock cards and adjust in the negative to reflect this transfer and removal of stock. **(Responsible person: Hospital Storekeeper).**
- 5.4 Complete and sign the Returns Form, accurately documenting all relevant details of the expired, damaged, and/or deteriorated products. **(See example in Appendix B) (Responsible person: Hospital Storekeeper).**
- 5.5 For all District Hospitals, alert the Hospital Pharmacist and District Information Officer **(DIO)** of the details of the transfer of expired, damaged, and/or deteriorated products to update the electronic stock management system (e.g.,**M-Supply or CHANNEL**) **(Responsible person: Hospital storekeeper).**
- 5.6 Check and countersign the Returns Form, in the 'Prepared by' section at their earliest convenience. **(Responsible person: Hospital storekeeper)**

- 5.7 Pack the expired, damaged, and/or deteriorated products neatly in cartons and clearly mark 'PRODUCTS FOR SAFE DISPOSAL' or EXPIRED PHARMACEUTICALS” and/or “DAMAGED PHARMACEUTICALS”. **(Responsible person: Hospital storekeeper).**
- 5.8 Indicate the date the box was sealed and the name of the Hospital. (Responsible person: Hospital storekeeper)
- 5.9 Indicate the reference numbers on the outside of the carton. E.g., 'PRODUCTS FOR SAFE DISPOSAL 074527, 074528.' (The reference number is the pre-printed number located at the top right-hand corner of the Reporting Form for Returns/Claims). **(Responsible person: Hospital storekeeper)**
- 5.10 All relevant Returns paperwork should be filed appropriately until Stock Verification can be arranged and contact relevant authorities at Central level for further instructions. **(Responsible person: Hospital Pharmacist).**

NB: for detail forms filling procedure, please refer to **Appendix C**

6.0. Standard Operating Procedure for handling of Excess Usable products. Separation of excess usable products at PHU level

- 6.1 Identify and separate excess usable products from usable stock during a routine monthly stock take at the PHU. **(Responsible Person - In charge at PHU).**
- 6.2 Transfer excess usable products to an area of the PHU dedicated for such purpose. Ensure these products are not mixed with expired, damaged, and/or deteriorated products. **(Responsible Person - In charge at PHU).**
- 6.3 Update and comment on the relevant stock cards and adjust in the negative to reflect the transfer and removal of stock referred to in 6.1 above. **(Responsible Person - In charge at PHU).**

- 6.4 Complete and sign the Returns and Claims Form, accurately documenting all relevant details of the excess usable products. **(Responsible Person - In charge at PHU)**
- 6.5 Pack the excess usable products neatly in cartons and clearly mark 'PRODUCTS FOR TRANSFER' **(Responsible Person - In charge at PHU)**.
- 6.6 Indicate on the box the date it was sealed and the name of the facility. **(Responsible Person - In charge at PHU)**.
- 6.7 Indicate the reference numbers on the outside of the carton. e.g., '**PRODUCTS FOR TRANSFER 074527, 074528.**' (The reference number is the pre-printed number located at the top right-hand corner of the Returns and Claims Form). **(Responsible Person - In charge at PHU)**.
- 6.8 Where original packs of pharmaceuticals or consumables have been split or opened and used in some way, pack these items in a carton with other split or opened products labelled 'LOOSE ITEMS FOR TRANSFER'. The corresponding Returns and Claim Form reference numbers should be marked on the outside of the carton as for step 6.6 above.
- 6.9 All relevant Returns and Claims forms should be filed appropriately until stock verification process can be arranged. **(Responsible Person - In charge at PHU)**.
- 7.0 Collection of excess usable products from PHU to District Medical Stores (DMS)**
- 7.1 Arrange for the collection of the excess usable products. The District Storekeeper at the DMS should be alerted before this transaction, and a time should be mutually agreed for the collection to take place. **(Responsible Person - In charge at PHU)**.
- 7.2 Collect excess usable products from the PHU using 3PLs or assigned government vehicle/transport. **(Responsible Person - DMS Staff)**.

7.3 Prior to collection, the DMS staff should double Check the contents of the cartons being collected against all relevant Returns and Claims form. Any discrepancies should be recorded on the comments section of the relevant Returns form, signed and dated by the DMS staff. These discrepancies should be investigated accordingly. **(Responsible Person – DMS Staff).**

7.4 Where the complete Returns and claims Form booklet is present, the DMS Staff should take along the white and yellow copies corresponding to the Return and Claims form in question and should be given to the District Storekeeper. The blue copy should remain in the Returns Form booklet at the PHU with the PHU-in-charge. **(Responsible person: DMS Staff and PHU In charge)**

8.0 Handling of Excess Usable Products on Arrival at the DMS

8.1 Upon delivery at the DMS, the DMS Staff hands over the products to the District Storekeeper for Verification and storage. **(Responsible Person: District Storekeeper and DMS Staff)**

8.2 Repack the excess usable products returned from the PHU in the quarantine area of the DMS allocated for returned products. **(Responsible person: District Storekeeper)**

8.3 File accordingly the returns and claims paperwork. **(Responsible person- District Store Keeper)**

9.0 Safe disposal of Expired, Damaged or Deteriorated Products at Central, Regional and District Levels

9.1 After separation and documentation of expired, damaged and/or deteriorated products as described in sections 4 and 5, a letter of application for safe disposal of specific quantities of pharmaceuticals or other substances is made to the Pharmacy Board of Sierra Leone. **(Responsible person: MD NMSA, QA- Manager NMSA, District Pharmacist, Hospital Pharmacist)**

- 9.2 Upon receipt of an application for safe disposal of specific quantities of pharmaceuticals or other substances, the following should be checked for:
- The name, strength, dosage form and expiry date of each medicine or substance to be destroyed.
 - The exact quantities and batch numbers (if applicable) of the medicines or substances to be destroyed.
 - The reason(s) for the safe disposal and preferably the name(s) of the pharmacist(s)/representative(s) who will witness the safe disposal as required by the procedure. **(Responsible person: Pharmacy Board of Sierra Leone)**
- 9.3 Staff from Factory Inspectorate and Import Control Department of the Pharmacy Board would visit the premises of the applicant to quantify and weigh the products and then forward the report and cost for disposal to the Registrar of the Pharmacy Board for approval. **(Responsible person: Pharmacy Board of Sierra Leone)**
- 9.4 Upon approval, the Pharmacy Board of Sierra Leone replies to the applicant stating the fee for disposal to be paid before the exercise commences. **(Responsible person: Pharmacy Board of Sierra Leone)**
- 9.5 When the fee for safe disposal is paid by the applicant, the Pharmacy Board of Sierra Leone would write to the Waste Management Company (or appropriate body designate) about the date, time and site of disposal. It will also notify the evaluation team of the waste management company to evaluate the cost of transportation of the products to the disposal site. The PBSL staff will accompany the team to the applicant's premises for evaluation of the transportation cost of the products. **(Responsible person: Pharmacy Board of Sierra Leone)**
- 9.6 The Waste Management Company (or appropriate body designate) should send an invoice for the total cost including labour & fuel required for transportation of the products to be safely disposed. **(Responsible person: Pharmacy Board of Sierra Leone).**

- 9.7 Payment shall be made by Pharmacy Board to the Waste Management Company (or appropriate body designate). **(Responsible person: Pharmacy Board of Sierra Leone).**
- 9.8 On the scheduled date for disposal, PBSL staff and security officers accompanied by the Waste Management Company (or appropriate body designate) staff visit the premises of the applicant and transport the products to the dump site for disposal. The disposal exercise will be conducted on the same day by Pharmacy Board in the presence of key stakeholders, including NMSA, DPS, authorized Security body, the Waste management Company (or appropriate body designate), applicant or a representative, etc. **(Responsible person: Pharmacy Board of Sierra Leone, NMSA, DPS, EPA, DMO, MS).**
- 9.9 Security: Drugs, including controlled substances (e.g. narcotics & psychotropic) required tight security and control. Measures are therefore necessary to prevent diversion/ pilferage during sorting and transport of drugs and medical supplies to disposal sites. **(Responsible person: Pharmacy Board of Sierra Leone, NMSA, DPS, DMO, MS).**
- 9.11 Health and Safety of Workers at the safe disposal site: All workers should wear appropriate protective equipment including overalls and boots at all times and gloves, masks and caps where appropriate. Special care is required when handling antineoplastic products. **(Responsible person: Pharmacy Board of Sierra Leone).**
- 9.12 At the end of a safe disposal exercise, a certificate must be issued to the applicant. The details on the certificate must include:
- The date of disposal
 - The method of disposal
 - The names, designation and signatures of all witnesses to the disposal exercise.
 - The list of items destroyed (name, strength, dosage form, batch number, expiry date, reason for safe disposal) should be attached
 - The name and signature of the Registrar of Pharmacy Board or Task force chairman
- (Responsible person: Pharmacy Board of Sierra Leone).**

APPENDICES

- 10.1 Appendix A: Update and comment on the relevant stock/Inventory control card and adjust in the negative to reflect the transfer and removal of stock**



**Government of Sierra Leone
Ministry of Health and Sanitation**

INVENTORY CONTROL CARD

Item Code: 10000582		Item Description: Syringe, Luer, 10ml, Disposable				Location: Moyamba Junction CHC		
Unit of Supply: Pieces		Maximum Stock: 3 Months		Minimum Stock: 2 Months		EOP Stock: 1 Month		
Date	Received From or Issued To	Quantity Received	Quantity Issued	Losses/ Adjustments	Quantity on Hand	Batch Number	Expiry Date	Remarks/Initials
		A	B	C	D = (A +/- C) - B			
3/08/2020	Moyamba DMS	200	120	-	80	B004	5/09/2020	MBK
10/09/2020	Moyamba DMS	-	-	-80	0	B004	5/09/2020	Expired/MBK

10.2 Appendix B: Example of documenting all relevant details of the expired, damaged and deteriorated products



Government of Sierra Leone
Ministry of Health and Sanitation

REPORTING FORM FOR RETURNS/CLAIMS

From (Facility Name): Moyamba Junction CHC		Sent To (Facility Name): Moyamba DMS							
Date Prepared: 10 th September 2020		Date Delivered: 12 th September 2020	Voucher No.: 20035						
No.	Reference e.g. RR&IV No. Batch No.	Product	Unit	Quantity	Expiry Date	Batch No.	*Unit Cost (Le)	*Total Cost (Le)	Reason for Returns/Claims (Expired, Damaged, Not required, etc.)
Eg. 1	003037	Syringe, Luer, 10ml, Disposable	Pieces	80	05/09/2020	B004	0	0	Expired
Prepared By (Returnee): Mary Musa (Facility In-Charge) (Name/Signature/Designation)					Received By: Augustine Kamanda (Store Keeper) (Name/Signature/Designation) Verified By: Alie Josiah (District Logistics Officer) (Name/Signature/Designation)				

***For FHC insert zero**

Comments: The physical quantity of expired commodity received are consistent with the amount stated on the Return/Claims Form

10.3 Appendix C: JOB AID: Completing the Reporting Form for Returns/ Claims

Task: Completing the Report for Returning Products(see Appendix B)

Completed by: In-Charge at PHUs, District Storekeeper, Hospital Storekeeper/
Pharmacist/Pharmacy Technician

Purpose: To track products returned to the CMS from health facilities.

When to perform: Whenever there are surplus or unusable Commodities that need to be returned to CMS.

Materials needed: A blank Reporting Form for Returns/ Claims; calculator and pen.

Note: This form has three copies (an original and two copies). Press hard on the top copy so that the writing appears on all the carbonated copies clearly. Use a pen.

Step	Action	Notes
1.	Sent to: Write the name of the facility to which the products are returned.	PHUs should return products to the District Medical Stores District Medical Stores and Hospitals should return supplies to CMS.
2.	Facility returning products: Write the name of your facility.	

For each product being returned:		
3.	Product Description: Write the name, strength, and form of the product being returned.	Example: Ibuprofen 200mg tablets
4.	Quantity Returned: Write the quantity and unit of the product that you are returning.	Example: 10 bottles of 100 tabs
5.	Expiry Date: Write the date of expiry of the products.	<p>If there are multiple expiry dates for the same product, list each product with a different expiration date separately.</p> <p>Example:</p> <p>Ibuprofen 200mg tabs Exp. Date: 12 April 2008</p> <p>Ibuprofen 200mg tabs Exp. Date 27 May 2008</p> <p>Ibuprofen 200mg tabs Exp. Date 18 June 2008</p>
6.	Reason for Return: Write the reason for which you are returning the product(s).	<p>Example:</p> <p>Damaged, expired, etc.</p>
7.	Name of person returning products/ Date / Signature: Print your name, put the date and sign your name.	

8.	<p>Name of Carrier / Date / Carrier's Signature: Ask the person who is transporting the products from the sending facility to the receiving facility to print her/his name and date, and to sign her/his name.</p>	
9.	<p>Comments: The person transporting the products can write in any comments related to the transaction.</p>	<p>Normally, there should be no additional comments required.</p>
10.	<p>Send the report (and commodities) to the appropriate place.</p> <p>The facility originating the report should retain the bottom copy.</p>	<p>PHUs should send the report and the returned products to the District.</p> <p>Districts should return products from both the DMS and the PHUs to the CMS. Hospitals should return products with the report to the CMS.</p>
WHEN RECEIVING RETURNED PRODUCTS, STEPS 11-12 SHOULD BE FOLLOWED		
11.	<p>Receiver's Name / Date / Receiver's Signature: The person who receives the products at the receiving facility prints her/his name and date, and signs her/his name.</p>	
12.	<p>Comments: The receiver writes any comments as appropriate.</p>	
<p>When a PHU returns products to the DMS, the DMS must keep all products until the National distribution Team arrives for the next scheduled delivery. Keep these stocks separate from all other inventory. If expired or damaged, these products should not be distributed to clients.</p>		

The task is complete when:

- √ The name of the facility to which products are being sent and the name of the facility returning products are filled in.
- √ The description and quantity of products being returned, the expiry date and reason for non-use are filled in.
- √ The person filling out the report has written his/her name, signature and the date.
- √ The person transporting the products has written his/her name, signature and the date.

The person receiving the products has written his/her name, signature and the date.

A copy of the form is kept at the facility where the form was completed and one copy is sent to the appropriate party.