

Use Case ID:	003
Created By:	Nicole Golestani
Use Case Name:	Consignment Management
Description:	The course of action to create and process consignment orders within the supply chain.
Actor(s):	The buyer and Customer Service Representative (CSR).
Secondary Actor(s):	Receiver, Shipper, Finance, Clinical Staff and Material Handlers.
Trigger:	The buyer initiates an order by calling, faxing or using e-Commerce; Web/Electronic Data Interchange (EDI) and ordering systems).
Pre-Conditions:	Item information, contract information and par level information (the amount of stock kept on hand to prevent out-of-stock situations) should be loaded into both the provider's and supplier's systems.
Post-Conditions on Success:	The initial order is successfully created, the bill and replace orders are created, processed, packed, delivered, received and loaded into the inventory locations successfully and on time.
Post-Conditions on Failure:	The order is delivered late; the receiving is not successful, the items is damaged at the provider's location (opened the wrong kit) or there is a defect (vendor issue). Ultimately the patient will not receive (or will receive after delay) the product that is needed.
Basic Flow:	<ol style="list-style-type: none"> 1. The buyer creates an initial order to establish the Consignment process Note: This initial order is for all of the consignment products to be kept at the provider location. 2. The buyer creates a bill and replaces the purchase order. 3. The CSR receives the purchase order, the order is processed and the purchase order acknowledgment is sent back to the buyer. 4. The supplier ships the goods and generates the invoice. 5. The supplier also keeps track of the par level to avoid out-of-stock situations 6. The provider receives the shipment. 7. The provider can validate the shipment in different ways: <ol style="list-style-type: none"> a. The provider checks the order to quickly reference the number of boxes received to the number of boxes that exists on the pack list. b. The provider checks that the boxes actually are the boxes that the provider has ordered (then the boxes will be taken to each department by material handlers). c. The clinical staff receives the box, opens it and makes sure that each individual item in the box is correct and then stores the items in their proper place (supply room/inventory location) in the hospital. 8. Clinical staff validates the lot number, serial number and expiry date before using the consignment items.
Alternative Flow:	The orders can be received by EDI, email, phone and fax. Providers can use different ways to validate the products that are received including the use of a scanner or RFID (Radio Frequency Identification).



Exception Flows:	Exceptions include: <ol style="list-style-type: none">1. Damaged or wasted products (the provider is responsible).2. Defective products (the vendor is responsible).3. Substitute products (when an item is temporarily unavailable).4. Loaner items (items that come in the form of a kit that are needed only once. e.g., needed for a specific surgery)5. Kit items (the item inside the kit is defective or damaged).6. Expired items and the process for handling them.
Associated Use Case:	Order Management

The Global Location Numbers (GLNs) in this use case include: Bill To location, Ship From location (e.g., a warehouse or a physical building, etc.), Ship To location and Receiving location (e.g., a floor, a cart, etc.).

Bill To location and Ship To location will be used by supplier/distributor on the Purchase Order Acknowledgments (POA), Advance Ship Notices (ASN) and Invoices.

Ship From is used in the ASN to notify the customer about which location the goods are coming from. The hospitals need to know this information in advance to be prepared to unload the goods when the shipment arrives at their door.

Ship To location is also used by hospitals at the order creation time to notify the supplier/distributor about where the goods must be delivered.

Receiving location can be used interchangeably with Ship To location to define a location where the goods will be received and to define the final destination for a product in the supply chain. It is used by both the supplier and the provider.