



3.3 Pharmacy Manager Declaration

Pharmacy.....

Pharmacy Manager.....

Accountability Statement – Protecting Our People and Assets

1. The process for accounting for customer accounts at a pharmacy level comes under the direct ownership of the Pharmacy Manager, who is responsible for cash compliance either directly or through your designated accountable staff members, who must be direct employees and have completed their probationary period of at least 3 months.
2. I understand the role of the pharmacist in the collection of outstanding customer accounts.
3. Customer Accounts can only be used in circumstances as stipulated in the cash policy.
4. All procedures are followed as per the Customer Account Policy Document and using the correct forms.
5. Collectability of old or historic customer account balances prior to the issue of this policy has been discussed with my business manager and issues on collectability have been raised with them.

Declaration

I confirm that my pharmacy is fully aware of the customer account policy and fully adheres to the accountability statement described above. I understand that if I have any doubts about correct procedure, that full guidance is available from the Customer Accounts Policy or my Business Manager.

Signature.....

Date...../...../.....

PRINT NAME:..... POSITION:.....

Return signed declaration to: Operations Department at Uniphar Retail Services.

To be received no later than: Three weeks after Launch of Policy.

Customer Accounts will be monitored/reviewed as part of a BM's visit to the pharmacy and by Head Office Finance and discrepancies and collectability of balances investigated when highlighted.