

# Operational Requirements of Suppliers

Supply Chain Coordination Limited



If you have any comments or queries in relation to this guide please contact your Inventory Manager using the standard communication routes.

# Purpose of this guide

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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 your Inventory Manager using the standard communication routes.

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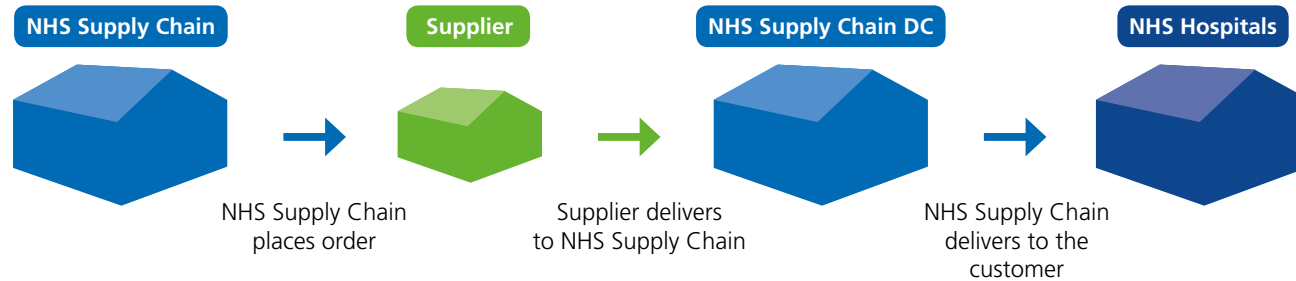
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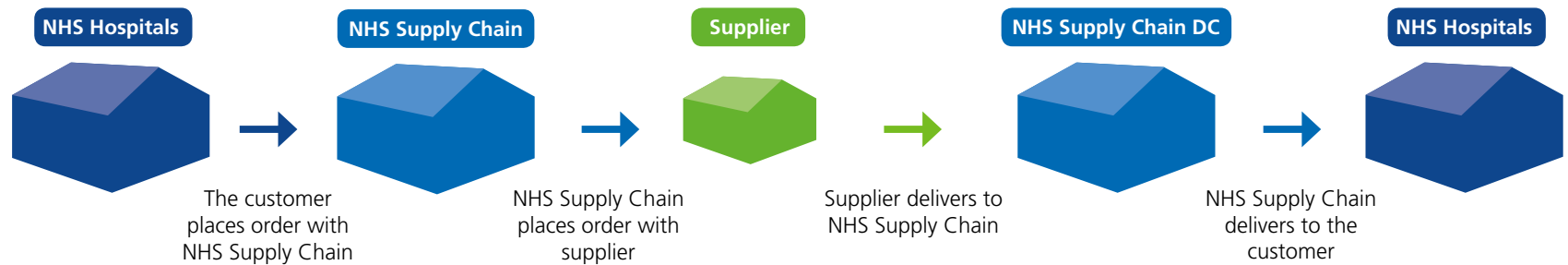
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# NHS Supply Chain delivery models

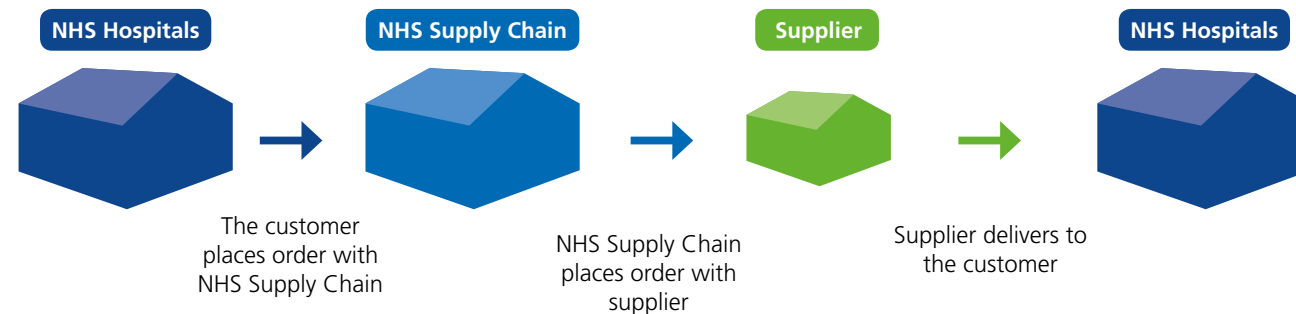
## Stock delivery



## Blue Diamond



## eDirect



# NHS Supply Chain national (NDC) and regional distribution centres (RDCs)

A

Runcorn RDC

B

Rugby RDC & Rugby NDC

C

Alfreton RDC

D

Normanton RDC

E

Bury St Edmunds RDC

F

Maidstone RDC

G

Bridgwater RDC





# General principles

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After award of a Framework Agreement and/or Contract, a member of the relevant Category Tower 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 your Supply Chain 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. Suppliers should advise prior to the delivery being made of items that will not be delivered in full. This should be carried out using the Supplier Portal functionality - see section six. A new order may be raised by the Supply Chain 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 Distribution Centres 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

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# Section one - Stocked lines

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## 1. Service level

Service levels for stocked products must be delivered in accordance with Schedule 8 of the Framework Agreement and/or the relevant provisions of a specific Contract (where applicable).

## 2. Order processing

Suppliers must be capable of receiving electronic orders. Please note that we do not accept minimum order quantities or minimum order values.

The initial order following the award of a Framework Agreement and/or Contract will be based on estimated demand.

Stock will be monitored and demand forecast amended with actual demand once established.

Stock demand will continue to be monitored throughout the contract period. In relation to goods which have been purchased as Stock (as defined in the Call-off Terms and Conditions for the Supply of Goods), any such goods that have not sold within 6 months may be returned to the supplier in accordance with Clause 3 of Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods. For further information, please also see paragraph 13 (Sale or Return) of this Section One. Please note that you are required to give notice to NHS Supply Chain of the temperature range(s) within which your product(s) must be stored. Accordingly, NHS Supply Chain reserves the right to change the route of supply of the relevant product(s) should the temperature ranges that your product(s) need to be stored within conflict with the temperature ranges of NHS Supply Chain's depots. Please ensure that your delivery documentation reflects any temperature control requirements. NHS Supply Chain may validate temperature upon arrival at our facilities.

In order to comply with the Department of Health's "Scan4Safety" programme, all suppliers to the NHS are required to trade electronically over the PEPPOL network (Pan European Public Procurement Online) using a PEPPOL accredited access point provider.

NHS Supply Chain has partnered with NetEDI to provide this service and can send orders, receive invoices order confirmations/amendments via PEPPOL.

The use of the PEPPOL document types replaces the need for use of the Supplier Portal, except for when creating ASN's for Rugby.

If you have any queries regarding PEPPOL please contact NetEDI using the following links [www.netedi.co.uk](http://www.netedi.co.uk) and email contact [nhssc@netedi.co.uk](mailto:nhssc@netedi.co.uk)

# Section one - Stocked lines

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## 3. Order amendments

If you are unable to supply an entire order within one delivery you must advise prior to the delivery being made of items that not be delivered in full. This should be carried out using the Supplier Portal functionality and also advise your Supply Chain Controller. See section 6. Your Supply Chain 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 adhere 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.

Schedule 8 can be found within the Framework Agreement (non-capital goods and services only).

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.

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.

# Section one - Stocked lines

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## 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 prebooked 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 goods to NHS Supply Chain at any time to suit NHS Supply Chain requirements between the hours of 10pm on Sunday and 10pm on Friday. This does not usually include Bank/Public Holidays, but NHS Supply Chain shall, in exceptional circumstances, have the option (to be exercised at its sole discretion) to require suppliers to deliver on Bank/Public Holidays (and on weekends). In addition, in the interests of good supplier relations, we will use reasonable endeavours to accommodate supplier delivery requests where possible.

# Section one - Stocked lines

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## 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 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 08:00 to 16:00 Monday to Friday. Inbound deliveries will be accepted between 06:00 and 14:00.

## E. NDC and Rugby RDC 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.

Obtaining ASN / truck numbers for NDC and Rugby RDC deliveries should be carried out using the Supplier Portal functionality. See section 6

Note: Please ensure that the items and qty's that are advised during the ASN process match exactly with the delivered qty and also with your delivery notes and invoices. Failure to do this WILL result in a delivery discrepancy and also may delay payment of your invoice.

# Section one - Stocked lines

## 5. Arrival at delivery site

Upon arrival, your delivery driver must report to site security or the gatehouse. Your driver should present these security department with your delivery advice notes. Your driver will be asked for a governmental form of identification i.e. driving license. The security department will issue your driver/hauler with a copy of the site rules, which includes any health and safety information. 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 Receipts Operatives or Receipts 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 DC's 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.

## 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 Receipts 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.

- Alfreton +44 01773 724117 • Bury +44 01284 355910
- Maidstone +44 1622 402721 • Bridgwater +44 01278 464012
- Normanton +44 01924 328711 • Rugby RDC +44 01788 512488
- Runcorn +44 01928 858500 • Rugby NDC +44 01788 512488

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.

# Section one - Stocked lines

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## 7. Delivery presentation

Deliveries to our sites MUST be received to a specific standard, as detailed over the next few pages. 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.



X



X

# 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.
- 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:

<b>Alfreton</b>	1500mm
<b>Bridgwater</b>	1500mm
<b>Bury</b>	1500mm
<b>Maidstone</b>	1400mm
<b>Normanton</b>	1500mm
<b>Rugby</b>	1500mm
<b>Rugby NDC</b>	1600mm
<b>Runcorn</b>	1400mm



- Pallets must be built to the correct TI HI (TI = cases per layer, HI = layers per full pallet); 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 system. You may be required to have different TI HI's for different DC's.
- The total pallet 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.

# Section one - Stocked lines

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## 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.
- Product labeling MUST conform to any regulatory retirements as set out by the HSE.
- Regulatory requirements can be found on the following website:- [www.hse.gov.uk/chemical-classification/legal/clp-regulation.htm](http://www.hse.gov.uk/chemical-classification/legal/clp-regulation.htm)
- COSHH products must carry the correct labeling. Relevant data sheets MUST be provided prior to deliveries of such lines commencing.

## 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

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## 8. Unloading and checking process

Our 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.

Once the vehicle has been fully unloaded, the Receipts Team will visually inspect the goods against the delivery advice note within three working days. This is the applicable time frame for the inspection of the goods referred to in Clause 4.2 of the Call-off Terms and Conditions for the Supply of Goods. Such inspection will include, but not be limited to the following:

- Items received
- Quantity
- Damage
- 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 DC's.

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 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/haulier. We will still advise suppliers of the discrepancy and carry out any re-work that may be required (at the cost of the supplier) in accordance with Clause 2.6 of Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods.

# Section one - Stocked lines

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## 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 (Manufacturers Product Code)
- NPC (NHS Supply Chain Product 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.

# Section one - Stocked lines

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## 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)
- 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.

# Section one - Stocked lines

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## 11. Delivery discrepancies

See Appendix 2 for a full list of possible discrepancies that discrepancy reports will be issued for.

## 12. Returns and collections

Collections may be required for Rejected Goods (in accordance with Clause 4.3 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
- Goods over delivered
- Incorrect goods received.

In such circumstances our Supply Chain 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 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, this should include the RADA number. 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.

# Section one - Stocked lines

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## 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 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 Supply Chain 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 Category Tower Teams, Supplier, and Supply Chain Team 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 site(s) on the appropriate date/times advised by NHS Supply Chain.



# Section one - Stocked lines

## 17. Direct supply full load containers

### Incoterms – a basic over view

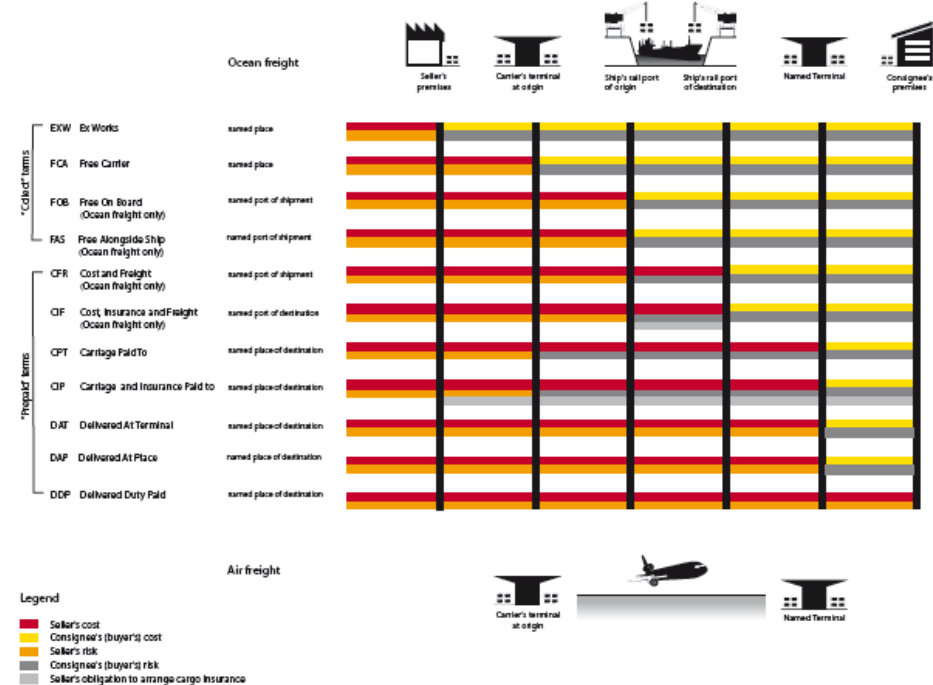
Depending on the terms of supply (Incoterms) there are different areas of responsibility for the shipping process. The contract award will state which terms it has been issued on.

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 (as amended, supplemented or replaced by the International Chamber of Commerce).

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 Team 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 estimated docking date and estimated delivery date (Delivery to nominated DC(s)) on.

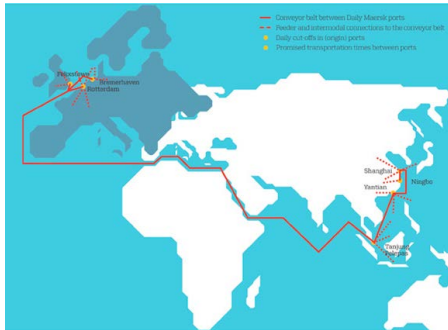
Basic overview of Incoterms® 2010



# 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 Ex pressRelease 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.



Image 1



Image 2



Image 3

## 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.

**Alfreton**      [receiptsalf@supplychain.nhs.uk](mailto:receiptsalf@supplychain.nhs.uk)

**Bridgewater**      [receiptsbrid@supplychain.nhs.uk](mailto:receiptsbrid@supplychain.nhs.uk)

**Bury**      [receiptsbur@supplychain.nhs.uk](mailto:receiptsbur@supplychain.nhs.uk)

**Maidstone**      [receiptsmaid@supplychain.nhs.uk](mailto:receiptsmaid@supplychain.nhs.uk)

**Normanton**      [receiptsnorm@supplychain.nhs.uk](mailto:receiptsnorm@supplychain.nhs.uk)

**Rugby NDC**      [receiptsrugby@supplychain.nhs.uk](mailto:receiptsrugby@supplychain.nhs.uk)

**Runcorn**      [receiptsrunc@supplychain.nhs.uk](mailto:receiptsrunc@supplychain.nhs.uk)

# 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 ETA's 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 DC as soon as possible to advise of the new ETA. Failure to do so may result in the delivery having to be re-booked with any additional costs incurred would then be the suppliers responsibility.

Photos: Of well presented loads with no unloading issues.



# Section one - Stocked lines

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## **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 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

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[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)



## Section two - Blue Diamond

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### 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

Service levels for Blue Diamond products must be delivered in accordance with Schedule 8 of the Framework Agreement and/or the relevant provisions of a specific Contract (where applicable).

#### 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 DC's 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.

In order to comply with the Department of Health's "Scan4Safety" programme, all suppliers to the NHS are required to trade electronically over the PEPPOL network (Pan European Public Procurement Online) using a PEPPOL accredited access point provider. NHS Supply Chain has partnered with NetEDI to provide this service and can send orders, receive invoices order confirmations/amendments via PEPPOL.

The use of the PEPPOL document types replaces the need for use of the Supplier Portal.

If you have any queries regarding PEPPOL please contact NetEDI using the following links [www.netedi.co.uk](http://www.netedi.co.uk) and email contact [nhssc@netedi.co.uk](mailto:nhssc@netedi.co.uk)

#### 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



## Section two - Blue Diamond

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### 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.

Please refer to the Supplier Portal in section 6.

### 5. Deliveries

There is an open booking slot between the hours of 6am and 5pm at most of our DC's. 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 DC's. 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. Your driver will be asked for a governmental form of identification i.e. driving license. The security department will issue your driver/hauler with a copy of the site rules, which includes any health and safety information. 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 Receipts Operative or Receipts 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 DC's 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 MAY BE REFUSED.

## Section two - Blue Diamond

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### 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.

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

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

# Section two - Blue Diamond

## 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:

Cycle	Purchase Order No.	No. of Parcels
1	A2/123456C	2
1	A2/123457C	1
2	A2/123458C	6
2	A2/123459C	4
3	A2/123460C	3
3	A2/123461C	1

# Section two - Blue Diamond

## 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 code 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 Supply Chain Non-Stock Manager at NHS Supply Chain.

The following label shows the information transmitted and the label required:



### 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.

Please refer to Supplier Portal User Guide in section six for information on how to print labels from the Supplier Portal.

## Section two - Blue Diamond

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### 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. Signed 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 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).

Returns include but not limited to:-

- Goods ordered incorrectly by customers
- Incorrect goods received
- Unsuitable alternative provided
- Damaged goods.

Note that, as indicated in the applicable provisions of Schedule 2 and Schedule 5 of the Call-off Terms and Conditions for the Supply of Goods, NHS Supply Chain does not accept any costs associated with the return of goods.

### 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

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[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)

# Section three - eDirect

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## eDirect

As a supplier providing eDirect 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 eDirect framework.

### 1. Service level

Service levels for eDirect products must be delivered in accordance with Schedule 8 of the Framework Agreement and/or the relevant provisions of a specific Contract (where applicable).

### 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 eDirect purchase order numbers end with a "D", for example A2/123456D

In order to comply with the Department of Health's "Scan4Safety" programme, all suppliers to the NHS are required to trade electronically over the PEPPOL network (Pan European Public Procurement Online) using a PEPPOL accredited access point provider.

NHS Supply Chain has partnered with NetEDI to provide this service and can send orders, receive invoices order confirmations/amendments via PEPPOL.

The use of the PEPPOL document types replaces the need for use of the Supplier Portal.

If you have any queries regarding PEPPOL please contact NetEDI using the following links **[www.netedi.co.uk](http://www.netedi.co.uk)** and email contact **[nhssc@netedi.co.uk](mailto:nhssc@netedi.co.uk)**

## Section three - eDirect

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### 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.

\*Schedule 8 can be found within the Framework Agreement (non-capital goods and services only).

### 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.

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. Please refer to the Supplier Portal User Guide for instructions of how to amend an order. See section six.



## Section three - eDirect

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### 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 Non-Stock Supply Chain Team about amending the lead time for the product. This will ensure future orders have the correct lead time applied to them.

## Section three - eDirect

### 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 nonpayment 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](http://www.supplychain.nhs.uk) Please refer to the Supplier Portal user guide for instructions of how to amend or confirm an order and how to produce labels. See section six.

### 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

#### End Customer Delivery Requirements

To enable the end customer to receipt eDirect orders and distribute internally to the correct department the end user requisition number/ local reference, requisition point and requisition point address must be made available to the customer either on the suppliers delivery paperwork or via a label which is available on the Supplier Portal. This information is critical to the customer and must be clearly visible on receipt of the suppliers goods. See below options for displaying this information;

Detailing the end customer requisition details on the suppliers delivery paperwork

The suppliers paperwork must include the string of text highlighted in Red, this is sent within the email as below or via the EDI message.

NHS Supply Chain Purchase Orders Batch 5954		NHS Supply Chain			
<b>Supplier:</b>		<b>Buyer:</b> NHS SUPPLY CHAIN NORMANTON FOXBRIDGE WAY NORMANTON WEST YORKSHIRE  WF6 1TL			
<b>Deliver To:</b> 907 NHS SUPPLY CHAIN MAIDSTONE ME16 0LW		<b>Invoice To:</b> NHS SUPPLY CHAIN Accounts Payable PO Box 253 WYMONDHAM Norfolk NR18 8DL			
Sortcode:		Reqt:			
Reqn No:		Local Ref:			
Order No:		Delivery:		Contract:	
Line	EAN	Supplier Code	Quantity	Price	Value
1	FWJ103 SINGLE USE TOURNIQUETS IN DISPENSER BOX				
Lines ordered: 1			Order Value excl. VAT:		
<u>Conditions of Order:</u> 1. All invoices must quote Official Order No. and be rendered as directed. 2. All goods must be accompanied by a Delivery Note quoting Official Order No. 3. This order is issued in accordance with the appropriate NHS Supply Chain Terms and Conditions forming part of the relevant framework agreement and/or contract.					
*** End of Orders ***					

## Section three - eDirect

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### Supplier Portal delivery labels

Once an order is sent to the supplier a label detailing the end user information is posted into the Supplier Portal, see Section Six on accessing and navigating the Supplier Portal. The label contains all the information required for the customer to identify their original requisition number and deliver internally to the correct department. Avery labels or compatible L7166 (for laser) or K8166 (for inkjet) address labels are required, A4 sheets 99.1mm x 93.1mm labels, six per sheet.

### 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 working days of expected or actual delivery.

### 14. eDirect information required prior to contract launch

NHS Supply Chain requires the information on Appendices 10 prior to launch. See Appendix 10 for forms requiring completion by suppliers.

Section four

# Inbound logistics collection

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[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)

# 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 Supply Chain Team 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. 24 hours' notice should be given if there are no goods to collect.
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.
11. Advice notes should be in a documents enclosed envelope attached to the lead pallet. 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.

## Section four - inbound logistics collection

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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-advised to NHS Supply Chain DC's

### 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 DC's, 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 and/or contract

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## Section five - Adding new lines to a framework agreement and/or contract

### 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). Suppliers MUST ensure that data sheets, product packaging and labeling adhere to the current regulations set out by the HSE.
- 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. All supplier deliveries of products classified as 'Medicinal Products' that have specific label requirements determined by the manufacturer such as temperature limitations, should be transported in compliance to those requirements as defined in the EU Guidelines on Good Distribution Practice of Medicinal Products for Human Use (EU GDP 2013/C 343/01) and 'Rules and guidance for pharmaceutical distributors' published by the MHRA. Evidence of compliance should be made available on request.

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.

For products covered by CLP or CoSHH regulations suppliers MUST ensure that they provide the relevant data sheets to NHS Supply Chain prior to deliveries commencing. Information on regulatory requirements can be found at [www.hse.gov.uk](http://www.hse.gov.uk)



Section six

# Supplier tools

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[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)

# Section six - Supplier tools

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## 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 and any Contracts entered into under the Framework Agreement and any Contracts entered into under 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, including:-

Real time order status – we let suppliers track orders on-line, 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.

### Suppliers can access

- E-Commerce Functionality for
- Order visibility
- Order amendment communications
- Delivery Confirmations (Required for eDirect Route)
- ASN Creation (Required for Rugby Depot and Rugby NDC)
- Invoice Creation
- Reporting Functionality.

**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.

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

If any support is required with the Supplier Portal please contact your relevant Inventory Stock Controller.

## Section six - Supplier tools

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### 3. Why use the Supplier Portal?

NHS Supply Chain require the use of the Supplier Portal or PEPPOL compliant EDI messages for order amendments, and for delivery confirmations for E-Direct Route. Failure to action delivery confirmations and order amendments may lead to a delay in processing your payment.

The ASN generation process is required to be followed for all stocked deliveries. Failure to create ASN's may impact on your ability to gain a delivery booking slot.

### 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.

A user full guide is available to download from the NHS Supply Chain website **[www.supplychain.nhs.uk/suppliers/portal](http://www.supplychain.nhs.uk/suppliers/portal)**

The guide is updated regularly and therefore shows the most up to date instructions on how to use the Supplier Portal.

## Section seven

# Finance

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[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)

# Section seven - Finance

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## 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 Category Tower Lead contact. If not please contact:

Accounts Payable on 01773 724000 or e-mail [plenquiries@supplychain.nhs.uk](mailto:plenquiries@supplychain.nhs.uk)

The completed form should be returned to Category Tower Lead 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, which should include company name, address & registration details, this should be signed by the appropriate designated signatory, marked for the attention of:

**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)

# Section seven - Finance

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## 2. Invoicing

Invoices and Credits should be transmitted to NHS Supply Chain over the Pan European Public Procurement Online (PEPPOL) network. Failure to comply with this request may lead to delays in invoice payment.

To set up PEPPOL invoice/credit transmission please contact :

Accounts Payable on 01773 724000 or e-mail [plenquiries@supplychain.nhs.uk](mailto:plenquiries@supplychain.nhs.uk)

If you are unable to transmit via PEPPOL we allow three alternatives:-

Supplier Portal, postal, e-mail

Contact Accounts Payable on 01773 724000 or  
e-mail [plenquiries@supplychain.nhs.uk](mailto:plenquiries@supplychain.nhs.uk) for more information.

### A. Supplier Portal – invoicing

Suppliers who do not have the systems to generate and send electronic PEPPOL invoices can use the NHS Supply Chain Supplier Portal website to register their invoices. This process will generate a PEPPOL 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

PO Box 253

Wymondham

Norfolk

NR18 8DL

### C. E-mailed invoices and credits

E-mailed invoices/credits should be sent to:- [purchase.ledger@supplychain.nhs.uk](mailto:purchase.ledger@supplychain.nhs.uk)

We accept the following electronic formats:-

PDF, TIF, Excel, Word

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.

## Section seven - Finance

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### D. 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 include items that were included on our purchase order. Failure to comply with this request may lead to the invoice being rejected.
- 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.

## Section seven - Finance

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### 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:

NHS Supply Chain

Accounts Payable Department

West Way

Cotes Park Industrial Estate

Alfreton

Derbyshire

DE55 4QJ

If you are providing excel versions please contact a member of the accounts payable department to obtain the relevant e-mail address.

### 4. Payments

Payments will be made in line with the payment term set out in the Framework Agreement and/or Contract.

If you have queries in relation to payment please contact Accounts Payable on 01773 724000 or e-mail [plenquiries@supplychain.nhs.uk](mailto:plenquiries@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](mailto:podrequests@supplychain.nhs.uk)
- Proof of delivery disputes to: Requester e-mail address provided
- Credit notes to: [purchase.ledger@supplychain.nhs.uk](mailto:purchase.ledger@supplychain.nhs.uk)
- Credit notes disputes to: [plenquiries@supplychain.nhs.uk](mailto:plenquiries@supplychain.nhs.uk)

Invoice queries will be dealt with in accordance with Clause 9.11 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](mailto: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 purchase 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.



# Section seven - Finance

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## 7. Proof of Delivery/Collection

- NHS Supply Chain may request a proof of delivery/collection in its discretion to support any delivery/collection. Once a proof of delivery/collection request is issued you have nine days to either provide a valid proof of delivery/collection 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).
- For suppliers who utilise the NHS Supply Chain Inbound Logistics solution there is a requirement for you provide signed proof of collection paperwork upon request for any invoice dispute.
- We will not accept carrier delivery slips with printed names only.
- Proofs of delivery/collection should be e-mailed to **podrequests@supplychain.nhs.uk**
- All proof of delivery/collection paper work provided should include evidence of the specific item in query, not just the whole invoice.

### Important

On your email you should include the UDR Ref quoted on the POD Request email. This enables the POD to be attached to the relevant invoice in query. Failure to do this will delay payment.

Disputes should be e-mailed to the initial requester whose e-mail details will be provided in the initial proof of delivery/collection request.

## Section seven - Finance

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### 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 Supply Chain Team department at: **centraladminteam@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](mailto:plenquiries@supplychain.nhs.uk), please use the normal route of transmission as detailed below:-

transmit via normal PEPPOL route

e-mail to:- **[purchase.ledger@supplychain.nhs.uk](mailto:purchase.ledger@supplychain.nhs.uk)**

post to:- PO Box 253

Wymondham

Norfolk

NR18 8DL

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

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

<b>POD</b>	Proof of Delivery
<b>POC</b>	Proof of Collection
<b>Fixed Slot</b>	A permanent pre booked delivery slot
<b>PDA's</b>	Hand held terminals used by carriers/haulier to obtain PODs
<b>'One' Lift</b>	Term used when more than one pallet are stacked together on a vehicle and removed with one lift of a forklift truck
<b>PDF</b>	Portable Document Format, used to forward copies of delivery notes etc in a readable but un-changeable format
<b>DC</b>	Distribution Centre
<b>TI</b>	The number of cases on a layer of a pallet
<b>Hi</b>	The number of layers on a pallet
<b>RTL</b>	Remote Terminal Log
<b>RTS</b>	Return to Supplier
<b>SKU</b>	Stock Keeping Unit
<b>PPE</b>	Personal Protective Equipment
<b>MHE</b>	Manual Handling Equipment
<b>CAT Team</b>	NHS Supply Chain Central Administration Team
<b>RADA</b>	Returns Authorisation Form
<b>NDC</b>	National Distribution Centre
<b>RDC</b>	Regional Distribution Centre
<b>Ex Works</b>	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.

# Glossary

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<b>FCA “Free Carrier”</b>	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,
<b>* FOB (applicable to ocean freight) “Free on Board”</b>	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.
<b>FAS (applicable to ocean freight) “Free alongside Ship”</b>	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.
<b>CFR (applicable to ocean freight) “Cost and Freight”</b>	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.
<b>CIF (applicable to ocean freight) “Cost, Insurance and Freight”</b>	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.
<b>CPT “Carried Paid To”</b>	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.
<b>CIP “Carriage and Insurance Paid”</b>	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.

# Glossary

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<b>DAT “Delivered at Terminal”</b>	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.
<b>“Terminal” includes</b>	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.
<b>*DAP “Delivered at Place”</b>	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.
<b>*DDP “Delivered Duty Paid”</b>	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
<b>ETD</b>	Estimated time of despatch
<b>SO</b>	Shipping Order
<b>ENS</b>	Entry Summary Declarations
<b>B/L</b>	Bill of Lading
<b>HBL</b>	House bill of Lading
<b>GSP</b>	General System of Preference
<b>ETA</b>	Estimated time of arrival
<b>CLP</b>	Classification, Labeling and Packaging
<b>CoSHH</b>	Control of Substances Hazardous to Health
<b>NHS Supply Chain</b>	NHS Supply Chain is managed by Supply Chain Coordination Limited (SCCL)

# Appendices

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**Appendix 1** Distribution Centre details

**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 7** Booking request form

**Appendix 10** eDirect information required prior to contract launch

**Appendix 11** case/pallet label example

**Appendix 12** Container summary sheet

**Appendix F1** New supplier request form

**Appendix F2** Supplier amendment request form

**Appendix F4** Acceptable purchase order examples

**Appendix F5** Accounts payable account handlers contact list

**Appendix F6** Notification of proof of delivery required for quantity hold

**Appendix F7** Notification of credit required for quantity hold

**Appendix F8** Notification of credit required for price hold

**Appendix F9** Invoice registration via the Supplier Portal

**Appendix F10** Acceptable proof of delivery format (Stock)

**Appendix F11** Acceptable proof of delivery format (Blue Diamond)

**Appendix F12** Acceptable proof of delivery format (eDirect)

# Appendices

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## 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

# Appendices

## Appendix 2

### Stock delivery discrepancy reasons

Discrepancy Type	Discrepancy
Booking	Booking made with insufficient notice (three working days are required)
Booking	Supplier unwilling to deliver at given date and time
Booking	Booking amended with insufficient notice (at least 24 hours notice required to amend a booking)
Booking	Booking/delivery details not confirmed on Supplier Portal 24 hours in advance of delivery.
Booking	Supplier failed to ASN correctly
Delivery	Delivery failed to show up
Documentation	Delivery arrived without advice note
Documentation	PO closed – received against new PO
Documentation	Incorrect details on advice note (other than shorts over etc, i.e. missing EAN numbers)
Presentation	Delivery is unsafe to tip on health and safety grounds
Presentation	Directional arrows not adhered to by the supplier
Presentation	Damaged stock on arrival
Presentation	Substandard pallet quality
Presentation	Products overhang the pallet by more than 25mm
Presentation	Pallet exceeds acceptable weight of 1000kg
Presentation	Poor or insufficient stretch wrapping
Presentation	Mixed stock on pallets, not sufficiently separated by the use of another pallet
Documentation	Item(s) received that are not on the advice note
Booking	Supplier failed to confirm ASN booking 24 hours in advance



# Appendices

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## Appendix 2 (continued)

### Stock delivery discrepancy reasons

Discrepancy Type	Discrepancy
Compliance	Suspect falsified or counterfeit goods
Delivery	Driver left site without being tipped
Delivery	Driver arrived over 30 minutes late
Other	Other non-specified reason
Presentation	Delivery vehicle had dirt / debris possible contamination
Compliance	COSHH / CLP product not labeled to correct standards
Temperature	Items above acceptable temperature
Temperature	Items below acceptable temperature
Zero Back Order	Supplier attempted to book in a back order
Zero Back Order	Supplier attempted to deliver a back order

# Appendices

## Appendix 3


### Example e-mail order

NHS Supply Chain Purchase Order					
Supplier:		Buyer: DISTRIBUTION CENTRE - ALFRETON WEST WAY COTES PARK INDUSTRIAL ESTATE ALFRETON DERBYSHIRE DE55 4QJ			
Deliver To:		Invoice To: NHS Supply Chain ACCOUNTS - STOCK WEST WAY COTES PARK INDUSTRIAL ESTATE ALFRETON, DERBYSHIRE DE55 4QJ			
Customer order details - please print on delivery note: Reqpt: B42529 PAED.INTENSIVE CARE UNIT BCH Reqno: 23388W/ab4stores					
Order No: A9002086D Date: 13-05-08			Delivery: 15-05-08		
Line	EAN	Supplier Code	Quantity	Price	Value
1		MR225	1		
FDE340	HUMIDIF CHAMBER NEON/PAEDIA MR225 (CS50)				
2		900MR190	2		
FDE337	HUMIDIFICATION CHAMBER 900MR190(CASE 30)				
3		MR290VNE	1		
FDE343	HUMIDIF CHAMB ADLT/PAE/NEO MR290VNE(C40)				
Lines ordered: 3		OrderValue excl. VAT:			
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.					
*** End of Order ***					

# Appendices

## Appendix 4

### Return to supplier documentation



Return To Supplier Advice

Supply Chain

Depot 907 - Maidstone

Reference

Please Note:  
The below RTSA will be available for collection from the depot receipts department.  
Please ensure you quote RTSA Reference upon collection.

RETURN DETAILS

Supplier  
NHSIC ID No  
Name  
Contact  
Telephone  
Email

Requester  
Name  
Telephone  
Email  
Date

For Return  
Purchase Order Number  
Agreed Collection Date  
Reason Code / Information...

Dimensional Information.....  
Not Provided By Operations

NPC DETAILS FOR 2 ITEMS

NPC	MPC / OTIN	Product Description	Quantity	Location	Batch No / Notes
FKA228	9005ST	Temperature Probes and Sensors	7	W/02/003/F/001	Not Applicable
FKA227	9005ST	Temperature Probes and Sensors	11	W/02/004/F/001	Not Applicable

TO BE COMPLETED BY WAREHOUSE

Collection Details  
Receipts Actioned By  
Vehicle Registration  
Carrier  
Driver Name  
Date

Important:

These details MUST also be entered into the S3060 DCD Database using Options:  
- Operations  
- Register RTSA Collection Details

STOCK RETURN HANDOVER SIGNATURES


(on behalf of NHSIC)

(on behalf of Supplier)

19 December 2018

Page 1 of 1

67 Supply Chain: Operational Requirements of Suppliers



# Appendices

## Appendix 5


### (RADA) Return to supplier Documentation

<u>Returns To Supplier Advice Report</u>						
Depot	Bury St. Edmunds					
Supplier Name	John Smith's					
RADA Number	110930	Total Parcels to collect	7			
Date Received at NHS SC	25/01/2017	Date RTS Raised	25/01/2017			
Warehouse Comments	7 CASES					
NPC	MPC	DESC	PO Number	Reason Code	Qty Returned	
ABC123	R123456	Shoes	B7965617C	02 Customer Error Blue Diamond	1	
DEF456	999123	SUPPORT	B7966083C	02 Customer Error Blue Diamond	1	
25 January 2017						
Page 1 of 1						

# Appendices

## Appendix 7

### Booking request form

NHS Supply Chain Booking Request Form				
(All fields in white should be completed by supplier before a booking will be issued)				
Supplier Name:	<input type="text"/>	Transport Provider / Carrier Name	<input type="text"/>	
Preferred Delivery Date	<input type="text"/>	AM or PM Slot (Couriers Only)	<input type="text"/>	
NHS SC Delivery Depot	<input type="text"/>	Booking Requested By (Name & Tel)	<input type="text"/>	
NB: Only purchase orders listed on this form will be unloaded on arrival		Do you Have a Fixed Booking Y / N <input type="text"/>		
Purchase Order Numbers	Number of Lines on each P/O	Total Number of Parcels (parcel only deliveries)	Total Number of Lifts/Stacks	Total Number of Pallets
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
<input type="text"/>	<input type="text"/>			
For NHS SC use only				
Booking Slot Allocated by NHS SC		Date	<input type="text"/>	
		Time	<input type="text"/>	
		Booking Ref No.	<input type="text"/>	
		Booking Clerk	<input type="text"/>	

# Appendices

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## Appendix 10

### eDirect 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 you 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 and/or Contract. 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.

### eDirect 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:

PLC Assistant  
Foxbridge Way  
Normanton  
West Yorkshire  
WF6 1TL

# Appendices

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## 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		

# Appendices

## Appendix 12

### Container summary sheet

NHS Order Ref	Description	Qty Shipped	Net Weight (kg)	m3	Vessel	Container no	Seal no	NHS Destination	ETA Dock	ETA RDC	Photos
D34004010	BTB048 White Polythene Apron	800		1.81	CSCL Europe 0105W	CSLU1187028	P257342	Rugby	20/11/2012		
	BTB250 White Heavy Duty Apron	200		0.73					Felixstowe		
	BTB270 Pink Polythene Apron	240		0.88							
	BTB269 Yellow Polythene Apron	750		2.74							
	BTB272 White Polythene Apron	5,455		19.93							
	BTB271 Clear Polythene Apron	20		0.07							
	BTB049 Blue Polythene Apron	10		0.02							
			12,238	26.19							



# Appendices

## Appendix F1

<b>Submitted by (Buyer):</b> <i>This mandatory section is where the Buyer states their name and Procurement Business Unit.</i>
<b>Supplier Details:</b> <i>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.</i>
<b>Purchase and Pay sites:</b> <b>Background:</b> 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 [if stocked products] or the customer [for Blue Diamond and eDirect]). There are chiefly two reasons for these mis-matches: (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. <b>Is the above address solely for Purchasing or does it also handle Payments / Invoices?</b> 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. <b>In the latter scenario, the details on the "Invoice" tab of the form must be completed.</b>
<b>Distributor</b> <b>Does the supplier use a Distributor?</b> 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. <b>If 'Yes', the 'Distributor info' form contained within this workbook must also be completed.</b> (Please note, if the Distributor has multiple sites, copy and paste the Distributor form into additional tabs/worksheets and amend/add details accordingly.)
<b>Electronic Capability</b> <b>Background:</b> 'Finance' are now matching invoices at 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.
<b>Can the supplier receive POs electronically?</b> 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. <b>If you have specified 'True EDI', please provide, in the designated fields: (1) ANA/GLN code, (2) Contact name/tel no. of a representative (if different to above named contact) that we can speak to, and (3) a designated email address for e-trading.</b>
<b>Will supplier invoice electronically?</b> 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.
<b>Any other miscellaneous information</b> 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

New Supplier Request - Red text denotes mandatory fields			
Submitted by (Buyer)		Business Unit:	Select from:
<b>Supplier Details:</b>			
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:	
<b>Purchase and/or Pay sites</b>			
Is 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			
<b>Distributor</b>			
Does the supplier use a Distributor?		Please select:	
If 'Yes' selected, please complete 'Distributor info' form contained within this workbook			
<b>Electronic Capability</b>			
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/tel no:	
Email address for e-trading:			
Please note, if the supplier can receive orders via "True EDI", an EAN must be provided for every NPC.			
<b>Any other miscellaneous information (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)</b>			

# Appendices

## Appendix F1

Supplier Head Office - Red text denotes mandatory fields			
Supplier Details:			
Company Name			
Trading Name (if different)			
Vat registration number:			
DUNS number:			
Company Address (including Postcode):			Data Management Use Only
			Supplier Number:
			nnnnnnn/hh
Country (if not UK):			
Telephone:		Fax:	
Email:			
Website:			
Supplier Contact (Name):		Contact tel:	
MD, CEO or equivalent (Name):		Contact tel:	
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:			
Company Name			
Trading Name (if different)			
Vat registration number:			
DUNS number:			
Company Address (including Postcode):			Data Management Use Only
			Supplier Number:
			nnnnnnn/nn
Country (if not UK):			
Telephone:		Fax:	
Email:			
Website:			
Supplier Contact (Name):		Contact tel:	
MD, CEO or equivalent (Name):		Contact tel:	
Any other miscellaneous information (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)			

# Appendices

## Appendix F1

<b>Supplier Invoice Address</b> (if different to Purchase site) - Red text denotes mandatory fields			
Company Name	<input type="text"/>		
Trading Name (if different)	<input type="text"/>		
Vat registration number:	<input type="text"/>		
Company Address (including postcode):	<input type="text"/>		
Telephone:	<input type="text"/>	<input type="text"/>	
Fax:	<input type="text"/>		
Email:	<input type="text"/>		
Website:	<input type="text"/>		
Accounts Payable contact (Name):	<input type="text"/>	Contact Tel:	<input type="text"/>
Managing Director (Name):	<input type="text"/>	MD Tel:	<input type="text"/>
<b>Electronic Capability</b>			
Can this address submit electronic invoices?	Please select: <input type="text"/>		
If 'Yes', please specify:-	Select from: <input type="text"/>		
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:			
ANA/GLN:		Contact name/tel no:	
Email address for e-trading: <input type="text"/>			
<b>Any other miscellaneous information</b> (Including all relevant contact names e.g. Inventory contact, Customers Services Contact, Sales Manager)			
<input type="text"/>			

# Appendices

## Appendix F1

New Distributor information - red text denotes mandatory information			
Company Name:			
DUNS number:		VAT reg no:	
Distributes for:	0	0	
Full Company Address:			
Telephone		Fax:	
Email			
Website			
Primary contact (Name):		Contact Tel No:	
Accounts Payable contact name			
Managing Director (Name):		MD Tel No:	
Is Distributor new to NHS Supply Chain?	Please select:		
If no, state NHS Supply Chain supplier number (if known):			
Will the Distributor be using more than one site to supply NHS Supply Chain or its customers? (If this is the case, we will require full address details - as per 'Supplier info' form - for all sites)			Please select:
Orders and Invoicing			
Will this site deal with Payments and Invoicing?:	Select from:		
***If another site handles invoices, please provide contact/address details:			
***Will the contracted supplier (for whom this company distributes) be Invoicing NHS Supply Chain?			Please select:
Electronic Capability			
Can the supplier receive orders electronically?	Please select:		
If 'Yes', please specify:-	Select from:		
<small>NB - if you have selected 'True EDI' then an EAN must be obtained for every NPC. (Ensure that the appropriate contact details have been supplied to enable our Inventory personnel to liaise with someone at the distributor).</small> <small>*If you have selected 'Other', one of our Inventory Managers will need to speak to one of the Distributor's representatives in order to seek clarification.</small>			
Email address for e-trading:			
If 'Yes', please state contact name/number at Distributor (if different to above):-	Name:	Tel:	
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

Supplier Amendment Request			
Submitted by:		Business Unit:	Please select:
Supplier Details	Old details	New Details	
Company Name			
RESUS Number			
Address 1:			
Address 2:			
County			
Country:			
Postcode:			
Telephone:			
Fax:			
Email (general):			
Email (e-trading):			
Website:			
Supplier Contact:			
Contact tel:			
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:		Select from:	
Distributor			
Does the supplier use a Distributor?			
If 'Yes', please complete 'Distributor' section of 'New Supplier' pro-forma			
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			
Submitted by:		Business Unit:	Please select:
Supplier Details	Old details	New Details	
Company Name			
DUNS Number:			
RESUS Number			
Address 1:			
Address 2:			
County			
Country:			
Postcode:			
Telephone:			
Fax:			
Email (general):			
Email (e-trading):			
Website:			
Supplier Contact:			
Contact tel:			
Electronic Capability			
Can Supplier submit invoices electronically?		Please select:	
Any other miscellaneous information (i.e. Min Order Qty)			



# 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

# Appendices

## Appendix F5

### Accounts payable account handlers contact list

**Ledger Services** - Accounts Payable Structure

**Ledger Services Manager** - Stephen Clayton

**Team Leader** - Samantha Beech

**Senior Controller** - Debbie North

**Team Leader** - Charlotte Bradley

**Senior Controller** - Paul Wagstaff

Christopher Hibbitt	<a href="mailto:christopher.hibbitt@supplychain.nhs.uk">christopher.hibbitt@supplychain.nhs.uk</a>
Ryan Maddock	<a href="mailto:ryan.maddock@supplychain.nhs.uk">ryan.maddock@supplychain.nhs.uk</a>
Tammy Cooper	<a href="mailto:tammy.cooper2@supplychain.nhs.uk">tammy.cooper2@supplychain.nhs.uk</a>
Julie Leybourne	<a href="mailto:julie.leybourne@supplychain.nhs.uk">julie.leybourne@supplychain.nhs.uk</a>
Fiona Leese	<a href="mailto:fiona.leese@supplychain.nhs.uk">fiona.leese@supplychain.nhs.uk</a>
Christine Brooks	<a href="mailto:christine.brooks@supplychain.nhs.uk">christine.brooks@supplychain.nhs.uk</a>
Amelia Higginbottom	<a href="mailto:amelia.higginbottom@supplychain.nhs.uk">amelia.higginbottom@supplychain.nhs.uk</a>
Rebecca Riley	<a href="mailto:rebecca.riley@supplychain.nhs.uk">rebecca.riley@supplychain.nhs.uk</a>
Karen Hardy	<a href="mailto:karen.hardy@supplychain.nhs.uk">karen.hardy@supplychain.nhs.uk</a>

Christine Truscott	<a href="mailto:christine.truscott@supplychain.nhs.uk">christine.truscott@supplychain.nhs.uk</a>
Emma Vessey	<a href="mailto:emma.vessey@supplychain.nhs.uk">emma.vessey@supplychain.nhs.uk</a>
Carol Mace	<a href="mailto:carol.mace@supplychain.nhs.uk">carol.mace@supplychain.nhs.uk</a>
Katie Brown	<a href="mailto:katie.brown@supplychain.nhs.uk">katie.brown@supplychain.nhs.uk</a>
Stephen Smith	<a href="mailto:stephen.smith@supplychain.nhs.uk">stephen.smith@supplychain.nhs.uk</a>
Carla Eley	<a href="mailto:carla.eley@supplychain.nhs.uk">carla.eley@supplychain.nhs.uk</a>
Claire Johnson	<a href="mailto:claire.johnson@supplychain.nhs.uk">claire.johnson@supplychain.nhs.uk</a>
Adele Page	<a href="mailto:adele.page@supplychain.nhs.uk">adele.page@supplychain.nhs.uk</a>
Oliver Dyce	<a href="mailto:oliver.dyce@supplychain.nhs.uk">oliver.dyce@supplychain.nhs.uk</a>

# Appendices

## Appendix F6

### Notification Of Proof Of Delivery Required For Quantity Holds

NHSSC : Proof Of Delivery Communication

**NHS**  
Supply Chain

**Supplier Information**

Date : 01/01/2017

To Whom it may concern,

The following invoice line(s) has been placed on a:  
Quantity Hold

Our Hold Ref	Your Invoice Number	UDR Ref Date	Invoice Line Number	Purchase Order	Internal PO Ref	PO Line	Our Product Code	Supplier Product Code	Order Quantity	Received Quantity	Previously Invoiced Quantity	Invoiced Quantity	Query Amount (Ex Vat)	Currency	Requester	Requester Email	Notes

To ensure prompt action to your response, please forward this email to "[podrequests@supplychain.nhs.uk](mailto:podrequests@supplychain.nhs.uk)", and attach images of all valid proof of delivery paperwork relating to the above purchase order line.

Please ensure there is no change made to the email subject header.

**PLEASE DO NOT REPLY TO THE SENDER E-MAIL ADDRESS AS THIS INBOX IS NOT MANAGED.**

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 Holds

NHSSC: Credit Note Request - Quantity Hold

**NHS**  
Supply Chain

**Supplier Information**

Date : 01/01/2017

To Whom It May Concern,

The following invoice line has been placed on a quantity hold.

Your Invoice Number	UDR Ref Number	Invoice Date	Invoice Line	Purchase Order	Internal PO Ref	PO Line	Our Product Code	Supplier Product Code	Order Quantity	Received Quantity	Previously Invoiced Quantity	Invoiced Quantity	Credit Required (Ex Vat)	Currency	Notes
---------------------	----------------	--------------	--------------	----------------	-----------------	---------	------------------	-----------------------	----------------	-------------------	------------------------------	-------------------	--------------------------	----------	-------

To ensure prompt action to your response, please forward this email to "[purchase.ledger@supplychain.nhs.uk](mailto:purchase.ledger@supplychain.nhs.uk)", and attach the requested credit note.

Please ensure there is no change made to the email subject header.

**PLEASE DO NOT REPLY TO THE SENDER E-MAIL ADDRESS AS THIS INBOX IS NOT MANAGED.**

If you have any queries regarding the above information, please contact Accounts Payable by e-mail, [plenquiries@supplychain.nhs.uk](mailto:plenquiries@supplychain.nhs.uk)

Yours Faithfully,  
NHS Supply Chain

# Appendices

## Appendix F8

### Notification Of Credit Required For Price Holds

NHSSC : Credit Note Request - Price Hold

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**NHS**  
Supply Chain

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Date : 01/01/2017

To Whom It May Concern,

The following invoice line has been placed on a price hold.

Your Invoice Number	UDR Ref Number	Invoice Date	Invoice Line	Purchase Order	Internal PO Ref	Purchase Order Line	Our Product Code	Supplier Product Code	Order Quantity	Invoice Quantity	Unit Price	Unit Invoice Price	Credit Required (Excl. Vat)	Currency	Notes

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To ensure prompt action to your response, please forward this email to "[purchase.ledger@supplychain.nhs.uk](mailto:purchase.ledger@supplychain.nhs.uk)", and attach the requested credit note.

Please ensure there is no change made to the email subject header.

**PLEASE DO NOT REPLY TO THE SENDER E-MAIL ADDRESS AS THIS INBOX IS NOT MANAGED.**

If you have any queries regarding the above information, please contact Accounts Payable by e-mail, [plenquiries@supplychain.nhs.uk](mailto:plenquiries@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 follows:

Supplier Portal Home > e-Commerce > eTrading order status

Orders

Order number / Interchange reference:

Showing 201 - 202 of 202 results  
Page size: 10 20 50 100 Prev 1 2 3 Next

Transaction date	Interchange reference	Total orders	Total order lines	Total order value	Labels	Orders
24/11/2014 15:18:13	4212	2	2	£468.75		
24/11/2014 13:49:50	4211	2	3	£791.00		
24/11/2014 08:16:34	4210	1	1	£207.50		

Page size: 10 20 50 100 Prev 1 2 3 Next

[Back](#)

Supplier Portal Home > e-Commerce >

Orders

Orders for interchange reference 4212

Order number	Depot	Order date	Delivery date	Total items	Total value	Invoices
A5175406C	Alfreton	24/11/2014	26/11/2014	1	£207.50	
B5065141C	Bury St. Edmunds	24/11/2014	26/11/2014	1	£261.25	

[Back](#)

Supplier Portal Home > e-Commerce > eTrading order status > Order detail

Orders

Order number A5175406C [Create invoice](#)

Order no	Order date	Delivery date	Courier	Tracking / delivery no	ASN no	Truck no
A5175406C	24/11/2014	26/11/2014	<input type="text"/>			

Order line	NPC	Description	EAN	Qty	Amend	Unit price	Value
1	FFF113	PRESSURE MONITORING KIT STP-90R (BOX 25)		1	1	207.50	207.50

0 highlights pending amendments not yet processed.

[Direct delivery confirmation](#)

eTrading create invoice

Invoices

Order no	Order date	Invoice reference	Invoice date	Delivery date	Delivery note
A5175406C	24/11/2014	<input type="text"/>	24/11/2014	<input type="text"/>	<input type="text"/>

Line no	NPC	MPC	Description	Qty	Qty	Unit price	Value	VAT %
1	FFF113	STP-90R	PRESSURE MONITORING KIT STP-90R (BOX 25)	1	<input type="text"/>	207.50		0

[Restore default invoice](#) [Zero quantities](#)

Settlement days:  Settlement payment date:

VAT rate %	No lines	Total goods	Total VAT	Total discount
20	1	207.5	41.50	0
			Settlement discount	0.00
			VAT	41.50
			Invoice total	249.00

[Create invoice](#) [Back](#)



# Appendices

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## 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 qtys] 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.

# Appendices

## Appendix F10

### Acceptable Proof Of Delivery Format (Stock)

Carrier Name & Address		Supplier Name & Address	
DELIVERY NOTE S111031 DGR		PO Number R2/4004908	
618-44893424 / SKX			
Delivery Address Date..... 04.11.11		STP Number..... 15677006478465	
NHS RUNCORN DIST CENTRE		Mawb Number.... 618-44893424	
LISTER ROAD		Hawb Number.... CAN-55051400	
ASTMOOR IND ESTATE		Flight Number.. SQ 861/02	
RUNCORN, CHESHIRE		Shed..... SKX	
WA7 1SW		Origin.....	
		Arrival Date... 04.11.2011	
Shipper.....			
Marks:	Packages	Description of goods	Act/Chgble Wght/VOL
	128	DRY BATTERY	708.0/ 708.0 / 3.8
Instructions to The Truck Driver			
IMPORTANT			
In the event of any damage/shortages a full report must be submitted to us at the above address immediately after delivery. Delivery is considered effected upon tendering of the goods on the vehicle to the consignee.			
The driver is not permitted to accept instructions to deliver the consignment to an address other than shown on the delivery note.			
CASE OF DELIVERY INSTRUCTIONS			
[ ] - C.O.D. Amount: GBP .00			
[ ] - Please pay the amount shown above to the Driver who has instructions NOT to deliver without first obtaining payment of same. Thank you for your co-operation.			
Receipt			
The above goods have been received in good order and condition.			
Name : Jon Smith		Date : 04.11.11 Time: 10.05am	
(Printed)		(Signature)	
This Consignment was handled by -			
		Truck Reg. No.:	
		Driver Name....	



# Appendices

## Appendix F10

### Acceptable Proof Of Delivery Format (Stock)

**Supplier Name & Address**      **Packing list/ Delivery Note**

PO No.: R2/4004908  
Note No: S111031  
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

SALESPERSON	P.O. NUMBER	DATE SHIPPED	SHIPPED VIA	F.O.B. POINT	TERMS
	R2/4004908	04.11.11			

MARKS	C/NO.	DESCRIPTION	QTY. Master Carton (Label Color)	QTY. (Pack 600)	Qty.Cells	G.W. KGS xCtn	MEASURES
		ZINC AIR BUTTON CELL BATTERIES H.S. Code:85066000			600cells /box		
		A675P (GHD354)	4 (White)	20	12,000	7.8x4	
		A675 (GHF016)	12 (Blue)	60	36,000	7.8x12	
Button Cell C/no. 1-128	1-128	A13 (GHD352)	100 (Orange)	500	300,000	5.3x100	62x26x16cmx116
		A312 (GHD351)	12 (Brown)	60	36,000	4.2x12	62x22x16cmx12
		Each Full Master carton contains 5 boxes of pack 600					

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

*J Smith*  
Authorized signature

### Acceptable Proof Of Delivery Format (Blue Diamond)

## Supplier Name & Address

### NHS BLUE DIAMOND DELIVERY

DELIVERED TO

ALFEE TCN

NUMBER OF PALLETS

12

No. OF EMPTY PALLETS RETURNED

12

SIGNATURE RECEIVED

J. Smith

PRINTED RECEIVED

Jon Smith

DRIVERS SIGNATURE

DELIVERY DATE

22-11-11

DELIVERY TIME

23:25

# Appendices

## Appendix F12

### Acceptable Proof Of Delivery Format (eDirect)

**Example E Direct Proof Of Delivery**

**Supplier Name**

**DELIVERY NOTE**

Delivery Date: 31/10/11  
Delivery No: 78807  
Account No: 3006  
Your Ref: M2020237D

**Deliver to:**

**Customer Name & Address**

Code Description	Qty Per Case	Qty Ordered	Previously Delivered	Qty This Delivery	Qty To Follow
38212 Surgical Gown X-Large Easlite SMS Batch Number: 4 x 808110830, 4 x 808110830	50	5	0	5	0

**End of delivery note**

**Special Instructions**  
REQPT:SD1430 THEATRES (L)  
REQNO:41013C/11165M

**Delivery Method:**  
Consignment No:  
Total Weight: 46.40  
Total Volume: 0.40

RECEIVED	DATE	TIME	PRINT NAME	SIGNATURE	DEPARTMENT
5	11/11		Jon Smith	J Smith	

On receipt of goods please sign and return. Any discrepancies should be noted on this delivery note and notified in writing to the below address within 7 days.

The background of the slide is a solid blue color. It is decorated with various white icons related to supply chain and healthcare, including shopping carts, trucks, people, documents with the pound symbol (£), and network diagrams. These icons are arranged in a pattern of overlapping circles of different sizes.

Twitter: @NHSSupplyChain  
[www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)

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