



Supply Chain

# BOLA Process

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IM Non-Stock eDirect

# eDirect BOLA

eDirect is one of NHS Supply Chain's largest route to market by value





## What is BOLA

BOLA (back-order line amendment) allows limited flexibility to manage order balances more efficiently. Suppliers can reduce or cancel a balance from a single or multi-line order to meet the expected delivery date. Ensures that a supplier's order book for backorders are accurate and up to date.

As part of the enrollment supplier can have a back order up to 30 working days, allowing for better stock control and fulfillment planning. Payments are processed more efficiently for goods that are dispatched, reducing delay in financial transactions.

Customers have a clear indication when products are arriving and when, improving the overall experience by reducing queries regarding order status. Maintaining an organised and transparent order book allows for smoother transactions for both suppliers and customers.

Part shipments can be a major source of frustration for both customers and NHS Supply Chain when orders are not fulfilled in full. Incomplete deliveries can lead to confusion, and disruption in planning along with other known issues below.

- Real time status of orders.
- Clinic appointments rescheduled or cancelled, often last minute.
- Customers looking to source reliable products from competitors.
- Lines being held on orders where multiple products are ordered.
- Finance payments delayed because invoicing is not completed correctly.

# Suppliers

What does this mean for suppliers who are enrolled into the BOLA program?





## Limited back order

Under this program suppliers can have a back order with NHS Supply Chain up to a maximum of 30 working days, dependent on the scenario covered in the next slide.

## Accuracy

Order balances will be rekeyed via the online ordering platform, using customer account details, eliminating the need for customer interventions which will enable better visibility of order progress.

## Dedicated team

NHS Supply Chain have a dedicated team - National Admin Unit - who will place a new order for any outstanding balance they are advised of daily removing the need for customers to complete this task, saving time.

## Communication

National Admin Unit will contact the requisitioner to advise the balance change from the original order and that a new order has now been placed.

## Proforma

National Admin Unit require all suppliers enrolled to provide a fully completed consolidated daily proforma.

Proforma should be emailed each day to [edbola@supplychain.nhs.uk](mailto:edbola@supplychain.nhs.uk)

A copy of the proforma can be found at:

<https://www.supplychain.nhs.uk/spform>

# Scenario - BOLA

The scenarios listed here will help all suppliers with how best to utilise BOLA and when.



## Scenario 1

Supplier receives an order, and you can complete the order in full. All items in stock and to be delivered on time in full.  
Action - update the supplier portal or your third party system on despatch as normal.  
No requirement to complete BOLA proforma.



## Scenario 2

Supplier receives an order, and you cannot ship any item or quantity at all.  
Action - update the supplier portal or your third party system keeping to maximum allowance of 30 working days backorder.  
No requirement to complete BOLA proforma.



## Scenario 3

Supplier receives an order, and you can part ship elements.  
Action - update the supplier portal or your third party system to what you can send to the customer then confirm the order. No delivery date changes should take place here. The balances you cancelled are now to be placed into the BOLA process by completing the BOLA proforma.

No requirement to complete BOLA proforma

If you're to amend the quantity due to a customer cancellation, pricing dispute, a discontinued line, a product listed incorrectly whether that be description or unit of issue you must reduce the quantity on the order to zero. Advise your normal NHS Supply Chain contact.