

Procurement Department

Royal Berkshire Hospital, London Road
Reading RG1 5AN

Tel: 0118 322 5111
Fax: 0118 322 5242

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VIAMED
15 STATION ROAD
CROSS HILLS
KEIGHLEY
WEST YORKSHIRE
BD20 7DT

RECEIVED
07 MAY 2009

May 2009

Supplier Protocol for transacting with the Royal Berkshire NHS Foundation Trust

Dear Sir / Madam,

The Royal Berkshire NHS Foundation Trust (RBFT) wishes to clearly define its expectations and requirements of suppliers who wish to continue to trade with the Trust. This letter outlines the obligations that suppliers have when trading with RBFT.

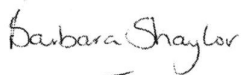
What we need you to do is:-

- to ensure that your staff comply with these obligations;
- acknowledge receipt of this letter by signing the Acknowledgement and Acceptance Form;
- return the attached Supplier's Details Form

If you are unable to comply with any of the requirements outlined in the enclosed document, please contact the Procurement department by email addressed to:
procurement.admin@royalberkshire.nhs.uk.

Your assistance is much appreciated, and will lead to continued improvement of our payment process.

Yours faithfully,



Barbara Shaylor
Head of Procurement

TERMS AND CONDITIONS

Purchase Order Numbers

Orders from RBFT should only be accepted when an official purchase order, generated by the Procurement department, has been received by fax, email or post. No changes to this order, including substituted items, will be accepted unless specifically agreed in writing by the Procurement department and an amended copy of the purchase order sent. Items that have not been ordered must not be supplied. No price alterations will be agreed if they have previously been accepted against a tender or quotation.

Under no circumstances should telephone orders be accepted unless supported by an official RBFT purchase order number, a copy of which will be sent as confirmation. Verbal amendments to purchase orders (i.e. Requesting additional items) should also not be accepted unless confirmed in writing by the Procurement department and an amended copy of the purchase order sent.

All delivery notes, invoices and other correspondence received **must** quote an official RBFT purchase order number. This can be identified by a number sequence consisting of at least 7 digits commencing with 30xxxxx and may have some digits after a / which form part of the complete purchase order number. It is critical that the whole purchase order number is quoted on delivery notes and invoices. No other sequence of numbers will be accepted.

Procurement contact details:

For queries with your purchase orders, please note that our Procurement department contact details are:

Phone:	Please call the 'Buyer' number quoted on the purchase order
Fax:	0118 322 5242
E-mail:	procurement.admin@royalberkshire.nhs.uk

For general enquires where there is no purchase order, please email the address above.

Prices and Stockouts

All price changes, product code or description changes or deleted items should be notified to RBFT's Procurement Department via email, with at least two months notice. Similarly, stock outages should also be communicated as soon as possible.

Terms and Conditions

NHS Standard terms and conditions (copies available on request) will apply to all purchases made by RBFT unless other terms and conditions are formally agreed in writing between the two parties in advance. Where alternative terms and conditions are in force the contract or agreement number will be clearly stated on purchase orders and these alternative terms and conditions will take precedence.

Delivery Point

All deliveries of goods (unless expressly stated otherwise on the purchase order) should be made to RBFT's Main Stores (address below) between 08.30 and 16.00. Failure to deliver to the location indicated will result in delayed recording of receipt and therefore delayed payment of invoices. Changes to the delivery address must only be made in writing by the Procurement department and should never be accepted via the telephone.

Where an exception is made for delivery to an alternative location, the alternative address must be clearly stated on the outside of the package – and the delivery company/courier must be informed not to deliver to the Main Stores.

All deliveries (unless otherwise agreed in writing) should be sent to:

Main Stores
Royal Berkshire NHS Foundation Trust
Craven Road
Reading
RG1 5AN

Delivery Notes

Delivery notes should always be affixed to the outside of delivered items, and should clearly display the official purchase order number. Failure to follow these instructions will result in the goods being refused.

All consignments should be clearly labelled and numbered appropriately (Box 1 of 3, 2 of 3, etc) as paperwork is often only attached to a single box, and can result in batches becoming separated.

All deliveries must be signed for by the appropriate RBFT representative as a record of being received – with a clearly identified and dated signature. Invoices without a clearly identifiable receipt will not be paid. Please ensure that any delivery or courier companies used for transportation are aware of this stipulation.

Invoices

To ensure that invoices are paid within the settlement period, all future invoices raised on RBFT **must** be sent directly to the following address:

Creditor Payments Section
Finance Department
Level 2 – North Block
Royal Berkshire NHS Foundation Trust
London Road
READING, RG1 5AN

Any invoices sent elsewhere (even within RBFT) will be returned to you and therefore be subject to delayed payment.

Invoices will not be paid unless an official purchase order has been raised by RBFT. Accordingly, all invoices **must** quote a valid RBFT purchase order number, failure to do so will result in the invoice being returned unprocessed and unpaid. If an invoice is returned, a copy of the official purchase order **must** be attached when it is re-submitted, failure to comply will result in the invoice being rejected and returned again.

Creditor Payments contact details:

For invoice queries, please note that our Creditor Payments department contact details are:

Phone: 0118 322 5496
Fax: 0118 322 5473
E-mail: accountspayable@royalberkshire.nhs.uk

Cheque with orders/Pro-forma Invoices

Forwarding a cheque with an order or paying pro-forma invoices i.e. Prepayment without an official invoice, is contrary to RBFT's standard business methodology, and as such will only be processed in exceptional circumstances. Where a supplier insists on such a practice, RBFT will actively attempt to source the required goods/services from alternative suppliers. All suppliers are expected to only receive payment against their official invoice.

Administration Charge

Non adherence to any of these terms may result in an administration charge of £25 being applied, at the discretion of the RBFT. This administration charge will be raised as a credit note and allocated to supplier accounts.

Acknowledgement and Acceptance

Please accept this as acknowledgement and acceptance of the conditions of this letter.

Company Name:

VIAMED
15 STATION ROAD
CROSS HILLS
KEIGHLEY
WEST YORKSHIRE
BD20 7DT

Signed:

Print:

Position:

Date:

Please return your Acknowledgement and Acceptance and the attached Supplier's Detail Form to:
Royal Berkshire NHS Foundation Trust, Procurement Department. Level 2 – North Block, London
Road, Reading, RG1 5AN