

# ONPOS®

Online Non Prescription Ordering Service

from  Coloplast

## Ordering Locations Handbook

# NWOS

[www.onpos.co.uk](http://www.onpos.co.uk)  
[admin@onpos.co.uk](mailto:admin@onpos.co.uk)



## Log In Details

Name: .....

Username: .....

Password: .....

Your username and password are not  
case sensitive

Due to GDPR (General Data Protection Regulation) passwords change every  
6 months.

ONPOS does not display your password to anyone on the team. Please keep  
your password safe.

## ONPOS Contacts

Database, Training & Account  
queries:

Joe Harris  
ONPOS Systems Lead  
Tel: 01733 392389  
Email: [admin@onpos.co.uk](mailto:admin@onpos.co.uk)

Back-up support:

Main telephone number  
Ask for someone in the ONPOS team  
Tel: 01733 392000

PRIVATE AND CONFIDENTIAL  
Not for Distribution

## Welcome to ONPOS

ONPOS is a web-based ordering service that allows you to order products using a non-prescription system from a chosen supplier, in this case North West Ostomy Supplies.

All you require is a computer with Internet access and your passwords.

Your local organisation will have selected their chosen formulary and this will be available for you to select your products from.

As well as ordering products you can use ONPOS to access local education material and guidelines.

This guide will show you how to use ONPOS.

## NWOS

North West Ostomy Supplies  
Unit 57 – 62 Oakhill Trading Estate  
Devonshire Road  
Walkden  
Manchester  
M28 3PT

### Customer Service Manager:

Name: **Joanne Williamson**  
[Joanne.Williamson@nwossurgical.co.uk](mailto:Joanne.Williamson@nwossurgical.co.uk)  
01204 466023

### Account Managers:

North: **Russel Sheehan**  
[Russel.sheehan@alliance-healthcare.co.uk](mailto:Russel.sheehan@alliance-healthcare.co.uk)  
07469 409210

South: **Sandeep Shah**  
[Sandeep.shah@nwossurgical.co.uk](mailto:Sandeep.shah@nwossurgical.co.uk)  
07990 088292

Any orders placed before **2.30pm** will be delivered on day 2 from order being placed.

Orders will be delivered via our nominated courier FedEx who will require a signature on receipt of delivery

In your order a delivery note will be enclosed, all contents should be checked against the delivery note

Once your order has been checked if you need to report any of the following, please contact either person on the above number;

- Non or late delivery
- Report a discrepancy
- Return goods

Should you need to contact NWOS please have the following ready:

- **Paperwork:** Please keep your paperwork that comes with the delivery handy as this shows your account number and order number as well as the product code. We will need this information to be able to help you. This information is provided on the invoice received with the goods.
- If your order hasn't arrived, please check with your local stores or supplies department to see if the goods are with them and still waiting for delivery to you. If the goods have not arrived contact North West Ostomy Supplies with your account number and order number and we will speak to the carriers and provide details of the delivery.
- Discrepancies should be reported within **3 working days**.
- Your Customer Services Advisor is not medically trained so can only offer alternatives that appear on the system. It is always recommended that you check possible alternatives with medical staff first.

What to do in the event of arranging a return?

- We will need your email address and phone number for our records as well as your account number, order number and the product code you wish to return.
- We will advise you of the unique Returns number and details of how to return to us via email. please make sure you arrange for the goods to be at the agreed pick up point within 48hrs of receiving your returns number, all goods should be packaged up securely in a box with a copy of your invoice with the returns number written on inside the box, the carrier will bring a label with our address details to put on the outside of the box.

For any queries concerning the ONPOS system please find the contact details on the log in page.

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## Log In

On your computer open your Internet connection and type in **www.onpos.co.uk** into the address bar.

The following page will be displayed. Please type in your username and password. These are not case sensitive.



### Welcome, please login

Username

Password

[Need help logging in?](#)

Login

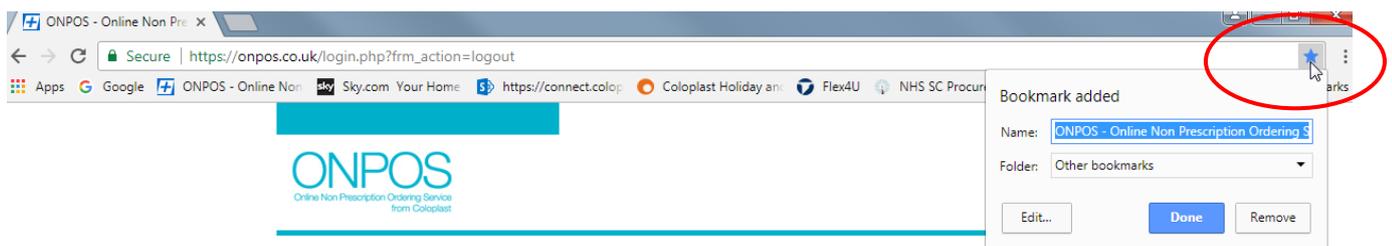
Meet Norma, one of our former  
Biatatin Silicone users



Coloplast Limited, Peterborough Business Park, Peterborough, PE2 6FX

 **Coloplast**  
Built by **aspin**

(**Tip:** before you type in your password you may wish to click on the star and add on your browser to save the address for next time)



# Home Page

Your home page will look like the below.

The screenshot shows the ONPOS home page. At the top left is the ONPOS logo with the tagline 'Online Non Prescription Ordering Service from Coloplast'. At the top right is a shopping cart icon showing '£0.00'. Below the logo is a navigation menu with links for Home, News, Orders, Formulary Guidelines, Education, Reports, Stock, and Help. A teal banner contains the text 'ONPOS, simple to use and benefits patients and the NHS.' and a notification for 'Speed CCG / 127' with the text 'Logged in > Speed Practice (PN)'. Below the banner is a 'Welcome' message and a green 'Start new order +' button. The main content area is divided into several sections: 'Your Orders' with a table of three orders (560215, 560213, 560212) with status indicators and 'View' buttons; 'Stock Audit Due' with a warning icon and a 'Complete this now' button; 'Alternative Products' with a warning icon and text about stock replacements; 'Education' with a warning icon and 'Sorry no information found.'; 'News' with a 'See all' link and the title 'NHS Supply Chain Holiday Planning'; 'Wound Prevalence Tracking' with a 'Complete Questions' button; and 'Budget' with four summary cards: 'Current Month Orders Value £1,047.72', 'Monthly Budget £456.00', 'Current Year Invoiced Value £0.00', and 'Annual Budget To Date £456.00'. At the bottom is a footer with the company name and address, and the Coloplast logo with 'Built by aspin'.

**ONPOS**  
Online Non Prescription Ordering Service  
from Coloplast

£0.00

Home News Orders Formulary Guidelines Education Reports **Stock** Help

ONPOS, simple to use and benefits patients and the NHS.

Speed CCG / 127  
Logged in > Speed Practice (PN)

Welcome [Start new order +](#)

### Your Orders [See all](#)

560215	18-08-2020	ORDER SHIPPED	<a href="#">View</a>
560213	14-08-2020	ORDER PENDING APPROVAL	<a href="#">View</a>
560212	13-08-2020	ORDER ACKNOWLEDGED	<a href="#">View</a>

### Stock Audit Due

Full stock audit is due 31-01-2021

[Complete this now](#)

### Alternative Products

Due to out of stock items at NHSSC:  
ActivHeal Alginate rope dressing has replaced Covawound Alginate until 27<sup>th</sup> May  
2021 Comfinitte 56 (7.5cms x 20m) has replaced...

[More](#)

### Education [See all](#)

Sorry no information found.

### News [See all](#)

NHS Supply Chain Holiday Planning

### Wound Prevalence Tracking

Please ensure you complete the Wound Prevalence Tracking questions today.

[Complete Questions](#)

### Budget [See all](#)

Current Month Orders Value <b>£1,047.72</b>	Monthly Budget <b>£456.00</b>	Current Year Invoiced Value <b>£0.00</b>	Annual Budget To Date <b>£456.00</b>
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Home News Orders Formulary Guidelines Education Reports Stock Help

Coloplast Limited, Peterborough Business Park, Peterborough, PE2 6FX

Coloplast  
Built by aspin

You can click on the **education** and **formulary guidelines** tabs to see information from your local organisation.

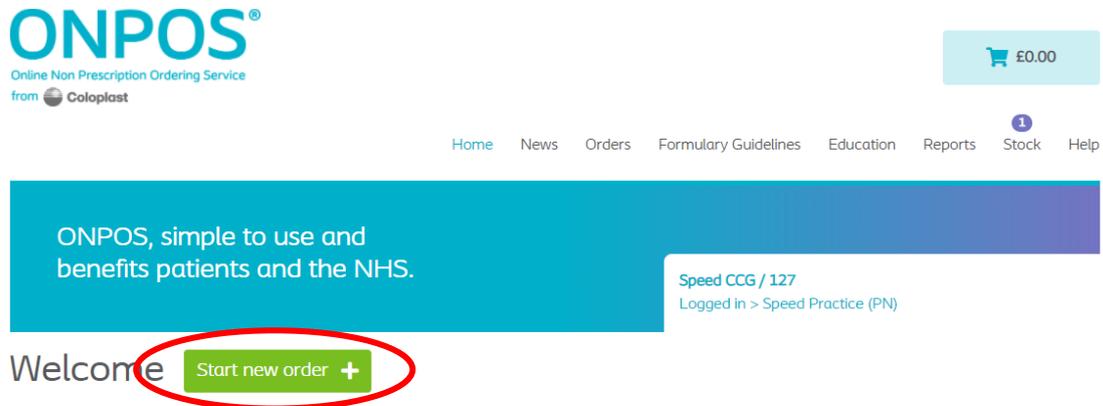
The details under the Budget bar will show you your spending to date for the current month, the monthly budget (if applicable) and the annual spend for this financial year.

When placing an order, ONPOS **auto-saves** it! If you are in the middle of an order and need to sign out or just add products to order later in the week, your **basket** will save your progress.

As soon as you log back in, the first page ONPOS takes you to is your order containing the products you added to your basket.

## How to Place an Order

Placing an order is very simple and will only take a few minutes.

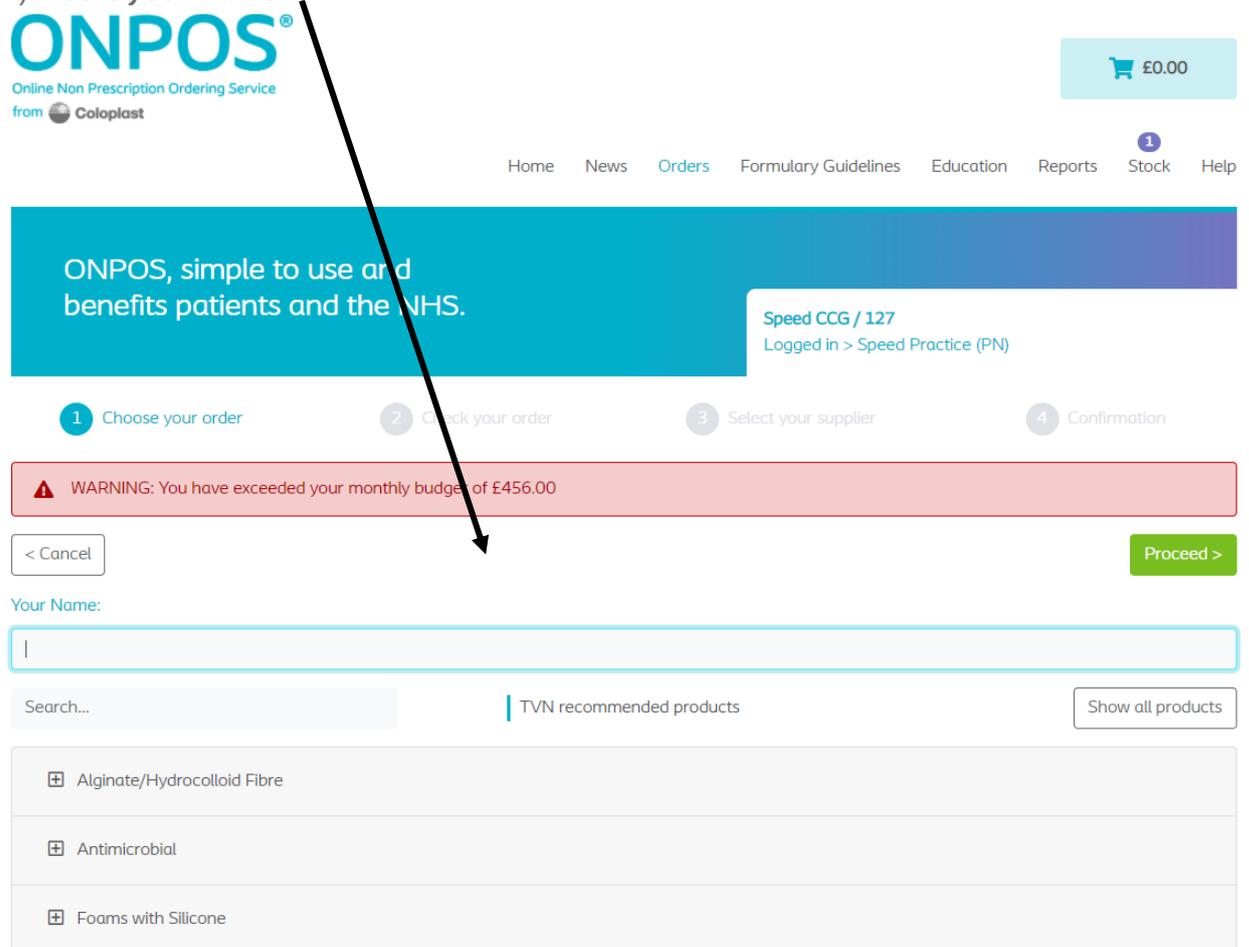


The screenshot shows the ONPOS homepage. At the top left is the ONPOS logo with the tagline 'Online Non Prescription Ordering Service from Coloplast'. At the top right is a shopping cart icon with '£0.00'. Below the logo is a navigation menu with links for Home, News, Orders, Formulary Guidelines, Education, Reports, Stock (with a notification icon), and Help. A teal banner contains the text 'ONPOS, simple to use and benefits patients and the NHS.' and 'Speed CCG / 127 Logged in > Speed Practice (PN)'. Below the banner, the word 'Welcome' is followed by a green button labeled 'Start new order +' which is circled in red.

1) Click **Start New Order**

Your local formulary will appear.

2) Insert your name



The screenshot shows the ONPOS order form. At the top left is the ONPOS logo. At the top right is a shopping cart icon with '£0.00'. Below the logo is a navigation menu with links for Home, News, Orders, Formulary Guidelines, Education, Reports, Stock (with a notification icon), and Help. A teal banner contains the text 'ONPOS, simple to use and benefits patients and the NHS.' and 'Speed CCG / 127 Logged in > Speed Practice (PN)'. Below the banner is a progress bar with four steps: 1 Choose your order, 2 Check your order, 3 Select your supplier, and 4 Confirmation. A red warning box contains the text 'WARNING: You have exceeded your monthly budget of £456.00'. Below the warning box are two buttons: '< Cancel' and 'Proceed >'. Below the buttons is a label 'Your Name:' followed by a text input field. Below the input field is a search bar with the text 'Search...' and a button 'TVN recommended products'. To the right of the search bar is a button 'Show all products'. Below the search bar is a list of products with expandable icons: 'Alginate/Hydrocolloid Fibre', 'Antimicrobial', and 'Foams with Silicone'.

3) Type how many **boxes/Pk Qty** you require

Low/Non Adherent							
Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	
Telfa (100 per pack)	5cm x 7.5cm	1055	289-0788	100		Sorry out of stock Out of Stock, stock due 31102017	
Telfa (100 per pack)	10cm x 7.5cm	1065	289-0796	100		Sorry out of stock Out of Stock, stock due 31102017	
Telfa (100 per pack)	15cm x 7.5cm	1075	289-0804	100		Sorry out of stock Out of Stock, stock due 31102017	
Telfa (100 per pack)	20cm x 7.5cm	1085	289-0812	100		Sorry out of stock Out of Stock, stock due 21102017	

Super Absorbents							
Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	
Biatain Super Adhesive (formerly Alione) (10 per pack)	10cm x 10cm	4610	290-2054	10	£22.00	-	0 +
Biatain Super Adhesive (formerly Alione) (10 per pack)	12.5cm x 12.5cm	4612	290-1999	10	£36.30	-	0 +

4) With an NWOS integrated Trust you will be able to see live stock availability. This stops any back orders being generated on ONPOS.

5) Click **Proceed** at the bottom or top of the page

Miscellaneous							
Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	
Talley Topical Negative Pressure Therapy Adhesive Gel Patch (5 per pack)	Gel Patch	973044103	ELZ135	5	£0.05	-	0 +

< Cancel Proceed >

5) You will then be asked to check your order. If all is OK click **Proceed**

## Order Header

Order  
TBC

Name  
NWOS TEST

Contact  
John Davis

Telephone  
0234 4567989

Created  
TBC

Organisation Name  
Demonstration PCT

Organisation Code  
2

Order Placed By  
JOSEPH HARRIS

Address  
9 High Street  
Huntingdon  
Cambs  
PE29 6SY

## Supplier Information

Please contact the supplier if you require an update on your order

Name  
TBC

Address  
TBC

Contact  
TBC

NWOS Order  
TBC

Telephone  
TBC

Shipped  
TBC

## Order Lines

Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	Total
Comfeel Plus Transparent (10 per pack)	5cm x 15cm	3547	301-0618	10	£15.90	4	£63.60
Biatain Silicone Multishape (5 per pack)	14cm x 19.5cm	33408	404-6066	5	£21.80	3	£65.40
Biatain Silicone Sacral (5 per pack)	25cm x 25cm	33405	404-6041	5	£28.75	2	£57.50

Net Total £186.50  
VAT Total £37.30

**ORDER TOTAL £223.80**

< Back

Proceed >

6) The next screen will confirm your supply route, in this case NWOS and click **Proceed**

1 Choose your order

2 Check your order

3 Select your supplier

4 Confirmation

Name

Address

North West Ostomy Supplies (Integrated)

Units 57-62 Oakhill Trading Estate, M28 3PT

## Special Instructions

< Back

Proceed >

## 7) Check all the details and click **Place Order**

### Order Header

#### Order

TBC

#### Name

NWOS TEST

#### Contact

John Davis

#### Telephone

0234 4567989

#### Created

TBC

#### Organisation Name

Demonstration PCT

#### Organisation Code

2

#### Order Placed By

JOSEPH HARRIS

#### Address

9 High Street

Huntingdon

Cams

PE29 6SY

### Supplier Information

**i** Please contact the supplier if you require an update on your order

#### Name

North West Ostomy Supplies  
(Integrated)

#### Contact

Joanne Williamson

#### Telephone

01204 466023 or 0800 3167117  
option 2

#### Shipped

TBC

#### Address

Units 57-62 Oakhill Trading Estate  
Worsley Road North  
Walkden, Manchester  
M28 3PT

interactive@aspin.co.uk

#### NWOS Order

TBC

### Order Lines

Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	Total
Comfeel Plus Transparent (10 per pack)	5cm x 15cm	3547	301-0618	10	£15.90	4	£63.60
Biatain Silicone Multishape (5 per pack)	14cm x 19.5cm	33408	404-6066	5	£21.80	3	£65.40
Biatain Silicone Sacral (5 per pack)	25cm x 25cm	33405	404-6041	5	£28.75	2	£57.50

Net Total £186.50  
VAT Total £37.30

**ORDER TOTAL £223.80**

Please only click place order once and wait for the next screen.

< Back

Place Order

Your order is now complete and an email has been sent to **NWOS**

## Orders - General

If you would like to see the orders you have placed, you can click on the orders tab at the top of any page.

This view will show you your Current Orders and will allow you to see all your past orders too – so there is no need to print out a record.

Start new order +

- New / Pending
- Acknowledged
- Shipped / Complete
- Rejected

Pending

Completed

### Pending Orders

560241							NEW
Created	09-04-21 11:36	Created By	JOSEPH HARRIS / Speed Practice (PN)	Items	3	Value	£98.95
Shipped		Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ			<input type="button" value="Delete"/>	<input type="button" value="View"/>
560215							ORDER SHIPPED
Created	18-08-20 11:04	Created By	TEST / Speed Practice (PN)	Items	1	Value	£141.00
Shipped	18-08-20 11:07	Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ			<input type="button" value="Confirm"/>	<input type="button" value="View"/>
560212							ORDER ACKNOWLEDGED
Created	13-08-20 10:32	Created By	TEST / Speed Practice (PN)	Items	1	Value	£558.60
Shipped		Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ			<input type="button" value="Delete"/>	<input type="button" value="View"/>

Your current orders will be different colours

**Green** – an order that the supplier has completed (see next page)

**Purple** – a new order that has been sent to a supplier, but it has not been acknowledge by them yet.

**Blue** – an order that the supplier has seen and is waiting for stock to arrive.

**Red** – items that an authorise has rejected from the order.

## Confirming Delivery

Once the supplier has completed the order it will turn **Blue** on your screen.

560215				ORDER SHIPPED			
Created	18-08-20 11:04	Created By	TEST / Speed Practice (PN)	Items	1	Value	£141.00
Shipped	18-08-20 11:07	Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ	<input type="button" value="Confirm"/> <input type="button" value="View"/>			

You will need to click the **Confirm** button when you have received this order.

This will then move over into your Order History. This completes the order process.

## Repeating an order

Once an order has been confirmed, you will have the option to repeat it.

Start new order +

Pending **Completed**

Legend:  
New / Pending  
Acknowledged  
Shipped / Complete  
Rejected

### Completed Orders

Order ID	Created	Created By	Created At	Items	Value	Status
560215	18-08-20 11:04	TEST / Speed Practice (PN)	11:04	1	£141.00	ORDER COMPLETE
	18-08-20 11:07	Speed Pharmacy, The Old Dairy, PE8 6SQ	11:07			<a href="#">Repeat</a> <a href="#">View</a>

When you select **repeat**, ONPOS will take you to the first stage of **Choosing your order** with the products selected from the order you are repeating.

1 Choose your order    2 Check your order    3 Select your supplier    4 Confirmation

**Warning:** Your repeat order has been loaded for you below...

**Warning:** WARNING: You have exceeded your monthly budget of £456.00

< Cancel Proceed >

Your Name: TEST

Search... | TVN recommended products Hide all products

#### Alginates/Hydrocolloid Fibre

Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty
Biatain Alginate (10 per pack)	10cm x 10cm	3710	377-6754	10	£23.50	- 5 +
Biatain Alginate (10 per pack)	15cm x 15cm	3715	377-6762	10	£44.60	- 0 +

You will have the option to add or remove products as well as amending the quantities you require. Then you can follow the remaining steps to successfully place your order.

## Authorisation & Justification

This function is an optional addition to the ONPOS system that is decided at the Organisation. The guide below will show you the slight differences when ordering items, if this is active within your Trust.

### Authorisation Function

This function allows an approver at the Organisation to check orders that contain a pre-determined list of products that they wish to authorise prior to supply. When you place an order, and select one of these approved products, you will see the below alert.

### Order Lines

Description	Size	Code	PIP Code	Pk. Qty	Pk. Price	Qty	Total
Biatain Alginate (10 per pack)	10cm x 10cm	3710	377-6754	10	£23.50	1	£23.50
Biatain Alginate Filler (6 per pack)	3cm x 44cm	3743	377-6770	6	£16.62	3	£49.86
Biatain Silicone Lite (5 per pack)	5cm x 5cm	3452	402-1101	5	£4.55	2	£9.10

Net Total £82.46  
VAT Total £16.49

**ORDER TOTAL £98.95**

### Special Instructions

#### Nurse comments

Dressings required for patient.

### Order Approval

**i** The submitted order has line items that require to be authorised. An automatic email alert will be sent notifying the authoriser.

Please only click place order once and wait for the next screen.

< Back

Place Order

When this happens, you will need to wait until the order is approved by the Trust **BEFORE** your supplier will receive the order.

Any lines that are not approved will be filed in your **Completed** tab as below. The lines that are approved will show as a normal order and will be transmitted to your supplier. If an order has certain lines rejected, you will see a link to the rejected order.

The new order with the rejected link

560210  VIEW LINKED REJECTED ORDER						ORDER ACKNOWLEDGED	
Created	12-08-20 13:17	Created By	JOE / Speed Practice (PN)	Items	1	Value	£53.52
Shipped		Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ				<input type="button" value="Delete"/> <input type="button" value="View"/>

The rejected order in order history

560208						ORDER REJECTED	
Created	11-08-20 09:57	Created By	JOE / Speed Practice (PN)	Items	1	Value	£29.52
Shipped		Pharmacy	Speed Pharmacy, The Old Dairy, PE8 6SQ				<input type="button" value="View"/>

## Justification Function

This function allows the Trust to monitor the usage of specific products, but this function does not halt the ordering process. Once you place an order, you will need to input the reason why you are ordering the item, but the order will then progress through to the supplier as normal.

When ordering, you will see the prompt below that you will need to fill in before you can progress further in your order.

- 1 Choose your order
- 2 Check your order
- 3 Select your supplier
- 4 Confirmation

Name	Address
Speed Pharmacy	The Old Dairy, PE8 6SQ <input type="radio"/>

## Special Instructions

 Order Explanation Required

Please enter an explanation for your order (please do NOT include any patient information).

## Frequently Asked Questions

### **What happens if I order the wrong amount?**

If you have not sent the order you can go back and change the quantity at any stage.

If you have sent the order, first of all contact NWOS to let them know. Then they will be able to credit for the items not required. Should you wish to add more items then please place an additional order.

### **What happens if I do not receive all I ordered?**

If you have not received some of the items from your order please contact NWOS to confirm if there was an issue with stock when the order reached the warehouse, and to confirm if the items are on back order once they are back in stock.

### **Can I change my passwords?**

Yes, please see the option 'change password' in the top right hand corner of the screen.

### **What happens if I lose my password?**

Please contact ONPOS admin – [admin@onpos.co.uk](mailto:admin@onpos.co.uk) or 01733 392389 and we will issue you with new ones.

### **Do I have to use the computer at work?**

No, any computer with Internet access is suitable.

### **Can I use ONPOS on my mobile phone?**

Yes! ONPOS is now compatible to use with your mobile phone.

### **Can I ask for the products to be sent straight to a patient?**

No, at this stage patient information cannot be added.

### **Can I still write a prescription?**

Yes, however this will depend on local agreements and it is best to confirm locally. As a guide ONPOS provides good value when part of a box will be used for one patient and the rest with other patients – for example with a wound care patient whose type of dressing may change frequently.

If a patient is on long-term treatment (for example indwelling catheter) and they will use all the products in one box then a prescription will provide the best value.

### **Can additional products become available on ONPOS?**

Should you require additional products to be listed on ONPOS you will need to contact your TVN or Medicines Management Team at the Trust to discuss this. ONPOS will then be notified accordingly of any changes.

-END-