



## SUPPLY DISRUPTION WEBINAR SUPPLIER Q&A's

QUESTION	RESPONSE
1. Where can we find the form to complete?	It is on the HealthPRO website, under <a href="https://www.healthprocanada.com/supply-disruptions">https://www.healthprocanada.com/supply-disruptions</a>
2. How will I know that you have received my submission?	You will receive an acknowledgement email from the Supply Disruption email.
3. What if I cannot suggest a substitute product?	<p>This depends on why you cannot suggest a substitute:</p> <ul style="list-style-type: none"><li>a. If you do not have one available, but one exists in the market - you can recommend an alternative product from a different supplier which will be reviewed by HealthPRO's Clinical Advisor.</li><li>b. If one does not exist in the market - you should work with the HealthPRO team on identifying what we should advise members to do who were using this product</li></ul> <p>(Please note that substitutes/alternatives should be the same or better price as the backordered product, or suppliers will be responsible for price differential based on member's historical purchase.)</p>
3. What is allocation % based on?	Suppliers are encouraged to provide the details of how their allocation works, in the Allocation column (Column N, or Notes Column O)
4. What if I don't know when the backorder situation will be resolved?	We need the most up-to-date information that you have available, an estimated get-well date is acceptable. Your email acknowledging receipt of your completed form will provide you with a contact person for you to provide updates. You can also provide information regarding potential solutions: such as how you will work with members who are using the product.
5. What if I don't know the contract number or name?	You can reach out to your internal contract management department to get the information or check the HealthPRO Contract Schedule (link provided in the resources page under "Reporting Supply Disruptions").



6. How do I submit the form?	There is a "Submit" button on the form and this will run a final check to ensure all cells are populated and then submit if complete. All cells highlighted in blue are required to be filled out to successfully submit the form. If they are not, cells requiring attention will be highlighted in red.
7. What if I want to work on it and save it, and then send it, can I do that?	Yes, you can download the form and save it to your own computer and submit it once you have completed the information.
8. What happens if we don't submit the document but email you instead.	We strongly encourage completion of the online form as it is much quicker for us to translate and action the information in a consistent format. It also ensures that it reaches the members in a timely manner.
9. Can anybody from my organization submit the form?	Yes, the system does not restrict access to the document, we would just ask that it's not reported more than once.
10. What if I have an update to an existing supply disruption, do I submit using this form again?	This form will be used for the initial reporting.  Shortly after receipt a Specialist will reach out and make contact and will be the point person for further updates etc.
11. Can I still inform the members about the disruption?	Yes, but we ask that they aren't notified before HealthPRO, and that the same information is conveyed.  (We ask that any updates are through HealthPRO, but the initial communication can be shared – We are really trying to avoid the member knowing before we do)
12. How much stock does there have to be of the substitute product to qualify as "available"?	There is no set minimum number as this would vary on the type of product, frequency of member orders, period of disruption. You must only suggest a substitute product that you know has stock. If you know how much stock is available, then include it. If you have an idea of how much stock will be available in upcoming days/weeks/months (due to ramp up of manufacturing) that is also useful information to provide.
13. Can I suggest a substitute from another vendor?	Yes, you can.
14. Do you share this information with Health Canada?	No, that submission is a process separate from ours, however we have tried to align our information requirements with Health Canada to avoid additional work.



15. Some of the cells are greyed out and I cannot enter information	The form has been designed so that the type of disruption that you are reporting indicates which cells need to be populated (in blue), the grey cells are the ones not required. If you have further comments you may enter in the "Notes" column.
16. There is a list of HealthPRO staff on the second tab, when would I use those?	For follow up communications/updates, such as changes to disruption resolution date
17. I am not familiar with GS1 – do you have any guidance you can share regarding naming conventions?	Yes, on the Supply Disruption webpage there is a section called "Resources," there are links to information there that will assist you.
18. When I click "review" will it be clear where the errors are?	Yes, cells will show red where information is missing
19. What if I submit and then realize that I have additional information that I should have included?	A Specialist will be reaching out to you upon receipt of your submission, you will work with them directly regarding any additions/updates to the disruption information provided
20. Why do you ask whether the supply disruption is anticipated?	So that we can provide our members with as much advance notice as possible, and they have time to work on contingencies.
21. Can you confirm that a back order of less than 10 days, is not to be reported?	Per T&Cs, if a backorder is more than 10 days then the contract holder is required to report to HealthPRO, however, backorders of less than 10 days that will impact members (regional or national) should also be reported to HealthPRO. The T&Cs indicate the minimum requirements.
22. What if the backorder is on the distributor side, do we need to report it?	Yes, as the contract holder, you are expected to manage the distributors and are responsible for reporting any backorders to HealthPRO.
23. What does HealthPRO consider to be a supply chain disruption?	This form will only be used for Backorders and Discontinuations.
24. Can I submit multiple categories in one form?	Yes, but a submission must be by service area E.g., Clinical contracts (CL) would not be on the same form as Signature (SC)
25. Can I submit multiple contracts in one form?	Yes, there are several lines to allow you to report on multiple contracts.



<p>26. In a situation where there is no 1:1 substitute, but there is a functional substitute, is it not appropriate to tell all HealthPRO members of this substitute? How do we handle this other than at the hospital and representative level?</p>	<p>If there is not a single substitute that you are able to suggest for all members, but rather the substitutes are member specific, you can indicate in the Notes column, the process for members (for example contact your local rep to obtain product substitutes)</p>
<p>27. HealthPRO members place orders directly with us and receive an acknowledgement with the order. Typically, late shipments are communicated to the member. Do we now communicate to HealthPRO or both?</p>	<p>Per T&amp;Cs, if a backorder is more than 10 days then the contract holder is required to report to HealthPRO, however if it is for less time, it is still recommended you notify us. Notifying HealthPRO does not preclude a supplier from contacting members directly.</p>
<p>28. To confirm, will HealthPRO send users the link to the site to register? What if other associates require access?</p>	<p>There is no registration required to access the form. You can download this from the HealthPRO website. <a href="https://www.healthprocanada.com/supply-disruptions">https://www.healthprocanada.com/supply-disruptions</a></p>
<p>29. With estimated date of recovery, often a moving target, due to shipping delays for products manufactured overseas and outside of our control, will we be able to update dates of recovery as the new dates become available.</p>	<p>Yes, you can provide updates directly to the Specialist assigned to your disruption.</p>
<p>30. Will the online webpage allow real time updates to the existing form submitted in past, or will the form need to be completed each time for the same Supply Disruption.</p>	<p>Any updates to a submitted disruption should be communicated directly to the assigned Specialist.</p>
<p>31. When is completion of the supply disruption form required?</p>	<p>Whenever a disruption is occurring or anticipated.</p>
<p>32. As suppliers, is there any recourse to substitute products having to be sold at the same price of the contracted price? We do not want to stock out customers, but also do not want to sell at a possible loss.</p>	<p>Substitutes/alternatives should be the same or better price as the backordered product, or suppliers will be responsible for price differential based on member's historical purchase.</p>
<p>33. Do substitute products need to be added to the current contract, or are they a temporary measure?</p>	<p>In case of temporary supply disruptions, it is not a requirement to add substitutes to contract. Substitutes can be added to the contract if they are in scope of the contract, currently have sales and the supplier can offer them throughout the contract term to all committed members present and future. If they are added, the cost differential would only</p>



	<p>be applicable during the timeframe of the disruption.</p> <p>In case the contracted product is not going to be available permanently, (example- discontinuation), substitutes will need to be added to the contract at a same or more favorable price than that of discontinued code.</p>
34. Will we have access to see what you share with the members for supply disruption?	Members have a different portal where they access supply disruption updates.
35. If I am a secondary supplier, do I need to report Supply Disruptions?	Per T&Cs, if an awarded Supplier has no primary commitments, Supplier is not obligated to report any supply disruptions to HealthPRO
36. When is the expectation from suppliers to start following this new process?	The online forms are live from 10 <sup>th</sup> May and suppliers are encouraged to start using them immediately for reporting disruptions.
37. In case of ETA change, do we need to update the information? Is sending a communication to the Category Specialist, okay?	Yes, that is the process that we would like you to follow. You will have been assigned a contact for your disruption, to provide updates to.
38. If a supplier utilizes distributors for the logistics or goods will HealthPRO check with the supplier not just the distributor? Sometimes a distributor inventory will not reflect what is available via the supplier	HealthPRO will initially work with the awarded supplier for any contract changes, or concerns with contracted products, however, if required HealthPRO may get involved in conversations with the distributor and this would be in conjunction with the awarded supplier.
39. Please confirm that contract owners are the ones responsible for completion of the form when the need arises. Specifically thinking of scenarios where the contract is owned by a manufacturer with multiple distributors attached	Yes, it is the responsibility of awarded supplier on the contract to report any supply challenges to HealthPRO. We encourage that the awarded suppliers work with their distributors and ensure that there are robust communication channels in place to communicate any supply challenges.
40. Do we need to load communications in French and English or English only?	English only is sufficient for our needs currently.
41. Do I need to report supply disruptions if we are fulfilling partial backorders?	If you are not providing orders in full to members, then HealthPRO need to be notified
42. If I have more than one potential substitute product how do I enter that information	Please use an individual row for each substitute



<p>43. Will you be reviewing the way you engage with companies that are listed as secondary on contracts to get support for supply disruptions?</p>	<p>We always look at secondary contracts and reach out to secondary suppliers (if needed) for potential cross -references/substitutes whenever the primary supplier has supply issues or cannot meet our member's demand.</p>
<p>44. Sometimes customer/ members experience a backorder initiated by a distributor. We would encourage HealthPRO to be involved to help quantify the source of the back order (supplier vs. dist. stocking).</p>	<p>The awarded supplier should work with the distributor(s) directly with them so that they can communicate the issue back to HealthPRO. Also, the supplier is required to provide the cause of the disruption in column B</p>
<p>45. If you are made aware that supplier A is on BO and HealthPRO members will buy from supplier B, could you communicate with supplier B with an expected volume of the substitute product to be ordered to avoid supplier B to go on BO.</p>	<p>It is not currently a part of this process. As, members are not obligated to use the suggested substitute, we cannot share any guaranteed volumes, however we could share any estimated volume with Supplier B based on the historical data or work directly with member and supplier to determine the usage /volume requirement and the timeframe for which the member intends to use substitute from Supplier B.</p>
<p>46. What is your timeline to improve on member input to supplier's forecasting?</p>	<p>This is something that is on our radar and is the demand planning initiative that K. Frey, VP Materials Management addressed in the introduction webinar. We are working towards it however we don't yet have an estimated timeline for this to be implemented.</p>
<p>47. End users need to place consistent orders and not just one large bolus order. Greater inventory needs to be held by the members. Demand planning is based on consistent orders as products are made from multiple raw materials. This will assist all members if consistent orders are placed.</p>	<p>When we communicate a member commitment to a contract to suppliers, we provide contact details for the member. We strongly encourage suppliers to have these conversations with the members directly for appropriate demand planning.</p>