



Why the Change?

We have listened to YOU, our customers, and have acted on the feedback we received from the Customer Satisfaction Survey.

You asked us to improve the Returns and Credit Process, so we have commissioned a project specifically for this to make it easier for our colleagues to process returns and credits more efficiently, which in turn benefits YOU, our customers.

Overleaf is a visual which explains what the new changes to the design of the invoice are, as well as some useful guidance and codes for you to refer to.

5 Steps to Create a Return

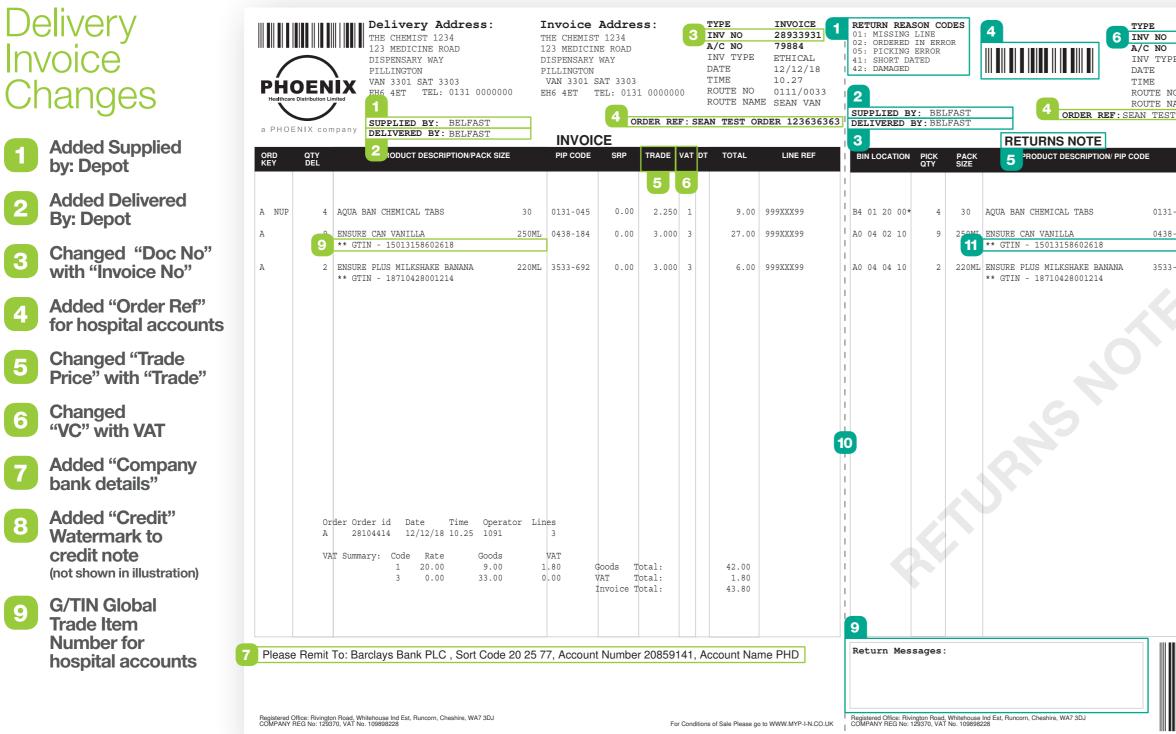
1	Complete Return Note with quantity and Return code.
2	Add additional comments to Return message section if required.
3	Tear off Returns Note along dotted lines (right hand side of invoice).
4	Hand your completed Returns Note and product to your driver on your next delivery, there is no need for you to call for a returns reference.
5	Only contact Customer Services if you require a collection or wish to re-order.

Return Reason Codes...

- **1** Missing Product Missing Line(s) from order
- 2 Ordered in Error Customer decides not to keep goods
- 5 Picking Error Warehouse have picked a different item to the one invoiced
- 41 Expiry date issues Customer returns product they feel is short dated
- **42** Damaged/Broken Customer sends back damaged/Faulty items

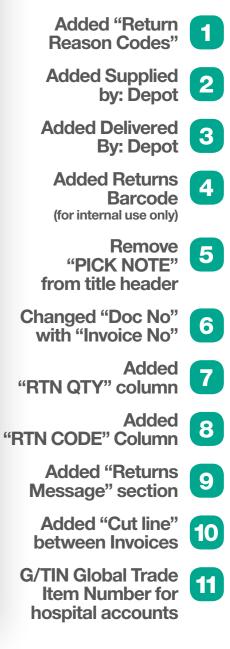
Planned Roll Out Date: March 2019

New Invoice Design - Features





Returns Note Changes



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Useful information and invoice codes

PHOENIX Return Policy

Customer Return Process

Under normal circumstances goods will not be accepted for return. Goods will only be acceptable for the following reasons:-

- **1.** To correct an error in delivery or ordering.
- 2. In response to a product or batch recall instigated by Manufacturer.
- 3. Where products or packages are alleged to be faulty

(Goods must be returned within three days of receipt)

Drug Tariff Drug tariff price is the price a Pharmacist or Doctor dispensing in primary care pays for a pharmaceutical product, as listed in the UK Drug Tariff.

VAT **1** = Reclaimable VAI **COCES 0** = Zero VAT Payable

2 = Reduced VAT

Understanding abbreviations on the Invoice...

TYPE = Type of Invoice A/C No = Account Number **INV No** = Invoice Number **ORDER REF** = Hospital Order Reference **ORD KEY** = The order in which orders are presented QTY DEL = No of Units to be Delivered **SRP** = Selling Recommended Price **Trade** = Trade price to customer VAT = VAT CODE $\mathbf{DT} = \mathbf{Drug} \, \mathbf{Tariff}$ **TOTAL** = Total cost of units LINE REF = Reference to Product line G/TIN = Global Trade Item Number

Return Reason Codes...

5

Missing Product – Missing Line(s) from order

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