Update on Rollout of the Electronic Voucher in Tanzania—One Year On

Vector Control Working Group
Continuous Distribution Workstream

Atlanta
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The Business of Health team aims to provide professional advisory and management services that support commercial value chains and individual enterprises in providing sustainable market-driven solutions to current and future health challenges faced by developing nations and their communities.
Nets and Vouchers in Tanzania

Governed by Tanzania National Voucher Scheme
MEDA serves as Logistics Manager since 2004

2004-2011: Paper Voucher
• 2004-11: 7.8mn ITNs/LLINs via 5800 retailers
• 2008-11: Impact of UCC and U5CC (27mn LLINs)
• End-2011: Evidence suggests 80% sleeping spaces covered

2011: SMS Electronic Voucher launched in selected facilities in 8 regions

Contribute to meeting Keep Up Target (total ~7mn/year)
General Benefits of Vouchers

- Affordable to end-user
- Better use of resources: distributes nets in response to tangible demand
- Enable beneficiaries to participate in solving their health challenges
- Create sustainable supply chain that can continue after donors depart
- Reduce logistics burden on health system
TNVS offers a Sustainable Solution

Over 5500 retailers
E-Vouchers Reduce Complexity

7 key steps reduced to 4

Paper Voucher
- Ordering and Printing
- Registration, Storing and Dispatching to DMO
- DMO Receiving and Distribution to RCH
- RCH Distributions to Beneficiary
- Beneficiary redeem voucher for LLIN at retailer.
- Retailer exchange voucher for new LLIN inventory
- Supplier exchanges voucher to MEDA for payment.

EVoucher
- RCH staff request voucher ID via SMS; issues unique number to beneficiaries
- Beneficiary redeems voucher for LLIN at Retailer. Retailer validates transaction by SMS
- Supplier restocks LLINs after receiving electronic request from retailer
- MEDA prepares payment based on redeemed vouchers
How the E Voucher Works

**Market Actor**

- Issues eVouchers to pregnant women

**Clinic**

- Redeems eVouchers with a 500 TSH top-up

**Retailer**

- Resupplies retailers’ stock of nets based on eVouchers redeemed

**Supplier Representative**

**SMS Format**

- MP1 & MCM card number
- UZA & Voucher ID & Barcode ID
- KUTOA & retailer ID & total nets & e & eVouchers

**Example**

- HP1 101
- UZA 45673 5647
- KUTOA 9999 23 e 15

**Response Message**

- You have successfully issued a voucher with ID 45678 with expiration date 10/02/2012
- You have successfully redeemed this voucher 45678. Your confirmation number is 22002
- Thank you. Your delivery to 2224 was recorded and sent to +25555505425 for confirmation
E-Voucher Benefits

• Clinics: less paperwork; more time for patient care
• Business: “real time” sales data, better net replenishment at retailers; speeds payment cycle; paper voucher forgery risk eliminated; more systems transparency
• Health officials: confident that net reaches the beneficiaries
• Donors: time-bound validity clarifies financial liability (average redemption cycle drops from 257 days to 60 days)
• Eventually, potential to mix and match resources from multiple donors and tailor subsidies to locale, season, etc.
E-Voucher Uptake in Year One
Feedback from Users

Advantages>
What improvements and benefits do stakeholders experience?

- Decreased voucher liability
- Constant stock of vouchers
- Ease of use and time saved
- Monitor redemption rates
- Monitor LLIN stocks for replenishment
- Quicker redemption with 60% redeeming within 24hrs
- Access to real-time data throughout the whole voucher lifecycle

--- ISSUANCE ------------------------------- REDEMPTION ------------------------------- RESUPPLY ---

- Delayed network response
- Use of personal mobile phone
- Net colour and size
- Stock-out of nets at retailers
- 60 day voucher expiry
- Numbers incorrectly written on card at HF

Disadvantages>
What challenges do stakeholders experience?
## E-Service an Issue on Occasion

<table>
<thead>
<tr>
<th>Month</th>
<th>No of network outages/slow response</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>4</td>
<td>Tigo - slow response of over 10 minutes on four occasions: 6th, 9th, 22nd, and 25th</td>
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</tbody>
</table>
| July  | 2                                  | July 2nd - Tigo slow response  
July 17th - Vodacom interrupted for 6 hours |
| August| 2                                  | 7th and 17th Tigo and Vodacom both interrupted for 2 hours |
| Sept  | 1                                  | Vodacom interrupted for 3 hours on 12th |
| Oct   | 7                                  | 23rd - Airtel interrupted for 4 hours hours  
17th - Vodacom interrupted for 2 hours.  
30th - Airtel interrupted for 3 hours. Airtel experienced slow response of over 10 minutes on 29th to 31st |
Prospects for the E-Voucher

Future Applications:
Promote other health commodities (e.g. micronutrient fortified food)

New Nations:
- Strong SMS connectivity
- Retailers available to offer nets to consumers
- Supply of bar coded nets (risk mitigation)
- Shared aim of donors and policy-makers to invest in affordable, sustainable solutions
Co-pay option may eventually reduce burden on donor funding
E-Voucher Rollout in Tanzania—One Year post-Rollout

For more information:
Thomas Dixon
Director, Business of Health
Email: tdixon@meda.org
Website: www.meda.org