

PPM Escalation Framework for Delayed Orders

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Global supply chains face increasing vulnerability due to factors such as extreme weather events, geopolitical and economic volatility, and other unforeseen disruptions that may impact production timelines, freight capacity and transit routes. This has immediate downstream impacts on the global supply chain network, resulting in delayed orders. This guidance is intended to facilitate timely discussion and decision-making to minimize the impact of such delays.

How can I tell if my order is delayed?

Principal Recipients or Eligible Buyers (for Non-Grant Financed Procurement) should use available track-and-trace tools to monitor the progress of specific orders:

- [+ Solutions](#)
- [IDA Foundation](#)
- [Partnership for Supply Chain Management](#)

When should I escalate my delayed order?

Principal Recipients or Eligible Buyer (for Non-Grant Financed Procurement) should escalate delivery delays to the respective Procurement Service Agent (PSA) and inform the Global Fund Procurement Management (PM) Focal Point if any of the following conditions apply:

- ✓ The delay is more than four weeks after the estimated delivery date.
- ✓ The delay has significant programmatic impact for lifesaving products or key interventions.
- ✓ You were informed of verified incidents concerning the order.

What can be done to better ensure timely delivery of orders?

- **Place clear orders on time** using the wambo catalogue and in-line with the prevailing [Category and Product-level Procurement and Delivery Planning Guide – Health and non-health products](#). Timely order placement is critical to optimizing product and freight availability as well as mitigating or minimizing the programmatic impact of potential delays in order fulfillment.

- **Maintain transparent and proactive communication** around current and anticipated delays. Delays may be experienced at global and local levels, including the manufacturer, international shipping, and regional or in-country logistics.
- **Reflect, then take calculated, evidence and risk-based decisions.** In some instances, these may seem counter intuitive. For example, ocean freight may be more reliable than air freight and may enable timely delivery despite longer lead times. Other modes of transport may be considered based on the varying context.
- **Recall roles and responsibilities** and identify who is responsible and accountable for success and failure for each step. Procurement Service Agents (PSAs), and Principal Recipients or Eligible Buyers (for Non-Grant Financed Procurement) are parties to the procurement transactional contract.
- **Facilitate real-time collaboration** by channeling concerns, triaging issues, and enabling swift decision-making.
- **Manage current and planned deliveries and optimize production and logistics** by prioritizing actions and exploring all resolution and contingency options.
- **Stay ahead of future demand** to get back on track and mitigate continued disruptions.

What are the steps to escalate delayed orders?

Principal Recipients or Eligible Buyers (for Non-Grant Financed Procurement) and PSAs should work together and gather relevant information to inform rapid decision-making. They must inform the Global Fund as soon as practicable. The Global Fund will facilitate and coordinate the dialogue between Principal Recipient or Eligible Buyer (for Non-Grant Financed Procurement) and PSA.