

ONE WORLD

Department of Health and Social Care (DHSC) PPE Vendor Standard Operating Procedures

Quality, Quantity, Availability & Payment

May 2020

DHSC Emergency PPE



Contents

1	Introduction	2
2	Purpose of this Document	2
3	Purchase Order Verification	4
4	Availability of Products	4
5	Quality Control	5
6	Approval to Ship	5
7	Packing, Marks & Numbers Minimum Requirements	5
8	Commercial Invoice & Packing Lists Standards	6
9	Statement of Accounts	6
10	Payment Requests & Process.....	6
11	Transport Reporting Procedure.....	7
12	Cargo Release & Receiving	7
13	Booking & Shipping Instructions	7
14	Payment of Shipping charges	8
15	Insurance & Terms of Shipment	8
16	Questions & Escalation Process.....	8
17	Terms & Conditions.....	8

Document control

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1 Introduction

Uniserve have been appointed to help manage the PPE Supply Chain & logistics on behalf of the DHSC. Due to the nature of the Covid-19 crisis, urgent PPE has been procured through a number of channels from around the world and it is our job to make sure that this equipment is moved as quickly and efficiently from around the world to the UK for urgent despatch.

We want to work closely and effectively with all PPE Vendors to ensure the products you have sold to the DHSC meet the quality, quantity and availability expected by the DHSC and that you in turn are paid as per your contractual agreement with the DHSC.

Uniserve are here to help you and we are working closely with the DHSC Contract and Finance Teams to ensure all parties deliver on their commitments and obligations.

2 Purpose of this Document

This document has been agreed between Uniserve and the DHSC to set out the correct process for understanding and approving the contract commitments with a focus on quality, quantity, availability, payment and shipment of PPE.

All communications should initially be with Uniserve who will coordinate and direct you through the process with the DHSC Contract, Financial and Freight Teams.

PPE Vendors Team

Name	Role	Email Address	Tel Number
Craig Johnson	Senior Global Trade Manager	cj@ugroup.co.uk	Tel: 01753 287933, Mob: 07787433489
Lee Pipe	Global Trade Manager	lep@ugroup.co.uk	Tel: 01753 287905, Mob: 07870 385373

Uniserve International Freight Management Team

Name	Role	Email Address	Tel Number
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Adam Gatfield	Account Manager, Road Freight Manager	ag@ugroup.co.uk	Tel: 01375 412 025

3 Purchase Order Verification

Once you have signed a contract with the DHSC, you will receive a Contract Summary Verification email from ppevendors@ugroup.co.uk, which requires completion within 24 hours of receipt. This verification is to confirm the delivery and the payment schedules to avoid any late payment.

Following agreement of the DHSC Contracts Team your Purchase Order will need to be verified by the Vendor Verification Process covering the following information which you are required to have available:

1. DHSC Contract number
2. DHSC PO number
3. Product specification documents
4. Compliance documents
5. Factory full name, address and contact details
6. PPE factory availability dates and schedules
7. Terms of shipment
8. Payment schedules
9. Products full descriptions
10. Quantities by size and colour by shipment Lot /Batch #
11. National Product Code (NPC)
12. Other information that is relevant to your order

You will be contacted by email to initiate the Vendor Verification Process.

If your submission has been sent incorrectly, please contact the PPE Vendors Team, who can resend your contract summary for you to amend and provide assistance.

Note: any deviation from the agreements made on your submission requires full authorisation from the DHSC.

4 Availability of Products

A schedule of availability will need to be agreed in advance, providing availability at factory by product, date and quantity, this should be sent to:

PPEAvail@ugroup.co.uk

Weekly updates of availability of products must be sent to:
UpdatePPEAvail@ugroup.co.uk

5 Quality Control

All PPE supplied is considered fit for purpose and as per the specification originally provided to the DHSC with your DHSC PPE approval. It will speed up the process if you have specific inspection and test reports for each Lot / Batch, please send these through to: PPEQC@ugroup.co.uk

QC at factory: if the DHSC wish to carry out a quality control check at the factory we will provide notice at least 5 days before the available date of the intended inspection. You will be notified within 48 hours if there are any QC issues flagged during the inspection.

QC at Cargo Freight Station (CFS) Warehouse: If your products have a quality control check at the origin warehouse you will be notified of any issues as soon as possible.

In the event of a quality control issue we will notify you of the problem with the intention to resolve matters as quickly as possible. Should for any reason the goods not be approved for shipment you will be offered the chance to make good and resubmit the products in an agreed timeframe. If the goods are rejected in full, the DHSC Contract Agreement conditions will be applied.

6 Approval to Ship

Once the availability date has been established and approval to ship given this will prompt two further actions:

- 1 - Accounts review
- 2 - Shipping instructions

7 Packing, Marks & Numbers Minimum Requirements

Minimum packing requirements are new tri-wall cartons with the following marks on all four sides of the cartons:

Marks - DHSC UK

NPC Code

DHSC Contract Number

MPO Reference Number

8 Commercial Invoice & Packing Lists Standards

All Vendor invoices must contain the following references and details:

- DHSC Contract Number
- DHSC PO Number
- National Product Code
- MPO Number
- Unit Quantities
- Unit Price
- Description
- Available Date
- Deposit Paid
- Balance Required

All Packing Lists must be in electronic format as per the enclosed template and contain all sizing information, colour and references as above.

Failure to reference invoices and packing lists will result in them being returned and may lead to payment delays.

All invoices and packing lists should be emailed to:
england.commercialcoe@nhs.net

All Invoices and packing lists should accompany the goods when handed over to the Origin Freight Partner.

9 Statement of Accounts

Every payment request must be accompanied by a current statement of accounts, this is a standard commercial process and should show all invoices raised and amounts outstanding. Copy invoices requiring payment must be sent with all statement of accounts, please email to:
england.commercialcoe@nhs.net

10 Payment Requests & Process

Payment requests:

- Should be made 5 days before the available factory date.
- Will need to have QC approval.

- Will have to be accompanied by a minimum of Commercial Invoices and Packing Lists.

Payment will only be made on receipt of the above and a current Statement of Accounts.

11 Transport Reporting Procedure

For all goods that are sold on delivered UK terms you will be asked to provide shipping details on a link direct in to the DHSC system, the link must be requested via email: PPetransport@ugroup.co.uk

Should you wish to update your shipping information then please send a second request to the above email and a new link will be sent out.

Failure to notify the DHSC of your planned transport may delay the booking in and receipt of your goods at the destination warehouse, this process acts as an Advanced Shipping Notice (ASN) for the final warehouse.

12 Cargo Release & Receiving

On confirmation of the availability date by the Vendor, approval will be given to book the goods with the origin partner.

13 Booking & Shipping Instructions

Please see the booking form enclosed, all bookings must be made on this document with the following party depending on mode of transport that is to be used:

- Air bookings: UniAir c/o Ontime
- Ocean and Rail bookings: UniOcean c/o Hunicorn

All cargo must be booked before it is collected or delivered at origin.

All cargo must be customs cleared before shipping.

Please make sure you speak with the origin booking partner well in advance to secure your booking.

14 Payment of Shipping charges

All local shipping charges will be for the account of the factory unless otherwise agreed.

15 Insurance & Terms of Shipment

All transport is undertaken subject to the British International Freight Associations terms and conditions [here](#).

All goods must be covered for “All Risk” Cargo Insurance in accordance with the agreed terms of shipment.

16 Questions & Escalation Process

Should for any reason there be any questions about this process, or you have any comments or observations that would be helpful, then please contact the PPE GTM Managers as noted at the beginning of this SOP.

Should you wish to escalate the matter further for any reason please email:

DHSC@ugroup.co.uk

17 Terms & Conditions

We would draw your attention to the DHSC Contract terms and conditions and would ask that you comply with them and this SOP in every respect.

We thank you for your cooperation and for supporting the Covid-19 PPE Emergency programme.