LSS: Logistics Support System
(Formerly known as SUMA: Supplies Management System)
Why/How the LSS was created?
The mismanagement of the humanitarian assistance often leads to a “Secondary Disaster”

- Fast mobilization of the donor community
- Massive arrival of international assistance
- Arrival of inappropriate, unsolicited supplies
- Rapid saturation of access points (airports, borders, seaports…) with relief supplies
- Lack of reliable and updated information about consignment
- Lack of data regarding pledges and incoming supplies
- Duplication of requests
CTS (Commodities Tracking System)

<table>
<thead>
<tr>
<th>Agencies with Commodity Tracking System</th>
<th>Agencies with No Electronic System</th>
<th>Orphan or Unsolicited Supplies</th>
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- No overall interagency view of the flow of humanitarian supplies outside the Americas.
- No communication between existing CTS (Commodity Tracking System).
- Currently no global support for management undocumented supplies.

Agencies, NGO’s
There is still a lack of coordination at national and/or international level among all interested humanitarian partners.

Emergency Management Authority
EMA ↔ UN System ↔ NGO
What a Logistics Support System should have?

- Over 50 logistics experts
  - UN agencies
  - NGO (i.e.: ICRC, IFRC, MSF, OXFAM)
  - Countries (NEMA – Emergency Authority)
- SUMA Experience (Supply Management System WHO/PAHO)
- UNJLC Experience in collecting Stock and Pipeline Information
- WFP/UNIFEC - Review of existing classification and coding systems of humanitarian supplies.
- Emergency logistics managers of the countries
- UN Agencies (CTS) Commodity Tracking System
- NGO’s (CTS) Commodity Tracking System

http://www.reliefweb.int/LSS/
SUMA in Emergencies
1992-2005

- Indonesia, Banda Aceh 2004-2005
- Paraguay, 2004 (Icua Bolanos)
- Hurricane Mitch (Honduras/Salvador/Nicaragua) 1998
- Costa Rica, Floods, 2004, 2005
- Venezuela, Flood, 1999
- El Salvador, Earthquake, 2000
- Jamaica, Hurricane Luis, 2004
- Nicaragua, 1992 (Tsunami)
- Mexico, Colima Volcano, 2003
- Dominican Republic, Hurricane George, 1997
- East Timor, 1999
- Dominican Republic, Floods in Jimani, 2004
- Haiti, Humanitarian Crisis, 2004
- Argentina, Floods, 2004
- Colombia, Earthquake
- Costa Rica, Earthquake, 1993
- Mexico, Hurricane Pauline
- Peru, Nasca Earthquake, 1996
- Angola MoH, 2003
- Mexico, Floods in Chiapas, 1998
- Panama, Floods, 2005
- Bolivia, Earthquake, 1998
UNJLC - UN Joint Logistics Centre

- Promoted and implemented by WFP
- Reports to OCHA
- Posted to the WEB
- WHO seconded staff. Collaborating with UNJLC
- Provides a quick snapshot and bold figures of specific humanitarian supplies (less than 30 items)
- Compiles data from different agencies

Stock in position
- Pipeline i.e. 1-3 months from region
  - In countries surrounding
    - By country (and location if data available)
    - By agency
      - Stock inside of country (By governorate / By city/location)
Review of existing classification and coding systems of humanitarian supplies

**UN Agencies**
- WHO/PAHO
- UNWFP
- UNICEF
- UNHCR

**Int. NGO’s**
- MSF
- ICRC
- IFRC
- OXFAM

**International Standards**
- HS
- UNCCS
- UN/SPSC
Exercise: Commodity mapping

Commodity specification: Plastic Sheeting, reinforced, 4X60m, roll

UNICEF
- Shelter
  - Tarpaulins
    - Tarpaulin, reinforced, polyethylene, roll-4x50m

ICRC/IFRC
- Housing
- Shelter
- Plastic Sheeting
  - Woven Plastic sheeting, white/white, 4x60m, roll

SUMA
- Shelter/Housing
- Electrical/Construction
- Shelter & Housing
  - Shelter Sheeting/Tarpaulins
    - Rolls
  - Plastic Sheeting - woven, 4X60m, white/white, 6 bands, roll

MSF
- Camp
  - Shelter
  - Plastic Sheeting

PLAS
- Plastic Sheeting

W4W
Agreement between UN agencies

To develop an integrated system to improve coordination

In addition, FUNDESUMA and UNJLC have contributed in the design and development of the software and technical documentation.
Exchange of Information

AGENCIES WITH COMMODITY TRACKING SYSTEM

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AGENCIES WITH NO ELECTRONIC SYSTEM

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ORPHAN OR UNSOLICITED SUPPLIES

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- **Donors level (pledge)**
- **Entry point in country**
- **Intermediate warehousing**
- **End user**
LSS Main Objectives

- To consolidate and share information on a limited number of key commodities between all actors to facilitate inter-institutional coordination.
- To complement agency-specific commodity tracking systems
- To register incoming supplies in an affected country (including unsolicited supplies)
- To provide a tool for National Emergency Authorities (all disasters), NGO, UN Agencies, etc.
- To be useful in:
  - Major emergencies (OCHA - LEMA)
  - Small scale emergencies (LEMA – Local NGO - Project)
  - Non-emergency situation (Warehouse/Project)
- To minimize duplication and improve the response to actual needs of affected populations
- To strength national capacity in logistic management

The system IS NOT replacing any other system that Agencies, NGOs or other actors may have to manage their own supplies
Where are we now?

- **Software (Windows and Web Version)**
  - Finalized and tested
  - English / Spanish

- **Training Material**
  - Practices/Technical Documentation ready
  - English / Spanish

- **WEB Site**
  - Domain -> www.lssweb.net
  - English / Spanish

- **Final Distribution CD**

- **May 2007 - French / Portuguese version** (System Labels, DB, CD, Manuals, Web)
- **Used in emergency situation** (Guatemala, Pakistan, Colombia, Lebanon)
- **Adopted for Non-Emergency situations** (NGO, PDA, Projects/Programs)
- **New languages** : Request for Persian/Arabic
Training
Sessions
• More than 500 people of 40 nationalities (Latin-American, English Caribbean, Asia and the Middle East)
WHO Regions (LSS Oct/2006)

- AMRO (Americas)
- SEARO (South East Asia)
- WPRO (Western Pacific)
- EMRO (East Mediterranean)
Components - Main Functions – What LSS does and doesn’t?
LSS Components

- LSS Windows Module
  Supports standalone, networked and enterprise configurations

- LSS Web Module
  Supports standalone, networked and enterprise configurations

The use of one of the two applications or a combination of both will depend on each emergency situation (availability of resources)
Modern and Adaptable

- Modern intuitive user interface
- Multi-user support
- Based on the highly adaptable Microsoft SQL Server database technology
  - SQL Server: Recommend to enterprise configuration
  - MSDE: Microsoft SQL Server 2000 Desktop Engine, royalty-free version of the SQL Server.
- Developed with Microsoft Visual Basic .Net and ASP.NET
LSS Windows/Web Module

Functions

- Entries
- Deliveries
- Express
- Pipeline
- Request
- Report on selected items (Stock Basket)
- Interchange information between LSS Sites
- Import information from other systems. CTS (UN, NGO’s)
About LSS Software

Main Functions

What LSS does and doesn’t?
• Registering International Donations in the Entry Point
• Warehouse Movements (In/Out)
• Normal Inventory System
- No proper inventory system (In/Out)
- Units Change
- Allows registering detail distribution or goods
• Pipeline: (Arrived, Cancelled, In Route, Pledge)
• Request: (Needs – National/Non National List)
• Prepare list with a limited number of key commodities
• Items from different categories in the same list
• XML Files (Extensible Markup Language)
  – XML is great for information exchange, and can easily be extended to include user-specified and industry-specified tags
  – World Wide Standard
• Allows interchange information between LSS sites
• No firewall (Only text information is exported)
• Match table with any systems CTS, NGO
• Allows consolidate information of Stock / Pipeline (simples excel files CVS)

• Keys items (Code Item MSF → Specific Items in LSS)
• UNJLC Pakistan Earthquake (Compile stock and pipeline)
Is not a tracking system (like DHL or Fedex)

The system IS NOT replacing any other system that Agencies, NGOs or other actors may have to manage their own supplies

To strength national capacity in logistic management
Multi Language Capabilities
Supports Unlimited Number of Languages

Add as many languages as you like
Leading Edge Architecture

• Technical architecture separates the presentation layer from the application’s logic and data resources
  - Do not required changes in the source files
  - Two level of translation (Full or Presentation Layer)
Two options translation

- **Full Translation**
  - Presentation layer
  - On Line Help
  - CD
  - Include Database Translation (Categories, Subcategories, Items, Presentation Units, etc)

- **Presentation Layer Translation**
  - Does not include the translation of the Database.
  - Items name remain in original language
Field Testing and recent experiences using the LSS in disasters situation
Field testing during an emergency

- **Salvador:**
  - Comalapa Airport (Points of Entry)
  - COEN (National Emergency Committee) Warehouses
  - MoH (Ministry of Health)
- **Guatemala:**
  - CONRED (National Emergency Committee)
    - Receiving all international aid (Planes)
    - Air distribution (Planes / Helicopters)
  - SOSEP (Ministry of Social Works)
    - Land Distribution
  - MoH (Ministry of Health)

Oct 2005
Interface with GIS - Guatemala

- Maps (Previous information of the Geographical Code is required)
Pakistan Earthquake

Mobilized by WHO (1st Stage)

- **Islamabad**
  - Joint WHO/Ministry of Health – Emergency Operation Centre

- **North Pakistan**
  - Muzaffarabat WHO & Ministry of Health
  - Masehra WHO & Ministry of Health
  - Balakot WHO
Pakistan Earthquake

UNJLC – Stock / Pipeline Information

UNJLC - United Nations Joint Logistic Centre
Incoming - Stock Balance - Distribution and Need’s February 2006
LSS helps with the management of the donations in Soacha

Bogotá, May 21, 2006 (FUNDESUMA). Since the beginning of the emergency the OFS/Colombia promoted the use of the LSS/UMA to help the municipal authorities of Soacha to control the reception and distribution of the humanitarian aid.

Additionally, on May 20th 2006, took place a “LSS fast training during emergency” in the Culture House with the participation of 20 students looking to extend the base group of people in capacity to operate the system.

Colombia and Suriname, May 2006

PAHO Assists Suriname in Flood Recovery Efforts

Washington, D.C., May 17, 2006 (PAHO)—The Pan American Health Organization (PAHO) is providing expert assistance to help Suriname cope with severe flooding that has affected up to 20,000 people and left large areas of the country submerged.

Torrential rains that began falling on May 5 caused serious flooding in the country’s interior, with as much as 30,000 square kilometers under water at one point, including some 157 thatched-roof villages. Thousands were forced to abandon their homes and their livelihoods.

“The situation has improved somewhat in the western part of the country,” says PAHO Representative Stephen Simon. “But in the eastern areas, people are living on small islands that are now completely flooded. Many people have received food rations, but clean drinking water and good sanitation are priorities, as is continued food assistance, since most of the affected families have lost all their crops.”

More information
**LSS is installed in Catarina warehouse**

*Lebanon, September 4, 2006.* Attending a request of the Ministry of Health of Lebanon, the LSS – Logistics Support System has been installed in a MOH warehouse located in Catarina. This warehouse manages sanitary and medical supplies that are been distributed to different dependencies. The LSS team began their work with a workshop to the administrative personal in charge of registering the inputs and outputs of this location. The administrative personnel of this warehouse are collecting information of the actual stock based in the existing records, looking forward to improve the stock control and optimize the information of the distribution.

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**LSS training to WHO/UNRWA**

*Lebanon, August 29, 2006.* The United Nations Relief and Works Agency for Palestine Refugees (UNRWA) has received training in LSS-Logistics Support System. The LSS international team in conjunction with the IT personnel of the WHO Representative in Lebanon has conducted a workshop to the administrative and logistics personnel of the UNRWA. On the following days some data testing will be conducted with the supplies that this agency manage in the daily base in order to consolidate the knowledge in the LSS methodology.
Difficulties
Implementing the LSS in a disaster situation
Difficulties

- Many actors and lack of compromise
- High personnel turnover
- Lack of IT equipment and IT staff to support the operation
- Lack of national support for the operation
- High political sensitivity
- Staff allocated to the distribution of supplies has other duties to attend during the emergency
- Large geographical area
- Supplies dispersed all over the affected country
- Many sources of information
- Lack of clear policy about how to manage supplies at the entry point
How can LSS be setup?
According with the users and the functions
In non emergency situations

• The system is not only used in disaster situations, but also for routine operations:

  - Warehouses
  - Hospitals
  - Health districts
  - NGO’s
  - Distribution Points
UN/NGO programs in the field

- Programs at the field (WHO / UN agencies / NGO)
- Projects dealing with stock in warehouses

- Allows to change
  - Categories / Subcategories / Items
- Assigned a specific values to:
  - Minimum / Reorder / Maximum
  - Specific Codes
  - Properties
  - Advanced (Coverage)
  - Comments
- Allows to compile information
  (Different codes for one specific item)
Next steps
Logistic Support System

- Definition of policies for the management of supplies at the point of entry when the disaster strikes at a National Level
- Promote the system as a tool for non-emergency situations for smaller agencies and national institutions (that can not afford the cost/HR required)
- Improve the coordination with other partners of the UN family and other major humanitarian actor (NGO’s)
- Promote the system as a tool for agencies for complementing their CTS at a local level.
- Customization of the tools to different languages and users for non emergency use
  - Languages
  - Items / Codes / etc
In an emergency situation

- The National Emergency Authority should install and coordinate the personnel in the entry points and warehouses to collect the information of the donations that arrive, as well as requests and pledges.
- The National Emergency Authority require:
  - Trained staff assigned to that task.
  - Computers.
  - Support material
  - Specific supportive materials
  - LSS Software to manage the information on relief supplies
- Regional teams can be mobilized to assist the national teams in the implementation of the system (Presently mobilized by WHO)
The Logistics Support System (LSS) has been possible thanks to the active participation of the following agencies: WHO, PAHO, UNICEF, WFP, OCHA, and UNHCR. This recognition extends to the countries that have contributed their logistical experience in disaster management and the following organizations who participated with their time and personnel in the technical meetings and workshops on the logistical management of humanitarian supplies: CARE, World Economic Forum, MSF, OXFAM UK, FICR, HAP, AHA, Fritz Institute, All Russian Disaster Medicine Centers, World Bank, VOICE, Interaction, CICR, BIOFORCE, USD Defense Logistic Agency, Zacshta Center. Additionally, FUNDESUMA and UNJLC have contributed to the design and development of the software and technical documentation. The following development agencies have contributed with financial support: the Swedish international development cooperation agency (SIDA), the United Kingdom’s Department for International Development (DFID), the Office for Foreign Disaster Assistance of the United States of America (OFDA/USAID), the Division of Humanitarian Assistance, Peace and Security of the Canadian International Development Agency (CIDA), the European Union Directorate General for Humanitarian Aid (ECHO) and the Ministry of Foreign Affairs of the Dutch Government.

www.lssweb.net