



SALES PROCESS TRAINING MANUAL



BIOCOMPOSITES LTD

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Account Set-Up

Any new accounts will be required to complete a credit application form. This can be accessed via the distributor hub under 'Account Management'. If the credit application form is completed out in the field the form must be emailed to accounts@biocomposites.com and orders@biocomposites.com .

Customer Services will be informed of any successful credit applications. Customer Services will complete the UK Account Set-Up form (QOP0324) and create a customer account on the ERP system. The CRM system will also need to be updated to include the customer account number. Copies of the completed credit application and set up forms will be attached to the account on the ERP system.

Once the account has been set-up a welcome pack email will be sent to the customer. The welcome pack will include UK price list, product brochures and Biocomposites Ltd company details on letter head paper. This is to help the customer set Biocomposites up as a supplier. N.B. this will not be required by any hospital purchasing via the NHS Supply Chain.

Reference Documents:

- Credit Application Form
- UK Account Set-Up Form (Internal use only)
- Biocomposites Ltd company details
- Welcome email template
- UK price list
- Product brochures

No PO, No Delivery

Much like the NHS policy; 'No PO, no payment', Biocomposites Ltd will not supply products without first receiving a valid purchase order. The purchase order must be received electronically; email, via PEPPOL or via the NHS Supply Chain. We cannot accept purchase order numbers over the telephone.

A PO must include the following details:

- A valid PO number
- Delivery address
- Invoice address
- Product code & description
- Correct unit price

ONLY upon receipt of such a PO will result in the supply of goods from head office.

If boot stock is used to fulfil an order, a PO number must be provided as a minimum before releasing stock. A valid PO must be provided within 24 hours of receipt of goods on order to invoice within 48 hours.

Any non-compliant accounts will be recorded on the 'Open PO Metric'; shared document on the one drive. If a PO has not been received after 3 days, the open issue will be followed up by the Finance Department and may result in the account being placed on 'hold'. If an invoice cannot be raised within the month the stock was supplied, the account will be placed on 'STOP'.

MDMs will be informed prior to the account being placed on STOP. Any accounts on STOP will not be permitted to receive any stock until the matter is resolved.

FOC Supply of Stock

In order to help introduce Biocomposites' products into a difficult account the Market Development Manager (MDM) is permitted to supply stock free of charge (FOC). Such accounts can receive a maximum of 3 units FOC, in order to trial the product. This should only be provided where the MDM feels the account has the potential to become a regular user. The MDM will run their reasoning past the International Sales Director before supplying any stock. Cases where FOC product is used should be followed up and feedback should be logged onto Salesforce.

A delivery order form (DOF) should be completed on the App for traceability. The order will be placed FOC on the ERP system after receipt of the DOF.

In cases of product performance issues, please refer to the customer complaints procedure, before issuing FOC replacement stock.

Customer Complaints

All customer complaints must be directed through customer services, who will prioritise and allocate to the correct departments for investigation. A complaint should be formally reported in writing by the MDM to customer services within 24 hours of notification. Some incidents may have to be reported within a specific timeframe to the regulatory authorities e.g. MHRA / Notified Body. As soon as a Biocomposites employee is aware of an incident the 'regulatory clock' starts.

Types of Complaints:

- Product Performance Failures – traceability, deficiencies related to the identity, quality, durability, reliability, usability or safety
- Delivery discrepancies
- Delivery failure
- Damaged in transit, could compromise the sterile barrier
- Pricing

In the event of product performance failure or damage in transit an investigation will be undertaken by the Quality department and a complaint reference allocated (CCnnnnn or FBnnnnn). If the root cause is attributed to product deficiency, then a credit or FOC replacement will be permitted. The complaint reference will be detailed on the associated credit or FOC replacement product transaction.

Complaints will be tracked via metrics. This will be reviewed on a quarterly basis.

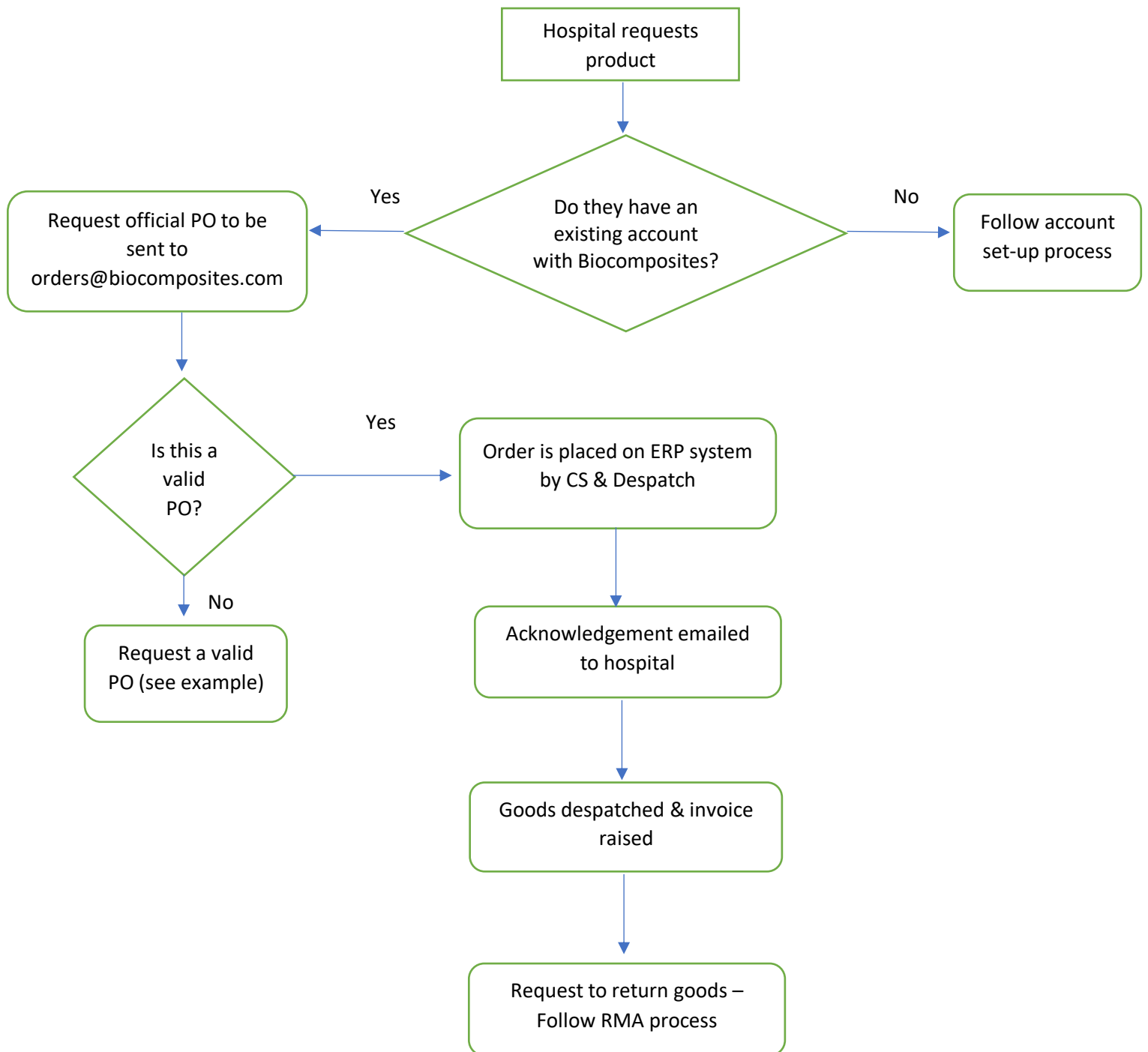
N.B. Please refer to the complaints & regulatory reporting procedure (QAP8.0) for detailed information.

Customer Communication

Phone conversations involving important information regarding outstanding purchase orders, unpaid invoices, case support requirements and urgent orders will be recorded against the 'call log' function on EPICOR by customer services. Copies of which will be sent by email to the relevant MDM.

Queries should be responded to within 24 hours, this includes questions from office staff to field staff.

Sales Flow Chart



Appendix of referenced documents

- Credit Application Form
- UK Account Set-Up Form (Internal use only)
- Biocomposites Ltd company details
- Welcome email template
- UK price list
- Example of a valid PO