Foreword

About NHS Supply Chain

In 2006, the NHS Business Services Authority (NHSBSA) undertook a procurement to outsource the NHS Logistics Authority and part of the NHS Purchasing and Supplies agency (NHS PASA).

At the conclusion of that procurement, NHS Supply Chain (a trading name of the international logistics group DP-DHL) was appointed agent of the NHSBSA for an initial period of ten years (with the possibility of a five year extension).

NHS Supply Chain, (whose main office is in Alfreton, Derbyshire):

Employs over 2,500 people in ten locations.

Manages over 4.6 Million NHS orders per year (from some 25,000 requisition points).

Deliverers to over 22,000 healthcare locations and also to some 200,000 in either their own homes or care homes.

Provides a single point of access to over 600,000 product lines, ranging from bandages to sutures, from gloves to implants, and also including a wide portfolio of diagnostic / capital equipment (together with maintenance and lease solution provision for such equipment).

Consolidates, through our purchasing systems, orders and systems to over 855 suppliers, (thereby reducing the number of daily Trust deliveries by as much as 40 per day per Trust).

Facilitates more effective, focused and cost-effective purchasing for hard pressed Trust procurement professional and clinical staff.

Product areas include:

Specialist surgical products, such as cardiology or orthopaedics
Medical products
Audiology
Catering, including food and equipment
Facilities and estates products
Infection control
Textiles, including bedding and uniforms
Office products, including stationery and furniture
Rehabilitation
Capital equipment, including finance and maintenance.
Foreword

Purpose of this guide

NHS Supply Chain recognises that Suppliers have a central role to play in ensuring that our shared Customers - the country’s hospitals and other healthcare centres - receive a first class service.

This guide is intended therefore, to assist our Suppliers by:

1. Clarifying what our inventory and operational requirements are in such critical areas as the booking of deliveries and the presentation of stock to our distribution centres.

2. Facilitating supply chain efficiencies (and thus, ultimately, cost savings) for our Suppliers through mutually beneficial inventory and operational requirements (an example being enhanced pallet wrapping requirements, which should reduce the risk of deliveries being refused with savings in terms of time and cost to both Suppliers and NHS Supply Chain).

Ultimately, NHS Supply Chain recognises that first class service delivery to our shared Customers will only be possible through on-going cooperation and collaboration between us and our Suppliers; This Operational Requirements Manual is therefore provided for suppliers in a spirit of partnership and with the hope that it assists in further enhancing the good relationships which we already enjoy with our Suppliers.

Please note that NHS Supply Chain will seek to update this Operational Requirements Manual from time to time, in order to ensure that Suppliers are fully up to date with any relevant inventory and / or operational changes which may affect them.

If you have any comments or queries in relation to this guide please contact in the first instance Anthony Davis.

Yours Faithfully

Werner White,
Chief Operating Officer,
NHS Supply Chain
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Why choose to supply the NHS through NHS Supply Chain?

1. Improved route to market for our suppliers.

- We place orders electronically, improving accuracy.
- We consolidate multiple customer requisitions into a single order.
- We provide a single point of contact for inventory management.
- You deliver to our distribution centres and we deliver on to NHS trust delivery points.

2. Immediate access and visibility of suppliers’ products across the English NHS.

Through our catalogue, your products are visible to clinicians and managers with responsibility for trust procurement.

Through our e-catalogue, which is updated daily, there is immediate visibility of new products, extensions to ranges and more.

Our printed catalogue is published twice a year and sent to over 60,000 NHS customers free of charge.

We promote our catalogue range to our customers through a wide range of marketing and communication channels, from both telephone and dedicated Account teams to regular direct and online communications.


NHS Supply Chain provides the highest levels of service in distributing your products. We aim to consistently achieve a minimum service level of 98 per cent.

Our online ordering system makes it even quicker and easier for frontline NHS staff to place orders. It includes a full catalogue search and browse capability, favourites lists and full track and trace facilities for an enhanced user experience.

We work closely with suppliers to develop and improve our service to the NHS. Our experts are constantly developing and implementing new initiatives to drive quality, ease and value across the supply chain.

4. NHS Supply Chain has three routes to market.

**Stocked Delivery:** We purchase in bulk quantities from suppliers, storing products in DCs, pick and pack to requisition point level and consolidate with blue diamond lines before final delivery to other customers.

**Blue Diamond:** We send individual customer orders to suppliers electronically. The supplier picks and packs the individual customer orders before delivering the product to our DCs. We then consolidate with stock lines to provide a single delivery to the customer.

**eDirect, Direct Delivery:** Goods are sent direct to the customer and order may be placed by us (E-Direct) or the customer (where the customer is not NHS Supply Chain).
Why choose to supply the NHS through NHS Supply Chain?

5. NHS Supply Chain is part of DP-DHL.

We have the capability to handle shipments from factories located anywhere in the world.

Expert advice available to assist Suppliers reduce their cost-of-logistics

NHS Supply Chain can provide a turnkey consultation service through the Strategic Sourcing Team who will work with you to maximise efficiencies within your supply chain. The areas that we can assist are:

- Reduced Vehicles
  - Trailer fill increase
  - Pallet height optimisation
  - Pallet fill increase
  - Inbound Logistics

- Reduced Handling
  - Euro pallet acceptance
  - Pack quantity optimisation

- Reduced Materials
  - Packaging minimisation
  - Packaging optimisation

- Reduced Freight
  - Direct inbound deliveries
  - Bulk container acceptance

Reduced vehicles

- Trailer fill increase
  Maximisation of inbound trailer fill enables you to reduce the cost of transport and handling. We will work with you to agree optimal ordering quantities, frequencies and modalities to produce the most efficient solution across transport, handling and inventory levels.

- Pallet height optimisation
  Each NHS Supply Chain distribution centre has a maximum pallet height to suit the available racking; however, we will work with you to optimise your inbound pallet heights to suit the delivery vehicle. This can reduce overall supply chain costs even after taking into account the additional NHS Supply Chain handling costs.

- Pallet fill increase
  Assessing the pallet criteria and how the packs are loaded onto the pallet base can lead to increased pallet fill.

Inbound Logistics

Our Inbound Logistics (Backhaul) service enables you to replace existing third party haulier arrangements, which has resulted in a lower delivery cost, guaranteed service levels and a reduction in number of road miles.
Why choose to supply the NHS through NHS Supply Chain?

Reduced handling

Euro pallet acceptance
While our distribution centres are set up for UK standard pallets, we are willing to consider Euro-pallets where additional costs that have resulted through double handling.

Pack quantity optimisation
Reviewing and optimising either or both, the Unit of Issue quantity and Unit of Purchase quantity can potentially lead to major improvements in the quantity of product on a pallet and therefore reduce transport costs.

Reduced materials

Packaging minimisation
Redeveloping primary, secondary and tertiary packaging where improvements are identified can deliver materials cost savings by:

• Removal of packaging
• Reducing packaging size
• Reducing packaging specification.

In addition, there is the potential for improvements in the quantity of product on a pallet, which can generate cost savings on transport.

Packaging optimisation
Changing the way that the primary, secondary and tertiary packs are stacked can lead to improvements in the quantity of product on a pallet and therefore reduce transport costs.

Reduced freight

Direct inbound deliveries
To help you remove cost from your supply chains outside the EU, we can handle deliveries on the following terms:

• Free on board (FOB) (NHS Supply Chain takes custody of goods at the origin port and is responsible for shipping, customs clearance and delivery to the distribution centre)
• Delivered duty paid (DDP) (the supplier is responsible for all activities and costs up to the point of delivery into an NHS Supply Chain distribution centre).

Bulk container acceptance
We can accept product loose loaded in sea-freight containers to further reduce transport costs, providing there is a net overall benefit after taking into account the additional NHS Supply Chain handling costs.

For further information, please contact your NHS Supply Chain buyer or email strategicsourcing@supplychain.nhs.uk
NHS Supply Chain delivery models

Stock Delivery

NHS Supply Chain places order with supplier
Supplier delivers to NHS Supply Chain
NHS Supply Chain delivers to the customer

NHS Supply Chain
Supplier
NHS Supply Chain DC
NHS Hospitals

Blue Diamond

The customer places order with NHS Supply Chain
NHS Supply Chain places order with supplier
Supplier delivers to NHS Supply Chain
NHS Supply Chain delivers to the customer
NHS Supply Chain DC
Supplier
NHS Hospitals

eDirect

The customer places order with NHS Supply Chain
NHS Supply Chain places order with supplier
Supplier delivers to the customer
NHS Hospitals
NHS Supply Chain
Supplier
NHS Hospitals

Location of NHS Supply Chain National (NDC) and Regional Distribution Centres (RDCs)
General Principles

After award of a framework agreement, our buying team will send you your contract details.

Inbound profiles are set up on our systems based on demand history supplied by the awarded supplier. This will include setting up lead times, item codes, item and pallet volumetrics.

Lead times
The supplier MUST advise us of lead times when completing the invitation to tender. Any changes to such lead time MUST also be raised with our stock controller as soon as possible.

Back orders
NHS Supply Chain does not operate a back order system. All lines ordered should be delivered against the original order on the delivery date specified. Should only part orders be received, the remainder of the order will be cancelled. The inventory controller will advise of any orders or lines that are cancelled. A new order may be raised by the inventory controller for the remaining stock. The new purchase order number MUST be quoted on your delivery note when the stock is delivered. Stock which arrives at our DCs where the purchase order has been cancelled or closed may be returned to the supplier.

Screenshots
Partial screenshots are used throughout this document to focus your attention on the areas being discussed.

Some of the data used in this document has been taken from our test systems. Any correlation between the codes displayed and genuine information is purely coincidental.
Section One
Stocked Lines

www.supplychain.nhs.uk
Section One
Stocked lines

1. Service level (OTIF on time in full)
Service levels for stocked products must be delivered in accordance with Schedule 8 (Service levels) of the framework agreement.

2. Order processing
The initial Order following the award of a framework agreement will be based on estimated demand taken from details provided by the supplier. Suppliers must be capable of receiving electronic orders. (Please note that we do not accept minimum order quantities or minimum order values).

If demand is unknown, the order will be for one case

Stock will be monitored and demand forecast amended with actual demand once established. Suppliers are able to view these forecasts online using the NHS Supply Chain supplier portal.

Stock demand will continue to be monitored. In relation to stock which has been purchased in accordance with Clause 3 of the Call-off Terms and Conditions for supply of goods. Any such stock that has not sold within 6 months may be returned to the supplier in accordance with Schedule 5 of the Call-off terms and Conditions for the supply of goods. For further information, please see Sale or Return section in this manual.

3. Order amendments
If you are unable to supply an entire Order within one delivery you must contact your supply chain stock controller via e-mail advising of the lines you are unable to deliver. Your stock controller may then arrange for the outstanding balance to be cancelled and re-ordered if required.

4. Making a delivery booking
As a NHS Supply Chain Stock supplier you must ad hear to the following processes to assist in the smooth and efficient operation of our DC's receipts departments:

All deliveries to our distribution centres MUST be booked in prior to arrival.
(See Appendix 1 for distribution centre addresses).

Bookings should be made by e-mail.

All bookings must be made at least three working days prior to the delivery date. To cancel a booking 48 hours notice must be given. To amend or change a booking then at least 24 hours notice is required. Suppliers are expected to deliver goods in line with the due date on the purchase order.

A. Fixed booking slots
Suppliers may be issued with a Fixed booking slots to regulate demand.

The process for booking an Order in to a Fixed booking Slot is the same as the ad-hoc booking process. Please see the e-mail booking requests process below.

If you have been issued with Fixed Slots you are required to notify the booking details at least 24 hours prior to the delivery being made, detailing what stock will be delivered. If a Fixed Slot is not required you MUST inform the receiving DC that you do not require the slot at least 24 hours in advance.
Section One
Stocked lines

If the number of pallets you are delivering exceeds the reserved amount of pallets for your Fixed Slot you may have to make an additional ad-hoc booking for the entire delivery. The DC may be unable to accommodate the additional pallets within your Fixed Slot.

Please note that the right to Fixed Slots is not contractual and can be changed or even removed to suit NHS Supply Chain’s requirements at any time. Fixed Slots could also be removed if delivery or booking guidelines are not adhered to.

B. Parcel carrier deliveries
If you are using a parcel carrier to deliver cartons, a booking MUST still be made with the DC. Your carrier is at risk of being refused should a booking not be made. Your parcel carrier MUST ensure that they present your delivery advice note to our goods inwards staff. We are happy to sign carrier consignment notes or PDAs but we MUST also sign your delivery notes as proof of delivery. Please note that any such signature does not signify acceptance of the Goods delivered. We will not accept carrier consignment notes or PDA signatures as proof of delivery should an invoice query occur at a later stage.

PDA and consignment notes must not be consolidated for more than one supplier delivery. Should your haulage company be delivering on behalf of more than one supplier, each consignment must have a separate signature. Where possible, we would advise that booking requests are made by you (the supplier) and communicated to the parcel carrier.

All bookings (other than those made pursuant to a Fixed Slot) will be issued with a delivery timed slot. However, if your delivery is for less than five cartons, then the delivery time slot may be made either AM or PM (as agreed with the distribution centre at the time of booking) in some cases the delivery may be made at any time during such agreed AM or PM time slot. If your consignment is over five cartons, delivery must be pre-booked to a specific time slot.

Please note that ALL bookings made for the NDC at Rugby will be issued with a specific time. There are no AM/PM slots available. This may apply to all NHS Supply Chain DC’s in the future and suppliers will be notified of any such change.

C. Delivery days/times
Suppliers are expected to be able to deliver at any time to suit NHS Supply Chain requirements, 24 hours a day, seven days a week. This does not usually include bank holidays, but in certain circumstances this may be necessary. In the interests of good supplier relations, we will use reasonable endeavours to accommodate supplier delivery requirements where possible.

D. E-mail booking requests
The e-mail address you will need to use is: bookings@supplychain.nhs.uk

You will be provided with a booking request form that MUST be used each time you make a booking. One booking request form should be used for each DC booking. Your e-mail MUST NOT contain multiple attachments. The subject of your e-mail must contain the purchase order number and depot name to ensure that the booking is made at the appropriate DC.

We reserve the right to amend the required detail within the booking form at any time. Notice of any change will be given to enable suppliers to make any necessary changes to their own systems or processes.
See Appendix 7 for a copy of the booking request form.

Your booking request is at risk of being rejected if any of the required detail is not provided.

Once our bookings clerks have processed your booking, confirmation will be sent to you of your booking date, time and booking reference. Please ensure that you note the booking reference as this must be quoted on your delivery advice note, this is the only handwritten amendment allowed on a delivery advice notes. All other detail MUST be electronically produced, (see delivery advice notes). The booking reference MUST be quoted by your driver upon arrival at the DC.

RDC booking departments are available between 08:30 to 16:00, Monday to Friday

The NDC booking department is available between 08:30 to 16:30 Monday to Friday. Inbound deliveries will be accepted between 06:00 and 14:00.

E. NDC bookings via supplier portal
All bookings for Rugby NDC should be made via the supplier portal by firstly creating an ASN/Truck Numbers for the delivery. Bookings for Rugby NDC will not be issued without a ‘Truck Number’, during the ASN process you will be issued with a ‘Truck Number’ this is required when making the booking. See section six of this guide Supplier tools, supplier portal section for full details of how to ASN/Obtain truck numbers for your delivery.

When the ASN process has been completed via NHS Supply Chain supplier portal, you should then, e-mail bookings@supplychain.nhs.uk to obtain a booking slot, this must be done using the booking request form. Please note that NHS Supply Chain may introduce the ASN process to other NHS Supply Chain distribution centres at any time. Upon which suppliers would then need to follow the ASN and booking process detailed in this guide for those distribution centres.

5. Arrival at delivery site
Upon arrival, your delivery driver must report to site security or the gatehouse. Your driver should present the security department with your delivery advice notes. The security department will issue your driver/haulier with a copy of the site rules, which includes any health and safety information (See Appendix 6). Site security will then direct your driver to the correct waiting or unloading area. Your driver will be made aware of who they should contact when they reach their designated place.

Your driver/parcel carrier will be asked to park up and then hand their keys to the goods in operatives or goods inwards office. The vehicle wheels will then be ‘choked’ to prevent movement of the vehicle during the unloading process. This is a health and safety requirement not only to protect our staff from accident or injury but also to protect your driver from accident or injury whilst on our sites. Drivers who refuse to hand their keys in will be asked to leave our site. The driver will be reported to the haulage company/yourselfs and we will request that the driver is not sent to any of our DCs in future.

Any driver who uses a second set of keys whilst on site will also be asked to leave the site and will be reported to the haulage company/yourselfs.

For health and safety reasons drivers are not allowed to wait in their vehicle whilst their vehicle is being unloaded. Drivers MUST wait in the appropriate drivers waiting area until their keys are returned to them.

All drivers are expected to have the correct personal protective equipment (PPE). As standard this should include a high visibility vest and safety shoes. If a driver arrives onsite without a high visibility vest our security department may be able to provide them with one on loan. If a loan vest is not available, your driver will be refused entry to the DC.
Section One
Stocked lines

We will not tolerate any abusive behaviour from drivers or hauliers towards our staff. We appreciate that your drivers may have a busy schedule and other deliveries to make, however we ask that your drivers be patient especially during busy periods. Please make your drivers aware of this requirement.

6. Late arrival at site
Drivers must arrive on time for their booking. Deliveries that arrive over 30 minutes after the booking time will be classed as late. However we understand that vehicles break down and road traffic accidents occur. Therefore if your driver is going to be late, contact MUST be made with the receiving DC goods inwards department to advise of the estimated arrival time. The receipts department will then check with the operations team if they are able to accommodate the driver when the delivery arrives.

If the DC is able to accept the delivery the driver will be advised to continue the journey to the DC. The driver will be advised that they may have to wait until a slot is available. Drivers who arrive late may have to wait a considerable time until an unloading slot is available especially during busy periods.

If we are not able to accommodate the delivery at a later time then the delivery will need to be re-booked.

Drivers who fail to make contact with the DC may have their delivery refused upon arrival at the DC.

Please note that we do not have any parking facilities on any site, therefore overnight parking or parking whilst taking breaks is not allowed. Should you require overnight parking, please contact the DC prior to arrival and they will advise where the nearest HGV lorry park is. We do not have waiting facilities at our DCs. Should your driver arrive at our site more than 30 minutes early, they may be refused entry to site and asked to return at the appropriate booking time.

7. Delivery presentation
Deliveries to our sites MUST be received to a specific standard, as detailed below. It is your responsibility to ensure that necessary provision is made to ensure that goods are not damaged during transit to our sites. Suppliers should use what ever means are available to them to prevent movement of goods during transit, including the use of straps within the delivery vehicle.
Section One
Stocked lines

F. Pallet Specification (Wood)

1200 x 1000mm

Full perimeter base

4 way entry

No protruding nails

No loose boards or missing boards

The Pallet must be suitable to support the load

Sub-standard pallets will not be accepted under any circumstances

Damaged or substandard pallets will not be exchanged

Euro pallets are acceptable at some of our sites, written permission from NHS Supply Chain to deliver on euro pallets MUST be obtained prior to deliveries commencing to our distribution centres

The preferred pallet type is Chep (GKN) pallets.

Pallets can be exchanged if required. You must ensure that pallets are collected within 21 days of delivery. One for one exchange may be available at the time of delivery. If pallets are not returned with the delivery driver, the driver collecting pallets at a later date MUST have an authorised collection note. NHS Supply Chain will log all delivery and collection of pallets. Please note that Chep pallets are accepted on a ‘one way’ trip only and will not be exchanged. We are not able to make exception to the pallet quality/type advised above. Please ensure that you are able to deliver on ‘standard’ pallets as detailed above prior to accepting an order from us.
Section One
Stocked lines

G. Pallet Specification (Packaging)

Product must be securely wrapped to the pallet using stretch/shrink wrap. Only clear wrap is acceptable as this assists in the checking of goods without having to first remove the wrap. The use of banding is allowed however only plastic or nylon banding should be used. Metal banding must not be used.

No loose or protruding wrap is allowed. To prevent loose wrap, try taping the end of the wrap down.

If delivery notes are attached to the pallets they must be attached to the pallet which will be unloaded first from the vehicle. Delivery notes attached to pallets MUST be clearly visible and contained in a ‘documents enclosed’ wallet to ensure that they do not become dislodged from the pallet during transit.

Products must not overhang the pallet by more than 25 mm

Products must not lean on the pallet

If products are to be mixed, then a wooden pallet must be used to segregate the products on the pallet, thereby separating the products but creating one ‘lift’ from the vehicle. If mixed products are not clearly segregated then the delivery may be refused.

Products with different dates MUST NOT be mixed on the same pallet on any one side of the pallet.

Do not spread the same product over numerous pallets. This impedes upon the checking process and will delay your driver.

Pallets must not exceed the acceptable height for the receiving DC. Pallets that exceed the acceptable height may be refused.

Pallet label must be attached to the top left hand corner of the pallet as in the example above. At least one label should be on the short (1000mm) side of the pallet.

Maximum pallet heights for our individual DCs:

- Alfreton: 1500mm
- Bridgwater: 1500mm
- Bury: 1500mm
- Maidstone: 1400mm
- Normanton: 1500mm
- Rugby: 1500mm
- Rugby NDC: 1600mm
- Runcorn: 1400mm
Section One
Stocked lines

Pallets must be built to the correct TI HI; the TI HI should remain standard. If you wish to amend a TI HI then you MUST contact the stock controller at NHS Supply Chain to ensure that the correct data is stored within NHS Supply Chain's stock management system. You may be required to have different TI HI's for different DCs.

Pallets weight must not exceed the maximum weight limit of 1000 kg.

'Sell by'/use by' dates of the same product must not be mixed on one pallet of one item. (One item per pallet, one sell by/use by date should be presented). We are unable to accept mixed use by dates of the same product on any one pallet.

NDC stock MUST NOT be mixed on the same pallet as RDC stock.

Cartons MUST be upright. Directional ‘this way up’ arrows are to be adhered to. It is the supplier's responsibility to ensure that cartons are stacked on the pallet in the correct manner. Deliveries are at risk of refusal if cartons are not stacked correctly as this poses a risk to health and safety and the risk of damage to goods delivered.

H. Carton outer packaging
Cartons must be presented in a safe, acceptable manner, with information being easily accessible.

Cartons must contain two case labels see Appendix 11 for detail, these labels should be attached centrally on the carton facing outwards.

Labels will be made available on the supplier portal for all suppliers who are unable to print their own labels.

Outer cases should only contain one product.

Cartons must be able to provide adequate protection during transit to NHS Supply Chain and for onward supply to our customers. Carton labels must face outwards from the pallet to assist in the checking process. Carrier labels MUST NOT cover NHS Supply Chain carton or pallet labels. It is the supplier’s responsibility to ensure that labels are not obscured in any way.

An example of the Case label can be found in Appendix 11

I. Pallet labelling
Pallet labelling for pallets of one common NPC each pallet must be labelled individually. Labels are available via supplier portal if suppliers are unable to produce their own. At least one label should be on the short (1000mm) side of the pallet.
Section One
Stocked lines

8. Unloading and checking process
Our goods receipts team will unload your vehicle using required manual handling equipment (MHE). Courier drivers will be allowed to unload parcels and place them on a pallet. However this will be under the supervision of a NHS Supply Chain employee or nominated person.

Please note that for Health and Safety reasons we are not able to loan manual handling equipment to your drivers/haulier. Therefore if goods require moving within your delivery vehicle to enable our receipts staff to remove the stock, your driver/haulier MUST have their own manual handling equipment to carry out the necessary movement.

If it becomes apparent that the vehicle is unsafe to unload due to health and safety reasons either due to the condition of the delivery vehicle or stock upon the vehicle, the entire load may be refused.

In accordance with Clause 4 of the Call-off Terms and Conditions for the Supply of Goods once the vehicle has been fully unloaded, the goods in receipts team will inspect the goods against the delivery advice note within three working days. Such inspection will include, but not be limited to the following:

- Items received
- Quantity
- Damage
- Sell by date, accordance with the Specification
- Presentation of pallets
- Pallet height
- Carton weight
- Signs of tampering or theft.

See Appendix 2 for a full list of checks carried out against every delivery to NHS Supply Chain DCs.

If an inspection shows that the delivery does not meet with our requirements goods may be rejected in accordance with Clause 4 of Schedule 2 of the Call-off Terms and Conditions for the Supply of Goods. Delivery advice notes may be annotated at the time of delivery to show any discrepancies if the delivery has been partially inspected on arrival; however, this will not be deemed conclusive evidence of acceptance or rejection of the goods. A detailed discrepancy report will be issued by email to the supplier following a full inspection of the goods within three working days of the delivery being made which will detail any delivery non-conformance or reason(s) for the rejection of the goods. See delivery discrepancies section of this guide. Suppliers may request more than one contact for delivery discrepancy reports, to ensure that the correct supplier contacts are receiving the reports.

Please note that due to the amount of deliveries that will be received at the NDC/RDC’s, ALL deliveries will be signed for as ‘unchecked’.

On some occasions we may choose to take delivery of the stock despite the discrepancies noted, provided that there are no risks to the health and safety of our staff and your driver/hauler. We will still advise suppliers of the discrepancy and carry out any re-work that may be required in accordance with Clause 2 of Schedule 5 of the Framework Agreement.
9. Delivery advice notes
Your delivery advice note must be presented for every delivery to NHS Supply Chain. Advice notes MUST contain the following information as a minimum:

- Supplier name and address
- Delivery address
- MPC (Supplier Item Code)
- NPC (NHS Supply Chain Item Code)
- Quantity ordered
- Quantity despatched
- Purchase order number
- Item description
- Date/batch numbers
- Special handling instructions
- Sell by/use by dates
- ASN number.

Your delivery is at risk of being refused if any of the detail above is missing from your advice note.

NHS Supply Chain will sign carrier delivery consignment notes. However, we also expect any carrier that you have designated to deliver on your behalf to also present your delivery advice note containing all of the detail required. We will also sign PDAs (hand held terminals) for deliveries in addition to your delivery advice note. Consignment note and PDA signatures will not be accepted as proof of delivery should an invoice query arise at a later date.

If PDA technology is used by your haulier, you MUST ensure that the haulier obtains a signature for your goods and your goods only. You MUST ensure that your haulier does not consolidate your delivery with deliveries from other NHS Supply Chain suppliers thereby only obtaining one signature for multiple suppliers’ deliveries.

10. Delivery refusals
There are a number of reasons for deliveries being refused by NHS Supply Chain. The following provides a non-exhaustive list of examples:

- Any delivery deemed dangerous to unload due to either unsafe pallets or an unsuitable vehicle
- Health and Safety concerns
- Damaged stock deemed unfit to issue
- Signs of infestation and/or contamination
- Loads showing signs of tampering or theft
- Poorly presented pallets, poor wrapping, stacking and products overhanging the pallet
- Stock not sufficiently separated on pallets (Mixed layers of stock)
- Deliveries arriving 30 minutes after the agreed delivery time
- Deliveries arriving more than 30 minutes early (these vehicles will be asked to return at the agreed booking time)
Section One
Stocked lines

Deliveries that arrive without an approved advice note

Goods with an inadequate/short shelf life (the remaining shelf life of the Goods should be in accordance with the Specification)

Mixed ‘use by’ dates of the same product on one pallet

Pallets exceeding 1000kg

Over height pallets (see height restrictions for each site). If an item is delivered to more than one DC there may be a requirement to have pallets of the same product with different heights

Delivered on Sub-standard, broken/damaged pallets

Deliveries that have failed to book in. No delivery will be accepted without prior booking, this includes deliveries via parcel carriers

Outer cartons containing more than one product. (Without prior agreement been obtained)

Cartons exceeding 15kg

Driver failing to follow site rules or being abusive towards our distribution centre staff

Goods arrive more than five days prior to the delivery due date. NHS Supply Chain may choose to keep the goods and charge the supplier storage and insurance costs

Incorrect pallet/case labelling

Directional ‘this way up’ arrows not adhered to.

Delivery has not been ASN’d using supplier portal

Backorder delivered by supplier.

Please note that delivery refusals are a last resort.

11. Delivery discrepancies
See Appendix 2 for a full list of possible discrepancies that discrepancy reports will be issued for.
Section One
Stocked lines

12. Returns and Collections
Collections may be required for Rejected Goods (in accordance with Clause 4 of Schedule 2 of the Call-off Terms and Conditions for the Supply of Goods) or Goods that have been delivered and are not required for reasons which may include but not be limited to the following:

- Sale or return goods
- Product re-call
- Order cancellations.

In such circumstances our inventory stock controller will obtain authorisation from the supplier for stock to be returned. Once the return of stock has been authorised, our Central Administration Team (CAT) will raise the appropriate return to supplier documents and e-mail the completed form to the supplier, see Appendix 4. The supplier should then arrange for the goods to be collected from the appropriate NHS Supply Chain DC. Collections MUST be pre-booked to enable the distribution centre to prepare the goods for collection. The CAT team will contact the supplier two to three days after the returns documents have been e-mailed to confirm the collection date.

Your driver/haulier should have collection paperwork detailing what is to be collected. A signature will be obtained from the collection driver as proof that the goods have been returned. We will also sign any copies of collection notes you provide to show we have passed the goods to your driver.

A copy of the NHS Supply Chain collection paperwork will be sent to the supplier.

13. Sale or return (Stocked Lines)
On occasion, NHS Supply Chain may request that goods are returned to the supplier due to lack of demand in accordance with Clause 3 of Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods.

NHS Supply Chain will advise the supplier in writing of the intention to return stock to the supplier under this agreement.

Alternatively the parties may agree to arrange an exchange of goods to the equal value from other ‘stocked’ lines contained within the NHS Supply Chain catalogue. The same ‘Sale or Return’ criteria would apply to these ‘exchanged’ goods.

If collection has been agreed to, the supplier should arrange for the stock to be collected in line with the returns and collections section of this manual.

14. Fast track deliveries
From time to time it may be necessary to arrange a ‘Fast Track’ delivery (an urgent delivery required to prevent NHS Supply Chain being out of stock and failing to supply a customer). Your NHS Supply Chain stock controller will contact you to advise the need to ‘Fast Track’ an order or part of an order.

You will then be able to contact the chosen distribution centre to book the delivery in. The DC will ensure that the booking is made as soon as possible. ‘Fast Track’ bookings should be made with at least 24 hours notice.

Please ensure that when delivering a ‘Fast Track’ Order you only deliver the items advised by our stock controller marked as ‘Fast Track’ and no other additional lines or purchase orders. The entire delivery is at risk of refusal should you attempt to deliver stock on a ‘Fast Track’ booking that has not been authorised as a ‘Fast Track’ required line.
15. Emergency deliveries stock lines
Where a product is required urgently by the customer, NHS Supply Chain may require the supplier to make an
emergency delivery direct to that customer. Any such deliveries will be discussed with the supplier as and when
required.

16. Bulk buys
From time to time NHS Supply Chain may agree to a bulk buy of certain stocked lines with suppliers. These will
be agreed with the procurement team/supplier and inventory department prior to any deliveries taking place.

After agreement of quantities and price, suppliers will be advised when and where to deliver bulk buy goods.
The supplier MUST only deliver bulk buy goods to the selected DC on the appropriate date/times advised by us.

17. Direct Supply Full load containers
Incoterms – a basic over view
Depending on the terms of supply (Incoterms) there are different areas of responsibility for the shipping
process. The contract award will state which terms it has been issued on.

For the full text of the official Incoterms, please see Incoterms® 2010, ICC publication N° 715, ISBN 978-3-929621-
71-6. Published by the International Chamber of Commerce, Copyright® 2010 – International Chamber

Depending on the terms of supply (Incoterms) there are different areas of responsibility for the shipping
process.

An order will be placed by the NHS Supply Chain Inventory department either direct or via your UK office.

The (PO) purchase order, supported by a container summary sheet (Microsoft Excel format, see Appendix 12)
will have the required shipping (ETD) and delivery date (Delivery to nominated warehouse) on.
Section One
Stocked lines

Container loading/dispatch of goods
The supplier is to give regular updates to the NHS Supply Chain on the status of production schedule, progress of the order and any potential delays or quality control issues.

FOB Terms
NHS Supply Chain's nominated local office will provide regular updated sailing schedules to supplier or their nominated local agent.

The supplier or their local agent is to contact NHS Supply Chain nominated origin office a minimum of 14 days before the FOB date to confirm that the order will be available to meet the FOB/ETD date and request a SO (Shipping order) from agent.

When booking, the supplier is required to quote the PO details and container size required prior to release of the SO. The NHS Supply Chains agent will then release an empty container to the supplier or his local agent unless agent is contracted to arrange haulage themselves. NHS Supply Chain will make all the necessary bookings with the factory to load the container.

Once the SO has been released with the nominated shipping line, the supplier will ensure that the empty container is clean and fit for purpose i.e. no visible damage prior to loading.

If the supplier identifies any issues with the container photos must be taken and sent to NHS Supply Chain's agent's local office for guidance and instructions.

From collection of the empty container, the shipping lines allow 7 days free demurrage before any additional charges are payable.

Supplier is to arrange and is responsible for the following:

- Employ a local agent (preferably NHS Supply Chains local agent).
- Export clearance.
- All documents to be lodged for clearance and container positioned at port of export minimum of 3 days before vessel cut off /4 days before ETD.
- Supplier pays all local charges from the factory until the container is physically loaded on the booked vessel.
Section One
Stocked lines

The supplier or his agent will email NHS Supply Chains agent within 24 hours of loading with the following information:-

- Container number/ Seal number
- PO number
- Quantity loaded (outer packages)
- Weight Net & Gross
- CBM/M3
- Packing list/factory declaration. Customs commodity code to be quoted.

NHS Supply Chains local agent or the Shipping line will arrange the ENS (Entry Summary Declarations) clearance.

B/L (Bill of Lading)
NHS Supply Chains local agent will issue a House B/L (HBL)
A draft will be sent to the supplier who will validate the information and confirm back to the agent. The original document is only produced once the vessel has loaded and sailed. This will be in the form of an Express Release B/L. No originals are required for release of the goods. The supplier will release container to local agents order by email.

UK Clearance documents
Either the supplier at origin or their UK office will email clearance documents to the UK freight agent nominated by NHS Supply Chain maximum of 7 days after ETD. (Note that a Proforma invoice not allowed for UK clearance).

The following documents are required to be e-mailed:

- Commercial invoice (quoting PO number).
- Packing list.
- Copy B/L.
- GSP certificate (Original will be required).
- Fumigation certificate.
Section One
Stocked lines

Container loading (Irrespective of terms of award)
Only 1 PO (per specific to a RDC) per container can be loaded unless instructed otherwise by NHS Supply Chain.
Consignment is to be loaded per product in a “snake” loading fashion (Front to back left to right) with labels facing forward. Start loading back left of container and load left to right. Load full product and then continue with next product line.
No plastic sheeting is to be placed on the floor.
The supplier has the responsibility of loading the container in a safe manner to ensure that the cargo will not move during transit or that any goods will be damaged during transit.
If any additional restraints are used to secure the load the NHS Supply Chain must be advised and duly noted on the container loading sheet.
Any dunnage wood must be fumigated and the necessary certificates must be provided to agent prior to shipment.
Metal banding in not permitted in any circumstances.

Photographs
The NHS Supply Chain will require pictures during the loading process of the initial loads after award of contract. Photos of the following should be provided:-
1. Commencement of loading
2. Half way through loading
3. When fully loaded prior to closing doors and applying the seal

Image number three as detailed above MUST be provided in every instance. This should be e-mailed to the appropriate nominated NHS Supply Chains contact as detailed below

Please quote PO number: Factory name: Container/Seal number. Destination on the e-mail

These are to be emailed with the container loading plan to relevant RDC.

<table>
<thead>
<tr>
<th>DC</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfreton</td>
<td><a href="mailto:receiptsalf@supplychain.nhs.uk">receiptsalf@supplychain.nhs.uk</a></td>
</tr>
<tr>
<td>Bridgewater</td>
<td><a href="mailto:receiptsbrid@supplychain.nhs.uk">receiptsbrid@supplychain.nhs.uk</a></td>
</tr>
<tr>
<td>Maidstone</td>
<td><a href="mailto:receiptsmaid@supplychain.nhs.uk">receiptsmaid@supplychain.nhs.uk</a></td>
</tr>
<tr>
<td>Normanton</td>
<td><a href="mailto:receiptsnorm@supplychain.nhs.uk">receiptsnorm@supplychain.nhs.uk</a></td>
</tr>
<tr>
<td>Rugby NDC</td>
<td><a href="mailto:receiptsrugby@supplychain.nhs.uk">receiptsrugby@supplychain.nhs.uk</a></td>
</tr>
<tr>
<td>Runcorn</td>
<td><a href="mailto:receiptsrunc@supplychain.nhs.uk">receiptsrunc@supplychain.nhs.uk</a></td>
</tr>
</tbody>
</table>
Section One
Stocked lines

Unsafe loads
If a container is rejected due to the load being deemed unsafe. It is the supplier’s responsibility to arrange for the load to be made safe and rebooked back into RDC. All additional costs incurred will be for the suppliers account.

Container bookings into DC
If FOB, then the NHS Supply Chains appointed agent will arrange booking into RDC but if DDP with the container being delivered direct from port to an RDC and not via a de-consolidation warehouse, then the supplier or their agent will then book in as below.

Bookings are to be made at least 2 weeks before the vessel ETA
This will enable the NHS Supply Chain Distribution centre time to schedule inbound activities. Ideally the booking should be ETA plus 3/4 days. NHS Supply chains distribution centres are aware that ETAs can change so will be flexible on bookings. bookings@supplychain.nhs.uk
Please ensure that you Quote RDC name in email header this will assist in the bookings process.

You will be required to provide the RDC's with your contact details and your freight agents if contact details applicable.

There is only a 30 minutes window to allow for late arrivals. If a container is running late the freight agent / haulier should contact the distribution centre DC as soon as possible to advise of the new ETA. Failure to do so may result in the booking having to be re-booked any additional costs incurred would then be the suppliers responsibility.

Photos: Of well presented loads with no unloading issues.

LCL (Less than a container load) also referred to as “groupage”
Using this method is dependant on the terms of award.

If the terms of award are FOB, then the product would ship via an NHS Supply Chain’s approved consolidation service on pallets.

Contact details will be provided separately post award.

As per full container loads the supplier would be responsible for all local charges at origin until the “LCL” container is loaded on the nominated vessel.

Documentation as per full loads
If shipped under different terms then booking into RDC’s would be BAU as if supply was ex the UK. Please see the relevant section.
Section Two
Blue Diamond
Section Two
Blue Diamond

Blue Diamond
As a supplier providing Blue Diamond products to NHS Supply Chain customers, you must adhere to the following requirements and processes.

1. Service levels
Blue Diamond products must be delivered in accordance with Schedule 8 (Service Levels) of the framework agreement.

2. Order processing
NHS Supply Chain will send orders throughout the day as and when the customer places an order with us. The order will consist of all the required information to enable suppliers to make deliveries to our DCs ready for consolidation and onward shipment to the customer.

All orders are sent to suppliers electronically either via EDI or e-mail. Please note there is no option to fax or post.

Orders will be sent to suppliers throughout the day over eight order transmissions with the last transmission at 4.40pm. Please note that the last order transmission may not reach the supplier until 5pm.

NHS Supply Chain is unable to manage order cut off times. If there are cut offs for orders which impact the delivery lead time an additional day must be built into the set lead time.

All Blue Diamond order numbers end with a ‘C’ (for example A2/123456C)

Suppliers should ensure that orders are picked and packed to individual order number level and are labelled accordingly.

3. Order lead time
All products will require a set lead time which is provided to the customer at point of order. This lead time is requested in the required information section of this guide. Please see below example of how the lead time is determined.

3 Day lead time: Customer places order Monday – supplier delivers to NHS Supply Chain Wednesday – NHS Supply Chain delivers to customer Thursday

4 Day lead time: Customer places order Monday – supplier delivers to NHS Supply Chain Thursday – NHS Supply Chain delivers to customer Friday

5 Day lead time: Customer places order Monday – supplier delivers to NHS Supply Chain Friday – NHS Supply Chain delivers to customers Monday

4. Order amendment/Label printing
Where a supplier is unable to fulfil an Order on the date required the supplier must access the NHS supplier portal and amend the Order to reflect the quantities to be delivered. Quantities can be amended to zero or amended down and the quantity part shipped. The Customer will be advised of any Order amendments and will re-order the balance. The supplier must alter any Order quantities to reflect the delivery quantity before 7pm on the day prior to delivery of the Order to NHS Supply Chain.

The process for amending an order is shown in section six, Supplier portal.
Section Two
Blue Diamond

5. Deliveries
There is an open booking slot between the hours of 6am and 5pm at most of our DCs. Your nominated carrier is not required to book Blue Diamond orders in. However if Blue Diamond orders are to be consolidated with “stocked line” deliveries the “stocked lines” will need to be booked in and both orders clearly identified. Please note that as with stocked line deliveries, you will be required to deliver to any of our DCs. The delivery point will be advised to you when you receive the order from us.

NHS Supply Chain will not accept orders by post as there is no traceability.

6. Arrival at NHS Supply Chain DC
Upon arrival, your delivery driver must report to site security or the gatehouse. Your driver should present the security department with your delivery advice notes. The security department will issue your driver/haulier with a copy of the site rules, which includes any health and safety information (See Appendix 6). Site security will then direct your driver to the correct waiting or unloading area and your driver will be made aware of who they should contact when they reach their designated place.

Your driver/parcel carrier will be asked to park up and then hand their keys to the goods in operatives or goods inwards office. The vehicle wheels will then be ‘chocked’ to prevent movement of the vehicle during the unloading process. This is a health and safety requirement not only to protect our staff from accident or injury but also to protect your driver from accident or injury whilst on our sites. Drivers who refuse to hand their keys in will be asked to leave our site. The driver will be reported to the haulage company/yourselves and we will request that the driver is not sent to any of our DCs in future.

Any driver who uses a second set of keys whilst on site will also be asked to leave the site and will be reported to the haulage company/yourselves.

For health and safety reasons drivers are not allowed to wait in their vehicle whilst their vehicle is being unloaded. Drivers MUST wait in the appropriate drivers waiting area until their keys are returned to them.

All drivers are expected to have the correct personal protective equipment (PPE). As standard this should include a high visibility vest and safety shoes. If a driver arrives onsite without a high visibility vest our security department may be able to provide them with one on loan. If a loan vest is not available, your driver will be refused entry to the DC.

We will not tolerate any abusive behaviour from drivers or hauliers towards our staff. We appreciate that your drivers may have a busy schedule and other deliveries to make, however we ask that your drivers be patient especially during busy periods. Please make your drivers aware of this requirement.

Deliveries must be made on the date stated on the purchase order. LATE OR EARLY DELIVERIES WILL BE REFUSED.

7. Parcel delivery suppliers
For suppliers who deliver parcels only (non palletised deliveries) the delivery manifest must include the following information:

Supplier name
Courier name/or state ‘own transport’
Delivery date (as required on purchase order)
Order numbers to be delivered
Number of parcels per order.
Section Two
Blue Diamond

Delivery notes MUST accompany the goods to the NHS Supply Chain DC. The delivery note should be attached to the outside of the individual parcels using a ‘documents enclosed’ wallet. Please DO NOT pack delivery notes inside parcels with the goods.

If you have more than one order for delivery into the DC it is acceptable to consolidate the orders into an outer box providing the outer case is clearly marked in the following format:

F.A.O BLUE DIAMOND RECEIPTS
BLUE DIAMOND CONSOLIDATED ORDERS – THIS OUTER BOX CONTAINS NUMEROUS INDIVIDUAL CUSTOMER ORDERS TO BE RECEIPTED INDIVIDUALLY

Please do not put any bar coded labels on the outer box for consolidated consignments as this will create receipting issues.

8. Pallet Delivery Suppliers
For suppliers who deliver on pallets, we require a manifest which shows the number of parcels per order, sorting cycle, total number of parcels/pallets per delivery and the pallet the order is on.

Please note that where more than one pallet is required for a delivery, the orders must be sorted by cycle. For example where two pallets are required for one depot the first pallet must be clearly labelled “cycles 1 to 5” and the second pallet labelled “cycles 6 to 9”. If more than two pallets are required, the cycles per pallet can be determined in the most economical way as long as they are clearly labelled and the orders are stacked on the relevant pallet.

For each order number on the delivery manifest, the number of parcels for that order must be stated. For example:

A2/123456C 2 Parcels
A2/123457C 5 Parcels

It is not acceptable to duplicate the order number to equate the number of parcels. For example:

A2/123456C 1 Parcel
A2/123456C 1 Parcel

A total parcel count and pallet count must be shown at the bottom of the delivery manifest.

The delivery manifest must show the cycle number and be sorted in order of cycle, then sorted by the number of parcels. The delivery manifest should show orders for cycle 1 first then the highest parcel count first. The manifest should not be sorted by order number. For example:

<table>
<thead>
<tr>
<th>Cycle</th>
<th>Purchase Order No.</th>
<th>No. of Parcels</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A2/123456C</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>A2/123457C</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>A2/123458C</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>A2/123459C</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>A2/123460C</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>A2/123461C</td>
<td>1</td>
</tr>
</tbody>
</table>
9. Labelling
Suppliers can either produce labels themselves or print the labels from the supplier portal. Each time we send an order to you a label will be available on the supplier portal for you to print.

Each parcel must have a label attached. If there is more than one parcel per order, each parcel must be labelled and marked for example “1 of 3”, “2 of 3”, “3 of 3”.

As a supplier/distributor of Blue Diamond products to NHS Supply Chain all orders supplied require a bar coded label on the outer case to ensure ease of receipt into our network and to reduce discrepancies.

To produce the label suppliers have two options available to them. The supplier can produce the label themselves using information provided in the purchase order from NHS Supply Chain or if this facility is not available labels can be downloaded from NHS Supply Chain’s Supplier Portal.

The process is detailed below:

Supplier Produced Labels

For suppliers who wish to produce their own delivery labels, the bar codes are required to be in EAN Code 128 format with a subset of B. Bar codes are required for both the requisition point and NHS Supply Chain’s purchase order number. All information required to produce the label is transmitted within NHS Supply Chain’s purchase order. Please note that if the order consists of more than one parcel then each parcel must be labelled and the number of parcels for the order stated on the label for example 1 of 3, 2 of 3, 3 of 3. All labels produced by suppliers MUST be in the required format with a font size which can be easily read. Supplier logos or advertising must not be shown on the delivery label.

Suppliers MUST ensure that if using their own label that the label is authorised for use prior to first use of the label by the Non-stock and Product Lifecycle Manager at NHS Supply Chain.

The following labels show the information transmitted and the label required:
Section Two
Blue Diamond

Labels via the supplier portal

For suppliers where bar coding is not available, NHS Supply Chain creates a label within the supplier portal when a purchase order is processed. Suppliers have the ability to print these labels and attach them to the parcel. The labels required are Avery (or compatible) L7166 (for laser) or J8166 (for inkjet) address labels. A4 sheets 99.1mm x 93.1mm labels, six per sheet.

See section 4 above ‘Order amendment / Label Printing’ which advises the process for printing labels along with amending blue diamond orders.

10. Proof of delivery
Delivery advice notes must clearly state the NHS Supply Chain purchase order reference number. We are unable to accept consignment notes that do not contain this detail as proof of delivery should an invoice query arise at a later date. See Appendix F11 for acceptable Blue Diamond POD examples. Delivery advice notes (POD’s) MUST be attached to the outside of the carton using an appropriate documents enclosed wallet. Advice notes must not be packed inside parcels.

11. Customer discrepancies
Customer delivery discrepancies (where NHS Supply Chain is not the Customer) will be reported within five working days of delivery.

12. NHS Supply Chain DC delivery discrepancies
Delivery discrepancies where NHS Supply Chain is the Customer will be notified to suppliers within three working days of delivery.

13. Returns
Any returns will be reported to the supplier on a weekly basis and should be dealt with in accordance with Clause 4 of Schedule 2 of the Call-off Terms and Conditions for the Supply of Goods and / or Clause 2 of Schedule 5 Call-off Terms and Conditions for the Supply of Goods (as appropriate to the circumstances).

14. Minimum order quantities/value
If, in accordance with Clause 4 of Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods, there is a minimum order quantity applicable to products, this must be discussed with the relevant buyer responsible for the contract so that the minimum order quantity can be built into the unit of issue.

15. Emergency deliveries
Where a product is required urgently by a customer, we may require the supplier to make an emergency delivery direct to that customer. Any such deliveries will be discussed with the supplier as and when required.
Section Three
eDirect

www.supplychain.nhs.uk
Section Three  
edDirect 

edDirect  
As a supplier providing edDirect products to NHS Supply Chain customers you must adhere to the following requirements and processes:

A service agreement is to be signed by the key contact, the customer service manager and must be returned along with the required information prior to the launch of edDirect framework.

1. Service level  
edDirect products must be delivered in accordance with Schedule 6 (Service Levels) of the Call-off Terms and Conditions for the Supply of Goods.

2. Order processing  
NHS Supply Chain will send orders to suppliers throughout the day as and when the customer places an order. The order will consist of all the required information to enable suppliers to make deliveries direct to the customer.

All orders are sent to suppliers electronically either via EDI or e-mail. Please note, there is not an option to fax or post.

Orders will be sent to suppliers throughout the day over eight order transmissions with the last transmission at 4.40pm. Please note that we are unable to manage order cut off times. If there is a cut off for orders which impacts the delivery lead time, an additional day must be built into the set lead time.

All edDirect purchase order numbers end with a “D”, for example A2/123456D

3. Critical order information/original requisition details  
The order will also contain the customer’s original requisition number, requisition point and requisition point address which MUST either appear on your delivery paperwork or on the delivery label provided on the supplier portal. This information is critical to the end user so that when the delivery is received by the stores department it can be forwarded the correct person/department within the trust preventing any discrepancies being raised.

The delivery may be refused if these details are not clearly marked on the delivery paperwork or on the delivery label on the goods. NHS Supply Chain may carry out spot checks with customers to ensure these details are clearly displayed.

4. Order amendment  
Suppliers have the option to amend a quantity down if they are unable to fulfil by the date required. Please note that the balance of any orders amended down must be cancelled on the supplier’s system.

Please note, NHS Supply Chain DOES NOT operate a back order system. Any cancelled orders will be re-input by the customer. If balance orders are sent, we will NOT be able to pay these against your invoice.

The final cut off for order amendment is 4pm on the day of delivery. However, this should be completed as soon as you become aware of a potential issue so that the customer is notified. Please also note that any amendments to order quantities will affect the suppliers service level as outlined.
Section Three

eDirect

It is imperative that the supplier complies fully to order amendment and delivery confirmation to ensure the customer is fully aware of any shortages and any delivery date amendments. Please note that failure to confirm deliveries as despatched appears to the customer as a non delivery and may result in further orders and potentially returns.

Order amendment/order confirmation
To prevent discrepancies and any issues with payment and to ensure the customer is invoiced correctly, suppliers have the ability to amend and cancel purchase orders via the supplier portal.

5. Date amendment – increasing the lead time or an Order
The supplier has the option to amend a delivery date on a purchase order. Please note that by amending the delivery date, the date of the entire order will be amended. If the supplier is unable to fulfil the entire order by the date required, the following options are available:

Amend the date of the order to the date all products will be in stock and hold the order back until this date

Amend the quantities to zero or the quantity which can be supplied on products that are unavailable and ship the rest of the order on the initial date required. The customer will then re-order the balance.

It is NOT an option to amend the delivery date and then part ship any products that are available. The order must be delivered and invoiced in full or any unavailable lines should be amended to zero. NHS Supply Chain does not operate a back order system on eDirect orders.

NHS Supply Chain will not pay invoices for part shipped orders received before the new amended delivery date.

6. Date amendment – reducing the lead time on an order
Suppliers have the ability to bring forward delivery dates on orders. This MUST be actioned if delivering the order before the original date. The supplier MUST amend the delivery date on the supplier portal before shipping the order early or submitting their invoice. Failure to follow this process will result in the invoice not being paid.

If suppliers are constantly able to deliver prior to the lead time on the purchase order, talk to the none stock inventory department about amending the lead time for the product. This will ensure future orders have the correct lead time applied to them.

7. Order confirmation
To ensure payment of your goods, ALL eDirect orders must be confirmed as despatched on the supplier portal. This ensures we pay the invoice when submitted.

All orders must be confirmed by 4pm on the day the Order is due for delivery. If this is not done, the Order will be cancelled and we will assume the order is not being delivered. Failure to confirm orders may result in non-payment of the invoice.

It is imperative that this action is carried out on a daily basis. If the order is not being delivered on the date required then the actions around amending the quantity or the delivery date detailed above must be followed.

8. Order amendments/Confirmation/Edirect label printing on supplier portal
To access NHS Supply Chain’s web site log onto www.supplychain.nhs.uk see section Six supplier portal for full instructions on e-direct order amendments.
Section Three

eDirect

9. Delivery
The delivery address (usually the main stores) is clearly marked on the purchase order. Deliveries are only to be made to this point with the end customer details clearly marked on your paperwork or on the label.

10. eDirect labels
Label/Delivery Paperwork Requirements

To enable the customer to receipt and distribute the order once it reaches their stores, NHS Supply Chain can provide to suppliers a label which can be printed from the supplier portal which contains all the information the customer requires. If the supplier prefers, the requisition details can be added to the suppliers delivery paperwork please see example order header below with details the information required highlighted in red. See process above for producing labels from the supplier portal. (The labels required will need to be Avery (or compatible) L7166 (for laser) or J8166 (for inkjet) address labels. A4 sheets 99.1mm x 93.1mm labels, six per sheet).

---

NHS Supply Chain Purchase Order

<table>
<thead>
<tr>
<th>Supplier:</th>
<th>Buyer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FISHER &amp; PAYKEL HEALTHCARE LTD 16 COTESMILL'S PARK CLAYHART ROAD MAIDENHEAD BUCKS SL6 7DU</td>
<td>DISTRIBUTION CENTRE - ALFRETON WEST KAYS COTES PARK INDUSTRIAL ESTATE ALFRETON DERBYSHIRE DER5 4Q</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deliver To:</th>
<th>Invoice To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAIN STORES - BIRMINGHAM CHILDRENS BIRMINGHAM CHILDRENS HOSPITAL P BLOCK STEELHOUSE LANE BIRMINGHAM B4 6NH</td>
<td>NHS SUPPLY CHAIN ACCOUNTS - STOCK WEST KAYS COTES PARK INDUSTRIAL ESTATE ALFRETON DERBYSHIRE DER5 4Q</td>
</tr>
</tbody>
</table>

Customer order details - please print on delivery note:

Req: 942529 PAED. INTENSIVE CARE UNIT ACUReg no: 2338W alb/Ado stores
Order No: A900020660 Date: 13-05-08 Delivery: 15-05-08

<table>
<thead>
<tr>
<th>Line</th>
<th>EAN</th>
<th>Supplier Code</th>
<th>Quantity</th>
<th>Price</th>
<th>Value</th>
</tr>
</thead>
</table>

11. Minimum order values/quantities

If, in accordance with Clause 4 of Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods, there is a minimum order quantity applicable to products, this must be discussed with the relevant buyer responsible for the contract so that the minimum order quantity can be built into the unit of issue.

Minimum order values can be accommodated on eDirect and must be communicated at the time of implementation. Please ensure that when applying minimum order quantities, they are achievable for customers.

12. Returns

NHS Supply Chain will contact the supplier to arrange returns on behalf of the Customer in accordance with Clause 4 of Schedule 2 of the Call-off Terms and Conditions for the Supply of Goods. The purchase order number, product and reason for return will be advised along with the Customer's collection point. From a return being raised, we require confirmation of the collection date within 48 hours.
13. Discrepancies
NHS Supply Chain will notify the supplier on behalf of the customer when goods have not been received.

NHS Supply Chain requires proof of delivery quoting the original order number and relevant signature, date and time.

Discrepancies will be reported to the supplier within five days of expected or actual delivery.

14. eDirect information required prior to contract launch
NHS Supply Chain requires the information on Appendices 15 & 16 prior to launch. See Appendix 16 for forms requiring completion by suppliers.
Section Four
Inbound Logistics Collection

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Section Four
Inbound Logistics Collection

NHS Supply Chain Inbound Logistics
NHS Supply Chain will advise the supplier whether the goods will be collected by us or our nominated contractor.

1. Delivery/Collection
1. NHS Supply Chain or our nominated representative will collect the goods from the supplier’s nominated despatch location as per a mutually agreed collection schedule. It is the supplier’s responsibility to ensure that it can facilitate collection on the agreed date.

2. If, after the collection time has been agreed, the supplier wishes to amend the collection time, the supplier must contact our inventory department and the inbound logistics team at least 24 hours prior to the planned collection time to request for authorisation to amend the collection time. Such authorisation will be at our discretion.

3. Upon arrival at the supplier’s site, our collection vehicle must be loaded and despatched within one hour of arrival. Any delays beyond this timescale may result in a refused collection.

4. The supplier must notify us immediately if there are no goods to be collected on an agreed collection day.

5. Goods not loaded onto the scheduled collection vehicle by the supplier are the sole responsibility of the supplier. An additional collection can be requested from us at the supplier’s expense and we will advise of the charges prior to collection.

6. Prior to the collection of the goods, the supplier must contact the appropriate NHS Supply Chain DC or nominated distributor to advise of the order number(s) and quantity of the goods to be delivered, using the appropriate booking request form. See Appendix 7

7. The supplier must ensure that each delivery unit (pallet/case) is labelled individually in line with the colour coded labelling system provided by us.

8. The supplier or its nominated distributor will create a Proof of Collection document (POC) for each NHS Supply Chain DC being shipped to. This POC will contain details regarding the number of distribution units (pallets or cases dependant on agreed terms of carriage) to be despatched. We can provide a generic POC if required.

9. The supplier or its nominated distributor must ensure a copy of each signed POC is given to our collection driver to accompany the movement of the goods. For the avoidance of doubt, the POC only confirms the number of distribution units that have been collected. The POC is not a proof of delivery (POD). The POC is not a line level POD and does not confirm receipt of all lines. See section ‘Order Checking’ of this manual.

10. The supplier must ensure that a delivery advice note, which will be signed as ‘Proof of Delivery’ by us, accompanies all collections for delivery to the designated location. The delivery advice note must be on the supplier’s headed paperwork and should be attached to the lead pallet in a documents enclosed envelope, a copy should also be presented to the driver. Upon arrival of the goods at one of our DCs, they will be checked and signed by a duly authorised agent, employee or representative of NHS Supply Chain at the collection location.

11. Advice notes should be in a documents enclosed envelope attached to the lead pallet.
Section Four
Inbound Logistics Collection

This advice note must contain as a minimum the following information:

- Supplier name and address, delivery address, MPC (Supplier Item Code), NPC (NHS Supply Chain Item Code), Quantity ordered, Quantity despatched, Purchase order number, item description, date/batch numbers, special handling instructions, sell by/use by dates, ASN number.

12. In certain circumstances (such as in the case of an urgent customer request), we may require the goods on a same day or next day basis. In such circumstances, we will contact the supplier to discuss such requirement and arrange a mutually acceptable collection time. The supplier agrees that it will not unreasonably withhold or delay its agreement to such.

13. Suppliers must ensure that arrangements are made to ensure that deliveries are pre-booked at NHS Supply Chain DCs

2. Order checking
NHS Supply Chain or its nominated agent will check the appropriate goods, quantities of pallets/cartons and condition of the load prior to leaving the supplier. However, the driver will be unable to check the condition of the individual cases whilst palletised, consequently the driver will sign for the load as “unexamined” or “unchecked” if the driver is unable to examine cases within the pallet and upon receipt of the goods at one of NHS Supply Chain’s DCs, the goods will be checked against the delivery advice note supplied by the supplier. Any discrepancies to the quantity advised, or any damages will be notified to the supplier within three working days.

3. Refusals
NHS Supply Chain reserves the right to refuse to collect loads in the following circumstances:

Any load that is incorrectly loaded, including but not limited to poor presentation of pallets, the load is unstable, stock is damaged and not fit for sale, any delivery without an advice note, the remaining shelf life is less than the shelf life required in the Specification. The driver must be allowed to witness loading and allowed to check pallet standard. The driver may request that a sub-standard pallet is decanted and re-stacked onto the pallet of the quality expected into the NHS Supply Chain but acceptance of such request shall be at the discretion of NHS Supply Chain.
Section Five
Adding New Lines to a Framework Agreement

New Lines
The supplier MUST supply the following information when adding any new lines to the NHS Supply Chain range or if the supplier is replacing an existing line with a new line:

- Number of units per case
- Number of units per layer of pallet
- Number of units per pallet
- Agreed lead time
- Agreed contractual minimum order quantities
- COSHH data sheets for any hazardous materials provided prior to delivery product expiry details (if applicable)
- Whether the product has a sell by date and whether it is visible as text on the product
- Whether the product has a batch number and whether it is visible as text on the product
- Whether the product has a lot number and whether it is visible as text on the product
- Whether the product has a serial number and whether it is visible as text on the product
- Whether the product is bar-coded and its format

If the product is a licensed medicinal product, the supplier must advise prior to delivery. Delivery documentation must be annotated to show that the product is licensed.

Failure to provide any of the required information above will impede the setting up of the new lines. This could also delay the item being added to the NHS Supply Chain catalogue and orders being placed for the new line.
Section Six
Supplier Tools

www.supplychain.nhs.uk
Section Six
Supplier Tools

1. Supplier development
We are committed to assisting suppliers in becoming fully compliant with our delivery requirements.

We will advise on all delivery aspects, from booking deliveries and receipt of your order right through to delivery at our sites and how your pallets must be presented to us.

The Supplier Conformance department are able to provide details on delivery performance and will actively look at ways in which improvements can be made. You may be contacted to discuss possible ways of improving your performance over the course of the framework agreement.

2. Supplier Portal
The NHS Supplier Portal has been specifically designed to provide each one of our suppliers with a secure 24 hour link to our organisation. This innovative online environment gives you access to the information you need to carry out your crucial role in delivering quality patient care.

Our online supplier portal gives suppliers a link to NHS Supply Chain. Suppliers can access:

Stock position – check the quantities of your products we have in stock and be prepared for the next order. The Supplier Portal lets you run a detailed report to show you/our exact stock position at any given time at all our sites.

Real time order status – we let suppliers track orders online, so you can deal with any issues as they arise. We place details of every order that NHS Supply Chain makes for your products. By viewing your real-time order position you can see exactly what was ordered, when and how far away you are from the required delivery date.

Demand – suppliers can identify trends and stay one step ahead of our needs. Using the supplier portal, you can spot any gaps and work out how to fill them before they become a problem.

Supplier Forecasts - provides a full forward forecast at line level of our estimated demand patterns for both stock and blue diamond product routes and allows for your feedback per forecast.

Service level – Suppliers are able to obtain details of inbound service levels.

3. Why use the supplier portal?
The supplier portal gives you complete transparency from the moment your products leave your stores to the minute they’re unpacked by our customers, you get all the information you need to ensure a high quality service.

4. Secure benefits of your private portal
At NHS Supply Chain, we understand your need for secure access to information – information that will allow you to take control of your role in the healthcare supply chain.

We recognise that privacy is key. Only we can see your private information thanks to high levels of security, which means you can always feel safe doing business online, please see the supplier portal guidance notes.
Section Six
Supplier Tools

Supplier Portal

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Supplier Tools

Key to icons

Document icons
- Create an Excel document for download
- PDF document for download

Forecasting icons
- Blue Diamond – non-stock item delivered by NHS Supply Chain.
- Comment exists against an individual item.
- Comment can be added against an individual item.
- Export to Excel

e-Commerce icons
- View/print as PDF
- View orders

Abbreviations

ASN  Advanced Shipment Notice
BD   Blue Diamond products – those delivered to NHS Supply Chain for onward distribution.
EDI  Electronic Data Interchange
MPC  Manufacturer’s Product Code
NPC  National Product Code
SP   Stock product
UOI  Unit Of Issue
UOP  Unit Of Purchase

Conventions

Partial screenshots are used throughout this document to focus your attention on the areas being discussed. The direction in which the web page extends from the portion shown is indicated by a torn edge.

The data used in the reports and other examples is taken from our test system. Any correlation between the codes displayed and ‘live’ information is purely coincidental.
What’s new in Supplier Portal?

If you are currently using Internet Explorer 6 as your web browser, you must update it to a later version (Internet Explorer 7, 8 or 9). The Supplier Portal is compatible with Firefox and Chrome.

The navigation of the portal has changed significantly. The location of each of the elements comprising the portal is given as part of the instructions for their use.

Key contact information for both suppliers and staff from NHS Supply Chain is given in a new section. Documents relevant to your organisation or that are part of a general communication with suppliers are uploaded for you to access. See ‘Communicating with the NHS Supply Chain’ on page 55 for details.

Forecasts provide information to help you in your planning. They are specific to you as a supplier, and show anticipated demand. You can comment on the forecasts, and extract the information they contain into Excel for further manipulation. See ‘Viewing forecasts’ on page 57 for more information.

The existing features of the e-Commerce section of the Supplier Portal have been retained, and a new section has been added: the ability to create and manage Advanced Shipment Notices (ASNs). You can book in both your own deliveries and those by other carriers. See ‘Managing Advanced Shipment Notices (ASNs)’ on page 70.

Details of stock held by trusts (consignment stock) are now available. See ‘Consignment stock’ on page 73.

The reports from the previous versions of the Supplier Portal are all available; see ‘Reports’ on page 74 for examples.

Getting help

Please contact the Helpdesk on 0845 680 4359 if you need help with the Supplier Portal.
Section Six
Supplier Tools

Logging in to the Supplier Portal

An account name and password give you access to your company’s information and help to ensure it cannot be accessed by unauthorised individuals.

We recommend that everyone who needs access to the supplier portal has their own individual account. When employees leave, you need to ensure the security of your data: removing a single account often causes fewer difficulties for your business than changing the passwords of accounts that many people use.

Requesting an account for the Supplier Portal

You can request an account for the Supplier Portal at any time.

On the right of the NHS Supply Chain home page is an option to Create an account. Click it to open a form that you need to complete to open an account.

Complete all of the details on the form.

At the bottom of the form is a list of organisations.
1. Select Supplier (SUPP), which is near the top of the list.
2. A new option appears (Supplier). Select your company from the list of suppliers registered with NHS Supply Chain.

Click Apply for account.

A message is sent automatically to the customer services department, who will respond to you by email.

The account that is created gives full access to your company’s information. It is your responsibility to inform NHS Supply Chain if an employee ceases to work for your organisation. Until you do this, that person will continue to have access.
Logging in to Supplier Portal

1. In the address bar of your web browser, type: http://suppliers.supplychain.nhs.uk and press ENTER.
2. Click Suppliers on the black menu options at the top of the page. The Supplier Portal login page opens.
3. Enter your Username and Password into the boxes shown and click Log In.

The Supplier Portal Home page opens. On the left is an introduction to the Supplier Portal. On the right are links to useful information (people working on your account, recent forecasts and recent updates).

The menu options at the top of the page on the black background are links to other areas and applications within NHS Supply Chain. The menu options on the blue background are links to areas within the Supplier Portal.
Section Six
Supplier Tools

Signing out

You must sign out of the Supplier Portal when you are not using it. The Sign Out option is available at the top left of every page.

Communicating with the NHS Supply Chain

The Supplier Portal enables you to communicate more easily with NHS Supply Chain. A team of people are allocated to your account, and their contact details are readily available.

Documents may be uploaded to the Supplier Portal by your account team. These documents can be downloaded and printed. Some may be specific to your organisation; others may be available to all suppliers.

Your NHS Supply Chain team

You can view contact details of the people responsible for various aspects of your account in either of the following ways:

- On the Profile menu, select Contacts.
- Click on an image in the Your NHS Supply Chain team section on the top right of the Supplier Portal Home page.

The Contact list page gives the names, job titles, email addresses and telephone number for the members in your team.
Section Six
Supplier Tools

Accessing documents from NHS Supply Chain

NHS Supply Chain may upload documents for you into an area that only you can access. To view these documents, select Documents from the Profile menu.

The documents are placed in one of four categories: Meetings, Other, Reports and Updates and Global. Global documents are generally available to all suppliers.

To download a document, click the link to the right of the PDF icon.

- Click the link to open the document.
- Right-click the link and select Save target as… to save a copy of the document to your local system.

You can identify sections containing new documents, and the new documents themselves, by the presence of a blue star.
Section Six
Supplier Tools

Viewing forecasts

Forecasts are created by NHS Supply Chain. If you want a forecast for specific products, please contact your Inventory Manager (details on the Supplier Portal Home page).

Forecasts are projections based on the information available. They are not orders and are not guarantees of future demand.

Forecasts are created from information held within NHS Supply Chain, including: the last five years’ demand, current sales trends and seasonal variation.

Forecasts are accessed by selecting Review forecasts from the Forecasting menu.

A list of all available forecasts is displayed; the forecasts are in chronological order, with the oldest at the top of the list.

The number of pages of results is shown on the right, above and below the list. You can change the number of results displayed per page using the options on the left, above and below the list.

The first two columns – headed BD and SP – indicate how many Blue Diamond (BD) products and Stock Products (SP) are included in the forecast. Click a number to see details for those products – the Blue Diamond and Stock Product details for each forecast are shown separately. See ‘Individual forecasts’ below for more details.

Forecasts are removed from the list when the time period they cover has passed.
Section Six
Supplier Tools

Comments associated with forecasts

Comments from NHS Supply Chain relating to a particular forecast may be seen in the far right column. Comments can also be recorded by you – these are shown in the column headed Supplier Comments.

If a comment is underlined, the comment is longer than can be shown on screen: click the comment to open it.
Section Six
Supplier Tools

Adding your own comments

To add your own comments to a forecast:
1 Select the forecast by clicking the box at the left of its row.
2 Click comment selected forecast.
3 Type your comment in the box. Click OK.

Your comments are sent to your inventory contact as an email message. Making a change to a comment sends another email message.

Individual forecasts

To see details of an individual forecast, click the number in either the BD or SP columns. A page is shown that lists each of the items in the category you selected.

The date that the forecast was created is given at the bottom of each page. The periods (from 1 to 8) given as column headings are months from the forecast date. So, for example, if the forecast was created in April: 1 would be May, 2 would be June, 3 would be July and so on.

The national product code (NPC) and the manufacturer's product code (MPC) are given and can both be used to identify the product.

The quantities shown are the anticipated customer demand for the products specified. They are not the quantities that NHS Supply Chain requires from the supplier.

Depending on your browser, you may be able to see a large version of the trend map. Click on the small version of the chart and an expanded version is displayed.
Comments on individual products

To add a comment to an individual item, click the Add Comment icon to the left of that item. A box opens for you to type the comment. Click submit to associate it with the forecast item.

Existing comments for an item are shown in a tooltip when you hover over the comment icon.

Comments you make against an individual product are sent to your inventory contact by email.
Section Six
Supplier Tools

Exporting forecasts

You can export all available forecasts to Excel by clicking the option on the left below the list of forecasts.

You will be given the option to open or save the data. You can only download the full set of forecast data – you cannot select a subset of it.

E-Commerce

The e-Commerce section is where you must update information about the deliveries you make to ensure you are paid promptly and to enable efficient deliveries to the various depots.

The four options available are:

**eTrading order status** – you can view information about the orders you have received and provide details of the corresponding deliveries you will make to NHS Supply Chain depots. See ‘Orders received through EDI’ (above) for more information.

**eDirect delivery confirmation** – you need to provide details of deliveries you have made directly to trusts to complete the receipt processing that is necessary before an invoice can be processed. See ‘Confirming e-Direct deliveries’ on page 68 for more information.

**Advanced shipment notices** – complete this section to obtain the information you need to book deliveries at a depot, either for your own vehicles or those sent by another courier. See ‘Managing Advanced Shipment Notices (ASNs)’ on page 70 for more information.

**Consignment stock** – view the stock held by trusts that has not yet been purchased. See ‘Consignment stock’ on page 73 for more information.
Orders received through EDI

Orders that you receive electronically as EDI messages or by email are managed using the eTrading order status pages.

The first page that opens lists all orders received over the last 120 days, with the most recent at the top.

- You can see details of all orders in a batch by clicking the ‘view order’ icon (creenshot) in the Orders column on the left of each row.

- You can produce a report of every order in a batch in PDF format (for printing) by clicking the PDF icon (creenshot) on the right of each row.

- You can print labels for Blue Diamond ( screenshot) and e-Direct ( screenshot) orders by clicking the appropriate icon in the Labels column – see ‘Printing labels for non-stock products’ on page 18 for more information.

<table>
<thead>
<tr>
<th>Orders</th>
<th>Transaction date</th>
<th>Interchange reference</th>
<th>Total orders</th>
<th>Total order lines</th>
<th>Total order value</th>
<th>Labels</th>
</tr>
</thead>
<tbody>
<tr>
<td>1609</td>
<td>18/04/2012 15:56:04</td>
<td>1609</td>
<td>5</td>
<td>151</td>
<td>£255,347.18</td>
<td></td>
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<tr>
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<td>18/04/2012 13:46:40</td>
<td>1608</td>
<td>2</td>
<td>78</td>
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<td>1</td>
<td>9</td>
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<tr>
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<td>1596</td>
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<td>1576</td>
<td>1</td>
<td>67</td>
<td>£36,774.13</td>
<td></td>
</tr>
</tbody>
</table>

1 2 3 4 5 6 7 8
Section Six
Supplier Tools

Viewing a batch of orders

To view a batch of orders, click the ‘view order’ icon ( ) that is in the Orders column on the left of each row (highlighted in the image above).

In the example below, there are two orders in one batch, both for delivery to the same depot.

From here, you can:

- View details of the individual order by clicking on the order number (see example below).
- Generate a printable copy of an order by clicking on the PDF icon.

Specifying delivery details for an order

When you click the order number, a new page opens showing all of the items in the order. From here, you can specify the courier and any tracking number for order being delivered on your behalf.
Section Six
Supplier Tools

Amending quantities of orders

To change the quantities of the orders delivered, change the number in the amend column and then click Amend order.

Amend order is not enabled until you have made a change either to the delivery date/courier or to a quantity. The Labels column and Print all labels are only shown for stock orders.

The changes you have made to the order quantities are shown in brackets as they have not yet been processed.

You can only amend quantities for orders where the delivery date is in the future (the delivery has not happened) and when the order is not for the Home Delivery Service (HDS).
Section Six
Supplier Tools

Printing labels for stock products

For stock products, you can print identification labels for the cases containing each of the product lines. By default, one label per item is printed. However, if you know that you will be shipping this item in (for example) three boxes, you can print three labels, which are numbered as 1 of 3, 2 or 3 and 3 of 3.

To print labels for stock products:

1. Select e-Commerce and then eTrading order status from the menu.

2. Click the ‘view order’ icon ( ) to see details of orders for stock products (those without a Blue Diamond ( ) or e-Direct ( ) icon in the Labels column).

3. If necessary, change the number in the Labels column to increase the number to meet your requirements.

You can either print labels for a single item by clicking the PDF icon to the left of the number of labels, or you can print all the labels at once by clicking Print All Labels at the bottom of the page.
Section Six
Supplier Tools

Printing labels for non-stock products

For Blue Diamond and e-Direct products, you can print labels for each order.

1 Select e-Commerce and then eTrading order status from the menu.

2 Click the Blue Diamond ( ) or e-Direct ( ) icon in the Labels column. All of the individual orders that are of this order type (Blue Diamond or e-Direct) are listed.

3 Change the number of labels required for each order, if you need more than one.

4 Specify the Label offset. This is the number of blank labels to leave before you start printing, which is useful if you are starting to print part-way down a sheet.

5 Click Create Labels to open the labels in PDF format for printing.

The labels for Blue Diamond and e-Direct products are very similar. They show the supplier, the order number, the local reference, the delivery date and the address for delivery.
Section Six
Supplier Tools

Creating an invoice

To create an invoice:

1. Select e-Commerce and then eTrading order status from the menu.
2. Click the ‘view order’ icon ( ) on the left of an order to see details of it.
3. Click Create invoice at the top of the list of items in an order.

A page opens showing all the information required to create an invoice.

1. Enter the Invoice reference (required – a maximum of 17 characters), Invoice date, Delivery date and any Delivery note in the boxes at the top of the page.
2. Make any changes to the quantity (to reflect what was actually delivered) or the Unit price in the boxes at the top of the page. If the VAT% rate is incorrect, change it.

The value of the line is automatically recalculated to reflect your changes.

If you make a mistake and are unsure what you need to change, you can revert to the default invoice by clicking Restore default invoice, at the bottom of the list of items.

If you were only able to deliver a small subset of this order, you can Zero quantities. This sets the quantity of every item to zero, and you can then change only the relevant ones.
Section Six
Supplier Tools

3 Specify the Settlement days, the Settlement payment date (required) and any Settlement discount (as a percentage) using the boxes at the bottom of the page.

The Settlement payment date is calculated automatically if you specify a value in Settlement days.

4 Click Create invoice to generate an EDI file that is automatically sent for import into our payment system.

Confirming e-Direct deliveries

e-Direct deliveries are those that you deliver directly to the customer. For you to be paid for these orders, you need to confirm that the delivery has taken place.

1 Select e-Commerce and then e-Direct delivery confirmation from the menu.

A list of delivery dates is shown, with an indication of the number of orders for each day.

2 Click View to the left of a delivery date to see the orders for that date.

3 To confirm that an order has been delivered, and that the quantities are as stated in the order details, select the order and click Confirm.

To check or change details of the order, click the order number.
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4 Enter details of the Courier and the Tracking no. You can either do this for each individual order, or enter the information at the top of the page and click Apply to all. Applying courier and tracking information to all orders overwrites any information you may already have typed for individual order. If most are being sent by the same courier, set the same value for all then change the few that are different.

5 When viewing the details of an order, you can:

Change the Delivery date, Courier and Tracking number (as long as the delivery has not already taken place, and as long as the order is not for the Home Delivery Service).

Amend the quantities of items on the order (see ‘Amending quantities of orders’ on page 64).

Print labels (see ‘Printing labels’ on page 65).

Create an invoice (see ‘Creating an invoice’ on page 67).
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Supplier Tools

Managing Advanced Shipment Notices (ASNs)

This is only initially applicable for the Rugby NDC. It will be rolled out to the other depots over time and you will be informed when this is done.

You need to have an Advanced Shipment Notice (ASN) for your deliveries to NHS Supply Chain depots to be accepted. You must create the ASN at least one day before the delivery is made.

Creating an ASN gives you a reference number that you need to book your delivery at an NHS Supply Chain depot. It does not create the booking.

Creating an ASN

An ASN is created by assigning orders to a delivery point on a particular date.

1. Select e-Commerce, then Advanced shipment notices and finally Create ASN from the menu.

2. Select the Delivery point from the drop-down list. Click in Delivery date and choose a date from the calendar. Any orders that meet those criteria are listed.

3. Choose whether you are making the delivery (Direct) or someone else is delivering on your behalf (Carrier). If you select Carrier, the Number of pallets and Number of cases boxes are hidden.

4. Select the orders that are being grouped into this batch and click Create. The ASN is created and is instantly available at the top of the page. Click the PDF icon to print the ASN.
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If you need to view or make changes to the order, print labels or create an invoice, click the order number. See ‘Amending quantities of orders’ on page 64, ‘Printing labels for stock products’ on page 65, ‘Printing labels for non-stock products’ on page 66 and ‘Creating an invoice’ on page 67 for detailed instructions.

Viewing ASNs

You can view existing ASNs at any time.

Select e-Commerce, then Advanced shipment notices and finally View ASNs from the menu.

Select the Delivery point and Delivery date. Any ASNs that match are displayed automatically.

You can view details of the orders associated with an ASN by clicking on the order number, and you can then make any necessary changes. See ‘Amending quantities of orders’ on page 64, ‘Printing labels for stock products’ on page 65, ‘Printing labels for non-stock products’ on page 66 for detailed instructions.
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Changing the delivery date

Two separate menu options are used to make changes to an ASN, depending on who is making the delivery.
To change the delivery date:

1 Select e-Commerce, then Advanced shipment notices and finally either:

   Carrier booking amendments if you want to change the date for a delivery that another carrier is making on your behalf.

   Direct booking amendments if you want to change the date for a delivery that you are making yourself.

2 Enter the Truck number from the ASN.

3 Click the icon to change the delivery date.

4 Click Confirm.

The booking process

The process differs slightly depending on whether you are delivering the orders yourself or they are being delivered by a carrier.

   If you are delivering the order, the ASN reference is prefixed with DIR and the notice includes a truck number. You must contact the NDC to book the delivery, by phone or e-mail, quoting the truck number.

   If the order is being delivered by a carrier, the ASN reference is prefixed with CAR. This ASN reference should be given to the carrier, who needs to quote it when booking in with the NDC. Bookings should be made by e-mail, multiple ASNs can be assigned to one delivery. The booking clerk will issue a truck number, booking date/time and booking reference to the carrier.

Contact details for making a booking are:

   Phone 0871 716 5550

   E-mail bookings@supplychain.nhs.uk

Generating a list of ASNs for sending to the Bookings Clerk

A report is available that summaries ASNs, which you can send to the Bookings Clerk at NHS Supply Chain when booking in to the depots.

To generate the report, select Reports and finally ASN report from the menu.

Select the Delivery point from the drop-down list and click View.

A summary is produced that can be saved as a PDF.
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Consignment stock

Consignment stock is stock held by trusts that is still owned by the suppliers.

View consignment stock

Select e-Commerce and then Consignment stock from the menu to see details of the stock held by trusts that has not yet been purchased.

You can reduce the quantity of information shown by specifying a range of criteria and then clicking the filter icon ( ). You can specify Location, MPC, Batch number, Serial number or the Expiry date (or a combination).

You can export consignment stock items to Excel by clicking the Excel icon ( ).

Click the plus icon ( ) to the left of a stock item to see more details.
Section Six
Supplier Tools

Reports

A number of reports have been provided to help you to monitor how well you are meeting targets and any other issues that you want to track.

The available reports are accessed from the Report menu.

Stock position report

The stock position report provides you with an up-to-date view of the stocks currently held at NHS Supply Chain depots.

You can sort the information using any of the columns in the report by clicking on the column heading. Clicking on the same heading a second time reverses the sort order.

There is an option to export the report to Excel in the top right corner, which will make it easier to search for specific products or to highlight those where stock levels are extremely high or low.

Click on the NPC to see the current stock position for that particular product.

Click on the plus symbol in the left column to expand the information provided to show levels at depots that stock the product. Clicking the plus symbol in the table heading expands every row to show depot stock details.
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Demand reports

The demand report enables you to analyse demand for any financial year. Financial years are NHS financial years – from April to March. For example, the financial year running from April 2012 to March 2013 is Financial Year 2013.

You can choose to view total demand, or you can choose to group this by depot, by MPC, by both depot and MPC, or by customer.

You can choose to aggregate information either by financial week or by financial period and can specify which week or period you want to show. For example, to show figures for week 23, select Financial week from the Frequency list and then type 23 in the Value box.

A financial period is based on the accounting calendar.

An example of report settings and the information displayed as a result are shown below.

These reports can be viewed on screen, saved to your local file system or printed. It is not possible to export them into Excel or any other application.
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www.supplychain.nhs.uk
1. Supplier activation/amendments
If you are a completely new supplier to NHS Supply Chain, the New Supplier Request form (See Appendix F1) should be completed. This form will be supplied to you by your NHS Supply Chain procurement contact. If not please contact:

Mandy Chapman: - Accounts Payable Manager
Tel: - 01773 724196, E-mail: - Mandy.Chapman@supplychain.nhs.uk

The completed form should be returned to procurement within three working days of receipt.

If you are a current supplier making amendments to your details such as a change of bank details or address changes, these changes must be supplied on letter headed paper marked for the attention of:

Mandy Chapman
Accounts Payable Manager
NHS Supply Chain, West Way, Cotes Park Industrial Estate, Alfreton, Derbyshire, DE55 4QJ

If insufficient details are provided you will be asked to complete our Supplier Amendment Request form (See Appendix F2)

2. Invoicing
Invoices and credits should be transmitted in our specified EDI format. Failure to comply with this request may lead to delays in invoice payment.

The EDI formats we accept are as follows:-

Preferred version is

Tradacoms EDI invoice format (INVFIL), either by direct FTP or via our GXS Tradanet mailbox (mailbox id: 5020901000003 TUN: 3124).

Alternatively we can accept

Edifact EDI invoices (INVOIC).

Other bespoke file formats (XML, CSV etc) may be considered depending whether invoice volumes justify the development of a bespoke template to process such files.

To set up EDI invoice/credit transmission please contact

Mandy Chapman (Accounts Payable Manager)
Tel: - 01773 724196, E-mail: - Mandy.Chapman@supplychain.nhs.uk
Or
Paul Wagstaff (Accounts Payable Team Leader)
Tel: 01773 724197, E-mail: Paul.Wagstaff@supplychain.nhs.uk
Or
Victoria Rosik (Accounts Payable Team Leader)
Tel: 01773 724155, E-mail: Victoria.Rosik@supplychain.nhs.uk
If you are unable to transmit via EDI we allow four alternatives:-

Supplier portal, postal, e-mail, star fax

Contact the following people for more information:

Mandy Chapman (Accounts Payable Manager)
Tel: 01773 724196, E-mail: Mandy.Chapman@supplychain.nhs.uk
Or
Paul Wagstaff (Accounts Payable Team Leader)
Tel: 01773 724197, E-mail: Paul.Wagstaff@supplychain.nhs.uk
Or
Victoria Rosik (Accounts Payable Team Leader)
Tel: 01773 724155, E-mail: Victoria.Rosik@supplychain.nhs.uk

A. Supplier portal – invoicing
Suppliers who do not have the systems to generate and send electronic EDI invoices can use the NHS Supply Chain supplier portal website to register their invoices. This process will generate an EDI message in the correct format to be interfaced directly into the accounts payable system without any further manual intervention.

Please note this transmission route can only be used for invoices. Please do not attempt to submit credits this way.
(Supplier Portal User Guide: Invoice Registration, see Appendix F9)

B. Postal invoices and credits
Postal invoices/credits should be marked for the attention of:

Accounts Payable
NHS Supply Chain
West Way,
Cotes Park Industrial Estate
Alfreton, Derbyshire DE55 4QJ

C. E-mailed invoices and credits
E-mailed invoices/credits should be sent to: purchase.ledger@supplychain.nhs.uk

We accept the following electronic formats:-

PDF, TIF, Excel, Word

1. E-mails can include one of the following:-

Single attachment with single page invoice

Single attachment with multiple single page invoices

Multiple attachments all of which are single page invoices.

Multipage invoices must be transmitted individually i.e. the e-mail can only contain a single attachment and that attachment can only contain one multipage invoice.
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D. Faxed invoices and credits

Fax invoices/credits should be sent marked for the attention of:

Accounts Payables to Star Fax 0870 6079818

E. Invoice requirements

NHS Supply Chain purchase order numbers must be quoted on all invoice paperwork, and only a single purchase order number per invoice is allowed. Failure to comply with this request may lead to delays in payment.

No leading or trailing characters should be added to the purchase order and it should be clearly identifiable on the invoice. (For examples of acceptable purchase orders please see Appendix F4)

Invoices should be stated in the same unit of issue in which our purchase order was placed. Failure to comply with this request may lead to delays in payment.

Invoices should quote the same manufacturer’s product code provided on our purchase order. Failure to comply with this request may lead to delays in payment.

If substitute items are sent, they must be charged at a price equal to or less than the price quoted on the purchase order and the manufacturer's product code of the original item should be quoted on the invoice. Failure to comply with this request may lead to delays in payment.

Invoices should only be transmitted at point of expected receipt of goods, not at point of despatch. Disallowed discount repayments will not be made for late payments based on despatch date.

Where credits are retrospectively supplied for prompt settlement discount agreements they should also be calculated based on point of expected receipt of goods as oppose to point of despatch.

Invoices should only be received from the supplier with whom the contract is assigned. The only deviation from this is if the supplier uses a distributor to supply their goods.

3. Statements

Monthly statements must be provided (preferably in excel format - however paper versions will be accepted) setting out any outstanding balances from NHS supply Chain.

If you’re providing postal copies please mark them for the attention of:

Accounts Payable
NHS Supply Chain
West Way
Cotes Park Industrial Estate
Alfreton
Derbyshire
DE55 4QJ

Or faxed for the attention of Accounts Payable to 01773 724225.

If you are providing excel versions please contact a member of the accounts payable department to obtain the relevant e-mail address (Contact list see Appendix F5).
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4. Payments
Payments will be made in line with the payment term set out in the Framework Agreement.

If you have queries in relation to payment please contact:

Mandy Chapman (Accounts Payable Manager) 01773 724196
Mandy.Chapman@supplychain.nhs.uk
Or
Paul Wagstaff (Accounts Payable Team Leader) 01773 724197
Paul.Wagstaff@supplychain.nhs.uk
Or
Victoria Rosik (Accounts Payable Team Leader)
Tel : 01773 724155, E-mail : Victoria.Rosik@supplychain.nhs.uk

Remittances will be transmitted the same day as the payment via e-mail to a specified e-mail address supplied by you.

5. Invoice discrepancies
Invoice discrepancies will be reported at individual line level via e-mail to a specified e-mail address supplied by you. For example, if an invoice has two lines in query due to quantity discrepancies you will receive two separate notifications requesting a proof of delivery, one for each query. (Please see sample notifications appendix F6, F7 & F8)

Please do not attempt to respond directly to e-mails received. Please use either of the response methods provided in the notification. (Examples below)

Proof of deliveries to: podrequests@supplychain.nhs.uk

Proof of delivery disputes to: Requester e-mail address provided

Credit notes to: purchase.ledger@supplychain.nhs.uk

Credit notes disputes to: plenquiries@supplychain.nhs.uk

Invoice queries will be dealt with in accordance with Clause 7 of Schedule 2 of the Call-off Terms and Conditions for the Supply of Goods.

6. Credit notes
Disputes can either be e-mailed to plenquiries@supplychain.nhs.uk or you can contact a member of the accounts payable team. (Contact list see Appendix F5)

Any credit notes issued in response to an invoice discrepancy should quote the original NHS Supply Chain Order number and any relating invoice number details.

Credit notes must be supplied for any rebates in line with the HMRC UK VAT legislation for contingent discounts.
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7. Proof of deliveries
NHS Supply Chain may request a proof of delivery in its discretion to support any delivery. Once a proof of delivery request is issued you have 21 days to either provide a valid proof of delivery or a valid dispute for the request. Failure to do so will result in the relevant invoice being disputed.

Proof of deliveries for stock orders must include details of all of the items delivered and quote a valid NHS Supply Chain purchase order number. They must also include a valid NHS Supply Chain signature and printed name. (Examples of acceptable proof of delivery format see Appendix F10).

Proof of deliveries for Blue Diamond orders are acceptable in a manifest format but must quote a valid NHS Supply Chain purchase order number and have a valid NHS Supply Chain signature and printed name. (Examples of acceptable proof of delivery format see Appendix F11).

Proof of deliveries for eDirect orders must include details of all of the items delivered and quote a valid NHS Supply Chain purchase order number and have a valid customer signature and printed name. (Examples of acceptable proof of delivery format see Appendix F12).

We will not accept carrier delivery slips with printed names only.

Proofs of delivery should be e-mailed to podrequests@supplychain.nhs.uk

Alternatively they can be posted marked for the attention of:-

Accounts Payable
NHS Supply Chain
West Way
Cotes Park Industrial Estate
Alfreton,
Derbyshire.
DE55 4QJ

Or faxed for the attention of Accounts Payable to 01773 724225

All proof of delivery paper work provided should include evidence of the specific item in query, not just the whole invoice.

Disputes should be e-mailed to the initial requester whose e-mail details will be provided in the initial proof of delivery request.
8. Returns to suppliers
Suppliers will be notified of our intention to return goods in accordance with Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods. If neither a valid dispute nor a credit note is received within 30 days from date of return the deduction will automatically be applied to your account.

Disputes should be e-mailed and marked for the attention of the Inventory department at: returnsnotifications@supplychain.nhs.uk

Notifications that credits have been supplied should be e-mailed and marked for the attention of the Accounts Payable department at: plenquiries@supplychain.nhs.uk

Please do not send credit notes direct to plenquiries@supplychain.nhs.uk, please use the normal route of transmission as detailed below:-

transmit via normal EDI route

e-mail to:- purchase.ledger@supplychain.nhs.uk

fax to: Star Fax 0870 6079818

post marked for the attention of:-
Accounts Payable
NHS Supply Chain
West Way
Cotes Park Industrial Estate
Alfreton
Derbyshire
DE55 4QJ

Credits for returns should quote the following information:

- NHS Supply Chain Debit Note Reference
- NHS Supply Chain Purchase Order Number
- NHS Supply Chain Returns Number
- NHS Supply Chain Return to Supplier Advice Number
- NHS Supply Chain Returns and Discrepancy Advice Number.

Any re-stocking or collection charges relating to returned goods will not be accepted unless specifically agreed in advance.
## Glossary

Unless the context provides otherwise, any defined terms used in this document are taken from the Framework Agreement. Additional defined terms used in this document have the following meaning:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Supply Chain</td>
<td>NHS Supply Chain, the trading name of DHL Supply Chain Ltd</td>
</tr>
<tr>
<td>POD</td>
<td>Proof of Delivery</td>
</tr>
<tr>
<td>POC</td>
<td>Proof of Collection</td>
</tr>
<tr>
<td>Fixed Slot</td>
<td>A permanent pre booked delivery slot</td>
</tr>
<tr>
<td>PDAs</td>
<td>Hand held terminals used by carriers/haulier to obtain PODs</td>
</tr>
<tr>
<td>‘One’ Lift</td>
<td>Term used when more than one pallet are stacked together on a vehicle and removed with one lift of a forklift truck</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format, used to forward copies of delivery notes etc in a readable but un-changeable format</td>
</tr>
<tr>
<td>DC</td>
<td>Distribution Centre</td>
</tr>
<tr>
<td>TI</td>
<td>The number of cases on a layer of a pallet</td>
</tr>
<tr>
<td>Hi</td>
<td>The number of layers on a pallet</td>
</tr>
<tr>
<td>RTL</td>
<td>Remote Terminal Log</td>
</tr>
<tr>
<td>RTS</td>
<td>Return to Supplier</td>
</tr>
<tr>
<td>SKU</td>
<td>Stock Keeping Unit</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>MHE</td>
<td>Manual Handling Equipment</td>
</tr>
<tr>
<td>CAT Team</td>
<td>NHS Supply Chain Central Administration Team</td>
</tr>
<tr>
<td>RADA</td>
<td>Returns Authorisation Form</td>
</tr>
<tr>
<td>NDC</td>
<td>National Distribution Centre</td>
</tr>
<tr>
<td>RDC</td>
<td>Regional Distribution Centre</td>
</tr>
<tr>
<td>Ex Works</td>
<td>means that the seller delivers when it places the goods at the disposal of the buyer at the seller’s premises or at another named place (i.e., Works, Factory, Warehouse, etc.). The seller does not need to load the goods on any collecting vehicle, nor does it need to clear the goods for export, where such clearance is applicable.</td>
</tr>
</tbody>
</table>
FCA
"Free Carrier" ~ means that the seller delivers the goods to the carrier or another person nominated by the buyer at the seller's premises or another named place. The parties are well advised to specify as clearly as possible the point within the named place of delivery, as the risk passes to the buyer at that point.

* FOB (applicable to ocean freight)
"Free on Board" ~ means that the seller delivers the goods on board the vessel nominated by the buyer at the named port of shipment or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel, and the buyer bears all costs from that moment onwards.

FAS (applicable to ocean freight)
"Free alongside Ship" ~ means that the seller delivers when the goods are placed alongside the vessel (e.g., on a quay or a barge) nominated by the buyer at the named port of shipment. The risk of loss of or damage to the goods passes when the goods are alongside the ship and the buyer bears all costs from the moment onwards.

CFR (applicable to ocean freight)
"Cost and Freight" ~ means that the seller delivers the goods on board the vessel or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel. The seller must contract for and pay the costs and freight necessary to bring the goods to the named port of destination.

CIF (applicable to ocean freight)
"Cost, Insurance and Freight" ~ means that the seller delivers the goods on board the vessel or procures the goods already so delivered. The risk of loss of or damage to the goods passes when the goods are on board the vessel. The seller must contract for and pay the costs and freight necessary to bring the goods to the named port of destination.

CPT
"Carried Paid To" ~ means that the seller delivers the goods to the carrier or another person nominated by the seller at an agreed place (if any such place is agreed between the parties) and that the seller must contract for and pay the costs of carriage necessary to bring goods to the named place of destination.

CIP
"Carriage and Insurance Paid" ~ means that the seller delivers the goods to the carrier or another person nominated by the seller at an agreed place (if any such place is agreed between the parties) and that the seller must contract for and pay to costs of carriage necessary to bring the goods to the named place of destination.
DAT
“Delivered at Terminal” – means that the seller delivers when the goods, once unloaded from the arriving means of transport, are placed at the disposal of the buyer at a named terminal at the named port or place of destination. “Terminal” includes any place, whether covered or not, such as a quay, warehouse, container yard or road, rail or air cargo terminal. The seller bears all risks involved in bringing the goods to and unloading them at the terminal at the named port or place of destination.

*DAP
“Delivered at Place” means that the seller delivers when the goods are placed at the disposal of the buyer on the arriving means of transport ready for unloading at the named place of destination. The seller bears all risks involved in bringing the goods to the named place.

*DDP
“Delivered Duty Paid” means that the seller delivers the goods when the goods are placed at the disposal of the buyer, cleared for import on the arriving means of transport ready for unloading at the named place of destination. The seller bears all the costs and risks involved in bringing the goods to the place of destination and has an obligation to clear the goods not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities.

ETD - Estimated time of despatch
SO - Shipping Order
ENS - Entry Summary Declarations
B/L - Bill of Lading
HBL - House bill of Lading
GSP - General System of Preference
ETA - Estimated time of arrival
Appendices

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Appendix 2 Delivery discrepancy reasons
Appendix 3 Example email order
Appendix 4 Return to supplier form (stocked lines)
Appendix 5 RADA form, returns to supplier (Blue Diamond)
Appendix 6 Site health and safety rules for visiting drivers
Appendix 7 Booking request form
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Appendices

Appendix 1
Distribution Centre Details

Alfreton
West Way, Cotes Park Industrial Estate,
Alfreton, Derbyshire, DE55 4QJ

Bridgwater
Express Park, Bristol Road,
Bridgwater, Somerset, TA6 4RN

Bury St Edmunds
Olding Road,
Bury St Edmunds, Suffolk, IP33 3YE

Maidstone
St Barnabas Close, Allington,
Maidstone, Kent, ME16 0LW

Normanton
Foxbridge Way,
Normanton, West Yorkshire, WF6 1TL

Rugby RDC/NDC
Valley Drive, Swift Valley Industrial
Estate, Rugby, CV21 1TN

Runcorn
Lister Road, Astmoor Industrial Estate,
Runcorn, Cheshire, WA7 1SW

To Contact the goods inwards department at any of our distribution centres please call:

0871 716 5550
## Appendix 2

### Stock delivery discrepancy reasons

<table>
<thead>
<tr>
<th>Discrepancy Type</th>
<th>Discrepancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking</td>
<td>Booking made with insufficient notice (three working days are required)</td>
</tr>
<tr>
<td>Booking</td>
<td>Supplier unwilling to deliver at given date and time</td>
</tr>
<tr>
<td>Booking</td>
<td>Booking amended with insufficient notice (at least 24 hours notice required to amend a booking)</td>
</tr>
<tr>
<td>Booking</td>
<td>Booking/delivery details not confirmed on supplier portal 24 hours in advance of delivery</td>
</tr>
<tr>
<td>Booking</td>
<td>Supplier failed to ASN purchase order</td>
</tr>
<tr>
<td>Booking</td>
<td>Incorrect Carrier/direct delivery type keyed on ASN</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery arrived more than 30 minutes early</td>
</tr>
<tr>
<td>Delivery</td>
<td>Driver/supplier failed to notify DC of late arrival</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery failed to show up</td>
</tr>
<tr>
<td>Documentation</td>
<td>Delivery arrived without advice note</td>
</tr>
<tr>
<td>Documentation</td>
<td>PO closed –received against new PO</td>
</tr>
<tr>
<td>Documentation</td>
<td>Handwritten amendments made by supplier to delivery advice notes</td>
</tr>
<tr>
<td>Documentation</td>
<td>Incorrect details on advice note (other than shorts over etc, i.e. missing EAN numbers)</td>
</tr>
<tr>
<td>Presentation</td>
<td>Delivery is unsafe to tip on health and safety grounds</td>
</tr>
<tr>
<td>Presentation</td>
<td>Directional arrows not adhered to by the supplier</td>
</tr>
<tr>
<td>Presentation</td>
<td>Damaged stock on arrival</td>
</tr>
<tr>
<td>Presentation</td>
<td>Goods show signs of theft</td>
</tr>
<tr>
<td>Presentation</td>
<td>Shelf life of stock is less than 75 per cent of the total shelf life of stock</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallet quality</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallet exceeds acceptable height for DC</td>
</tr>
<tr>
<td>Presentation</td>
<td>Products overhang the pallet by more than 25mm</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallet exceeds acceptable weight of 1000kg</td>
</tr>
<tr>
<td>Presentation</td>
<td>Poor or insufficient stretch wrapping</td>
</tr>
<tr>
<td>Presentation</td>
<td>Mixed stock on pallets, not sufficiently separated by the use of another pallet</td>
</tr>
<tr>
<td>Presentation</td>
<td>Mixed sell by dates on one pallet</td>
</tr>
<tr>
<td>Presentation</td>
<td>NDC stock and RDC stock delivered on the same pallet</td>
</tr>
<tr>
<td>Presentation</td>
<td>NDC/RDC stock not clearly labelled</td>
</tr>
<tr>
<td>Documentation</td>
<td>Item(s) received that are not on the advice note</td>
</tr>
<tr>
<td>Documentation</td>
<td>Delivery note not attached to outer parcel/pallet</td>
</tr>
<tr>
<td>Presentation</td>
<td>Cartons are over the acceptable weight of 15kg</td>
</tr>
<tr>
<td>Labelling</td>
<td>Carton labels incomplete/detail missing</td>
</tr>
<tr>
<td>Booking</td>
<td>Supplier failed to confirm ASN booking 24 hours in advance</td>
</tr>
<tr>
<td>Labelling</td>
<td>Pallet label incorrect</td>
</tr>
<tr>
<td>Labelling</td>
<td>Case label incorrect</td>
</tr>
<tr>
<td>Presentation</td>
<td>Mixed dates on pallets</td>
</tr>
<tr>
<td>Labelling</td>
<td>Delivery notes not attached to pallet</td>
</tr>
<tr>
<td>Labelling</td>
<td>Carton labels missing, or not present on two sides of the carton</td>
</tr>
</tbody>
</table>
## Appendices

### Appendix 2

**Blue Diamond delivery discrepancies**

<table>
<thead>
<tr>
<th>Discrepancy Type</th>
<th>Discrepancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation</td>
<td>Delivery arrived without advice notes</td>
</tr>
<tr>
<td>Documentation</td>
<td>Stock could not be received against the PO</td>
</tr>
<tr>
<td>Documentation</td>
<td>Handwritten amendments to the advice note</td>
</tr>
<tr>
<td>Documentation</td>
<td>Advice note incomplete detail missing</td>
</tr>
<tr>
<td>Documentation</td>
<td>Short delivery, pallet/parcel count</td>
</tr>
<tr>
<td>Documentation</td>
<td>Over delivery, pallet/parcel count</td>
</tr>
<tr>
<td>Documentation</td>
<td>Delivery note not attached to outer parcel</td>
</tr>
<tr>
<td>Booking</td>
<td>Supplier didn't book in/send manifest</td>
</tr>
<tr>
<td>Booking</td>
<td>Pallet quantity differs to quantity advised</td>
</tr>
<tr>
<td>Booking</td>
<td>Blue Diamond delivery not booked in to NDC</td>
</tr>
<tr>
<td>Booking</td>
<td>Blue Diamond delivery arrived not booked in</td>
</tr>
<tr>
<td>Booking</td>
<td>Incorrect carrier/direct delivery type keyed on ASN</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery arrived more than 24 hours early</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery arrived more than 24 hours late</td>
</tr>
<tr>
<td>Delivery</td>
<td>Arrived late without prior notification</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery no show (without notice)</td>
</tr>
<tr>
<td>Delivery</td>
<td>Driver left site without being tipped (driver decision)</td>
</tr>
<tr>
<td>Delivery</td>
<td>Multiple supplier consignments on one PDA</td>
</tr>
<tr>
<td>Delivery</td>
<td>Parcels received via Royal Mail (POST)</td>
</tr>
<tr>
<td>Presentation</td>
<td>Delivery was unsafe to tip due to health and safety concerns</td>
</tr>
<tr>
<td>Presentation</td>
<td>Damaged stock on arrival</td>
</tr>
<tr>
<td>Presentation</td>
<td>Goods show signs of theft</td>
</tr>
<tr>
<td>Presentation</td>
<td>Sub-standard, broken pallets</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallets over acceptable height</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallet over weight 1000kg</td>
</tr>
<tr>
<td>Presentation</td>
<td>Products overhang the pallet by more than 25mm</td>
</tr>
<tr>
<td>Presentation</td>
<td>Pallets not sufficiently wrapped</td>
</tr>
<tr>
<td>Presentation</td>
<td>Cycles incorrectly separated (pallet deliveries)</td>
</tr>
<tr>
<td>Presentation</td>
<td>Cartons overweight, over 15Kg</td>
</tr>
<tr>
<td>Labelling</td>
<td>Barcode not correctly visible on all outer cases</td>
</tr>
<tr>
<td>Labelling</td>
<td>Incorrect/No inbound logistics label used</td>
</tr>
<tr>
<td>Labelling</td>
<td>Barcode unable to be scanned</td>
</tr>
<tr>
<td>Labelling</td>
<td>Mixed cartons not clearly labelled</td>
</tr>
<tr>
<td>Labelling</td>
<td>Carrier label covers NHS Supply Chain label</td>
</tr>
<tr>
<td>Labelling</td>
<td>Label not to NHS Supply Chain standard requirement</td>
</tr>
<tr>
<td>Other</td>
<td>Other **** Check that there are no codes for this discrepancy *****</td>
</tr>
<tr>
<td>Delivery</td>
<td>Delivery arrived at wrong depot</td>
</tr>
<tr>
<td>Labelling</td>
<td>Parcels not labelled</td>
</tr>
</tbody>
</table>
Example e-mail order

<table>
<thead>
<tr>
<th>Line</th>
<th>EAN</th>
<th>Supplier Code</th>
<th>Quantity</th>
<th>Price</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FDE340</td>
<td>MR225</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>900MR190</td>
<td>MR290VNE</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**HUMIDIFICATION CHAMBER 900MR190(CASE 30)**

**HUMIDIFICATION CHAMBER ADLT/PAE/NEO MR290VNE(C40)**

Order No: A9002086D Date: 13-05-08  Delivery: 15-05-08

Conditions of Order:
- All invoices must quote Official Order No. and be rendered as directed.
- All goods must be accompanied by a Delivery Note quoting Official Order No.
- This order is issued in accordance with the appropriate Framework Agreement, a copy of which can be obtained from NHS Purchasing and Supply Agency, Premier House, 60 Caversham Road, Reading, RG1 7LB.
Appendices

Appendix 4

Return to supplier documentation

Dear Mr. Sims,

Customer details have been collected, please sign this Return To Supplier Advice and return the copy below.

Thank you.

For the attention of: Martin Sims
Fax Number: 01773 724143
DISTRIBUTION CENTRE NAME: Alfreton

RETURN TO SUPPLIER ADVICE NOTE

RTBA Code: R9012087

Suppliers Name: 
Suppliers ID: 000000001
Suppliers Authorization No: 
Suppliers Contact: John Doe
Purchase Order Number: A2312345

REB388 Return Number: 
Agreed Collection Date: 09/02/2011
Comments:

RTBA Advice: SENT TO OPERATIONS
RTBA Advice Comment: Agreed by Jean Smith

RTSA NPC DETAIL FOR 3 ITEMS

<table>
<thead>
<tr>
<th>NPC</th>
<th>MPO</th>
<th>Description</th>
<th>RTBA</th>
<th>Location</th>
<th>Batch Number(s)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>999001</td>
<td>12345</td>
<td>Alcohol</td>
<td>999</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

At Location 1

To be Given:

TO BE COMPLETED BY WAREHOUSE


STOCK RETURN HANDOVER SIGNATURES

Page 1 of 3

Operational Supplier Requirements Version 1
Appendices

Appendix 5

(RADA) Return to supplier Documentation

<table>
<thead>
<tr>
<th>NSV Code</th>
<th>Pack Size</th>
<th>QTY</th>
<th>Product Code</th>
<th>Date Raised</th>
<th>P#</th>
<th>Date Received</th>
<th>Reason Code</th>
<th>Uplift No</th>
<th>Comments</th>
<th>RFS No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL NUMBER OF PACKAGES FOR THIS SHEET =**

**Return Code Key**
- 1. Customer error stock
- 2. Supplier Recall
- 3. Customer error Blue Diamond not to specification
- 4. Unsuitable alternative stock
- 5. Reduced Delivery
- 6. Damaged stock
- 7. Wasted stock
- 8. Unsuitable alternative Sk
- 9. Materials Management
- 10. Damaged Blue Diamond
- 11. P# Error
- 12. P# Error Qty
- 13. Non-Delivered stock
- 14. P# Error
- 15. P# Error Qty
- 16. Other
- 17. Operations Error
- 18. Order received at Wrong Depot

Depot Name: BREGMATER

Operational Supplier Requirements Version 1
Appendices

Appendix 6

Site Rules and Health and Safety for visiting drivers

Unloading

Upon arrival you will be asked to park in a designated parking area. Please ensure your vehicle handbrake is applied and the keys removed before leaving your car.

All drivers are asked to report to the “Inbound Office” with the relevant paperwork for the delivery. Drivers should ensure they use the pedestrian walkways when on site.

Pavement is retained by the inbound office until the delivery is unloaded. You will be given instructions to park your vehicle in a designated area/lay ready for unloading and your handbrake should be applied. When asked to reverse onto a loading bay, you should only do so if the bay light is green. When the bay light is red you must not start or move your vehicle.

Your vehicle keys will be retained by the inbound department until your vehicle is unloaded. You could be asked to apply an “air line lock” and/or “chock” your wheels before unloading commences. Upon completion you should ensure that any remaining load is checked to ensure it is stable and safe before leaving site.

Once unloading is complete, all drivers must leave site and book out via security. There is strictly no overnight parking allowed on site.

Note: Drivers who do not have the relevant paperwork to correspond with the goods or who bring deliveries that have not been booked-in, could be refused at the point of unloading. Late arrival could result in delayed unloading or refusal to accept.
Appendices

Appendix 7

Booking request form

<table>
<thead>
<tr>
<th>Supplier Name</th>
<th>Transport Provider / Carrier Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred Delivery Date</td>
<td>AM or PM Slot (Couriers Only)</td>
</tr>
<tr>
<td>NHS SC Delivery Depot</td>
<td>Booking Requested By (Name &amp; Tel)</td>
</tr>
<tr>
<td>(Note: Only purchase orders listed on this form will be confirmed on arrival)</td>
<td>Do you have a Fixed Booking Y / N</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purchase Order Numbers</th>
<th>Number of Lines on each P/O</th>
<th>Total Number of Parcels (parcel only deliveries)</th>
<th>Total Number of Lifts/Stacks</th>
<th>Total Number of Pallets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

For NHS SC use only

Booking Slot Allocated by NHS SC

Date

Time

Booking Ref No.

Booking Code
Appendices

Appendix 10

E- Direct Information required prior to contract launch

NHS Supply Chain requires the following information prior to launch.

Order processing information
Please state below how orders are to be placed. If e-mail, please state the e-mail address orders are to be sent to. If EDI please state the contact details of the person responsible for implementing EDI.

Vat number
Please provide your VAT number below.

Lead time
Please state the lead time for your products. If lead times differ by product please state this below and attach a separate Microsoft Excel file detailing the lead time by product code.

Supplier portal access information required
Please provide the following details on the people requiring access to the supplier portal for order amendment, confirmation and printing labels.

Name
Title
Address
Post Code
Telephone Number
Fax Number
E-mail Address

Customer requisition details
Please provide how the customer requisitions details will be displayed. Please state if the supplier portal generated label will be used. If the details will be displayed on the delivery paperwork please attach and send sample paperwork detailing where this information will be shown.

eDirect returns
Please confirm below there will be no carriage charges or handling fees applied for eDirect returns in line with the Framework Agreement. Please confirm all returns will be arranged and credited within 10 days of the return being raised.

Delivery Method
Please confirm the courier(s) or method of transport which will be utilised for this contract.
Appendices

Appendix 10

E- Direct Information required prior to contract launch

Minimum Order Quantities/Values
Please detail any minimum order values below. Please note NHS Supply Chain is unable to manage minimum order quantities.

The signed Service Agreement and Required Information must be returned by e-mail or post as soon as possible.

If returning by post please send to:

Kelly Smart
PLC Assistant
Foxbridge Way
Normanton
West Yorkshire
WF6 1TL

Or E-mail: kelly.smart@supplychain.nhs.uk
Appendices

Appendix 11

Case/pallet label example

STK Delivery - NDC  NHS SUPPLY CHAIN

NHS Supply Chain Bridgwater NDC

NAPPY
Small (PK34)

NPC: CXN999

Delivery date: 19/06/2012
Order number: G33001594

Parcel
1 of 1

Appendix 12

Container summary sheet

<table>
<thead>
<tr>
<th>NHS Order Ref</th>
<th>Description</th>
<th>Qty Shipped</th>
<th>Net Weight (kg)</th>
<th>m3</th>
<th>Vessel</th>
<th>Container no</th>
<th>Seal no</th>
<th>NHS Destination</th>
<th>ETA Dock</th>
<th>ETA RDC</th>
<th>Photos</th>
</tr>
</thead>
<tbody>
<tr>
<td>D34004010</td>
<td>BTB048 White Polythene Apron</td>
<td>800</td>
<td>1.81</td>
<td></td>
<td>CSCL Europe 0105W</td>
<td>CSLU1187028</td>
<td>P257342</td>
<td>Felixstowe</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BTB250 White Heavy Duty Apron</td>
<td>200</td>
<td>0.73</td>
<td></td>
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<tr>
<td></td>
<td>BTB270 Pink Polythene Apron</td>
<td>240</td>
<td>0.88</td>
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<tr>
<td></td>
<td>BTB269 Yellow Polythene Apron</td>
<td>750</td>
<td>2.74</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>BTB272 White Polythene Apron</td>
<td>5,455</td>
<td>19.93</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>BTB271 Clear Polythene Apron</td>
<td>20</td>
<td>0.07</td>
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</tr>
<tr>
<td></td>
<td>BTB049 Blue Polythene Apron</td>
<td>10</td>
<td>0.02</td>
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<td>12,238</td>
<td>26.19</td>
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</tbody>
</table>

Operational Supplier Requirements Version 1
Instructions for completing the new 'New Supplier Request' pro-forma

Submitted by (Buyer):
This mandatory section is where the Buyer states their name and Procurement Business Unit.

Supplier Details:
This section is where the requester provides as much information about the supplier’s address and contact details as possible - much of which is mandatory.

Purchase and Pay sites:
**Background:** The ‘Purchase Ledger’ (Finance) team are continuously being presented with invoices from companies whose details (name/address) do not match the details on the Purchase Order (the order placed by NHS Supply Chain’s Inventory personnel for stocked products) or the customer (for Blue Diamond and eDirect). There are chiefly two reasons for these mismatches: (1) the supplier has more than one site, and the site that submits invoices is not the same site which supplies the products; (2) the contracted supplier does not actually have a logistics arm and uses an external company (distributor) or sister company to physically supply the products.

**Is the above address solely for Purchasing or does it also handle Payments / Invoices?**
This section is where the supplier indicates whether invoices will be submitted from the same address/company that supplies the product(s). If the same site supplies and invoices then “Purchase and Pay” must be selected from the drop-down. If the address on the form is purely the one which purchase orders are sent to and products delivered from - and another site issues invoices - then “Purchase only” must be selected. In the latter scenario, the details on the “Invoice” tab of the form must be completed.

Distributor
**Does the supplier use a Distributor?**
This question relates to point (2) in the ‘Background’ section under ‘Purchase and/or Pay sites’. The field is populated by using the ‘Yes/No’ drop-down, based upon whether or not the contracted supplier uses another company (with a different trading name and address) to deliver its products. If ‘Yes’, the ‘Distributor info’ form contained within this workbook must also be completed. (Please note, if the Distributor has multiple sites, copy and paste the Distributor form into additional tabs/worksheets and amend/add details accordingly.)

Electronic Capability
**Background:** Finance are now matching invoices at the line level, which is why they require the product code or EAN on the purchase order to match the product code/EAN that will be on the invoice.

**Can the supplier receive POs electronically?**
Whilst sending Purchase Orders and invoices via email constitutes ‘trading electronically’, there is a facility to trade by what is termed ‘true EDI’. That is *true* Electronic Data Interchange, and is where an EDI box at the supplier’s end recognises a unique product code – be it the MPC (Manufacturer’s Product Code) or unique EAN (European Article Number). If the supplier will be invoicing electronically, please state how i.e. the four options are: ‘No’, ‘Yes - via True EDI’, ‘Yes - via email’, and ‘Yes - other (please specify)’. In the latter case, please provide details in the “Any other miscellaneous information” section at the bottom of the form.

**If you have specified ‘True EDI’, please provide:** In the designated fields; (1) ANA/SLN code, (2) Contact name/telephone of a representative (if different to above named contact) that we can speak to, and (3) a designated email address for e-trading.

**Will supplier invoice electronically?**
As above i.e. can and will the supplier be invoicing electronically, and if so please state how: ‘No’, ‘Yes - via True EDI’, ‘Yes - via email’, and ‘Yes - other (please specify)’. In the latter case, please provide details in the “Any other miscellaneous information” section at the bottom of the form.

**Any other miscellaneous information**
This is where the supplier or NHS Supply Chain Buyer can provide additional information i.e. other methods of receiving orders and submitting invoices electronically.
# Appendices

## Appendix F1

### New Supplier Request form

<table>
<thead>
<tr>
<th><strong>New Supplier Request</strong> - <em>Red text denotes mandatory fields</em></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Submitted by (Buyer)</strong></td>
</tr>
</tbody>
</table>

**Supplier Details:**

- **Company Name**
- **Trading Name (if different)**
- **Enterprise category (large/medium/small/micro)**
- **Vat registration number:**
- **Company Reg. Number:**
- **DUNS number:**
- **Company Address (including Postcode):**
- **Country (if not UK):**
- **Telephone:**
- **Fax:**
- **Email:**
- **Website:**
- **Supplier Contact (Name):**
- **Contact tel:**
- **MD, CEO or equivalent (Name):**
- **Contact tel:**

**Purchase and/or Pay sites**

If the above address solely for Purchasing or does it also handle Payments/Invoices?:

- **Select from:**

> *If “Purchase only” is selected, please complete “Invoice address” form contained within this workbook.*

**Distributor**

- **Does the supplier use a Distributor?**
  - **Please select:**

> *If “Yes” selected, please complete “Distributor info” form contained within this workbook.*

**Electronic Capability**

- **Can the supplier receive POs electronically?**
  - **Please select:**
  - **Will supplier invoice electronically?**
    - **If yes, how:**

> *NB: if you have specified “True EDI” please state designated email address, ANA/GLN code or name a representative (if different to above named contact please provide alternative contact) that we can speak to.*

- **ANA/GLN:**
- **Contact name/field no:**

**Email address for e-trading:**

> Please note, if this supplier can receive orders via “True EDI”, an EAN must be provided for every NPC.*

**Any other miscellaneous information (including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager):**
## Supplier Head Office - Red text denotes mandatory fields

### Supplier Details:

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Trading Name (if different)</td>
<td></td>
</tr>
<tr>
<td>VAT registration number</td>
<td></td>
</tr>
<tr>
<td>DUNS number</td>
<td></td>
</tr>
<tr>
<td>Company Address (including Postcode)</td>
<td>Data Management Use Only</td>
</tr>
<tr>
<td>Country (if not UK)</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Supplier Contact (Name)</td>
<td>Contact tel:</td>
</tr>
<tr>
<td>MD, CEO or equivalent (Name)</td>
<td>Contact tel:</td>
</tr>
</tbody>
</table>

**Any other miscellaneous information** (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)
# Appendices

## Appendix F1

**Supplier’s Parent Company - red text denotes mandatory fields**

### Supplier Details:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Trading Name (if different)</td>
<td></td>
</tr>
<tr>
<td>VAT registration number</td>
<td></td>
</tr>
<tr>
<td>DUNS number</td>
<td></td>
</tr>
<tr>
<td>Company Address (Including Postcode)</td>
<td>Data Management Use Only</td>
</tr>
<tr>
<td>Supplier Number:</td>
<td>nnnnnn/nn</td>
</tr>
<tr>
<td>Country (If not UK)</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Supplier Contact (Name)</td>
<td>Contact tel:</td>
</tr>
<tr>
<td>MD, CEO or equivalent (Name)</td>
<td>Contact tel:</td>
</tr>
</tbody>
</table>

---

*Any other miscellaneous information (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)*
## Appendix F1

### Supplier Invoice Address (if different to Purchase site) - Red text denotes mandatory fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Trading Name (if different)</td>
<td></td>
</tr>
<tr>
<td>Vat registration number</td>
<td></td>
</tr>
<tr>
<td>Company Address (including postcode)</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Accounts Payable contact (Name)</td>
<td></td>
</tr>
<tr>
<td>Managing Director (Name)</td>
<td></td>
</tr>
<tr>
<td>Contact Tel</td>
<td></td>
</tr>
<tr>
<td>MD Tel</td>
<td></td>
</tr>
</tbody>
</table>

### Electronic Capability

- Can this address submit electronic invoices? Please select.
- If 'Yes', please specify.

### NB

If you have specified 'True EDI' please state designated email address, ANA/GLN code or name a representative (if different to above Contact) that we can speak to:

<table>
<thead>
<tr>
<th>ANA/GLN</th>
<th>Contact name/tel no.</th>
</tr>
</thead>
</table>

### Email address for e-trading

### Any other miscellaneous information (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)
# New Distributor Information - red text denotes mandatory information

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>DUNS number</td>
<td></td>
</tr>
<tr>
<td>VAT reg no</td>
<td></td>
</tr>
<tr>
<td>Distributes for</td>
<td></td>
</tr>
<tr>
<td>Distribute for</td>
<td></td>
</tr>
<tr>
<td>Full Company Address</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>Fax</td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Primary contact (Name)</td>
<td>Contact Tel No.</td>
</tr>
<tr>
<td>Accounts Payable contact name</td>
<td></td>
</tr>
<tr>
<td>Managing Director (Name)</td>
<td>MD Tel No.</td>
</tr>
<tr>
<td>In Distributor new to NHS Supply Chain?</td>
<td>Please select:</td>
</tr>
<tr>
<td>If no, state NHS Supply Chain supplier number (if known)</td>
<td>Please select:</td>
</tr>
</tbody>
</table>

### Orders and Invoicing

**Will this site deal with Payments and Invoicing?**

Select from:

- **If another site handles invoices, please provide contact/address details:**

- **If the contracted supplier (for whom this company distributes) be invoicing NHS Supply Chain?**

### Electronic Capability

**Can the supplier receive orders electronically?**

Select from:

- **If Yes**, please specify -

- **If No**, you have selected "True ESD" then an EAN must be obtained for every NIC. (Ensure that the appropriate contact details have been supplied to enable our inventory personnel to liaise with someone at the distributed)

- **If Yes**, please state contact name/number at Distributor (if different to above)-

**Any other miscellaneous information (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)**
# Appendices

## Appendix F2

### Supplier Amendment Request form

<table>
<thead>
<tr>
<th><strong>Supplier Amendment Request</strong></th>
<th></th>
<th><strong>Business Unit:</strong></th>
<th>Please select</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Submitted by:</strong></td>
<td></td>
<td><strong>Old details</strong></td>
<td><strong>New Details</strong></td>
</tr>
<tr>
<td><strong>Supplier Details</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Company Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESUS Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address 1:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address 2:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postcode:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email (general):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email (e-trading):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplier Contact:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact tel:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Purchase and/or Pay sites

- Is the above amendment to the Supplier’s Purchase Address, Pay (invoicing) Address or both:

- Does the above amendment mean that there is a change to the Supplier’s Purchase Address, Pay (invoicing) Address or both:

### Distributor

- Does the supplier use a Distributor?

### Electronic Capability

- Can Supplier receive POs electronically?

### Other key information

- DUNS number

### Any other miscellaneous information (i.e. Min Order Qty)
## Appendices

### Appendix F2

### Supplier Invoice Address Amendment

<table>
<thead>
<tr>
<th>Supplier Details</th>
<th>Old Details</th>
<th>New Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DUNS Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESUS Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email (general)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Electronic Capability**

<table>
<thead>
<tr>
<th>Can Supplier submit invoices electronically?</th>
<th>Please select</th>
</tr>
</thead>
</table>

**Any other miscellaneous information (i.e. Min Order Qty)**

---

Operational Supplier Requirements Version 1
Appendices

Appendix F4

Acceptable purchase order examples

Stock Orders

A******** :- Alfreton Order
B******** :- Bury Order
G******** :- Bridgewater Order
D******** :- Rugby Order
C******** :- Rugby NDC Order
N******** :- Normanton Order
M******** :- Maidstone Order
R******* :- Runcorn Order

X Dock (Blue Diamond) Orders

A********C :- Alfreton Order
B********C :- Bury Order
G********C :- Bridgewater Order
D********C :- Rugby Order
N********C :- Normanton Order
M********C :- Maidstone Order
R*******C :- Runcorn Order

E Direct Orders

A*******D :- Alfreton Order
B*******D :- Bury Order
G*******D :- Bridgewater Order
D*******D :- Rugby Order
N*******D :- Normanton Order
M*******D :- Maidstone Order
R*******D :- Runcorn Order

Home Delivery Orders

H*******D

Oracle Orders

101****** :- NHS Supply Chain Order
901****** :- Pandemic Flu Order
904****** :- School Fruit & Vegetable Scheme Order
903****** :- Emergency Planning Order
902****** :- Childhood Immunisation Order
201****** :- Maintenance Order
## Accounts Payable Account Handlers Contact List

<table>
<thead>
<tr>
<th>Account Handler</th>
<th>Company Name</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alan A</td>
<td>Alpha C &amp; H</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>John B</td>
<td>Alpha D</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary C</td>
<td>Alpha E</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peter D</td>
<td>Alpha F</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elizabeth E</td>
<td>Alpha G</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greg F</td>
<td>Alpha H</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mark G</td>
<td>Alpha I</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Accounts Payable (PROJECT)

- **Bob**
- **Carol**
- **David**
- **Eva**
- **Frank**
- **George**
- **Henry**
- **Ivan**
- **Jack**
- **Karen**
- **Larry**
- **Matthew**
- **Nancy**
- **Olivia**
- **Peter**
- **Quinn**
- **Robert**
- **Susan**
- **Tom**
- **Ursula**
- **Victor**
- **William**

---

### Contact Information

- **Address:**
- **Phone:**
- **Email:**

---

### Additional Information

- **Operational Supplier Requirements Version 1**
- **Operational Supplier Requirements Version 2**

---

### Appendices

- **Appendix F5**

---

### Operational Supplier Requirements Version 1

---

### 106
Appendices

Appendix F6

Notification Of Proof Of Delivery Required For Quantity Hold

<table>
<thead>
<tr>
<th>Notification Of Proof Of Delivery Required For Quantity Hold</th>
</tr>
</thead>
<tbody>
<tr>
<td>NhSSC: Proof Of Delivery Communication</td>
</tr>
<tr>
<td>Supplier Information</td>
</tr>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>To Whom it May Concern,</td>
</tr>
<tr>
<td>The following invoice line(s) has been placed on:</td>
</tr>
<tr>
<td>Quantity Hold</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year Hold</th>
<th>Invoice Number</th>
<th>Vendor Invoice Line</th>
<th>Purchase Internal PO Line Code</th>
<th>Supplier Code</th>
<th>Order Quantity</th>
<th>Previously Invoiced Quantity</th>
<th>Query Amount</th>
<th>Invoiced (In Quantity Val)</th>
<th>Currency</th>
<th>Requester</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please provide all valid proof of delivery paperwork which relates to the above purchase order line to the accounts payable department:

NHS Supply Chain, West Way, Eccles Pike Industrial Estate, Alfreton, Derbyshire, DE55 0QJ, Fax Number: 01773 744230

Or alternatively email your response to:
purchasingrequests@supplychain.nhs.uk

If you have any queries regarding the above information, please contact the requester using the requester email shown above.

Yours Faithfully,

NHS Supply Chain
Appendices

Appendix F7

Notification Of Credit Required For Quantity Hold

<table>
<thead>
<tr>
<th>Supplier Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>To Whom It May Concern,</td>
</tr>
<tr>
<td>The following invoice line has been placed on a quantity hold.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your Invoice Number</th>
<th>Our Number</th>
<th>Invoice Date</th>
<th>Invoice Line</th>
<th>Purchase Order</th>
<th>Internal PO Ref</th>
<th>Our Product Code</th>
<th>Supplier Code</th>
<th>Order Quantity</th>
<th>Received Quantity</th>
<th>Previously Invoiced Quantity</th>
<th>Invoiced Quantity</th>
<th>Credit Required (£/VAT)</th>
<th>Currency/Notes</th>
</tr>
</thead>
</table>

Please submit the requested credit note to the accounts payable department at
NHS Supply Chain, West Way, Cotes Park Industrial Estate, Alfreton, Derbyshire, DE55 4QJ. Fax Number: 01773 729225

Alternatively e-mail your response to:
purchase.ledger@supplychain.nhs.uk

If you have any queries regarding the above information, please contact Accounts Payable by e-mail, penuquiries@supplychain.nhs.uk

Yours Faithfully,

NHS Supply Chain
Appendices

Appendix F8

Notification Of Credit Required For Price Hold

<table>
<thead>
<tr>
<th>Your Invoice Number</th>
<th>Voucher Number</th>
<th>Invoice Number</th>
<th>Date</th>
<th>Purchase Order</th>
<th>Internal PO Ref</th>
<th>Purchase Order Line</th>
<th>Our Product Code</th>
<th>Supplier Product Code</th>
<th>Order Quantity</th>
<th>Invoiced Quantity</th>
<th>Unit Price</th>
<th>Unit Invoice Price</th>
<th>Credit Required (Ex VAT)</th>
<th>Currency Notes</th>
</tr>
</thead>
</table>

Please submit the requested credit note to the accounts payable department at NHS Supply Chain, West Way, Cotes Park Industrial Estate, Alvaston, Derby, DE25 4QJ. Fax Number 01773 724225

Or alternatively, e-mail your response to purchase.ledger@supplychain.nhs.uk

If you have any queries regarding the above information, please contact Accounts Payable by e-mail, plinquires@supplychain.nhs.uk

Yours Faithfully,

NHS Supply Chain
Appendices

Appendix F9

Invoice registration via the supplier portal

Suppliers who do not have the systems to generate and send electronic EDI invoices can now use the NHS Supply Chain supplier portal to register their invoices. This process will generate an EDI message in the correct format to be interfaced directly into the Oracle accounts payable system without any further manual intervention. The benefits of this system are as follows:

Accurate match to original order document ensures prompt processing and payment
No special software required other than Internet access and browser
Few keystrokes to register invoices as details taken from original order
Free to use – no ‘per document’ charge to process invoices

Once you are logged in to the supplier portal, batches of orders can be viewed via the E-commerce > e-Trading order status menu option. This displays all order batches sent in the last 30 days. Click on the View action link to display a list of orders in the batch showing the details as below:

Against each order number is an invoice icon:

Simply click on this icon to display an invoice form pre-populated with the details from the purchase order.
Appendices

Appendix F9

Invoice registration via the supplier portal

The Invoice Date is pre-filled with the current date but this can be changed if required. If all details are correct for the invoice it is only necessary to enter the Invoice Reference and click on the [Submit Invoice] button to create your invoice. Other header details such as delivery note and delivery date can be entered if required. This may be useful to match up with the delivery paperwork if there is a subsequent query on the invoice. The electronic invoice is only created by clicking on the [Submit Invoice] button. If you want to cancel and go back to the list of orders just click on the <- Back link or button on the screen.

A unique reference must be entered for every invoice. If an invoice reference has previously been processed an alert showing the invoice date and order number will be displayed when attempting to submit the invoice. Invoices which have previously been sent to NHS Supply Chain by post, e-mail or fax should not be resubmitted via this form as they will be rejected as duplicates in the accounts payable system.

The invoice quantity, price and VAT rate can be amended if required for any line on the order. Whenever a quantity or price is amended, the invoice values will automatically be recalculated (NB – use of this form requires javascript to be enabled in your browser). To exclude an order line from the invoice, simply set the quantity to zero and the line description will be struck out. There is a [Zero qts] button at the bottom of the form to zero all quantities if you prefer to enter them manually. The quantities can be reset back to the original order quantity by clicking the [Reset qtys] button.

If a line was excluded from a previous invoice and you now wish to invoice that particular line, simply zero all the line quantities and then set the quantity on the specific line to the delivered quantity. All order quantities are in the ordered unit of measure but these can be amended if you choose to invoice in a different unit of measure. The price will also have to be adjusted by the same factor. If you find the order quantities are always in the wrong unit of measure, please contact your usual Inventory team contact and we can set or adjust the conversion factor on our ordering system.

If settlement discount terms apply you should set the number of days and the discount percentage on the form. The default pay date will be calculated from the invoice date and the amount of discount will be calculated and the VAT amount adjusted.
Appendices

Appendix F10

Acceptable Proof Of Delivery Format (Stock)
Appendices

Appendix F10

Acceptable Proof Of Delivery Format (Stock)

Suppliers Name & Address

Packing list/ Delivery Note

PO No.: R2/4004908
Note No.: 3111031
Date: 04.11.11

Ship To: NHS Runcorn Distribution Center
Lister Road, Astmoor Industrial Estate
Runcorn, Cheshire, WA7 1SW, UK
Tel: 01928 858500
Attn.: Mr. Steve Smith

<table>
<thead>
<tr>
<th>SALESPERSON</th>
<th>P.O. NUMBER</th>
<th>DATE SHIPPED</th>
<th>SHIPPED VIA</th>
<th>F.O.B. POINT</th>
<th>TERMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>R2/4004908</td>
<td>04.11.11</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MARKS</th>
<th>C/NO.</th>
<th>DESCRIPTION</th>
<th>QTY. Master Carton (Label Color)</th>
<th>QTY. (Pack 600)</th>
<th>Qty.Cells</th>
<th>G.W. KGS xCtn</th>
<th>MEASUREs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>ZINC AIR BUTTON CELL BATTERIES</td>
<td>600 cells /box</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>H.S. Code:85066000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A675P (GHD354)</td>
<td>4 (White)</td>
<td>20</td>
<td>12,000</td>
<td>7.8x4</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A675 (GHD016)</td>
<td>12 (Blue)</td>
<td>60</td>
<td>36,000</td>
<td>7.8x12</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A13 (GHD352)</td>
<td>100 (Orange)</td>
<td>500</td>
<td>300,000</td>
<td>8.3x100</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A312 (GHD351)</td>
<td>12 (Brown)</td>
<td>60</td>
<td>36,000</td>
<td>4.2x12</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Each Full Master carton contains 5 boxes of pack 600</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: ONE HUNDRED AND TWENTY EIGHT (128) CARTONS ONLY. 384,000PCS 705KGS 3.25CBM

Authorized signature

THANK YOU FOR YOUR BUSINESS!
Appendices

Appendix F11

Acceptable Proof Of Delivery Format (Blue Diamond)
Appendices

Appendix F12

Acceptable Proof Of Delivery Format (eDirect)