A GUIDE TO **ALLIANCE HEALTHCARE**

Please be aware that due to the current Covid-19 pandemic, there may be some temporary changes to our procedures to enable us to continue to provide a reliable and safe delivery service.

Issue 10
May 2021

Alliance Healthcare™
Bringing healthcare closer

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9.1 Terms and conditions of sale 28

Alliance Healthcare has taken care to ensure that the contents of this guide are correct at the time of issue. Please be aware that due to the current Covid-19 pandemic, there may be some temporary changes to our procedures to enable us to continue to provide a reliable and safe delivery service.

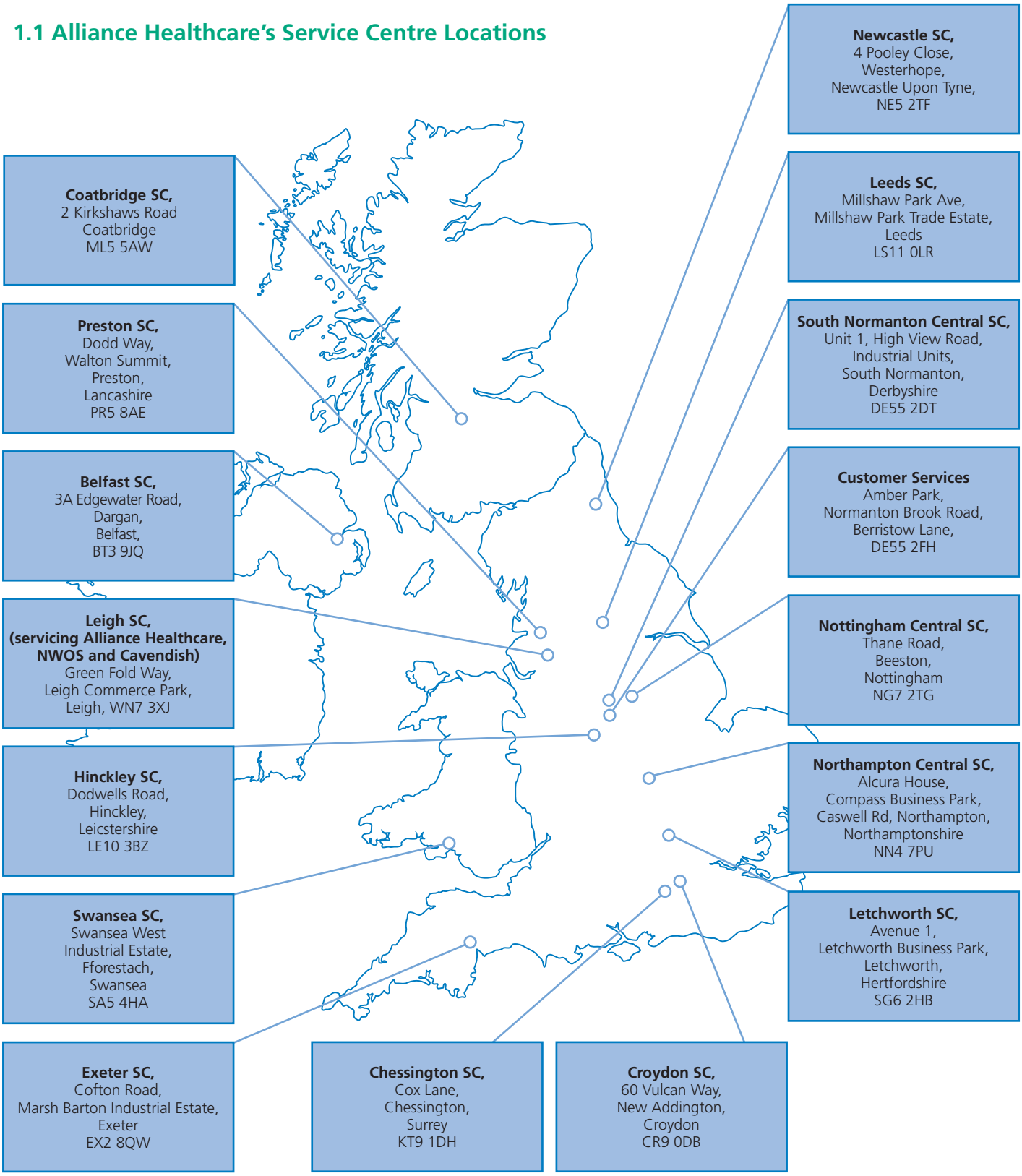
1. Introduction

'A guide to Alliance Healthcare' aims to provide you with a full understanding of the different processes involved in trading with Alliance Healthcare to ensure that this trading relationship runs smoothly. This easy-to-read guide is supported throughout by annotated diagrams and step-by-step instructions to ensure a clear and concise understanding of our processes and paperwork. We hope that this manual will assist in your future briefings of new personnel and act as a reference guide for queries and clarification on Alliance Healthcare's service.

Alliance Healthcare is absolutely committed to offering you the very best level of service. Operating in pharmaceutical wholesale for over 80 years, we have a real understanding of the industry and your business needs. High quality service and customer care is our number one priority and we look forward to demonstrating this to you in the future.

1. Introduction

1.1 Alliance Healthcare's Service Centre Locations



1. Introduction

1.2 Alliance Healthcare's Contact Details

For standard orders, enquiries and general support:

Customer Service

Opening times: 9.00am to 6.00pm Monday to Friday
9.00am to 12.00pm Saturday
Telephone: 0330 100 0448
Email: customerservice@alliance-healthcare.co.uk
Fax: Retail Customers 01773 819321

Alliance Healthcare Specials:

Opening times: 8:30am to 6.00pm Monday to Friday
Telephone: 0344 854 4998
Email: specials.orders@alliance-healthcare.co.uk
Fax: 0845 051 8779

For support on schemes and discounts:

Customer solutions and offer support

Opening times: 9:30am to 5:30pm Monday to Friday
Telephone: 0800 032 0579*
Email: customer.solutions@alliance-healthcare.co.uk

For enquiries related to surcharges:

Commercial Customer Service

Opening times: 9:30am to 5:30pm Monday to Friday
Telephone: 0344 854 4997
Email: commercial.customerservice
@alliance-healthcare.co.uk

To speak to a healthcare professional about alternative product solutions:

Surgical advice line

Opening times: 9.00am to 5.00pm Monday to Friday
Telephone: 0845 7023 356
Email: surgicaladviceline@alliance-healthcare.co.uk
Fax: 0800 316 7116

Please note that in the event that the advice line is not available to take calls or respond to messages, we cannot take responsibility for customers failing to seek further advice from elsewhere.

*Calls are free on the BT network. Mobile and other network costs may vary.

1. Introduction

1.3 Useful Numbers

For technical support using Alliance Healthcare Direct and for any PMR related issues:

Alliance Healthcare Customer IT
Opening times: 9:00am to 5:30pm Monday to Friday
Email: customer.IT@alliance-healthcare.co.uk

For queries regarding payment terms, direct debit instructions and other account matters:

Alliance Healthcare Customer Finance

0203 044 8960 **Retail**
0203 044 8950 **Hospital**
0203 044 8928 **National Multiples**

Prescription Validation Service contact details:
Telephone: 0330 102 8412
Fax: 0330 332 8126
Email: scriptvalidation@alliance-healthcare.co.uk

1.4 Emergency Service Provision

Alliance Healthcare provides a twenty-four hour Emergency Service Provision, (for which there is a fee).

In the event that this service is required please contact our Customer Service number **0330 100 0448**, who will alert the Duty Manager who will then contact you directly to manage the request.

The process is as follows:

- Quote account name, a contact name and a contact telephone number
- Provide details of the product required
- The Service Centre Duty Manager will contact you to confirm product availability and estimated time and place of delivery.

Reporting Adverse Events,
If you need to report an adverse event for a medicine or medical device, please use the Yellow Card Scheme following the link https://yellowcard.mhra.gov.uk/

2. Customer Service

2.1 Range of Services

At Alliance Healthcare we aim to provide you with a dynamic, efficient service that is responsive to your needs.

The Customer Service Team has a broad knowledge of Alliance Healthcare activities and is able to resolve many queries, examples of these include:-

- Product availability
- Delivery information
- Using the Alliance Healthcare Portal

When it is not possible to resolve a customer query immediately, the Customer Service Team will ensure that it is directed to the most appropriate person within the Alliance Healthcare organisation.

Alliance Healthcare is committed to offering you the very best level of service. Customer care is our number one priority and we always encourage your feedback so should you have any issues or concerns, please contact us so we can help you. Alternatively please complete our feedback form on our website: www.alliance-healthcare.co.uk/contact-us/feedback.

2.2 Placing Orders

Orders to Alliance Healthcare should be submitted electronically. Your PMR system will generally be pre-configured with the relevant dial-up or broadband settings for placing an order with Alliance Healthcare.

On completion of the transmission you will receive confirmation of order receipt and details of any lines that may be out of stock. A key to the stock notices is listed below:-

P - Temporarily out of stock, please re-order
M - Stock not available from the manufacturer
R - Regret not stocked by Alliance Healthcare (Service Centre)
U - Discontinued by the manufacturer
A - Available, stock restrictions may apply

In the event that you are unable to transmit an order in accordance with the standard process, you should contact our Customer Service Team on 0330 100 0448 and select option 1.

If you need help configuring your PMR system, please contact Alliance Healthcare's Customer IT Support on customer.IT@alliance-healthcare.co.uk

2.3 Order Cut-Off Times

So that Alliance Healthcare can provide the most timely and consistent distribution service to all customers, each account is assigned a latest order cut-off time by which orders must be transmitted. The cut-off is determined by the order processing time required and the distance the order has to travel to the dispensary. To support Alliance Healthcare in maintaining an efficient delivery service, we ask that you strictly adhere to the guidelines.

2.4 Faulty or Defective Goods

If your call is regarding products from Astellas which are faulty or defective, please contact Astellas directly on

0203 379 8721

If your call is regarding products from GSK which are faulty or defective, please contact GSK directly on

0800 221 441

If your call is regarding products from Novo Nordisk which are faulty or defective, please contact Novo Nordisk directly on

0845 600 5055

If your call is regarding products from Pfizer which are faulty, have adverse effects or if you have a price or discount query, please contact Pfizer directly on

0345 608 8866

For all other faulty and defective products please see page 22 returns.

2. Customer Service

2.5 'Specials' Ordering

Orders for 'Specials' can be made by phone (See section 1.2), or via email and fax by completing the Specials Order form (Figure 2.6.1). Once received and processed, you will receive a communication from the Specials Team confirming order receipt or quote request. A handling fee is applied to all Specials orders placed within England, Northern Ireland and Wales. With the exception of products that fall within parts 8a, 8m, 9a or 9r of the England or Wales Drugs Tariff.

You can order Alliance Healthcare specials directly from your PMR system, where you'll find all our products listed.

To activate your PMR ordering, please email specials.commercial@alliance-healthcare.co.uk

Please note, orders for 'Specials' are non-returnable.

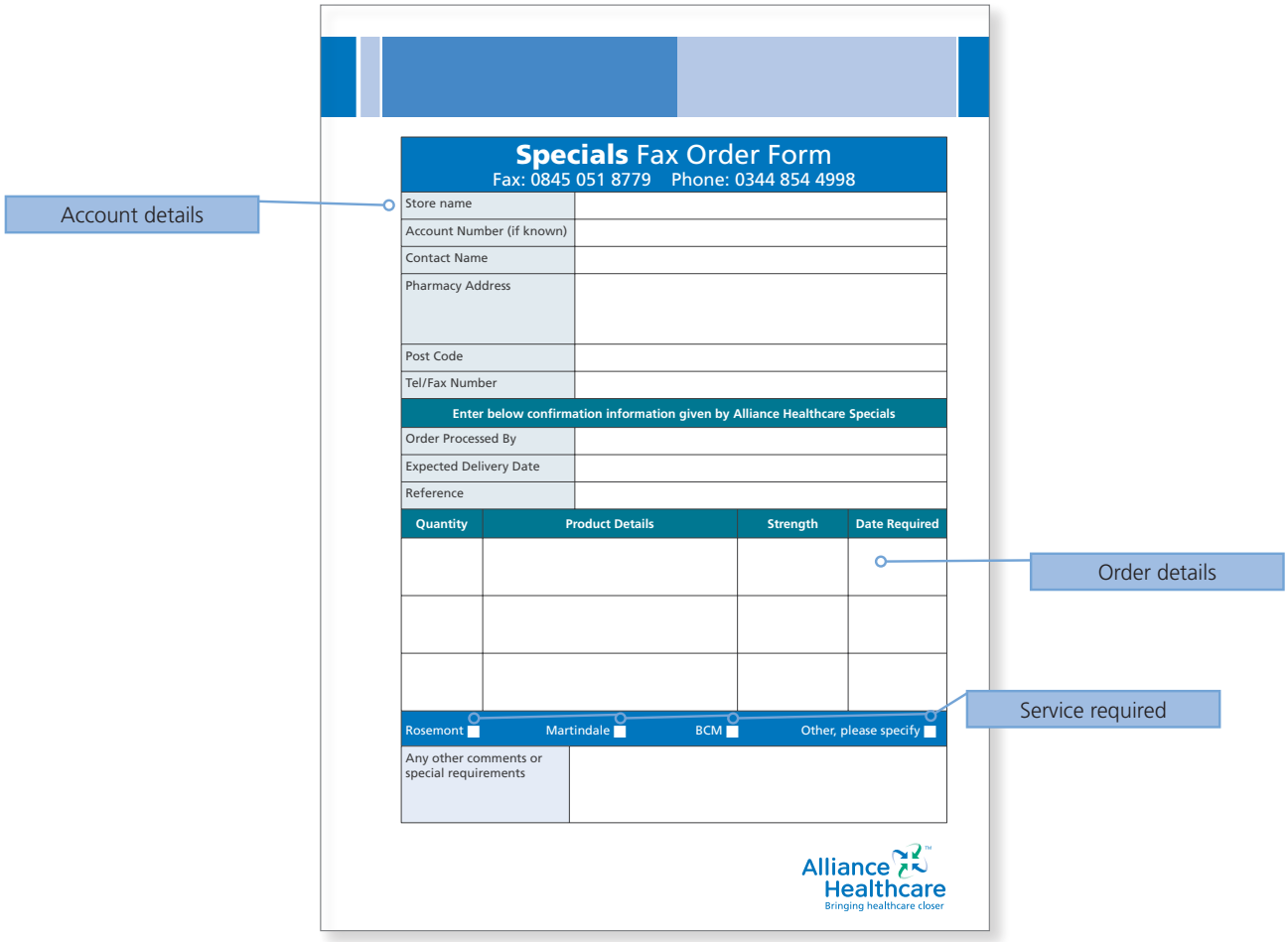
To order Specials in England, Wales and Northern Ireland contact:

Alliance Healthcare
(England, Wales and Northern Ireland)
Tel: 0344 854 4998
Fax: 0845 051 8779
Email: specials.orders@alliance-healthcare.co.uk

To order in Scotland, contact:

Alcura (Scotland)
Tel: 0344 854 4998
Fax: 0845 051 8779
Email: specials@alcura-health.co.uk

2.5.1 Specials Order Form



Specials Fax Order Form
Fax: 0845 051 8779 Phone: 0344 854 4998

Store name	
Account Number (if known)	
Contact Name	
Pharmacy Address	
Post Code	
Tel/Fax Number	
Enter below confirmation information given by Alliance Healthcare Specials	
Order Processed By	
Expected Delivery Date	
Reference	

Quantity	Product Details	Strength	Date Required

Rosemont ☐ Martindale ☐ BCM ☐ Other, please specify ☐

Any other comments or special requirements	

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3. Online Services

3.1 Alliance Healthcare Portal

We have recently launched a new Alliance Healthcare Portal - your one-stop shop for all your Alliance Healthcare needs, you can find the website at www.myahportal.co.uk or by visiting our usual website and clicking into Online Services

The portal provides you easy access for:

- Ordering products with immediate access to AH Direct
- Reporting a missing product with instant access to E-Missings
- Creating a returns note with access to process Returns
- Ordering all your surgical appliances from NWOS
- Your Documents: a secure and easy way to access your invoices, statements and credits

Important reminder
It is essential you register the owner or manager of the pharmacy first. Only after doing this can you add additional members of staff and change their access rights.

You are responsible for ensuring that you only grant access to your business's account to appropriate additional users and for removing their access or changing their access rights when they change roles or leave your business. In particular, you must ensure that only appropriate individuals are given access to any parts of the site where it is possible to view patient data (currently only the NWOS ordering app, if and when enabled for your account). Adding, removing and assigning access levels to additional users can be managed via the Current Users page.

You are also responsible for ensuring that you enter your colleagues' contact details correctly when setting them up as users and changing their details and (if you have access to parts of the site where patient data is required) for entering patient data accurately.

You will find links to our terms of site use, privacy notice and cookies statement on the footer of all pages within the portal.

3.2 Long-Term Out of Stock Report

Alliance Healthcare produce a weekly Out of Stock bulletin, which is available on Alliance Healthcare Direct. This bulletin is designed to provide you with the most up to date information regarding long-term non-availability of products within the market.

*Please note registration can take up to ten working days, ensure you register in time for your monthly statements. If you wish to receive the Out of Stock bulletin by email, you can subscribe by contacting your Account Manager or Customer Service on 0330 100 0448.

3.3 Manufacturer Arrangements

To help you keep up to date with the latest manufacturer arrangements, you can find the list of manufacturers which have specific wholesaler agreements with Alliance Healthcare on our website by visiting www.alliance-healthcare.co.uk/useful-information/agency-wholesaler-agreements.

4. Deliveries

Alliance Healthcare operates a twice-daily delivery service Monday to Friday*, although there may be exceptions in more remote areas. You will be notified of your delivery times and feedback relating to deliveries should be passed to your Customer Service Team.

Where it is anticipated that a delivery time will be delayed by more than 60 minutes, Alliance Healthcare will endeavour to contact you and inform you of the reason for the delay and estimated delivery time.

4.1 ePOD (electronic Proof of Delivery)

An Alliance Healthcare driver will deliver the order to your dispensary. The driver will scan all totes/parcels as part of your order, and show you the details on the ePOD terminal (an electronic version of a paper drop sheet).

You should reconcile the number of parcels delivered with that stated on the ePOD and, when satisfied, sign the ePOD terminal. This acts as proof of delivery, and provides an audit trail for any future investigations

Controlled Drugs will be shown on a separate screen, and will require a separate signature. The CD receipt will also need to be signed.

If you have any queries regarding the ePOD system, please ask your driver, or a quick reference guide for the ePOD process can be found by visiting www.alliance-healthcare.co.uk/useful-information.

Each tote bin, parcel or bag will have a label attached to it. One may be white (Figure 4.1.2) and one may be green (Figure 4.1.3), but both provide the same information.

4.1.1 ePOD

Driver scans each tote/parcel using the ePOD HHT (Hand Held Terminal) in front of the customer, which will then be displayed on the screen. All parcels delivered will be shown.

The receiver reviews the information on the hand held terminal screen, checks if the number of totes/parcels that can be electronically scanned matches the number on the ePOD HHT. Then types and signs their name.

CDs will require a separate signature, and will be shown on a separate screen. The CD receipt will also need to be signed

Any missing totes/parcels of delivery should be reported to your Alliance Healthcare Service Centre as per the normal current process.

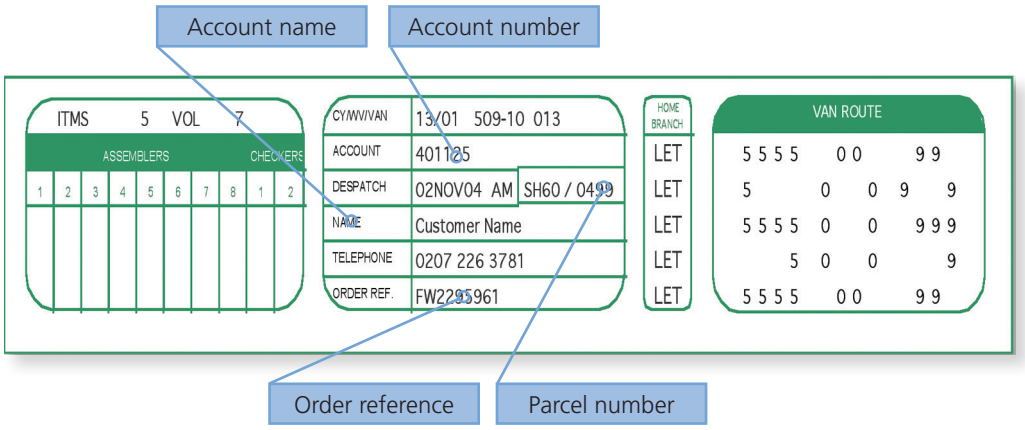
* Saturday deliveries are available in some locations

[1] Customers in remote locations may receive orders via a Third Party Carrier.

4. Deliveries

4.1.2 White Label

4.1.3 Green Label



When signing for goods, you can use these labels to identify the parcel that has been received. The parcel number on the label must be reconciled with the parcel number on the ePOD terminal.

It is essential that signatures are received for every delivery. This is both parties' proof of delivery and provides an audit trail of your delivery.

If the driver does not offer an ePOD terminal for signature, please request it. You may record any comment on the ePOD terminal at the time of signing.

5. Documentation

5.1 Invoices

Figure 5.1.1 illustrates a sample invoice.

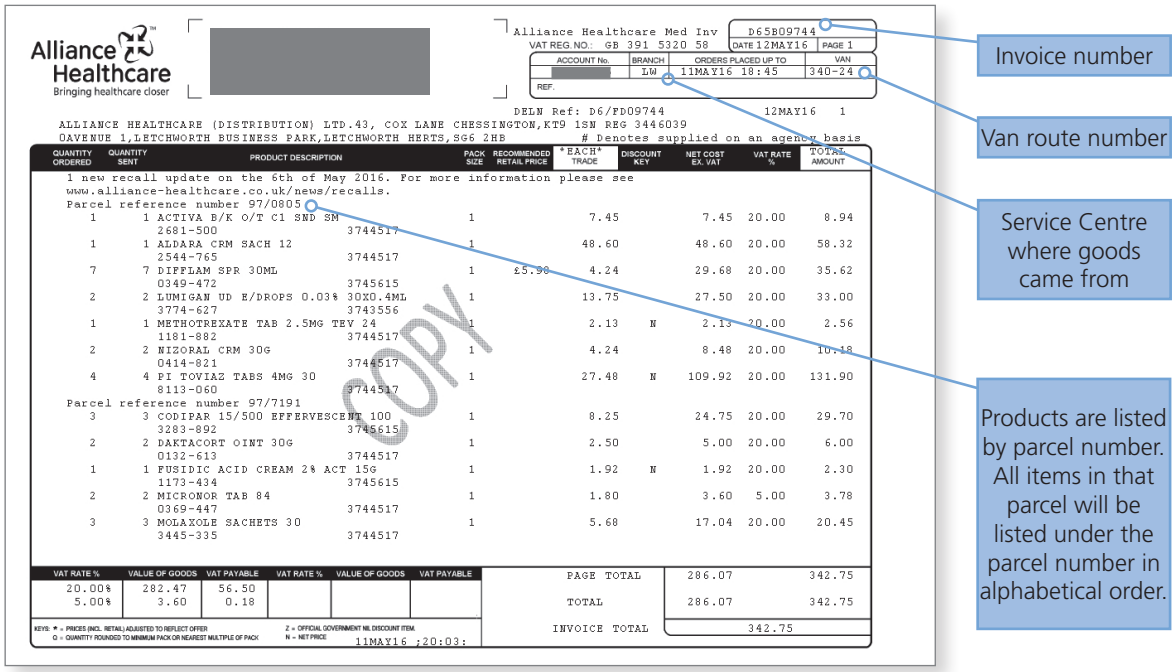
There are three main types of invoice, one for Alliance Healthcare stocked lines, one for Upjohn and another one for Pfizer agency lines which Alliance Healthcare delivers to you (for further information on 'Specials' and 'Charge Only' invoices, refer to sections 5.2 and 5.3).

As an aid to customers, when checking orders, invoices are split to list products by parcel number. Underneath each parcel number, all products are listed alphabetically.

Electronic copies of invoices can also be downloaded from the My AH Portal. For more information visit www.myahportal.co.uk

If you are part of a larger group or organisation, it may be appropriate for you to receive invoices and credit notes via Electronic Date Interchange (EDI). For further information on EDI infrastructure, please speak to your Alliance Healthcare Account Manager.

5.1.1 Invoice



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[redacted]

Alliance Healthcare Med Inv D65B09744
VAT REG.NO.: GB 391 5320 58 DATE 12MAY16 PAGE 1

ACCOUNT No.	BRANCH	ORDERS PLACED UP TO	VAN
[redacted]	LW	11MAY16 18:45	340-24

REF.

DELN Ref: D6/PD09744 12MAY16 1

ALLIANCE HEALTHCARE (DISTRIBUTION) LTD.43, COX LANE CHESSINGTON,KT9 1SN REG 3446039
OAVENUE 1,LETCHWORTH BUSINESS PARK,LETCHWORTH HERTS,SG6 2HB # Denotes supplied on an agency basis

QUANTITY ORDERED	QUANTITY SENT	PRODUCT DESCRIPTION		PACK SIZE	RECOMMENDED RETAIL PRICE	*EACH* TRADE	DISCOUNT KEY	NET COST EX. VAT	VAT RATE %	TOTAL AMOUNT
		1 new recall update on the 6th of May 2016. For more information please see www.alliance-healthcare.co.uk/news/recalls.								
		Parcel reference number 97/0805								
1	1	ACTIVA B/K O/T C1 SND SM 2681-500	3744517	1		7.45		7.45	20.00	8.94
1	1	ALDARA CRM SACH 12 2544-765	3744517	1		48.60		48.60	20.00	58.32
7	7	DIFFLAM SPR 30ML 0349-472	3745615	1	£5.90	4.24		29.68	20.00	35.62
2	2	LUMIGAN UD E/DROPS 0.03% 30X0.4ML 3774-627	3743556	1		13.75		27.50	20.00	33.00
1	1	METHOTREXATE TAB 2.5MG TEV 24 1181-882	3744517	1		2.13	N	2.13	20.00	2.56
2	2	NIZORAL CRM 30G 0414-821	3744517	1		4.24		8.48	20.00	10.18
4	4	PI TOVIAZ TABS 4MG 30 8113-060	3744517	1		27.48	N	109.92	20.00	131.90
		Parcel reference number 97/7191								
3	3	CODIPAR 15/500 EFFERVESCENT 100 3283-892	3745615	1		8.25		24.75	20.00	29.70
2	2	DAKTACORT OINT 30G 0132-613	3744517	1		2.50		5.00	20.00	6.00
1	1	FUSIDIC ACID CREAM 2% ACT 15G 1173-434	3745615	1		1.92	N	1.92	20.00	2.30
2	2	MICRONOR TAB 84 0369-447	3744517	1		1.80		3.60	5.00	3.78
3	3	MOLAXOLE SACHETS 30 3445-335	3744517	1		5.68		17.04	20.00	20.45

VAT RATE %	VALUE OF GOODS	VAT PAYABLE	VAT RATE %	VALUE OF GOODS	VAT PAYABLE			
20.00%	282.47	56.50				PAGE TOTAL	286.07	342.75
5.00%	3.60	0.18				TOTAL	286.07	342.75
						INVOICE TOTAL	342.75	

KEYS: * = PRICES (INCL. RETAIL) ADJUSTED TO REFLECT OFFER
Q = QUANTITY ROUNDED TO MINIMUM PACK OR NEAREST MULTIPLE OF PACK
Z = OFFICIAL GOVERNMENT NIL DISCOUNT ITEM.
N = NET PRICE

11MAY16 ;20:03:

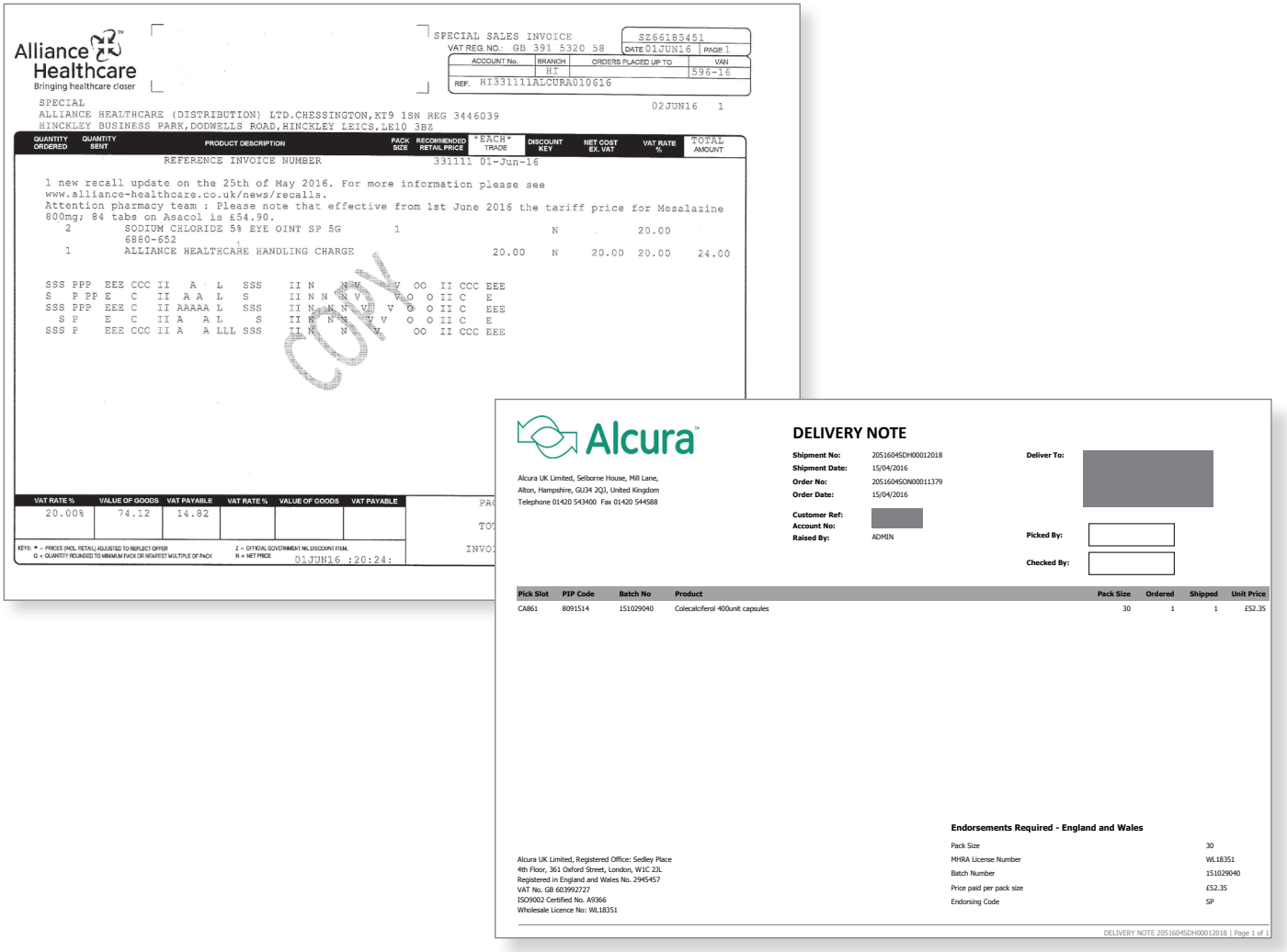
COPY

5. Documentation

5.2 'Specials' Invoices and Delivery Notes

For ease of identification, Alliance Healthcare's 'Specials' invoices are green in colour and their invoice numbers are prefixed with an 'SZ.'

In addition, the invoice will include the words SPECIAL INVOICE within the body of the invoice as shown below.



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SPECIAL SALES INVOICE
VAT REG NO.: GB 391 5320 58
SZ66185451
DATE 01JUN16 PAGE 1
ACCOUNT No. | BRANCH | ORDERS PLACED UP TO | VAN
HF | 596-16
REF. HI331111ALCORA010616

SPECIAL
ALLIANCE HEALTHCARE (DISTRIBUTION) LTD.CHESSINGTON,KT9 1SN REG 3446039
HINCKLEY BUSINESS PARK,DODWELLS ROAD,HINCKLEY LEICS,LE10 3BZ

02JUN16 1

QUANTITY ORDERED	QUANTITY SENT	PRODUCT DESCRIPTION	PACK SIZE	RECOMMENDED RETAIL PRICE	*EACH* TRADE	DISCOUNT KEY	NET COST EX. VAT	VAT RATE %	TOTAL AMOUNT
		REFERENCE INVOICE NUMBER			331111 01-Jun-16				
		1 new recall update on the 25th of May 2016. For more information please see www.alliance-healthcare.co.uk/news/recalls. Attention pharmacy team : Please note that effective from 1st June 2016 the tariff price for Mesalazine 800mg; 84 tabs on Asacol is £54.90.							
2		SODIUM CHLORIDE 5% EYE OINT SP 5G 6880-652			1	N		20.00	
1		ALLIANCE HEALTHCARE HANDLING CHARGE			20.00	N	20.00	20.00	24.00

VAT RATE %	VALUE OF GOODS	VAT PAYABLE	VAT RATE %	VALUE OF GOODS	VAT PAYABLE
20.00%	74.12	14.82			

KEYS: * = PRICES INCL RETAIL ADJUSTED TO REFLECT OFFER; Q = QUANTITY ROUNDED TO MINIMUM PACK OR NEAREST MULTIPLE OF PACK; 2 = OFFICIAL GOVERNMENT NL DISCOUNT ITEM; N = NET PRICE

01JUN16 ;20:24:

Alcura

Alcura UK Limited, Selborne House, Mill Lane, Alton, Hampshire, GU34 2QJ, United Kingdom
Telephone 01420 543400 Fax 01420 544588

DELIVERY NOTE

Shipment No: 20516045DH00012018
Shipment Date: 15/04/2016
Order No: 20516045ON00011379
Order Date: 15/04/2016
Customer Ref:
Account No:
Raised By: ADMIN

Deliver To:
Picked By:
Checked By:

Pick Slot	PIP Code	Batch No	Product	Pack Size	Ordered	Shipped	Unit Price
CA861	8091514	151029040	Colecalciferol 400unit capsules	30	1	1	£52.35

Endorsements Required - England and Wales

Pack Size	30
MHRA License Number	WL18351
Batch Number	151029040
Price paid per pack size	£52.35
Endorsing Code	SP

Alcura UK Limited, Registered Office: Sedley Place
4th Floor, 361 Oxford Street, London, W1C 2JL
Registered in England and Wales No. 2945457
VAT No. GB 603992727
ISO9002 Certified No. A9366
Wholesale Licence No: WL18351

DELIVERY NOTE 20516045DH00012018 | Page 1 of 1

5.3 Manual Order Form and Charge-Only Invoices

If a stock item is required at very short notice or outside normal working hours, it may be necessary to supply this product without a standard invoice. In such instances, the item may be delivered accompanied by the Manual order form (Figure 5.3.1).

Within one working day of despatch, an Alliance Healthcare Charge-Only invoice (Figure 5.3.2) will be raised and sent out to you. This invoice will be cross-referenced to the Manual order form.

5. Documentation

5.3.1 Manual Order Form

Order number

Alliance Healthcare™

Manual Order

Order No. D 408969

Please retain this document – our invoice will follow as soon as possible.
Quote above order number and date on any queries regarding this order pending receipt of invoice.

Date 21st DEC

Van No. _____

Bonus code _____

Customer name and address

J.S. ANYONE LIMITED
T/A ANYWHERE PHARMACY
121 NOWHERE STREET
BODDINGTON GARDENS
BODDINGSHIRE B55 5BB
0232 547 1658

Quantity	Check	Product		For depot use only
		Prices/Size	Description	
1			DALACIN C PHOS AMP 300MG PIP 0229-377	
				Invoice number _____
				Input clerk _____
				Date _____
				Checked _____

D = Obtaining direct from maker F = To follow P = Please re-order R = Regret not stocked M = Maker cannot supply Disc = Discontinued by maker

Order Clerk	N/A Plater	Pre-Scanner	Assemblers 1	2	3	4	Checkers 1	2

5. Documentation

5.3.2 Charge Only Invoice

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J.S. ANYONE LIMITED
T/A ANYWHERE PHARMACY
121 NOWHERE STREET
BODDINGTON GARDENS
BODDINGSHIRE B55 5BB
0232 547 1658

MEDICAL INVOICE
VAT REG. NO.:

ACCOUNT No.	SERVICE CENTRE	ORDERS PLACED UP TO	VAN
012245	LE	22DEC09 15.28	012

DATE 235122
PAGE
REF. 408969 21st DEC

QUANTITY ORDERED	QUANTITY SENT	PRODUCT DESCRIPTION	PACK SIZE		TRADE	KEY	NET COST EX. VAT	VAT RATE %	AMOUNT
1	1	DALACIN C PHOS AMP 300MG 0229-377	1		31.01	N	31.01 CHARGE ONLY	15.00	4.65

VAT RATE%	VALUE OF GOODS	VAT PAYABLE	VAT RATE %	VALUE OF GOODS	VAT PAYABLE

31.01 4.64
35.66

KEYS: * = PRICES (INCL. RETAIL) ADJUSTED TO REFLECT OFFER
Q = QUANTITY ROUNDED TO MINIMUM PACK OR NEAREST MULTIPLE OF PACK
Z = OFFICIAL GOVERNMENT NIL DISCOUNT ITEM.
N = NET PRICE

Order number, delivery date, invoice number

Note - 'Charge Only'

6. Specialist Product Handling

6.1 Refrigerated Products

Some lines are temperature sensitive and as a result will be supplied as part of the cold chain. These lines will be packaged in specially-labelled bags for easy identification. Please be advised that it is the responsibility of the dispensary staff to ensure that any products requiring special handling are identified and handled accordingly on receipt.

6.1.1 Returning Refrigerated Products

Alliance Healthcare is unable to accept returned refrigerated items which have been ordered in error.

Should items be sent in error by Alliance Healthcare or arrive damaged, please complete an online returns form. Please visit www.myahportal.co.uk to arrange a return.

Please note when you are completing your return online the system will automatically separate out your return for you. The driver should be given the return during your next morning delivery and should be advised that it is a temperature sensitive product. You will be required to sign and date a return notification, specifying that the product has been stored between 2-8C. For online returns this is a separate declaration on your returns note and you can sign this, at your convenience, in advance of the driver's arrival.

6.2 Schedule 2 and Schedule 3 Safe Custody Controlled Drugs (CDs)

Schedule 2 and Schedule 3 Safe Custody CDs will be presented separately because they require specialist handling. These items should be checked at the time of delivery, and the yellow confirmation slip signed and returned to the driver by the pharmacist or an authorised staff member. A signature will also be required on the hand held terminal which will be presented by the Driver. Only authorised dispensary staff may take receipt of and sign for these items. If you would like to nominate additional or alternative members of staff to take receipt of a Schedule 2 and Schedule 3 Safe Custody CD, please contact your Customer Service Team to arrange authorisation.

6.2.1 Returning Schedule 2 and Schedule 3 Safe Custody CDs

The return of Schedule 2 and Schedule 3 Safe Custody CDs is strictly controlled. If you wish to return these lines you can complete your return online where the authorisation to return is completed for you automatically. Please note when you are completing an online return the system will automatically separate out your controlled drug returns for you. The driver should be handed the return during your next morning delivery after you have printed your online returns note.

6. Specialist Product Handling

6.3 Hazardous Chemicals and Cytotoxic Products

All Hazardous Chemicals and Cytotoxic products will be labelled as such and therefore will be easily identifiable.

6.3.1 Returning Hazardous Chemicals and Cytotoxics

The return of Hazardous Chemicals and Cytotoxics is strictly controlled. If you wish to return these lines in all cases you can complete your return online where the authorization to return is completed for you automatically.

It is essential that the goods are easily identifiable in transit and ideally they should be returned in the original packaging. If, however the packaging is unusable, customers are requested to inform the Customer Service Team. Appropriate labelling and packaging will then be sent to you for use with the return.

Please note if you are completing an online return, the system will automatically separate out your products on to separate notes for you. The driver should be given the return during your next morning delivery and advised that it is a Hazardous Chemical.

6.4 Falsified Medicines Directive (FMD)

Community pharmacies, hospitals and dispensing medical practices are required to authenticate any new packs of prescription medicines that have the safety features, as part of the dispensing process.

What is FMD?

Falsified Medicines Directive (FMD) aims to reduce the number of potentially counterfeit medicines entering the European medicines supply chain.
Counterfeit medicines include:

- Products with little or no active ingredient(s).
- Products with the wrong active ingredient(s).
- Products and/or packaging that have been stolen for re-use or resale.
- These products pose a risk to patients and undermine the genuine products supplied by manufacturers and pharmacies. The EU Directive will help to improve security cross the supply chain, protecting patients from falsified products.

For more information visit www.alliance-healthcare.co.uk/what-is-fmd or visit www.gov.uk/guidance/implementing-the-falsified-medicines-directive-safety-features.

7. Order Discrepancies

7.1 Order Discrepancies

In the event that, after receipt of a delivery, you find that goods are missing or that the wrong goods have been supplied then the processes detailed below should be applied.

Potential Errors and Documentation required:-

Wrong Line sent, incorrect line retained	E-missings system only
Wrong Line sent, incorrect line returned	Online returns system to generate a returns note.
Goods missing no alternative sent	E-missings system only
Damaged stock	Online returns system to generate a returns note.
Short Dated stock	Online returns system to generate a returns note.
Faulty Stock	Online returns system to generate a returns note.
Recall Product	Online returns system to generate a returns note.
Whole order delivered to wrong location	Online returns system to generate a returns note.
Excess Stock	Online returns system to generate a returns note.

Please note that if Astellas, GSK, Novo Nordisk or Pfizer, products are faulty, these should not be returned to Alliance Healthcare. Please contact Astellas, GSK, Novo Nordisk or Pfizer directly (see section 2.5), who will advise of the correct procedure.

7.2 Missing Goods Claims

For missing goods or upon receipt of incorrect stock you must use the E-Missing Portal on the Alliance Healthcare website.

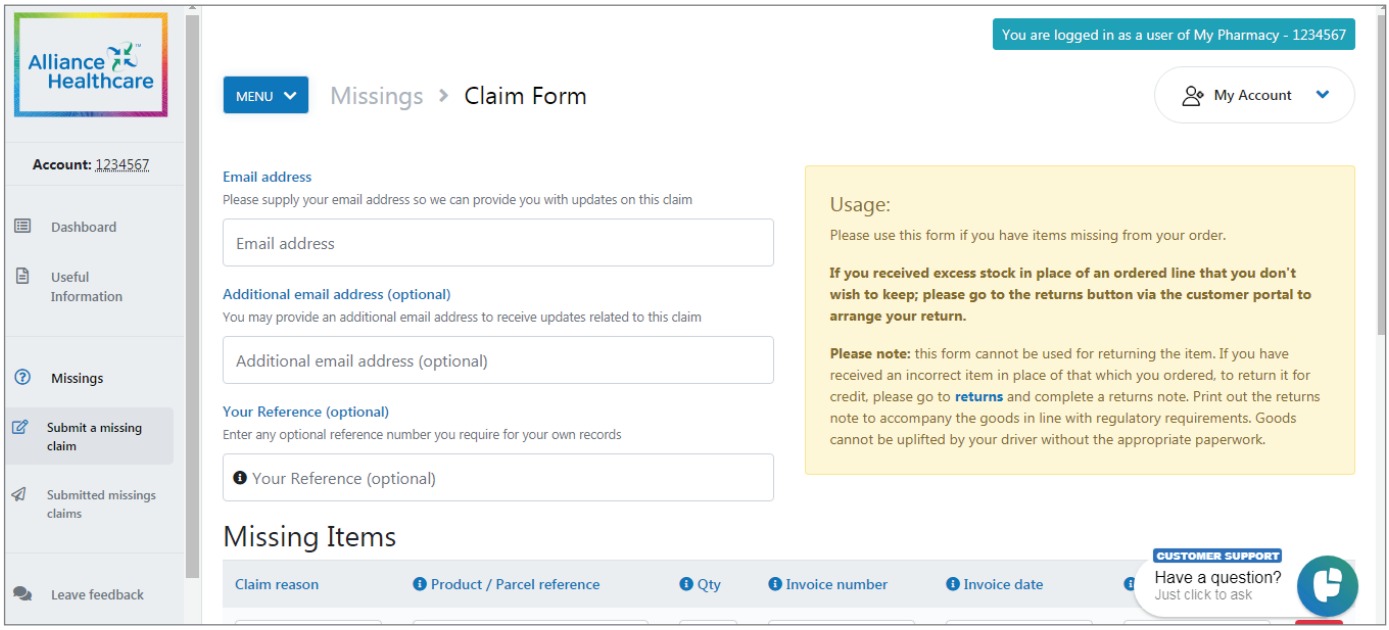
http://www.alliance-healthcare.co.uk/e-missings-portal

7. Order Discrepancies

7.3 Claim Processing

- All claims for missing items must be made within three business days of delivery. Claims made outside this timescale may not be eligible for credit.
- In order to submit a Missing Goods Claim please visit www.myahportal.co.uk.
- Below is a screenshot of what the E-missing welcome screen looks like.
- Use the E-missings section of the Alliance Healthcare Portal when
  1. making a claim for:
     a. missing lines
     b. missing parcel
  2. keeping an incorrect item supplied.
- Claims for an incorrect item that you want to return should be should be made in the returns section of the my AH portal. Once you have printed off your returns note you should sign in and hand it to your driver along with the goods.

An invoice number, pip-code, description and quantity must be provided for each item to allow the credit to be processed.



7. Order Discrepancies

7.4 Damaged Stock

You can create a returns note online using the new Alliance Healthcare Portal, this can be found on our website
www.myahportal.co.uk

If a delivery or part delivery is received damaged it should be returned to the driver at the next opportunity, for return to the supplying service centre, and in any event no later than the second working day after delivery. If you do not expect to receive a delivery within this timescale please contact Customer Service on 0330 100 0448 to request a collection.

Damaged stock should be detailed on a Returns Note.

If the damage to the stock means that the items cannot be returned without risk of exposure to hazardous products or injury please contact the Customer Service Team on 0330 100 0448 for authority to dispose of goods on-site.

7.5 Faulty Goods

You may, at any time, return items that have been returned by patients as faulty.

These items should be returned using the returns button the customer portal. Please visit www.myahportal.co.uk and complete all of the possible fields. Full credit will be provided for the item upon its receipt at the Service Centre. Faulty items should be returned to your supplying service centre as soon as possible after identification of the fault and no later than the third working day after you have identified the fault. If you do not expect to have a delivery within this timescale you should contact your local Service Centre to request a collection.

Please note that if Pfizer, GSK, Astellas or Novo Nordisk products are faulty, these should not be returned to Alliance Healthcare. Please contact Pfizer, GSK, Astellas or Novo Nordisk directly (see section 2.5).

7. Order Discrepancies

7.6 Credit Generation

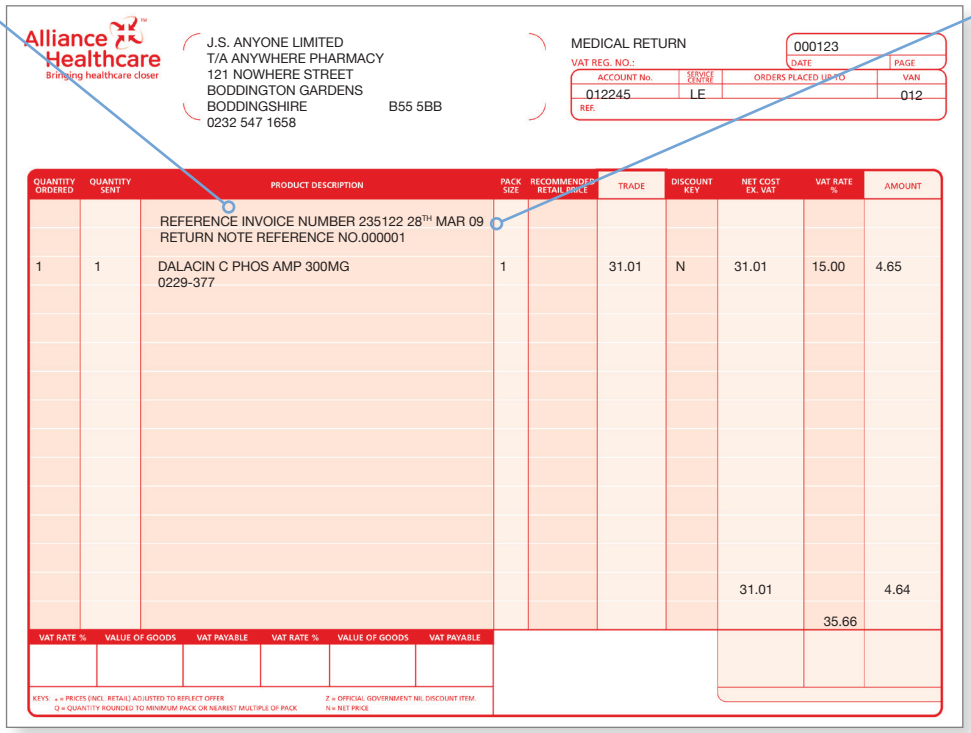
Where required, Alliance Healthcare will endeavour to raise a Credit Note within eight working days of the Claim being received.

Credit Notes can also be sent electronically (via EDI). Please contact your Account Manager for further information and advice on setting up the appropriate EDI infrastructure to support this. Alternatively, Credit Notes can be downloaded from the internet. In order to download your credit notes please visit www.myahportal.co.uk

7.6.1 Credit Note

Original invoice number

Ref/Missing claim number



Alliance Healthcare
Bringing healthcare closer

J.S. ANYONE LIMITED
T/A ANYWHERE PHARMACY
121 NOWHERE STREET
BODDINGTON GARDENS
BODDINGSHIRE B55 5BB
0232 547 1658

MEDICAL RETURN
VAT REG. NO.:
000123
DATE
PAGE

ACCOUNT No.	SERVICE CENTRE	ORDERS PLACED UP TO	VAN
012245	LE		012

REF.

QUANTITY ORDERED	QUANTITY SENT	PRODUCT DESCRIPTION	PACK SIZE	RECOMMENDED RETAIL PRICE	TRADE	DISCOUNT KEY	NET COST EX. VAT	VAT RATE %	AMOUNT
		REFERENCE INVOICE NUMBER 235122 28TH MAR 09 RETURN NOTE REFERENCE NO.000001							
1	1	DALACIN C PHOS AMP 300MG 0229-377	1		31.01	N	31.01	15.00	4.65
							31.01		4.64
								35.66	

VAT RATE %	VALUE OF GOODS	VAT PAYABLE	VAT RATE %	VALUE OF GOODS	VAT PAYABLE

KEYS: * = PRICES (INCL. RETAIL) ADJUSTED TO REFLECT OFFER
Q = QUANTITY ROUNDED TO MINIMUM PACK OR NEAREST MULTIPLE OF PACK
Z = OFFICIAL GOVERNMENT NIL DISCOUNT ITEM.
N = NET PRICE

7. Order Discrepancies

7.7 Returns Notes

All returns to Alliance Healthcare must be accompanied by a Returns Note (Figure 7.7.1), which can be printed out using our online portal.

In order to access the Alliance Healthcare Customer Portal for returns, missings, orders and many other features please go to our website www.myahportal.co.uk

Refrigerated items, specials (non-stocked and unlicensed medicines), PPE and veterinary medicines cannot be returned to Alliance Healthcare unless the goods were faulty or damaged products or supplied in error.

If you need to return one of these products you require authorisation to return you can complete your return online.

7.7.1 Returns Note

REFERENCE RET-40451-536579

From

Account

Date 14/07/2020

Name

Position Reg No 1234567890

RETURNS NOTE: AMBIENT - CUST. COPY

Please make sure that Specialist Handling Products returns or Recalls are identified to the Alliance Healthcare driver upon collection.

Alliance Healthcare
Bringing healthcare closer

Customer Signature

Driver's Signature (for receipt of parcel)

Date (driver to add)

Page 1 of 1

VAN ROUTE: 401

QUANTITY	DESCRIPTION OF GOODS	PIP CODE	BATCH NUMBER	EXPIRY DATE	REASON FOR RETURN	INVOICE NUMBER
12	PARACETAMOL CAPLET 500MG TEV	0961813	1234	12/2222	Ordered in error	A345768796

Summary of Conditions for Return

1. Stock items cannot be accepted for credit unless they are returned **within three working days of receipt.**
2. Products subject to temperature controlled storage will only be accepted to correct a delivery error **no later than the next working day.**
3. Stock items will only be accepted for return when all of the required information is supplied.
4. Stock items will not be accepted for credit if returned in an unsaleable condition.
5. Items obtained to special order, or on bonus terms, cannot be accepted for credit.
6. By signing this the customer confirms that all returned goods have remained under their control since they were delivered and have been stored in the correct conditions as specified on the product labelling.

For internal use only

By signing below, you confirm that all products returned to sale comply with the requirements of the GDP Returns procedure. Any products which do not comply must follow the Unacceptable Returns process.

Name

Signature

Date

7. Order Discrepancies

7.8 Returns Note

In order to make a return please go to www.myahportal.co.uk

Please ensure that the Alliance Healthcare driver signs a copy of the Returns Note as this is proof that the goods have been collected by the driver.

The online returns note will automatically print two copies.

To be eligible for credit, you must send your returns back to your supplying service centre within three working days of receipt (beginning from the date on delivery note). If you do not expect to receive another delivery within the next three working days call your Customer Service Team on 0330 100 0448 and request them to arrange a collection. If the product is not returned to us within the specified time period, we will not be able to give you a credit for your returned product.

If you want to return stock that is subject to the FMD (i.e. prescription only medicine that has the two safety features, the 2D barcode and anti-tamper device applied) can only be returned if

(i) the anti-tamper device has not been damaged, and
(ii) the FMD product has not been de-commissioned before being returned by the customer.

If a FMD product is returned and it does not verify on return, we shall not be able to credit you for this returned product.

It is our aim to credit a return (where applicable) within eight working days of the date of receiving the Returns Form. Please also refer to Sections 6.1.1 and 6.3.1 as different processes must be applied to lines requiring specialist handling.

8. Payment Terms

8.1 Payment Due Date

Payment must be received by Alliance Healthcare on the last working day of the month, following the month of delivery.

Hence, purchases ordered and delivered in March will appear on your March statement issued in early April and are payable in full by the last working day of April. Please note that funds are due on the last working day of the month which may be different to the last calendar day.

If Alliance Healthcare hold a valid direct debit mandate, funds will be deemed to have been received on this day, even if by the time the direct debit has worked its way through the banking network the funds have not come out of your account until the second working day of the following month.

Unfortunately, this is not true if payment is initiated by yourself via BACS/electronic banking. In this instance, the funds will need to leave your account at least three working days before month end to ensure that they are received on time. Your Alliance Healthcare driver is not authorised to accept your cheque on behalf of the company and all payments should be sent direct to Alliance Healthcare's Customer Finance team. If you pay by cheque, whilst the cheque can be dated the last working day of the month, please ensure that you leave a sufficient number of days for your cheque to make its way through the post. Alliance Healthcare can not be held responsible for cheques which either go astray in the post or are received late.

To set up a payment using direct debit visit www.alliance-healthcare.co.uk/useful-information

8.2 Statement Provision

Customers receive a monthly statement (Figure 8.2.1) detailing the amount spent against each category in the month, the amount of discount offered, the net amount payable and a breakdown of the VAT charge. This should be received within eight working days of the end of each month.

Customers can receive their statement by email instead of a paper copy. The electronic version of the statements will be available to customers before the printed versions are received through the post.

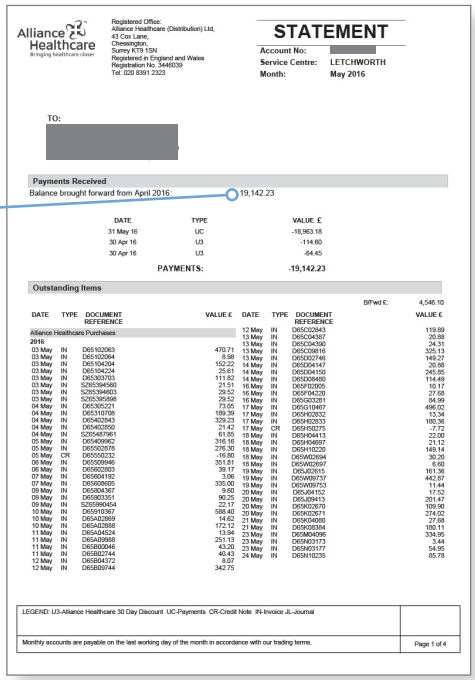
To sign up to email statements contact customer finance on

0203 044 8960 (Retail)
0203 044 8950 (Hospital).

This statement should be reconciled with all invoices delivered and cleared for payment within the agreed terms. If copy paperwork is required, in order to be able to address any outstanding amounts, please do not hesitate to contact your Customer Service Team. Alternatively, statements can also be downloaded from the internet from www.myahportal.co.uk.

8. Payment Terms

8.2.1 Statement



Registered Office:
Alliance Healthcare (Distribution) Ltd,
43 Cox Lane,
Chessington,
Surrey KT9 1SN
Registered in England and Wales
Registration No. 3446039
Tel: 020 8391 2323

STATEMENT

Account No: [redacted]
Service Centre: LETCHWORTH
Month: May 2016

TO: [redacted]

Payments Received

Balance brought forward from April 2016: 19,142.23

DATE	TYPE	VALUE £
31 May 16	UC	-18,963.18
30 Apr 16	U3	-114.60
30 Apr 16	U3	-64.45
PAYMENTS:		-19,142.23

Outstanding Items

Bf'wd £: 4,546.10

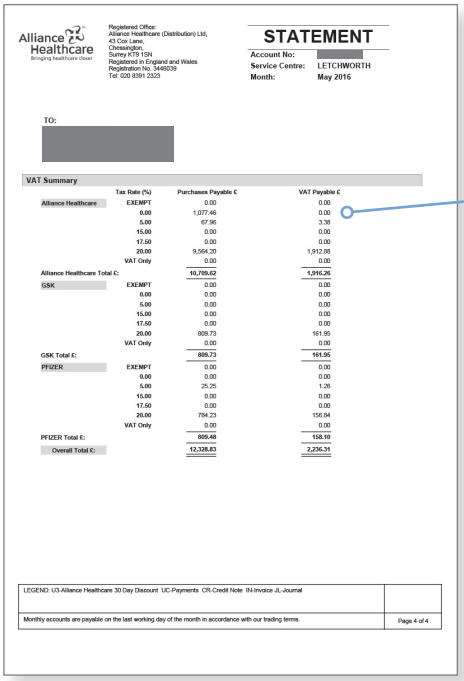
DATE	TYPE	DOCUMENT REFERENCE	VALUE £
Alliance Healthcare Purchases			
2016			
03 May	IN	D65102063	470.71
03 May	IN	D65102064	8.98
03 May	IN	D65104204	152.22
03 May	IN	D65104224	25.61
03 May	IN	D65303783	111.62
03 May	IN	S2553945[illegible]	21.51
03 May	IN	S2553946[illegible]	29.52
03 May	IN	S2553959[illegible]	29.52
04 May	IN	D65305231	73.05
04 May	IN	D65310706	199.39
04 May	IN	D65402943	329.23
04 May	IN	D65402950	21.42
04 May	IN	S2554879[illegible]	61.65
05 May	IN	D65409962	316.16
05 May	IN	D65502678	276.30
05 May	CR	D65508232	-16.80
06 May	IN	D65509946	351.81
06 May	IN	D65602683	39.17
07 May	IN	D65804192	3.06
07 May	IN	D65808605	335.00
09 May	IN	D65804367	9.60
09 May	IN	D65903351	90.25
09 May	IN	S2555980454	22.17
10 May	IN	D65910367	588.40
10 May	IN	D65A02869	14.62
10 May	IN	D65A02888	172.12
11 May	IN	D65A04524	13.94
11 May	IN	D65A08668	251.13
11 May	IN	D65B00046	43.20
11 May	IN	D65B02744	40.43
12 May	IN	D65B04372	8.07
12 May	IN	D65B05744	342.75
12 May	IN	D65D03843	119.89
13 May	IN	D65C04387	20.88
13 May	IN	D65C04390	24.31
13 May	IN	D65C09816	325.13
13 May	IN	D65D02746	149.27
14 May	IN	D65D04147	20.88
14 May	IN	D65D04150	245.85
14 May	IN	D65D08490	114.49
16 May	IN	D65F02005	10.17
16 May	IN	D65F04230	27.68
16 May	IN	D65G03381	94.99
17 May	IN	D65G10467	496.02
17 May	IN	D65H02832	13.94
17 May	IN	D65H02833	180.36
17 May	CR	D65H04275	-7.72
18 May	IN	D65H04413	22.00
18 May	IN	D65H04697	21.12
18 May	IN	D65H10220	149.14
18 May	IN	D65W02694	30.20
18 May	IN	D65W02697	6.60
19 May	IN	D65J02615	161.36
19 May	IN	D65W09737	442.87
19 May	IN	D65W09753	11.44
20 May	IN	D65J04152	17.52
20 May	IN	D65J09413	201.47
20 May	IN	D65K02676	109.90
20 May	IN	D65K02671	274.02
21 May	IN	D65K04080	27.68
21 May	IN	D65K08384	180.11
23 May	IN	D65M04095	334.95
23 May	IN	D65N03173	3.44
23 May	IN	D65N03177	54.95
24 May	IN	D65N10235	85.78

LEGEND: U3-Alliance Healthcare 30 Day Discount UC-Payments CR-Credit Note IN-Invoice JL-Journal

Monthly accounts are payable on the last working day of the month in accordance with our trading terms.

Page 1 of 4

Payments received on account since last statement



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Registered in England and Wales
Registration No. 3446039
Tel: 020 8391 2323

STATEMENT

Account No: [redacted]
Service Centre: LETCHWORTH
Month: May 2016

TO: [redacted]

VAT Summary

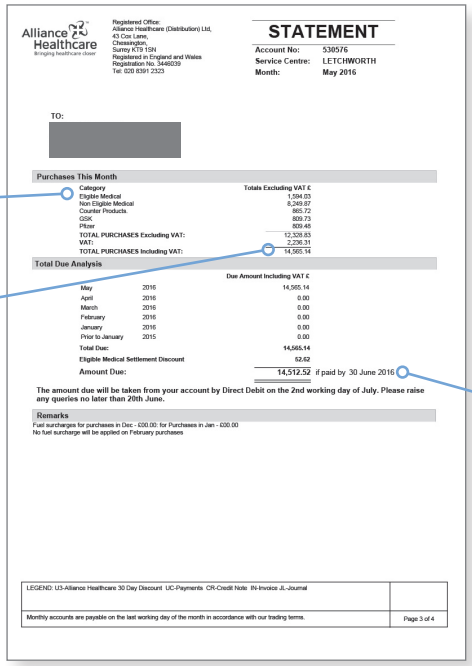
	Tax Rate (%)	Purchases Payable £	VAT Payable £
Alliance Healthcare	EXEMPT	0.00	0.00
	0.00	1,077.46	0.00
	5.00	67.96	3.38
	15.00	0.00	0.00
	17.50	0.00	0.00
	20.00	9,564.20	1,912.88
	VAT Only	0.00	0.00
Alliance Healthcare Total £:		10,709.62	1,916.26
GSK	EXEMPT	0.00	0.00
	0.00	0.00	0.00
	5.00	0.00	0.00
	15.00	0.00	0.00
	17.50	0.00	0.00
	20.00	809.73	161.95
	VAT Only	0.00	0.00
GSK Total £:		809.73	161.95
PFIZER	EXEMPT	0.00	0.00
	0.00	0.00	0.00
	5.00	25.25	1.26
	15.00	0.00	0.00
	17.50	0.00	0.00
	20.00	794.23	156.84
	VAT Only	0.00	0.00
PFIZER Total £:		809.48	158.10
Overall Total £:		12,328.83	2,236.31

LEGEND: U3-Alliance Healthcare 30 Day Discount UC-Payments CR-Credit Note IN-Invoice JL-Journal

Monthly accounts are payable on the last working day of the month in accordance with our trading terms.

Page 4 of 4

Breakdown of VAT



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43 Cox Lane,
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Surrey KT9 1SN
Registered in England and Wales
Registration No. 3446039
Tel: 020 8391 2323

STATEMENT

Account No: 530576
Service Centre: LETCHWORTH
Month: May 2016

TO: [redacted]

Purchases This Month

Category	Totals Excluding VAT £
Eligible Medical	1,594.03
Non Eligible Medical	8,249.87
Counter Products	865.72
GSK	809.73
Pfizer	809.48
TOTAL PURCHASES Excluding VAT:	12,328.83
VAT:	2,236.31
TOTAL PURCHASES Including VAT:	14,565.14

Total Due Analysis

		Due Amount Including VAT £
May	2016	14,565.14
April	2016	0.00
March	2016	0.00
February	2016	0.00
January	2016	0.00
Prior to January	2015	0.00
Total Due:		14,565.14
Eligible Medical Settlement Discount		52.62
Amount Due:		14,512.52 if paid by 30 June 2016

The amount due will be taken from your account by Direct Debit on the 2nd working day of July. Please raise any queries no later than 20th June.

Remarks

Fuel surcharges for purchases in Dec - £00.00: for Purchases in Jan - £00.00
No fuel surcharge will be applied on February purchases

LEGEND: U3-Alliance Healthcare 30 Day Discount UC-Payments CR-Credit Note IN-Invoice JL-Journal

Monthly accounts are payable on the last working day of the month in accordance with our trading terms.

Page 3 of 4

Purchases split by category

Total spend

Total due

8. Payment Terms

8.3 Payment Method

Alliance Healthcare's Terms and Conditions of Trade dictate that, unless otherwise agreed, Alliance Healthcare should have either received or be in a position to claim full settlement of the net amount shown on your statement by the last working day of the month.

Direct Debit

The majority of customers pay by Direct Debit. This payment method offers a safe, efficient, low-cost option, which combines flexibility with the following advantages:

- Whilst Alliance Healthcare will process the payment on the last working day of the month, monies are not normally deducted from customers' accounts until the second working day of the following month, i.e. after the CCG monies have been received.
- Alliance Healthcare is only permitted to deduct the amount of funds previously advised on your monthly statement and if there is a major issue or discrepancy, both parties have the time to either resolve it or make alternative payment arrangements.
- One Direct Debit can be set up to cover all trading accounts within the same legal entity – thus saving customers both time and bank charges.
- All payments are covered by the UK Direct Debit Guarantee, which protects customers' rights, should problems ever arise.

BACS / CHAPS

Some banks offer their customers the option of making payments via BACS or via CHAPS (a more expensive option but one which ensures the immediate transfer of funds).

Any BACS/CHAPS payment should be clearly referenced, including details of the Alliance Healthcare account, the month against which the funds should be allocated and any adjustments or anomalies.

Please note that, in order for your funds to be promptly allocated against your account, it is essential that your payment is made to the correct Alliance Healthcare bank account, as detailed.

Debit / Credit cards

Alliance Healthcare has the facility to be able to process Debit and Credit card payments.

For retail accounts

Account Name	Alliance Healthcare (Distribution) Limited
Bank	National Westminster
Branch	1 Princes Street, London, PO Box 12258 EC2R 8PA
Sort Code	60-00-01
Account	95840125
IBAN code	gb40nwbk60000195840125

For hospital accounts

Sort Code	60-00-01
Account	97632651

The main disadvantage of paying by BACS is that, in order to comply with Alliance Healthcare's Terms & Conditions, monies would have to leave your account prior to receipt of the CCG funds. If you pay by Direct Debit, the funds do not come out of your account until after the CCG monies are credited. Hence, payment by BACS is only suitable when settling accounts which are not reliant upon the NHS / CCG monthly cash flows.

Cheques

Customers should note that where payment is made by cheque, the cheque should be made payable to "Alliance Healthcare (Distribution) Limited", signed in accordance with your bank mandate and dated the last working day of the month. It should then be sent, attached to a remittance advice.

Alliance Healthcare cannot accept responsibility or credit a customer's account in relation to any payments "lost in the post", or received late. No Alliance Healthcare personnel are authorised to either accept or "pass on" cheques received from customers. All cheques must be sent directly to the Manager in Alliance Healthcare's Customer Credit Team, as detailed below:

The Credit Control Department, 43 Cox Lane, Chessington, Surrey, KT9 1SN

8. Payment Terms

Please note that it remains the customer's responsibility to ensure payment is received by Alliance Healthcare on time. Post-dated cheques received prior to the month-end are kept in a secure area, pending being applied to the relevant account. Unfortunately, you are not able to pay for your invoice in cash.

Security message

Alliance Healthcare will never inform you solely by email message of changes to our bank account details or ask you to provide your bank details to us. We would always ensure that further verification checks are carried out via telephone to protect bank details from identity theft.

Any email regarding changes sent outside normal working hours should be treated with caution. Please report any suspicious email, call, or communication by calling 0203 044 8960.

We do not accept responsibility if you transfer funds to an incorrect account.

9. Terms and conditions of sale

9.1 Terms and conditions of sale

Up to date details on Alliance Healthcare's terms and conditions of sale can be found at
www.alliance-healthcare.co.uk/useful-information

Alliance Healthcare
43 Cox Lane
Chessington
Surrey KT9 1SN

Tel: +44 (0) 208 391 2323
Fax: +44 (0) 208 974 1707

www.alliance-healthcare.co.uk

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Alliance Healthcare™
Bringing healthcare closer