

Moving to a bill-and-replace model for consignment

What customers need to know

What is happening?

For customers using consigned inventory, Cook is transitioning to a bill-and-replace model. There is minor change in behavior needed to align with this new model.

Why is this happening?

Transitioning to a bill-and-replace model for consignment provides efficiencies for both Cook and our customers. Greater visibility into this inventory allows us to ensure we have the right amount of product to support your patients. Bill-and-replace is an industry standard consignment model and is part of our modernization journey.

What are we asking you to do?

We are asking that customers provide a purchase order for each item they use on consignment and include the lot number for the consumed product. Missing lot information may result in a delay of the replenishment product.

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What customers will notice

Previously, lot numbers were received in inconsistent methods or not at all. This reduced Cook's ability to actively improve consignment inventories and left the burden of monitoring stock levels on the customer.

Going forward, **Cook will be able to proactively manage consignment stock** directly and replenish when needed to keep inventory up to par.

Consignment stock at the customer's facility will be **identified with a sticker**, letting your team know that when the product is used, its **lot number should be recorded and shared via a purchase order** sent back to Cook.



An example of consignment stock stickers—actual appearance may vary

Questions or need instructions? Schedule time with our team.

