

# SIGMA PHARMACEUTICALS PLC

## OTC and Health & Beauty Transfer Order Customer Guide



# CONTENTS

Page No.

## **OTC AND HEALTH & BEAUTY TRANSFER ORDER OVERVIEW** **2-5**

I. Why use Sigma for Transfer orders?

II. Your Sigma support team

III. Standard terms

IV. How discounts are applied

V. Deliveries and timeframes

## **USEFUL INFORMATION** **7-11**

I. Manufacturers and third party sales teams we work with

II. Manufacturers and third party contact details

III. Their brands and portfolios

III. Transfer orders and invoice examples

## **FAQ'S** **12**



# OTC & HEALTH AND BEAUTY TRANSFER ORDER OVERVIEW

Sigma offers a comprehensive transfer order service offering prompt deliveries, transparent invoicing and full advantage of manufacturers multi-level discounts (MLD) across a wide range of manufacturers.

## I. WHY USE SIGMA FOR TRANSFER ORDERS

Our transparent invoice structure, quick turnaround and dedicated customer service means we are the preferred choice with manufacturers and third-party sales teams for transfer orders. Advantages of putting your transfer orders through Sigma:

- › A minimum of 10% wholesaler discount on transfer orders\*
- › Transparent discount structure
- › More than 95% of products are available to order in singles
- › Aim to deliver stock within 48 hours from receipt
- › Back orders held for 60 days
- › Dedicated transfer order team that can be directly contacted by telephone or email.
- › Committed to ensuring transfer order queries are resolved within 72 hours

\* Ethical and Rx Lines may not qualify for this discount

## II. YOUR SIGMA SUPPORT TEAM

### Head of Sales



**Dipesh Vaja**, Head of Sales  
Tel: **0800 597 4462**  
Email: **dipesh@sigmaplc.com**

### OTC Transfer Orders



**Simone Elkerton** OTC Transfer Orders  
Tel: **01923 331 411**  
Email: **sim@sigmaplc.com**



**Lisa Farrant** OTC Transfer Orders  
Tel: **01923 331 411**  
Email: **lisa@sigmaplc.com**

### Telesales/Customer Service



**Rushin Mehta**, Telesales Manager  
Tel: **0800 597 4462**, Option 3  
Email: **rushin@sigmaplc.com**



**Hitesh Haria**, Telesales Supervisor  
Tel: **0800 597 4462**, Option 3  
Email: **hitesh@sigmaplc.com**

### Business Development



**Michelle Sparrow**, Account Manager  
Tel: **01923 332 790**  
Email: **michelle@sigmaplc.com**

### Sales Executives



**Pankaj Vyas** - Account Manager  
Tel: **07946 352 462**  
Email: **pankaj@sigmaplc.com**



**Vithal Adatia** - Account Manager  
Tel: **01923 331 407**  
Email: **vithal@sigmaplc.com**

### III. STANDARD TERMS

Sigma offer a 10% wholesaler discount as standard on transfer orders.

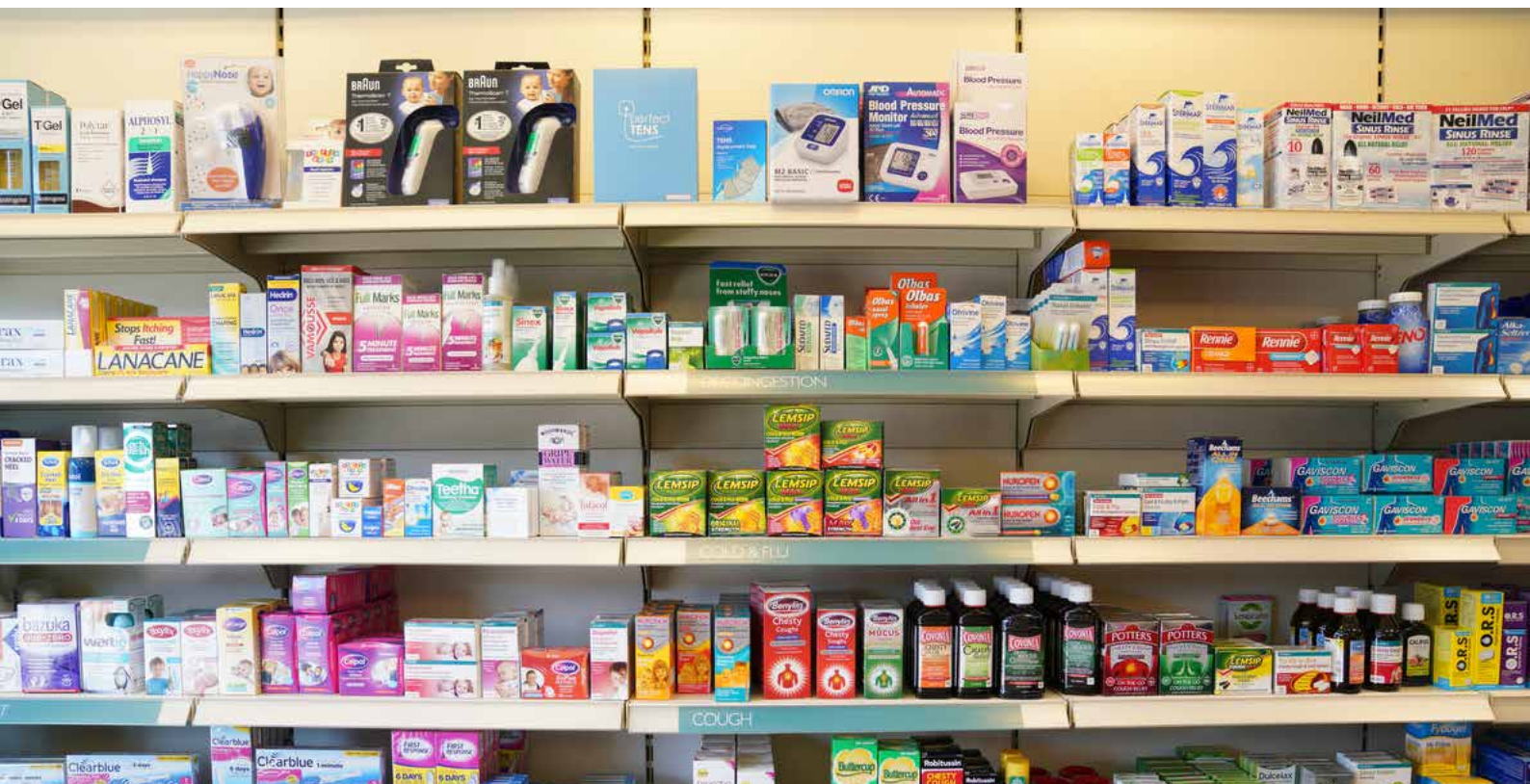
Multi-Level Discount (MLD) applied by the manufacturer/third party sales team will be in addition to the 10% wholesaler discount.

An example of how this will be applied can be viewed on our invoice page on page 10

### IV. HOW ARE DISCOUNTS APPLIED?

Discounts are transparent and easy to read right from the invoice, so what you see is what you pay. See our example invoices on pages 10 & 11.

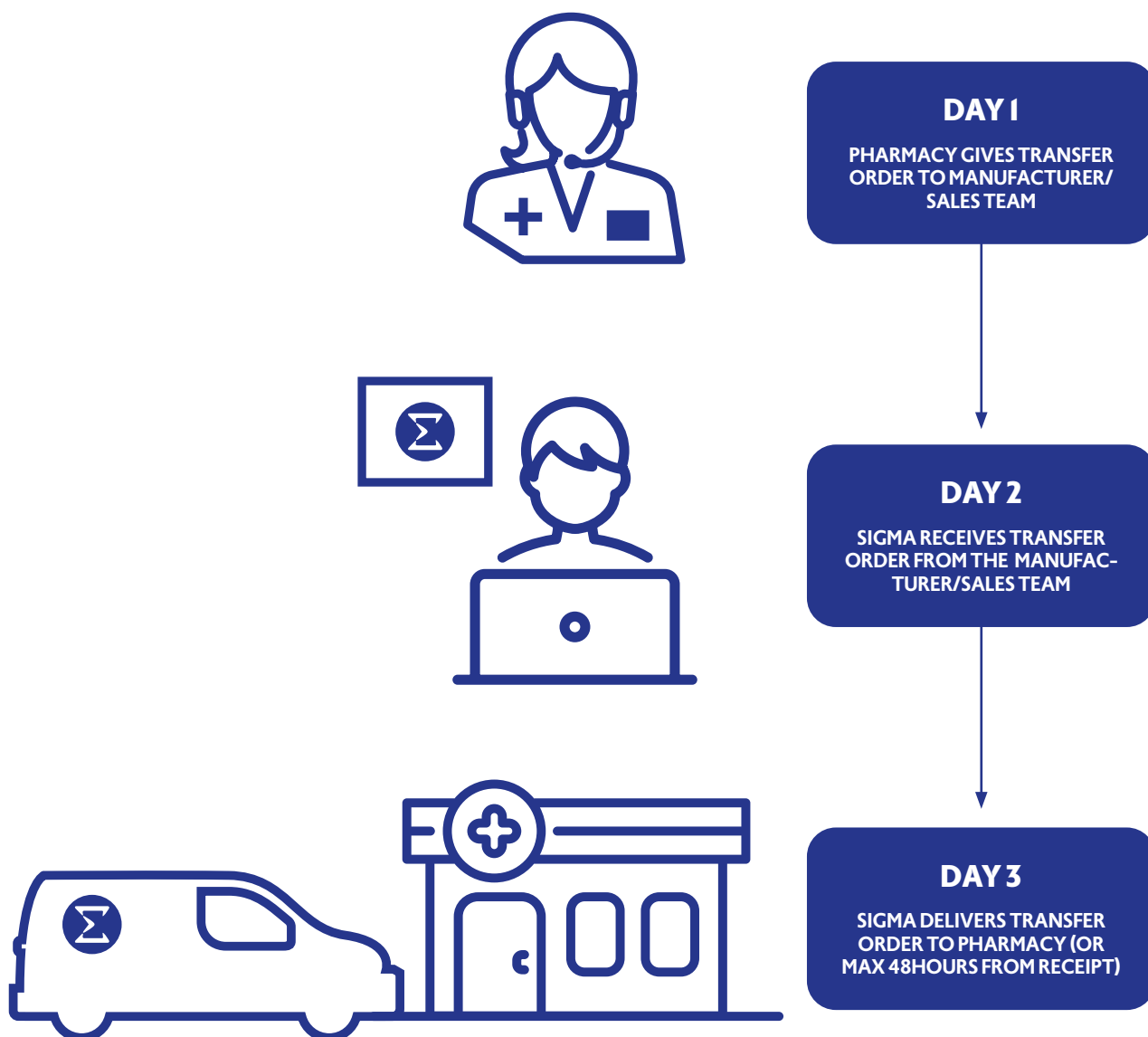
- If there is no MLD provided, a 10% discount will be given and be visible on the invoice.
- If an MLD is provided (i.e. GlaxoSmithKline, **5%**) a 15% discount will be given and be visible on the invoice (**5%** MLD + 10% wholesaler discount)
- When a product has a promotional discount, that discount will override the standard 10% wholesaler discount. This applies to all transfer orders regardless of whether an MLD is provided.



## V. DELIVERIES AND TIME-FRAMES

We aim to deliver your transfer order within 48 hours of us receiving it from the manufacturer or third-party sales team.

- Sigma will always fulfil the transfer order in full where possible to avoid any delay in supply.
- Where lines are not supplied in full, Sigma will deliver as soon as stock is available in our depot.
- Back orders are fulfilled as soon as stock becomes available and kept open for a maximum of 60 days





# USEFUL INFORMATION

## I. MANUFACTURERS & THIRD-PARTY SALES TEAMS WE WORK WITH

Sigma work with all the biggest manufacturers and third-party sales teams including (but not limited to) Reckitt Benckiser, Glaxo Smith Kline (including Pfizer Consumer), Perrigo, Thornton & Ross, Ceuta Healthcare, The Miles Group and Powermed Plus.

Sigma's close and collaborative working relationship with manufacturers and strong transfer order service mean we are the preferred choice.

We work closely with manufacturers on:

- New Product Launches
- Seasonal Pre-Sells
- Exclusive promotions

## II. MANUFACTURERS & THIRD-PARTY CONTACT DETAILS

See below for companies we work with, but not limited to:

MANUFACTURER	SALES TEAM	CONTACT NO.	CONTACT EMAIL ADDRESS
ALLIANCE PHARMA	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
AMO	CARE FOR YOURSELF SOLUTIONS	01344 630 901	info@cfysolutions.com
BAYER	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
BBI HEALTHCARE	ETHICOE		customerenquiries@ethicoe.co.uk
BEIERSDORF	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
BIOKULT		01460 243 230	info@bio-kult.com
BR PHARMACEUTICALS (VALUPAK)		0113 275 0000	info@brpharmaceuticals.co.uk
CEUTA HEALTHCARE	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
CHURCH & DWIGHT	POWERMED PLUS	01295 709 380	info@pharmed-uk.com
CIGA HEALTHCARE		02825 685 385	
DIOMED	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
ETHICOE	ETHICOE		customerenquiries@ethicoe.co.uk
GLAXO SMITHKLINE (including PFIZER CONSUMER HEALTHCARE)		0208 047 5000	
GR LANE		01452 524 012	info@laneshealth.com
MENTHOLATUM	CEUTA HEALTHCARE	0344 243 661	customerservices@ceutahealthcare.com
NEILMED		0208 660 9447	questions@neilmed.com
NELSONS	ETHICOE		customerenquiries@ethicoe.co.uk
P&G	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
PERRIGO (OMEGA PHARMA AND GALPHARM)		0203 598 9603	UKLOcustomerservice@perrigo.com
POWERMED PLUS	POWERMED PLUS	01295 709 380	info@pharmed-uk.com
RECKITT BENCKISER (including FORUM HEALTHCARE)		01753 506 800	Consumer.Relations-ukroi@rb.com
SANOFI CONSUMER HEALTHCARE	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com
SCA HYGIENE	CEUTA HEALTHCARE	0344 243 661	customerservices@ceutahealthcare.com
TEVA UK	THE MILES GROUP	01484 536 344	info@milesgroup.co.uk
THE MILES GROUP	THE MILES GROUP	01484 536 344	info@milesgroup.co.uk
THEA PHARMACEUTICALS		0345 521 1290	thea.support@theapharma.co.uk
THORNTON & ROSS		01484 848 200	customerservices@thorntonross.com
UPJOHN (VIAGRA CONNECT)	CEUTA HEALTHCARE	0344 243 6661	customerservices@ceutahealthcare.com



### III. THEIR BRANDS AND PORTFOLIOS

#### **BAYER**

- Alka Seltzer
- Bepanthen
- Berocca
- Canesfresh
- Canesten
- Clarityn
- Diprobase
- Feminax
- Germolene
- Germoloids
- Redoxon
- Rennie
- Sanatogen

#### **BIOKULT**

- Protexin

#### **BR PHARMACEUTICALS**

- Valupak

#### **CARE FOR YOURSELF LTD**

- AMO

#### **CEUTA HEALTHCARE**

- 4head
- Alliance Pharma
- Bayer
- Bazuka
- Chloralieve
- Blistex
- Bodyform
- Clearblue
- Carnation
- Flexiseq
- Freederm
- Ibuleve
- Iglu
- Milton
- Murine
- Mum
- Odoreaters

- ORS
- Otex
- Pepto Bismol
- Fastaid
- Tena
- Ultra Chloraseptic
- Vapodrops
- Viagra Connect
- Vicks
- Westlab

#### **CHURCH AND DWIGHT**

- Anusil
- Arm & Hammer
- Batiste
- Femfresh
- First Response
- Nair
- Orajel
- Pearl Drops
- Replens
- Sterimar

#### **ETHICOE**

- Balance Activ
- Glucogel
- Lift
- Nelsons
- Diffiam
- CBI2

#### **GRLANE**

- Aquaban
- Derbac
- Earex
- Kalms
- Jakemans
- Olbas
- Pro Plus
- Teangi Tea Tree

#### **GLAXO SMITH KLINE**

- Alli
- Aquafresh
- Beechams
- Biotene
- Breathe Right
- Corsodyl
- Day Nurse
- Driclor
- Duofilm
- Enos
- Eumovate
- Lamisil
- Nicotinell
- Otrivine
- Panadol
- Piriton
- Poligrip
- Polytar
- Scopoderm
- Sensodyne
- Voltarol
- Zovirax

#### **KARIUM LTD**

- Cuticura
- Perspirex

#### **LASER HEALTHCARE**

- Anthisan
- Brolene
- Buscopan
- Beiersdorf
- Bazuka
- Compeed
- Dextro
- Deep Heat/ Deep Freeze
- Dioralyte
- Dulcolax
- EllaOne
- Just For Men
- Fishermans Friend
- Nitty Gritty

- Opticrom
- Pharmaton
- Phenergan
- Potters
- PoxClin
- Puressentiel
- Ricola
- Seabond
- Selsun
- Syndol
- Vagisil

### **P&G**

- Clearblue
- Fixodent
- Oral B

### **PERRIGO (Omega Pharma)**

- Abidec
- Alphosyl
- Beconase
- Bio-Oil
- Bronchostop
- Buttercup
- Contac
- Dentu Crème
- Gedex
- Lactacyd
- Lyclear
- Metatone
- Milk Of Magnesia
- NiQuitin
- Nytol
- Solpadeine
- TCP
- Tiger Balm
- Veganin
- Wartner
- Wernets

### **POWERMED PLUS**

- Halls
- Colief
- Clinitas
- Lotil
- Salonpas

### **RECKITT BENCKISER**

- Bonjela
- Clearasil

- Cuprofen
- Dequadin
- Dettol
- Disprin
- Durex
- E45
- Full Marks
- Fybogel
- Gaviscon
- Guardium
- Lanacane
- Lemsip
- Nurofen
- Optrex
- Paramol
- Scholl
- Senokot
- Steradent
- Strepsil
- Sweetex
- Veet
- Woodward's

### **THE MILES GROUP**

- A L Simpkin
- Biofreeze
- Cambridge Healthcare
- Colgate Palmolive
- Comedic International
- Alpecin
- Plantur
- Jerome Russell
- Kobayashi
- MS George
- Omron
- Passion For Life
- Profoot
- Quies
- Red E Med
- Therapearl
- Teva UK

### **THEA PHARMACEUTICALS**

- Blephaclean
- Hyabak
- Thealoz
- Otrivine
- Nutrof
- Monopost

### **THORNTON & ROSS**

- Acriflex
- Alegesal
- Care
- Cetraben
- Covonia
- Eucryl
- Eurax
- Flexitol
- Fultium
- Galpseud
- Hedrin
- J Collis
- Metanium
- Movelat
- Mycota
- Oilatum
- Radian B
- Savlon
- Senna
- Settlers
- Virasorb
- Virasoothe
- Windsetlers
- Zeroderma

# IV. TRANSFER ORDERS AND INVOICE EXAMPLES

The following pages illustrate how we receive the T/O and how the discount is then applied onto your invoice. We have included examples of a T/O both with and without a multi-level discount (MLD)

## MLD Applied

Order Num: 138303000040051



SIGMA PHARMACEU
Wholesaler Account Ref:
RB Account Ref:

Product Pack Code	Product Description	Quantity	Entry Date	Transmit Date	Re. Del. Date	RB Discount
5011417579121	SENOSOFT 10'S	1.00	2020-08-05	2020-08-18	2020-08-05	15.00%

The discount highlighted is the multi-level discount (MLD) provided by the manufacturer / third party sales team

This is the quantity (in units) that has been ordered and charged as per the transfer order.

Order online: [www.sigmaplc.co.uk/sigconnect](http://www.sigmaplc.co.uk/sigconnect)



(£) INVOICE

DELIVER TO:	ACC:	INVOICE TO:	DWP: WE
	PAGE: 1		DRIVER: T56
TEL:		TEL:	SEQ. No: 0000

Total discount applied. This is the 15% manufacturer discount (highlighted above) added to the standard 10% Sigma wholesale discount

CUSTOMER ORDER NO.	INVOICE NO.	DATE	QUANTITY	UNIT PRICE £	DISC %	NET PRICE £	GOODS VALUE £	VAT
13830300004005	I 975809	19/08/20	1	4.52	25.00	3.39	3.39	20.00
***WE CAN EMAIL YOUR INVOICES, CREDIT NOTES AND STATEMENT *** ***VISIT WWW.SIGCONNECT.COM/WORKING-TOGETHER FOR DETAILS *** 111035 DEFAULT PICKER CODE simonel								
Your order number 13830300004005								
03	00001352	SENOKOT SENOSOFT SACHETS # 10	1	4.52	25.00	3.39	3.39	20.00

This is the NET price charge before VAT is applied

- Transfer order placed by customer through the manufacturer on 05.08.20
- Customer requested manufacturer to submit transfer order to Sigma on 18.08.20
- Sigma delivered and invoiced to customer on 19.08.20

# No MLD Applied

Order Num: 138026000063672



SIGMA PHARMACEU
Wholesaler Account Ref:
RB Account Ref:

The highlighted column shows no multi-level discount (MLD) is applied to this transfer order.

Product Pack Code	Product Description	Quantity	Entry Date	Transmit Date	Re. Del. Date	RB Discount
5011417579121	SENOFOT 10'S	2.00	2020-08-14	2020-08-18	2020-08-14	0,00%
5011417577349	SENOFOT MAX STRENGTH TABS 10S	6.00	2020-08-14	2020-08-18	2020-08-14	0,00%

Order online: [www.sigmaplc.co.uk/sigconnect](http://www.sigmaplc.co.uk/sigconnect)



(£) INVOICE

DELIVER TO:	ACC:	INVOICE TO:	DAY: WE
(VI)		(VI)	DRIVER: T64
TEL:	PAGE: 1	TEL:	SEQ. No: 0000

This is the quantity (in units) that has been ordered and charged as per the transfer order.

CUSTOMER ORDER NO.	T. ORDER	INVOICE NO.	I 975779	DATE	19/08/20			
TYPE	DESCRIPTION	UNIT PACK SIZE	QUANTITY	UNIT PRICE £	DISC %	NET PRICE £	GOODS VALUE £	VAT
***WE CAN EMAIL YOUR INVOICES, CREDIT NOTES AND STATEMENT *** ***VISIT WWW.SIGCONNECT.COM/WORKING-TOGETHER FOR DETAILS *** 107707 DEFAULT PICKER CODE simonel Your order number T.ORDER								
03	Ord 111259 DEFAULT PICKER CODE rdLISA	10	6	You 1.93	10.00	10.00	10.42	20.00
03	00002576 SENOKOT MAX STRENGTH TABS GSL#	10	2	4.52	10.00	1.74	8.14	20.00
THANK YOU FOR BUYING FROM SIGMA. GB747482793								

Total discount applied. On this example, it is the standard 10% Sigma wholesale discount.

This is the NET price charge before VAT is applied



# FAQS

## **Q: I do not think I've been charged correctly for my transfer order**

Please contact the manufacturer/third party sales team, who placed the order, with any queries about transfer order charges.

They will investigate the price charged and let Sigma know if any action is required. Our transfer order team will in turn contact you to arrange any price difference credits or credit and recharge where necessary.

Our team will resolve your query within 72 hours.

## **Q: I want to return a transfer order**

Please contact the manufacturer/ third party sales team who placed the order regarding the possibility of a return. If they are happy for the goods to be returned they will let Sigma know and we will contact you to arrange this.

All returns must be notified to your manufacturer / third party sales team within 24 hours of goods receipt.

## **Q: I would like to cancel a transfer order**

To cancel a transfer order, please contact the manufacturer/ sales team who placed the order. They will update our transfer order team who will confirm the order cancellation to the manufacturer/ third party sales team. If the order has already been dispatched, you must return the goods to Sigma.

All returns must be notified to your manufacturer / sales team within 24 hours of goods receipt.

## **Q: I would like an update on my order**

Our dedicated transfer order team will be happy to help you if you require an update on your order. They will be able to advise whether the order has been received, processed or on back order. They will also be able to provide you with estimated delivery dates based on the information shown on our system.

Please contact our Transfer Order team on 01923 331411 for any other queries. Full contact details can be found on page 3.



**SIGMA**  
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# SIGCONNECTION

## **Sigma's online ordering system**

Access to our extensive  
product range online

Easy to use

Live stock updates

Transparent pricing

To arrange access  
call us on: **0800 358 4427**

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# OTC TRANSFER ORDERS

Transparent discount policy  
& competitive pricing

Wholesale discount PLUS  
Multi-level discount

Call our transfer order team on:

**01923 331 411**

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[www.sigmaplc.com](http://www.sigmaplc.com)

 0800 597 446 20

 800 597 4439

 [WWW.SIGCONNECT.CO.UK](http://WWW.SIGCONNECT.CO.UK)