

New Improved Invoice and Return Note

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

A photograph of a person's hands holding a brown paper envelope. A white card is partially visible inside the envelope. To the left of the envelope is a large, solid green circle. The background is a light, neutral color.

- 1 Added Supplied by: Depot
- 2 Added Delivered By: Depot
- 3 Changed "Doc No" with "Invoice No"
- 4 Added "Order Ref" for hospital accounts
- 5 Changed "Trade Price" with "Trade"
- 6 Changed "VC" with VAT
- 7 Added "Company bank details"
- 8 Added "Credit" Watermark to credit note
(not shown in illustration)
- 9 G/TIN Global Trade Item Number for hospital accounts

PHOENIX

Healthcare Distribution Limited

a PHOENIX company

Delivery Address:

THE CHEMIST 1234
123 MEDICINE ROAD
DISPENSARY WAY
PILLINGTON
VAN 3301 SAT 3303
EH6 4ET TEL: 0131 0000000

Invoice Address:

THE CHEMIST 1234
123 MEDICINE ROAD
DISPENSARY WAY
PILLINGTON
VAN 3301 SAT 3303
EH6 4ET TEL: 0131 0000000

TYPE INVOICE

INV NO 28933931

A/C NO 79884

INV TYPE ETHICAL

DATE 12/12/18

TIME 10.27

ROUTE NO 0111/0033

ROUTE NAME SEAN VAN

RETURN REASON CODES

01: MISSING LINE

02: ORDERED IN ERROR

05: PICKING ERROR

41: SHORT DATED

42: DAMAGED

TYPE INVOICE

INV NO 28933931

A/C NO 79884

INV TYPE ETHICAL

DATE 12/12/18

TIME 10.27

ROUTE NO 0111/0033

ROUTE NAME SEAN VAN

SUPPLIED BY: BELFAST

DELIVERED BY: BELFAST

ORDER REF: SEAN TEST ORDER 123636363

SUPPLIED BY: BELFAST

DELIVERED BY: BELFAST

ORDER REF: SEAN TEST ORDER 123636363

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PAGE NO: 001

INVOICE

ORD KEY QTY DEL PRODUCT DESCRIPTION/PACK SIZE PIP CODE SRP TRADE VAT DT TOTAL LINE REF

A NUP 4 AQUA BAN CHEMICAL TABS 30 0131-045 0.00 2.250 1 9.00 999XXX99

A 0 ENSURE CAN VANILLA 250ML 0438-184 0.00 3.000 3 27.00 999XXX99

** GTIN - 15013158602618

A 2 ENSURE PLUS MILKSHAKE BANANA 220ML 3533-692 0.00 3.000 3 6.00 999XXX99

** GTIN - 18710428001214

Order Order id Date Time Operator Lines

A 28104414 12/12/18 10.25 1091 3

VAT Summary: Code Rate Goods VAT

1 20.00 9.00 1.80

3 0.00 33.00 0.00

Goods Total: 42.00

VAT Total: 1.80

Invoice Total: 43.80

BIN LOCATION PICK QTY PACK SIZE PRODUCT DESCRIPTION/ PIP CODE RTN QTY RTN CODE

B4 01 20 00* 4 30 AQUA BAN CHEMICAL TABS 0131-045

A0 04 02 10 9 250ML ENSURE CAN VANILLA 0438-184

** GTIN - 15013158602618

A0 04 04 10 2 220ML ENSURE PLUS MILKSHAKE BANANA 3533-692

** GTIN - 18710428001214

Return Messages:

Please Remit To: Barclays Bank PLC , Sort Code 20 25 77, Account Number 20859141, Account Name PHD

Registered Office: Rivington Road, Whitehouse Ind Est, Runcorn, Cheshire, WA7 3DJ

COMPANY REG No: 129370, VAT No. 109898228

For Conditions of Sale Please go to WWW.MYP-I-N.CO.UK

Registered Office: Rivington Road, Whitehouse Ind Est, Runcorn, Cheshire, WA7 3DJ

COMPANY REG No: 129370, VAT No. 109898228

Returns Note Changes

- Added “Return Reason Codes”
- Added Supplied by: Depot
- Added Delivered By: Depot
- Added Returns Barcode (for internal use only)
- Remove “PICK NOTE” from title header
- Changed “Doc No” with “Invoice No”
- Added “RTN QTY” column
- Added “RTN CODE” Column
- Added “Returns Message” section
- Added “Cut line” between Invoices
- G/TIN Global Trade Item Number for hospital accounts

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 Codes

2 = Reduced VAT
1 = Reclaimable VAT
0 = Zero VAT Payable

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
DT = Drug Tariff
TOTAL = Total cost of units
LINE REF = Reference to Product line
G/TIN = Global Trade Item Number

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