|  |  |
| --- | --- |
| **Pecos PPE Direct Ordering – Future Delivery Schedule & Customer Support**13th August 2021 | nss_logo_94x96 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Future Delivery Schedule**We would remind you that all practices are on a 4 weekly delivery schedule. Please see schedule for future ordering and deliveries.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PCC TYPE** | **DESCRIPTION** | **BOARD ID** | **BOARD NAME** | **CYCLE** |  |  |
| 03 | General Practitioner | G | Glasgow & Clyde | 3 |  |  |
|  | (Cycle 3) |  |  |  |  |  |
|  | **3** |  |  |  |
|  | **Order cycle deadline** | **Consignment Wk** | **Delivery w/c** |  |  |  |
|  | 25/06/2021 | 27 | 05/07/2021 |  |  |  |
|  | 23/07/2021 | 31 | 02/08/2021 |  |  |  |
|  | 20/08/2021 | 35 | 30/08/2021 |  |  |  |
|  | 17/09/2021 | 39 | 27/09/2021 |  |  |  |
|  | 15/10/2021 | 43 | 25/10/2021 |  |  |  |
|  | 12/11/2021 | 47 | 22/11/2021 |  |  |  |
|  | 10/12/2021 | 51 | 20/12/2021 |  |  |  |
|  | 07/01/2022 |  | 17/01/2022 |  |  |  |
|  | 04/02/2022 |  | 14/02/2022 |  |  |  |
|  | 04/03/2022 |  | 14/03/2022 |  |  |  |
|  |  |  |  |  |  |  |
|  | (Friday) |  | (Monday) |  |  |  |

All orders are held until after the 4 weekly deadline, before being picked and shipped. Therefore, please allow up to 6 working days from week commencing date before emailing NSS for non-delivery of PPE. Any delivery queries should be raised within 14 days of the week commencing delivery date.**Customer Support**We also want to inform you that we will be implementing changes in the way we will be handling enquires for Primary Care contractors who use Pecos to order PPE.Please note that the customer support contacts we previously communicated to you will no longer be available from 16th August 21. The following email address will be closednss.nhss-primary-care-supplies-covid-19@nhs.scotFrom 16th August 21, if you require support please contact us using one of the following:* **Software issues** - such as Pecos access, Password reset or issues accessing PPE catalogues please use the link below to record your enquiry:

 support@ggcprocurementcustomerservices.zendesk.com* **Order queries** - For all enquiries relating to missing deliveries or delivery issues please contact the following:

 Email - primarycare@hubppe.co.ukTelephone - 0300 303 3536 (Lines open Mon-Fri 9am to 5pm)Please provide the following information in the email or phone call:* 1. Your practice name and address
	2. The PO number of the order you are querying
	3. Confirm if the whole order has not been delivered, or detail the items which are either incorrect quantities or damaged on receipt.
* Menzies should only be contacted (tel 0141 568 4293) if there is an attempt to deliver your PPE and/or you receive a ‘missed delivery’ card from Menzies.

I trust the above information is of use and will assist you further with any customer support queries you may have. Kind regardsDenis SeenanHealth Board Support ManagerNHS National Services Scotland |
|  |

|  |  |  |
| --- | --- | --- |
|  |  |  |

  Please consider the environment before printing this e-mail