

NEWSLETTER

# Vendor Partner News

► January 2024



NL Health  
Services

### ***Provincial Health Supply Chain Vision***

*An integrated supply chain model that ensures the right products and services are available at the right place and the right time at the best price to support safe, efficient and effective health care.*

## YEAR IN REVIEW 2023

Many supply chains worked extraordinarily hard in 2023 and our own Provincial Health Supply Chain was no different. The below table highlights some metrics of our work in 2023:

Metric	Qty
# of Purchase Orders (PO) issued	118,909
# of PO Line Items	411,862
# of contracts executed	470
# of contracts initiated by Health Org.	880
# of HealthPRO commitments	1261
# of inventory turns	10.31
# of product and vendor complaints	255
# of items in main inventories	15,803
# of Open Calls issued	161
# of product recalls processed	2,644

We are sincerely grateful to our internal Supply Chain team as well as our vendors and transportation and logistics partners for another successful year!



## ORDERS AND INVOICES

Our Health Supply Chain department continues to work diligently to provide a resilient supply chain service for our provincial health system so our clinicians can continue to provide quality health care services to our patients, residents and clients. As such, Health Supply Chain is committed to increasing efficiencies and standards in how we conduct business. As a reminder to our vendor partners, we require adherence to 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. Ship-to Location

- a. Vendors must ensure that shipments adhere to the correct ship-to location as noted on our Purchase Orders

### 3. 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.

### 4. 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.

### 5. Invoice Submission

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

- Link to Merx <https://www.merx.com/govnl/nl-phsssc>
- Link to SC website <https://www.centralhealth.nl.ca/tenders>
- Link to NLHS website <https://www.centralhealth.nl.ca/tenders>