



Customer Care



# E-Commerce

Electronic Purchasing Solutions from Vygon (UK) Ltd



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# Introduction

Vygon has a hard earned reputation for the level of service we provide to our customers.

We pride ourselves on the quality of product support you receive from both our Sales Team and Customer Services. Over time other elements have been added to support our level of service, product range and choice within the range.

We have worked very closely with NHS Supply Chain to make our products available through the NHS Supply Chain route, whilst also maintaining a direct delivery service to customers who need to source products this way.

Vygon has developed an e-procurement solution system that is available to all customers and we are keen to help you take advantage of the service.

Our system has been designed to enable us to receive orders directly from our customers, in various formats XML, cXML, EDI and CSV. However, we appreciate this is not always possible for every customer and therefore developed a service solution with third party e-providers. In particular GHX, Unitas and Elcom.

## Contents

Vygon Advanced E-Commerce.....	2
Catalogue.....	3
Electronic Invoicing.....	3
Help and Support.....	4
Web Conferencing.....	4
Communication Overview.....	5
Information Requirements Overview.....	5
Frequently Asked Questions.....	6

# Vygon Advanced E-Commerce

## Current Process

Vygon can receive orders via a third party E-Provider i.e. GHX who translates the data into the Vygon Recognised and accepted electronic format.

## Alternative Process

Vygon can now offer you a friendly set-up approach to electronic data exchange. This process allows us to receive your orders directly without requiring additional software installation within the Trust. This process also eliminates the need to use a marketplace e-provider to forward your orders to Vygon.

The file containing Vygon orders generated by the Trusts procurement system can be sent to us via FTP in a number of formats, including CSV, EDI XML or cXML, alternative formats can be discussed. We will translate the order data into the recognised and accepted Vygon format. Order data can also be collected from the Trust by Vygon (on approval only). Your orders will be processed electronically by our dedicated customer services team, eliminating the manual process and increasing accuracy.

## Benefits of a Direct Link:

- *Faster ordering route – orders are received and processed the same day.*
- *Cost-effective to your Trust.*
- *No Manual intervention/key work therefore no processing errors and is accurate.*

## Vygon can now offer:

Catalogue

E-Ordering

E-Invoicing

# Catalogues

Your customer specific catalogue is provided by Vygon and will include up to date product codes, box quantities and pricing on codes purchased over the past 12 months, as well as all special contracted or tendered pricing you may currently hold, along with the dates the contracts run between. Further information can also be added by request to make your catalogue as detailed as you need.

All our catalogues are revised and sent on a monthly basis.

Your catalogue can be sent in a variety of formats depending on your individual requirements including our Vygon Standard, Health Logistics or a unique format individual to your trusts needs. We also provide catalogues through GHX Nexus so you can view and purchase our products online if you requested with GHX.

### Benefits:

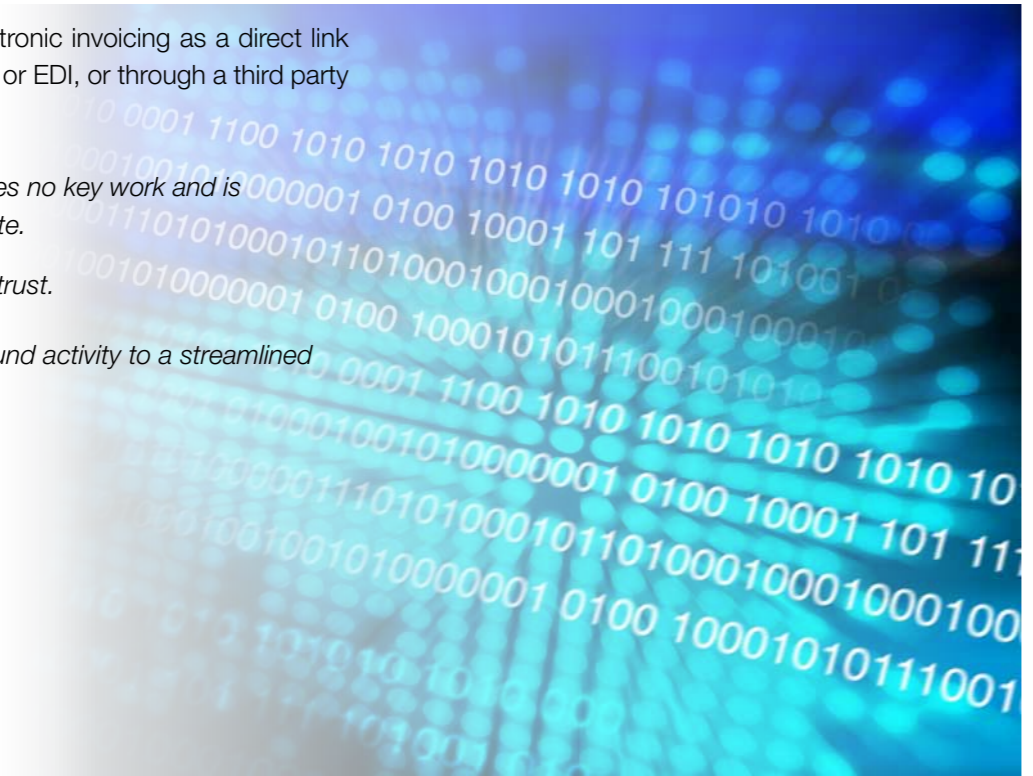
- 100% electronic, no paperwork.
- No action needed by customer after initial request.
- Constantly updated, and changes to products, prices or contracts sent immediately.
- Cost-effective.
- Fully customisable with the information you want.
- Can be sent in a format to suit you.
- View direct via E-mail or through an exchange.

Description
scrub dry user friendly nail pic
la IV infusion set paediatric P
la IV infusion set paediatric P
la IV infusion set with injection
la IV infusion set with injection
la IV infusion set with injection
la IV infusion set with injection
la IV infusion set with injection
la IV infusion set with injection
lock stylet for 18g Biovalve Cod
la IV infusion set PTFE 16G x
la IV infusion set PTFE 14G x
la IV infusion set PTFE 13G x
la IV infusion set polypropyler
la IV infusion set polypropyler
la IV infusion set polypropyler

# E-Invoicing

We are able to offer electronic invoicing as a direct link to Vygon via CXML, XML or EDI, or through a third party provider.

- Faster process, requires no key work and is therefore more accurate.
- Cost-effective to your trust.
- Reduces the paperbound activity to a streamlined electronic process.



# Help and Support

We have an experienced customer services team on hand to answer any of your questions on product and service.

### We can offer:

- Introductory visits for new customers and follow up appointments.
- Visits to existing customers if required.
- Telephone call support.
- Set-up information.
- Full support during set-up.
- Aftercare following go live.
- Vygon have been trading electronically since 2003. We are experienced in cataloging, working with E-providers and providing an electronic link.
- Incorporating partnership with trading electronically.

**Vygon are here to offer all the support and help that is required by YOU, the customer.**



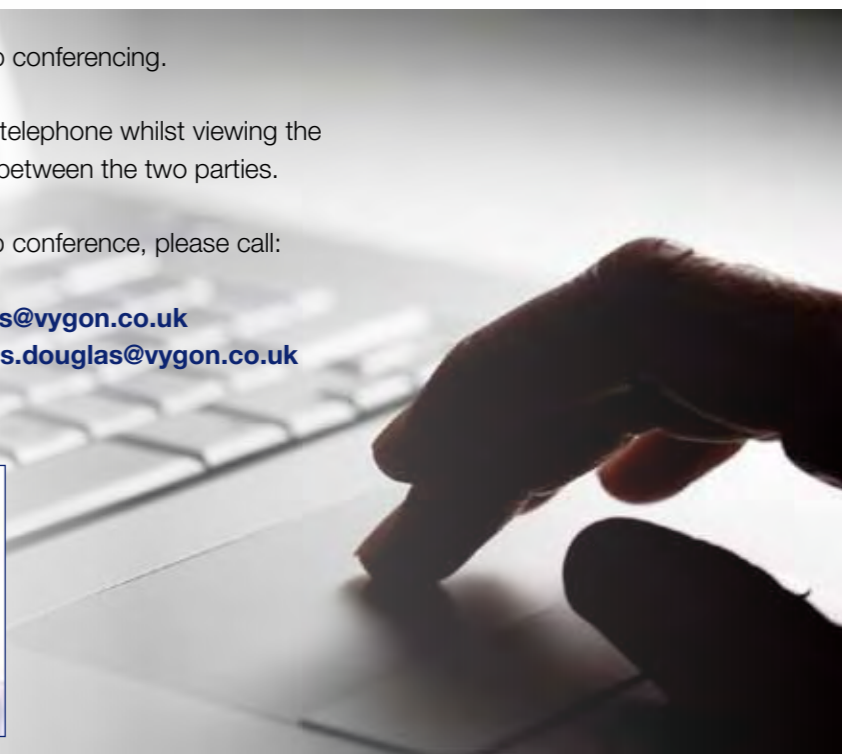
# Web Conferencing

We now have the facility to provide web conferencing.

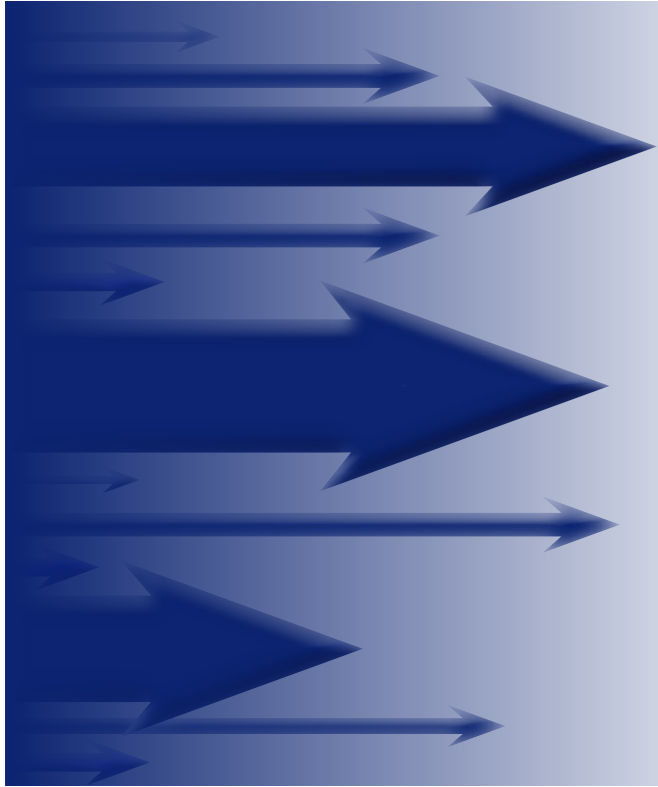
Catalogues can be discussed over the telephone whilst viewing the document to provide instant decisions between the two parties.

For information on how to set-up a web conference, please call:

**Lucy Pitts - ext: 515, email: [lucy.pitts@vygon.co.uk](mailto:lucy.pitts@vygon.co.uk)**  
**Chris Douglas - ext: 234, email: [chris.douglas@vygon.co.uk](mailto:chris.douglas@vygon.co.uk)**



# Communication Overview



Files are transferred by the customer to Vygon via FTP using the address: <ftp://orders.vygon.co.uk>

or alternatively Vygon can pick up the file (on approval only)

The customer will be allocated a user ID and password which will initially be set to drop files into the test location.

### Testing

During testing, any files sent via FTP to Vygon will be placed automatically in a test location.

Vygon will pick up the order and process it through a test system to ensure that the order is correct.

Testing will continue until both parties are happy, after which the FTP location will be switched over so that subsequent orders sent via FTP are processed by Vygon's production system.

# Information Requirements Overview



Information will need to be supplied by both parties in order to carry out order processing:

### 1. Catalogue Information

This will be supplied by Vygon upon request. Please call Lucy Pitts or Chris Douglas on 01285 657015 ext. 515/234 or email: [lucy.pitts@vygon.co.uk](mailto:lucy.pitts@vygon.co.uk)/[chris.douglas@vygon.co.uk](mailto:chris.douglas@vygon.co.uk)

2. Vygon match incoming orders to customer account codes using the delivery number of the ordering Trust. Vygon will require a list of main delivery points that will be used so that the necessary internal links can be made prior to processing orders. Having this information in advance avoids any delays to Trusts set-up.

# Frequently Asked Questions

### *What products do we order via NHS Supply Chain?*

This information can be provided on request.

### *What support would you provide to bring our Trust on board?*

Information and advice on set up and what you need; CXML orders, which we have been receiving since 2003; visits to your Trust if required; information on e-providers and our experience in working with them; catalogue details and the Vygon cataloguing system and incorporating partnership with e-commerce.

### *What Special pricing agreements do I currently hold and will they be included in my catalogue?*

Any current agreements will be included in your E-catalogue.

### *Can you provide UNSPSC and E-Class coding?*

Yes, we can.

### *Do you receive CXML orders?*

Yes, we do.

### *Will Vygon be our pilot for E-invoicing?*

Yes, we will.

### *Will there be any set-up or implementation costs to the Trust?*

No (Subject to review of your Trust's software capabilities).



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