

CMS Client Smart Orders FAQ's AstraZeneca UK

Version 1 (28/03/2017)

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AZ Smart Order FAQ's

1. What is the standard order lead time?

A - Orders submitted prior to 12.00 midday, will be packed and despatched for next working day delivery. Orders placed after 12.00 will be processed on the following day, with delivery the next working day after that.

2. Can I have a timed delivery?

A - The system provides the opportunity to select a pre-9 or Pre-12 next day delivery. This service will incur additional cost, and please note that orders must be placed before 12.00 to ensure next working day delivery.

3. Can I have deliveries always on a specific day of the week?

Yes, to assist field based employees who may work from home on a set day, the system allows you to select a delivery day. From the top menu bar, select **'My account'** then **'Personal information'**. The delivery day option is at the foot of the page, simply select the day by clicking the radio button and save.

4. What does the 'Maximum grab' qty mean?

The maximum grab is applied to some items to ensure stock is not depleted quickly by users ordering high volumes.

5. How does it work?

The maximum grab quantity is set for a rolling 30-day period, so if the max grab is 50, and you order 25 on the first day of the month, you will be able to order 25 more before the first day of the following month.

6. What if I need more than the max grab, for example a trade show or meeting?

If you require more than the max grab will permit, contact the Xerox account team on AZUKMCOrders@xerox.com and they can support these requests

7. If an item is out of stock, can I still order it?

No. Xerox were asked to accept orders for items out of stock, which fall in to backorder. This process leads to multiple orders sitting on the system leading to confusion.

8. If an item is out of stock, how do I know when it is available again?

Where you see an item with no stock, you have the opportunity to click the **'Notify me'** button situated to the right hand side of the button. When the stock for the item is replenished, the system will notify you via email that the item is available for order

AZ Smart Order FAQ's continued...

9. I want to create an order over a period of time, can I do that?

Yes, you can add items to your 'saved items' folder, which allows you to check out later when convenient.

10. I have been side-tracked by a call, have I lost the items I added to the basket?

No. The system will add your order to a drafts folder. Click '**Drafts**' on the top **RH** of the home screen and press the '**Continue**' button to recommence where you left off.

11. Can I ship items to different addresses?

Yes. The system is configured to have your home address (for field users) and office address for HQ users, however you can add any other address at the checkout stage, for example if you wanted items to be shipped to an exhibition.

12. Can I split the delivery of an order to two places?

No. The system will allow a single delivery point per order.

13. I have placed my order, but it has not arrived, what do I do?

Send an email to AZUKMCOrders@xerox.com who will investigate on your behalf.

14. What happens if I am out when my order is delivered, will the courier leave it out or with a neighbour?

The courier will need a signatory, and is not permitted to leave potentially sensitive materials with 3rd parties or outside a building.

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