



**World Health  
Organization**

**Tool for Calculation of Drug  
Quantities and ARV Unit Costs**

**User's Manual**

**For Use in Completion of Attachment B  
To HIV/AIDS Funding Applications to The Global  
Fund to Fight AIDS, Tuberculosis and Malaria**

**Round 10**

**May 2010**

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## List of Abbreviations and Acronyms

ART	Antiretroviral therapy
ARV	Antiretroviral
OI	Opportunistic infections
PEP	Post-exposure prophylaxis
PMTCT	Prevention of mother-to-child transmission
WHO	World Health Organization

## 1. Introduction and objectives

A tool has been developed to support the completion of the WHO work planning and budgeting tool and Attachment B of the Global Fund proposal (the "Quantities Tool"). Currently this tool is only available for the HIV disease component.

The primary objective of the quantities tool is to assist the user in calculating calculation of antiretroviral (ARV) drug quantities and unit costs. In addition, the quantities tool calculates the average unit cost for treatment per client for first- and second-line therapy for adults and paediatrics. This tool is available

The final report generated by the quantities tool is similar in format to Attachment B of the Global Fund proposal documentation. Use of this tool will therefore significantly assist in completing Attachment B. The tool also allows manual entry of drugs and quantities required for PEP, PMTCT and treatment of opportunistic infections, and for health products and equipment. Should the user choose to complete the sections for these additional drugs and health products, the final report will, in fact, constitute Attachment B. It should be noted that some refinement to the format may be required to comply with the Round 10 Global Fund proposal documentation.

As mentioned above, the quantities tool also produces unit costs for treatment. The advantage of this is that the main budgeting tool need not reflect all the drug items and quantities and instead need only capture the average drug cost per client. The target quantities in the main budgeting tool therefore relate directly to the number of clients reached with treatment, making the input cost sheet in the main model shorter and simpler.

**It is important that this user's manual for the quantities tool be read together with the user's manual for the main work planning and budgeting tool. The conventions used in the budgeting tool and its user's manual have been retained in this manual for a high level of consistency between the two. Generic issues addressed in the main user's manual such as system requirements, installation procedures and recommendations for backup also apply here.**

Caution! Users are reminded that the quantities tool makes use of complex macros. The macro function must therefore be enabled to ensure the correct functioning of the tool. For instructions to enable macros, refer to section 2.2.3 of the user's manual for the main work planning and budgeting tool.

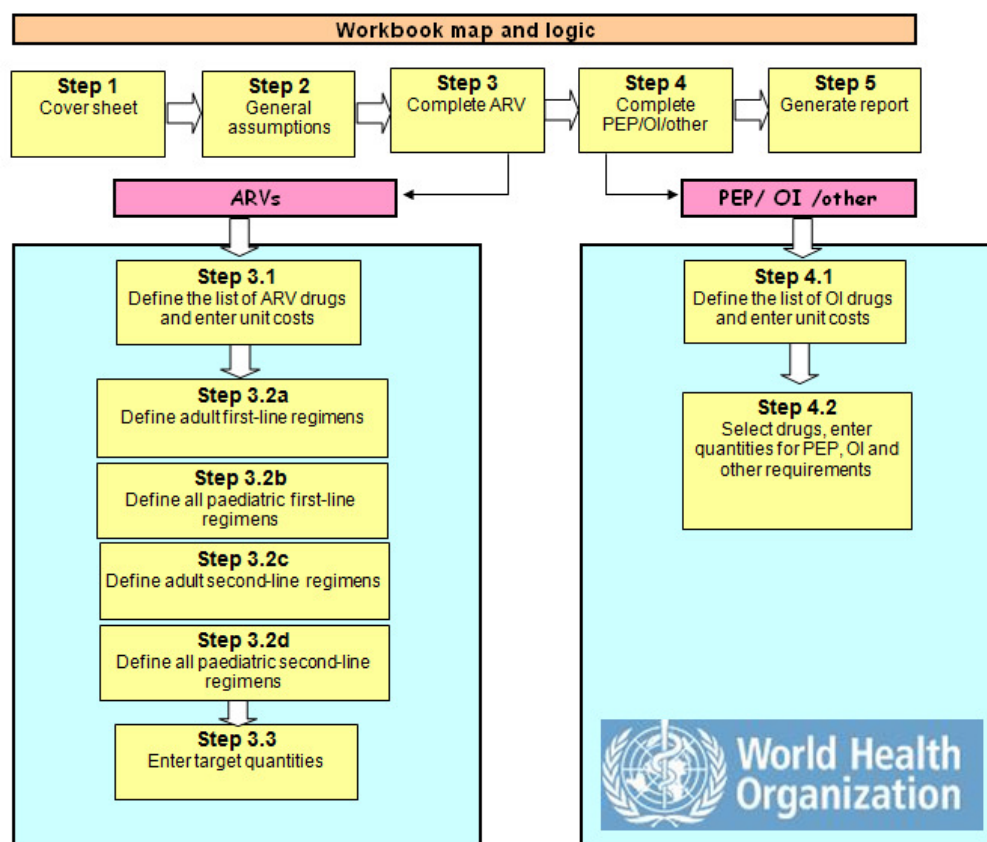
## 2. Detailed instructions for completing the tool

### 2.1 Overview

In designing the tool, every effort has been made to encourage the user to complete a logical series of steps that will lead to the accurate calculation of ARV drug quantities and average unit costs for adult and paediatric first-line and second-line treatment. In order to achieve this, the user must follow a menu-driven sequence of steps that require the completion of set-up, target-setting and budgeting tasks. Although experienced users may be frustrated by the need to return to the menu to move between steps, the use of the menu triggers auto-save and other macro-driven functions that are aimed at enhancing the overall stability and robustness of the model.

Figure 2-1 below shows the menu in the quantities tool. Clicking on each step, results in the user being transferred to the appropriate sheet. A return button is provided on each sheet to transfer the user back to the menu.

**Figure 2-1: Model menu outlining key steps**



There are a total of five main steps that will be described in detail below, beginning in Section 2.2. A brief overview of each of the five steps is provided in Table 2.1-1 below.

**Table 2.1-1: Overview of steps required to complete the Attachment B model**

Step in menu	Description and function
Step 1: Cover sheet	The cover sheet provides a first page for the electronic and printed versions of the model output. On the cover sheet the user must select the language of the tool (available in English, French and Spanish) and enter information relating to the project title, country name, proposal currency and name of the local currency.
Step 2: General assumptions	On this sheet the general assumptions must be entered; these include the exchange rate between the local and proposal currency, the unit of reporting and the inflation rate.
Step 3: Complete ARV	Step 3 comprises several sub-steps that provide for the definition of drug lists and drug regimens.

Step in menu	Description and function
Step 3.1: Define the list of ARV drugs and enter unit costs	In this step the user must define the list of possible ARV drugs that may be used in the approved drug regimens and attach costs to each drug defined.
Step 3.2a to 3.2d: Define first-line and second-line regimens	In these four sub-steps the user must define the first-line and second-line regimens for both adults and children.
Step 3.3: Enter target quantities	In this step the user is required to enter the total number of ARV clients by regimen that is likely to be treated over the next five years.
Step 4: Complete PEP/OI/other	Step 4 comprises several sub-steps that provide for the selection of ARV drugs for PEP, the definition of OI drugs and the selection of these for the purposes of completing Attachment B.
Step 4.1: Define the list of OI drugs and enter unit costs	In this step the OI drugs included in the proposal must be defined and drug costs attached
Step 4.2: Select drugs, enter quantities for PEP, OI and other requirements	The user will be taken to the Attachment B report where the required drugs can be selected and the quantities entered.
Step 5: Generate reports	This step generates a final report in the format of Attachment B, which requires sorting and aggregating the various drug types.

As with the main budgeting tool, a team comprising clinical, programme and financial experts is required to successfully complete the quantities tool. Team members should have a good understanding of the components of the quantities tool and the relationships between them. The following table highlights the types of staff who should be involved in completing each step of the model. It is not appropriate to expect the financial professional to complete the cost sections on his/her own.

**Table 2.1-2: Type of staff required to complete the model**

Step	Type of Staff
Cover sheet and general assumptions	Programme and financial
Define drug list and unit costs	Clinical and financial
Define treatment regimens	Clinical
Enter client targets	Programme
Define OI drugs and unit costs	Clinical and financial
Select OI drugs for inclusion in quantities	Clinical and programme
Review final Attachment B quantities and average unit costs	All

## 2.2 Step 1: Cover Sheet

This step provides for the completion of the cover sheet, which is the first page of the model's electronic or printed output. The user can print all sheets in the model by clicking on the **Print model** button (see Step 5 below for details). Click on Step 1 to access the cover sheet.

### 2.2.1 Select language

The tool is available in English, French or Spanish. From the drop-down menu, select the language in which you would like to complete the tool.

**Caution!** – It is not possible to change the language after the model has been populated. Ensure that the language you choose is the one you plan to use in your submission.

### 2.2.2 Enter project title and country

On the cover sheet the name of the project and the name of the country submitting the proposal must be entered. These values are carried forward to headings throughout the tool and must be completed. Unlike the language selection (see Section 2.2.1 above), you can change the name after you have populated the model.

To enter the project name, click in the green cell to the right of the **Project title** heading and type the project name. The project name must agree with the project name on the main proposal document.

To the right of the **Country** heading, type the name of the country submitting the proposal.

### 2.2.3 Enter Currencies

The currency used for the proposal and the national currency must be entered here. (The logic and functionality is the same as in the main budgeting tool.)

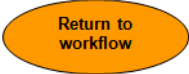
Click in the green cell to the right of the **Proposal currency** heading and select the correct currency from the drop-down list. The selection is currently restricted to EURO and USD.

Click in the green cell to the right of the **Local currency** heading and type the name of the local currency.

Click the **Return to workflow** button to return to the main menu.

Figure 2-2: Quantities tool cover sheet

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	<b>Annex B</b>
<b>Project title:</b>	Enter project title
<b>Country:</b>	Enter country
<b>Proposal currency:</b>	Select proposal currency
<b>Local currency:</b>	Enter local currency

## 2.3 Step 2: General assumptions

After completing the cover sheet, the general assumptions must be documented. The country name, the national currency and the proposal currency are automatically shown, linked to information in the cover sheet.

### 2.3.1 Basic Data

Enter the required information for all items in the green cells. This includes:

1. **Scale for national and proposal currencies.** The model supports a selection of scale (units, thousands, millions) to simplify large numbers. When units are selected, the budget figures are expressed in units of national or proposal currency units. When thousands are selected, the numbers are expressed in thousands of currency units, and so on. This option can be selected independently for local and proposal currencies. Click in the green cell for **Scale of national currency** and select the scale from the drop-down menu for the national currency. Do the same for **Scale for proposal currency**. The selected scale will be used in the model and reports.
2. **National currency to proposal currency rate (exchange rate).** It is important that the exchange rate be entered in national currency units per unit of the proposal currency (NOT as number of proposal currency units per local currency unit). For example, if there are 20 local currency units per dollar, enter this as 20, not as 0.05. If this number is entered incorrectly, the total drug and other input cost totals will be incorrect.
3. **Inflation rate per annum.** Enter the average estimated inflation rate for the proposal currency<sup>1</sup> for the period of the budget in the cell provided. The entry must be made in percentage points (e.g. for 5.8%, enter "5.8" not ".058"). This rate will be used as the default inflation rate in the budget model. If no inflation is provided for, then a zero must be entered here. Note that later in step 3.1, the user can choose whether or not to apply the default inflation rate for specific drugs. The user can overwrite the default inflation rate for each item with a unique inflation rate where it differs from the default.

Figure 2-3: Cover sheet

Project Name	Test	
<b>Step 2 - General assumptions</b>		
<b>Basic Data</b>		
Country	Enter country	
National currency	ZAR	
Scale for national currency	Units	1
National currency to USD rate	7.50	
Proposal currency	USD	
Scale for proposal currency	Units	1
Inflation rate per annum	7.50%	

<sup>1</sup> The model uses the default inflation rate to inflate the total drug and other costs over the two-year period. The inflation rate should be the estimated inflation rate in the proposal currency. It is assumed that the difference between proposal currency and local currency inflation rates will be offset by changes in the exchange rate.



Caution! Ensure that the inflation rate and the rate of exchange are the same as the inflation and exchange rates used in the main workplan and budgeting tool.

## 2.4 Step 3.1: Define the list of ARV drugs and enter unit costs

On this sheet the user is required to define the list of all possible drugs for ART that are being used in the country. For each drug defined, the user is required to enter the packaging unit, the drug cost and confirm the applicable inflation rate at individual drug level. This input cost list will appear as a drop-down list in subsequent Steps 3.2a to 3.2d.

### 2.4.1 Enter drug description

To add a new drug item, overwrite an existing item or add an additional row. To overwrite an existing item, place the cursor on the relevant cell in the first column and type in the new drug or item name. A tool note will inform the user that a change has been made. It is important to ensure that the acronym, strength, unit and cost are updated for the change (see Figure 2-3 below).

To add a new row, place the cursor on the relevant row in the first column. Right-click the mouse and then select **Add new drug type** from the command box (see Figure 2-3 below). An empty, new row will be inserted below the cursor position with the label "New drug". Note that it is possible to overwrite row descriptions but not possible to delete them, so avoid adding new rows that you do not need.

In the first column, entitled **ARV Drugs – description**, enter the name of each drug. The drug descriptions must be accurate to avoid confusion. For each drug defined, enter the acronym or abbreviation in the **Acronym** column, the drug strength in the **Strength** column and the cost unit in the **Unit** column. The cost unit must be reduced to its lowest unit of measurement to facilitate accurate quantification and budgeting. For example, even if a drug is packaged in packs of 100 tablets per box, the unit must be entered as per tablet.

Figure 2-4: Sheet for defining ARV drugs showing menu item for adding a new row

ARV Drugs - description	Acronym	Strength	Unit	Y1 Unit cost in USD	Y1 Unit cost in ZAR
Lamivudine 10MG/ml	3TC	Test strength	per tab	0.00	0.00
Lamivudine 150MG/tab	3TC	Test strength	per tab	0.00	0.00
Lamivudine-Stavudine 150MG+300MG/cap	3TC+1AT	Test strength	th	0.08	0.62
Lamivudine-Stavudine 150MG+300MG/cap	3TC+1AT	Test strength	th	0.00	0.00
Lamivudine-Zidovudine 150MG+300MG/+600M			th	0.16	1.19
Lamivudine-Zidovudine-150MG+300MG/+600M			th	0.00	0.00
Lamivudine-Zidovudine-150MG+300MG/+200M			th	0.26	1.98
Lopinavir-Ritonavir 133.3			th	0.21	1.55
Lopinavir-Ritonavir 200M			th	0.37	2.80
Lopinavir-Ritonavir 80M			th	0.00	0.00
Nevirapine 10MG/ml			th	0.00	0.00
Nevirapine 200MG/tab			th	0.00	0.00
Ritonavir 100MG/cap			th	0.00	0.00
Stavudine 15MG/cap			th	0.00	0.00
Stavudine 1MG/ml			th	0.00	0.00
Stavudine 20MG/cap			th	0.00	0.00

Caution! Once a drug type has been added it cannot be deleted, but it can be edited and changed. Do not add unnecessary rows to the sheet.

### 2.4.2 Enter drug item costs

This model allows input costs to be entered in either the local currency or in the proposal currency. The model uses the exchange rate entered in Step 2 to automatically calculate the alternative value and returns a total in both currencies.

Enter the drug input cost either as the proposal currency amount in the **Y1 Unit cost in USD / EURO** column or as local currency in the **Y1 Unit cost in (local currency)** column (see Figure 2-3 above). A detailed description of this function is included in the main budgeting tool's user's manual. The column **Last currency entered** will indicate which currency was used to enter the drug cost.

It is important to ensure that the value entered is for the unit defined for each drug. If the unit is per tablet, then the value entered must be the cost per tablet and not for the box or the daily dose.

If the proposal currency value is entered, a change in the exchange rate will not result in a change in the proposal currency value for the drug and other items. The model will, however, calculate the local currency input cost value by applying the exchange rate entered. If the drugs are imported and procured and paid for in the proposal currency, the drug costs must be entered in the proposal currency. In the last column, **Update/Source**, enter the date on which the costs were updated and the source of the cost data.

### 2.4.3 Inflation rate

In the column **% increase**, the default inflation rate entered under general assumptions is shown. Where specific items are likely to increase in price at a different rate to the default inflation rate, then change the inflation rate for that specific item. If no inflation is expected then enter zero as the inflation rate. A negative inflation rate cannot be entered.

Returning to the main menu will result in the sheet being saved and all items inserted being sorted to facilitate ease of use.

## 2.5 Step 3.2a to Step 3.2d: Define drug regimens

In Steps 3.2a to 3.2d, the user is required to define the drug regimens for adults on first-line, paediatrics on first-line, adults on second-line and paediatrics on second-line treatment respectively. If patients are on third-line treatment and subsequent regimens, these must be added as second-line regimens as Attachment B does not differentiate between second-line and subsequent treatment regimens.

To define the ARV regimens for adults and paediatrics, select the correct sub-step from the main menu (Steps 3.2a to 3.2d) by clicking on it. Each of these steps looks and functions in exactly the same way.

### 2.5.1 Select drugs for each regime

For each regimen it is necessary to identify the drugs. This step will require the expert input of the ART programme managers in your country and other treatment experts. The ART registers also provide details of how many patients are on which regimen and how many regimens are in use.



## 2.6.1 Enter patient targets

To enter patient target quantities, select Step 3.3 from the main menu. Patient targets must be entered for each quarter of the two-year period. To enter the target client quantities for each quarter for each active regimen, place the cursor on the green cells and type in the quantities. The model calculates an average number of clients for each year based on the quarterly input. The average number of patients is used at a later stage to calculate the average cost of drugs per patient treated. No further action is required on this sheet.

Figure 2-6: Example of ART client targets entered for the first year

1. Enter the number of clients for each quarter for each regimen Return to workflow

No. of Adults on First Line	Year 1				Annual aver.
	Q1	Q2	Q3	Q4	
Regimen 1	50 000	55 000	60 000	65 000	57 500
Regimen 2	5 000	7 000	9 000	11 000	8 000
Regimen 3	1 000	1 000	1 000	1 000	1 000
Regimen 4	1 000	1 000	1 000	1 000	1 000
Regimen 5	-	-	-	-	-
Regimen 6	-	-	-	-	-
Regimen 7	-	-	-	-	-
Regimen 8	-	-	-	-	-
Regimen 9	-	-	-	-	-
Regimen 10	-	-	-	-	-
Regimen 11	-	-	-	-	-
Regimen 12	-	-	-	-	-
Regimen 13	-	-	-	-	-
Regimen 14	-	-	-	-	-
Regimen 15	-	-	-	-	-
Adults on First Line Total	57 000	64 000	71 000	78 000	67 500

Caution! The ART patient target quantities should be identical to those entered in the sub-activity budget sheet in the main budgeting tool.

## 2.7 Step 4.1 Define the list of OI drugs and enter unit costs

In Step 4.1 the user must define and complete the required information for drugs used to treat opportunistic infections (OI) for which funding is being requested in the proposal. These items do not relate to specific treatment regimens and information about which drugs to include is best obtained from programme staff, the proposal writing team and members of the central procurement function.

To access step 4.1, click on the step in the main menu. The completion of this step is identical to the step described in 2.4 above. The sheet is identical and the functionality is identical. The reader is therefore referred to section 2.4 above for instructions on how to complete this step.

## 2.8 Step 4.2 Select drugs, enter quantities for PEP, OI and other requirements

Table B2 (Estimated Year 1 and Year 2 Costs for Pharmaceutical Products Included in the Proposal) in Global Fund proposal Attachment B summarizes the quantity and value of ARV drugs, drugs required for post-exposure prophylaxis (PEP), prevention of mother-to-child transmission services (PMTCT) and treatment of OI. In Table B in the tool, the quantities and costs associated with the procurement of drugs for ART are automatically calculated from the information provided in Step 3. The tool cannot automatically calculate the quantity of



### 2.8.3 Health products and health equipment

On the Attachment B report sheet (Step 4.2), Table B3 makes provision for including information about health products and health equipment. Table B3 is in the required Global Fund format. These are optional tables and all the information must be typed in, i.e. items cannot be selected from drop-down lists and no information is automatically calculated except the year 1 and year 2 totals.

### 2.8.4 Select drugs, enter quantities for PEP, OI and other requirements

To enter health product or health equipment items, place the cursor in the relevant cell in the second column entitled **Product Name** and type in the name of the item. The first row must be left blank and is protected. Information must therefore be entered from the second row only.

In the **Estimated cost per unit** column, enter the cost per item in the proposal currency. You cannot enter input costs in both the proposal and national currencies in Table 3. Changing the reporting currency on the cover sheet will also not affect Table 3, which will always reflect the proposal currency. These item values must agree with the item values in the main proposal budget to avoid queries.

In the **Estimated Year One Quantity** and **Estimated Year Two Quantity** columns, enter the quantities to be procured for years one and two, respectively. The total cost for year one and year two and the cumulative total will be calculated automatically.

### 2.8.5 Adding additional rows

To add additional rows, place the cursor on the relevant row in the second column, **Product Name**, right-click the mouse and select **Add new row**. A new row will be inserted that must be completed as described above. It is possible to overwrite row descriptions but not possible to delete rows.

Caution! The **Add new row** command is only available from the right-click command box if the cursor is placed on the second (or lower) row below the **Product Name** heading.

### 2.8.6 Management services

Below Table B3 (see Section 2.9.1 above) Table B4 provides for services directly tied to management of pharmaceuticals, health products and health equipment. In this table, users are required to describe those services related to the management of pharmaceuticals, health products and health equipment, describe the related budget cost category in the main proposal budget and indicate a total annual value for years one and two for the management services.

To enter the description of the management service, place the cursor on row two (or lower) in the **Description of Service** column and type in the name of the management service.

In the **Related budget column**, the user is required to identify in which related budget the management service costs are located. Place the cursor on the cell and select the correct cost category from the drop-down list.

Finally the user is required to enter the total budget value of the management service for two years in the columns **Year One** and **Year Two**, respectively. The cumulative total will be calculated automatically.

To add an additional row to the list of management services, follow the instructions as described in Section 2.9.2 above.

### **2.8.7 Completing Table B1**

Table B1 in Attachment B comprises the **List of Key (ART) Pharmaceutical Products Included in the Proposal** for adults and paediatrics on first- and second-line treatment. The list of drug items and the strength of each drug are automatically generated when the Attachment B report is generated (Step 5: Generate report). However, the user is required to insert **Yes** or **No** answers in the remaining columns in Table B1, where this is appropriate.

To select either **Yes** or **No** in the **WHO List**, **National List** or **Institutional List** columns in Table B1, place the cursor on the relevant cell and select either **Yes** or **No** from the drop-down list.

**TIP: Complete Table B1 before printing the report to avoid having to complete the rest of Table B1 outside of the tool.**

## **2.9 Step 5: Generate report**

Only one report is associated with this tool. The report is a replication of the Global Fund proposal form's Attachment B. No other reports are provided.

In order to generate the Attachment B report, click on Step 5 from the main menu. The tool will generate the Attachment B report. Each time the report is generated, information in the model is analyzed and aggregated to produce a drug list for adults and children on first-line and second-line treatment in total, i.e. not by regimen. This is a complex calculation and users are requested to be patient while the report generates.

**TIP: A useful by-product of the analysis is the average cost of drugs per client for the above categories. The average drug unit costs are reflected in the report.**

This average ARV unit drug cost can be used as an input cost in the main budgeting tool and avoids the need to add many additional items to the input cost sheet in the main model.

**Caution! Generating the final report takes a few seconds. Please be patient and allow the function to complete. Interrupting the function may lead to a report with incomplete data.**

**Figure 2-8: Example showing a portion of Table B2 comprising the summary of ARV drug costs and quantities.**

Product category	INN / Generic Product Name	Strength	Unit	Y1 Unit cost	Year one Quantity	Year one Total Cost
First Line ARV's for Adults	Efavirenz 600MG/tab	Test strength	per tab	0.49	3 285 000	1 598 700
	Lamivudine-Stavudine 150MG+30MG/tab	Test strength	per tab	0.08	5 840 000	482 773
	Lamivudine-Zidovudine 150MG+300MG/tab	Test strength	per tab	0.16	730 000	115 827
	Lamivudine-Zidovudine-Nevirapine 150MG+300MG/4	Test strength	per tab	0.26	730 000	192 720
	Stavudine -Lamivudine-Nevirapine 30MG/150MG/200	Test strength	per tab	0.13	41 975 000	5 540 700
	Zidovudine 100MG/cap CAP (PO)	Test strength	per tab	0.17	41 975 000	7 051 800
					94 535 000	14 982 520
First Line ARV's for Paediatrics	Efavirenz 200MG/tab	Test strength	per tab	0.17	86 688	14 679
	Lamivudine-Stavudine 150MG+30MG/tab	Test strength	per tab	0.08	86 688	7 166
	Stavudine -Lamivudine-Nevirapine 30MG/150MG/200	Test strength	per tab	0.13	3 759 500	496 254
					3 932 875	518 099
Second Line ARV's for Adults	Abacavir 300mg/tab	Test strength	per tab	0.43	0	1 619 091
	Didanosine 400MG/tab	Test strength	per tab	0.83	0	1 556 433
	Lopinavir-Ritonavir 133.3MG+33.3MG/cap	Test strength	per tab	0.21	0	2 330 890
					94 535 000	5 506 414
Second Line ARV's for Paediatric	Lamivudine-Zidovudine 150MG+300MG/tab	Test strength	per tab	0.16	730 000	70 944
	Lopinavir-Ritonavir 200MG+50MG/cap	Test strength	per tab	0.37	0	166 927
					94 535 000	237 871

### 2.9.1 Printing Attachment B and model sheets

The Attachment B report can be printed from Step 5. After the report has been generated and all the remaining information filled out for Table B1, Table B3 and Table B4, use conventional Excel print commands to print the report. The report has been preformatted and should not require further page set-up changes.

Alternatively, copy the entire report onto a sheet in a new Excel workbook where the formats can be changed and adjustments made to suit the user before printing. If reports are being copied into a separate workbook it is important to only copy the values across and then the formats in that order (as described below).

To copy the report across to a new workbook, select the report to be copied. Select the **Copy** icon. Place the cursor on the top left-hand cell of the destination sheet and in Excel 2003 select the following commands: **Edit > Paste Special > Values**. Ensure that the cursor remains on the top left-hand cell of the sheet and then select **Edit > Paste Special > Formats**.

In Excel 2007, click on the **Paste** drop-down list from the Clipboard group on the Home tab and select **Paste Special**. Select the **Values** option and click **OK**. Repeat the process but select the **Format** option and click **OK**.

Before printing the sheet, check all the columns to ensure that these are wide enough to display all the text and values. Adjust other formatting as required, set the print preferences and print the report.

**Caution!** –If the simple **Paste** command is used, the sheet workings will also be copied, generating #REF! errors in the destination workbook. Ensure the **Paste Special** command is used as described above.



### 3. Technical support

From time to time, users may encounter problems in using the work planning and budget tool. These problems may be caused by different issues and may in some cases not be related to the tool itself. Some users' questions may relate to how best to use the tool and others might relate to the functionality of the tool.

Before contacting technical support, users should read the relevant section of the user's manual carefully to make sure that their use of the tool has been correct and that instructions have been carefully followed. Also consider contacting other users of the tool who may have come up with solutions based on their experience and use of the tool.

Users are also referred to Section 4.2 'Troubleshooting' in the main user's manual of the Work-planning and Budgeting tool as a potential means of resolving the problem.

If neither of these approaches leads to a solution, users should contact the support team for assistance. For assistance, please contact the help desk at [help@sdc.co.za](mailto:help@sdc.co.za) with a detailed description of the problem and contact details. A reply email will be sent within 24 hours of receipt providing a possible solution for the problem or acknowledging receipt of the email and indicating the way forward for resolving the issue.

Where a problem with use of the tool has occurred and an error message has been displayed, it is important to include a screenshot or an accurate description of the error message in the email. This will assist the support team to resolve the query.

To create a screenshot of the error message, hold the **Control** key down and simultaneously press the **Print Screen** button on your keyboard. Open a blank word document and paste the resulting snapshot of the screen.

Screenshots can be large and should be cropped and reduced to only reflect the error message before emailing. To crop the screenshot, right-click on the image and select **Show picture toolbar**. Click on the **Crop** icon and use it to crop the picture down to include only the part you want to send. Click on the picture and resize using the sizing buttons on the sides and corners of the picture. Once the image has been re-sized, attach it to the email or copy it into the body of the email.