

To our valued vendor community,

The global supply chain has faced many challenges over the course of the past 20 months. Health care supply chains in particular have faced unprecedented demands, supply constraints, backorders and substitutions. As we look forward to a recovery, it is imperative that we continue to work together to provide a resilient supply chain service for our provincial health organizations whilst they continue to provide health care services to our patients, residents and clients.

Shared Services Supply Chain is committed to increasing efficiencies and standards in how we conduct business. As such, after significant research and consultation, we have established the following standard requirements relating to our purchase process:

1. Order acknowledgement

- a. vendors must confirm receipt of purchase order including: confirmation of available quantity, estimated lead time and, if applicable;
- b. provide a second notification/acknowledgement of expected delivery date if an ordered item(s) goes into backorder status prior to shipment

2. Invoice Documentation

To expedite invoice payment, each of the vendor's invoices shall comply with the following:

- a. the purchaser's (health organization) name and address;
- b. contract/agreement number;
- c. itemized list and prices for products/services covered by the invoice ;
- d. currency (preferably Canadian Funds); and
- e. Harmonized Sales Tax (HST).

For discrepancies between the PO line details and the invoice line, payments will be placed on hold until the discrepancy is resolved.

3. Packing Documentation

An itemized packing slip must accompany each shipment showing:

- a. purchase order number
- b. item (including SKU/product number)
- c. quantity
- d. description of goods; and
- e. contract number (if applicable).

In the event an itemized packing slip is not contained with a delivery, the purchaser's count of quantity will be accepted as final and conclusive.

4. Invoice Submission

Invoices will continue to be submitted to the purchaser's (health organization) Accounts Payable department after delivery of the products.

Please commence the above noted terms and conditions immediately.

Thank you for all your support and hard work, and we at Shared Services Supply Chain look forward to continuing to work closely with all of our valued vendors.

Stay safe!

