



Proudly NZ owned, USL specialise in providing seamless management of medical supplies to the primary health care sector of New Zealand. With over 30 years' experience in the industry, our goal is to add value to both your business and the patients we serve.

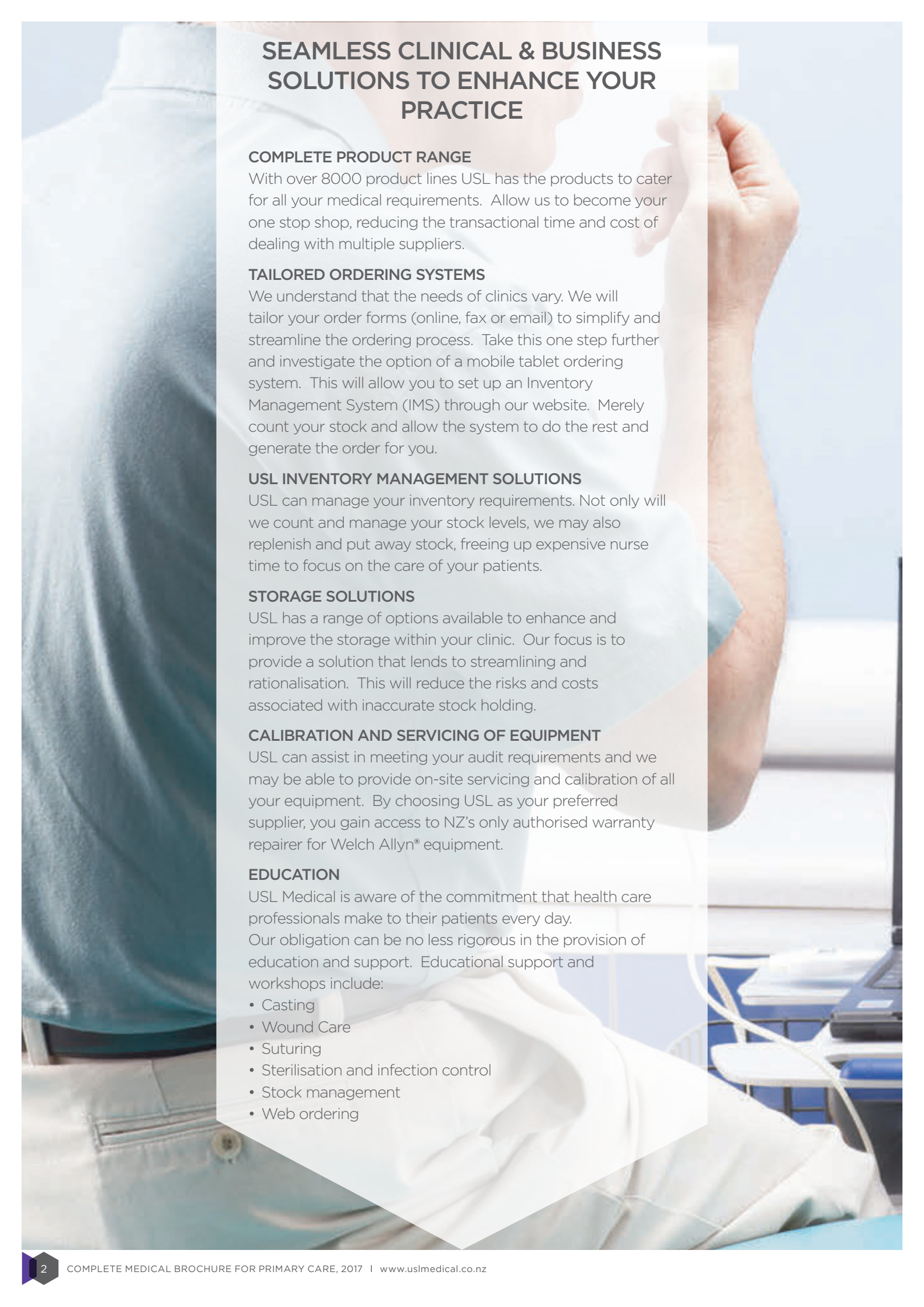
Focusing on key areas to support your business:

- Complete product range
- Cost reduction
- Stock management and storage solutions
- E-commerce
- Technology
- Equipment Servicing and Calibration

USL guarantee the delivery of customer satisfaction, value for money and seamless supply.

PRODUCT & SERVICE SOLUTIONS

FOR THE PRIMARY
HEALTH CARE MARKET



SEAMLESS CLINICAL & BUSINESS SOLUTIONS TO ENHANCE YOUR PRACTICE

COMPLETE PRODUCT RANGE

With over 8000 product lines USL has the products to cater for all your medical requirements. Allow us to become your one stop shop, reducing the transactional time and cost of dealing with multiple suppliers.

TAILORED ORDERING SYSTEMS

We understand that the needs of clinics vary. We will tailor your order forms (online, fax or email) to simplify and streamline the ordering process. Take this one step further and investigate the option of a mobile tablet ordering system. This will allow you to set up an Inventory Management System (IMS) through our website. Merely count your stock and allow the system to do the rest and generate the order for you.

USL INVENTORY MANAGEMENT SOLUTIONS

USL can manage your inventory requirements. Not only will we count and manage your stock levels, we may also replenish and put away stock, freeing up expensive nurse time to focus on the care of your patients.

STORAGE SOLUTIONS

USL has a range of options available to enhance and improve the storage within your clinic. Our focus is to provide a solution that lends to streamlining and rationalisation. This will reduce the risks and costs associated with inaccurate stock holding.

CALIBRATION AND SERVICING OF EQUIPMENT

USL can assist in meeting your audit requirements and we may be able to provide on-site servicing and calibration of all your equipment. By choosing USL as your preferred supplier, you gain access to NZ's only authorised warranty repairer for Welch Allyn® equipment.

EDUCATION

USL Medical is aware of the commitment that health care professionals make to their patients every day. Our obligation can be no less rigorous in the provision of education and support. Educational support and workshops include:

- Casting
- Wound Care
- Suturing
- Sterilisation and infection control
- Stock management
- Web ordering

PREFERRED SUPPLIER AGREEMENTS

Choose USL as your preferred supplier and receive some of the following benefits:

- Fixed, competitive pricing
- Rebates based on expenditure
- Subsidised equipment on sign up
- Extended equipment warranties
- Reduced calibration charges
- Freight free delivery
- Storage solutions

WEBSITE/ONLINE ORDERING

We have created a website that will allow you to quickly find and order products, either through order templates, catalogue browsing or “wild card search”.

The product catalogue contains product documentation including, brochures, technical documents, application examples and training materials.

Other key features include:

- Review past invoices and credits
- Tracking expenditure
- View current orders and backorders
- Look up substitute product for any backorders

CATALOGUE ORDERING/APPROVED PRODUCT LISTS

Use our customised templates to set up approved ordering and promote standardisation. You have the ability to lock out all other products so staff can only order what is on your approved list. Anything outside of this will require a sign off process.

BENCHMARKING - REPORTING - IN FULL, ON TIME, IN SPECIFICATION

USL has powerful reporting systems which allow us to produce any reports at your request. Reports are available when required and can even be set up as a monthly e-mail template. This provides you with visibility of:

- Spend analysis
- Opportunities for savings
- USL's performance

QUALITY MANAGEMENT

By choosing USL Medical as your preferred supplier, you are working with an ISO accredited company. Continuous improvement is at the heart of what we do.

FINANCE OPTIONS

Speak to us about our range of available options including:

- Rental equipment
- Lease to own arrangements
- Deferred payment options

ORDER BY EMAIL

CUSTOMER SERVICE

customerservices@uslmedical.co.nz

ORDER BY FREEPHONE

AUCKLAND

0800 658 814

CHRISTCHURCH

0800 804 546

USL BIO-MEDICAL SERVICING

AUCKLAND

0800 265 218

EMAIL

uslservice@uslmedical.co.nz

AUCKLAND OFFICE

494 Rosebank Road, Avondale

AUCKLAND NUMBERS

Telephone: 09 829 0960

Facsimile: 09 829 0962

CHRISTCHURCH NUMBERS

Telephone: 03 348 5260

Facsimile: 03 348 9830

WWW.USLMEDICAL.CO.NZ

USL PHILOSOPHY & VALUES

Our Values and Philosophy are integral parts of our make-up, we call this our DNA. Our FISH philosophy includes 4 simple interconnected practices:

BE THERE

When people need you, they need all of you, setting aside distraction and judgments to be fully present is a sign of respect. It improves communication and strengthens relationships.

MAKE THEIR DAY

Simple gestures of thoughtfulness, thanks and recognition make people feel appreciated and valued. When you make someone else feel good, you feel good too.

PLAY

You can be serious about your work without taking yourself so seriously. Play is a mindset more than a specific activity. It allows you to throw yourself with enthusiasm and creativity into whatever you are doing in a way that is natural, not forced. Playing with ideas helps you find solutions to everyday challenges

CHOOSE YOUR ATTITUDE

To actually choose how you respond to life, not just react, you must be intentional. When you get up, decide who you want to "be" today. Moment to moment awareness is key. Ask yourself throughout the day, "What is my attitude right now?" Is it helping people who depend on me? Is it helping me be most effective?

Through the FISH philosophy, we build stronger relationships with the team members we work with, the customers we serve and the people we teach. Our Values support this philosophy in our desire to make the customer experience as seamless as possible:

CUSTOMER INTIMACY

We get close because we care.

PERFORMANCE

Both Personal and Team – accountability for achieving results.

CONTINUOUS IMPROVEMENT

We will be better today than yesterday, and better tomorrow than today.

PARTNERSHIP

We value strategic partnerships where they enable us to achieve our goals.

INTEGRITY AND RESPECT

Our company is judged by the actions of our people.

CREATIVITY AND INNOVATION

We look for creative and new ways to do things as well as improving processes.