



Contingency Plans For University of Rochester

Questions related to the contingency plan can be directed to the Cardinal Team:

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Non-Files & NIA's:

1. Cardinal to provide the list to the customer & customer service
2. Customer Service will cross-reference the above stated list with the master file
3. Customer Service will either ship from an alternative CAH facility, or Drop Ship from the manufacturer (from the Base account)
4. Non-File Items: Customer Service will notify the Sales Rep, Inventory & MSM of the item for resolution by emailing a weekly Base report

Unit of Measure Discrepancies:

1. Cardinal to provide the list to the customer & customer service
2. Customer Service to manually change the U/M
3. Customer Service will notify the Sales Rep, Inventory & MSM of the item for resolution by emailing a weekly EDI Rejection report (for Base items)
4. Customer Service will email the "Daily Recap Report" to Sales Rep & MSM (for ValueLink items)

Sub List Maintenance:

1. University of Rochester will utilize Cardinal Health's auto substitution process
2. When an order is received and the original material is not available, DJIT will automatically substitute the alternate material on the order
3. The VL-NE3 team will email the Daily Recap Report / Sub Report to Purchasing and departments on a daily basis by 4pm to include only the orders that Cardinal has received by 3:30pm. Note: Chloe PMM 3:00pm report will only include orders that Cardinal has received by 3:00pm
4. The report will identify the original item ordered and the substituted item with the price and unit of measure to allow updating of the purchase order

Pricing Discrepancies:

1. Cardinal will utilize the CPA report to capture pricing discrepancies
2. Sales Rep & Pricing Advocate will resolve discrepancy

EDI Downtime Emergency Orders:

1. Strong & Highland: Hospital Stores, Pharmacy, Cath Lab will provide Cardinal with electronic copies of specific par forms
2. Cardinal will review these forms quarterly with each area for par form changes
3. During down time the departments will provide Cardinal with quantities of items needing to be ordered from the specific par forms
4. Strong: Anesthesia/Operating Room – Fill previous days order
5. Highland Hospital Stores: Will duplicate previous week's same day orders

SATURDAY (6/20) & SUNDAY (6/21):

Dan Richards will provide a CD to include copies of all par forms to Christie Putnam

Baxter / Hospira Orders:

1. Cardinal will provide the list to the customer, customer service, and inventory
2. Customer will deplete all the Hospira items first
3. Customer service will be reviewing the list regularly. Once all Hospira items are depleted, customer service will notify the customer to begin ordering the Baxter items
4. Customer Service will also notify the Inventory department