

# Manual on customer documents

A brief explanation of the most important points.



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## 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](mailto:bestellungen@alloga.ch) · [www.alloga.ch](http://www.alloga.ch)

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# 1

## **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.

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# 2

## **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.

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# 3

## **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.

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# 4

## **Invoice/Credit note**

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

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You can find further information as well as our general terms and conditions of business at [www.alloga.ch](http://www.alloga.ch).

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

**3** **Client**  
 7601000000001  
 Musterzentrale  
 Dorfstrasse 3  
 3422 Kirchberg

**5**

Order confirmation	
Date	16.04.2019
Alloga reference number	2100006525
Your reference number	Order_123
Customer number	285179
Provisional delivery date	17.04.2019

**4** **Goods recipients**  
 7601000000002  
 Musterapotheke  
 Hauptstrasse 1  
 3400 Burgdorf

**6** Ordered by Michelle Muster

<b>7</b> Article	<b>8</b> Description	<b>9</b> Article properties	<b>10</b> Ordered quantity	<b>11</b> Confirmed quantity
1234567	Article 1 <i>New design</i>	R	5	5
2345678	Article 2	R	2	0

**13** The following items are behind schedule:

Article	Description	Article properties	Quantity
2345678	Article 2	R	2

The following items were rejected:

Article	Description	Article properties	Quantity
3456789	Article 3	R	3

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

The following items are subject to clarification:

Article	Description	Article properties	Quantity
4567899	Article 4	R	2

The right to make changes is reserved

**14** Our opening hours during the holidays: [www.alloga.ch](http://www.alloga.ch)

The GTCs stated on [www.alloga.ch](http://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

- 
- 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.



3



1

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

4 **Goods recipient**  
 7601000000002  
 Musterapotheke  
 Hauptstrasse 1  
 3400 Burgdorf

5

Delivery note	
Date	23.04.2019
Alloga reference number	2100006590
Your reference number	Order_123
Customer number	115799
Original delivery number	5100001140
Delivery channel	Planzer
Delivery condition	Room temperature 15-25° C
Number of containers	1

Ordered by Michelle Muster

6

7

8

9

Article	Description Batch / Expiration	Article properties	Supplied quantity
1234567	Article 1 17HX002D05 / 31.03.2020 New design	R	5 PC

10

11 Net weight: 0.050 KG

12 Our opening hours during the holidays: [www.alloga.ch](http://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](http://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



13

Customer reference

## 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 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:** 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.

**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).

**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.

## 6 Article

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

## 7 Description

Article description.

## 8 Article properties

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

## 9 Supplied quantity:

Total quantity supplied in this delivery in all the packing units.

## 10 Material sales text

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

## 11 Net weight:

Net weight of this packing unit.

## 12 Footer

Individual information concerning the distribution partner or Alloga.

## 13 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.



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

**4** **Goods recipient**  
 760100000002  
 Musterapotheke  
 Hauptstrasse 1  
 3400 Burgdorf

**5**

Packing list	
Date	23.04.2019
Alloga reference number	2100006590
Your reference number	Order_123
Customer number	115799
Delivery number	5100001140
Packing date / time	23.04.2019 09:07:20
Delivery channel	Planzer
Delivery condition	Room temperature 15-25° C
Container number	50090301

Ordered by Michelle Muster

Article	Description Batch / Expiration	Article properties	Supplied quantity
1234567	Article 1	R	5 PC
	17HX002D05 / 31.03.2020 New design		

**11** Net weight 0.050 KG

**12** Our opening hours during the holidays: [www.alloga.ch](http://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](http://www.alloga.ch) apply.

Kind regards,  
 Alloga AG

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## 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 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:** 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.

## 6 Article

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

## 7 Description

Article description.

## 8 Article properties

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

## 9 Supplied quantity:

Total quantity supplied in this delivery in all the packing units.

## 10 Material sales text

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

## 11 Net weight:

Net weight of this packing unit.

## 12 Footer

Individual information concerning the distribution partner or Alloga.

## 13 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.



4 Musterzentrale  
Dorfstrasse 3  
3422 Kirchberg

2 Alloga AG  
Distribution: Musterpartner  
Buchmattstrasse 10  
3401 Burgdorf  
Tel.: +41 58 851 45 45 Fax: +41 58 851 46 12  
CHE-101.277.415 MWST

5 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

6 Goods recipient: Musterapotheke, Hauptstrasse 1, 3400 Burgdorf, GLN: 7601000000002

7 Article	8 Description	9 VAT Rate in %	10 Quantity	11 Price in CHF	12 Discount	13 Amount CHF
1234567	Article 1	7.7	1 PC	88.23	10.00 %	79.41
	<i>New design</i>					
	Delivery number: 5100000620					
14 2345678	Article 2	2.5	1 PC	50.12	10.00 %	45.11
	Delivery number: 5100000620					
15	Logistics costs					23.55
16	Goods value in CHF (excl. VAT):					148.07
17	VAT 7.7 % :	Basis: 94.43		VAT: 7.27		7.27
18	VAT 2.5 % :	Basis: 53.64		VAT: 1.34		1.34
19	Final amount in CHF (incl. VAT):					156.68
20						

21 Amount payable in CHF (incl. VAT): 156.70

22 Payment terms: Up to 06.04.2019 without deduction.

23 The GTCs stated on www.alloga.ch apply.

Kind regards,  
Alloga AG

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- 1 Logo**  
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  - 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.
  - 7 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.

**Alloga Ltd.**

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info@alloga.ch · www.alloga.ch