

Appendix: Logistical and administrative requirements LUMC

A. Requirements regarding ordering	
A.1	The Contractor is able to provide the catalogue that is available for the LUMC through the LUMC's catalogue partner (broker), GHX, by means of an OCI link. The costs for using GHX are borne by the Contractor.
A.2	The Contractor is able to offer a list of favourites per individual ordering party in the LUMC ordering environment through GHX or is able to implement this within the contract term upon the LUMC's request.
A.3	The Contractor guarantees that the items ordered by the LUMC before 2:00 PM and after receipt of the written (electronic) order will be delivered to the LUMC at most within two (2) business days.
A.4	The Contractor guarantees a delivery reliability of 98% on average per order line, with incorrect deliveries counting as late deliveries.
A.5	The Contractor must notify the LUMC's Operational Purchasing Service within one (1) business day if an item <u>cannot</u> be delivered and indicate when the item is to be expected.
A.6	Changes or deviations in distribution units, packaging or delivery of alternative items will be submitted to the LUMC for approval well (at least 2 weeks) in advance, unless a different arrangement has been made between the Contractor and the LUMC.
B. Delivery requirements: location, time and Incoterms	
B.1	The Contractor declares that all goods will be delivered DDP (free domicile) in accordance with the applicable Incoterms.
B.2	The Contractor must deliver all LUMC orders/purchase orders to the following delivery address: LUMC Goederenontvangst Brugmansplein 3 2333 ZE Leiden
B.3	The Contractor must deliver on business days (Monday through Friday) between 7:00 AM and 2:00 PM.
B.4	The Contractor must have an LUMC employee provide a pro forma (electronic) signature (name in print) on the packing list(s) for the received goods. No rights can be derived from the (electronic) signature by the Contractor.
B.5	The LUMC will check the delivery at the item level within five (5) business days. The Contractor will be notified of any incorrect deliveries within five (5) business days.
B.6	In the event of an incomplete delivery (subsequent delivery and/or defect), the Contractor must be able to subsequently deliver the respective product(s) free of charge within one (1) day after being notified of the incomplete delivery by the LUMC. This respective extra delivery will take place with a mention of the original order number and will be provided with a separate bill of lading.
C. Delivery requirements: loading, unloading and dimensions	
C.1	In the event of the use of rolling transportation means, the Contractor must maintain a maximum height of 180 cm and a maximum width of 72 cm. Loading higher than the top side of a means of transportation is excluded. Means of transportation are designed so that they have two fixed and two castor wheels. Wheels feature smooth contact surfaces so that the roller container leaves no track marks on the floors when being transported within the LUMC.
C.2	The Contractor must ensure that the load per container is such that the quantities are manageable within the framework of the applicable occupational health and safety regulations. This also means that the load must be acceptable according to the NIOSH standard. The fact that the rolling containers will be stacked manually at the LUMC must be taken into account.
C.3	The Contractor must ensure that containers are stacked correctly (such as the largest quantity and heavy products at the bottom).
C.4	In the case of pallets, the Contractor must employ re-usable euro pallets.
C.5	When using rolling containers, the Contractor will supply roller containers that are in good working order and the Contractor will ensure proper maintenance of the roller containers that are used at the LUMC. If the Contractor uses a different type of means of transportation, the same maintenance requirement will apply to that means of transportation.
C.6	The Contractor must always use a vehicle with a loading/unloading flap.

C.7	The Contractor is responsible for loading or unloading the goods and placing them in their proper location as directed by the LUMC.
C.8	In the case of deliveries outside the scope of standard deviations (LxWxH), the Contractor must contact the LUMC in order to make specific arrangements.
C.9	The Contractor declares that deliveries for each order will be packaged in one packing unit using proper packaging material to the greatest extent possible. As a rule, one packing unit may not weigh more than 23 kilograms and must come in a manageable format.
C.10	The Contractor declares that he will use solely strictly necessary packaging. Use of plastics and other environmentally damaging material will be kept to an absolute minimum. The C will make a demonstrable effort to keep the strain of products and packaging materials on the environment to a minimum.
D.	Requirements regarding orders to be delivered
D.1	The Contractor must ensure that the delivered packing units correspond to the order unit.
D.2	Purchase orders consisting of multiple packing units will be marked as such and be delivered together, i.e. at least in the same delivery and on the same pallet(s) and with a serial number per packaging.
D.3	Packing units of different purchase orders may be combined on one load carrier if purchase orders consisting of multiple packing units are kept together. The purchase orders with the largest amount of packing units will be at the bottom, in order to minimise any unloading and sorting.
D.4	If an external transporter is used, it is not permitted to combine orders from various suppliers into one load carrier.
D.5	Deliveries must be packaged separately per LUMC purchase order. It is not permitted to combine multiple purchase orders into one outer packaging. For sterile articles, this requires a separate street packaging per purchase order.
D.6	Stock orders will be separated from non-stock orders i.e. these will at least be placed on a separate load carrier.
E.	Requirements regarding information provision at delivery
E.1	<p>All deliveries must come with a packing slip per LUMC order. The following information must be mentioned on the packing slip:</p> <ul style="list-style-type: none"> - LUMC purchase order number; - Supplier's item number; - Item description (in accordance with the description in the web catalogue); - Packaging unit + quantity of delivered packing units; - Quantity of outer packaging; - Phone number for reporting defects; - Delivery date; - Expiration date (only sterile items and food); - Batch number (only sterile items); - Serial number (only equipment). <p>Packing slips must also be clearly legible and comprehensible. It must be clear what is in the associated outer packaging and (if applicable) whether an item is registered as a backorder for subsequent delivery.</p>
E.2	The contents of a packing slip must correspond to the goods that are delivered at that moment. It is therefore not permitted to deliver an order with one (1) packing slip at multiple times, not even if these deliveries take place on the same day.
E.3	The packing slip must be fixated in a clearly visible position on the top of the outer packaging. With sealed pallets, the packing slip must be placed on the long side of the pallet in a ducolop. A copy of the same packing slip must also be provided within the outer packaging.
E.4	The Contractor must make sure that the codes and/or references on the packing slip are the same as the order number and order sequence provided by the LUMC.
E.5	<p>Outer packaging must be provided with a clearly readable label stating the information below in a minimum font size of 72 points (Microsoft Word):</p> <ul style="list-style-type: none"> - LUMC purchase order number; - The sequence number of the total quantity of outer packaging belonging to the LUMC order number (example 1 of 3).

E.6	For outer packaging stacked on the exterior of the pallet, the label must be visible from the outside. For outer packaging that is not visible from the exterior of the pallet, the label must be directed towards the closest outer side.
F.	Requirements regarding returns and containers
F.1	Return shipments will be picked up by the Contractor within two (2) business days.
F.2	Special packaging material (e.g. wooden boxes) will be immediately taken back by the Contractor, unless other explicit arrangements are made.
G.	Invoicing requirements
G.1	The Contractor will send an invoice (including any appendices) by email to crediteuren@lumc.nl , preferably as a PDF file, within seven (7) days after delivery.
G.2	The Contractor must have a digital ordering and invoicing system. This also applies to transaction management.
G.4	<p>The Contractor will invoice per purchase order (i.e. no multiple orders per invoice are permitted), with the invoice stating at least the following information:</p> <ul style="list-style-type: none"> • LUMC purchase order number; • Total amount per order line; • Total amount per purchase order; • Order line sequence; • Delivery date; • Debtor number; • External article number; • Net pricing; • VAT percentage. <p>The order line sequence means the sequence of the items in the LUMC's order.</p>
G.5	The Contractor must submit credit notes mentioning the original purchase order number of the LUMC. No totalising and/or offsets of orders and/or products will be done.
G.6	The Contractor must offset any discounts, bonuses and similar items directly on the invoice (the order number should also be mentioned, if applicable).