

CONDITIONS FOR DELIVERIES to Nomeco HealthCare Logistics



The following Conditions for Deliveries (CfD) are created to ensure an optimal goods reception, storage and distribution of your products, to minimise the risk of errors and reduce time to market.

All questions regarding Conditions for Deliveries can be addressed to your appointed Customer Service Team at Nomeco HealthCare Logistics.

1. Information to be supplied by Client prior to delivery

- 1.1 The Client must register any new product via SupplierOnline¹ -> "Create new product" minimum three (3) days before first delivery to Nomeco HealthCare Logistics' warehouse. For products categorised as dangerous goods the Client is to supply the safety data sheet of the product in accordance with relevant regulation.²
- 1.2 The Client's delivery site must be approved by the Client and registered with Nomeco HealthCare Logistics prior to delivery. The Client is to ensure that Nomeco HealthCare Logistics at all times has an updated list of the Client's delivery sites approved by the Client to deliver products to Nomeco HealthCare Logistics ("Approved Sites").
- 1.3 For deliveries containing pharmaceutical products arriving to Nomeco HealthCare Logistics from outside Denmark, the relevant control report per batch must be uploaded via SupplierOnline -> "Document Portal".

2. Notification of incoming deliveries and time of delivery

- 2.1 The Client shall notify Nomeco HealthCare Logistics of all incoming deliveries no later than 24 hours before delivery. Notification shall be made through the Supply Chain Integration or manually via SupplierOnline -> "Inbound Orders". The notification shall contain name of Client, date and expected time of delivery, number of pallets and transport cartons, product name, item number, quantity, batch number, expiry date and requirements for special storage conditions.
- 2.2 Urgent incoming deliveries shall be notified to the appointed Customer Service Team.
- 2.3 The Client's carrier shall book a slot time³ for unloading at Nomeco HealthCare Logistics' warehouse prior to delivery via Nomeco HealthCare Logistics' gate management system.

¹ SupplierOnline is Nomeco's online communication and logistics platform where the Client has access to different tools and documentation related to the products.

² ADR: for road transportation, IMDG: for international sea transportation, RID: for international railway

³ Nomeco HealthCare Logistics uses the system, "TransWide" please contact the Customer Service Team for further information.

When booking the slot time, the carrier must inform Nomeco HealthCare Logistics about the reference number to the notified delivery. In case a slot time has not been booked prior to delivery, Nomeco HealthCare Logistics will book the unloading at the next available slot time (Nomeco HealthCare Logistics cannot guarantee an available slot time the same day).

- 2.4 If a delivery is delayed or for other reasons cannot be delivered within Nomeco HealthCare Logistics' opening hours or within the booked slot time, the appointed Customer Service Team can be contacted. Nomeco HealthCare Logistics will inform if a later slot time is available or if the delivery has to wait to the following business day.
- 2.5 Products shall be delivered to Nomeco HealthCare Logistics in appropriate time in order for Nomeco HealthCare Logistics to perform goods reception, storage, pick, pack and delivery to the Client's customers according to Nomeco HealthCare Logistics' standard delivery schedule.

3. Documents following the delivery

3.1 Delivery note

- 3.1.1 Each delivery shall physically be accompanied by minimum one delivery note. An individual delivery note must be issued for products requiring ambient, cold and frozen storage.
- 3.1.2 As a minimum the following shall be clearly stated in the delivery note:
 - Package item number (if country specific packages occur with the same Nordic item number, it must be clearly stated to which country the product is intended)
 - Name, form and strength of the product
 - Batch number
 - Expiry date (if relevant)
 - Number of sales packages per batch number
 - Storage conditions
 - Reference number
 - Date
 - Name and address of Approved Site
 - Name and address of the Client
 - Name and address of Nomeco HealthCare Logistics
 - Seal number per sealed unit (if relevant)
 - Number and location of temperature monitoring devices (if relevant)

3.2 Unit content list

- 3.2.1 Each delivery shall be followed by a unit content list for each carton and/or pallet.
- 3.2.2 As a minimum the following shall be clearly stated in the unit content list:
 - Package item number (if country specific packages occur with the same Nordic item number, it must be clearly stated to which country the product is intended)
 - Name, form and strength of the product
 - Batch number
 - Expiry date (if relevant)
 - Number of sales packages per batch number
 - Storage conditions

- Reference number
- Date
- Name and address of Approved Site
- SSCC barcode

3.3 Waybill

3.3.1 Each delivery shall be accompanied by a waybill covering the delivered products.

3.4 Dangerous goods

3.4.1 All deliveries containing products categorised as dangerous goods shall be accompanied by required transportation documents for dangerous goods.

4. Labelling and packing of the products

4.1 Labelling of consignment

4.1.1 Transport cartons and pallets shall be marked with the Client's name and be free from old and irrelevant labels and markings.

4.1.2 Information on the outer packaging must be equivalent with information registered about the product in SupplierOnline -> "Create new product".

4.1.3 The following shall be clearly stated on a label on each transport carton and/or pallet:

- Package item number (if country specific packages occur with the same Nordic item number, it must be clearly stated to which country the product is intended)
- Name, form and strength of the product
- Batch number
- Expiry date (if relevant)
- Number of sales packages in carton
- Number of sales packages in convenience pack

4.1.4 Transport cartons and pallets containing the following shall be clearly marked, by the means of visible labels with a colour other than white placed on all visible sides of the transport cartons and/or pallets. The size of letters shall be minimum 50 point or 4 times larger than other text on the transport carton and/or pallet:

- **Cold storage:** Products requiring cold storage conditions shall be marked with e.g. "COLD" or a symbol of a thermometer "2-8°C"
- **Frozen storage:** Products requiring frozen storage condition shall be marked with e.g. "FREEZE" or a thermometer "below -18°C"
- **Dangerous goods:** Shall be marked according to relevant law requirements
- **Cytostatic products:** Shall be marked with "CYTOSTATIC"
- **Mixed transport cartons and pallets:** Pallets and transport cartons containing different item numbers, expiry and/or batch numbers must be marked with "MIXED PALLETS" or "MIXED CARTON"
- **Partial transport cartons:** Not full transport cartons must be marked with "PARTIAL"

4.2 Barcodes

Products

- 4.2.1 EAN-13 barcodes (including NTIN or GTIN) or GTIN containing information to be used in connection with the handling of the products by Nomeco HealthCare Logistics, wholesalers, hospital pharmacies and/or pharmacies shall be placed on all product sales packages, according to the GS1 regulation.
- 4.2.2 All sales packages covered by Falsified Medicine Directive shall be marked with a 2D Data Matrix containing following four elements:⁴
- GTIN/NTIN
 - Serial number
 - Batch number
 - Expiry date

Transport unit

- 4.2.3 If GS1-128 barcodes are used they shall be placed on the outside of each transport carton and/or pallet delivered to Nomeco HealthCare Logistics.
- 4.2.4 The GS1-128 barcode must be in compliance with the GS1 General specification-standard and shall contain the following information:
- SSCC (Serial Shipping Container Code)
 - Item number (GTIN or NTIN included in the EAN-13 barcode)
 - Batch number
 - Expiry date
 - Number of sales packages

4.3 General requirements to the packaging

- 4.3.1 The packaging and packaging material must be designed in a way that the products are protected against damage, temperature deviations, contamination and harmful environmental influences (e.g. moisture) during transportation and storage. The onward sales frequency to customers as well as the nature of the products must be taken into account.
- 4.3.2 Product packs must be packed in an optimal way and with easy access to the packs inside the transport carton. Pallets must be packed so that the products are easy to identify and to verify the quantity and mixed pallets must be stacked so that the pallet is easy to split, i.e. with the largest quantity in the bottom of the pallet.
- 4.3.3 Products requiring cold or frozen storage conditions shall be packed separately from other products.

4.4 Packing in transport cartons

- 4.4.1 Each transport carton shall only contain one (1) batch per item number.
- 4.4.2 Mixed transport cartons can be delivered with up to five (5) different item numbers if the transport carton is clearly marked with "MIX CARTON".

⁴ After February 9 2019 EAN-13 barcodes can be removed from the sales packages. In transition period until February 9, 2019 sales packages is allowed with EAN-13 and 2D barcodes.

- 4.5** Products similar to each other (e.g. identical sales packages with different strength) shall be packed in different transport cartons.

Packing on pallets

- 4.5.1 Any pallets delivered must be clean and undamaged heat treated EUR pallets according to ISPM No. 15⁵.
- 4.5.2 No pallets shall be delivered with a height exceeding 120 cm, including the pallet. The total weight per pallet must not be exceeded 800 kg.
- 4.5.3 All pallets must be properly wrapped with no elements exceeding the EUR pallet dimensions.
- 4.5.4 Similar products delivered with different batch numbers on the same pallet must be in whole layers and clearly separated.
- 4.5.5 Different products stacked on the same pallet must be separated by EUR pallets.
- 4.5.6 Same products stacked on the same pallet in layers must be separated by suitable material, e.g. thick cardboard.

⁵ IPPC's International Standards for Phytosanitary Measures, No. 15 (ISPM15)

CONTACT

DELIVERY

Sydhavnen

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2450 Copenhagen SV
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07:00 to 16:00

Brøndby

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Monday - Friday
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Køge

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Monday - Friday
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New Site Køge

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Public holidays are communicated separately