

10th July 2015

ATTN Existing and Future Gilead Customers

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Dear Valued Gilead Customers,


Symbion would like to ensure that Gilead customers are familiar with the processes when ordering Gilead products.

One of Gilead’s core values is to provide continued improvements for patient safety through distribution and product supply service to our customers.

Please ensure that all Gilead related Customer Service enquires are to Symbion Contract Logistics, not to your local Symbion distribution centre, nor direct to Gilead.

Symbion Contract Logistics Customer Service 1300 364 586 or contract.logistics@symbion.com.au
Gilead Stock Availability

With the exception of WA, Gilead products are dispatched from a centralised Warehouse (WHS), Symbion Contract Logistics (CLO) in Rydalmere, NSW. As a result all Gilead stock information is displayed in a separate column titled “**Alt WHS**”.

Order placement via SHOP; the main warehouse for your orders will display  however the Alt WHS will show warehouse name: SOH (CLO: 169). Below is an example of SHOP ordering and in the yellow circle is the stock & Alt WHS

PDE	<input checked="" type="checkbox"/>	GTIN	Product	Price	Exc	GST	Tax	Stock	Alt WHS	PBS
037850			Emtriva Cap 200mg 30 S100	\$282.00		\$28.20	F	0	CLO:169	

Order placement via POS; when placing an order via your POS (Point of Sales) it will receive response back advising that primary warehouse is OOS (Out of Stock) yet the alternate warehouse supply flag is check. If you receive this response and are unclear if this order was successful, please contact Symbion Contract Logistic Customer Service team 1300 364 586 to confirm.

Gilead Items that will display as alternative warehouse;

PDE	Item Description
037842	AmBisome Vial 50mg Pwdr for Inj x 10
449520	Atripla Tab 30
037850	Emtriva Cap 200mg 30
426415	Hepsera Tab 10mg 30
164070	Sovaldi Tab 400mg Btle 28
128716	Stribild 300mg TDF 200mg EMT 150mg
426407	Truvada Tab 30
426393	Viread Tab 300mg 30

Order Cut Off Times

Cut off time for processing Gilead orders of **2.00PM AEST will apply for next day delivery for all metro and rural customers.**

To ensure your orders are delivered the next day, please place your orders before the cut off time of 2pm AEST.

Gilead Transit Time Table

N.S.W.		Overnight*	Queensland		Overnight*
Sydney	SYD	Next Day	Brisbane	BNE	Next Day
Albury	ABX	Next Day	Cairns	CNS	Next Day
Canberra	CBR	Next Day	Mackay	MKY	Next Day
Newcastle	NTL	Next Day	Rockhampton	ROK	Next Day
Wollongong	WOL	Next Day	Townsville	TSV	Next Day
Regional Areas	NSW	Next Day	Cape York	YORK	Next Day
			Regional Areas	QLD	Next Day
Victoria		Overnight*	SA		Overnight*
Melbourne	MEL	Next Day	Adelaide	ADL	Next Day
Regional Areas	VIC	Next Day	Regional Areas	SA	Next Day
Tasmania		Overnight*	N.T.		Overnight*
Hobart	HBA	Next Day	Darwin	DRW	Next Day
Launceston	LST	Next Day	Alice Springs	ASP	Next Day
Regional Areas	TAS	Next Day	Regional Areas	NT	Next Day

1. *Delivery times will vary within each zone*
2. *Times and days shown above are indicative only and can change without notice.*

These improvement changes were effective from the 1st of December 2014.

ATTN Community Pharmacies

Please note HIV Retail pharmacy dispensing commenced July 1 2015.

If you have any queries regarding this change please contact Gilead SCL Account Manager, Christine Vella on 02 9860 6033 or Symbion Contract Logistics Customer Service **1300 364 586**

Thank you for your cooperation and support in this matter.

Kind Regards,

Christine Vella

Accounts Co-Ordinator Contract Logistic