NHS Supply Chain Billing
User Guidance Notes

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>07/12/2007</td>
<td>Elaine Sayer</td>
<td>Billing version 1.0 user guide</td>
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1.0 General principles

The NHS Supply Chain Billing system provides customers with the ability to receive invoices, credit notes and statements electronically. The Billing system gives instant access to view customer current account status and history, the facility to print off copy invoices, credit notes and statements, and download backup documentation in Microsoft Excel format.

Customers may elect to either receive their original invoice by e-mail each week (in a non amendable PDF format), or more conveniently, to log in to the Billing system and print off their own original invoice.

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

1.1 System conventions

NHS Supply Chain Billing uses some standard functions to make the system more user-friendly. Some of these will be familiar to users of windows and other browser-based applications.

Documents may be accessed by clicking on the documents option displayed on the menu bar at the top of the main Billing screen. These are displayed in white text on a blue background.

Clicking on this option will present the text in dark blue showing it has been selected.

Fields displayed in blue text are either hyperlinks or action buttons.

The size of the main display area of the screen is increased by hitting the F11 key on the keyboard. This will maximise the Billing window. Key F11 to return the display to the original format. In addition, the screen width may be altered by clicking the Narrow or Wide options at the bottom of the screen.

The CTRL F5 function will remove any latent caching within your session, which may resolve minor screen display issues.
The windows find facility Ctrl F is available on all screens to enable you to locate a specific record on the current page more efficiently.

### Key to system icons

- **Click to display input value options**
- **PDF icon to click and display or print document**
- **Document in Microsoft Excel export format**
- **Document detail lines in Microsoft Excel export format**
2.0 Logging-on

2.1 Logging-on to Billing

Log onto Billing using the following website address:

http://my.supplychain.nhs.uk/billing/

The same address should be used whether you are accessing the service via NHSNet or via the internet.

If you visit the previous e-billing site you will be automatically redirected to the new address for a short period of time after the upgrade but we recommend you update your bookmarks to the new address as soon as possible.

Please note that your username and password remain the same as used previously with e-billing.

Billing has an online Help facility linked to guidance notes. These may also be printed from the Billing PDF shown on the http://my.supplychain.nhs.uk launch page.

2.2 The NHS Supply Chain Online home page

Users have the following options from the home page: http://my.supplychain.nhs.uk

- Online ordering – ordering application including financial coding (guidance notes for financial coding are available separately)
- Electronic demand capture – materials management application
- Billing – online billing application
- Home delivery – patient and Care Home delivery application
- Online catalogue – electronic national catalogue updated daily
- NHS Supply Chain Website – to return to Supply Chain Net and user reports
- Supply chain knowledge centre
- Network speed test – this checks the speed of your network
Where a PDF icon 📄 displays this will be a link to the guidance notes where available.

Click on Billing and this will display the Billing log-on screen.

You may now log on to Billing by entering your username and password.

2.3 Passwords and login

NHS Supply Chain finance staff create the username and password for Billing users, and the details will be emailed to the user.

The login screen requires a unique username and password, forcing the letters to be in uppercase as you key them in. User names that have become inactive cannot be re-used as inactive user data is retained for an indefinite period.

If your existing password is still valid, once you have entered your user name and password, click login or enter return.

If you are using the system for the first time, or if your password has expired, you will be asked to enter a new password and once the new password is confirmed, you will be logged onto the system.
As you click the save changes button, a window may appear asking if you want Windows to remember your password. Select the don’t offer to remember any more passwords option, and then click on the no option – this is very important for security reasons.

The application information on the screen above should be noted, it will be updated as system requirements dictate.

If you have forgotten your password then click the blue ‘Forgotten your password?’ text.

The following screen will then appear. Enter your username and email address and click the send password button. A new login password will then be sent to your email address.
3.0 The Billing home page

After logging in the following screen will be displayed.

3.1 Stats

- Total Number 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.

Note: these show as accumulative for customers with multiple accounts

3.2 Support Information

Contact details and email links are shown on the Billing home page to assist with finance issues and IT queries.

3.3 System alerts and messages

System information and notification messages are displayed under this blue strap line.

3.4 Menu bar

The menu bar at the top of the screen shows –

- Home, when clicked will return the user to the home page.
- Documents, when clicked will display account invoices, statements and credits
- The name shown is that of the user currently logged in.
- Click Help to display on the screen the Billing user guidance notes.
- Log out, it is advisable to close documents before clicking here as once clicked this will take user out of the system.
4.0 Documents

4.1 Initial Display

Click the documents option on the menu bar and for those customers with more than one account select from the dropdown list as shown below and click on the filter button.

For customers with one account their details will be automatically populated and displayed. The account history for the current financial year is visible.
The first document listed is always the ongoing statement which is updated at 7.00pm each evening. This enables the Customer to view their current account status in one document.

A statement of account is automatically produced on the last day of each month, and income statements on a quarterly basis.

The sequence of documents below the ongoing statement, is a list of all invoices, credit notes and statements listed initially in date and number order.

### 4.2 Document search criteria

As indicated above data may be entered as selection criteria for one or any combination of the following. After entering the search details click filter to select those records matching the selection criteria. Click the clear button to remove the search and enter fresh details.

- **Order number** - enter a specific order number as a search criteria and those documents that quote that single order will be shown in the document view underneath.
- **Document number** - to view a specific invoice, credit, or statement, rather than scrolling through the account pages, enter the specific invoice, statement or credit note number in this field.
- **Value** - This field allows you to search for an invoice or credit note for an exact value, or between two values. When searching for an exact value, enter this value in both fields. Hover on the question mark icon to display the method.
- **Requisition point** - enter a specific requisition point code as a search criteria and those documents that quote that single requisition point code will be shown in the document view underneath.

**Note:**
It is also possible to search using part of a search criteria, for example to just find invoices starting with 'WCNI33'.

Order number and Requisition point code searches will only display data for customers who have single invoices for each requisition point. The option to view and print line detail output for consolidated invoices is explained later.
Further search criteria that may be entered in conjunction with those already discussed are those that offer a dropdown selection option:

- **Document type** – The default is ‘any’, and with this selection, all documents on the account will be displayed i.e. all invoices, credit notes and statements. To narrow the search click on the drop down arrow and select the specific document type you want to view.

- **Print status** - The default view is to show the selected documents with all print status options. To view just documents that have been printed only, click on the drop down arrow and select ‘yes’ to view printed documents and select ‘no’ for those that have not yet been printed. ‘Ongoing’ will show your ongoing statements at today's date.

- **Payment status** – The default setting is ‘any’, and will display all documents whether paid or not. To narrow the selection, click on the drop down arrow and select due, paid, overdue or outstanding (which shows both due and overdue invoices).
Financial Period - The Financial period may be changed by year, month and week if required to view documents for a specific time period. The periods are defaulted to show the current financial year and the year to dates. Hover on the question mark icon to display the method. Change the year by clicking on the drop down list arrow and selecting which financial year to view. In addition you may filter further by changing YTD to a specific week or month. Again click on the drop down arrow and select the month or NHS week you wish to view.
4.3 Document display

After selection criteria has been entered by hitting the return key or clicking the filter button, the screen will then display a list of documents as shown below.

- Column header – at the top of the display click on a column header and the screen display will then be sorted by that field.

- To navigate where there is more than one page of documents click on the page numbers in the bottom right of the screen.

- Click the button to export in Microsoft Excel format the details that appear on the selected document as shown below.

- Click the button to export in Microsoft Excel format the detail transactions that relate to the selected document as shown below.
4.4 Viewing documents

Documents may be selected to view in a PDF format with the option to then print.

- Click the tick box to the left of the ‘Doc No.’ column header and all documents on that page will be automatically ticked for selection.

- Click the tick box next to one or more document numbers and they will be selected.

- Click the view button as shown below and the documents you have selected will be displayed in PDF format.

- In addition individual documents may be selected by clicking on the document number or the PDF icon next to the document, as shown below.
4.5 Column headings

- **Doc no.** - The document number is either the invoice or credit note number, or a date and account number reference if it is a statement document.

- **Payment** - The payment field shows the present status of each document be it due, overdue, paid or N/A if it is a statement document. If you wish to search or sort on this field, use the filter buttons as detailed previously.

- **Account** - This field displays the account number which is being viewed.

- **Doc Type** - This field tells you what type of document each line item is – either invoice, credit or statement. As detailed previously click on the field header to sort the column by document type.

- **Value** – This field shows the document total value.

- **Pages** – This indicates the number of document pages.

- **Printed?** – This shows whether or not a document has been printed. A warning message indicates when a document is being printed for the first time, as subsequent prints are annotated with the word ‘copy’.

- **Document Date** – This is usually the week ending date, but may be a daily date for some invoices.

- **CSV** – The document in exportable format.

- **Line Detail** – The detail transactions relevant to the document.
5.0 Example documents

5.1 Invoice

INVOICE

NHS Supply Chain

Invoice address

Delivery address

Customer Name and Address

Customer Details

Requisition Point
Order number

Account number S7DA
Invoice number WS1337434
Invoice date 23/11/2007

<table>
<thead>
<tr>
<th>NPC</th>
<th>Item description</th>
<th>Qty</th>
<th>Nett</th>
<th>VAT</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>NHS PRODUCT SALES</td>
<td>0</td>
<td>18,273.38</td>
<td>0.00</td>
<td>18,273.38</td>
</tr>
<tr>
<td>VAT registration no.</td>
<td>654 4347 29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Invoice total 18,273.38

REMITTANCE ADVICE

Please post with cheque or BACS remittance to:
NHS Supply Chain
Cash Receipts Department
West Way Cotes Park Industrial Estate
Afton
Derbyshire
DE55 4QJ
TEL: 01773 724239
email: credit.control@supplychain.nhs.uk

Customer Details

Account number S7DA
Invoice number WS1337434
Invoice total 18,273.38

THIS INVOICE IS DUE FOR PAYMENT WITHIN 30 DAYS

NHS Supply Chain is operated by Geal Europe Limited (Company Registration No. 053087), an agent for the NHS Business Services Authority.
5.2 Credit Note

CREDIT NOTE

Credit address
Customer Name and Address

Delivery address
Customer Details

Goods delivered week ending 26/10/2007
Account number S7DA
Requisition Point
Credit number WOTC563156
Order number
Credit date 26/10/2007

<table>
<thead>
<tr>
<th>NPC</th>
<th>Item description</th>
<th>Qty</th>
<th>Net</th>
<th>VAT</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NON SPECIFIC TRADING CREDIT TO BE OFFSET AGAINST YOUR NEXT NHS 9C PURCHASE</td>
<td>1</td>
<td>70.00</td>
<td>0.00</td>
<td>70.00</td>
</tr>
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</table>

VAT registration no. 654 4347 29
Credit total 70.00 0.00 70.00

COPY PAID WITH THANKS

Customer Details

Please post with cheque or BACS remittance to:
NHS Supply Chain
Cash Receipts Department
West Way Coles Park Industrial Estate
Altrincham
Greater Manchester
DE55 4QJ
TEL: 01773 724239
e-mail: credit.control@supplychain.nhs.uk

Account number S7DA
Credit number WOTC563156
Credit total 70.00
5.3 Statement

### Statement

**Customer Name and Address**

**Remittance Advice**

**Received From:**

**Customer Details**

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Reference</th>
<th>Credit</th>
<th>Debit</th>
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</thead>
<tbody>
<tr>
<td>19/10/2007</td>
<td>INVOICE</td>
<td>3538484</td>
<td>&quot;Overdue&quot;</td>
<td>7,353.00</td>
</tr>
<tr>
<td>26/10/2007</td>
<td>CREDIT</td>
<td>5601211</td>
<td>-70.00</td>
<td></td>
</tr>
<tr>
<td>20/10/2007</td>
<td>INVOICE</td>
<td>3555881</td>
<td>&quot;Overdue&quot;</td>
<td>19,679.69</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>19/10/2007</td>
<td>3538484</td>
<td>7,353.00</td>
</tr>
<tr>
<td>26/10/2007</td>
<td>5601211</td>
<td>-70.00</td>
</tr>
<tr>
<td>20/10/2007</td>
<td>3555881</td>
<td>19,679.69</td>
</tr>
</tbody>
</table>

**Account number:** S7DA

**Date:** 31/10/2007

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**Amount Due:** 27,192.75

**Terms:** 30 Days from date of invoice

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**REMITTANCE ADVANCE**

NHS Supply Chain
Cash Receipts Department
West Way Coles Park Ind. Est.
Altrincham
Cheshire
CHE3 4OT
TEL: 01773 724239
email: credit.control@supplychain.nhs.uk

**Terms:** 30 Days from date of invoice

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NHS Supply Chain is operated by Excel Europe Limited (Company Registration No 350507), as agent for the NHS Business Services Authority.

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