

## DIGIHEALTH STANDARD OPERATING PROCEDURES

### Section 4: Online Procurement Process

*(For equipment, supplies, and technology purchases)*

#### 4.1. Approved Vendors

Vendor Type	Approved Platforms	Budget Threshold
Medical Equipment	[Local Supplier Portal]	≤ M50,000
Tech Hardware	Takealot, Amazon	≤ M30,000
Office Supplies	Makro Online, Stationery365	≤ M10,000

Note: International purchases require import duty pre-calculation

#### 4.2. Step-by-Step Procurement

##### STEP 1: Requisition

- Digital Form:
  - Filled in [DigiHealth Portal > Finance > Procurement]
- Required fields:
  - Item URL
  - Business justification
  - Preferred vendor
  - Budget code

##### STEP 2: Approval Workflow

Amount	Approver	Timeframe
≤ M5,000	Department Head	24 hours
M5,001–M30,000	Finance Manager	48 hours
≥ M30,001	CEO + Board Procurement	5 days

### **STEP 3: Purchase Execution**

#### **1. Checkout Process:**

- Use company card ending in 4567
- Shipping address:

DigiHealth Warehouse

12 Tech Park Road, Maseru 100

Contact: +266 1234 5678

- Special Instructions:
  - "Email invoice to [procurement@digihhealth.co.ls](mailto:procurement@digihhealth.co.ls)"
  - "No signature release"

#### **2. Order Tracking:**

- Forward confirmation email to **procurement@**
- Log in [Procurement Dashboard] with:
  - Order #
  - Estimated delivery
  - Tracking link

### **STEP 4: Delivery & Inspection**

- Acceptance Protocol:
  - Verify against packing slip
  - Photograph unopened package
  - Test functionality (for tech items)
  - Report damages within 2 hours to vendor

## **STEP 5: Documentation**

- Upload to [Google Drive > Procurement > 2025]:
  - Invoice PDF
  - Approval email chain
  - Inspection photos
  - Warranty documents

## **4.3. Compliance & Penalties**

- Prohibited Actions:
  - Personal purchases on company account (instant suspension)
  - Off-platform payments (e.g., direct EFT to seller)
- Audit Frequency:
  - Monthly spot-checks by Internal Audit
  - Annual review by external auditor (PwC Lesotho)

## **Emergency Procurement:**

- For outbreaks/disasters:
  - SMS authorization code from CEO
  - Post-purchase documentation within 72 hours

## **Implementation Notes:**

### **1. Training Materials:**

- Video tutorial: [[bit.ly/DigiHealthProcurement](https://bit.ly/DigiHealthProcurement)]
- Quiz for staff certification

## 2. Integration:

- Sync with Xero accounting software
- Slack alerts for order milestones

## 3. Local Context:

- M = Lesotho Maloti
- VAT exemptions for registered health NGOs