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Ordering and Cancellation of Orders

Appendix 3 to the Supply Agreement



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1 Ordering

1.1 Points of Contact

Points of contact for ordering shall be specified if they are different from those listed in [Appendix 1 to the Supply Agreement \(Points of Contact\)](#).

1.2 Ordering System and Order Confirmation

The Supplier shall describe its ordering system, including its security system, in this appendix. If any patient information is needed, the hospital physician must be given access to the ordering system. The Supplier shall at least have an electronic ordering system that meets the security requirements set forth in Sections 8.2 and 8.3 of the Supply Agreement.

The Supplier shall describe how and when an order confirmation is sent and what it must include as a minimum:

- Confirmation of the item with item number.
- Delivery date
- Number/volume/size

2 Cancellation of Orders

2.1 Cancellation Process

The Supplier shall describe its cancellation process, which must be in compliance with the regulations in the Framework Agreement.

2.2 Re-Delivery Process

The Supplier shall describe its re-delivery process, which must be in compliance with the regulations in the Framework Agreement.

2.3 Crediting Process

The Supplier shall describe its crediting process, which must be in compliance with the regulations in the Framework Agreement.