

# Survey Supplies Best Practices

## Background

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 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.

## Placing Orders

### Developing Your Order

- 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.
- Order most moth septa lures fresh each year. This guidance also applies to the following three lures, as these lures are also formulated into rubber septa:
  - Geranyl Acetol Lure
  - Khapra Beetle Lure
  - *Platypus quercivorus* Lure
- This guidance does not apply to the following moth lures. Lures for these species are formulated into different types of dispensers (not rubber septa). The lure compounds remain active for a longer period of time.
  - Gypsy moth string lure
  - *Spodoptera* laminate lures (*Spodoptera littoralis* Lure and *Spodoptera litura* Lure)
  - *Lymantria monacha* one component lure (laminate lure)
- Refer to [Lure Shelf Life Guidance – Pest Detection](#) for additional information on the shelf life and ordering of specific products.

### Order Info Field

- Organization: The Receiver's organization.
- Order Type: Select "New" unless told otherwise.
- Date Needed: Select a date that is about three to four weeks before you need the supplies to start your survey (Example: Survey start date = May 21. Date Needed = May 1). This ensures that there is adequate time to ship the products to you.
- Please do not use arbitrary Date Needed dates such as January 1 for surveys that will not start until the summer. This puts undue pressure on the warehouse staff.
- Due to the holidays, January orders will likely not be shipped until the second week of January each year.
- Able to receive freight:

- No – if you need UPS or FedEx delivery
- Yes – if you have a loading dock and are able to receive pallets.
- Comments: Enter title of project/survey (example: FY2018 Farm Bill: Pine and EWB/BB). Do not use the Comments field to communicate to the warehouse staff or UPS.
- Do not include notes such as “Call ahead before delivery.” Once the products are shipped, the Survey Supplies staff is not able to notify you of when items will be delivered. Please use a shipping address where someone will be available to receive orders.

#### Order Receiver Field

- Secondary Email: 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.
- Address: Do not use P.O. boxes.
- Provide an address where there will always be someone available to receive orders. We are not able to call ahead before shipments arrive.

#### Completed Orders

- Once you have entered your order, you may not receive any notifications until the order has been approved by a member of the Survey Supply Procurement Team.
- 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.
- All orders will be approved by a member of the Survey Supply Procurement Team by one week after the open period closes.
- If you do not receive an approval email by one week after the open period has closed, contact Lisa Jackson.

#### Order Status

- Order status can be viewed in IPHIS in the My Orders screen.
- For backordered products, please email Lisa Jackson ([lisa.d.jackson@aphis.usda.gov](mailto:lisa.d.jackson@aphis.usda.gov)) to receive status updates as needed. Include the order number for easy reference.

## Receiving Products

When you receive the order, open the box and check **all** supplies against your order form. You may 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.

## Guidance on Survey Supply orders placed outside of open periods

Beginning in 2018, the Survey Supply Procurement Program requests that orders outside of the ordering period be minimized. The Program requests that State Plant Health Directors and Pest Survey Specialists work closely with their state counterparts to ensure orders are placed accurately and that no supplies are missing. The Program will continue to provide webinars on how to place and approve orders. Information is also available online: [IPHIS Ordering Training](#).

For orders placed outside of the open period, the Survey Supply Procurement Program **cannot guarantee** that products will be in stock or able to be shipped by the requested date. The Program will continue to monitor the number of orders placed outside of the open period. If numbers are not reduced, a “hard close” of the ordering database may be necessary in future years.

## Instructions for requests outside open period

If additional orders are needed outside of the ordering period, please fill out this [order form](#) **completely** and send it to Lisa Jackson ([lisa.d.jackson@usda.gov](mailto:lisa.d.jackson@usda.gov)).

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