

NEWSLETTER

Vendor Partner News

► May 2024



NL Health
Services

Packing Slip Documentation

As noted in last month's newsletter, our Vendor Management team met in St. John's in April and a site visit with one of our internal Stores teams was on the agenda. A common topic raised by our Stores staff was the inconsistency of information on packing slips accompanying orders.

We ask that our Vendors please ensure the following fields of information are included on each itemized packing slip:

- Purchase Order number
- Purchase Order date
- Contract number (if applicable)
- Date of shipment
- Customer Ship-To
- Sender's details
- Shipment contents – by item, including
 - Product number/sku
 - Description of each item
 - quantity of each item ordered
 - quantity of each item delivered
 - quantity of each item on backorder
- Origin and destination of the goods

Packing slips serve not only as proof of delivery, but also help our Stores teams optimize their workflow when storing goods and issuing products to our internal departments and patients.

NLHS also requires signature on all proof of delivery slips. This allows our Supply Chain and Finance teams to efficiently process invoices and payments. Delays can occur when no signature is available. Other documentation requirements related to purchase orders, etc. are available [here](#).

Western Memorial Hospital Deliveries

As a reminder to vendors and their transportation/logistics partners, the official closing date for Receiving/Deliveries at the existing Western Memorial Hospital site is **May 31, 2024**. Receiving Personnel will not be available at the existing site after this date and therefore no deliveries will be accepted. Receiving at the new site (located at 100 Healthcare Crescent, Corner Brook, NL A2H 0J4) will be operational **June 3, 2024**. Due to circumstances out of NLHS control, please be advised that the **Corner Brook Acute Care Hospital** will not be accepting any vendor deliveries between **4:00 pm June 6, 2024 and 1:00 pm June 7, 2024**. We will distribute communications should any updates or changes unfold. We thank all our vendors for their patience and understanding as we move our inventory and operationalize our new site!

Reminder: Vendor Communications

As noted last month, we are currently developing a new NLHS Supply Chain website and are keen to receive your input regarding the type of content you feel is important as a vendor partner. Please let us know what type of content you would like to see on our new webpage and any other feedback you have regarding our vendor communications is also appreciated. Please email your feedback to our [Vendor Management Team](#)!

Complaints Handling Efficiencies

As custodians of our NLHS vendor base, our Vendor Management team resolves dozens of product and vendor related complaints every month. This involves significant coordination amongst our end user and clinician teams and affected vendors. Our team wholeheartedly believes that well-handled complaints not only improve patient safety outcomes, but also improve our relationships with vendors. We are pleased to have recently created some internal efficiencies which will allow our team to focus more on improving outcomes and bettering vendor relationships. Our vendors are reminded that they can review our Compliments and Complaints Handling Guideline by clicking [here](#). And, remember, feedback is opportunity for improvement!

- 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>