Manual on customer documents

A brief explanation of the most important points.
Contact

Alloga Ltd.
Ordering & Customer Service
Buchmattstrasse 10
P.O. Box
CH-3401 Burgdorf
Phone +41 58 851 46 46
Fax +41 58 851 46 12
bestellungen@alloga.ch · www.alloga.ch
Order confirmation
The purpose of the order confirmation is to list the articles which have been ordered, indicating the availability of each item. This can be provided from the customer via email on request.

Delivery note
The delivery note is a document accompanying the goods and provides information about the goods which have actually been delivered. The delivery note includes all of the items in a delivery.

Packing list
The packing list is a document accompanying the goods and provides information about the goods which have actually been delivered. The packing list includes all of the items in a container.

Invoice/Credit note
The invoice/credit note includes a compilation by period of all services to be billed.

You can find further information as well as our general terms and conditions of business at www.aloga.ch.
```plaintext
<table>
<thead>
<tr>
<th>Article</th>
<th>Description</th>
<th>Article properties</th>
<th>Ordered quantity</th>
<th>Confirmed quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567</td>
<td>Article 1</td>
<td>R</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>2345678</td>
<td>Article 2</td>
<td>R</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

The following items are behind schedule:
- Article: 2345678
- Description: Article 2
- Article properties: R
- Quantity: 2

The following items were rejected:
- Article: 3456789
- Description: Article 3
- Article properties: R
- Quantity: 3

***Reason for rejection: Not authorised for the purchase of the article

The following items are subject to clarification:
- Article: 4567899
- Description: Article 4
- Article properties: R
- Quantity: 2

The right to make changes is reserved

Our opening hours during the holidays: www.alloga.ch

The GTCs stated on www.alloga.ch apply.

Kind regards,
Alloga AG
```

Article properties:
- R = Room temperature 15 – 25°C
- K = Chilled goods 2 – 8°C
- BTM = Narcotics
- Z = Cytostatics
- O = Oncologicum
- B = B-grade goods

Version 01, valid from 01.06.2019
ORDER CONFIRMATION

1. **Logo**
The distribution partner’s logo or Alloga’s logo. The distribution partner defines whether their own logo is displayed or whether the logo of Alloga as a logistics service provider is displayed.

2. **Sender**
The sender address corresponds to the address of Alloga. Under distribution, the respective distribution partner is printed.

3. **Client**
Under client, the address and Global Location Number (GLN) of the client who has placed the order with Alloga is printed.

4. **Goods recipient**
Under goods recipient, the address and GLN of the client which is receiving the physical delivery is printed.

5. **Header information**
   - **Title of the document**: Order confirmation.
   - **Reprint**: The information ‘reprint’ is the indication that a reprint (copy of the document) has been made.
   - **Date**: Corresponds to Alloga’s order entry date.
   - **Alloga reference number**: Reference number of the purchase order.
   - **Your reference number**: Reference given by the customer for the order.
   - **Customer number**: The customer number corresponds to the address indicated under Point 3 (Client).
   - **Provisional delivery date**: Corresponds to the expected delivery date to the customer.

6. **Heading**
Individual text which can be printed on order level.

7. **Article**
   - **Access sequence**: Pharmacode, GTIN or Alloga internal article number.

8. **Description**
Article description.

9. **Article properties**
Under article properties, the properties from the key at the bottom left are printed.

10. **Quantity ordered**
Original quantity ordered.

11. **Confirmed quantity**
Confirmed quantity which is expected to be delivered.

12. **Material sales text**
Material sales text (any information) which is stored for the article.

13. **Current item status**
   - **The following items are behind schedule**: Items which currently cannot be dispatched can however be automatically supplied at a later date as soon as stock is available.
   - **The following items were rejected**: Items which have not been dispatched and also are not behind schedule.
   - **The following items are currently subject to clarification**: Items which are currently being clarified by the distribution partner.
   - **The following items have already been delivered**: Items for which an updated order confirmation has already been sent.

14. **Footer**
Individual information concerning the distribution partner or Alloga.
DELIVERY NOTE

Alloga AG
Distribution: Musterpartner
Buchmattstrasse 10
3400 Burgdorf
Tel.: +41 58 851 45 45  Fax: +41 58 851 46 12

Customer reference
Version 01, valid from 01.06.2019

Article properties
R = Room temperature 15 – 25° C
K = Chilled goods 2 – 8° C
BTM = Narcotics
Z = Cytostatics
O = Oncologicum
B = B-grade goods

23.04.2019 Date
2100006590 Alloga reference number
Order_123 Your reference number
5100001140 Customer number
Planzer Original delivery number
Room temperature 15-25° C Delivery condition
1 Number of containers

Fax: +41 58 851 46 12

Alloga AG
Distribution: Musterpartner
Buchmattstrasse 10
3400 Burgdorf
Tel.: +41 58 851 45 45  Fax: +41 58 851 46 12

Goods recipient
7651000000002
Musterapotheke
Hauptstrasse 1
3400 Burgdorf

Ordered by Michelle Muster

<table>
<thead>
<tr>
<th>Article</th>
<th>Description</th>
<th>Batch / Expiration</th>
<th>Article properties</th>
<th>Supplied quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567</td>
<td>Article 1</td>
<td>17HX002D05</td>
<td>R</td>
<td>5 PC</td>
</tr>
<tr>
<td></td>
<td>New design</td>
<td>/ 31.03.2020</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Net weight: 0.050 KG

Our opening hours during the holidays: www.alloga.ch

Claims can only be accepted within 5 days of dispatch, except for chilled products (immediate consultation required!)

The GTCs stated on www.alloga.ch apply.

Kind regards,
Alloga AG
Logos:
The distribution partner's logo or Alloga's logo. The distribution partner defines whether their own logo is displayed or whether the logo of Alloga as a logistics service provider is displayed.

Sender:
The sender address corresponds to the address of Alloga. Under distribution, the respective distribution partner is printed.

QR Code:
The QR code is for Alloga’s own internal purposes.

Goods Recipient:
Under goods recipient, the address and GLN of the client which is receiving the physical delivery is printed.

Header Information:
Title of the document: Delivery note.
Reprint: The information 'reprint' is the indication that a reprint (copy of the document) has been made.
Date: Corresponds to Alloga's order entry date.
Reference number: Reference number of the purchase order.
Your reference number: Reference given by the customer for the order.
Customer number: The customer number corresponds to the address indicated under Point 4 (Goods recipient).
Original delivery number: Delivery number under which the article was delivered.
Delivery channel: Method of delivery for the order.
Delivery condition: The delivery condition specified for the delivery.
Number of containers: The number of packing units which form part of this delivery note.

Article:
Access sequence: Pharmacode, GTIN or Alloga internal article number.

Description:
Article description.

Article Properties:
Under article properties, the properties from the key at the bottom left are printed.

Supplied Quantity:
Total quantity supplied in this delivery in all the packing units.

Material Sales Text:
Material sales text (any information) which is stored for the article.

Net Weight:
Net weight of this packing unit.

Footer:
Individual information concerning the distribution partner or Alloga.

QR Code:
The customer order number is populated in this QR code. This should assist the customer if the customer scans in the order number.
1 / 1

Alrega AG
Distribution: Musterpartner
Buchmattstrasse 10
3400 Buchmattstrasse
Tel.: +41 58 851 45 45 Fax: +41 58 851 46 12

Goods recipient
7601000000002
Musterapotheke
Hauptstrasse 1
3400 Burgdorf

Ordered by Michelle Muster

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<td>5 PC</td>
</tr>
<tr>
<td></td>
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<td>/ 31.03.2020</td>
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Kind regards,
Alloga AG

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Version 01, valid from 01.06.2019
The distribution partner's logo or Alloga's logo. The distribution partner defines whether their own logo is displayed or whether the logo of Alloga as a logistics service provider is displayed.

The sender address corresponds to the address of Alloga. Under distribution, the respective distribution partner is printed.

The QR code is for Alloga's own internal purposes.

Under goods recipient, the address and GLN of the client which is receiving the physical delivery is printed.

Title of the document: Packing list. 
Reprint: The information 'reprint' is the indication that a reprint (copy of the document) has been made.
Date: Corresponds to Alloga's order entry date.
Alloga reference number: Reference number of the purchase order.
Your reference number: Reference given by the customer for the order.
Customer number: The customer number corresponds to the address indicated under Point 4 (Goods recipient).
Delivery number: Delivery number under which the article was delivered.
Packing date / time: Date and time when this container was packed ready for delivery.
Delivery channel: Method of delivery for the order.
Delivery condition: The delivery condition specified for the delivery.
Container number: The internal Alloga number for this packing unit.

Access sequence: Pharmacode, GTIN or Alloga internal article number.
Article description.
Under article properties, the properties from the key at the bottom left are printed.
Total quantity supplied in this delivery in all the packing units.
Material sales text (any information) which is stored for the article.
Net weight of this packing unit.
Individual information concerning the distribution partner or Alloga.
The customer order number is populated in this QR code. This should assist the customer if the customer scans in the order number.
## Invoice

**Date:** 07.03.2019  
**Document number:** 9100000102  
**Your reference number:** Order_123  
**Alloga reference number:** 2100005091  
**Customer number:** 285176  
**Delivery date:** 07.03.2019

### Article Description

<table>
<thead>
<tr>
<th>Article</th>
<th>Description</th>
<th>VAT Rate in %</th>
<th>Quantity</th>
<th>Price in CHF</th>
<th>Discount</th>
<th>Amount CHF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567</td>
<td>New design</td>
<td>7.7</td>
<td>1 PC</td>
<td>88.23</td>
<td>10.00%</td>
<td>79.41</td>
</tr>
<tr>
<td>2345678</td>
<td>Article 2</td>
<td>2.5</td>
<td>1 PC</td>
<td>50.12</td>
<td>10.00%</td>
<td>45.11</td>
</tr>
</tbody>
</table>

**VAT**

- **Goods value in CHF (excl. VAT):** 148.07  
  - VAT 7.7 % : Basis: 94.43 VAT: 7.27  
  - VAT 2.5 % : Basis: 53.64 VAT: 1.34  

**Final amount in CHF (incl. VAT):** 156.68

### Amount payable in CHF (incl. VAT):

- **Payment terms:** Up to 06.04.2019 without deduction.
- The GTCs stated on www.alloga.ch apply.

Kind regards,

Alloga AG
1 Logo
The distribution partner’s logo or Alloga’s logo. The distribution partner defines whether their own logo is displayed or whether the logo of Alloga as a logistics service provider is displayed.

2 Sender
The sender address corresponds to the address of Alloga. Under distribution, the respective distribution partner is printed.

3 QR code
The QR code is for Alloga’s own internal purposes.

4 Invoice recipient
The invoicing address should generally match the address of the goods recipient. If the customer wishes, an address which differs from that of the goods recipient can also be stored. The customer number indicated under point 5 always corresponds to that of the invoice recipient.

5 Header information
   Title of the document: Invoice, credit note or payment request.
   Reprint: The information ‘reprint’ is the indication that a reprint (copy of the document) has been made.
   Date: Corresponds to the date of the document (invoice, credit note, down payment request).
   Document number: Reference number of the present document.
   Your reference number: The reference you have provided for the order.
   Alloga reference number: Reference number of the purchase order.
   Customer number: The customer number corresponds to the address indicated under Point 4. If the goods recipient and the invoice recipient are identical, the GLN is also printed in this field.
   Delivery date: Corresponds to the date on the shipment (Alloga’s goods dispatch date).

6 Goods recipient
If the invoice recipient deviates from the goods recipient, the address of the goods recipient is printed. If no goods recipient is printed, this means that the invoice and goods recipient are identical.

7 Article
   Access sequence: Pharmacode, GTIN or Alloga internal article number.

8 Description
   Article description.

9 VAT
   VAT rate for the article in %.

10 Quantity
   Original quantity ordered.

11 Price in CHF
   Price per article.

12 Discount
   Discount granted per item/article.

13 Amount in CHF
   Total amount for the item (quantity x price per article) less any discount.

14 Material sales text
   Material sales text (any information) which is stored for the article.

15 Delivery number
   Delivery number under which the article was delivered. This number may be different/may vary from article to article.

16 Logistics costs
   Costs to send the listed articles.

17 Goods value
   Goods value of all invoiced items (in CHF excl. VAT).

18 VAT 7.7%
   Designation of articles with a VAT rate of 7.7%.

19 VAT 2.5%
   Designation of articles with a VAT rate of 2.5%.

20 Final amount
   Goods values of all invoiced items (in CHF incl. VAT).

21 Amount payable
   Effective amount payable (incl. VAT), rounded to 5 centimes.
   Credit note: Total in your favour in CHF (in CHF incl. VAT), rounded to 5 centimes.

22 Payment terms
   Information on the payment date for the settlement of invoices.

23 Invoice text
   Individual information of the distribution partner.