Q1: Some organisations face registration issues to access the site. Can this be resolved?

- Most of those cases are related to their internal IT system blocking the access to STOCKHOLM. Unfortunately, ESUPS cannot support from outside as it is an IT decision/policy internal to concerned organisations.
- ESUPS is working on a document to support IT departments, to clarify on the technical requirements for STOCKHOLM. The document will be shared with all organisations as soon as ready.
- ESUPS is also exploring B to C recent technology (Business to Customers) implemented to facilitate non-business-related companies to register using Microsoft account. However, this solution will take a few months.
- Organisations are encouraged to inform ESUPS team (ESUPS@welthungerhilfe.de) and/or Logistics Cluster Pacific (pacific.clustercargo@wfp.org) in case they are still facing registration issues so that they can be supported.

Q2: Stocks of our organisation were duplicated, and we are struggling to delete these duplicates.

- It is uncommon for stocks to be duplicated and it would be recommended to send an email to ESUPS team with the list of items concerned.
- Here is a guide on How to update an Item - option 1 - ESUPS - Emergency Supply Pre-positioning Strategy

Q3: We have no stock pre-positioned in New Zealand, however, when we used PALM, we assisted updating the supplies we have based in Vanuatu and other Pacific countries. Is it possible to receive access once again to our partner offices in the Pacific?

- It is up to organisations to decide which users can access/update stocks. The role of Admin GA is mostly the role of the person “managing” the area he/she oversees. However, it should be noted that having more than one staff to update the same location can create the risk that the same stocks are updated more than once, which could potentially lead to duplications and confusion.
Q4: We are unable to extract information into Excel. What could be the issue?

- This will need to be verified with the developers to understand potential reasons why this issue is faced by some users. Further details on such issues, including type of browser being used to access the platform, should be relayed to ESUPS team.

Q5: To upload stocks into the platform, it would be good to use an Excel template rather than updating the stocks line by line, which is time-consuming and prone to errors. Is there a plan to introduce such a feature?

- Yes, absolutely. This solution is in the pipeline for the coming weeks. The idea will be for users to download the data they want to update. The file will come with an extra column where users will just have to enter the new updated quantities and re-upload. That should remove many potential errors opportunities. The new feature will be introduced to users as soon as ready. Additionally, first data entry to upload locations and stocks will be available through a dedicated template as well.
- ESUPS is also engaging with HQs for agencies interested in linking up their existing warehouse management systems (WMS) with STOCKHOLM through an API, so that the platform is updated as soon as they update their WMS, removing altogether the need for double handling.

Q6: Can the Logistics Cluster send out periodic reminders to partners to ensure that stocks are up to date ahead of the cyclone season?

- This was already discussed and agreed during the Logistics Cluster in December.
- The Logistics Cluster is now sending reminders every two months and setup an online tracker for organisations to indicate when their stocks were last updated.
- ESUPS is also working on a solution to trigger automatic reminders. The solution is currently being designed based on consultations with users and will be announced when ready.
Q7: I think it needs to be clearer where the Stockholm platform is. Potentially, could it be part of the menu tab and/or the first thing you see on the ESUPS homepage?

- This point was well noted.
- The direct link to the Stockholm platform is also available on the Pacific Logistics Cluster page: https://logcluster.org/ops/pacific

Q8: Under “National Stock Analysis”/ “Analysis per item” tab – would it be possible to include a filter similar to the one in the national disaster analysis – ideally it should be possible to filter by country, facility, agency, item?

- Currently, under Filters to the right it is indicated that “There aren’t any filters to display” as this part of the platform is still under development.
- Currently, the purple box displays locations in Madagascar only. Next country to be added will be Honduras followed by Fiji and Vanuatu.

Q9: There is a column “minimum stock” in the Excel report. What does it refer to?

- “Minimum Stock” refers to the Minimum Stock Levels. How can this be useful? Let’s say that an agency decides that the minimum stock of tarps they should always keep in stock is 500 (random example). They could inform that in the attributes of the item when creating it: How to create an Item - ESUPS - Emergency Supply Pre-positioning Strategy. What would happen then? If such a minimum stock level is set and defined, then the system would send an alert (as part of the notifications we are building up and should be released in the next few weeks) as soon as the quantity reaches the defined amount +10%. Practically, it means that if the agency find themselves with 549 tarps (meaning below the 10% margin of 550), they would be alerted that it is time to replenish. The same info would appear in their personal dashboard.