

Frequently Asked Questions – SHAREK Program Service

What is the SHAREK Program Service?

- The SHAREK program, available through the e-Marketplace platform, enables government healthcare entities to redistribute surplus inventory among themselves. A healthcare entity can list excess or unused items, allowing other healthcare entities to request and benefit from them. The platform team manages the entire request cycle and delivery process free of charge.

How can surplus inventory be listed and redistributed to other healthcare entities?

- Healthcare entities can add stagnant or near-expiry items through:
 1. The homepage of the account owner.
 2. "My Added Items" section.
 3. Adding a new item by filling in the required details (multiple items can also be uploaded at once via an Excel file on the "Add Item" page).

How can an entity request surplus inventory listed by other healthcare entities in the SHAREK program?

- Requests can be made through the "All Additional Items" page in the SHAREK program by searching for the required item.

What happens if an item listed in the SHAREK program is nearing its expiration date?

- Healthcare entities can request items listed in the SHAREK program, including stagnant or near-expiry items from other healthcare entities.

Are there any restrictions or conditions on pricing surplus inventory?

The actual item price must be provided by the healthcare entity. The financial transactions for the transfers are coordinated between the involved entities.

Are there any restrictions on the types of items that can be transferred through the SHAREK program, such as controlled substances?

The transfer of controlled substances is managed directly between healthcare entities through mutual coordination.

What type of approval must be attached for transfer requests?

- A letter addressed to the issuing healthcare entity in the SHAREK program must be attached, including the following details:
 1. Names of the issuing and requesting healthcare entities.
 2. Request number in the SHAREK program.
 3. A statement confirming that the request is processed through the SHAREK program by NUPCO.
 4. A table detailing the requested items (item name and quantity).
 5. Signature and official stamp.
- A sample approval letter template can be downloaded from the SHAREK program during the request submission phase.

How is the purchasing and payment process completed for transferred items requested from another healthcare entity in the SHAREK program?

- The settlement process is managed directly between the issuing and requesting healthcare entities. Adding a new item by filling in the required details (multiple items can also be uploaded at once via an Excel file on the "Add Item" page).