Requisitioning, Ordering, Receipting SOP (PP03)

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<tr>
<th>Issue Date</th>
<th>Review Date</th>
<th>Version</th>
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<tbody>
<tr>
<td>15th November 2018</td>
<td>15th November 2021</td>
<td>V2</td>
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Purpose

To identify the key activities for requisitioning, ordering and receipting of goods and services throughout the Trust.

Who should read this document?

All those who are involved requisitioning, ordering and receipting goods and services within the Trust, including end users and Purchasing functions to support business delivery to facilitate patient care.

Key Messages

http://staffnet.plymouth.nhs.uk/departments/technet(imt)/scan4safety.aspx

SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply to industry or Trust regulations.

Core accountabilities

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<th>Production</th>
<th>Head of Supply Chain &amp; E-Procurement</th>
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<td>Review and approval</td>
<td>Procurement SMT Meeting</td>
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<td>Ratification</td>
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Links to other policies and procedures

Supply Chain Inventory Management Policy SC010v.1
Product Ordering SOP SC03
Product Receipting SOP SC05
Product Recall and returns SOP SC04
P2P Policy PP01

Version History

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<th>Version</th>
<th>Date</th>
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<tr>
<td>1</td>
<td>14th September 2017</td>
<td>Ratified by Head of Supply Chain &amp; e-Procurement on behalf of Chief Procurement Officer and published Trust-wide</td>
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<tr>
<td>2</td>
<td>15th November 2018</td>
<td>Ratified by Chief Procurement Officer and published Trust-wide</td>
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The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.
Standard Operating Procedures are designed to promote consistency in delivery, to the required quality standards, across the Trust. They should be regarded as a key element of the training provision for staff to help them to deliver their roles and responsibilities.

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**Appendices**

Appendix 1  16
# Requisitioning, Ordering, Receipting SOP (PP03 v.2)

## 1 Purpose and Scope

Good supply chain management ensures the right product, right place, right time. Also ensures timely replacement including seasonal trends.

This SOP is intended for staff who are involved in requisitioning, ordering and receipting goods and services within the Trust, including end users and Purchasing functions.

## 2 Definitions

- **SOP** – Standard Operating Procedure
- **CPO** – Chief Procurement Officer
- **DoF** – Director of Finance
- **HSCEP** – Head of Supply Chain & E-Procurement
- **PO** – Purchase Order
- **PST** – Purchasing Systems Team
- **PSTL** – Purchasing Systems Team Leader
- **KPI** – Key Performance Indicator
- **DDOF** – Deputy Director of Finance
- **GTIN** – Global Trade Item Number

## 3 Regulatory Background

The [Department of Health’s eProcurement strategy](#) mandates the use of GS1 standards in every NHS Acute Trust - to increase efficiencies and significantly improve the quality and safety of care.

Adherence to the Trust’s Standard Financial Instructions.

This SOP supports delivery of the procurements strategy recommendations from the Crater programme and aims to remove paper records from the system by 2020.

## 4 Key Duties

- **Head of Supply Chain & e-Procurement** – Accountability for Supply Chain, logistics, Purchase to pay electronic systems ensuring products are available to order and are delivered in a timely manner to support patient care using GS1 standards.
- **Lead Data Analyst** – Responsible for master data, ensuring product catalogues are appropriate and up-to-date including accurate pricing and product information using GS1 standards,
- **Purchasing Systems Team** support all enquiries relating to requisitioning of goods and services including the resolution of invoice queries
- Requisitioners responsible for ordering goods and services as required to support patient care and must follow the procedures within this SOP.
- Approver – responsible for the timely approval of appropriate requisitions product and quantity to support patient care, ensuring that appropriate clinical, finance and procurement procedures have been followed.

## Procedure to Follow

All staff that need to order goods and services must obtain authorisation to receive an individual user name and password to allow them to access the Trusts ordering system (Oracle). All staff must attend a training session which can be booked through the Eproc helpdesk (plh-tr.eprochelpdesk@nhs.net)

### 5.1 Requisitioning Catalogue Request

**Accessing Oracle/iProcurement**

Navigate to SBS Oracle and logon using your Oracle username and password.

Select the **NHS Xxx iproc** responsibility and the iProcurement Home Page is displayed.

**iProcurement Home Page**

The iProcurement Home Page allows you to Shop, Manage Requisitions and Receipt goods and services. The **Vacation Rule** link can be accessed underneath **My Notifications**. This should be set if you are away from the Trust.

**Raising a Catalogue Requisition**

Click in the **Search** field next to **NHS TRADING NETWORK**.

You can search on:
- Part numbers and/or GTINs – this is the simplest form of searching for products as the part number is a unique identifier and will only return a single item.
- Descriptions – If unsuccessful with a part number use key words to identify ranges of products. Add in extra detail to narrow your search results.
- Supplier name – This will provide you with a full list of every product available from the keyed supplier.

Enter “%” (wildcard) at the beginning and/or at the end of any of the above if your search does not provide any results.

Click Go. All catalogue items matching your search criteria are displayed.

**Making your Selection**

Enter a number in the **Quantity** field for your chosen item and click the **Add to Cart** button. The item is added to the **Shopping Cart**.

Search for any additional items and add them into your cart in the same way.

Click **View Cart and Checkout** when you have completed your requisition. Your Shopping Cart is displayed and shows all the items selected.

Click **Checkout** if you are happy with your order. The **Checkout: Requisition Information** screen is displayed.

**Checkout your Requisition**

On the **Checkout: Requisition Information** screen, it is recommended that the user change the **Requisition Description** field to something suitable ie “stationery order July 17”, as by default this will take the information from the first line on your requisition. This helps with finding your requisition at a later date.
Check the **Delivery** information. Only change it if you wish to select an alternative.

Do not put anything in Selected Buyer (definitely not your approver).

Review the **Billing** information. Check that you have a **Charge Account** against each of the requisition lines.

If you get the blue Enter Charge Account message, click on the message and then click APPLY button on the next screen. This will show the code combination that Oracle attempted to build. You will need to let Budget Holder’s helpdesk (BHH) know this so they can set up the code or they will advise you of the code to use.

Click **Next** and the **Checkout: Review Approver List** screen is displayed. Change the Approver if required. This will only change the approver for this requisition and must be someone with authority to approve on your cost centre.

**Checkout your Requisition (cont)**

The **Checkout: Review and Submit** screen is displayed. You can check on this screen if your requisition details are correct before you submit.
Review the requisition and if correct click **Submit**. The **Submit Confirmation** page is displayed.

Click the **Shop** tab to return to the Home Page.

### 5.2 Requisitioning - Non Catalogue Request

Once logged into Oracle you will need to access the **NHS_XXX_IPROC** responsibility.

The iProcurement Home Page allows you to Shop, Manage Requisitions and Receipt goods and services. The **Vacation Rule** link can be accessed underneath **My Notifications**.

**Raising a Non-Catalogue Requisition**

Always search in the catalogues before resorting to a non-catalogue request to ensure the use of any contracted items that are already available.

Click **Non-Catalog Request** at the top of the screen. The Non-Catalog Request screen is displayed.
Making your Selection
Select the Item Type for the type of Goods or Service that you require. The options are:

• Goods billed by quantity (default) e.g. 10 chairs at £10 each
• Service billed by quantity e.g. 10 hours consultancy at £100 hour
• Goods or Services billed as an amount e.g. £1000.00 of consultancy

Enter as much information as possible in the Item Description field.

Enter the e-Class code into the Category field. Remember: Only type in the 3 digit code as the system will populate the rest of the information.

If you do not know the e-Class code, click the magnifier on the right hand side of the Category field. The Search screen is displayed.

Note: It is essential that the correct category is selected as this ensures that the invoice is charged correctly. If you are not sure which category to use please seek advice first.

Type the relevant code or item using the % wildcard, if required, in the Search By field and click Go. A list of codes matching your search criteria is displayed.

Click the Quick Select option. The Non-Catalog Request screen is redisplayed and shows your selection in the Category field

Enter the Supplier details if known, including the Supplier Item Code of the ordered item, if known.

Click the Add to Cart button. and then the View Cart and Checkout button. Your Shopping Cart is displayed and shows your new item.
Click **Checkout** and the **Checkout: Requisition Information** screen is displayed.

**Completing your Requisition**

On the **Checkout: Requisition Information** screen, change the **Requisition Description** field to something suitable, as by default this will take the information from the first line on your requisition.

Do not put anything in Selected Buyer (definitely not your approver).

Click **Next** and the **Checkout: Review Approver List** screen is displayed.

Review the **Approver Name** and change, for this requisition, if required.
Add notes for justification if the order is different to your normal request.

**Adding attachments**
Depending on your organisation’s Standing Financial Instructions (SFIs) you may have to add an attachment (proof of price) to all non-catalogue orders.

Click on the add attachment button at the bottom of the approvals page.

You can now add a document, PDF, URL text or email to the requisition.

Once the attachment is added you can now click through the final review and submit your requisition.

For further information on you SFI’s please contact your local Finance Advisor.

**Requisition Approvals/Rejections**
Following the requisition of either a catalogue or non-catalogue item the approval process is as follows:

1. Email notification is sent to the approver
2. Approver logs into Oracle to pick up the notification and approves or rejects the requisition

Once processed by the approver, the requisitioner receives an email notification to confirm the request was actioned by the approver.

The status of the requisition can be viewed on the IPROC shop screen.

**5.3 Receipting**
The iProcurement Home Page allows you to Shop, Manage Requisitions and Receipt goods and services.
The majority of goods are received and then receipted by staff in goods inwards on level 2. There are a number of exceptions to this, which include:

- Pharmacy
- Nuclear Medicine
- MEMS
- Pathology
- Off-site locations
- Estates

If a service has been purchased this will not be delivered to level 2 goods inward and will be required to be receipted by the requesting department. Receipts should be made in a timely fashion, if an invoice arrives without a receipt having been made a notification will be sent to the user instructing them to receipt.

All deliveries received at Level 2 will be receipted and delivered to the requesting department within 48 hours of arrival.

Goods receipted by level 2 are receipted against the supplier’s delivery note, the box is not opened. It is the responsibility of the requesting department to check the delivery contents against the requisition placed.

Reference: SOP Product Receipting SC05

Viewing Receiving Summary

Click the Receiving tab. The Receiving page is displayed and shows requisitions you need to receive.
Identifying the Goods to Receipt

From the Receiving page you can identify the goods that you need to receipt in several ways:

Click the Receive Items link to open the form.

Identifying the Goods to Receipt (continued)

Select the Clear option and input the purchase order number into order number field and click Go. All items still awaiting receipt are returned.
Receipting Goods

From the Results section of the page:

Click the Select box next to the item/s you want to receipt.

Click in the Receipt Quantity field and enter the ACTUAL quantity you have received. The system will default the total available to receive.

Click Next once you have selected all of the items you want to receipt (the Next button is at the top and the bottom of the page).

Type the Receipt Date if different to the defaulted date. This should be the day that you actually received the items not the date you receipt the item in iProcurement.

Enter the Delivery Note Number into the next field. This field is mandatory, and can be found on the delivery note. Receipts comments are optional but can be used to say part delivery or, some stock returned due to it being damaged upon delivery etc.

Click Next, if your delivery date is different to the date on the PO, you will receive a warning message, click Next to over-ride the message.

Review your Goods Receipt and click Submit. The Receive Items: Confirmation Details page is now displayed and shows your Receipt Number.
If you make a mistake when receipting goods and need to make a correction you can do this from the **Correct Receipts** link on the Receiving Home Page. This link will display any receipts that you have submitted.

### Correcting Receipts - continued

From the **Correct Receipts** page search for the receipt you want to correct and click **Go**.

Click into the **Correct Quantity** field and enter the correct quantity.

**Click Continue.** The corrected receipt is displayed.

**Click Submit.** The **Correct Receipts: Confirmation Details** page is displayed. If not correct click **Back** and amend it.

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6  **Document Ratification Process**

The design and process of review and revision of this procedural document will comply with The Development and Management of Trust Wide Documents.

The review period for this document is set as every three years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be approved and ratified by the CPO.

Non-significant amendments to this document may be made, under delegated authority from the CPO, by the nominated author.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

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7  **Dissemination and implementation**

Following approval and ratification, this procedural document will be published in the Trust’s formal documents library and all staff will be notified through the Trust’s normal notification process, currently the ‘Vital Signs’ electronic newsletter.

For any change in system processes, Oracle users be to updated by email. If required refreshed training to be made available. Users of Oracle to be updated by email? New training / refresher training to incorporate any changes ....
Document control arrangements will be in accordance with The Development and Management of Trust Wide Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the CPO and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

8 Monitoring and assurance

Monitoring and assurance

- Accountability for adherence to this procedure will be monitored by the Head of Supply Chain & e-Procurement (HSCEP)

- Purchasing Systems Team Leader (PSTL) will be responsible for ensuring this procedure is followed operationally.

- Adherence to the identified procedure will be monitored through regular reviews with the Financial controller in line with standard financial instructions.

- Key Performance Indicators (KPIs) will be performed by the Purchasing Systems Team (PST) for service variances.

For non-compliant KPIs findings need to be reported to the Deputy Director of Finance (DDOF) through the specified monthly KPI review.

9 Reference Material


Appendix

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