

# Customer Guide

How to get more from our services

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# About us

We are an integral part of the NHS family. We source, deliver and supply healthcare products, services and food for NHS trusts and healthcare organisations across England and Wales.

We work in collaboration with the healthcare system and suppliers to ensure our supply chain is cost-efficient, resilient, and responsive to frontline needs - helping the NHS to put patients first.

We leverage the collective buying power of the NHS to support the healthcare system to achieve their financial, operational and strategic objectives.

For more information about us, our operating model, structure and the latest updates from our communications team, please see:

<https://www.supplychain.nhs.uk/about-us>

# Customer Services team

As a valued customer you will be supported by Customer Services Advisors and Regional Customer Services Managers. Each Customer Services Advisor has key customers within each geographical area and every customer has a direct line number for their dedicated contacts.

## We provide the following services for customers:

- Service performance and monitoring.
- Providing you with product information.
- Feeding information back into our team, based on the issues you raise to ensure our products and services continue to meet your needs.
- All calls are logged on an electronic helpdesk for the resolution of queries.
- Rapid response to all customer queries, with a named point of contact for each customer.

Our telephone lines are manned from 8am until 5pm, Monday to Friday.  
Alternatively you can email us via [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk).

To find out more visit:

<https://www.supplychain.nhs.uk/customer-service>

For contact details visit:

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

## Other Support and Forums

We are developing new and engaging ways to support you as our customer. Our Hospital Care team is aligned to regional areas and the Integrated Care System (ICS) across the country.

Our Voice of the Customer (VoC) team run regular forums, calls and meetings with your representatives to discuss, prioritise and plan action. These include:

Personal Protective Equipment (PPE) issues  
Clinical Customer Advisory Forum  
CPSN Clinical Alternative Products Support  
ICS Working Group  
Non-Acute Working Group  
Resilience and Service Support Call  
Resilience Steering Group  
Customer Engagement in Category Strategy

We want to ensure we are embedding your voice in our procurement and supply chain strategies, aligning to clinical needs and making it easier for the NHS to put patients first.

Further details and information about all of our customer-facing teams can be found at <https://www.supplychain.nhs.uk/contact>

# Non NHS accounts

We have a wide range of customers who provide healthcare services that are not hospital based, or directly provided by an NHS trust.

If you work for one of these types of organisation, please contact our Out of Hospital Care Team - <https://www.supplychain.nhs.uk/out-of-hospital>

The same customer services are available to customers with non NHS accounts, as detailed in the [previous page](#).

Our telephone lines are manned from 8am until 5pm, Monday to Friday.  
Alternatively you can email us via [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk).

To find out more visit:  
<https://www.supplychain.nhs.uk/customer-service>

For contact details visit:  
<https://www.supplychain.nhs.uk/customerserviceteams>

# Things to consider when preparing your order



**(Control of Substances Hazardous to Health)**

Before placing your order with us, please ensure that your health and safety representative visits our online catalogue and obtains CoSHH datasheets for any relevant products you require.

## Electro-medical products **E**

Before these products can be used, they need to be tested by your trust's Electro Biomedical Engineering (EMBE) representative to ensure compliance with regulations. All electro-medical products are clearly labelled in our online catalogue with **E**.



**(Waste Electrical and Electronic Equipment)**

This label shows products that fall under the 2006 WEEE regulations. Once these products reach the end of their life, the manufacturer is responsible for their collection, treatment and disposal. This also applies to similar products that you may have for disposal when ordering a replacement.

We are not classed as the manufacturer of these products. However, we will provide you with information on who to contact should you wish to arrange disposal. If you wish to dispose of the product yourself, please be aware that this needs to be carried out at an authorised treatment facility.

## Medicinal products

We have a small number of products available that are classed as 'Medicinal Products'. These are regulated by the MHRA and as part of EU regulations for the distribution of medicinal products for human use (2001/83/EC) placed on the NHS Supply Chain, we are required to undertake customer validation checks. As such we reserve the right to restrict supply of Medicinal Products to validated customers only. If you order this classification of product from us you will be subject to an initial validation followed by annual revalidation in the form of a request for information. This will enable us to qualify you as a valid legal entity.

## Food products nutritional and allergen information

Before ordering any of our food products, we strongly advise that you visit our online catalogue and view the related food datasheets, which include information on nutritional content and any food allergens the products may contain.

# Placing an order with NHS Supply Chain

Please check with your organisation to find out if you are already set up as a customer of NHS Supply Chain.

If your organisation is not an existing customer, or you need assistance to check this information, please contact our Customer Services team.

Ideally each individual user within our customer organisations would have their own user account. If you need to create one, please go to <https://www.supplychain.nhs.uk/create>

You can search or browse products using our online catalogue at <https://my.supplychain.nhs.uk/catalogue>

Multiple ways to order from us are available, please see our website for more information <https://www.supplychain.nhs.uk/mysupplychain>

# Online catalogue and ordering

Our online catalogue and ordering system is accessible to our customers via the NHSNet, the system contains features such as:

- Access to an extensive online catalogue with a useful search and browse tool.
- Online requisitioning and order tracking facilities.
- The ability to customise your own trust catalogue, bringing a personal touch to the order process.

Our online catalogue is updated daily, enabling you to access the latest product information when browsing or placing your order, including details on the following:

## Latest products

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Keeps you informed of the latest products added to the catalogue. You can search by NPC codes (unique code allocated to each product within our catalogue) or the date they were added.

## Product amendments

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Enables you to find out about changes to a product e.g. price, pack size, supply route or available while stocks last (AWSL). Search against a specific NPC code or enter a date range to find the information you need.

## Stock status

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Our online catalogue and ordering system now provides logged in users with visibility of the stock status of those products held in our warehouse network:

- For stocked products currently available you will see the words “in stock” in green.
- For stocked products currently unavailable you will see the words “out of stock” in red.

Where a product is shown as “out of stock” logged in users are able to request an automated email notification of when it comes back into stock, which you can do by clicking the “Email Me” button.

We strongly advise you to review your unsatisfied lines report the day before your scheduled delivery to obtain the most accurate and up to date information on product availability.

## Suspended products

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Including why the product has been temporarily suspended, direct and indirect alternatives and the date we anticipate it being available again.

You have the option to download the information into Microsoft Excel.





# Online catalogue and ordering

## Managing the ordering process

To assist you in placing orders you can create favourites or standing orders:

### Favourites

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This is a list of items that you order repeatedly. A favourite can be used to create an order, acting as a template, but is not an order itself. A favourite contains details of products and the quantities of each product that you have specified.

You must manually create an order from a favourite, where you can amend quantities and specify other order information.

### Masking products in the catalogue

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Masks are named “collections” of products. Each collection can be associated with one or more requisition points, but a requisition point can only be associated with one collection.

Masking prevents the ordering of products that your trust does not want you to be able to order. The products can still be seen, however only someone with the Mask Override role can order masked products.

A product cannot be ordered for a requisition point if it is masked. Masking can be applied specifically to a requisition point or it can be trust wide.

You must have the Masking role to be able to change or mask part of the catalogue. If you do not have this role, you cannot see this area.

### Standing orders

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These are groups of regularly ordered items that form actual orders.

When the standing order is created, the options you choose determine how frequently the order is repeated. Depending on selections made when creating the order and the authorisation level of the person who created it, a standing order may be generated and saved for further processing, it may also be sent for authorisation or may be submitted to NHS Supply Chain.

### Amending your account

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Should you wish to amend roles or requisition points on your account please speak to your Trust Administrator.

You can find their contact details via the “My Details” section at the top of the online catalogue and ordering system page once logged in.

For more information on our online ordering system, please contact your Regional Customer Services Advisor or your Account Manager via <https://www.supplychain.nhs.uk/contact/>

# Product catalogue images

Where available we provide access to data in the following ways:


- Product images
- Product information sheets
- Material safety data (CoSHH) sheets.

We have a dedicated resource working to increase both the number and quality of images present and keep up to date those products that already have images available. Currently, at least 40% of our products on our catalogue have images provided. This number will continue to rise as we increase our focus on this important area.

Our product images are provided by the supplier of the actual product. We ask our suppliers to provide a clear, crisp and coloured image of the NHS Supply Chain Unit of Issue (UOI) or individual item, whichever is most appropriate.

It is our intention to provide an image of the actual product in its unit of issue. We acknowledge there are instances when images of the product box or outer package are helpful to certain customer groups to aid their decision making. For example, some customers use the product box to identify a product they are using. Likewise, some customers like to see the outer package to ascertain its specific storage requirements, i.e. will they have room to actually store it where they need to.

To access all the images available for a specific product on our online catalogue users can either:

- Click onto the product description to get full sight of all products details and images
- Click your cursor on the "  " icon which will then display them, as shown below.



## NCP Product

### **Prefilled Syringe Externally Sterile 3ml NaCL saline in 10ml syringe**

Prefilled Syringe Externally Sterile



If there are any products that currently do not have an image then please contact your Customer Services Advisor and they will progress with the supplier on your behalf.

# Electronic Demand Capture (eDC)

eDC is free of charge system offering smarter stock management for high volume, low value goods.

The web interface is used to create an authorised list of requirements including the set up of product reorder and maximum stock levels. It is unique as requirements and demand can be created for NHS Supply Chain supplied products and those which are not supplied through the NHS Supply Chain route.

Demand is predominantly created by scanning barcodes with Personal Digital Assistants (PDAs) which we supply free of charge. The NHS Supply Chain national catalogue can be accessed and a local non stock, local catalogue can be created.

There is a full reporting suite enabling demand monitoring for all areas where eDC is implemented.

## Electronic Demand Capture Gold (eDC Gold)

eDC Gold is an extension to the current eDC system and both applications can be managed using the same PDA device. eDC and eDC Gold are classed as GS1 ready.

eDC Gold is the Inventory Management platform designed to manage consignment, high value and critical care products. It delivers:

- Improved control and greater visibility with track and trace functionality.
- Enriched management data through the capture of batch and serial references, along with product expiry dates.
- Demand for NHS Supply Chain supplied products and those not supplied by NHS Supply Chain.
- Procurement savings and improvements to internal stock supply chain, whilst reducing cost and mitigating risk.
- The foundations to drive costs down further throughout the supply chain, from supplier to end user.

Once the decision has been made to implement eDC or eDC Gold, a dedicated eCommerce Deployment Lead will be assigned and will work with you throughout implementation and beyond.

For more information on eDC and eDC Gold please contact [ravinder.bhurji@supplychain.nhs.uk](mailto:ravinder.bhurji@supplychain.nhs.uk).

“ Time freed up for senior staff can now be spent on training and support for junior members of the team and also means that we have more time available to be in theatre. ”

Claire Chesters, Clinical Lead, Mid Cheshire Hospitals NHS Foundation Trust



# Our product supply routes

## Stocked

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These products are stocked in our national and regional distribution centres. We are able to deliver within a standard 48 hours lead time for all products, subject to preferred delivery days.

## Blue Diamond ♦

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Blue Diamond products are ordered through NHS Supply Chain, but are not stocked in our warehouses. They are delivered to us, consolidated with the rest of your order and then delivered to you. Some products have lead times longer than our standard 48 hours so will be delivered subject to your preferred delivery days and confirmed lead time.

## eDirect

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eDirect products are ordered through NHS Supply Chain but are delivered directly to you by the supplier or a courier. Some products have longer lead times than our standard 48 hours so will be delivered by the supplier or courier subject to the confirmed lead time.

For more information please see our Guide to NHS Supply Chain Product Supply Routes and Lead Times on our user guides page <https://www.supplychain.nhs.uk/userguides>

## Direct Framework contracts

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Some of the products we offer are via a “National Framework Contract” whereby you order these products directly with the supplier, quoting the Framework contract number and associated product codes. Please note that such orders are transacted **outside** of NHS Supply Chain’s normal ordering system meaning all liaisons are done directly between the customer and the supplier.

All such contracts are prefixed “NF” and all related product codes begin “N1”. Details on all our Framework contracts can be found on our Online Catalogue via the “Quick Links” section here: <https://my.supplychain.nhs.uk/catalogue/contract>

For further information please contact your Account Manager or your Customer Services Advisor.



# How will I know whether or not all my products are available?

Logged in users of our Online Catalogue and Ordering system now have visibility of the stock status of those products held in our warehouse network (see [page 11](#) for further information).

It is our aim to fulfil your order requirements at all times however there may be issues beyond our control that affect our ability to provide our full catalogue.

In the event of a particular item being unavailable you may be offered either a direct or indirect alternative product.

## Direct alternatives

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These are automatically substituted products that are 'like for like'. However should you feel that the alternative offered to you is unsuitable, please contact your Customer Services Advisor at the earliest opportunity.

Note that direct alternatives are referred to as 'nationally agreed alternative products' within our online catalogue.

## Indirect alternatives

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This is the closest product from our range that we can offer in terms of suitability but there may be differences. Please note that an indirect alternative will not be automatically substituted. It needs to be chosen by you, following appropriate clinical consultation.

Note that indirect alternatives are listed as 'nationally agreed similar products' within our online catalogue.

## Rationed items

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Due to issues beyond our control, some products may become short of supply resulting in rationing across the customer base to enable equal distribution across the entire NHS. In the short term this will result in critical products still being delivered to customers, albeit in reduced quantities.

## Suspended items

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We will inform you promptly of any serious product supply issues, and as such products may need to be suspended from our catalogue. This will mean that the product will become temporarily unavailable and you will be automatically prevented from either inputting or ordering any suspended items. A list of current suspended items can be found on our website at: <https://my.supplychain.nhs.uk/Catalogue/suspension>

## Unsatisfied lines report

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If for any reason we are unable to fully satisfy your order, we will advise you of this **the working day before your delivery is due** via an unsatisfied lines report.

The report can be accessed through our online ordering system. When you log into online ordering in the 'system alerts and messages' section you will see if there are any unsatisfied lines for your trust. By clicking the link you can see the details and any alternative products available.

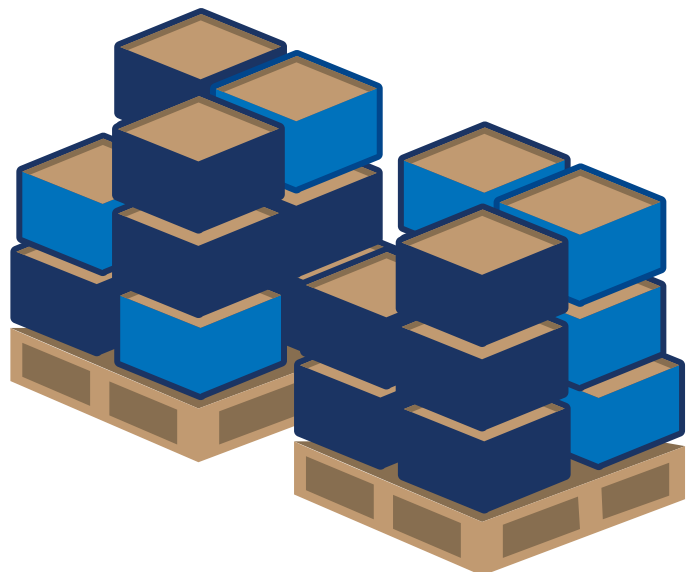
Alternatively you can receive the unsatisfied lines report by email, for the whole trust or it can be requisition point specific. To receive these emails please contact your Customer Services team.

## Demand forecasting

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We work hard to fulfil your order requirements at all times and as such operate in a dynamic environment. For this reason it is essential you forewarn us as early as possible of any change in your normal ordering patterns; be that changes in products and/or quantities purchased. Please contact your Account Manager or Customer Services team at <https://www.supplychain.nhs.uk/contact> and they will be happy to support you.

Please complete the Customer Demand Notification form. This form can be requested from and is to be submitted once completed, to your NHS Supply Chain Customer Services Advisor or Account Manager.



# Deliveries

## Choosing a delivery site

We deliver to a wide variety of healthcare locations from hospitals to small GP clinics and dental surgeries.

Your Regional Customer Services Manager will be able to offer you guidance and support on setting up a new delivery location and arrange any survey of the site which may be required. If we do not think that your chosen delivery site is suitable, they will discuss this with you and help to identify an alternative.

We also help you to manage your delivery profile by periodically deactivating any unused or redundant delivery locations. To reactivate these simply contact your Customer Services team.

## Preferred delivery day and time of delivery

Once a delivery site has been agreed, we will agree a fixed delivery day on which you will receive your order. This will be known as your preferred delivery day.

Please note that dependent on the overall volume or nature of your requirements, you may be allocated more than one preferred delivery day per week. If this is the case you will be notified upon placing your order.

We pride ourselves on providing a rapid and efficient delivery service to our customers. We aim to deliver all standard requisitions within 48 hours of receipt of your order, subject to your preferred delivery days.

**To guarantee that we are able to provide you with this service, please ensure that you input and authorise all orders by 4.15pm 2 days prior to your preferred delivery date, i.e. if your preferred delivery day is Wednesday, you will need to submit your order by 4pm, or 3pm for EDI orders, on the preceding Monday.**

Where appropriate you will be allocated a specific delivery time for each delivery location. If this is the case, our drivers will aim to deliver within 30 minutes of the agreed delivery time. For your convenience, the delivery time can be allocated either inside or outside of normal working hours. Please contact your Regional Customer Services Manager for more details.



# Deliveries

## The day of delivery

To assist our drivers on the day, customers are required to provide staff to accept deliveries at the delivery location. Deliveries will be off loaded at the agreed points of delivery by way of a tail lift service. Please note that our delivery service does not include the manual transportation of goods to other areas within your site. All deliveries will be accompanied by a delivery note.

All customer orders are packed in plastic bags or cardboard boxes and delivered on NHS Supply Chain roll cages for ease of transportation around your site.

Subject to your order, some roll cages may contain goods that may need to be delivered to more than one requisition point at your site. Such roll cages are termed "mixed cages". A mixed roll cage will be labelled to clearly detail all of the requisition points contained within it.

If required, deliveries can be made on pallets in strict agreement with NHS Supply Chain.

## How can I be sure that my delivery is correct?

Whilst we endeavour to ensure that deliveries are accurate occasionally errors do occur which is why we ask customers to check their deliveries to ensure they are correct. Along with your delivery, you should receive:

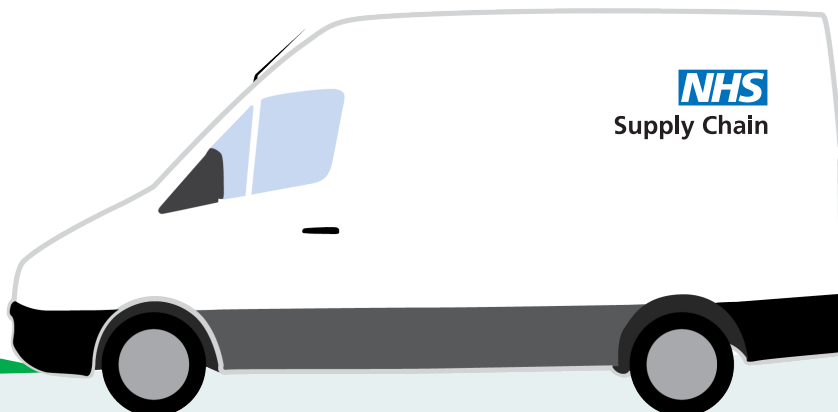
### Delivery documentation

This needs to be signed and the time of delivery recorded, along with any discrepancies in the number of containers received.

**Priced Advice Note** (packed with each individual requisition).

This document will contain details of the products that have been selected and dispatched, together with the prices charged.

It is your responsibility to check your delivery for quantity and quality in accordance with these two documents.





# How to read the Priced Advice Note

Below is a copy of a Priced Advice Note (PAN) with the important information highlighted. Please ensure you have these details to hand before contacting us with any queries, as this will help our Customer Services team to handle your phone call in the quickest and most efficient way.

ACCOUNT NAME (DISTRIBUTION CENTRE)

ADVICE NOTE

DATE: 00/00/0000

CYCLE:00

LOAD: 012345

REQUISITION NUMBER: 12345W

GLN: 1234567890123

SORT CODE:

REQ. POINT: A1234B

REQUISITIONER CODE: AB

NAME: NAME HERE

DELIVERY LOCATION: AB1234 VERSION: 00

LOCATION: NW1234

DESC: INFORMATION HERE

DEL DESC: INFORMATION HERE

NSV CODE	DESCRIPTION	QTY	QTY	UNIT	TOTAL	VAT	COSHH	QA	COMMENT
----------	-------------	-----	-----	------	-------	-----	-------	----	---------

		ORDERED	SENT	PRICE	PRICE				
--	--	---------	------	-------	-------	--	--	--	--

ABC123	PRODUCT INFO WILL GO HERE	6	6	0.00	0.00			#	COPY HERE
--------	---------------------------	---	---	------	------	--	--	---	-----------

(GTIN NUMBER)	PACK SIZE	BRAND:							
---------------	-----------	--------	--	--	--	--	--	--	--

NO. OF TOTE BINS: \_\_\_\_\_

NO. OF ROLL CAGES: \_\_\_\_\_

NO. OF LABELLED PARCELS: \_\_\_\_\_

6	6		0.00	TOTAL VALUE
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## MESSAGE TO USER FROM DISTRIBUTION CENTRE

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CLAIMS FOR SHORTAGE / DAMAGE WILL NOT BE ACCEPTED UNLESS ADVISED TO DISTRIBUTION CENTRE WITHIN 3 DAYS OF RECEIPT.

\*ITEM TEMPORARILY OUT OF STOCK IF REQUIRED URGENTLY, CONTACT DISTRIBUTION CENTRE, IF NOT THEN PLEASE RE-ORDER

THE WHOLE OF THE SUPPLIES DETAILED HEREON UNLESS REFERENCED # HAVE BEEN MANUFACTURED BY A QUALITY ASSURED SOURCE AND HAVE BEEN SUBJECTED TO THE QUALITY SYSTEM REQUIREMENTS IN ACCORDANCE WITH THE CONDITIONS OF REGISTRATION TO BS EN ISO 9002.

## MESSAGE TO USER FROM TRUST

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On completion please sign, date and forward to the appropriate department in accordance with trust procedures.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# What should I do if my order is incorrect?

Should you have any queries relating to your order, our Customer Services team will be more than happy to help you. Please report delivery issues to Customer Services <https://www.supplychain.nhs.uk/customerserviceteams> within the following timescales:

- **Error relating to the number of containers delivered**  
At the point of delivery to the driver when signing the delivery documentation.
- **Order discrepancies**  
At the earliest opportunity and within a maximum of 3 working days.

## Out of hours deliveries

Where the delivery is made outside of normal working hours and there was nobody available to sign for it, the delivery must be checked at the earliest opportunity with any errors relating to container quantities or quality being reported by 10am the following morning to Customer Services.

## When contacting our Customer Services Team

You will be asked to provide the following information to enable us to deal with your query promptly:

- **Requisition number**  
This is your unique customer reference number allocated to you when you place each new order with us.
- **Requisition point**  
This is your unique account number, specific to your department, which helps our team to identify the specific order point for each product.
- **Catalogue product codes**  
These are unique codes allocated to each product within our catalogue. We often refer to these as National Product Codes (NPCs). Please ensure that you have each code and quantity to hand.

Our team will then issue you with a call log number. If your order was incomplete, missing items will be sent on the next available delivery day with a credit raised for the original items, pending the outcome of our investigations.

If you wish to follow up on a call logged with Customer Services, please quote the call log number to enable easy identification of the call details.

# Return of roll cages

Roll cages are the property of NHS Supply Chain and provided to customers to ensure efficient and effective delivery of products. They are required on a daily basis to ensure continuity of supply across the NHS. Unreturned cages can cause delays in deliveries and last year it cost us **£1 million to retrieve existing roll cages** - the equivalent of 40 Band 5\* nurses. We ask that all cages are made available for collection.

## Do's and Don'ts

### Do...

- Check deliveries against delivery notes.
- Deliver goods to their respective destinations as soon as possible.
- Empty roll cages of all goods.
- Return empty roll cages folded down to the delivery location, stores or R&D point.
- If necessary, secure roll cages together with a chain and padlock to prevent theft.
- Return all containers on the next available NHS Supply Chain vehicle.

### Do Not...

- Use roll cages for collecting dirty or clean linen.
- Use roll cages for the collection of general rubbish.
- Use roll cages as mobile equipment lockers.
- Use roll cages for storing goods or for filing medical records.
- Allow others to use roll cages for their own purpose.
- Leave roll cages unattended, particularly in corridors or stairwells.

\* NHS pay scales 2017-18, Royal College of Nursing.

“Following this instruction will not only **save space at your site**, but also **remove a potential health and safety hazard** caused by empty roll cages rolling away. It should also enable our drivers to provide a quicker turn-around on your delivery.”



# Urgent and emergency deliveries

We recognise that occasionally situations occur when you may need clinical products in a hurry. We aim to provide deliveries wherever possible in relation to 'urgent' requests (where products are required within the standard 48 hour delivery cycle) and 'emergency' requests (those related to major incidents and/or medical emergencies).

## Special Picks

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In the event that you require a **product urgently for a same or next day delivery**, a special pick can be arranged. As special picks are more costly to process and deliver, these should be kept to a minimum. In the event that a request is made without a valid reason i.e. it is not directly related to patient care, then an additional charge of £35 may be levied, in addition to any courier costs incurred.

Please contact your Customer Services team at the earliest opportunity with a reason for the request, who will inform you if your request can be accommodated and what, if any, charges will be applied.

## Unscheduled deliveries

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These are 48 hour deliveries requested **outside** of your **normal preferred delivery date**. These are more costly to process and deliver; therefore you should contact your Customer Services team in the first instance stating a reason for your request. In the event that a request is made without a valid reason, an additional charge may be levied. You may be charged for the delivery depending on the route.

## Support in the event of a major incident, clinical or medical emergency

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NHS Supply Chain has a proven **emergency service** that is available to NHS trusts 365 days per year, 24 hours per day and is committed to delivery of a stocked product within five hours of any emergency request being received. For products that are not stocked within our distribution centre network such as Blue Diamond or eDirect products then we will endeavour to obtain stock for delivery within the shortest time possible.

If an emergency occurs within NHS Supply Chain working hours (Monday – Friday, 8am to 5pm) contact your named Customer Services Advisor. For emergencies that occur outside of these hours, contact your supplying distribution centre using the telephone numbers listed on [page 42](#).

Further details on out of hours support can be found via:

<https://www.supplychain.nhs.uk/customer-service/out-of-hours-and-emergency-delivery-service>

# Additional charges - special picks, unscheduled deliveries and eDirect returns

NHS Supply Chain's pricing is fully inclusive of all costs; picking, packing, transshipment, containment, delivery and customer service. There are no hidden or additional charges. Prices also include VAT so the price you see in the catalogue is the same price you pay on your invoices.

There may be occasions though whereby we seek to recover any additional costs incurred via an exceptional delivery request or an eDirect product return to supplier.

Additional charges will therefore typically be:

- The £35 charge that covers the cost of manually picking or packing an item within the nominal 48 hour period.
- Additional third party delivery charges, such as to cover a courier cost.
- Returns charge in relation to an eDirect product.

Note that eDirect suppliers reserve the right to charge for the return or restocking of an item.

For occasions incurring a third party charge, for example, the use of a courier company, we would look to recover the actual cost invoiced to us. This means that the cost will be directly passed on to you, we will not add any additional charge.

In any event, any additional charge arising will be advised and your approval sought prior to proceeding additional charges do not apply when responding to a major incident or critical clinical or medical requirement.

## Product samples

Requests for samples should initially be discussed via your field based representative; Account Manager, Senior Partnership Manager, Partnership Support Manager or Clinical Nurse Advisor. They will then work with you and the respective supplier(s) to agree requests and order on your behalf. You will receive a confirmation email, informing you that the request has been ordered. If the samples are not received please contact us.

Please note that the decision to supply samples, along with the unit of issue, supplied quantity, time to supply and free of charge nature of any request, is solely the decision of the relevant supplier(s). Where we are unable to meet your exact requirements we will contact you to discuss.

Sample feedback will be requested and collected by your NHS Supply Chain Account Manager.

# Returning products



**We are happy to accept product returns providing they are:**

## Reported in time

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You will need to report any discrepancies to Customer Services at the earliest opportunity and within 3 working days of the delivery, unless agreed otherwise.

## Fit for resale

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Unless the items were found to be damaged on arrival at your delivery point, returned goods must be in a condition fit for resale, unopened and not written on.

## Returned within time

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Upon agreement of a return, we will provide you with the latest acceptable collection and return date. To ensure that we are able to action your return, we must receive your goods by this date.

## Over £10 in value

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To ensure a cost effective service in relation to the collection, processing and restocking of returned items, and to ensure that unnecessary costs are not incurred by the greater NHS, a minimum order value of £10 per product line for return requests is in place. Orders below this value cannot be returned and will not be credited in the event of a customer order error.



**We are unable to accept product returns from you if they are:**

## Licensed Medicinal Products (LMP)

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We cannot accept returns for resale of products classed as LMPs due to the restrictions placed on us by the MHRA and EU regulations for the Wholesale Distribution of Medicines for Human Use.

## Non returnable products

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We have a number of products which are non returnable. These include some consumable items, including paper and some high value products. Your Customer Services Advisor will advise you if a product is not returnable and will help you to redistribute the product(s) within your trust.

# Returning products

Providing all of the criteria listed on page 25 have been satisfied, our Customer Services team will then:

- Provide you with a call log number for your reference.
- Raise a return on the system (an “uplift”) and provide you with an uplift number, along with a date when the items will be collected. We will email you a copy of the ‘returns’ paperwork for you to enclose with the items to be returned to us. Please ensure that the items for return are made available to the delivery driver at this time, and that you retain one copy of the signed paperwork as proof of collection.
- Once we have received the items, a credit will be raised for the value of the goods.

## Returning eDirect products

Your Customer Services Advisor will be happy to assist you when dealing with eDirect product returns. If a product has been supplied to you using our eDirect route but needs to be returned, please contact us in the first instance.

The same criteria applies for the return of eDirect products, however eDirect suppliers may levy a charge for the return of an item. Any additional costs that would be incurred will be discussed and advised prior to the collection being made. Some suppliers may make a decision that they are unable to accept return of an item due to regulatory or storage temperature constraints.

All eDirect products eligible for return need to be returned directly to the supplier – they will arrange the collection using their preferred courier. Your Customer Service Advisor will send you the paperwork to support the return. Once the products have been collected, checked and confirmed, the supplier will send us a credit note – and finally a credit will then be raised on your account for the value of the goods.

Your Customer Services Advisor will advise you if a product is not returnable and will help you to redistribute it within your trust..

## Product Recalls and Field Safety Notices

Occasionally, it may be necessary for us to recall products as directed by either the supplier or Medical Health Regulatory Agency (MHRA). On such occasions, information regarding the recall will be emailed to your nominated supplies department to cascade and manage within your organisation. Our Customer Services team will coordinate all activities relating to the return, replacement or crediting of any products that may be recalled.

Whilst suppliers may occasionally choose to manage the recall directly with customers, our Customer Services team will always be available to assist and support you with any product recalls.

If you wish to be added to the distribution list for product recalls please email [recalls.fsn@supplychain.nhs.uk](mailto:recalls.fsn@supplychain.nhs.uk)

Information on recalls can also be found under Important Customer Notices on our website.

# Important Customer Notices (ICNs)

Our main method for keeping customers aware and informed of important service related issues is via our ICNs. These notices keep customers informed of current temporary supply issues, discontinued products, product updates and more. ICNS are available via our website <https://www.supplychain.nhs.uk/notices>.

As our customer, if you wish to subscribe for weekly notifications and updates directly to your inbox, please email [news@supplychain.nhs.uk](mailto:news@supplychain.nhs.uk)



# Product changes

Product changes mainly occur as the result of a planned 'contract change', including a new contract, a contract extension, contract renewal, or in the occurrence of a supply issue. Such changes can be permanent or temporary and may involve products being; removed from our catalogue, suspended, made available in limited quantities etc.

It is our intention to inform customers in advance of any planned change, subject to the information being available to share.

## Product changes for planned contract changes

- We will work to provide full and clear details of any **planned** contract or product changes as far in advance of the change as possible.
- We will post the information on our website, additionally providing relevant customer communications to our customer facing teams.
- This information will include details of any specific product changes along with any available alternatives, which will also cover unit of issue and pricing.

## Product changes for unplanned supply issues

- Product changes that occur due to a supply issue are typically a responsive measure taken to maintain continuity of supply and mitigate any impact to customers or patients.
- We will notify customers at the earliest opportunity providing the full details available at that time.
- Due to the uncertain nature of such issues we may have to adapt our approach to ensure any response remains effective.

## Switching support

Support is always available to all customers to enable you to move efficiently and effectively from one product to another, when needed. Where switching support is required, our Customer Services teams, Account Managers or Clinical Nurse Advisors can help facilitate product switches.

For contact information on these teams, please visit: <https://www.supplychain.nhs.uk/contact/>

# Product delists

A product 'delist' is when a product is permanently removed from our catalogue. NHS Supply Chain delists a product only when there is no other viable option available.

Product delists can occur for a number of reasons:

- As a result of a contract change.
- The provider ceasing supply of the product(s).
- Removal of non purchased products.
- A supplier introduces a higher specification or innovative product to replace the original line.

In all instances, **NHS Supply Chain will aim to notify all customers in a timely manner** so that they are informed and able to take any necessary actions, without or with minimal disruption to them.

NHS Supply Chain will notify customers through one or more of the following methods:

- Important Customer Notices (ICNs) which are posted on our website and may be emailed directly to impacted customers.
- Customer facing staff. All relevant NHS Supply Chain customer facing teams will be informed and asked to engage with any customers likely to be affected by the changes.

Where a product is delisted we will work to identify and make available suitable assured alternatives, where available. The provision of alternatives is dependent upon the suppliers and products currently on contract, lead times to obtain sufficient stocks and operational and commercial activity to make these available to order for customers.

Please note that our ability to make customers aware of any delists is solely dependent upon NHS Supply Chain being made aware in a timely manner. There are occasions when we may not have received prior notice of a change, for example a provider ceases supplying a product without warning. In such circumstances some customers may already be aware and asking for support before we are able to notify you. We apologise for such instances but these may be outside of our control.

## Stages of a product delist

1. NHS Supply Chain becomes aware of the need to delist a product.
2. At this stage an "Urgent Service Update" may be posted on our website if a severe issue.
3. Full customer impact assessment undertaken.
4. All suitable assured alternatives identified and readied to make available.
5. Customer communications released, including any details relating to alternative products: website, email, telephone call, and in person (as appropriate).
6. Customer support provided as needed.

# Managing changes in your demand

It is important to let us know if your demand changes as this ensures we can plan for volume changes and support high service levels.

To let us know of any planned change in demand, please complete the Customer Demand Notification form. This form can be requested from and is to be submitted once completed, to your NHS Supply Chain Customer Services Advisor or Account Manager.

Where you are looking to transition new volume to NHS Supply Chain, we will confirm through your Account Manager or Customer Services Advisor, the date on which you can commence ordering the new volume to ensure stock is available.

There may be periods of critical activity during which this process will be amended. Should this occur, we will communicate the changes to you in advance to ensure there is no impact to your service.

# Price banding

We operate a “price band” as opposed to “price breaks”. This is where the price charged relates to the unit of issue (UOI) the product is supplied in.

Price banding reflects the operational cost involved in receipting, storing, picking, packing and delivering a product; hence the charge being levied against the unit of issue ordered and supplied.

Each product in our catalogue will have a minimum of one price band relating to the quantities in which the product is issued:

- Band one will be the price for an item purchased in its smallest unit of issue.
- Band two and above will be the price for an item purchased in larger units of issue.
- If a product has more than one price band, customers will be charged for the price band for the unit of issue ordered, and any bands that apply to that order.

## Example of price banding

### Example one: two price bands

If an order is placed for 12 units then the following charges would be applied: 10 would be charged at band two (£2.21 x 10) and the remaining two units charged at band one (£2.33 x 2). The total would be £26.76 (being £22.10 + £4.66).

### Example two: two or more price bands

If an order is placed for 32 units then the following charging would be applied: 30 units would be charged the highest band breached\* (£2.17 x 30) and the remaining two units charged at band one (£2.33 x 2). The total charge would be £69.76 (being £65.10 + £4.66).

Band	UOI Qty	Price
1	1	£2.33
2	5	£2.21

Band	UOI Qty	Price
1	1	£2.33
2	5	£2.21
3	25	£2.17

\*calculated using two bands maximum and utilising the highest band breached for the multiple and the remainder charged at the single price.

# Price updates

To reduce the impact of price changes on your operations, all national price updates now go live on the first working day of each month. The addition of new and delisted products and error corrections will continue to happen throughout the month, as required.

## This assists trusts by:

- Providing greater stability, helping trusts more easily manage and minimise the potential impact of price updates.
- Enabling greater control over catalogue management and the reporting of potential savings.
- Enabling greater visibility of when price updates are taking place, via a forward view calendar, with all price changes taking place on the first working day of each month.
- Helping trusts to plan and allocate their resource more effectively, across 12 concentrated periods of price updates every year, instead of many.

Where significant price changes are made, there is full and clear communication to all customers regarding any impacts. Our Customer Engagement teams will work closely with their customers to ensure they are fully aware, informed and supported throughout any change.

# Price changes

It is the NHS Supply Chain policy to offer prices that represent and provide the best value to customers. The NHS Supply Chain pricing falls into two main categories, as below.

**Fixed price contracts** are typically short term agreements or contracts where prices are fixed. This involves a level of commitment, such as to a given time period or volume of product. Under such a contract pricing cannot be varied at any point in the contract and this is enforced during the term of the agreement.

**Variable price agreements** are agreements under which prices can be varied, such as a framework agreement over a longer time period. This category represents the majority of NHS Supply Chain agreements. Pricing variations could occur for a variety of reasons, including:

- Movements in exchange rates.
- Fluctuations in commodity pricing.
- Collaboration initiatives resulting in improved commercial terms.
- Fundamental changes made to a product e.g. pack size or composition.
- Market or competitor activity etc.

Any price changes requested or occurring within the term of a contract are clearly detailed and subject to a formal 'price change' review.

# eBilling

Our full eBilling service allows you to receive your invoices electronically and has additional benefits including:

- Information that can be downloaded into your existing Microsoft Excel package in a user friendly format.
- A clearly presented 'General Ledger (GL) file' being sent directly to your trust's own system at the end of each week. The GL file feeds supports the backing data behind the consolidated invoicing billed transactions.
- By paying us electronically, you not only reduce your own internal transaction costs, but you also eliminate invoice duplication.

For more information contact our Finance team directly [credit.control@supplychain.nhs.uk](mailto:credit.control@supplychain.nhs.uk)

# VAT

**Divisional NHS VAT group** (identified by having a VAT registration number beginning with 654 followed by six digits).

Our online catalogue prices are inclusive of standard rate VAT where applicable. This means that the price shown in the NHS Supply Chain online catalogue is the price that you pay.

For price comparisons against other catalogues, ensure you uplift those prices by any prevailing VAT rate and related costs. Be aware that input VAT is likely to be non recoverable on supply of goods in the provision of healthcare services.

**Non divisional NHS VAT group** (examples include GPs, Social Enterprises and other health service commissioners and providers outside the NHS divisional VAT registration of 654).

## VAT reclaim

Under current HMRC legislation, products purchased by your organisation for the purpose of providing healthcare services are likely not to be eligible for VAT reclaim, as they are classified as non business.

However, where confectionery products are purchased through NHS Supply Chain specifically for resale, for example in restaurants, cafes or vending machines; your finance team should be able to reclaim VAT as part of their monthly VAT returns. This could contribute towards your cost improvement target.


For confirmation on your VAT position it is recommended that you speak with your own VAT advisors or HMRC.

# Invoicing

All goods delivered by us are invoiced to you weekly. Additionally, we will send a customised, electronic file transfer of all transaction data direct to your own financial ledgers, enabling you to undertake your own budgetary monitoring and control.

From 1 April 2019, invoices from the NHS Supply Chain show prices as net value + VAT, as below:

## INVOICE



**Invoice address**

**Delivery address**

Order number		Account number	43491(S212.)
Requisition number	0	Invoice number	1010135741
Depot	Normanton	Invoice date	04/10/2019
District	12	Goods delivered week ending	04/10/2019
Requisition point	0		
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
	NHS Product Sales Summary	1	3,433.55	Z	0.00	3,433.55
	NHS Product Sales Summary	1	373,447.17	S	74,689.91	448,137.08
	NHS Product Sales Summary	1	82.57	R	4.15	86.72
VAT registration no. 290 8858 54		Invoice total (GBP )		376,963.29	74,694.06	451,657.35

**PAYMENT TERMS:- 30 NET. PAYMENT MUST BE RECEIVED ON OR BEFORE:- 3 Nov 2019.**

VAT rate R summary	82.57	R	4.15	86.72
VAT rate S summary	373,447.17	S	74,689.91	448,137.08
VAT rate Z summary	3,433.55	Z	0.00	3,433.55

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

**REMITTANCE ADVICE**

Please fax remittances to 01773 724225  
or email to [credit.control@supplychain.nhs.uk](mailto: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

Account number	43491(S212.)
Invoice number	1010135741
Invoice total (GBP )	451,657.35

Supply Chain Coordination Limited (SCCL) is the Management Function of the NHS Supply Chain Registered in England No: 10881715.  
VAT No: 290 8858 54 Registered Office: Skipton House, 80 London Road, London, United Kingdom, SE1 6LH

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NHS Supply Chain understands that our customers have diverse needs in relation to their financial handling of procurement and ordering.

As standard practice, NHS Supply Chain issues consolidated invoices. This billing process is a single consolidated weekly invoice for all purchases the NHS trust makes with NHS Supply Chain. This is a one-line invoice that 'rolls up' the total value of goods delivered within that given week. It is supported by backing data, detailing goods delivered and how the invoice is totalled.

## Consolidated invoicing

This is a consolidation of all goods delivered and credits raised the previous week (Saturday through to Friday) and invoiced early the following Monday morning with an invoice dated the previous Friday.

### Key features of a consolidated invoice

- One consolidated line per VAT rate within the body of the invoice
- No order quoted as this transaction refers to multiple orders delivered
- No requisition point quoted as this transaction refers to multiple requisition points
- No NPC (National Product Code) / Product and quantities quoted within the body of the invoice
- Delivery address will be the same as the invoicing address
- Full backing data to support the consolidated invoice is available within both our Billing application and within Trust Reports (TR) reports that can be accessed via our website
- We also provide a GL (General Ledger) file feed with all the invoicing backing data if required.

### Example and supporting line detail

Order number	Account number		43491(5212.)	
Requisition number	0	Invoice number	1124002756	
Depot	Normanton	Invoice date	07/04/2023	
District	12	Goods delivered week ending	07/04/2023	
Requisition point	0			
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
	NHS Product Sales Summary	1	5,354.73	Z	0.00	5,354.73
	NHS Product Sales Summary	1	188,039.22	S	37,609.81	225,649.03
VAT registration no. 290 8658 54		Invoice total (GBP)	183,393.95		37,609.81	221,003.76

**PAYMENT TERMS:- 30 NET. PAYMENT MUST BE RECEIVED ON OR BEFORE:- 7 May 2023.**

VAT rate S summary	188,039.22	S	37,609.81	225,649.03
VAT rate Z summary	5,354.73	Z	0.00	5,354.73

General Ledger Code	National Product Code	Description	Req Point Code	Req Point Name	Requisition Code	Invoice No	Date	Sale Price	Units of Issue	Qty	Net Sales	VAT	Total Sales	Financial Week	Financial Period	Financial Year	Local reference	Requisitioner
G415AK7027	CFP1347H	Shaped pad	9690CA	CHARLES	36759H	1014219838	05	13/03/14	5.36	Pack of 42	13	64.56	64.56	50	12	2014	34 weeks	SSENDRE1
G415AK7027	CFQ800H	Shaped pad	9690BB	PAULINE	36759H	1014219838	05	10/03/14	7.92	Pack of 48	11	87.12	87.12	50	12	2014	34 Week	LUGREEN
G415AK7027	CFQ800H	Shaped pad	9690BB	ANTHA	36759H	1014219838	05	12/03/14	7.92	Pack of 38	6	47.82	47.82	50	12	2014	34 Weeks	SACMAHON1
G415AK7027	CKN340H	Nappy	9690BB	MUGHAMVED	36759H	1014219838	05	11/03/14	3.96	Pack of 21	40	158.4	158.4	50	12	2014	34 weeks	SACMAHON1
G415AK7027	CFP1347H	Shaped pad	9690BD	EDWARD	36759H	1014219838	05	14/03/14	2.19	Pack of 30	6	43.14	43.14	50	12	2014	34 WEEK	SSENDRE1
G415AK7027	CFP1347H	Shaped pad	9690CE	THOMAS	36759H	1014219838	05	14/03/14	7.18	Pack of 30	6	43.14	43.14	50	12	2014	34 WEEK	MSOUTHERN1
G415AK7027	CFQ800H	Shaped pad	9690C2	FELIX	36759H	1014219838	05	11/03/14	7.92	Pack of 48	15	118.8	118.8	50	12	2014	34 weeks	CHAMBS6
G415AK7027	CFQ800H	Shaped pad	9690C3	JOHN LEONIS	36759H	1014219838	05	11/03/14	7.92	Pack of 48	5	39.6	39.6	50	12	2014	36 Weeks	CHAMBS6
G415AK7027	CFQ800H	Shaped pad	9690A7	LINDA BAKER	36759H	1014219838	05	11/03/14	7.92	Pack of 48	15	118.8	118.8	50	12	2014	Week 34	PSAIN
G415AK7027	CFQ800H	Shaped pad	9690A7	HILEN	36759H	1014219838	05	11/03/14	7.92	Pack of 48	15	118.8	118.8	50	12	2014	Week 34	PSAIN



In most cases, NHS trusts are comfortable with the consolidated invoicing model as this reduces their administrative and financial handling costs. However there are cases where our customer may want a heightened level of financial match, especially for (but not limited to) orders of “high value or clinical importance”. For this, our customers will need a detailed (per Purchase Order) invoice.

NHS Supply Chain previously issued consolidated invoices [OR](#) detailed invoices. We can now provide a hybrid invoicing model of both consolidated [AND](#) detailed invoicing to our customers.

High value or Clinical importance are defined as follows:

## High value:

Items which constitute a buy price greater than £2,000 per individual item.

This covers all items within a defined category where the cost of devices can far exceed that value, but it might also include lesser valued constituent parts.

Example: An implantable cardioverter-defibrillator (ICD) is a device that detects any life threatening, rapid heartbeat. The generator for the device may be more than £10,000 but the associated leads are just hundreds of pounds each. As the generator would require a financial three-way match, but the order would usually also include the associated leads which would also require a detailed invoice.

## Clinically important:

These orders are defined as devices that are implanted into a patient. As with ‘high value,’ this may include all associated consumables and ancillaries, as to implant a device into a patient there are guidewires, catheters, and balloons etc. Prices of implants vary significantly, for example heart valves (~£3,000), implantable cardioverter defibrillator (ICDs) (£10,000+), transcatheter aortic valve implantation (TAVI) (~£23,000) and custom endovascular aneurysm repairs (EVARs) (up to £60,000). A detailed invoice, for those that require a financial three-way match, gives greater financial control supporting audit requirements.

## Hybrid invoicing solution

Specific detailed invoice requisition points at district level will be agreed between NHS Supply Chain and the trust and set up with customers requiring hybrid invoicing.

Any orders placed through these requisition points will result in being invoiced at a detailed (per purchase order) level. No details of these invoices will appear on the weekly GL file feed, as it’s presumed that the customer will perform a financial three-way match on their systems. Customers will need to consider this separate handling of NHS Supply Chain invoicing and the impact of this in terms of manual internal management.

Other orders raised through standard requisition points, will form part of the consolidated invoice. These are raised once per week for all goods delivered the previous week (Saturday through to Friday) and invoiced early the following Monday morning with an invoice date matching the delivery date.

### Key features of a detailed invoice:

- Breakdown of product and quantities visible within the body of the invoice
- Order number – the order number quoted is what is entered by the customer at point of order within the “local reference” field within online ordering
- Requisition point
- Internal requisition number
- Depot of where the goods have been despatched from
- Delivery address of where the goods have been delivered to
- Value invoiced

Order number	Nathan	Account number	54911(S6811955)
Requisition number	00288W	Invoice number	1121219874
Depot	Rugby	Invoice date	24/03/2021
District	81	Goods delivered week ending	26/03/2021
Requisition point	BI1955		
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
FSP4775	SAFETY INTEGRATED CANNULA BLUE 22GX2	5	609.00	S	121.80	730.80
FSP4777	SAFETY INTEGRATED CANNULA GREEN 18GX	5	609.00	S	121.80	730.80
FSP4776	SAFETY INTEGRATED CANNULA PINK 20GX25	5	609.00	S	121.80	730.80
FSP4774	SAFETY INTEGRATED CANNULA YELLOW 24GX	5	609.00	S	121.80	730.80
VAT registration no. 290 8858 54		Invoice total (GBP)		2,436.00	487.20	2,923.20

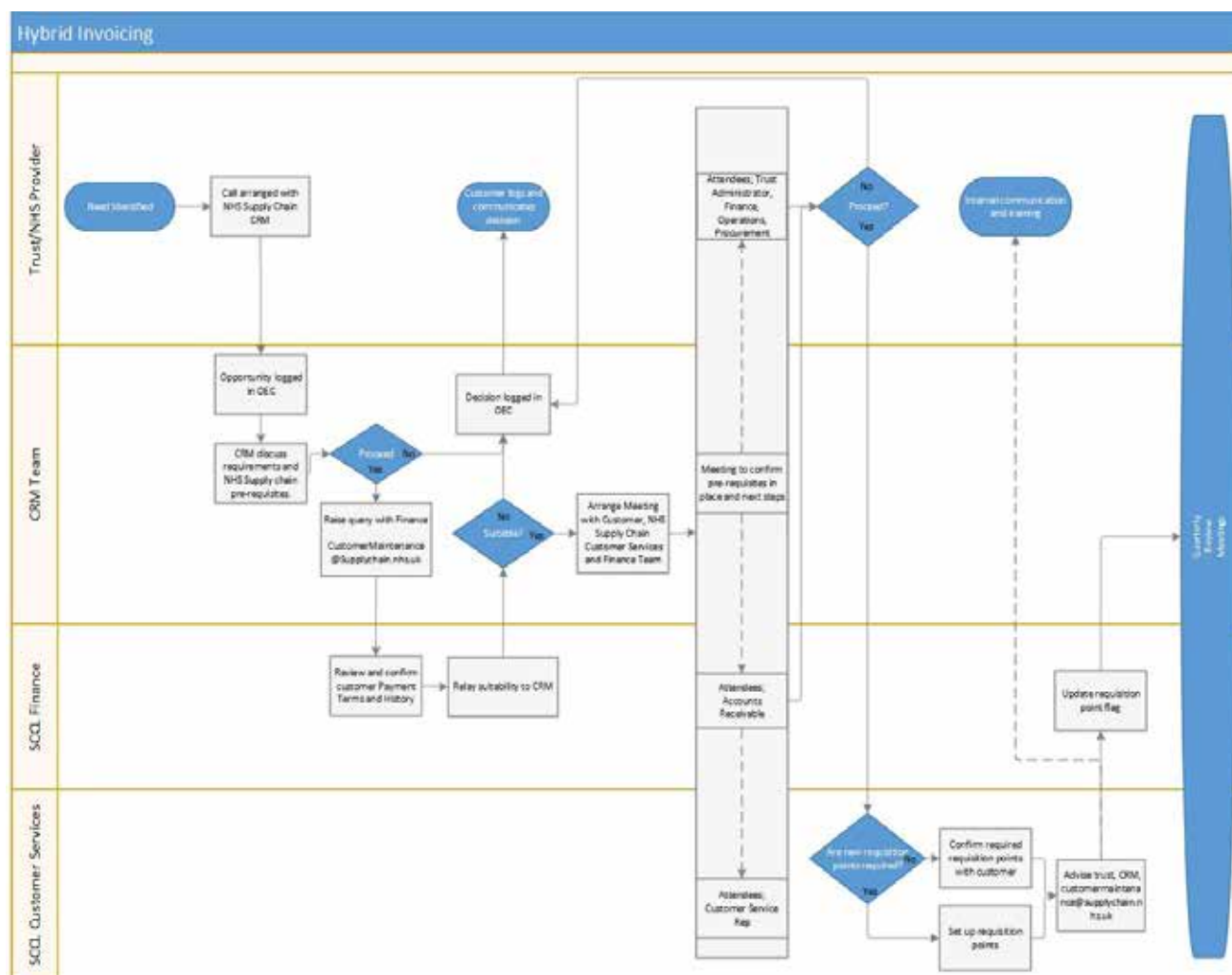
**PAYMENT TERMS:- 30 NET. PAYMENT MUST BE RECEIVED ON OR BEFORE:- 23 Apr 2021.**

## Eligibility for hybrid invoicing model

Hybrid invoicing is provided at the sole discretion of NHS Supply Chain. Subject to this, trusts who meet the criteria listed below are potentially eligible for hybrid invoicing:

- The NHS trust can physically receipt goods delivered to them on their own systems. Please note: This will sometimes exclude customers on certain configurations on Oracle finance platforms unless they develop their system to do so.
- The NHS trust has a good payment history with Supply Chain Coordination Limited (SCCL), the management function of NHS Supply Chain and is committed to continuing to meet SCCL standard payment terms and conditions.
- The NHS trust has widespread organisational agreement with the new process as it is likely to increase manual processing (detailed in the ‘Hybrid invoicing - onboarding process’ section of this guide). Director of Finance approval will be required to implement the solution.
- The NHS trust will agree to quarterly reviews of the invoicing methods and engage with NHS Supply Chain on improvements identified.

## Hybrid invoicing - onboarding process



An initial meeting with NHS Supply Chain representatives will need to include members of our Finance, Customer Relationship and Customer Service management teams.

NHS trust representatives must include senior members of the Procurement and Finance teams, and include the identified NHS Supply Chain Trust Administrator to understand their needs fully and ensure that our solution best meets them. Detailed invoicing is likely to impact multiple areas within the trust, so it is important that cross departmental understanding and agreement is reached which is why multi-functional contacts are necessary attendees at this meeting.

## Customer considerations

- The trust will be responsible for internal instruction and training for their ordering staff so they are aware that:
  - All orders placed through one of the requisitions points agreed for hybrid invoicing will receive a detailed invoice.
  - All orders placed through any given requisition point will have a single delivery destination.
  - All orders placed through any of the requisition points above will require receipting on delivery, through the NHS trust's internal financial system within the agreed time.
  - Invoicing will be received per invoice and will require individual approval.
- The volume of NHS Supply Chain invoicing will increase in line with the number of orders raised through the provided requisition points. For customers who currently cater for our consolidated invoicing route, this may add to administration and financial processing.

## Our expectations of the customer

- That the NHS trust can goods receipt all orders placed via the detailed invoicing requisition points within the agreed time. Dispatch and delivery notifications will be provided; however, proof of delivery (POD) notification is available by exception and is not a suitable as a quasi-receipting method.
- The NHS trust has a good payment history with Supply Chain Coordination Limited (SCCL), the management function of NHS Supply Chain and is committed to continue to meet the SCCL standard payment terms and conditions.
- That a detailed invoicing dedicated contact will be nominated within the NHS trust, this may be the NHS Supply Chain Trust Administrator.
- That the NHS trust will provide the necessary instruction to their ordering and finance staff on the use of detailed invoicing requisition points.

## Quarterly reviews, issue handling and removal of service

This hybrid invoicing option is provided at the discretion of NHS Supply Chain and is provided on the basis that:

- NHS Supply Chain will review debt balances and number of outstanding invoices on a quarterly basis.
- Your Customer Relationship Manager and our Finance team will discuss how the solution is working with your nominated detailed invoicing contact.
- If the detailed invoicing solution is found to be compounding debt or outstanding invoices, our team will work with you to seek to resolve the issues. If issues cannot be resolved after a period of two months, the trust will be provided with a month's written notice that the hybrid invoicing requisition points will be switched back to consolidated invoicing until outstanding balances and issues with processing can be addressed.

# Our website, your online resource for keeping informed

We hope that you find our website user friendly and we aim to make it a reliable, useful source of information. We want to help you to save time and money.

Visit our website here - <https://www.supplychain.nhs.uk/> - this is the information resource referred to in this section of your Customer Guide.

Visit our Online Catalogue here - <https://my.supplychain.nhs.uk/Catalogue/browse/> - for information about the catalogue please refer to pages 11 and 12.

## Search

Please use the website's interactive search facility by entering a keyword or phrase - or search for the word 'search' to find a 30 second 'how to' video and brief instructions.

We are constantly updating our information and improving on the results that are shown when you search. We use the number of searches for different keywords and phrases to focus our activity on where it is needed most.

However, if you have a suggestion for how we could improve on what results you find, or any other feedback about our website, please type the word 'feedback' into the search box and use the feedback form to contact us

## Website account

To access some of the information on our website, you will need log in details. This is a different log in feature to the one you might use for the Online Catalogue.

If you would like to apply for log in details please search for the phrase 'create an account' and choose the relevant option.

# Our website, your online resource for keeping informed

## Types of information that we publish

We provide the most up to date information on our website and would strongly recommend that if you have a printed document (like this Customer Guide) and want to check if there is a newer version, please search for it on the website.

Our website information is mobile friendly (and is designed to display properly on tablets and other devices too) so please help us to offer a more sustainable service by not printing information unless it is necessary.

Types of information you will find include:

- ICNs - Important Customer Notices (typically about individual products, their availability, any recalls or safety concerns).
- Publications - user guides, case studies, product listings, delisted products, brochures or fact sheets.
- Contracts - our framework agreements for the supply of products, listed alphabetically and by Category.
- News Articles - our latest press releases, company news articles, supplier news and more.
- Service Updates - should a telephone system be under repair or any other urgent service related announcement.
- Events - find out about our latest events and webinars (online events that you can usually register for).

## Savings

This is a constantly evolving section of our website. We have a calendar with regular updates to highlight the procurement activity and savings that will be available soon.

At the time of writing this entry, we have separate pages for Nationally Contracted Products (NCPs), Compare and Save, Top Proven Switches, Price Ranking and more general Savings Opportunities.

# Programmes

## Automatic External Defibrillators (AEDs) in schools

In the event of cardiac arrest, an AED is a medical device that can be used to give an electric shock to a person to restore their normal heart rhythm. NHS Supply Chain supports the government and Department for Education in supplying AEDs to a number of schools.

To find out more please visit:

<https://www.gov.uk/government/publications/automated-external-defibrillators-aeds-in-schools>

## eProcurement and GS1 compliance

NHS Supply Chain is committed to supporting the implementation of the Department of Health and Social Care's eProcurement strategy. The strategy aims to contribute to improved patient care and generate significant financial savings for NHS providers, through the wider use of eProcurement solutions driven by global standards.

To support the strategy, we established an eProcurement programme. This focused on making the required changes to our processes and systems to support customers and suppliers, focusing on the adoption of common global coding standards (GS1) and PEPPOL message standards.

For further information visit <https://www.supplychain.nhs.uk/gs1>

## Food safety

NHS Supply Chain works with Support, Training & Services Ltd (STS) to carry out all food supplier assessments and to manage product complaints, STS are UKAS accredited. It is a requirement of award to the NHS Supply Chain Fresh Food Framework Agreement that all suppliers achieve 'Approved Supplier' status from STS. Suppliers must hold this for the term of the Framework Agreement.

To read more on the STS standards please visit: <https://www.supplychain.nhs.uk/food-safety>

The Government Buying Standards for Food and Catering Services (GBSF) are a set criteria outlined by the Department for Environment, Food and Rural Affairs (Defra) to ensure the use of sustainable food products. GBSF standards were implemented in 2011 and became legally binding for NHS trusts in April 2015.

To see how the GBSF and NHS Supply Chain work together, please visit:

<https://www.supplychain.nhs.uk/programmes/government-buying-standards>

## National Wound Care Strategy

The NHS Supply Chain Clinical and Product Assurance (CaPA) team is supporting the work of the National Wound Care Strategy Programme (NWCSP); a programme which NHS England and NHS Improvement have commissioned the Academic Health Science Network (AHSN) to develop and deliver for England.

The purpose of the NWCSP is to scope the development of a wound care national strategy for England that focuses on improving care relating to lower limb ulcers, pressure ulcers and surgical wounds.

# Programmes

## NHS England High-Cost Tariff-Excluded Devices (HCTED) Programme

NHS England has a nationwide system for purchasing expensive medical devices and implants used in specialised services and it is thought the new approach will see savings of over £60 million reinvested into specialist care in its first two years. NHS Supply Chain will lead the Implementation and Delivery Support Programme, assisting trusts with a smooth migration over to the new system.

For the latest updates, general enquiries and a copy of the latest FAQs visit: [www.england.nhs.uk/medical-devices](http://www.england.nhs.uk/medical-devices) or email: [ENGLAND.Speccomcommercial@nhs.net](mailto:ENGLAND.Speccomcommercial@nhs.net).

For implementation and technical matters please email [implementation@supplychain.nhs.uk](mailto:implementation@supplychain.nhs.uk) or for more information visit <https://www.supplychain.nhs.uk/excludeddevices>.

## Medical equipment maintenance

We are able to offer our customers access to a unique range of national medical equipment and maintenance contracts with major suppliers, covering general medical imaging and laboratory equipment.

We manage the contracts on behalf of the NHS through a consortia arrangement, offering a single invoicing point for trusts. For more information, please visit our website <https://www.supplychain.nhs.uk/capital-maintenance>

## Safer Sharps

As a result of lobbying by various bodies including the Royal College of Nurses, The Safer Needles Network, UNISON, HSE and NHS Employers, EU Directive 2010/32/EU was adopted in May 2010. This directive is to reduce the number of needlestick injuries that occur to healthcare workers.

To read about the aims of the directive and how implementation has helped our customers, visit: <https://www.supplychain.nhs.uk/programmes/safer-sharps>

## Small Changes campaign

The Royal College of Nursing (RCN), NHS Supply Chain and the Clinical Procurement Specialist Network (CPSN), have joined forces to help nursing staff to use their unparalleled knowledge and experience to have a say in how their trust purchases and utilises key clinical supplies. To download your free guide visit <https://www.supplychain.nhs.uk/smallchanges>

## Traffic light support system

Helping nursing teams continue to focus fully on patient care. Our free traffic light toolkit was identified as the most essential tool by nurses if they were to look at improving patient safety, quality and value in their organisations, by looking at the clinical supplies they buy. To order your free kit visit <https://www.supplychain.nhs.uk/trafficlights>



# Savings

As part of our commitment to help the NHS reach its procurement and efficiency savings targets, we are working in collaboration with the NHS and our suppliers and customers on joint cost reduction initiatives.

We have developed a number of savings opportunities and initiatives to help you maximise your savings potential please visit: <https://www.supplychain.nhs.uk/savings>

## Nationally Contracted Products (NCPs)

The NCP initiative is aligned to the Operational Productivity Review by Lord Carter of Coles. National demand is aggregated, in order to purchase products on behalf of the whole of the NHS to optimise value and support high quality patient care.

A focus on product range standardisation is designed to remove unwarranted variation (including variation that can cause adverse patient safety events). This is done at a subcategory or product line level, through commitment to procure from an appropriate number of suppliers.

Product assurance provides customers with confidence, by using a process of product evaluation and engagement with end users. Broader customer assurance is achieved through wider clinical engagement. This product assurance process is overseen by the Clinical and Product Assurance team (CaPA). Procurement strategies are supported via a network of trusted customers and reference trusts.

To view our NCPs visit: <https://www.supplychain.nhs.uk/savings/nationally-contracted-products>

## Price ranking

We have developed our at a glance price ranking sheets so that you can review supplier prices with ease. They are produced to assist our customers in identifying savings.

To view all current price ranking sheets visit: <https://www.supplychain.nhs.uk/savings/price-ranking/>

## Procurement and Savings Calendar

The Procurement and Savings Calendar gives you an overview of all the available savings levers and contract launch activity all in once place. It is available in Excel format.

You will be able to use the calendar to schedule procurement opportunities into your Cost Improvement Plans which will help you to maximise savings throughout the year.

To download the Procurement and Savings Calendar visit:  
<https://www.supplychain.nhs.uk/savings/procurement-and-savings-calendar/>

# Savings

## Switching opportunities

NHS Supply Chain has product switching initiatives which deliver savings, Compare and Save, and Top Proven Switches.

Both initiatives enable you to switch the products that you buy with lower cost comparable products, giving you the opportunity to make savings. We aim to help you achieve the balance between achieving cost savings and patient safety.

To find out more visit:

<https://www.supplychain.nhs.uk/savings/compare-save/>

<https://www.supplychain.nhs.uk/savings/top-proven-switches/>

## TR reports

Our TR savings reports give you a complete overview of your trust's spend, savings and cost pressures at portfolio\*, supplier and product level. These easy to use reports provide tailored insight down to requisition point. They enable you to identify and monitor cost improvements, capturing price variations, savings from alternative products, retrospective rebates and capital equipment. In addition they identify savings opportunities and provide useful insight into indexation and cost avoidance. You can open and download the information for use in your own files and systems.

As of 1 April 2019, our TR reports show net pricing on transition for both NHS and non NHS customers. Previously, only non NHS customer TR reports displayed net pricing and NHS customers displayed gross pricing.

**Key trust level reports** include:

- TR06 Demand by requisition point
- TR09 Top 100 products (monthly)
- TR10 Top 100 products
- TR13 New products
- TR18 Demand by NPC/group/section (use A\*-Z\* as the NPC for full A-Z product list)
- TR20 Total product demand
- TR21 Line detail
- Customer procurement savings reports - Portfolio
- Savings report usage

To access the full range of TR reports visit: <https://www.supplychain.nhs.uk/TRreports> (you will need to log in to the website to view them).

\*NHS Supply Chain trading portfolios. There are multiple contracts within each portfolio.

## Trust Impact Statements

A Trust Impact Statement shows the potential price differences a trust will see, based on the new prices on a contract launch or NCP. The statements show an annual price difference based on the last six months volumes, if the same volumes are purchased.

For information on trust specific savings opportunities as they launch, please contact your Account Manager. For Account Manager details visit <https://www.supplychain.nhs.uk/contactam>

# IT Helpdesk

Our dedicated IT helpdesk is on hand to provide direct support to customers experiencing any IT related issue or query. For example, resolving issues for accessing TR reports and answering eDC PDA queries.

The helpdesk can help with a variety of IT issues.

Email: [cshelpdesk@supplychain.nhs.uk](mailto:cshelpdesk@supplychain.nhs.uk)

Telephone: 0845 680 4357

## Remember, you can easily and quickly reset your online ordering password by:

- Going to the catalogue webpage: <https://my.supplychain.nhs.uk/Catalogue/>
- Clicking "Sign In" at the top of the page
- Press "Reset Password"
- Entering your username and email address
- Press "Reset Password"
- A new password will be emailed directly to you.



# Customer feedback

## Our commitment to you

We intend to provide products and services in line with customer needs. We are committed to providing a high standard of service to every customer every time, but recognise that occasionally we may not live up to your expectations. If you would like to register a complaint or can suggest a way in which we could have served you better, please let us know. Your comments at such times are important to us, as they provide us the opportunity to put things right for you, also enhancing and improving our services for everyone who uses them.

You can contact us by telephone, email or letter. Please locate your required contact on our Contact Us webpage: <https://www.supplychain.nhs.uk/contact/>

In the first instance we advise you to contact your local Customer Services Advisor by telephone to discuss your complaint. They will do their best to resolve the issue as quickly as possible.

Should further investigation or information be required, then your Customer Services Advisor will work with you to obtain all the relevant information required to progress your complaint.

## Product complaints

If you have identified that a product is faulty, badly manufactured or could cause patient harm, please ensure that you follow your trust's internal procedures and contact the following when required:

- Medicine and Healthcare products Regulatory Agency (MHRA)
- Food Standards Agency
- Any other applicable bodies.

Following this, for food complaints, please complete the NHS Supply Chain: Food Complaint form located on our website under <https://www.supplychain.nhs.uk/foodsafety> and email to [customer.service@supplychain.nhs.uk](mailto:customer.service@supplychain.nhs.uk)

For every other complaint, contact your Customer Services Advisor to report the issue. They will provide you with a unique call log number, and send you a Product Incident form to complete and return. Please note your query will not be progressed until the form is returned.

Your Customer Services Advisor will refer all complaints to our purchasing team to liaise and investigate with the supplier.

If on your Product Incident form you have identified that patient harm has or may have occurred, this will also be raised to the Patient Safety team within CaPA. The CaPA team will support with the investigation as required.

## Our service resilience and business continuity

Service resilience is essential for the NHS to ensure it can effectively manage risk and ensure continuity of quality patient care in the event of unusual incidents on local, regional, national or global scales.

As a trusted partner of the Department of Health and Social Care, we have plans that cover crisis and incident management, business continuity and health pandemics.

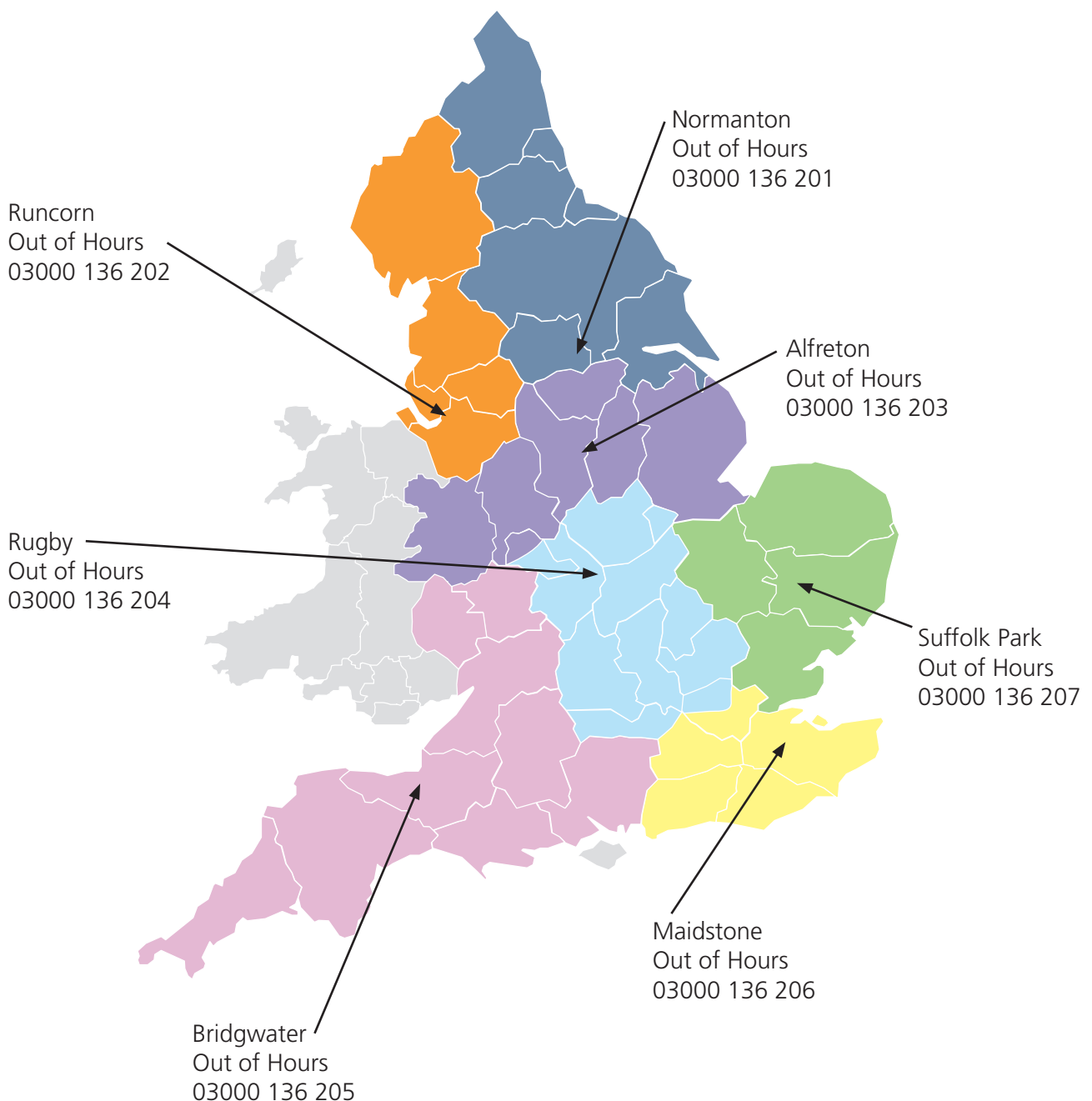
The primary objective of our business continuity management is the continued provision of service to NHS trusts.

Further information can be found on our website at [www.supplychain.nhs.uk/ordering/business-continuity-plan-bcp](http://www.supplychain.nhs.uk/ordering/business-continuity-plan-bcp)



# Out of hours telephone contact numbers:

Before contacting an emergency number please check which depot you are serviced from.



# Useful links

## Login and access

There are multiple areas of our website that require a log in to access the information. All log in options can be found at <https://www.supplychain.nhs.uk/mysupplychain/>

## Categories

Explore the eleven procurement categories, find out what contracts are running and read any relevant publications at <https://www.supplychain.nhs.uk/categories/>

## User Guides

We have a number of user guides available from eDC, Home Delivery Service, maintenance guidance and many more. To read our user guides visit <https://www.supplychain.nhs.uk/user-guides/>

## Events

Read about and sign up for our upcoming events by visiting <https://www.supplychain.nhs.uk/events/>

## Customer Services

To read about our Customer Services teams, how to create an NHS Supply Chain account and stay up to date with all urgent service updates visit <https://www.supplychain.nhs.uk/customer-service/>

## How to contact us

To find out how to get in touch with us visit <https://www.supplychain.nhs.uk/contact/>

