

Dear Customer,

### **Working together to support UK healthcare delivery**

I am writing to you to provide reassurance during what are unprecedented times of uncertainty in the UK. Your role is more important than ever before and it is essential we continue to work together to keep the vital supply of life-saving medicines flowing. **Help us to help you!**

#### **Returning totes**

Please ensure all totes are returned to our Service Centres on every delivery, so they are available for the pick and pack of your order. They help us to protect and track products and are essential to safe medicines supply in the UK. **We are unable to fulfill your orders without sufficient tote bins.** This is very important and we urgently need your support in maintaining safe, secure and continuous delivery of pharmaceutical goods in totes.

**Please return totes as soon as possible to your driver.**

#### **Careful ordering**

A staggering **86%** of returns are from customers who order the wrong product or quantity, which creates work for you and also creates unnecessary product volume in the supply chain.

**Please double-check your ordering and help us to help you!**

#### **Investing in ways to better self-serve**

We continue to invest in ways to allow our customers to better self-serve; saving them time and effort. We encourage all customers to use online systems wherever possible, such as the Alliance Healthcare Portal, PMR systems or Alliance Healthcare Direct, rather than phoning us.

**Please visit [www.alliance-healthcare.co.uk/alliance-healthcare-portal](http://www.alliance-healthcare.co.uk/alliance-healthcare-portal) to find out more.**

#### **Receiving deliveries and signing EPOD**

Please do continue to work as business as usual and quickly receive deliveries. We recognise that some customers may not want to sign on the Electronic Proof of Delivery (EPOD) platform, and our delivery drivers will be able to sign on your behalf where required.

#### **Our Sales Team continues to support you**

My Sales Team will continue to support your business and can be contacted by email and phone. For the time being all Sales visits will be on hold to allow you face to face time with your patients.

#### **Business continuity**

The safety and wellbeing of my team is a priority and we are regularly briefing our teams in accordance with government guidance. We have a multi-skilled and cross-functional Business Continuity Team ("BCT") in place covering all areas of the business from product procurement right through to delivery.

Thank you once again for your support.



Kind regards  
Julian Mount  
**Alliance Healthcare**

#### **Alliance Healthcare (Distribution) Limited**

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