

Ordering Policy

Details on: 1. Stock Authorisation Form:

Criteria for ordering - Jewellery
Fragrance
Giftware

2. Creating orders for Front of Counter

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INTRODUCTION

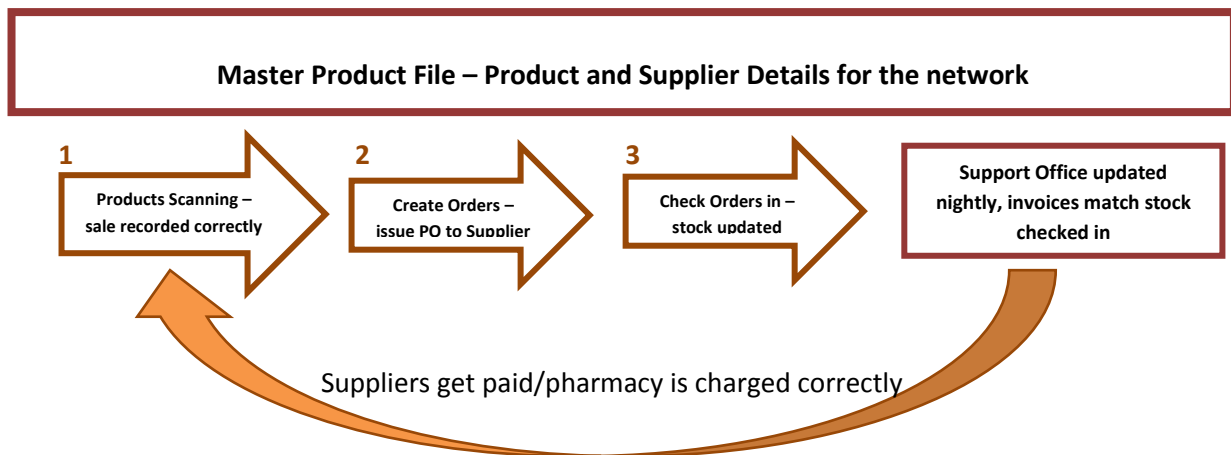
1.1 FRONT OF COUNTER SYSTEM PROCESS

This system is based on a simple principle - a Master Product file that has all the correct and relevant detail for you to carry out the process of selling and replenishing an item.

1.2 There are 3 basic rules with regard to ordering through the MARS system:

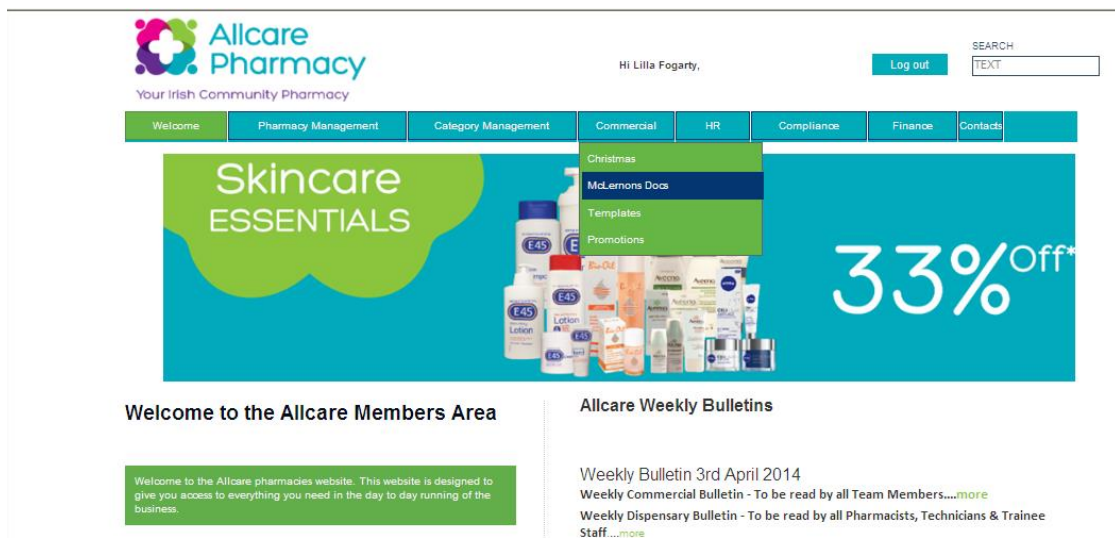
1. All products must be set up on our Master Product File so they individually scan at point of sale and are available on the system
2. All orders must be created in the system and a PO issued to the Supplier
3. All orders must be checked in, when delivered

Below is a flowchart of this process:



We need you to follow these principles and below there are guidelines on what you should do to ensure that this process works

- 1.3** These principles refer to all stock that is ordered or ordered on your behalf in your pharmacy. To maintain correct stock levels and to ensure that the correct PO is assigned to the correct and full list of products for each Supplier. This will then ensure that the Supplier will get paid, causing no disruption to your business.
- 1.4** You will need to be familiar with the process in MARS for ordering products. You will find the documentation on ordering on the website under McLernons, Commercial Docs, see print screen below:



2.1 ORDERS FOR JEWELLERY, GIFTWARE & FRAGRANCE

STOCK ORDER AUTHORISATION FORM

To avoid stock-piling of products, you will need to fill in an **ALLCARE STOCK ORDER AUTHORISATION FORM.XLSX** for some categories, that will be decided upon by the Support Office. This form should be sent into the Support Office for approval **before** any order of the is made by your pharmacy and a member of the Buying Team will get back to you and let you know if these products are suitable for your pharmacy.

Action For FRAGRANCY, JEWELLERY AND GIFTWARE, enter the product detail in the attached **ALLCARE STOCK ORDER AUTHORISATION FORM.XLSX** and email to products@allcaresupport.ie
A member of the Buying Team will let you know if this order can be processed.

2.2 FRONT OF COUNTER ORDERS

No products can be ordered if they are not on the MARS system. All orders must be created and checked in through the MARS system, including all Rep orders, all items are to be ordered from the **Supplier that is set up on your MARS system.** It is vital that this process is adhered to. When a PO is created against an order, this order has to reflect exactly the invoice from a particular Supplier. If this detail is not matching, it may lead to the Supplier not being paid. A PO has to be for the relevant products so that the item detail and value that come through the system will match the invoiced details.

Action

1. Create orders in MARS for all products that you are ordering
Issue a PO to the Supplier, where relevant
2. Check the deliveries against the order and flag as delivered on the system

QUERY ON ORDERLIST SET AGAINST A PRODUCT

If you feel that the wrong orderlist is set against a product, please let us know. We are constantly working through the Master Product File to ensure that the Orderlists are set correctly for the products that are on our planograms but there may be some inconsistencies. All feedback on this is welcome.

Action

Email products@allcaresupport.ie with any feedback that you have with regard to Orderlists.

2.3 CENTRAL ALLOCATIONS & PROMOTION PRODUCTS

This includes all stock delivered to pharmacy that has been allocated by the Support office eg. Reckitts, McNeil, Promotional products, Christmas etc.

When stock is received, set up an order list and click on 'ImPLY as Delivered' on your MARS system. This will ensure that all your deliveries will be set up correctly. It will also maintain your correct stock levels.

Action

1. Create orders in MARS for all products that you receive
2. Select 'ImPLY as Delivered' to send the correct information back the Support Office