

Survey Supplies Best Practices

The following are some tips and information to make the survey supply process run more smoothly. As there are still a few places in the system where errors can occur, there are some steps that you can take to help us get products to you on time. By working together, we can ensure that you receive the correct products on time, and that mistakes are quickly addressed.

A. Placing orders during the open period

- Do not use P.O. boxes in addresses.
- As a general rule, **please round up your trap and lure orders by 10-20%**. This is most important for the moth lures, but this is a good practice for other supplies if you are able to store them in your facility. In general, moth lures are very inexpensive; most cost less than 50 cents per lure. It is more expensive to use Survey Supply staff time to place small orders outside of the open period than to dispose of lures that are not needed.
- If desired, list the Pest Survey Specialist (PSS) or other PPQ staff person in the “secondary email” box on the order form. This will ensure that your PPQ liaison receives information on the order (order was placed, order was shipped, etc.). This is optional but may benefit you.
- Once the order has been approved, the person who placed the order and anyone in the secondary email box will receive an email saying that the order has been approved. The email will come from “PPQPIDSADMIN@aphis.usda.gov” and in the subject line it will say “Your order number XXXX has been approved.”
- Please review the email and make sure that the products, quantities requested, and **all** contact information is correct.
- Order status is also able to be viewed in IPHIS in the My Orders screen.

B. Receiving products

When you receive the order, open the box and check **all** supplies against your order form. You can always contact the National Operations Manager (Lisa Jackson) to inquire why something is on backorder/was not shipped. Sometimes the warehouse is waiting on items; other times there could be an error in shipping that we need to address. If we catch this early, we can quickly address the issue. If you do not notify us until the survey season, there may be a delay if products are not in stock.

You can also use the “My Orders” page in IPHIS to view the status of your orders. Feel free to reach out to Lisa with any questions about your order.

C. Ordering supplies after the open period closes

1. When an order is needed after the ordering period has closed, please use the [Ordering Template](#) (see section E of this document) and send the request to Lisa Jackson.
2. In your email to request a new order, please include this in the subject line:

ACTION: Survey supply order needed: **your state**

3. If the items are needed urgently, please follow up with a phone call to Lisa Jackson (919-855-7549) if you do not hear back from Lisa in the same business day.
4. Lisa will place the order and will include the PSS or other PPQ contact as a secondary email. Please be sure to include the contact information of the person who will **receive** the order.
5. Once the order has been placed, the PSS and order receiver will both receive an email saying the order has been approved. The email will come from “PPQPIDSADMIN@aphis.usda.gov” and in the subject line it will say “Your order number XXXX has been approved.” **If you do not receive this email within three business days, please contact Lisa Jackson.**
6. Please review the email and make sure the products and quantities requested are correct.

D. Additional information regarding moth lures

Please make every effort to place your orders during the ordering open period. It is ok to place small orders after the open period. However, large orders, especially for large amounts of lures, can cause delays. The PPS Science and Technology Otis lab staff make batches of lures in the thousands, usually only one or two lure batches per day. The lab does this in the winter and attempts to make enough lures for the entire survey season. If orders for large amounts of lures come in after the ordering period, it requires staff to make additional batches of lures and may cause a later delivery to you, based on workload in the lab.

As mentioned above, please round up your trap and lure orders by 10-20%.

Important: If additional orders are placed for moth lures during the summer, orders may take up to two weeks to be shipped. During this time period, the Otis lab staff are involved in critical field trials. Please make every effort to order enough supplies during the open period or have all additional order requests placed by June 5.

E. Order form for products needed outside of open period

Please use the following form to request additional survey supplies outside of the Survey Supply Ordering System in IPHIS. Send an email to Lisa Jackson, National Operations Manager for Pest Detection (lisa.d.jackson@usda.gov). Include the following information:

1. Information about the **product(s)**:

Product Name(s) (exact name of each product, as displayed in IPHIS)

Examples: “*Eupoecilia ambiguella* Lure”

“Paper Delta Trap, 2 sticky sides, Orange”

Quantity:

2. Information for the person who will **receive** the order:

Name:

Phone:

Email:

Address:

Can this location receive freight? (yes or no):

Needed by date: (Calendar date. Include: URGENT if needed in next three business days.)

**If urgent, please follow up with a phone call to Lisa Jackson (919-855-7549) if you do not hear back from Lisa in the same business day.

Additional instructions/best practices

1. In your email to request a new order, please include this in the subject line:

ACTION: Survey supply order needed: **your state**

2. Lisa will place the order and will include the PSS or other PPQ contact as a secondary email. Please be sure to include the contact information of the person who will **receive** the order.

3. Once the order has been placed, the PSS and order receiver will both receive an email saying the order has been approved. The email will come from “PPQPIDSADMIN@aphis.usda.gov” and in the subject line it will say “Your order number XXXX has been approved.” **If you do not receive this email within three business days, please contact Lisa Jackson.**

4. Please review the email and make sure the products and quantities requested are correct.