



**NHS Supply Chain**

# **Supplier Portal**

Guidance Notes

Version 2  
November 2017

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## Document conventions

### Key to icons

Document icons	
	Create an Excel document for download.
	PDF document for download.
Forecasting icons	
	Blue Diamond – non-stock item delivered by NHS Supply Chain.
	Stock item – stocked and delivered by NHS Supply Chain
	Comment exists against an individual item.
	Comment can be added against an individual item.
	Export to Excel.
e-Commerce icons	
	View/print as PDF.
	View orders.
	Blue Diamond – non-stock item delivered by NHS Supply Chain.
	eDirect – non-stock item delivered by the supplier.
	Change truck number for an ASN
	Change delivery date for an ASN
	Reject a scheduled delivery

### Abbreviations

ASN	Advanced Shipment Notice
BD	Blue Diamond products – those delivered to NHS Supply Chain for onward distribution.
EDI	Electronic Data Interchange
GLN	Global Location Number – a number that uniquely identifies a physical location, such as a requisition point
GTIN	Global Trade Item Number – a globally unique number (up to 14 digits) used to identify trade items, products or services
HDS	Home Delivery Service – products delivered directly to a patient’s home or a care home.
MPC	Manufacturer’s Product Code
NCP	National Core Product
NDC	National Distribution Centre
NPC	National Product Code
RDC	Regional Distribution Centre

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SP	Stock product
UOI	Unit Of Issue
UOP	Unit Of Purchase

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## Other conventions

Partial screenshots are used throughout this document to focus your attention on the areas being discussed. The direction in which the web page extends from the portion shown is indicated by a torn edge.

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The data used in the reports and other examples is taken from our test system. Any correlation between the codes displayed and 'live' information is purely coincidental. On some screens, details have been blurred to preserve confidentiality.

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## What's changed in Supplier Portal?

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Please contact the Helpdesk on 0845 680 4359 if you need help with the Supplier Portal.

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When the order quantity for a blue diamond or e-Direct order has been amended, the new quantity is shown and the line value is updated. See 'Amending quantities of orders' on page 21.

## Logging in to the Supplier Portal

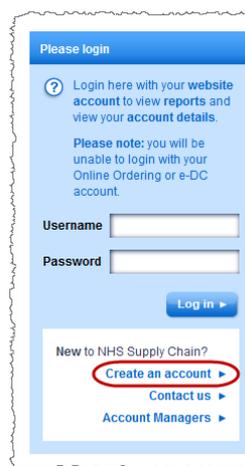
An account name and password give you access to your company's information and help to ensure it cannot be accessed by unauthorised individuals.

We recommend that everyone who needs access to the supplier portal has their own individual account. When employees leave, you need to ensure the security of your data: removing a single account often causes fewer difficulties for your business than changing the passwords of accounts that many people use.

## Requesting an account for the Supplier Portal

You can request an account for the Supplier Portal at any time.

On the right of the NHS Supply Chain home page is an option to **Create an account**. Click it to open a form that you need to complete to open an account. Complete all of the details on the form.



At the bottom of the form is a list of organisations.

- 1 Select **Supplier (SUPP)**, which is near the top of the list.
- 2 A new option appears (**Supplier**). Select your company from the list of suppliers registered with NHS Supply Chain.
- 3 Click **Apply for account**.

A message is sent automatically to the customer services department, who will respond to you by email.

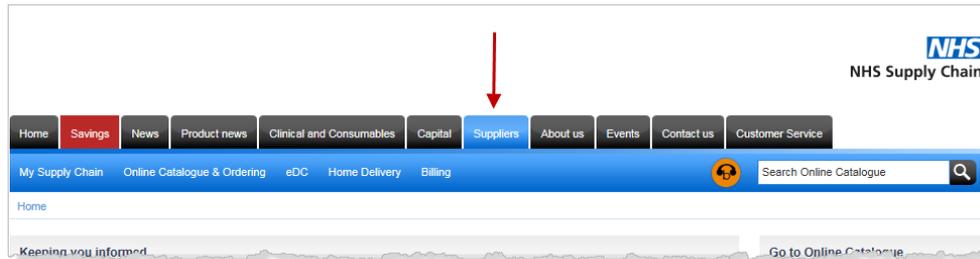
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The account that is created gives full access to your company's information. It is your responsibility to inform NHS Supply Chain if an employee ceases to work for your organisation. Until you do this, that person will continue to have access.

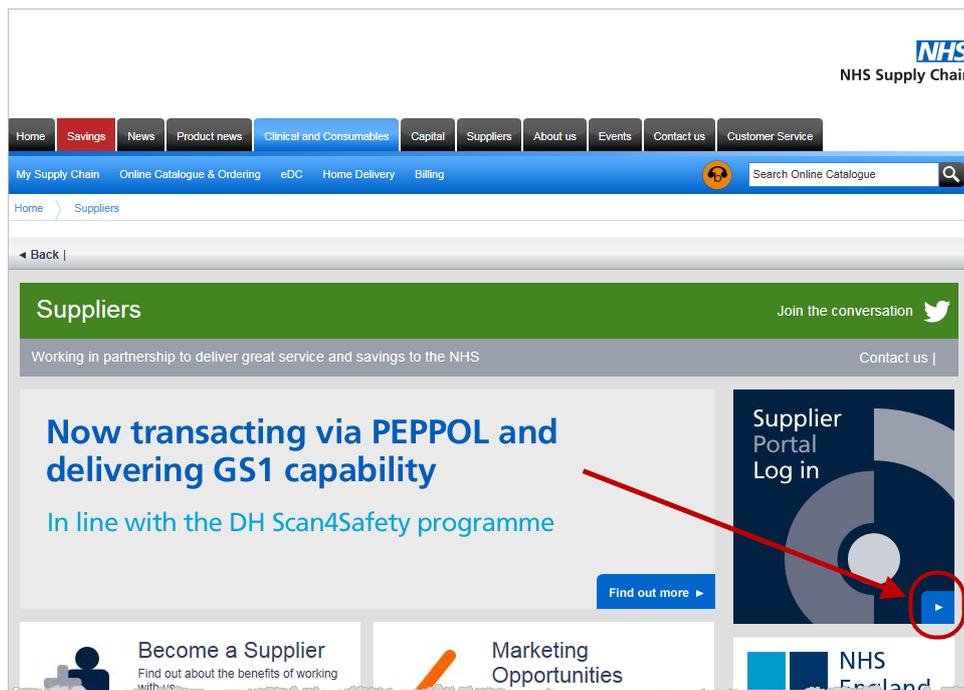
---

## Logging in to Supplier Portal

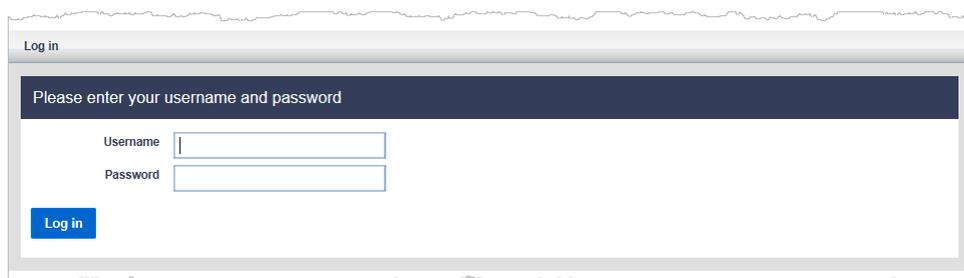
- 1 In the address bar of your web browser, type:  
`http://www.supplychain.nhs.uk`  
and press ENTER.
- 2 Select the **Suppliers** tab from the top of the page that opens.



- 3 Select the logon option (indicated by the arrow below).



- 4 Enter your **Username** and **Password** into the boxes shown.
- 5 Click **Log in**.



The Supplier Portal **Home** page opens (see overleaf).

- The menu options at the top of the page on the black background are links to other areas and applications within NHS Supply Chain.
- The menu options on the blue background are links to areas within the Supplier Portal.
- **Latest updates** lists any documents recently uploaded that can be accessed by your account. This includes any documents specifically for the supplier you represent and any documents available for all suppliers.

**View all updates** takes you to a page showing all uploaded documents that you can access.

- The section headed **What is Supplier Portal?** contains an introduction to the portal and some useful contacts.
- Below **What is Supplier Portal?** is a section called **Latest forecasts**. It contains a link to the most recent forecast.

**View all forecasts** takes you to a page showing all current forecasts.

- Below **Latest Updates** is a section called **Your NHS Supply Chain team**. Members of the team specifically assigned to your account are shown. To see their details and the details for all contacts, click **Meet your team**.

Sign Out Logged in as [username] of [company name]

**NHS**  
NHS Supply Chain

Home News Product news Product areas Capital Suppliers Services About us Events Contact us Customer service

Supplier Portal Home Profile Forecasting Reports e-Commerce

Supplier Portal Home

Welcome to Supplier Portal

## Supplier Portal

### Latest updates

- 07 May 2013 [\[new\]](#)
- 01 May 2013 [test](#)

[View all updates](#)

### What is Supplier Portal?

#### Welcome to Supplier Portal

As part of our ongoing commitment to provide customers with a high-quality and value-for-money service we are committed to working with all suppliers to develop a world-class supply chain.

We recognise that effective collaborative supplier relationships allows us to drive out inefficiencies, costs and improve service levels to customers.

This portal is a secure and private site dedicated to you as a supplier and acts as a central repository to store:

- documents and information
- functional updates
- links to e-commerce information
- key performance indicators
- real-time stock positions
- forecasting

#### New and existing suppliers

If you are not currently a supplier to NHS Supply Chain but would like further information please contact [info@supplychain.nhs.uk](mailto:info@supplychain.nhs.uk).

If you are a current supplier to NHS Supply Chain and you would like more information on the supplier portal please contact our inventory team via [supplier.communications@supplychain.nhs.uk](mailto:supplier.communications@supplychain.nhs.uk)

### Your NHS Supply Chain team

[Meet your team](#)

### Latest forecasts

Forecasting			
	09 May 2013	User	SP 2 BD 0
	20 March 2013	User	SP 314 BD 0
	16 January 2013	User	SP 4 BD 0
	02 January 2013	User	SP 1 BD 0
	02 January 2013	User	SP 3 BD 0

[View all forecasts](#)

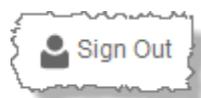
Delivery information   Ordering   Returns   Help   Website guides   [Delivery savings to the NHS](#)

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## Signing out

You must sign out of the Supplier Portal when you are not using it. The **Sign Out** option is available at the top left of every page.



## Communicating with the NHS Supply Chain

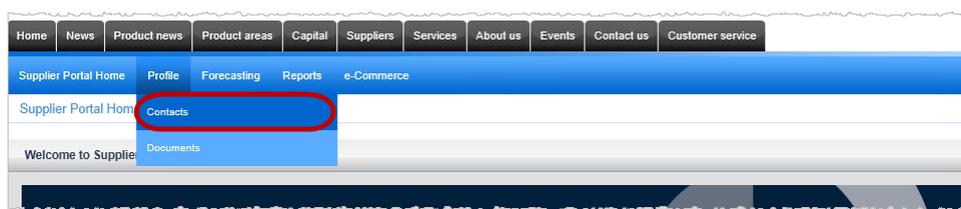
The Supplier Portal enables you to communicate more easily with NHS Supply Chain.

Documents may be uploaded to the Supplier Portal by your account team. These documents can be downloaded and printed. Some may be specific to your organisation; others may be available to all suppliers.

### Your NHS Supply Chain team

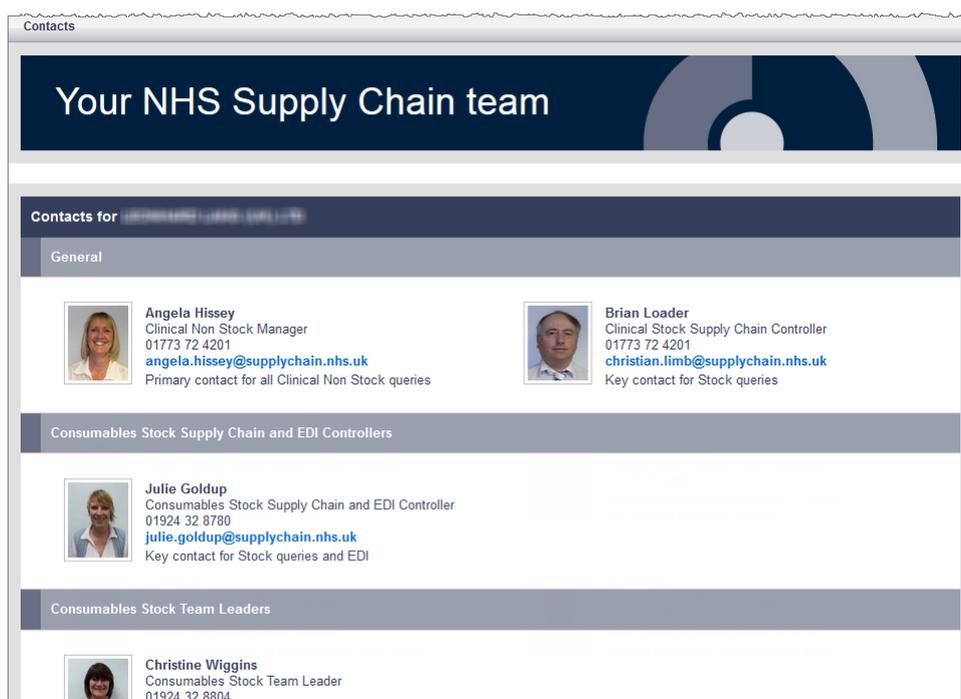
Your Supplier Portal home page only shows photographs of people *specifically* assigned to your account. Follow the instructions below or click **Meet your team** on the home page to see all contacts, including general contacts.

Select the **Profile** menu and then select **Contacts**.



The **Contact list** page gives the names, job titles, email addresses and telephone number for the members in your team.

General contacts are shown first, followed by people fulfilling specific roles.



## Accessing documents from NHS Supply Chain

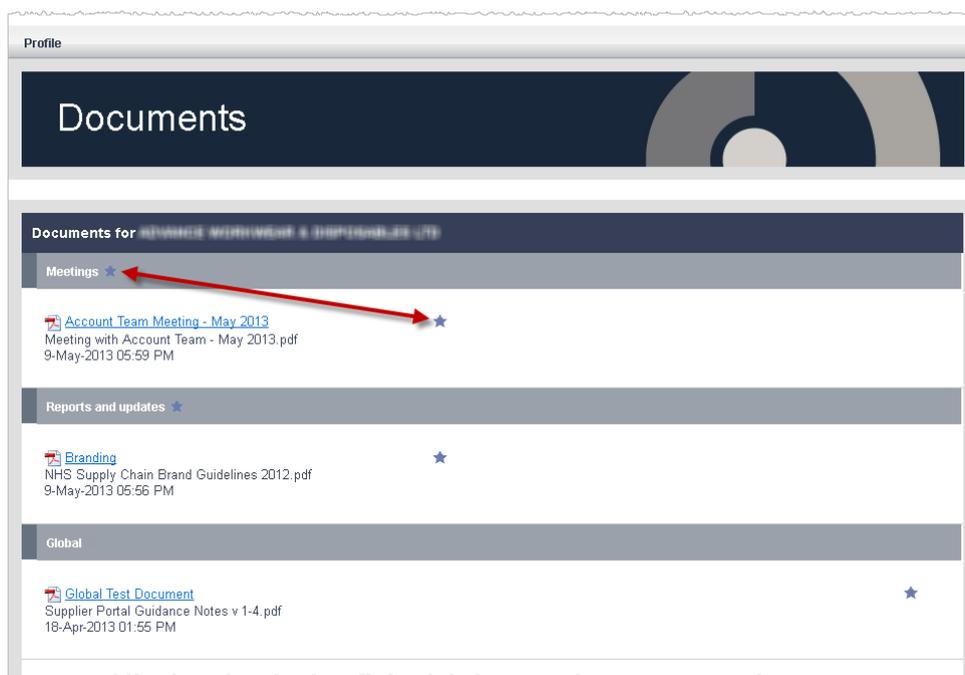
NHS Supply Chain may upload documents for you into an area that only you can access. To view these documents, select **Documents** from the **Profile** menu.

The documents are placed in one of four categories: **Meetings**, **Other**, **Reports and Updates** and **Global**. Global documents are available to all suppliers.

To download a document, click the link to the right of the PDF icon.

- Click the link to open the document.
- Right-click the link and select **Save target as...** to save a copy of the document to your local system.

You can identify sections containing new documents (uploaded within the last 5 days), and the new documents themselves, by the presence of a star.



## Viewing forecasts

Forecasts are created by NHS Supply Chain. If you want a forecast for specific products, please contact your Inventory Manager (details on the Supplier Portal [Home](#) page).

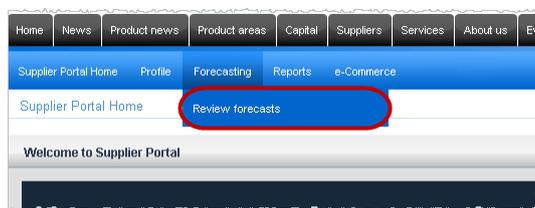
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Forecasts are projections based on the information available. They are not orders and are not guarantees of future demand.

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Forecasts are created from information held within NHS Supply Chain, including the last five years' demand, current sales trends and seasonal variation.

Forecasts are accessed by selecting **Review forecasts** from the **Forecasting** menu.



A list of all available forecasts is displayed.

The number of results is shown on the right above the list. Page numbers are shown on the right, above and below the list.

The first two columns show how many Blue Diamond (◆) products and Stock Products (■) are included in the forecast. Click a number to see details for those products – the Blue Diamond and Stock Product details for each forecast are shown separately. See 'Individual forecasts' on page 15 for more details.

Forecasts are removed from the list when the time period they cover has passed.

Forecasting

## Review forecasts

Symbol guide ◆ Blue diamond range forecast ■ Stocked product range forecast

Review forecasts

Forecast detail Showing 1 - 10 of 14 results  
Prev 1 2 Next >>

			Creator	Created	Status	Supplier commentary	NHSSC commentary
<input type="checkbox"/>	0	<a href="#">6</a>	PORTAL	02/01/2013 10:46:36	Approved		
<input type="checkbox"/>	0	<a href="#">5</a>	PSMOSS	06/09/2012 13:40:53	Approved		
<input type="checkbox"/>	0	<a href="#">4</a>	PORTAL	02/01/2013 10:45:58	Approved		<u>Forecast created on supplier r...</u>
<input type="checkbox"/>	0	<a href="#">2</a>	PSMOSS	28/08/2012 15:58:48	Approved		
<input type="checkbox"/>	0	<a href="#">4</a>	SmithJ	16/01/2013 13:56:31	Approved		
<input type="checkbox"/>	0	<a href="#">2</a>	SmithJ	02/01/2013 11:02:20	Approved		
<input type="checkbox"/>	0	<a href="#">3</a>	BrownAP	02/01/2013 11:03:05	Approved		
<input type="checkbox"/>	0	<a href="#">1</a>	BrownAP	02/01/2013 11:03:14	Approved		
<input type="checkbox"/>	0	<a href="#">3</a>	BrownAP	02/01/2013 11:03:50	Approved		
<input type="checkbox"/>	0	<a href="#">1</a>	SmithJ	02/01/2013 11:03:59	Approved		

Prev 1 2 Next >>

Please note: Blue Diamond and stocked product forecast are both based on an 8 month period.

[Comment selected forecast](#)

## Comments associated with forecasts

Comments from NHS Supply Chain relating to a particular forecast may be seen in the far right column. Comments can also be recorded by you – these are shown in the column headed **Supplier Comments**.

If a comment is underlined, the comment is longer than can be shown on screen: click the comment to open it.

0 [4](#) PORTAL 02/01/2013 10:45:58 Approved Forecast created on supplier r...

Forecast commentary:

Forecast created on supplier request

## Adding your own comments

To add your own comments to a forecast:

- 1 Select the forecast by clicking the box at the left of its row.
- 2 Click **comment selected forecast**.
- 3 Type your comment in the box. Click **OK**.

---

Your comments are sent to your inventory contact as an email message. Making a change to a comment sends another email message.

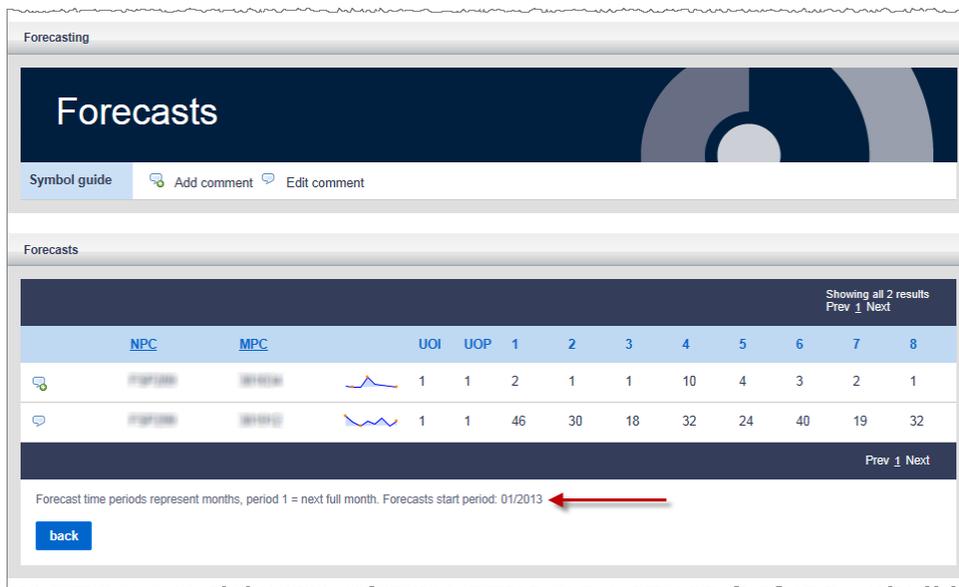
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## Individual forecasts

To see details of an individual forecast, click the number in either of the first two columns. A page is shown that lists each of the items in the category you selected.

The date that the forecast was created is given at the bottom of each page. The periods (from 1 to 8) given as column headings are months from the forecast date. So, for example, if the forecast was created in April: **1** would be May, **2** would be June, **3** would be July and so on.

The national product code (**NPC**) and the manufacturer's product code (**MPC**) are given and can both be used to identify the product.



		Showing all 2 results Prev 1 Next											
	NPC	MPC	UOI	UOP	1	2	3	4	5	6	7	8	
	1737288	281124		1	1	2	1	1	10	4	3	2	1
	1737288	281124		1	1	46	30	18	32	24	40	19	32

Forecast time periods represent months, period 1 = next full month. Forecasts start period: 01/2013

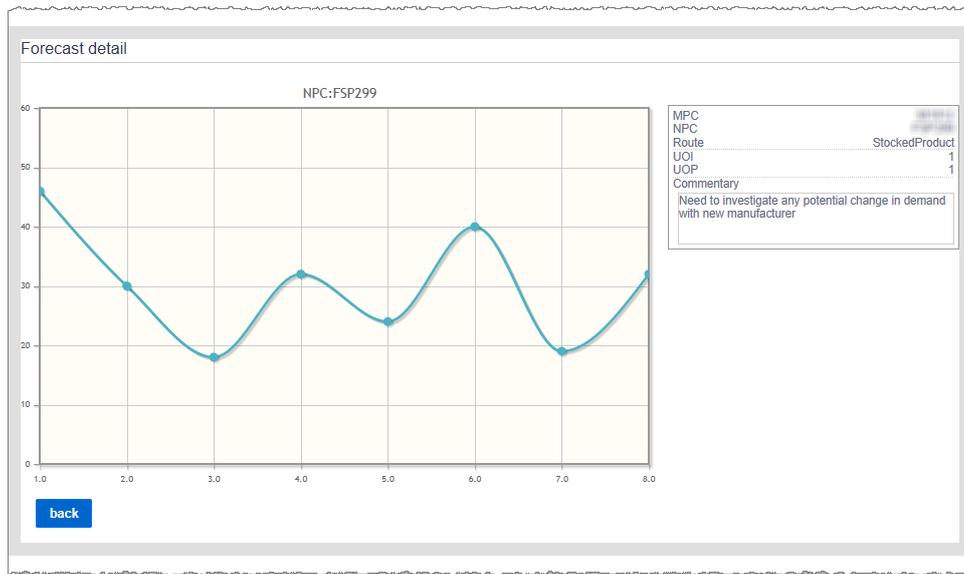
back

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The quantities shown are the anticipated customer demand for the products specified. They are *not* the quantities that NHS Supply Chain requires from the supplier.

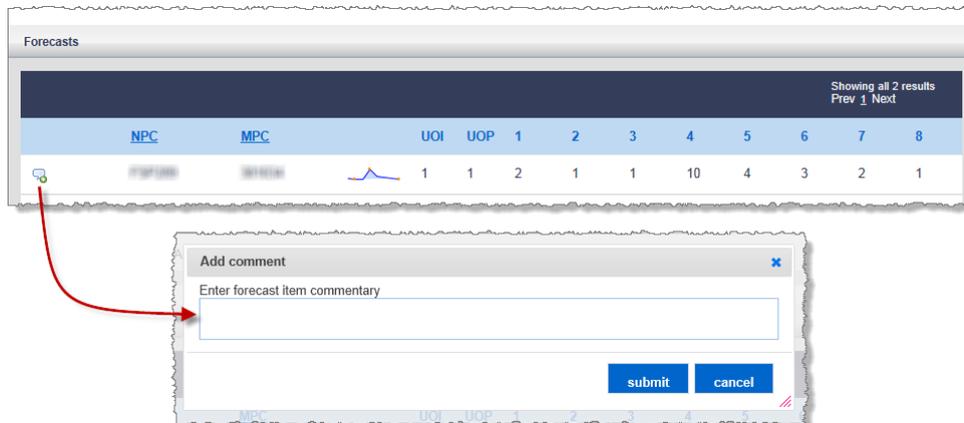
---

Depending on your browser, you may be able to see a large version of the trend map. Click on the small version of the chart and an expanded version is displayed.

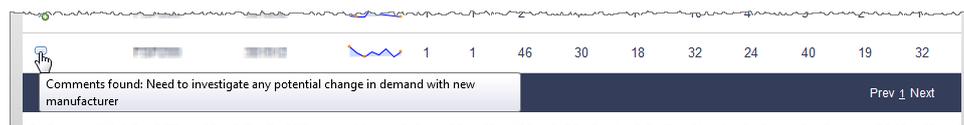


## Comments on individual products

To add a comment to an individual product item, click the **Add Comment** icon to the left of that item. A box opens for you to type the comment – just start typing to overwrite the default text. Click **submit** to associate the comment with the forecast item.



Existing comments for an item are shown in a tooltip when you hover over the comment icon.



If you click an existing comment icon, the **Add comment** box is displayed. Any comment you make *replaces* the existing comment.

Comments you make against an individual product are sent to your inventory contact by email.

## Exporting forecasts

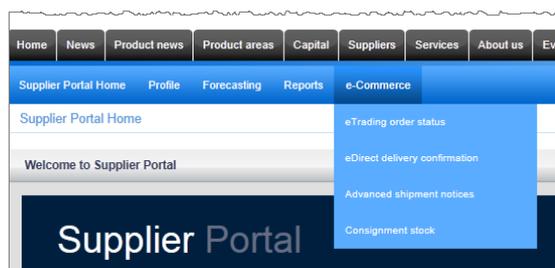
You can export all available forecasts to Excel by clicking the option on the left below the list of forecasts.

You will be given the option to open or save the data. You can only download the full set of forecast data – you cannot select a subset of it.



## E-Commerce

The e-Commerce section is where you must update information about the deliveries you make to ensure you are paid promptly and to enable efficient deliveries to the various depots.



The four options available are:

- **eTrading order status** – you can view information about the orders you have received and provide details of the corresponding deliveries you will make to NHS Supply Chain depots. See 'Orders received through EDI' (below) for more information.
- **eDirect delivery confirmation** – you need to provide details of deliveries you have made directly to trusts to complete the receipt processing that is necessary before an invoice can be processed. See 'Confirming e-Direct deliveries' on page 25 for more information.
- **Advanced shipment notices** – complete this section to obtain the information you need to book deliveries at a depot, either for your own vehicles or those sent by another courier. See 'Managing Advanced Shipment Notices (ASNs)' on page 26 for more information.
- **Consignment stock** – view the stock held by trusts that has not yet been purchased. See 'Consignment stock' on page 29 for more information.

## Orders received through EDI

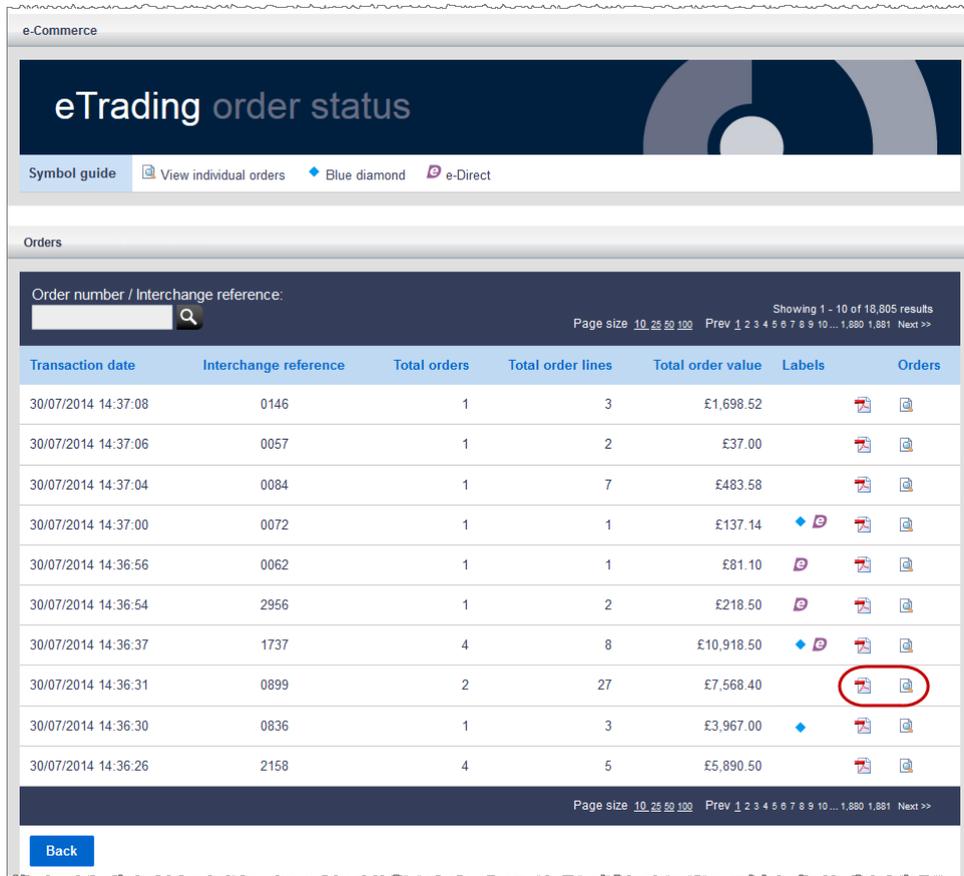
Orders that you receive electronically as EDI messages or by email are managed using the **eTrading order status** pages.

The first page that opens lists all orders received over the last 120 days, with the most recent at the top.

- You can see details of all orders in a batch by clicking the 'view order' icon (🔍) in the **Orders** column on the right of each row.
- You can produce a report of every order in a batch in PDF format (for printing) by clicking the PDF icon (📄) to the left of the **Orders** column, which is at the far right of each row.

Any order or line-level notes associated with e-Direct products in this order are shown.

- You can print labels for Blue Diamond (◆) and e-Direct (e) orders by clicking the appropriate icon in the **Labels** column – see 'Printing labels for non-stock products' on page 22 for more information.



e-Commerce

eTrading order status

Symbol guide View individual orders ◆ Blue diamond e-Direct

Orders

Order number / Interchange reference:

Showing 1 - 10 of 18,805 results  
Page size 10 25 50 100 Prev 1 2 3 4 5 6 7 8 9 10 ... 1,880 1,881 Next >>

Transaction date	Interchange reference	Total orders	Total order lines	Total order value	Labels	Orders
30/07/2014 14:37:08	0146	1	3	£1,698.52		
30/07/2014 14:37:06	0057	1	2	£37.00		
30/07/2014 14:37:04	0084	1	7	£483.58		
30/07/2014 14:37:00	0072	1	1	£137.14	◆ e	
30/07/2014 14:36:56	0062	1	1	£81.10	e	
30/07/2014 14:36:54	2956	1	2	£218.50	e	
30/07/2014 14:36:37	1737	4	8	£10,918.50	◆ e	
30/07/2014 14:36:31	0899	2	27	£7,568.40		
30/07/2014 14:36:30	0836	1	3	£3,967.00	◆	
30/07/2014 14:36:26	2158	4	5	£5,890.50		

Page size 10 25 50 100 Prev 1 2 3 4 5 6 7 8 9 10 ... 1,880 1,881 Next >>

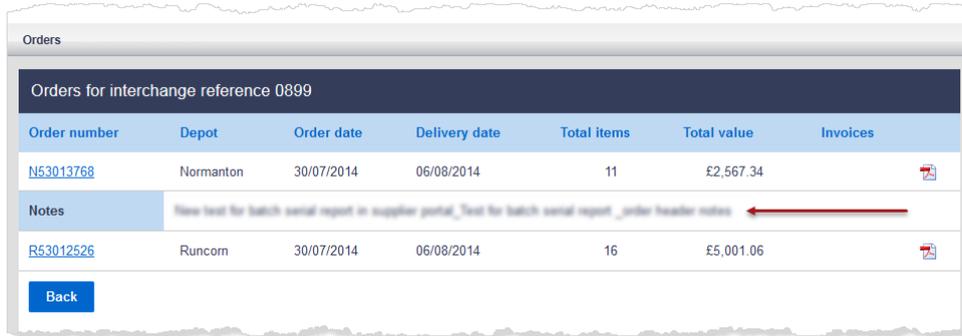
Back

You can reduce the quantity of orders displayed by specifying a order number or an **Interchange reference**.

### Viewing a batch of orders

To view a batch of orders, click the 'view order' icon () that is in the **Orders** column on the right of each row (highlighted in the image above).

In the example below, there are two orders in one batch, for delivery to different depots. Order-level notes are associated with the first one (indicated by the arrow), and you will see these if you are providing *any* of the products on the order.



Order number	Depot	Order date	Delivery date	Total items	Total value	Invoices
<a href="#">N53013768</a>	Normanton	30/07/2014	06/08/2014	11	£2,567.34	
<b>Notes</b>						
New text for batch serial report in supplier portal_Test for batch serial report _order header notes						
<a href="#">R53012526</a>	Runcorn	30/07/2014	06/08/2014	16	£5,001.06	

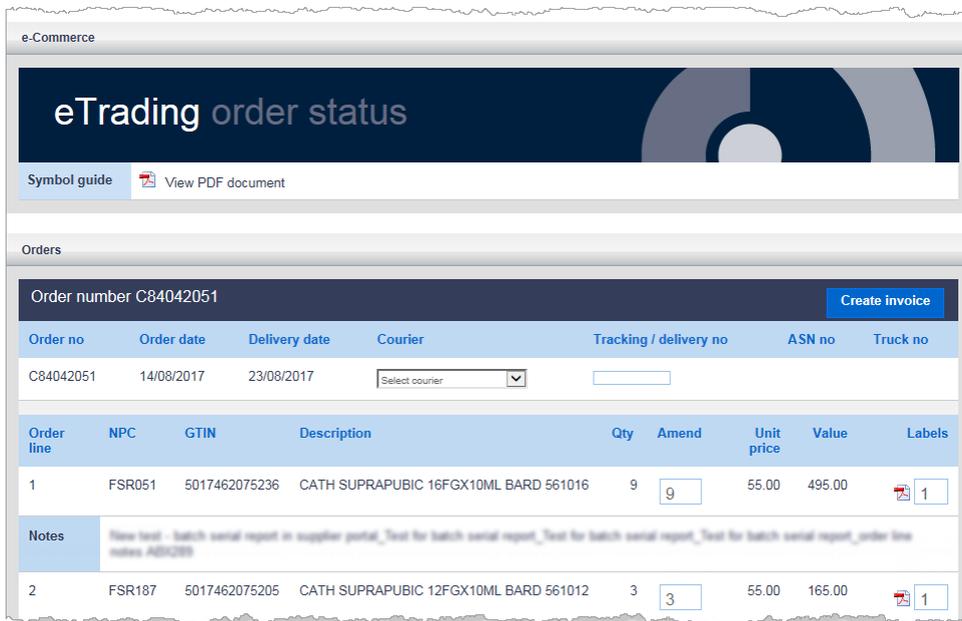
[Back](#)

From here, you can:

- View details of the individual order by clicking on the order number (see example below).
- View the associated invoice (a **View** link is present in the **Invoices** column when an invoice is available).
- Generate a printable copy of an order by clicking on the PDF icon.

### Specifying delivery details for an order

When you click the order number, a new page opens showing all of the items in the order. From here, you can specify the courier and any tracking number for orders being delivered on your behalf.



Order no	Order date	Delivery date	Courier	Tracking / delivery no	ASN no	Truck no
C84042051	14/08/2017	23/08/2017	Select courier			

Order line	NPC	GTIN	Description	Qty	Amend	Unit price	Value	Labels
1	FSR051	5017462075236	CATH SUPRAPUBIC 16FGX10ML BARD 561016	9	<input type="text" value="9"/>	55.00	495.00	 1
<b>Notes</b>								
New text - batch serial report in supplier portal_Test for batch serial report_Test for batch serial report_Test for batch serial report_order line notes A81295								
2	FSR187	5017462075205	CATH SUPRAPUBIC 12FGX10ML BARD 561012	3	<input type="text" value="3"/>	55.00	165.00	 1

Any notes associated with an order line are shown below that line.

## Amending quantities of orders

You can only amend quantities for orders where the delivery date is in the future (the delivery has not happened), when the order is not for the Home Delivery Service (HDS) and before a truck number has been assigned (before the ASN is created).

To change the quantities of the orders delivered, change the number in the amend column and then click **Amend order**.

3	FVQ1120	5017462127232	MESH 3D 10.8X16CM XLG RIGHT (BX1) 115321	30	30	97.00	2910.00		1
4	GCT060	0752181300898	SHEATH INCO STD LENGTH 24MM 3243 (PK 5)	40	20	2.75	110.00		1

0 highlights pending amendments not yet processed.

[Amend order](#) [Print all labels](#)

**Amend order** is not enabled until you have made a change either to the delivery date/courier or to a quantity.

The line value will automatically be updated based on the amended quantity.

The **Labels** column and **Print all labels** are only shown for stock orders.

The changes you have made to the order quantities are shown in brackets as they have not yet been processed. Once processed the order quantities in brackets will no longer be shown.

4	GCT060	0752181300898	SHEATH INCO STD LENGTH 24MM 3243 (PK 5)	40	(20) 20	2.75	55.00		
---	--------	---------------	---	----	---------	------	-------	---	--

0 highlights pending amendments not yet processed.

[eDirect delivery confirmation](#)

An email confirming the changes is automatically sent to you and to the appropriate NHS Supply Chain stock controller.

## Printing labels for stock products

For stock products, you can print identification labels for the cases containing each of the product lines. By default, one label per item is printed. However, if you know that you will be shipping this item in (for example) three boxes, you can print three labels, which are numbered as 1 of 3, 2 of 3 and 3 of 3.

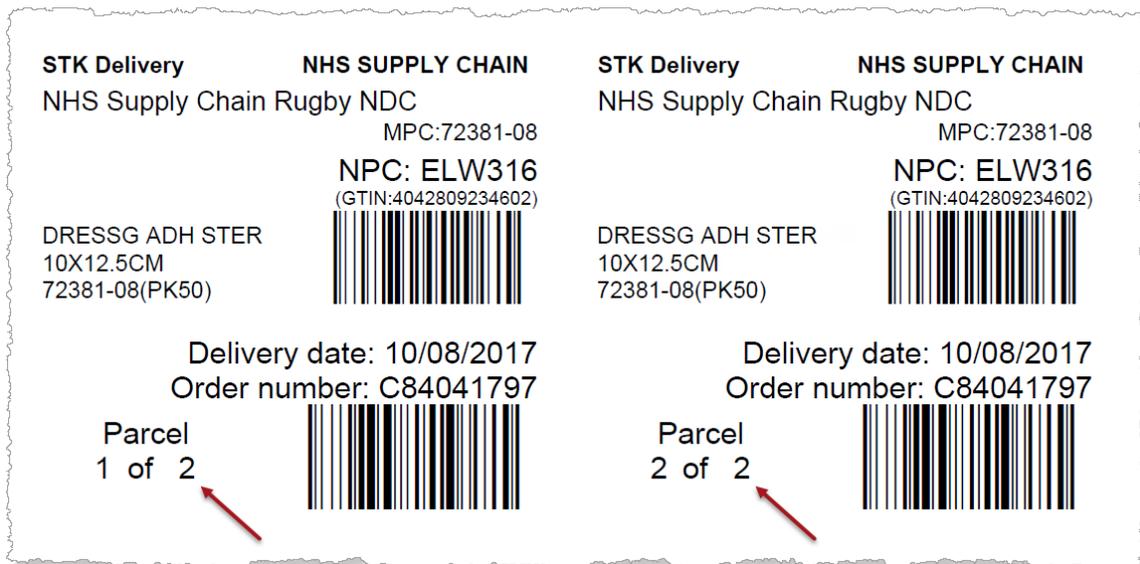
To print labels for stock products:

- 1 Select **e-Commerce** and then **eTrading order status** from the menu.
- 2 Click the 'view order' icon () to see individual orders for stock products (those *without* a Blue Diamond () or e-Direct () icon in the **Labels** column).

Orders that are part of transaction are listed.

- 3 Click an order number to open details of that specific order.
- 4 If necessary, change the number in the **Labels** column to increase the number to meet your requirements.

You can either print labels for a single item by clicking the PDF icon to the left of the number of labels, or you can print all the labels at once by clicking **Print All Labels** at the bottom of the page.



### Printing labels for non-stock products

For Blue Diamond and e-Direct products, you can print labels for each order.

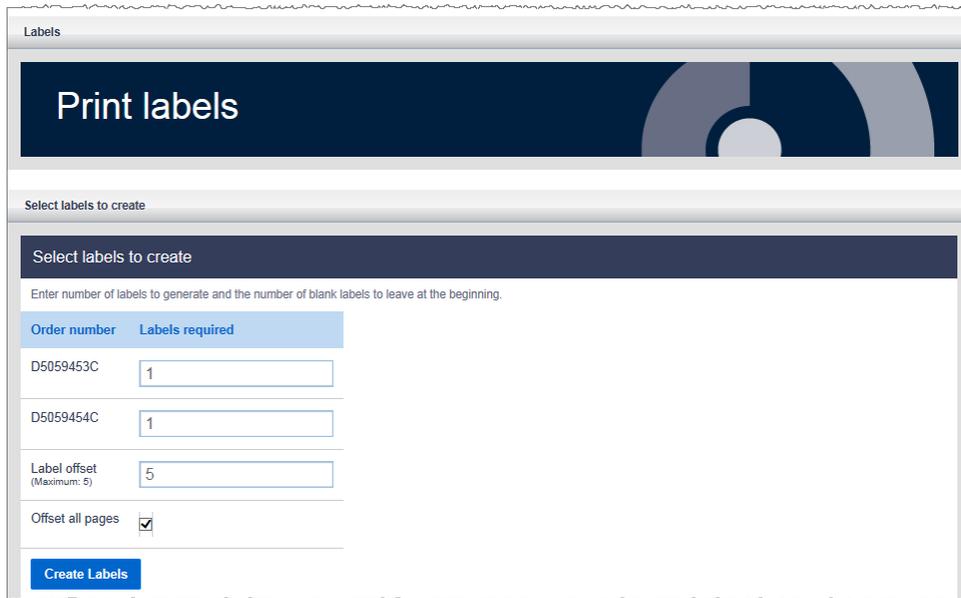
- 1 Select **e-Commerce** and then **eTrading order status** from the menu.
- 2 Click the Blue Diamond (◆) or e-Direct (e) icon in the **Labels** column.  
All of the individual orders that are of this order type (Blue Diamond or e-Direct) and are part of this transaction are listed.
- 3 Change the number of labels required for each order, if you need more than one.
- 4 Specify the **Label offset**. This is the number of blank labels to leave before you start printing, which is useful if you are starting to print part-way down a sheet.
- 5 Specify if you want this label offset to apply to all sheets.

---

Setting the **Label offset** to 5 and selecting **Offset all pages** will print one label per sheet.

---

- 6 Click **Create Labels** to open the labels in PDF format for printing.

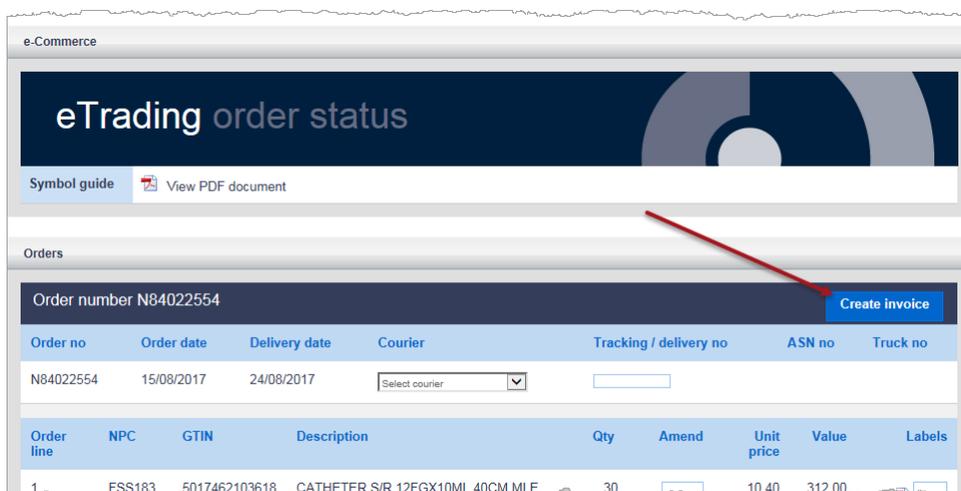


The labels for Blue Diamond and e-Direct products are very similar. They both show the order number, the local reference, the delivery date and the requisition point (including its GLN, if available). Labels for e-Direct products also show the name of the supplier and the address for delivery.

## Creating an invoice

To create an invoice:

- 1 Select **e-Commerce** and then **eTrading order status** from the menu.
- 2 Click the 'view order' icon () on the left of a consignment to see the orders in it.
- 3 Click the order number to see the items in the order.
- 4 Click **Create invoice** at the top right (as shown in the image below) to create an invoice.



Order no	Order date	Delivery date	Courier	Tracking / delivery no	ASN no	Truck no
N84022554	15/08/2017	24/08/2017	Select courier			

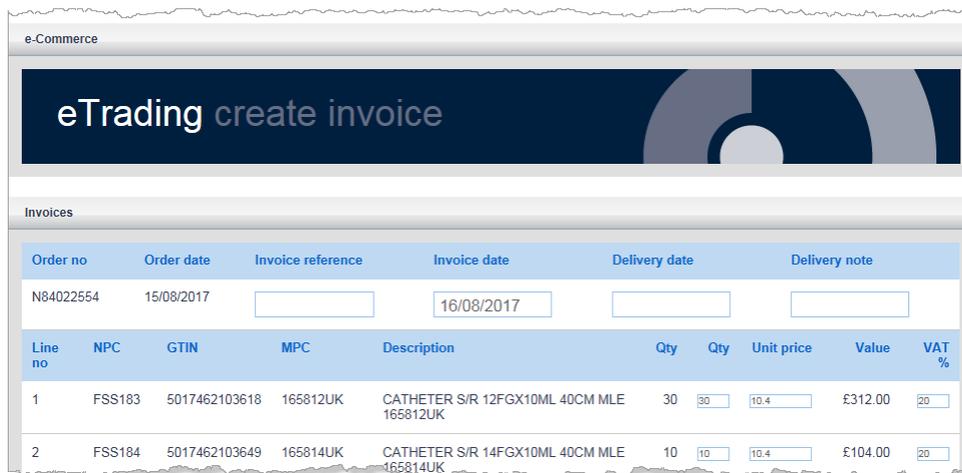
  

Order line	NPC	GTIN	Description	Qty	Amend	Unit price	Value	Labels
1	FSS183	5017462103618	CATHETER S/R 12FGX10ML 40CM.MLE	30		10.40	312.00	

A page opens showing all the information required to create an invoice.

- 1 Enter the **Invoice reference** (required – a maximum of 17 characters), **Invoice date**, **Delivery date** and any **Delivery note** in the boxes at the top of the page.
- 2 Make any changes to the quantity (**Qty**, to reflect what was actually delivered) or the **Unit price** in the boxes in the appropriate columns. If the **VAT %** rate is incorrect, change it.

The **Value** of the line is automatically recalculated to reflect your changes.



Order no	Order date	Invoice reference	Invoice date	Delivery date	Delivery note
N84022554	15/08/2017		16/08/2017		

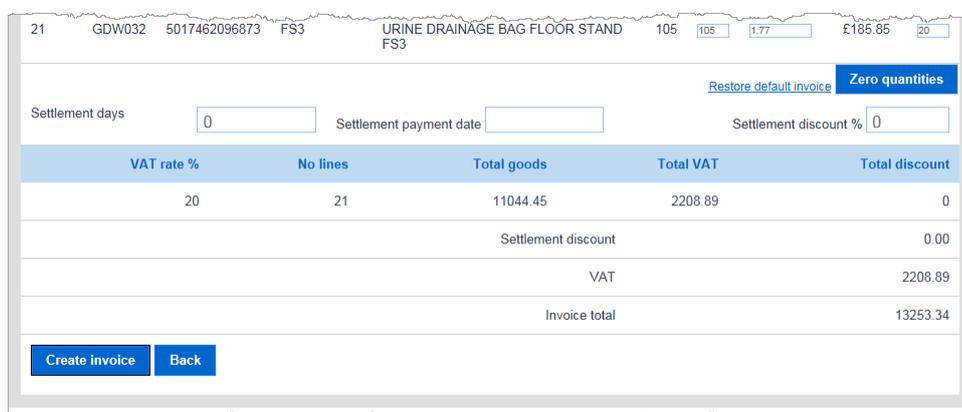
Line no	NPC	GTIN	MPC	Description	Qty	Unit price	Value	VAT %
1	FSS183	5017462103618	165812UK	CATHETER S/R 12FGX10ML 40CM MLE 165812UK	30	10.4	£312.00	20
2	FSS184	5017462103649	165814UK	CATHETER S/R 14FGX10ML 40CM MLE 165814UK	10	10.4	£104.00	20

If you make a mistake and are unsure what you need to change, you can revert to the default invoice by clicking **Restore default invoice**, at the bottom of the list of items.

If you were only able to deliver a small subset of this order, you can **Zero quantities**. This sets the quantity of all items to zero. Increase the quantity for those you delivered.

- 3 Specify the **Settlement days**, the **Settlement payment date** (required) and any **Settlement discount** (as a percentage) using the boxes at the bottom of the page.

The **Settlement payment date** is calculated automatically if you specify a value in **Settlement days**.



Line no	NPC	GTIN	MPC	Description	Qty	Unit price	Value	VAT %
21	GDW032	5017462096873	FS3	URINE DRAINAGE BAG FLOOR STAND FS3	105	1.77	£185.85	20

VAT rate %	No lines	Total goods	Total VAT	Total discount
20	21	11044.45	2208.89	0
				Settlement discount
				VAT
				Invoice total

- 4 Click **Create invoice** to generate an EDI file that is automatically sent for import into our payment system.

## Confirming e-Direct deliveries

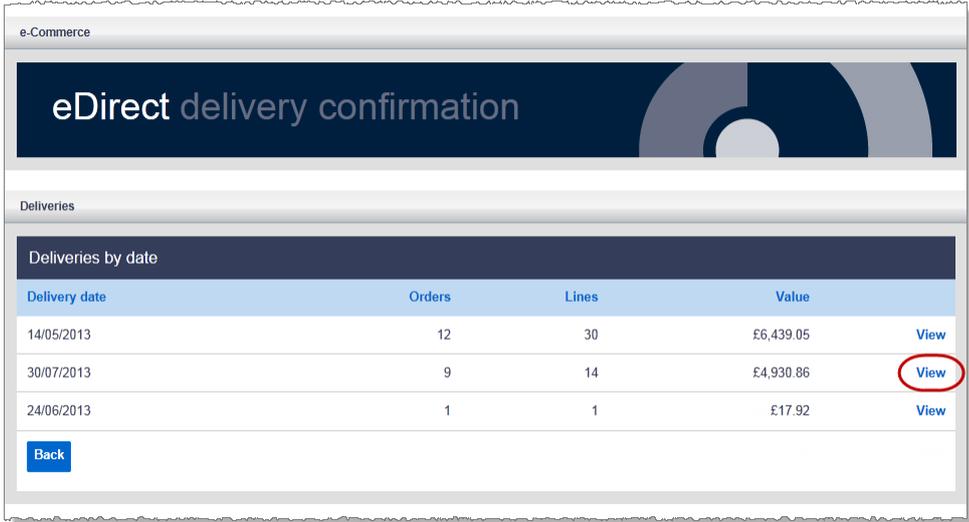
e-Direct deliveries are those that you deliver directly to the customer. For you to be paid for these orders, you need to confirm the delivery.

---

An email notification can be sent automatically to designated individuals if you have not confirmed delivery of an e-Direct order has been arranged by its delivery date.

---

- 1 Select **e-Commerce** and then **e-Direct delivery confirmation** from the menu.  
A list of delivery dates is shown, with an indication of the number of orders for each day.
- 2 Click **View** to the right of a delivery to see the orders for that date.

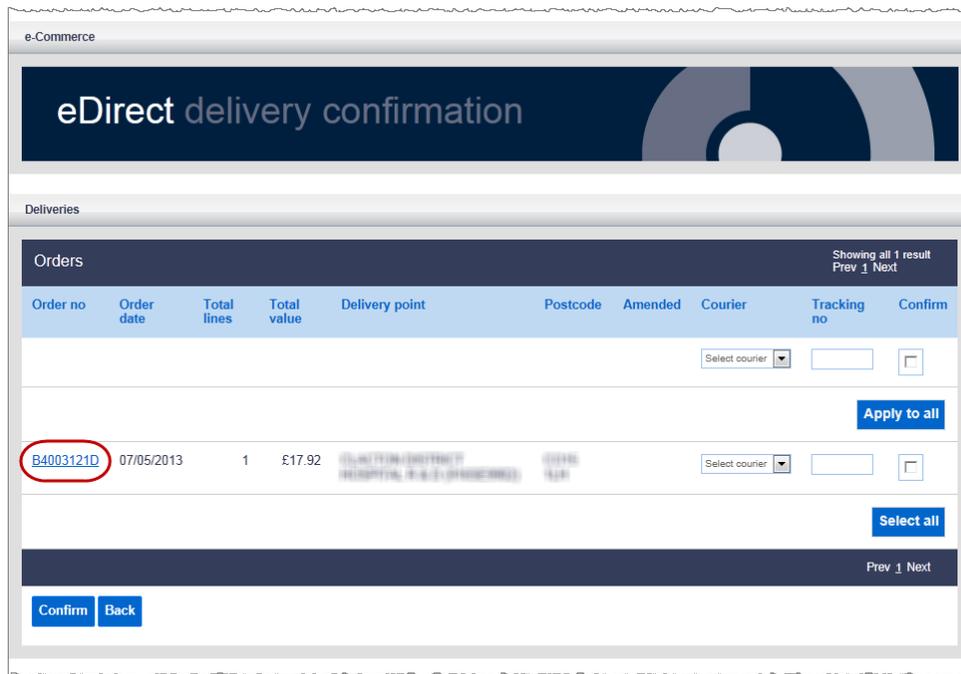


eDirect delivery confirmation				
Deliveries				
Deliveries by date				
Delivery date	Orders	Lines	Value	
14/05/2013	12	30	£6,439.05	<a href="#">View</a>
30/07/2013	9	14	£4,930.86	<a href="#">View</a>
24/06/2013	1	1	£17.92	<a href="#">View</a>

[Back](#)

- 3 To confirm that an order has been delivered, and that the quantities are as stated in the order details, select the order and click **Confirm**.

To check or change details of the order, click an order number.



e-Commerce

## eDirect delivery confirmation

Deliveries

Orders Showing all 1 result  
Prev 1 Next

Order no	Order date	Total lines	Total value	Delivery point	Postcode	Amended	Courier	Tracking no	Confirm
B4003121D	07/05/2013	1	£17.92	GLAXO SMITHKLINE RESEARCH, 114-115, BRISTOL			Select courier		Confirm

Prev 1 Next

Confirm Back

- 4 Enter details of the **Courier** and the **Tracking no**. You can either do this for each individual order, or enter the information at the top of the page and click **Apply to all**.

---

Applying courier and tracking information to all orders overwrites any information you may already have typed for individual order. If most are being sent by the same courier, set the same value for all then change the few that are different.

---

- 5 When viewing the details of an order, you can:
- Change the **Delivery date**, **Courier** and **Tracking number** (as long as the delivery has not already taken place, and as long as the order is not for the Home Delivery Service).
  - Amend the quantities of items on the order (see 'Amending quantities of orders' on page 21).
  - Print labels (see 'Printing labels' on page 21).
  - Create an invoice (see 'Creating an invoice' on page 22).

## Managing Advanced Shipment Notices (ASNs)

This is only initially applicable for the Rugby NDC and Rugby RDC. It will be rolled out to the other depots over time and you will be informed when this is done.

You need to have an Advanced Shipment Notice (ASN) for your deliveries to NHS Supply Chain depots to be accepted. You must create the ASN at least one day before the delivery is made.

Creating an ASN gives you a reference number that you need to book your delivery at an NHS Supply Chain depot. It does *not* create the booking.

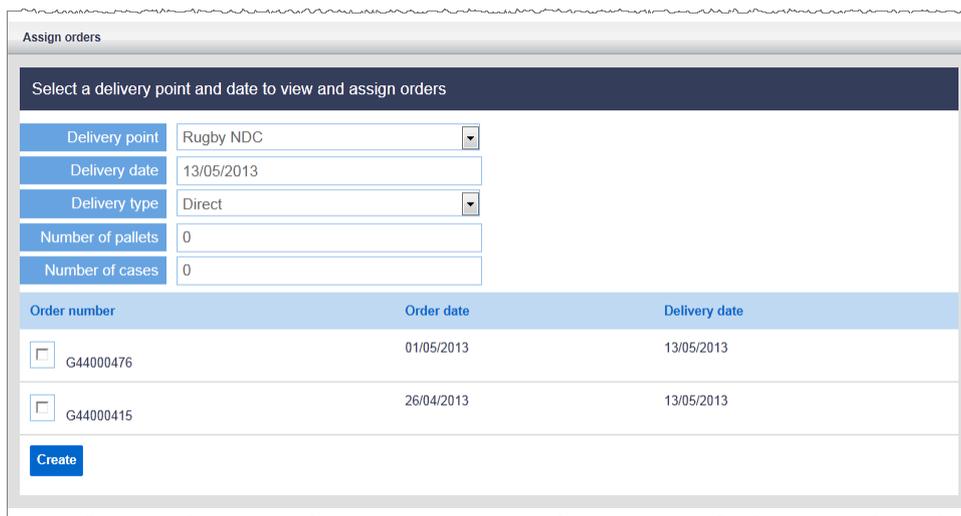
## Creating an ASN

You cannot change an order once a truck number has been assigned, so make any necessary amendments to orders before creating the associated ASNs.

An ASN is created by assigning orders to a delivery point on a particular date.

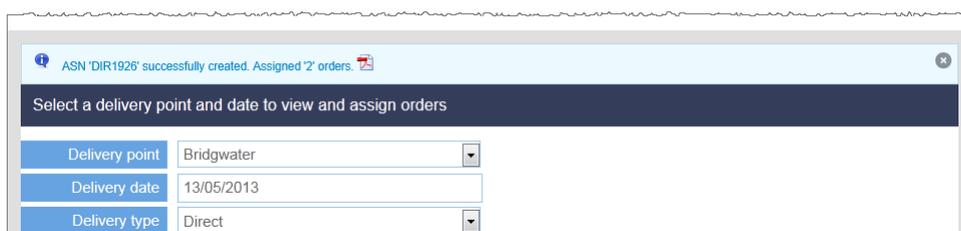
- 1 Select **e-Commerce**, then **Advanced shipment notices** and finally **Create ASN** from the menu.
- 2 Select the **Delivery point** from the drop-down list. Click in **Delivery date** and choose a date from the calendar.

Any orders that meet those criteria are listed.



Order number	Order date	Delivery date
<input type="checkbox"/> G44000476	01/05/2013	13/05/2013
<input type="checkbox"/> G44000415	26/04/2013	13/05/2013

- 3 Choose whether you are making the delivery (**Direct**) or someone else is delivering on your behalf (**Carrier**). If you select **Carrier**, the **Number of pallets** and **Number of cases** boxes are hidden.
- 4 Select the orders that are being grouped into this batch and click **Create**. The ASN is created and is instantly available at the top of the page. Click the PDF icon to print the ASN.

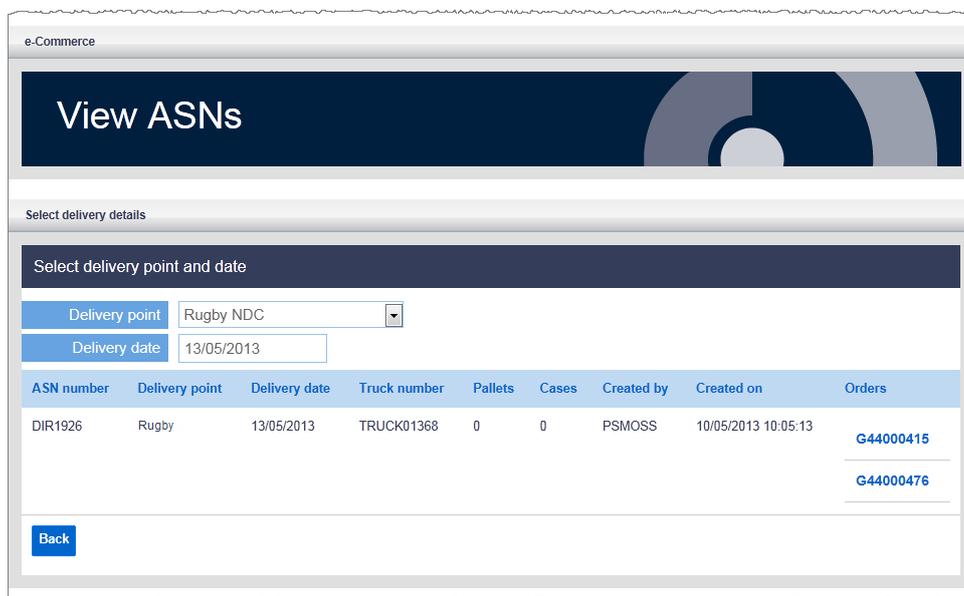


If you need to view or make changes to the order, print labels or create an invoice, click the order number. See 'Amending quantities of orders' on page 21, 'Printing labels for stock products' on page 21, 'Printing labels for non-stock products' on page 22 and 'Creating an invoice' on page 22 for detailed instructions.

## Viewing ASNs

You can view existing ASNs at any time.

- 1 Select **e-Commerce**, then **Advanced shipment notices** and finally **View ASNs** from the menu.
- 2 Select the **Delivery point** and **Delivery date**. Any ASNs that match are displayed automatically.



ASN number	Delivery point	Delivery date	Truck number	Pallets	Cases	Created by	Created on	Orders
DIR1926	Rugby	13/05/2013	TRUCK01368	0	0	PSMOSS	10/05/2013 10:05:13	<a href="#">G44000415</a> <a href="#">G44000476</a>

You can view details of the orders associated with an ASN by clicking on the order number, and you can then make any necessary changes. See 'Amending quantities of orders' on page 21, 'Printing labels for stock products' on page 21, 'Printing labels for non-stock products' on page 22 for detailed instructions.

## The booking process

The process differs slightly depending on whether you are delivering the orders yourself or they are being delivered by a carrier.

- If you are delivering the order, the ASN reference is prefixed with DIR and the notice includes a truck number. You must contact the NDC to book the delivery, by phone or e-mail, quoting the truck number.
- If the order is being delivered by a carrier, the ASN reference is prefixed with CAR. This ASN reference should be given to the carrier, who needs to quote it when booking in

with the NDC. Bookings can be made by telephone or e-mail, and multiple ASNs can be assigned to one delivery. The booking clerk will issue a truck number, booking date/time and booking reference to the carrier.

Contact details for making a booking are:

- Phone 0871 716 5550
- E-mail [bookings@supplychain.nhs.uk](mailto:bookings@supplychain.nhs.uk)

### Generating a list of ASNs for sending to the Bookings Clerk

A report is available that summaries ASNs, which you can send to the Bookings Clerk at NHS Supply Chain when booking in to the depots.

To generate the report, select **Reports** and finally **ASN report** from the menu.

Select the **Delivery point** from the drop-down list and click **View**.

A summary is produced that can be saved as a PDF.

## Consignment stock

Consignment stock is stock held by trusts that is still owned by the suppliers.

### View consignment stock

Select **e-Commerce** and then **Consignment stock** from the menu to see details of the stock held by trusts that has not yet been purchased.

You can reduce the quantity of information shown by specifying a range of criteria and then clicking the filter icon (). You can specify **Location**, **MPC**, **Batch** number, **Serial** number or the **Expiry date** (or a combination).

You can export consignment stock items to Excel by clicking the Excel icon (.

Click the plus icon ( + ) to the left of a stock item to see more details.

## Standard reports

A number of reports have been provided to help you to monitor how well you are meeting targets and any other issues that you want to track.

The available reports are accessed from the **Report** menu.

## Demand reports

The demand report enables you to analyse demand for any financial year. Financial years are NHS financial years – from April to March. For example, the financial year running from April 2012 to March 2013 is Financial Year 2013.

You can choose to view total demand, or you can choose to group this by depot, by MPC, by both depot and MPC, or by customer by selecting the appropriate **Report** from the list available.

You can choose to aggregate information either by financial week or by financial period and can specify which week or period you want to show. For example, to show figures for week 23, select **Financial week** from the **Frequency** list and then type 23 in the **Value** box.

---

A financial period is based on the accounting calendar.

---

An example of report settings and the information displayed as a result are shown below. The columns shown depend on the report selected.

Reports

Demand reports

Configure report

A series of reports allowing the supplier to analyse sales, demand and service levels over user defined time periods.

Report	Demand by MPC (Manufacturers Product Code) ▾
Financial year	2014 ▾
Frequency	Financial week ▾
Value	42 ▾

Find reports

NHS Supply Chain

**Demand by MPC by week**

Financial year: 2014  
Supplier name: ██████████

Week	MPC	NPC (GTIN)	Lines requested	Lines supplied	% lines supplied	Quantity requested	Quantity supplied	% quantity supplied
42	██████	ABX023	1.00	1	100.00	2	2	100.00
	██████	ABX030 (8712400184250)	15.00	15	100.00	196	196	100.00
	██████	ABX005 (8712400184397)	16.00	16	100.00	224	224	100.00
	██████	ABX245 (8712400184649)	15.00	15	100.00	269	269	100.00
	██████	ABX007 (8712400184755)	5.00	5	100.00	23	23	100.00
	██████	ABX008 (8712400184854)	7.00	7	100.00	543	543	100.00
	██████	ABX148 (8712400184991)	14.00	14	100.00	173	173	100.00
	██████	ABX074 (8716900558054)	15.00	13	86.67	388	326	84.02

## Batch tracking report

The **Batch tracking report** itemises all orders that have notes associated with the whole order or with individual order lines. Filter options at the top of the page enable you to search for a specific orders, products, text in the **Local reference** or text in the **Notes**. You can also optionally specify a date range.

When searching for text that was entered in either the **Local reference** or **Notes** fields, simply type the characters you are looking for. For example, type 89 in **Notes** to find every order where either the **Notes** (the position of order-level notes is marked as **1** in the image below) or the **Line notes** (marked as **2**) contains those two numbers. This search will find SN1030289, AB89281 and 8982918 but not 1238 9123 (with a space between the two digits) or 12881982 (where the two numbers are present but not in the same sequence).

---

If you select **All orders**, you will see all your orders, including Blue Diamond orders and e-Direct orders without notes.

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Reports

## Batch tracking report

Batch tracking report

Purchase order number  MPC  Date range  -  [View](#)

Local reference  Notes  All orders

Batch tracked orders Showing all 2 results  
Page size [10](#) [25](#) [50](#) [100](#) [Prev](#) [Next](#)

Trust name	Req point	Order notes	Local reference
MEDICAL SUPPLIES IPT	A5673E MEDICAL ROOM, FULWOOD (GLN: 1234567890128)		Test for checking
MPC	Order number	Quantity	Product description
	R5000046C	24	Eye pad Latex free 6.7 x 4.7cm junior
PRISONS	ZB2006 HMP GARTH	Header test notes for checking in CMS	
MPC	Order number	Quantity	Product description
	R5000098C	1	Eye pad Latex free 6.7 x 4.7cm junior

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[Back](#) [Export to Excel](#)

You can optionally choose to export the results of your search to Excel for further analysis.