

# WE'RE HERE TO HELP

Contact our teams.



## ALLIANCE HEALTHCARE

For standard orders, enquiries and general support.

- Hospital customers telephone: 0330 100 0449
- Retail customers telephone: 0330 100 0448
- Email: [customerservice@alliance-healthcare.co.uk](mailto:customerservice@alliance-healthcare.co.uk)
- Web chat: Mon-Fri 9am to 6pm at [myahportal.co.uk](http://myahportal.co.uk)

## CAVENDISH

For orders, enquiries and general support.

- Telephone: 0800 220 252 and select option 2

## NWOS

For orders, enquiries and general support.

- Telephone: 0800 316 7117 and select option 2

## OTC DIRECT

For orders, enquiries and general support.

- Telesales: 0800 169 2305 and select option 1
- Customer Service: 0800 169 2305 and select option 2
- Email: [otcdirectcustomerservice\\_@otc-direct-ltd.com](mailto:otcdirectcustomerservice_@otc-direct-ltd.com)

## SPECIALS

For Specials orders or enquiries.

- Telephone: 0344 854 4998
- Email [specials.orders@alliance-healthcare.co.uk](mailto:specials.orders@alliance-healthcare.co.uk)
- Fax: 0330 053 9659

## COMMERCIAL CUSTOMER SERVICE

For enquiries related to surcharges.

- Telephone: 0344 854 4997
- Email [commercial.customerservice@alliance-healthcare.co.uk](mailto:commercial.customerservice@alliance-healthcare.co.uk)

## ALLIANCE HEALTHCARE PORTAL

For assistance using the portal or technical support.

- Telephone: 0330 100 0448 and select option 8
- Email: [customerportal@alliance-healthcare.co.uk](mailto:customerportal@alliance-healthcare.co.uk)

## CUSTOMER IT

For technical support using AH Direct, Your Documents and for any PMR related issues.

- Telephone: 0330 100 0448 and select option 8
- Email: [customer.it@alliance-healthcare.co.uk](mailto:customer.it@alliance-healthcare.co.uk)

## CUSTOMER FINANCE AND RISK

For new accounts, account changes, payments and statements.

- Risk telephone: 0203 044 8953
- Email: [riskteamadmin@alliance-healthcare.co.uk](mailto:riskteamadmin@alliance-healthcare.co.uk)
- Credit Control telephone: 0203 044 8960
- Email: [retail.credit.control@alliance-healthcare.co.uk](mailto:retail.credit.control@alliance-healthcare.co.uk)

## CUSTOMER SOLUTIONS

For support on schemes and discounts.

- Telephone: 0800 032 0579
- Email: [customer.solutions@alliance-healthcare.co.uk](mailto:customer.solutions@alliance-healthcare.co.uk)

## PRESCRIPTION VALIDATION SERVICE

For enquiries related to a prescription you have sent us.

- Telephone: 0330 102 8412
- Email: [scriptvalidation@alliance-healthcare.co.uk](mailto:scriptvalidation@alliance-healthcare.co.uk)