



Statement - Update NDC

Thursday 19th November

The logistical issues with our National Distribution Centre, which temporarily impacted the delivery of some products to our customers, are now resolved. We continue to work closely with the NHS to ensure the supply needs of all our customers are met and are now looking to reintroduce our business as usual procedures which are as follows:

- The NDC queries mailbox burgesshill.ndcqueries@roche.com will be phased out by the end of this week (20/11/2020)
- Orders and order/delivery related queries should be addressed to the Customer Services Mailbox burgesshill.customerservice@roche.com
- The order cutoff time is 12 midday
- Urgent orders will be managed as per our standard process
- There is still an extended delivery lead time of 7 working days for standard orders and 2 working days for urgent orders
- Same day courier shipments will be phased out immediately
- We will ramp down the Mannheim shipments from next week as we return to business as normal. However, please be assured that the option to access the Mannheim shipments is still available and will be used (if required) for a limited number of orders (e.g. Brexit stock build orders) over the next weeks
- Our Customer Service team will start sending the standard backorder email to customers commencing Friday 20/11/2020
- From next week, changes to schedule agreements can be requested as per normal procedures and timelines
- Point of Care (POC) orders will revert back to being routed directly from Roche from 1st December

We will continue to keep you informed of further updates as we return to our standard delivery service as soon as possible.

We would like to thank you for your incredible support over the last weeks. Please do not hesitate to contact us should you have any questions or queries.

Sharon Baxter
Head of Customer Account Management