

From **Wednesday 24th March 21** you will be able to access and submit PPE orders on Pecos.

Below are key areas to assist you in getting started, accessing ongoing support and lastly areas in which we need your support and co-operation.

1. Pecos –User access and link to access Pecos

You will receive a further two emails to your generic clinical email address on Wednesday 24th March 21; the first email will be your welcome to Pecos email containing your user name and link to access Pecos. The final email will contain your password. (Please remember you can only place orders from 24th March 21)

2. Governance & Security

You will be aware that you are the Practice responsible person of the generic user credentials:

- you are responsible for the use of this account, who you share the access credentials with and the ordering by Practice users using this account
- you must change the generic account password:
 - o on receipt of the generic account credential / first time the account is used,
 - o if a member of your team/practice no longer requires access to it,
 - o if you think the password has been compromised or
 - o when instructed to do so by the service (i.e. current password expires)
- you must always choose a complex password when changing the password
 - o e.g. minimum of 8 characters, upper/lowercase, alpha/numeric
 - o sometimes easier to think of three random, un-associated words e.g. GreenMOnkey@pple
- when the password is changed either by yourself or a member of your practice, you must share the password securely with other authorised practice users
- Good password practice for users:

Do	Don't
Avoid obvious passwords, such as pet's name, names of family/practice members, etc.	Share passwords with unauthorised individuals including unauthorised practice staff.
Use different passwords for each system accessed.	Disclose your password to anyone else other than those authorised to use the PECOS access credentials.
Avoid changing a password on a Friday afternoon, or just before a prolonged leave of absence, as it is more likely it will be forgotten by the time you return.	Use the 'Remember password' function on some logon screens.
Position the keyboard so that only you can view password entry.	Write down personal passwords wherever possible. If you do need to write a password down then at the very least, the password should be disguised or 'encrypted' so only those who need to know it will understand it.
Change the affected password immediately if you or a member of your practice suspect it has been compromised.	Store a password on a computer or hand held device without the password or the device being fully encrypted and protected with two-factor authentication.
	Use the same password(s) for business and personal account or services e.g. do not use your business email password for your personal/family email account.

3. Training guide

Attached is the Pecos user training guide. The guide will navigate you through the key steps in accessing the system and placing an order. Please contact Customer Services (details below) if you require any further assistance.

4. Order placement guidance

As already advised you will be able to place your PPE from Wednesday 24th March 21.

It's important that we continue to manage our Scottish Government pandemic PPE stocks effectively. Your support in this area is crucial and I would ask you to ensure compliance with the following:

- a. To ensure we minimise the effort on our logistic services when you are placing an order the quantity ordered should be sufficient to last **4 weeks**,
- b. You have been receiving PPE deliveries since July 20, I would urge you to ensure that any orders you placed via Pecos are in line with the quantities that you have receive over the last few months. All orders submitted will automatically be routed to Oral Health Directorate for final approval.
- c. Orders for Dental practices will be managed **on a four weekly delivery schedule**. Please note the cut off time for order placement is no later than **Friday midday**. This will ensure your order is delivered in the following 10 days, unless we notify you to the contrary. (Please see table below covering cut off dates covering the period Mar 21 to Jun 21).

Month	Health Board	Cut off date for order placement	Dentists (Week 4) Delivery by menzies to PC contractor - week commencing
Apr-21	NHS Greater Glasgow & Clyde	09/04/2021	19/04/2021
May-21	NHS Greater Glasgow & Clyde	07/05/2021	17/05/2021
Jun-21	NHS Greater Glasgow & Clyde	04/06/2021	14/06/2021

5. PPE stocks required for AGP

Supply of AGP PPE will remain with your Health Board until further notice

6. Customer Services support

There are two dedicated areas to support you which are follows:

Systems issues - If you are experiencing any issues logging onto Pecos or encountering problems please refer to the attached “Logging Calls via NSS Service Now portal” document. You will be able to access the “Service now” customer services portal for assistance.

Delivery issues – If you have any difficulties with damage orders, shortages etc. please contact our contract logistics partner (Menzies) on the following contact number:

0141 568 4293

I trust the above information meets with your satisfaction and as advised, there will be further communications relating to your user and system access details. Please contact our Customer Services support detailed above, if you require any further information at this stage.

Thank you in advance for your co-operation and support and trust the opportunity of ordering online provides a further improvement in our Procurement service to you.