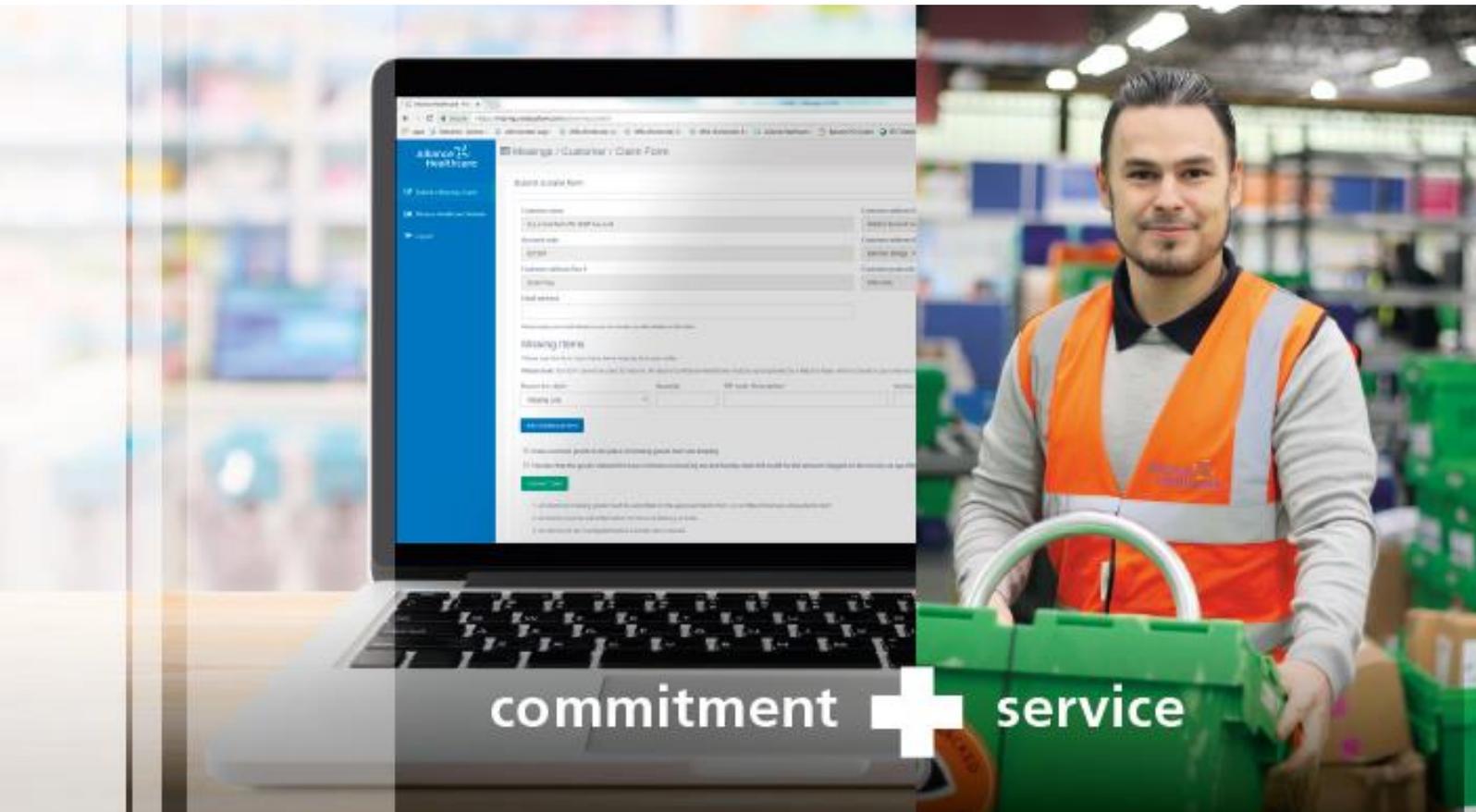


Customer Guide to E-Missings



This guide is designed to help you process a missing claim via the e-missing system. It shows you what you will need to do when processing a missing parcel, line or picking error.

Once you have submitted a claim you will receive an email confirming what you have claimed for and giving you a Claim Reference Number (CRN). As soon as your claim has been processed you will receive a second email confirming the outcome. Credit notes continue to be delivered via your driver as normal.

Please also refer to the frequently asked questions section at the end of this guide. If you require any further support or have any additional questions please contact **Customer Service on 0330 100 0448**.



Submitting a Missing Claims

1. In order to submit a missing claim, please go to: <https://missings.wbasystems.com/pharmacy/login>
2. Enter your Alliance Healthcare Account Number and Delivery Postcode, and then *Enter*.
3. Please type in the email address you want your acknowledgement and response sent to.
4. Select the reason for your claim; you can choose from;
 - Missing Line (no alternatives received)
 - Missing Parcel (no alternatives received) or
 - Incorrect Item Received – will be retained (sometimes known as a retained miss-pick)

Submitting a missing line claim

1. If you are claiming for a missing line please enter the quantity. Then type in the pip-code and wait a few seconds, select the product from the list presented. The description field will automatically complete.
2. Please enter the invoice number, invoice date and delivery date.
3. If you need to claim for anything else click *Add Additional Item*. Repeat this step as many times as required.
4. Tick the declaration.
5. Click *Submit Claim*.

Submitting a missing parcel claim

1. If you are claiming for a missing parcel, please enter invoice number, invoice date, delivery date and the parcel number at the end of the row.
2. If you need to claim for anything else click *Add Additional Item*. Repeat this step as many times as required.
3. Tick the declaration.
4. Click *Submit Claim*.

Submitting a claim where an alternative product is received (being kept items only – sometimes known as a retained miss-pick)

1. If you are reporting a claim where you have received an incorrect item, please enter the quantity. Then type in the pip-code and wait a few seconds, select the product from the list presented. The description field will automatically complete.
2. Please enter the invoice number, invoice date and delivery date.
3. If you need to claim for anything else click *Add Additional Item*. Repeat this step as many times as required.
4. Tick the box that says *'I received goods in the place of the missing goods'*.
5. Please enter the quantity and description of the over supplied lines, that you are keeping, as before once you enter the pipcode, a suggested list of items will appear for you to select from.
6. Tick the declaration.
7. Click *Submit Claim*.

All claims – after clicking submit

- a) You will then be shown your Claim reference Number (CRN) on the screen. A copy of this will be emailed to you at the email address you entered at the start along with a list of the items you have submitted for credit. If you have received additional items that you are keeping, these will also be confirmed on this email.
- b) Once your credit has been processed you will receive a confirmation email back advising that your credit has been paid and your credit note will arrive via your driver in the usual way, for your reference this also contains a list of items that have been credited.
- c) In the unlikely event that your claim is not passed for credit a member of the missings team will email you an explanation along with a list of the items that have not been passed for credit.



Submitting a claim where an alternative product is received (returned items only – sometimes known as a returned miss-pick)

1. As you have goods to physically return to your Service Centre, please fill out the standard missing goods claim form and hand the sheet to your driver along with the returned items in the normal way.

Frequently asked questions

1. What email address can I use?

We suggest using an email address which you regularly use, as this is the email address we will communicate with you. We will email your Claim Reference Number and confirmation when it has been completed. Please note, your credit note will be delivered via your driver as normal.

2. Can I re-submit old claims on this system?

The e-missing system is designed for new claims only. Old claims previously submitted will be administered through the current paper process.

3. Do I still need to complete a Missing Goods Claim Form?

No, by using the e-missing system, you automatically receive a Claims Reference Number (CRN) a few minutes after you submit your form. If you don't receive one please check your junk mail and add us to your 'safe senders' list.

4. I've tried logging in and there is an error in my credentials, what should I do?

Please ensure you are using your registered delivery post-code. If this still doesn't work please contact Customer Service who will be able to verify you are using the correct information.

5. How do I find my parcel number?

Parcel numbers can be found on your white or green tote labels, as shown below:

A white tote label with the following information:

- Large number: 509
- Barcode: 4918424 001
- Order reference: SH60 / 0499
- Time: 07:01 02.11.04
- Customer name: SNORMANTON 002 02.11.04AM 13/01
- Parcel number: LET104 4011250 FW2295961
- Large text: LET

 Callouts point to:

- Account name: SNORMANTON
- Account number: 002
- Order reference: SH60 / 0499
- Parcel number: LET

A green tote label with the following information:

- ITMS: 5 VOL: 7
- DISPATCH: 02NOV04 AM SH60 / 0499
- ACCOUNT: 401125
- NAME: Customer Name
- TELEPHONE: 0207 226 3781
- ORDER REF: FW2295961
- PHONE BRANCH: LET
- VAN ROUTE: 5555 00 99

 Callouts point to:

- Account name: SNORMANTON
- Account number: 002
- Order reference: SH60 / 0499
- Parcel number: FW2295961



Or if you've requested to be set up you can see the parcel number on the invoice as shown below:

The screenshot shows an invoice header with the following information:

- Invoice number: D65809744
- Van route number: 13MAY16 1
- Service Centre where goods came from: 13MAY16 1
- Products are listed by parcel number: The table lists items with their respective parcel reference numbers (e.g., 97/0805, 97/7191).
- 7 digit pip-code: 11MAY16 20:03

QUANTITY ORDERED	QUANTITY INVT	PRODUCT DESCRIPTION	PACK RECOMMENDED	RECOMMENDED PRICE	*EACH	DISCOUNT	NET COST	VAT RATE	TOTAL AMOUNT
1	1	ACTIVA B/K O/T C1 3RD SN	2681-300	3744517	1		7.45	20.00	8.94
1	1	ALDARA CRM SACH 12	2544-765	3744517	1		48.60	20.00	58.32
7	7	DIFFLAW SPR 30MG	0349-472	3745615	1	15.98	4.24	20.00	35.62
2	2	LUMIGAN UD E/DROPS 0.03%	3020-4M5	3743556	1		13.75	20.00	33.00
1	1	METOPROLOLATE TAB 2.5MG	TEV 24	3744517	1		2.13	20.00	2.56
2	2	NETORAL CRM 30g	0414-821	3744517	1		4.24	20.00	10.18
4	4	TI TOPIAZ TABS 4MG 30	8112-060	3744517	1		27.48	20.00	131.90
3	3	CODIPAR 15/500 EFFERVESCENT	3283-892	3745615	1		8.25	20.00	29.70
2	2	SARACOP CRT 30g	0132-613	3744517	1		2.50	20.00	6.00
1	1	FUSIDIC ACID CREAM 2% ACT	1172-424	3745615	1		1.92	20.00	2.30
2	2	MICROBOD TAB 84	0369-447	3744517	1		1.80	5.00	3.78
3	3	MOLAXOLE SACHETS 30	3445-335	3744517	1		5.68	20.00	20.45

6. Does your system work in Chrome and Firefox?

Yes, our e-missings site is compatible with Chrome and Firefox internet browsers. Unfortunately our system does not support Internet Explorer

7. How do I know what pip-code I am claiming for?

On your invoice, the pip-code is the 7 digit numerical reference that can be found immediately underneath the product description.

8. Can I expect more digital developments to Alliance Healthcare processes?

We are always looking for ways to make doing business with us easier and digital can provide us with an excellent opportunity to enhance our service to you. What's more, we are reducing our paper usage therefore reducing our impact on the environment.

9. The system won't accept my 5 digit parcel number?

Most parcel numbers are 6 digits. Please enter a '0' before the first number and submit your claim as normal.

10. I have a miss-picked item I want to return, can I use this system?

Unfortunately not at the moment. As you have goods to physically return to your Service Centre, please fill out the standard missing goods claim form and hand the sheet to your driver along with the returned items in the normal way.

11. I have a miss-picked item that I want to keep, can I use this system?

Yes! Please complete the online form as explained in our Customer User Guide.

12. I'm not sure what to put in a box, help!

Please move your mouse over the box and a handy pop up appears telling you what you need to enter.

13. The system won't accept the date I am entering, why not?

Please ensure you are using the correct format of DD-MM

