

# NHS Supply Chain Billing

Guidance notes

V3 – 9 July 2019



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## General information

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

## Document conventions





- Menu options, labels and links are all shown in bold. For example, in “Click **Save** before leaving this page”, **Save** is the text on a button.
- Some screenshots are annotated with numbers. These numbers correspond to a particular instruction in the step-by-step instructions associated with that screenshot.

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

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## Icons used within the Billing application

	Click to see help on the options available
	Open a document as a PDF (can be saved or printed)
	Download information in Microsoft Excel format
	Include detail in Microsoft Excel export



## Using the Billing application

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

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

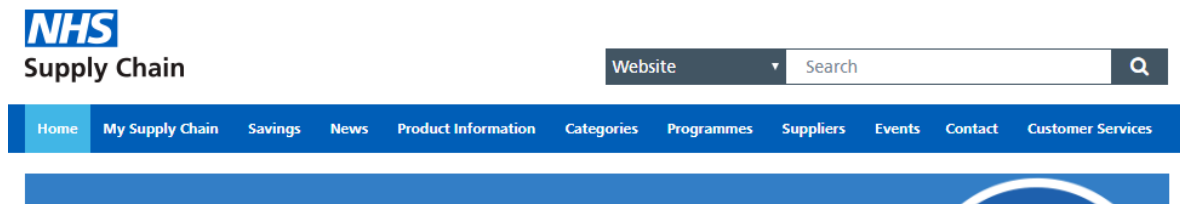
## Logging-on

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

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







To log onto the Billing application:

- 1 Go to [www.supplychain.nhs.uk](http://www.supplychain.nhs.uk)
- 2 Click **My Supply Chain** in the blue menu bar.



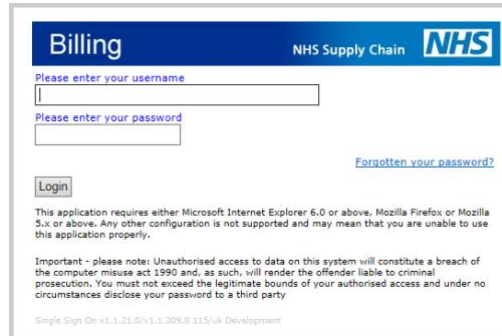
- 3 Click on Billing log in.

### My Supply Chain

 <p><b>Information log in</b> If information on this website requires you to log in, use this link.</p> <p><a href="#">Information log in</a></p>	 <p><b>TR Reports log in</b> Looking for your Trust Reports? Find the log in page for TR Reports here.</p> <p><a href="#">TR Reports log in</a></p>	 <p><b>eDC log in</b> If you use our eDC terminals then you can log into our online application here.</p> <p><a href="#">eDC log in</a></p>
 <p><b>Online Catalogue and Ordering</b> Log in to order from our online catalogue or find detailed product information.</p> <p><a href="#">Online Catalogue and Ordering</a></p>	 <p><b>HDS log in</b> For all Home Delivery Service orders please log into our dedicated application here.</p> <p><a href="#">HDS log in</a></p>	 <p><b>Billing log in</b> To view billing information please visit our dedicated application.</p> <p><a href="#">Billing log in</a></p>



- 4 Enter your username and password in the box that opens.
- 5 Click **Login**.



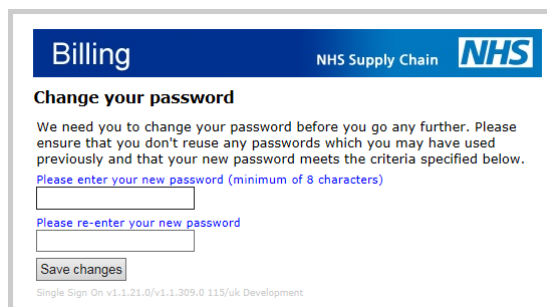
The screenshot shows the login interface for the NHS Supply Chain Billing system. At the top, there is a blue header with the text "Billing" and "NHS Supply Chain" alongside the NHS logo. Below the header, there are two input fields: "Please enter your username" and "Please enter your password". A "Login" button is positioned below the password field. To the right of the password field, there is a link that says "Forgotten your password?". Below the login fields, there is a disclaimer: "This application requires either Microsoft Internet Explorer 6.0 or above, Mozilla Firefox or Mozilla 5.x or above. Any other configuration is not supported and may mean that you are unable to use this application properly." Below the disclaimer, there is an important note: "Important - please note: Unauthorised access to data on this system will constitute a breach of the computer misuse act 1990 and, as such, will render the offender liable to criminal prosecution. You must not exceed the legitimate bounds of your authorised access and under no circumstances disclose your password to a third party." At the bottom of the page, there is a small version number: "Single Sign On v1.1.21.0/v1.1.309.0 115/uk Development".



## Changing your password

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

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



The screenshot shows a web form titled 'Billing' with the NHS Supply Chain logo. The main heading is 'Change your password'. Below this, there is a paragraph of instructions: 'We need you to change your password before you go any further. Please ensure that you don't reuse any passwords which you may have used previously and that your new password meets the criteria specified below.' This is followed by two input fields: 'Please enter your new password (minimum of 8 characters)' and 'Please re-enter your new password'. A 'Save changes' button is located at the bottom of the form. At the very bottom of the page, there is a small footer: 'Single Sign On v1.1.21.0/v1.1.309.0 115/uk Development'.

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

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## Forgotten your password?

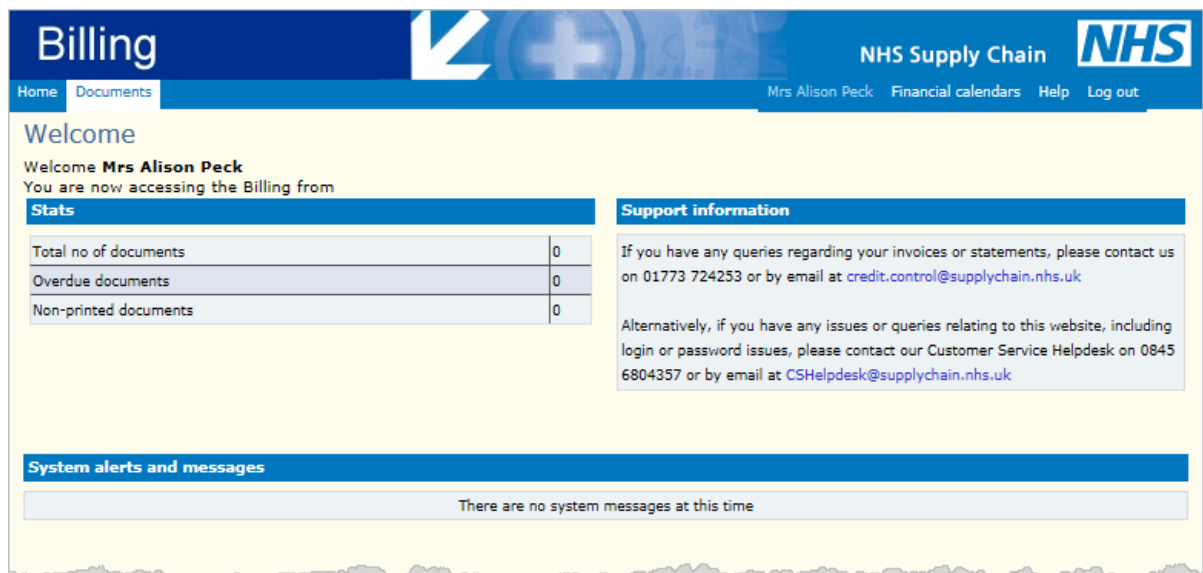
If you have forgotten your password, click **Forgotten your password?** in the logon box.

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



## The Billing Home Page

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



The screenshot shows the NHS Billing home page. At the top, there is a blue navigation bar with the 'Billing' title, a home icon, and the NHS Supply Chain logo. Below the navigation bar, the user is logged in as 'Mrs Alison Peck'. The main content area is divided into several sections:

- Welcome:** A message welcoming 'Mrs Alison Peck' and stating 'You are now accessing the Billing from'.
- Stats:** A table showing document counts:
 

Stats	
Total no of documents	0
Overdue documents	0
Non-printed documents	0
- Support information:** A box providing contact details for queries regarding invoices or statements, including a phone number (01773 724253) and an email address ([credit.control@supplychain.nhs.uk](mailto:credit.control@supplychain.nhs.uk)). It also provides contact information for website issues, including a phone number (0845 6804357) and an email address ([CSHelpdesk@supplychain.nhs.uk](mailto:CSHelpdesk@supplychain.nhs.uk)).
- System alerts and messages:** A section indicating 'There are no system messages at this time'.

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

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

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

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

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



## Basic navigation

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

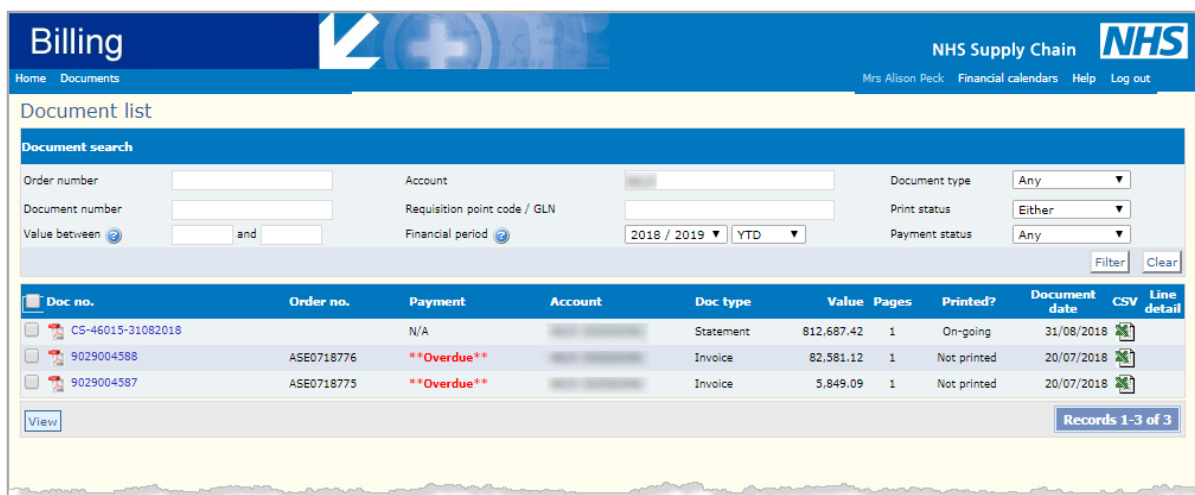
- **Home** returns you to the home page.
- **Documents** gives access to account invoices, statements and credit notes.
- **Financial calendars** is no longer used.
- **Help** opens a copy of these guidance notes.
- **Log out** – close documents before you click log out, and log out when you have finished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





## Documents

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



**Billing** NHS Supply Chain

Home Documents Mrs Alison Peck Financial calendars Help Log out

**Document list**

**Document search**

Order number:  Account:  Document type: Any

Document number:  Requisition point code / GLN:  Print status: Either

Value between:  and  Financial period: 2018 / 2019 YTD Payment status: Any

Filter Clear

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

View Records 1-3 of 3

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

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

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

## Finding documents

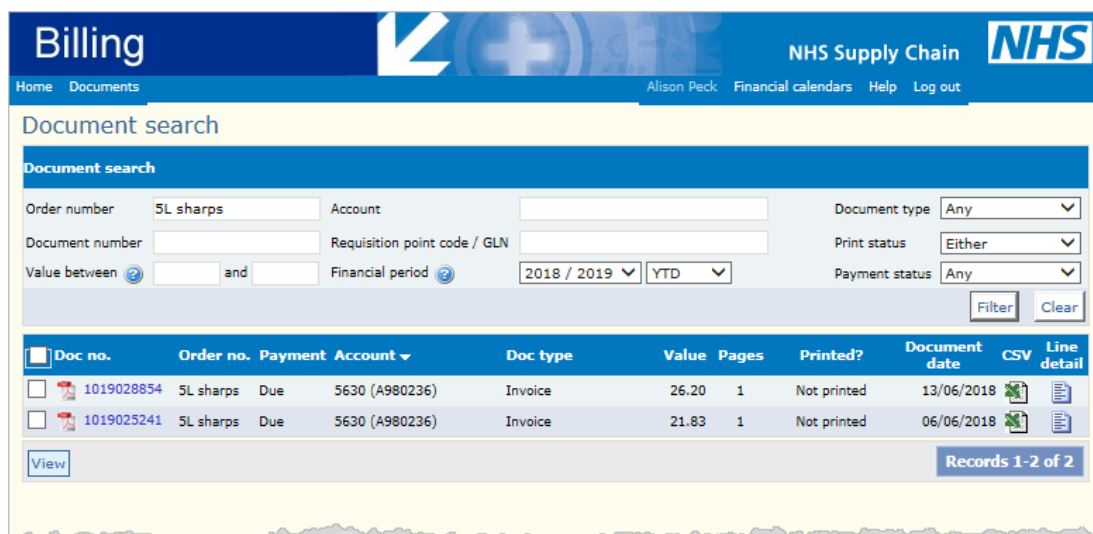
The top of the page enables you to specify criteria that can be used to reduce the number of documents displayed, helping you to find the one you want. You can specify multiple criteria and only those documents meeting all of them are listed.


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

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





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





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



**Billing**    **NHS Supply Chain** 

Home Documents Alison Peck Financial calendars Help Log out




























### Document search

**Document search**

Order number  Account  Document type

Document number  Requisition point code / GLN  Print status

Value between  and  Financial period  YTD  Payment status

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

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



## Understanding the document list

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

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

## Sorting the document list

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

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

## Viewing and printing documents

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











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

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

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

- 2 Click **View**.




Transactions										
<input type="checkbox"/>	WSEI324694	**Overdue**	S7DA	Invoice	7,383.06	1	Printed	19/10/2007		
<input checked="" type="checkbox"/>	WSEI322641	Paid with thanks	S7DA	Invoice	21,570.77	1	Printed	12/10/2007		
<input type="checkbox"/>	WSEI319053	Paid with thanks	S7DA	Invoice	9,523.87	1	Printed	05/10/2007		
<input type="checkbox"/>	30092007-S7DA	N/A	S7DA	Statement	73,402.50	1	Printed	30/09/2007		
<input type="checkbox"/>	00002008-S7DA	N/A	S7DA	Income Statement	332,685.00	2	Ongoing	30/09/2007		


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

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

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

## Exporting information to a spreadsheet

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

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




## Example documents

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

### Invoice example

INVOICE



**Invoice address**

4TH FLOOR ACTIVE  
 4TH FLOOR LINCOLN HOUSE  
 155-156 HARBORHILL  
 BRIDLEY  
 SPOLEY

**Delivery address**

4TH FLOOR ACTIVE  
 4TH FLOOR SUITE 2  
 11 BELGRAVE ROAD  
 LONDON  
 SW1X 8RE

Order number		Account number	287328762
Requisition number	170451	Invoice number	11188728
Depot	108884	Invoice date	28/06/19
District	54	Goods delivered week ending	28/06/19
Requisition point	5471		
GLN			

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

NPC (GTIN)	Item description	Qty	Nett	VAT rate	VAT	Totals
ABX353 (601060533019)	MULTI-VITAMIN TABLETS BOTTLE CONTAINS	1	3.70	S	0.74	4.44
ABX304 (6038403302752)	VITAMIN DROP DELIVER SEPARAT POLARSPE	1	15.22	S	3.04	18.26
VAT registration no. 290 8858 54			Invoice total (GBP)	18.92	3.78	22.70

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

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

**REMITTANCE ADVICE**

Please fax remittances to 01773 724225 or email to credit.control@supplychain.nhs.uk Please post cheques to NHS Supply Chain Cash Receipts Department West Way Cotes Park Industrial Estate Alfreton, Derbyshire DE55 4QJ  In case of invoice query please contact Jamie Waterfield Email: jamie.waterfield@nhs.uk Tel: 01773 724225	<div style="font-size: 10px;">             4TH FLOOR ACTIVE              4TH FLOOR LINCOLN HOUSE              155-156 HARBORHILL              BRIDLEY              SPOLEY           </div> <hr/> <table style="width: 100%; font-size: 10px;"> <tr> <td style="width: 30%;">Account number</td> <td style="width: 30%;"></td> <td style="width: 30%; text-align: right;">287328762</td> </tr> <tr> <td>Invoice number</td> <td></td> <td style="text-align: right;">11188728</td> </tr> <tr> <td>Invoice total (GBP)</td> <td></td> <td style="text-align: right;">22.70</td> </tr> </table>	Account number		287328762	Invoice number		11188728	Invoice total (GBP)		22.70
Account number		287328762								
Invoice number		11188728								
Invoice total (GBP)		22.70								


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

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## Credit note example

### CREDIT NOTE



**Credit address**

MEDICAL SUPPLIES AGENCY  
 BILL PROCESSING MED S PT  
 FND GARY HEUT, SPECIAL PROJECTS WGR,  
 BLOCK F SPURS, ROOCH SL DE & S FOSHILL,  
 BATH  
 BA1 5AB

**Delivery address**

MEDICAL SUPPLIES PT  
 DONNINGTON RD  
 BUILDING 5, THIRD AVENUE, WEST GATE  
 TELFORD  
 TF2 6JF

Order number	100000796
Requisition number	000001
Depot	AFRETON
District	100
Requisition point	0104L
GLN	

Account number	100000002
Credit number	100000001
Credit date	20180219
Goods delivered week ending	20180219
Credit reference	100000001

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

COPY

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

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**CREDIT NOTE**

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

In case of invoice query please contact Lauren Simpson  
[lauren.simpson@supplychain.nhs.uk](mailto:lauren.simpson@supplychain.nhs.uk)  
Tel: 01773 724225

MEDICAL SUPPLIES AGENCY  
BILL PROCESSING MED S PT  
FND GARY HEUT, SPECIAL PROJECTS WGR,  
BLOCK F SPURS, ROOCH SL DE & S FOSHILL,  
BATH  
BA1 5AB

Account number	100000002
Credit number	100000001
Credit total (GBP)	-338.21

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

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## Statement example

Statement		NHS Supply Chain		NHS Supply Chain																
Statement address			Remittance Advice																	
<p>HULL AND EAST YORKSHIRE HOSPITALS            F O BOX 4038            BURTON            DN4 4LQ</p>			<p>Received From:</p> <p>HULL AND EAST YORKSHIRE HOSPITALS            F O BOX 4038            BURTON            DN4 4LQ</p>																	
Account number 43691 (5212)			Account number 43691																	
Date 31/07/2019			Date 31/07/2019																	
Bank details for payment by BACS: Sort code 60-70-80 Account number 10029737																				
Date	Doc. Type	Document Reference	Status	Value	Date	Document Reference	Value													
08/04/2019	Invoice	1010005709	Overdue	12,005.11	08/04/2019	1010005709	12,005.11													
24/05/2019	Invoice	1010039148	Overdue	441,272.20	24/05/2019	1010039148	441,272.20													
31/05/2019	Invoice	1010044447	Overdue	372,790.56	31/05/2019	1010044447	372,790.56													
07/06/2019	Invoice	1010049858	Due	435,871.66	07/06/2019	1010049858	435,871.66													
08/06/2019	Invoice	1010048252	Due	51.71	08/06/2019	1010048252	51.71													
08/06/2019	Credit	1010905406	Due	-3,253.49	08/06/2019	1010905406	-3,253.49													
14/06/2019	Invoice	1010057494	Due	415,765.22	14/06/2019	1010057494	415,765.22													
21/06/2019	Invoice	1010060489	Due	439,480.74	21/06/2019	1010060489	439,480.74													
28/06/2019	Invoice	1010069033	Due	472,662.38	28/06/2019	1010069033	472,662.38													
<table border="1"> <thead> <tr> <th>Current</th> <th>1-30 days o/due</th> <th>31-60 days o/due</th> <th>61-90 days o/due</th> <th>91-120 days o/due</th> <th>Total amount due</th> </tr> </thead> <tbody> <tr> <td>1,763,831.71</td> <td>810,809.27</td> <td>12,005.11</td> <td>0.00</td> <td>0.00</td> <td>2,586,646.09</td> </tr> </tbody> </table>					Current	1-30 days o/due	31-60 days o/due	61-90 days o/due	91-120 days o/due	Total amount due	1,763,831.71	810,809.27	12,005.11	0.00	0.00	2,586,646.09	<table border="1"> <tr> <td><b>Amount Due</b></td> <td><b>2,586,646.09</b></td> </tr> </table>		<b>Amount Due</b>	<b>2,586,646.09</b>
Current	1-30 days o/due	31-60 days o/due	61-90 days o/due	91-120 days o/due	Total amount due															
1,763,831.71	810,809.27	12,005.11	0.00	0.00	2,586,646.09															
<b>Amount Due</b>	<b>2,586,646.09</b>																			
<p>NHS Supply Chain            Cash Receipts Department            West Way Cotes Park Industrial Estate            Alfreton            Derbyshire            DE55 4QJ            TEL: 01773 724275            email: <a href="mailto:service.gaining@nhs.uk">service.gaining@nhs.uk</a></p>			<p>REMITTANCE ADVICE</p> <p>NHS Supply Chain            Cash Receipts Department            West Way Cotes Park Industrial Estate            Alfreton            Derbyshire            DE55 4QJ            TEL: 01773 724275</p>																	
PAYMENT TERMS:- 30 NET.			PAYMENT TERMS:- 30 NET.																	
<p>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</p>																				

