

NHS Supply Chain Billing

Guidance notes
V3 - 9 July 2019

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General information

This guide explains how to use the NHS Supply Chain Billing system to view and print invoices, credit notes and statements.

Document conventions

Menu options, labels and links are all shown in bold. For example, in “Click **Save** before leaving this page”, **Save** is the text on a button.

Some screenshots are annotated with numbers. These numbers correspond to a particular instruction in the step-by-step instructions associated with that screenshot.

The screenshots in this document are taken from our test system. Any correlation with actual trusts, products and suppliers is coincidental.

Icons used within the Billing application



Click to see help on the options available



Open a document as a PDF (can be saved or printed)



Download information in Microsoft Excel format



Include detail in Microsoft Excel export

Using the Billing application

The Billing application enables you to log on to the system and obtain up-to-date information about your accounts. From this application you can:

- Access invoices, credit notes and statements electronically
- Print copy invoices, credit notes and statements
- Download information in spreadsheet format.

Logging on

NHS Supply Chain finance staff create usernames and passwords for people who want to use the Billing application. Details are emailed to users.

The Billing application is accessed from the home page of the NHS Supply Chain website.

To log onto the Billing application:

- 1 Go to www.supplychain.nhs.uk
- 2 Click **My Supply Chain** in the blue menu bar.
- 3 Click on Billing log in.
- 4 Enter your username and password.
- 5 Click Login

Changing your password

If you are using the system for the first time or if your password has expired, you must provide a new password.

Enter your new password into both boxes and click **Save changes**.

If a message is shown offering to remember your password, make sure you select the option that does not remember (or save) it. This is a security measure to prevent unauthorised access.

Forgotten your password?

If you have forgotten your password, click [Forgotten your password?](#) in the logon box.

Enter your username and email address in the boxes and click [Send password](#). A new password is sent to your email address, which you will have to change immediately (see 'Changing your password', above).

The Billing Home Page

After logging in, you see the **Billing** home page, which is shown below.

The screenshot shows the Billing home page for Mrs Alison Peck. The page is divided into several sections:

- Header:** 'Billing' and 'NHS Supply Chain' logos, along with user information and navigation links.
- Welcome:** A personalized message for Mrs Alison Peck.
- Stats:** A table showing document counts:

Stats	
Total no of documents	0
Overdue documents	0
Non-printed documents	0
- Support information:** Contact details for queries regarding invoices or statements, including a phone number (01773 724253) and an email address (credit.control@supplychain.nhs.uk).
- System alerts and messages:** A section indicating there are no system messages at this time.

The **Stats** section on the left shows some basic information about your account:

- **Total No of Documents** is the number of invoices, statements and credits produced since the account was created.
- **Overdue Documents** is the number of overdue invoices or credits outstanding on the account.
- **Non-printed Documents** is the number of original documents received which have not yet been printed.

These figures are for **all** accounts if you have access to multiple accounts.

The **Support information** section on the right contains contact details and email links for help with finance issues and IT queries.

System alerts and messages are displayed at the bottom of the page below the blue bar. (There are no alerts or messages in the example above, but the heading is shown).

Basic navigation

The menu bar at the top of the page provides options to move around within the Billing application:

- **Home** returns you to the home page.
- **Documents** gives access to account invoices, statements and credit notes.
- **Financial calendars** is no longer used.
- **Help** opens a copy of these guidance notes.
- **Log out** - close documents before you click log out, and log out when you have finished using the application.

Documents

Click **Documents** on the menu to open a page that enables you to filter and display your account information.

The screenshot shows the 'Billing Documents' page. At the top, there's a navigation bar with 'Home Documents' and 'NHS Supply Chain'. Below that is a 'Document list' section with a 'Document search' filter. The filter includes fields for Order number, Document number, Value between, Account, Requisition point code / GLN, Financial period, Document type, Print status, and Payment status. Below the filter is a table with the following data:

Doc no.	Order no.	Payment	Account	Doc type	Value	Pages	Printed?	Document date	CSV	Line detail
CS-46015-31082018		N/A		Statement	812,687.42	1	On-going	31/08/2018		
9029004588	ASE0718776	**Overdue**		Invoice	82,581.12	1	Not printed	20/07/2018		
9029004587	ASE0718775	**Overdue**		Invoice	5,849.09	1	Not printed	20/07/2018		

At the bottom of the table, there is a 'View' button and a 'Records 1-3 of 3' indicator.

At the top of the list is the on-going statement, which is updated each evening. This enables you to see your current account status in one document.

Below the on-going statement is a list of all invoices, credit notes and statements – sorted initially by date and number.

A statement of account is automatically produced on the last day of each month.

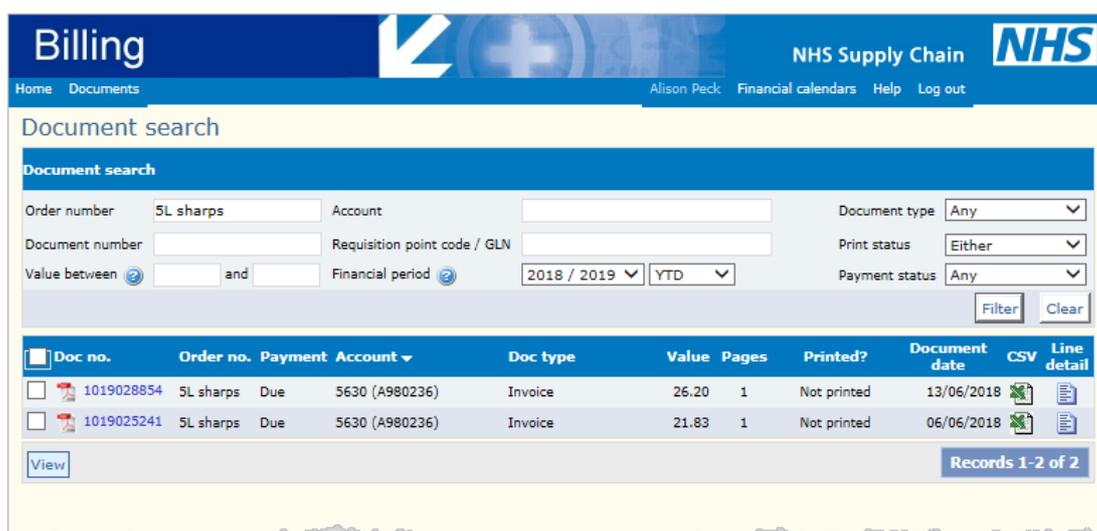
Finding documents

The top of the page enables you to specify criteria that can be used to reduce the number of documents displayed, helping you to find the one you want. You can specify multiple criteria and only those documents meeting all of them are listed.

For options where you type your criteria into a box, you can search using part of a value. For example, type **WCNI33** in **Order number** to display documents relating to order numbers that begin WCNI33.

Order number and Requisition point code/GLN only display documents if you have separate invoices for each requisition point. The option to view and print line detail output for consolidated invoices is explained later.

- To find all documents relating to a specific order, specify the **Order number**. Only invoices, credit notes and statements that reference that order number are listed.



- To view a particular **Document type**, select it from the drop-down list (**Any**, **Invoice**, **Credit** or **Statement**).
- To view a specific invoice, credit note or statement, enter the **Document number**.
- You can restrict the list to invoices or credit notes within a range of values (**Value between ... and ...**). If you are looking for an exact value, enter it in both boxes. Hover on the question mark icon to display the method.
- To find all documents referencing a particular requisition point, type its code or its GLN in **Requisition point code / GLN**.
- Use **Print status** to determine whether you want to see those that have been printed (**Yes**), those that have not been printed (**No**) or your on-going statement (**On-going**). **Either** displayed both printed and non-printed documents.
- **Payment status** filters the list by whether the amount has been paid or not. The options are **Any** (all documents), **Due**, **Paid**, **Overdue** and **Outstanding** (both due and overdue for payment).
- In **Financial period**, select the relevant financial year from the list and then choose from YTD (year to date), a specific month or a specific week from the drop-down list to its right.

Billing
NHS Supply Chain

Home Documents
Alison Peck Financial calendars Help Log out

Document search

Document search

Order number Account

Document number Requisition point code / GLN

Value between and Financial period 2018 / 2019 YTD

Document type

Print status

Payment status

<input type="checkbox"/>	Doc no.	Order no.	Payment Account		Value	Pages	Printed?	Document date	CSV	Line detail
<input type="checkbox"/>	IS-29271-30062018		N/A 29271 (1219886)	In	63,675.99	1	On-going	30/06/2018		
<input type="checkbox"/>	IS-32146-30062018		N/A 32146 (1364919)	In	188.71	1	On-going	30/06/2018		
<input type="checkbox"/>	1019030775	Due	5630 (A980236)	In	540.72	1	Not printed	15/06/2018		
<input type="checkbox"/>	1019028855	Due	5630 (A980236)	In	832.26	1	Not printed	13/06/2018		
<input type="checkbox"/>	1019028854	5L sharps Due	5630 (A980236)	In	26.20	1	Not printed	13/06/2018		
<input type="checkbox"/>	1019028853	Due	5630 (A980236)	In	731.58	1	Not printed	13/06/2018		
<input type="checkbox"/>	1019028852	11.5 litre Due	5630 (A980236)	In	11.50	1	Not printed	13/06/2018		
<input type="checkbox"/>	1019025242	Due	5630 (A980236)	Invoice	375.50	1	Not printed	06/06/2018		
<input type="checkbox"/>	1019025241	5L sharps Due	5630 (A980236)	Invoice	21.83	1	Not printed	06/06/2018		

Click **Filter** to list all documents meeting the criteria you set. Click **Clear** to remove the filters and display all documents.

Understanding the document list

The documents are displayed in a list. The summary information you can see for each document is outlined below: column headings and the information those columns contain are specified.

Doc No	The document number is either the invoice or credit note number, or a date and account number reference if it is a statement document.
Order number	The order number associated with this invoice or credit note, where applicable.
Payment	The payment field shows the present status of each document: due, overdue or paid, or N/A if it is a statement document.
Account	The account number for which details are being viewed.
Doc Type	The type of document each line item is: invoice, credit or statement
Value	This field shows the document total value.
Pages	This indicates the number of document pages.
Printed?	This shows whether or not a document has been printed. A warning message indicates when a document is being printed for the first time, as subsequent prints are annotated with the word 'copy'.
Document Date	This is usually the week ending date, but may be a daily date for some invoices.
CSV	The document in exportable format.
Line Detail	The detail transactions relevant to the document.

Sorting the document list

To sort the document list, click a column heading. This sorts the documents in ascending order of the value in that field.

Click the column heading a second time to reverse the sort order.

Viewing and printing documents

The listed documents can be opened in PDF format, with the option to then print them.

- 1 Select the box to the left of a document number to open and print that document – you can select multiple documents in this way.

To open a single document, you can click the PDF icon to the left of the document number.

Selecting the box to the left of **Doc no.** in the heading selects all documents.

- 2 Click **View**.

Document ID	Status	Category	Type	Value	Count	Printed	Date	Actions
WSEI324694	**Overdue**	S7DA	Invoice	7,383.06	1	Printed	19/10/2007	[Print] [Excel] [Line detail]
<input checked="" type="checkbox"/> WSEI322641	Paid with thanks	S7DA	Invoice	21,570.77	1	Printed	12/10/2007	[Print] [Excel] [Line detail]
<input type="checkbox"/> WSEI319053	Paid with thanks	S7DA	Invoice	9,523.87	1	Printed	05/10/2007	[Print] [Excel] [Line detail]
<input type="checkbox"/> 30092007-S7DA	N/A	S7DA	Statement	73,402.50	1	Printed	30/09/2007	[Print] [Excel] [Line detail]
<input type="checkbox"/> 00002008-S7DA	N/A	S7DA	Income Statement	332,685.00	2	Ongoing	30/09/2007	[Print] [Excel] [Line detail]

View [Records 1-15 of 46] Page 1 of 4 [1] [2] [3] [4] >

Billing Version 1.0 (138/61) © NHS Supply Chain 2005 - 2007 (Narrow, Wide) 07/12/2007

You can change the status back to 'On-going' by clicking the **Printed** link in the same row as the document.

Exporting information to a spreadsheet

Documents can be viewed in Microsoft Excel format by clicking the  to the right of the document (in the **CSV** column). You are given the option of opening or saving the document.

To view transaction details for a selected document, click the  icon in the **Line detail** column. (Line details are not available for statements.)

Example documents

Three types of document can be printed from the Billing application. Examples of each of them are shown in this section. Identifying information has been obscured to protect confidentiality.

Invoice example

INVOICE



Invoice address

W/THE ACTIVE
4TH FLOOR LINDEN HOUSE
100-102 WARDON HILL
BROOKLYN
SE1 2HT

Delivery address

W/THE ACTIVE
4TH FLOOR SUITE 2
11 BELGRAVE ROAD
LONDON
SW1Y 6BB

Order number		Account number	
Requisition number	070401	Invoice number	101087238
Depot	148808	Invoice date	28/06/19
District	51	Goods delivered week ending	28/06/19
Requisition point	54073		
GLN			

Bank details for payment of this invoice by BACS: sort code 60-70-80 account number 10029737

NPC (GTIN)	Item description	Qty	Nett	VAT rate	VAT	Totals
ABX353 (601069533019)	MULTI-VITAMIN TABLETS.BOTTLE CONTAINS 4	1	3.70	S	0.74	4.44
ABX304 (6038483382752)	VITAMIN DROP DELIVER SEPARAT POLARSPE	1	15.22	S	3.04	18.26
VAT registration no. 290 8858 54			Invoice total (GBP)	18.92	3.78	22.70

PAYMENT TERMS:- 30 NET. PAYMENT MUST BE RECEIVED ON OR BEFORE:- 28 Jul 2019.

VAT rate codes:- S = Standard rate R = Reduced rate Z= Zero rated item E = Zero rated purchase O = Out of scope

REMITTANCE ADVICE

<p>Please fax remittances to 01773 724225 or email to credit.control@supplychain.nhs.uk Please post cheques to NHS Supply Chain Cash Receipts Department West Way Cotes Park Industrial Estate Alfreton, Derbyshire DE55 4JQ</p> <p>In case of invoice query please contact Jamie Waterfield Email: jamie.waterfield@supplychain.nhs.uk Tel: 01773 724225</p>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p>W/THE ACTIVE 4TH FLOOR LINDEN HOUSE 100-102 WARDON HILL BROOKLYN SE1 2HT</p> </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Account number</td> <td style="width: 70%;"></td> </tr> <tr> <td>Invoice number</td> <td>101087238</td> </tr> <tr> <td>Invoice total (GBP)</td> <td>22.70</td> </tr> </table>	Account number		Invoice number	101087238	Invoice total (GBP)	22.70
Account number							
Invoice number	101087238						
Invoice total (GBP)	22.70						

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VAT No. 290 8858 54 Registered Office: Skipton House, 80 London Road, London, United Kingdom, SE1 6LH

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Credit note example

CREDIT NOTE

Credit address

MEDICAL SUPPLIES AGENCY
 BILL PROCESSING MED SUPP
 PAC GARY HEUT, SPECIAL PROJECTS WGR,
 BLOCK F SPURS, ROOM 30, DE & SPOHALL,
 BATH
 BA1 5AB

Delivery address

MEDICAL SUPPLIES PT
 DONNINGTON RD
 BUILDING 3, THIRD FLOOR, WEST GATE
 TELFORD
 TF2 6JT

Order number	40920478
Requisition number	107501
Depot	47660
District	100
Requisition point	01465
GLN	

Account number	10184000
Credit number	101007663
Credit date	20160219
Goods delivered week ending	20160219
Credit reference	1761281

NPC (GTIN)	Item description	Qty	Nett	VAT rate	VAT	Totals
EVE119	SWABS 10CMX10CM 12PLY SINGLE	-104	-281.84	S	-56.37	-338.21
VAT registration no. 290 8858 54		Credit total (GBP)			-56.37	-338.21

COPY

VAT rate codes:- S = Standard rate R = Reduced rate Z = Zero rated item E = Zero rated purchase O = Out of scope

CREDIT NOTE

Please fax remittances to 01773 724225
 or email to credit.control@supplychain.nhs.uk
 Please post cheques to
 NHS Supply Chain
 Cash Receipts Department
 West Way Cotes Park Industrial Estate
 Alfreton, Derbyshire
 DE55 4QJ

In case of invoice query please contact Lauren Simpson
 Email: lauren.simpson@supplychain.nhs.uk
 Tel: 01773 724225

MEDICAL SUPPLIES AGENCY
 BILL PROCESSING MED SUPP
 PAC GARY HEUT, SPECIAL PROJECTS WGR,
 BLOCK F SPURS, ROOM 30, DE & SPOHALL,
 BATH
 BA1 5AB

Account number	10184000
Credit number	101007663
Credit total (GBP)	-338.21

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Statement example

<p>Statement</p> <p style="text-align: right;"> Supply Chain</p> <p>Statement address</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> HULL AND EAST YORKSHIRE HOSPITALS P O BOX 4632 DERBY DE1 4LJ </div> <p style="font-size: small; text-align: right;">P0000164007846120202011408</p> <p>Account number 43601 (0212)</p> <p>Date 31/07/2019</p> <p style="font-size: x-small;">Bank details for payment by BACS: Sort code 60-70-80 Account number 10029737</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Doc. Type</th> <th>Document Reference</th> <th>Status</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>08/04/2019</td><td>Invoice</td><td>1010005709</td><td>Overdue</td><td>12,005.11</td></tr> <tr><td>24/05/2019</td><td>Invoice</td><td>1010039148</td><td>Overdue</td><td>441,272.20</td></tr> <tr><td>31/05/2019</td><td>Invoice</td><td>1010044447</td><td>Overdue</td><td>372,790.56</td></tr> <tr><td>07/06/2019</td><td>Invoice</td><td>1010049858</td><td>Due</td><td>435,871.66</td></tr> <tr><td>08/06/2019</td><td>Invoice</td><td>1010048252</td><td>Due</td><td>51.71</td></tr> <tr><td>08/06/2019</td><td>Credit</td><td>1010905406</td><td>Due</td><td>-3,253.49</td></tr> <tr><td>14/06/2019</td><td>Invoice</td><td>1010057494</td><td>Due</td><td>415,765.22</td></tr> <tr><td>21/06/2019</td><td>Invoice</td><td>1010060489</td><td>Due</td><td>439,480.74</td></tr> <tr><td>28/06/2019</td><td>Invoice</td><td>1010069033</td><td>Due</td><td>472,662.38</td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Current</th> <th>1-30 days o/due</th> <th>31-60 days o/due</th> <th>61-90 days o/due</th> <th>91-120 days o/due</th> <th>Total amount due</th> </tr> </thead> <tbody> <tr> <td>1,763,831.71</td> <td>810,809.27</td> <td>12,005.11</td> <td>0.00</td> <td>0.00</td> <td>2,586,646.09</td> </tr> </tbody> </table> <p>NHS Supply Chain Cash Receipts Department West Way Cotes Park Industrial Estate Alfreton Derbyshire DE55 4QJ TEL: 01773 724275 <small>email: derby.pay@nhs.uk</small></p> <p>PAYMENT TERMS:- 30 NET.</p>	Date	Doc. Type	Document Reference	Status	Value	08/04/2019	Invoice	1010005709	Overdue	12,005.11	24/05/2019	Invoice	1010039148	Overdue	441,272.20	31/05/2019	Invoice	1010044447	Overdue	372,790.56	07/06/2019	Invoice	1010049858	Due	435,871.66	08/06/2019	Invoice	1010048252	Due	51.71	08/06/2019	Credit	1010905406	Due	-3,253.49	14/06/2019	Invoice	1010057494	Due	415,765.22	21/06/2019	Invoice	1010060489	Due	439,480.74	28/06/2019	Invoice	1010069033	Due	472,662.38	Current	1-30 days o/due	31-60 days o/due	61-90 days o/due	91-120 days o/due	Total amount due	1,763,831.71	810,809.27	12,005.11	0.00	0.00	2,586,646.09	<p style="text-align: right;"> Supply Chain</p> <p>Remittance Advice</p> <p>Received From:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> HULL AND EAST YORKSHIRE HOSPITALS P O BOX 4632 DERBY DE1 4LJ </div> <p>Account number 43601</p> <p>Date 31/07/2019</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Document Reference</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>08/04/2019</td><td>1010005709</td><td>12,005.11</td></tr> <tr><td>24/05/2019</td><td>1010039148</td><td>441,272.20</td></tr> <tr><td>31/05/2019</td><td>1010044447</td><td>372,790.56</td></tr> <tr><td>07/06/2019</td><td>1010049858</td><td>435,871.66</td></tr> <tr><td>08/06/2019</td><td>1010048252</td><td>51.71</td></tr> <tr><td>08/06/2019</td><td>1010905406</td><td>-3,253.49</td></tr> <tr><td>14/06/2019</td><td>1010057494</td><td>415,765.22</td></tr> <tr><td>21/06/2019</td><td>1010060489</td><td>439,480.74</td></tr> <tr><td>28/06/2019</td><td>1010069033</td><td>472,662.38</td></tr> </tbody> </table> <div style="background-color: #0056b3; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Amount Due 2,586,646.09 </div> <p>REMITTANCE ADVICE</p> <p>NHS Supply Chain Cash Receipts Department West Way Cotes Park Industrial Estate Alfreton Derbyshire DE55 4QJ TEL: 01773 724275</p> <p>PAYMENT TERMS:- 30 NET.</p>	Date	Document Reference	Value	08/04/2019	1010005709	12,005.11	24/05/2019	1010039148	441,272.20	31/05/2019	1010044447	372,790.56	07/06/2019	1010049858	435,871.66	08/06/2019	1010048252	51.71	08/06/2019	1010905406	-3,253.49	14/06/2019	1010057494	415,765.22	21/06/2019	1010060489	439,480.74	28/06/2019	1010069033	472,662.38
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