

# e>Returns

## Online Submission Service



User Guide

**Version 1**

Date : 30<sup>TH</sup> July 2013

## Document

---

**Author:** Simon Johnson-Reynolds/Jo Brenton

**Owner:** NWSSP (PS) - Service Improvement Team

**Location:**

---

## Version History

Version	Date Issued	Brief Summary of Change
0.1	06/11/2011	First draft
0.3	09/02/2012	Draft Updates
0.4	03/09/2012	Updated
0.5	11/01/2013	Release Version
1	30/072013	Amendments to reason codes (RB01) and branding.

---

## Reviewers and Approvals

TBC

**Foreword**

We would like to take the opportunity to thank the Chemist Contractors and CPW who have generously given up their valuable time to attend workshops and pilot the E>Returns Application within their pharmacies.

The feedback given has been instrumental in moving this project forward and we hope that with continued support this new Service will give benefits for all contractors across Wales.

## Contents

1. Back Ground.....	5
2. Document Purpose .....	5
3. How it works .....	5-6
5. Main Features .....	7-9
6. Unanswered/Open returns and additional messages within the application .....	9-11
6.1. Selecting a period.....	12
6.2. Viewing a Return – new,unanswered or resubmitted.....	13-14
6.3. Selecting and viewing specific returns.....	16
6.4. Resubmitting a Return (single item) .....	16
6.5. Resubmitting return items with mandatory fields in the endorsement pane.....	17
6.6. Resubmitting an item with one endorsement pane.....	18
6.7. Resubmitting items with Drop-down selection lists .....	19
6.8. Resubmitting an item with a RB08 return .....	20
6.9. RB14 – Prescribers Signature Needed – WP10MDA & WP10MDASS .....	21
6.10. RB15 – WP/FP10 PCD Endorsement .....	21
6.11 Blacklisted (BL) and Not Allowed (NA) items - returned for information .....	21
6.12 Resubmitting Multiple Returns using Multi-Selection Option.....	22-24
6.13 Closing E-returns and report options.....	25
APPENDIX A – Return Codes and Requirements.....	26

## 1. Back Ground

As part of Primary Care Services Strategy to improve the quality of its service offerings to Community Pharmacy (CP) across Wales a project was commissioned in 2009. This project was initiated to investigate the feasibility of electronically managing the return of unpaid dispensed items to the contractor and provide a speedy way of resubmitting the items back to Primary Care Services for processing with additional information. This project has culminated in a New Web based returns service 'E>Returns'.

## 2. Document Purpose

The aim of this document is to guide users through the Operation of the Online E>Returns Service and explain the benefits of using this service as opposed to the traditional process of receiving paper based returned items via the post.

## 3. How it works

As your account is processed by Primary Care Services certain items will be deemed incomplete due to a number of reasons as reflected by the [PSU030C return form](#) (lilac/purple return form) also shown as Appendix A in this guide.

Once items, identified as “returns” are verified by Primary Care Services their Data Capture system will update their internal database that captures all returned items and initiate the e-returns for that month. Just on or after the **21<sup>st</sup>** of each month the monthly processing will be complete and new returns will be open for review on the e-returns service. At a later date an email alert service will be used to inform contractors new returns have been added to the e-returns Service.

## 4. Locating the Service

The E>Returns service can be accessed by typing in the following URL into your browsers address bar: <http://prescribing.wales.nhs.uk/CommonLogin/CommonLogin.cfm> and then Press <Enter> on your keyboard. You will be presented with the Primary Care Services Online login window you may be familiar with this from using other PS web services e.g. e schedule.

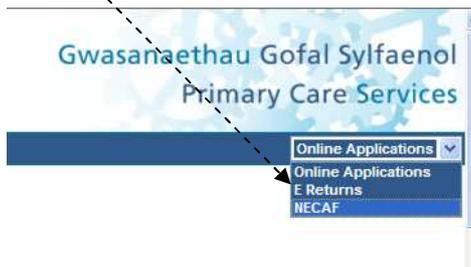
login assistance'."/>

The screenshot shows the login interface for Primary Care Services. At the top left, there is a logo for GIG CYMRU NHS WALES and the text 'Partneriaeth Cydwasaethau Shared Services Partnership'. The main part of the page is a login box with the title 'Primary Care Services Login'. Inside the box, there are two input fields: 'User Name:' and 'Password:'. Below these fields is a 'Login' button. At the bottom of the page, there is a link: 'Forgotten your password or username? [login assistance](#)'.

## e>Returns – Online Submission Service

You should have been provided with a **User Name** and **Password** for accessing the e-returns service if you don't already use the PS services. Enter these details and click 'Login'.

Once you have logged in, select the 'Online Applications' box at the top-right corner of the screen, and select '**eReturns Service**' from the dropdown menu.



If you can't log on or see this option in the menu, you may not have been set up to use the E- Returns Service – if not please Contact Primary Care Services Helpdesk – Tel no 029 20503456

**If you have been successful you should now be logged in to the E>Returns Service – you will see a box which will show the total returns you have outstanding – click away from this box to see your details**

The first screen you will see will have your Address and account details and contain a blank form marked 'NO RECORD SELECTED' the following pages will walk you through the application use and the tools available to make navigation easier.

**NB** – The log in details you have been given will only allow access to your specific account – Your account details will always be shown at the top of the screen whilst you are using the application.

## 5. Main Features

Prescribing Services HOWIS Log out Feedback Online Applica

Unidentified Contractor

**1** Account 602856C

Period Selection

2010 ▶

**2** 2011 ▶

2012 ▶

Form Item Endorsement Reply? □ - +

**3**

**5**  Just empty entries  Just items with EL01

**4**

**7**

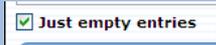
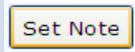
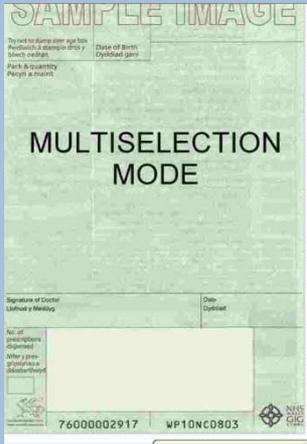
**6** Send

**7**

Internet

No	Feature Description	
1	Contractor Details	'Your' Contractor Name, Address Account Number and (return month once selected)
2	Returned Item Period	By year By Month Unanswered Rerturns

<p>3</p>	<p><b>Returned Item Details</b></p>	 <p>Form</p> <p>Item</p> <p>Endorsement</p> <p>Reply?</p> <p>or</p> <p>or</p> <p>View</p>	<p><b>Form No</b> (as scanned by PS) – click here to order by form no</p> <p><b>Item no</b> (on form being returned)</p> <p><b>Endorsement</b> (RB/NA/BL reason code) – click here to order by reason code</p> <p><b>Boxes and envelopes should indicate the status of each returned item</b></p> <p>Open / Unanswered Returns</p> <p>Closed / Answered</p> <p><b>View</b> Used to select a return in order to view/edit or send</p>
<p>4</p>	<p><b>Multi-selection Mode</b></p>	 <p>Form   Item   Endorsement   Reply?   <input checked="" type="checkbox"/>   -   +</p> <p>182   2   RB01   <input type="checkbox"/>   Select   🔍   ⌵</p> <p>764   1   RB01   <input type="checkbox"/>   Select   🔍   ⌵</p>	<p><b>Tick Box – this will enable /disable multiselection mode</b></p> <p><b>No tick</b> - Mode <u>Not</u> selected</p> <p><b>Tick</b> - Mode Selected + will select all items in list – will deselect items</p> <p>If enabled will list items click on spy glass to view – select desired forms to multi-update ‘Set Note’ see feature no 6</p>

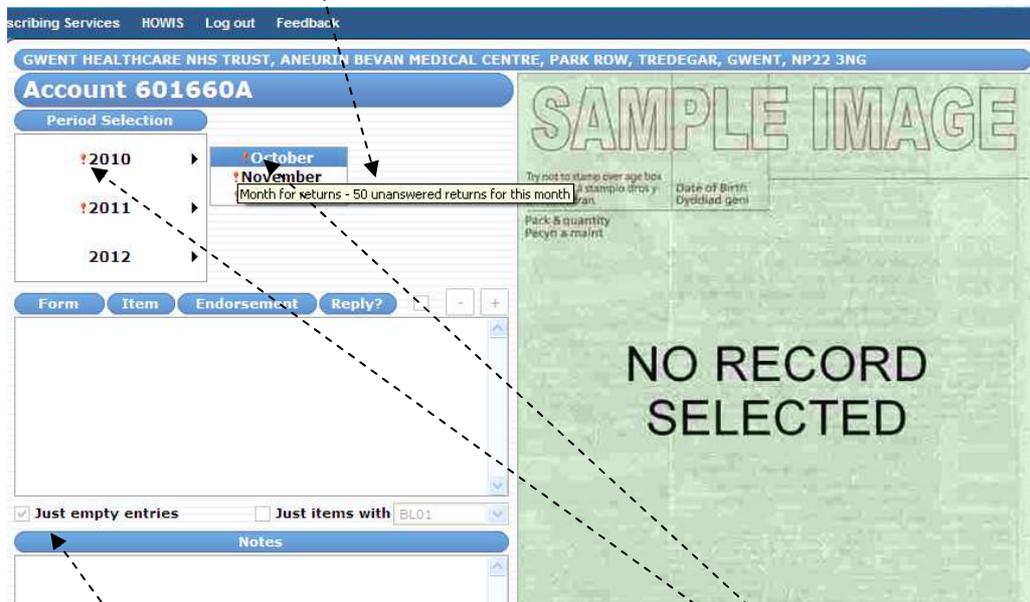
<p>5</p>	<p><b>Multi-selection Mode Controls</b></p>	 	<p>Drop down menu to order unanswered returns by Return Reason</p> <p>Selecting this will allow you to add a single note to multiple returns (see Feature no 6 – set note)</p> <p>Will show <b>all</b> outstanding returns (automatically checked on first view of returns)</p>
<p>6</p>	<p><b>Send / Log out</b></p>	 	<p><b>Set Note</b> Used to “resubmit” multiple returns with the same information – only shown if multi-select mode selected – fill relevant endorsement field above with further information</p> <p><b>Send</b> Used to “resubmit” returns once endorsement field above is updated with further information</p>
<p>7</p>	<p><b>Image Display when multi-select chosen</b> <b>(Feature no 4 &amp; 5)</b></p>		

## 6. Un-answered/Open returns and additional messages within the application

Once you are signed up for the e-returns service you can log on at any time to complete any unanswered or new returns (dated the month they were submitted)(as link below).

<http://prescribing.wales.nhs.uk/CommonLogin/CommonLogin.cfm>

To aid you whilst using the service as you hover over different areas within the application you will see small message boxes appear with helpful information – the screen shots below gives an idea of the messages you will encounter.



'Unanswered/Open' returns within any month will be indicated by a red exclamation mark  by the year and the specific month.

View any 'unanswered/open' returns by clicking on the relevant month and selecting just empty entries  Just empty entries de-select to view all including any closed items

There are a number of returns where you will need to complete mandatory lines in the endorsement panel you can move through these using the 'Tab Key' on your keyboard – you will see a message similar to this

## e>Returns – Online Submission Service

Enter the pack size for the selected row here (Mandatory). Use <Tab> to switch to the next field for this row, and <PageUp> and <PageDown> to switch to the previous and next rows. Press <End> or click the 'Send' button to close the current row

In the previous screen shot the <pageup> and <pagedown> row refer to the actual return items **not** the rows within the endorsement pane by using these keys you can move through the returns without clicking on view. The enter key will also move you through the return items in the same way you will see the image change to the corresponding form as you enter down through the rows of return items.

For each item you can see the reason for return by hovering over the return number the 2 examples below show the details given which is dependent on the return in question

### RB01 – Description



Form	Item	Endorsement	Reply?
2064	1	RB01	<input checked="" type="checkbox"/>
4998	3	RB01	<input type="checkbox"/>
5030	1	RB01	<input type="checkbox"/>
6095	1	RB01	<input checked="" type="checkbox"/>

Non-PartVIII Generic or Proprietary Drug prescribed – Please endorse Manufacturer/Wholesaler/Supplier or Proprietary Brand with List or Trade Price of the pack used for the quantity dispensed.

You will see that the endorsement pane may have an edited version of the return statement but should always give the minimum reason or basic requirements needed to reimburse the item on resubmission.

### RB08 – Description



2164	1	RB01	<input type="checkbox"/>
2164	1	RB08	<input type="checkbox"/>
2372	2	RB01	<input type="checkbox"/>
2505	1	RB01	<input type="checkbox"/>
2588	1	RB01	<input type="checkbox"/>

Unclear Order or Endorsement – due to Faint/ Illegible prescription or insufficient information to re-imburse

Just empty entries  Just items with BL01

As you read through the guide and use the application these messages should make more sense and hopefully make it quicker to use and manoeuvre within the application and different screens.

## 6.1. Selecting a Period

Your current and past returns will now be displayed under “Period Selection” (e.g.: 2010 / 2011/2012) hover over to see number of unanswered returns.

Click on the Year and Month to select.



Once you are in the live environment using and answering returns these ! symbols will hopefully be seen less frequently as you complete and send your returns each month.

On selection the month will be shown next to you account number at the top of the screen so you will always know which months returns you are dealing with.

Only one month's returns can be viewed at a time.

**NB** You will notice that some periods will presently display an exclamation symbol ! as whilst we have been creating return data since last year, your resubmissions have all been dealt with via paper as usual. If you look in 2010 or 2011 this will just show the return images not any information you have submitted via paper.

## 6.2 Viewing a Return – new, un-answered or resubmitted

By selecting a period and month this will open the selected period on screen displaying all unanswered returns for that processing month, ordered by scanned Primary Care Services **Form No, Item** of the script and the Return **Endorsement**

The screenshot shows a table with columns: Form, Item, Endorsement, Reply?, and View. The row with Form 2632, Item 4, and Endorsement RB is highlighted in grey. A tooltip is visible over the RB code, stating: "Non-PartVIII Generic or Proprietary Drug prescribed – Please endorse Manufacturer/Wholesaler/Supplier or Proprietary Brand with List or Trade Price of the pack used for the quantity dispensed." Below the table are checkboxes for "Just empty entries" (checked) and "Just items with" (set to BL01). Further down are input fields for "Type Supplier", "Type Trade Price", "Type Pack Size", and "Type Other". To the right, a portion of a prescription form is visible, showing a date of 1. 7/28 and a signature.

The first return is automatically selected by default (Highlighted in grey as shown) click on view to see the corresponding image (shown to the right of the screen) with the relevant box for your endorsing listed below the list of forms.

For an explanation of the RB codes please see Appendix A, lilac return form PS030C, hover over the RB code for the message box to appear or read relevant heading above endorsing area (edited version but requests the basic requirements needed).

You can order  
or 'endorsement'

**Form**

**Endorsement**

your returns by form no or reason code by clicking on the blue 'form' tabs shown above the list of returns.

Underneath the listed return forms are two check boxes, **Just empty entries** (automatically checked) and **Just items with** (unchecked). **Just empty entries** will be ticked by default when opening a new session.

## e>Returns – Online Submission Service

You may have dealt with some items previously but if you wish to see all returns including those already answered and resubmitted, these can be displayed by un-checking the “**just empty entries**” check box. The screen shot below shows both answered and unanswered returns.



Form	Item	Endorsement	Reply?	View
127	1	RB01	<input checked="" type="checkbox"/>	View 
257	1	RB01	<input checked="" type="checkbox"/>	View 
276	2	RB01	<input type="checkbox"/>	View 
276	2	RB08	<input type="checkbox"/>	View 
404	4	RB01	<input type="checkbox"/>	View 

Just empty entries     Just items with    BL

If the box under reply is not ticked and an open envelope icon  is displayed against an item this indicates the return is open or unanswered.

Resubmitted items are displayed with a tick under reply and a closed envelope icon  but can still be viewed by clicking on view tab.

To help identify which items on the image is the return as you click on ‘**view**’ or ‘**select**’ (when in multi-select mode) the item numbers will be highlighted in a specific colour

**Item 1 = Green, Item 2 = Blue, Item 3 = brown/burnt orange, Item 4 = purple.**



Form	Item	Endorsement	Reply?	View
504	2	RB07	<input type="checkbox"/>	View
3309	1	RB07	<input type="checkbox"/>	View

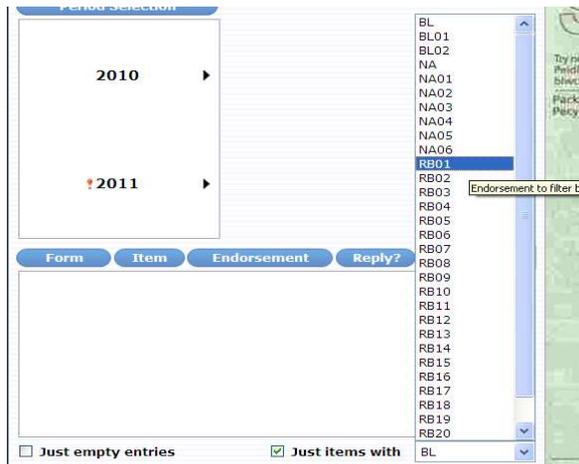
  

Form	Item	Endorsement	Reply?	Select
238	4	RB01	<input checked="" type="checkbox"/>	Select
1090	2	RB01	<input type="checkbox"/>	Select
1571	1	RB01	<input type="checkbox"/>	Select
1599	2	RB01	<input type="checkbox"/>	Select
2282	3	RB01	<input type="checkbox"/>	Select

Hopefully as you start to use the application this colour coding of the items will become more of an aid when viewing the images and dealing with specific items.

### 6.3 Selecting and Viewing Specific Returns

Once a months returns have been selected you can filter return items by a specific RB endorsement code (e.g.: *RB01*), these may be displayed by checking the “**Just items with**” box - defaulted to BL01 until a reason is selected. This will activate a drop down menu listing all RB codes in order.



To select specific returns click on the relevant endorsement code or use the up and down arrows on your keyboard.

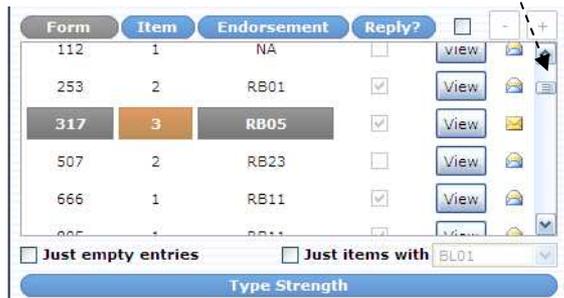
Only the selected returns will be displayed for the period. To show all returns including already resubmitted items remember to **uncheck** the ‘**Just empty entries**’ box. As mentioned in the previous section the envelope icons will show the status of individual returns.



**NB** To compare or check answers from previous month’s returns you will need to reselect the month as step 6 (page 9) and narrow down your search by specific RB code as covered above can only view one month at a time.

## 6.4 Resubmitting a Return (single item)

To resubmit a return simply, select the first return you wish to resubmit by clicking on the relevant **View** button” or use the scrollbar to move through the list of returns. Alternatively the **‘Enter’** key on the keyboard can be used until the Form/Item is highlighted and the corresponding image is shown.



Form	Item	Endorsement	Reply?	
112	1	NA	<input type="checkbox"/>	view
253	2	RB01	<input checked="" type="checkbox"/>	View
317	3	RB05	<input checked="" type="checkbox"/>	View
507	2	RB23	<input type="checkbox"/>	View
666	1	RB11	<input checked="" type="checkbox"/>	View
888	1	RB11	<input checked="" type="checkbox"/>	View

Just empty entries     Just items with BL01

Type Strength

Once view is clicked the relevant image will be seen and the required Resubmission pane will open - stating the endorsement requirements in the blue heading line e.g. RB05 – Type Strength (as shown above)

This endorsement pane has been designed to work differently subject to the RB code being answered. There maybe one empty pane for text, fields may be mandatory with you unable to move forward until the details have been entered or drop down menu’s will be available.

Once the necessary information has been entered into the endorsement area the item can be submitted by clicking on the **“Send”** button at the foot of the display or by clicking the end key when the following message will appear. This **“Send”** button will not be available until an option has been selected from the drop down or details have been entered in the endorsement pane, this is to prevent blank replies being submitted.



**A tick will appear in the reply column when an answer has been added and you have moved off the item. The open envelope should change to closed when send has been clicked.**

## 6.5 Resubmitting return items with mandatory fields in the Endorsement Pane

For both **RB01** and **RB23** there are 3 mandatory requirements for us to give reimbursements. These mandatory fields will need to be filled before you can send your replies the 4<sup>th</sup> field is for any other additional useful information.

When returns for **RB01** or **RB23** are selected for resubmission (by clicking “View”) the Resubmission pane changes to display 4 text fields.

The 4<sup>th</sup> field will be for any extra relevant information for **RB01** could be e.g. ‘strength’ for **RB23** could be to claim expenses e.g. ‘SP’ as in these examples below

**Item RB01**

1757	2	RB01	<input type="checkbox"/>	View
1834	1	RB01	<input type="checkbox"/>	View
1986	2	RB01	<input type="checkbox"/>	View

Just empty entries     Just items with BL01

**Type Supplier**  
Seven Seas

**Type Trade Price**  
£2.82

**Type Pack Size**  
120

**Type Other**  
Pure Cod liver Oil caps 320mg

Send

**ItemRB23**

Form    Item    Endorsement    Reply?    View

5008    3    RB23   

Invoice Price (Less Discount/Rates), Manufacturer's Licence Number, Batch Product Number, Other

Just empty entries     Just items with RB23

**Type Invoice Nett**  
£64.00/10ml

**Type Manufacturer License No**  
SWS - ML20701

**Type Batch Product No**  
BPN - 1107191

**Type Other**  
SP

Send

You can use the tab key or enter key to move through the individual rows within the endorsement panel once the 3<sup>rd</sup> line is entered the ‘send’ button will be available for use.

The 4<sup>th</sup> line in the pane allows extra information to be added for more clarity.

Once all relevant details are input on the endorsement panel click **send** or **enter** to submit item. A tick will appear in the reply column when an answer has been put in the endorsement panel and you have moved off the item.

**The open envelope should change to closed when submission has been successful – send has been clicked (end of session).**

## 6.6 Resubmitting an item with one endorsement pane

Most of the returns you will be resubmitting will have one endorsement pane with the basic requirements in the heading - as already explained you can hover over the **RB code** and have the full explanation or refer to the appendix at the end of this guide as shown in the example below.

e.g. Item returned **RB02**

Prescription details = **Elasticated Viscose Stockinette 10.75cm x 5m (yellow line)**

As you will see from the answer inserted - No dimensions were given as the original order holds this information so this item could be resubmitted as shown, the brand name of the appliance dispensed is enough information to reimburse.

The screenshot shows a web interface for submitting returns. At the top, there are tabs for 'Form', 'Item', 'Endorsement', and 'Reply?'. Below these, a table shows item details: '580', '2', and 'RB02'. A 'View' button is next to the 'RB02' code. A tooltip points to the 'RB02' code with the text: 'Product Name of Appliance or exact Drug tariff Item supplied (including dimensions if applicable)'. Below the table, there are two checkboxes: 'Just empty entries' (checked) and 'Just items with' followed by a dropdown menu showing 'RB02'. A section titled 'Type Name' contains the text 'Tubifast Stockinette'. At the bottom left, there is a 'Send' button. On the right side of the interface, there is a vertical panel with a green background containing text: 'Llwyd', '1 X 100', '[[Item 2', '14 ex 6', '1 X 28', '[[Item 4', '56 ex 3', 'Signature', 'Llofnod y', 'No. of prescriptions dispensed', 'Nifer y presgripsiynau a ddosbarthwyd', '4', and 'Llofnod y'.

This endorsement pane should hold all the missing information needed to allow us to process the item.

Once you have entered the information the **send** button will be highlighted for you to submit your reply as normal.

## 6.7 Resubmitting items with Drop-down selection lists

Some items returned will require restricted responses due to limited manufacturer lists or adherence to Drug tariff criteria. In these case drop-down list have been provided for your selection.

These drop-down lists are provided for the following returns

- **RB07 (Proprietary Drug made by more than one manufacturer)**
- **RB10 (Elastic Hosiery, Compression Class & Knit)**
- **RB11 (Elastic Hosiery, Garment Type)**
- **RB12 (Truss Type & Position)**
- **RB13 (Truss Specification)**

You can move through the list of manufacturer's using the **up and down arrows on your keyboard** as you move through the relevant line it will be highlighted as shown in the screenshot below.

Item returned RB07 (**Proprietary Drug made by more than one manufacturer**)

E.g. Prescription details = **Monosorb XL 60mg tabs**

Monosorb is made by a number of manufacturers – Kent, Almus, Dexcel and Teva so the brand you are using for the month should be selected from the comprehensive list given (this list will be updated each month).

Form Item Endorsement Reply? [ ] - +

2626 3 RB07 [ ] View [ ]

The Proprietary is supplied by more than one manufacturer  
Please clarify specific manufacturer used to dispense

Just empty entries  Just items with RB07

Select Manufacturer

- Actavis
- Alissa
- Almus
- Arrow
- Bayer
- Consilient Health Ltd
- Dexcel - Pharma
- Kent
- Morningside
- Sandoz Ltd
- Teva
- Teva UK Ltd
- Tillomed

Signature of Prescriber  
Llofnod y Prescripsi

No. of prescriptions dispensed  
Nifer y prescripsiynau a ddosbarthwyd

Dr A C  
The S  
4 Con  
Graig  
Cardi

02920  
South

Send

Once a selection is made the send button will be highlighted for you to submit your reply as normal.

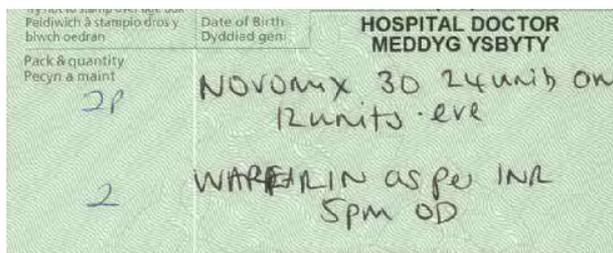
## 6.8 Resubmitting an item with an RB08 return

When RB08 (**Unclear Order or Endorsement – due to Faint/ Illegible prescription or insufficient information to reimburse**) is selected the Resubmission pane changes to display 1 text field for your reply.

As this return is quite ambiguous an example would be hard to define. This return can relate to an unclear prescription or faint endorsement this often means the prescription is endorsed but we are unable to decipher your true requirements from the scanned image - as seen in the following screen shot.



To avoid using multiple return numbers we are also using RB08 where the prescription can not be reimbursed as the information is incomplete for a number of reasons. This extract from a prescription we received hopefully illustrates what we mean by incomplete.



For the **1<sup>st</sup> item shown (NOVOMIX)** we would required the presentation and a quantity to reimburse - this prescription would previously have been returned RB03 (presentation) & RB06 (qty)

For the **2<sup>nd</sup> item shown (WARFARIN)** we would required the strength and the quantity to reimburse - this prescription would previously have been returned RB05 (strength) & RB06 (qty)

From now you will no longer see more than one return number they will be returned RB08 and will require your judgement to ensure enough detail is added to the Endorsement panel in the e-returns app for us to fully reimburse the item

## 6.9 RB14 – Prescriber’s Signature Needed - WP10MDA & WP10MDASS

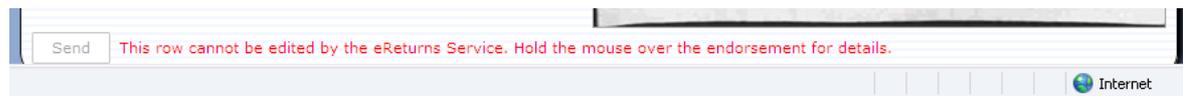
In the event that a Prescription is being returned requiring a signature i.e. for a Controlled Drug item the physical form will be returned to the dispensing contractor.

As present policy requires that that any changes to WP10MDA & WP10MDASS Prescriptions are endorsed by the Prescriber, these forms will not be managed via the online service and instead be returned to the relevant dispensing contractor.

## 6.10 RB15 - Endorsement – WP/FP10 PCD (Private Prescription)

In the event of a prescription being presented to Primary Care Services on a WP/FP10 PCD where an item is not a controlled drug, the prescription will not be processed and will be retained by Primary Care Services.

You will be able to view the image but will see the following message displayed at the bottom of the page.



## 6.11 Blacklisted (BL) and Not Allowed (NA) items – returned for information

You will on occasion receive an item returned as payment cannot be made on a NHS prescription. There are a number of reasons for this non payment but these items will be marked either:

- **BL01 = Blacklisted item** – see Part XV111A & Part XV111B of the drug tariff for details
- **NA01 = Not Allowed** – item not on practitioners list of drugs or appliances that can be prescribed or item is non-listed or deleted from the drug tariff

You can view these images for more information and if you have any issues with the non-payment you should contact the helpdesk (029 20503456) as usual where they will look into the return for you.

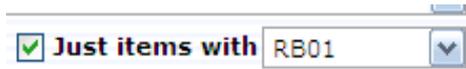
If you try to alter these items you will get a red message at the bottom of your screen as the one shown above for RB15.

**NB - These items have been returned for information purposes if you do have an issue with the non-payment you will need to contact PS helpdesk directly to resolve any problem.**

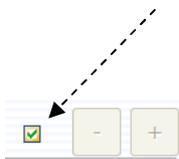
## 6.12 Resubmitting returns using the Multi-selection option

When you check your returns you may find that a number will require the same answer. In order to avoid you having to answer and submit duplicate answers separately there is a multi-selection and update option within the application (main feature no 4 & no 5).

You will need to select the specific return code to narrow down your returns. This can be done before you use the multi-select mode by using the **'Just items with'** drop down list.



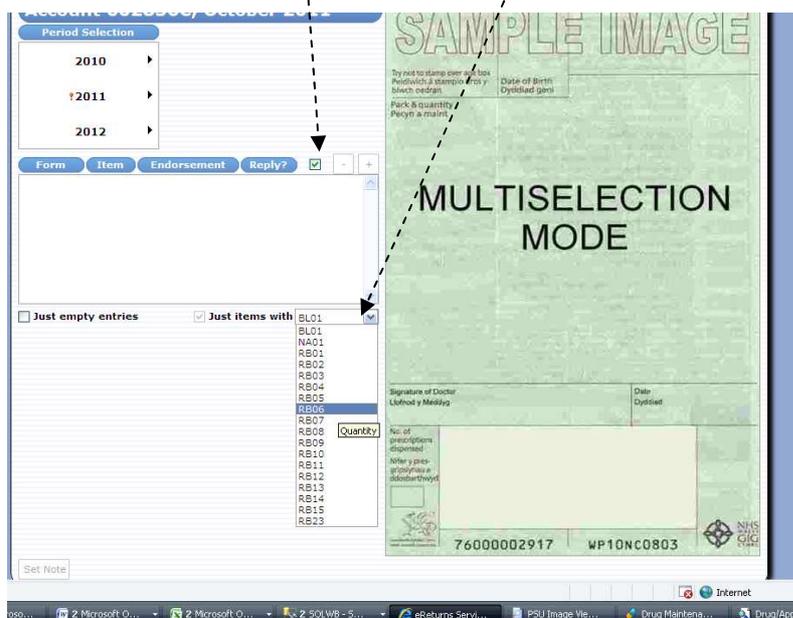
To actually select Multi-selection mode first check the box as shown



When you do this you will notice all items for the selected return will be listed without any shading.

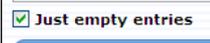
You will need to further select the items you wish to multi update then the items will be highlighted with the usual item colours.

If you have clicked multi-select mode without selecting the Return number you will need to do this as it will probably be set to the default of BL01 or the last search you required.



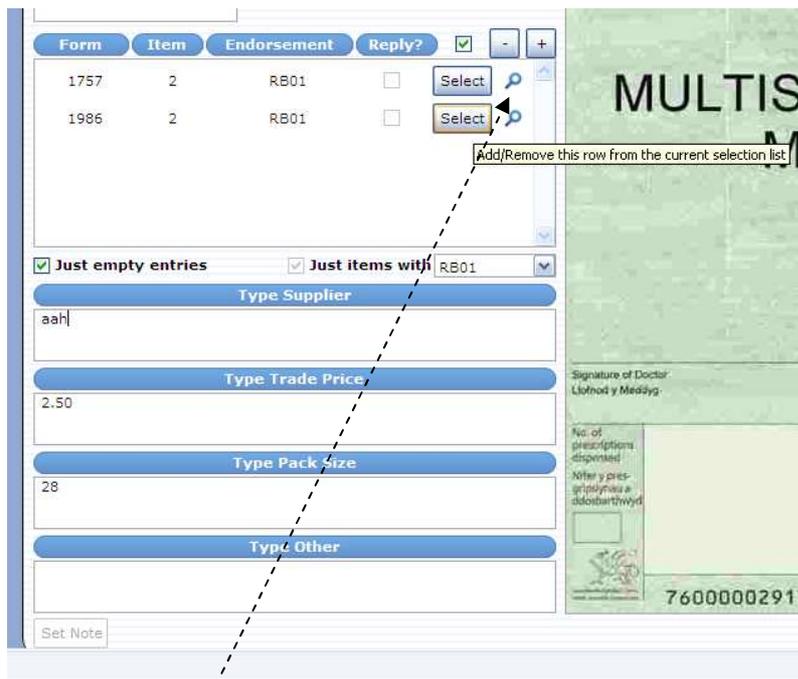
## e>Returns – Online Submission Service

You will probably want just the empty items - so select this option



By choosing to uncheck this 'just empty entries' option you will just extend the list on screen showing any resubmitted items, these already closed items can still be viewed but can not be updated.

The small **'plus'** button next to the multi-select mode tick box will select all items listed the small **'minus'** button will deselect them. Alternatively you can also just click on the individual select buttons to add or remove an item (the message box shown will appear when you select or de-select an item).



The spy glass shown by each item can be clicked to preview an image before selection.

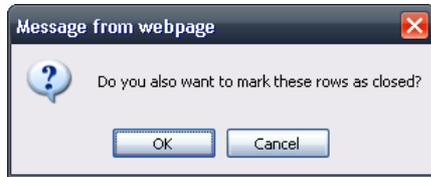
The required endorsement pane will appear when the return code is selected the required information should be input then **Set Note** will come into play – when you click on this you will receive 2 further messages to confirm the information is to be put on multiple replies.

Message 1 will state



## e>Returns – Online Submission Service

Message 2 will allow you to leave the response open for later editing by clicking cancel



When these messages are accepted the reply box will be ticked and a closed envelope showing the response is sent.

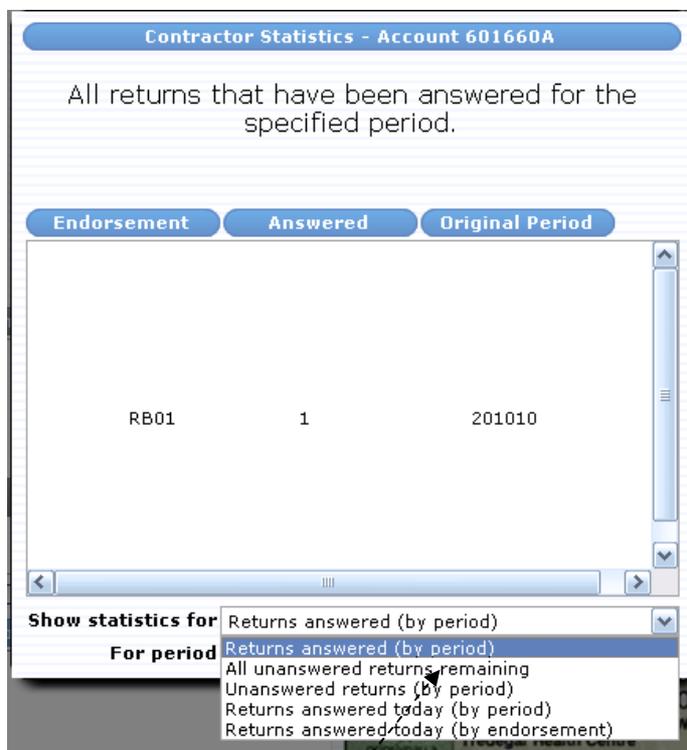
### 6.13 Closing E>Returns and report options

## e>Returns – Online Submission Service

When you finish your session click on the **'Log Out tab'** above your account number and address you will get a message asking 'Are you sure you want to log out of the web returns service?' – click ok.



You will get a new window giving the statistics for your session – including total forms and return types dealt with



You can select the period for these options (this is hidden on the screenshot above but you will get a list of months to choose from).

You will see you have extra options for stats shown in the drop list shown above - just click on the one you require and the details will show in the area above.

These stats will hopefully help you manage your returns letting you know if months are left open.

## Appendix A – RETURN CODES AND REQUIREMENTS

## e>Returns – Online Submission Service

- RB01** Non-PartVIII Generic or Proprietary Drug prescribed – Please endorse Manufacturer/Wholesaler/Supplier or Proprietary Brand with List or Trade Price of the pack used for the quantity dispensed.
- RB02** **Product Name of Appliance or exact Drug tariff Item** supplied (including dimensions if applicable)
- RB03** Presentation/Pharmaceutical Form
- RB04** Size
- RB05** Strength
- RB06** Quantity
- RB07** The Proprietary is supplied by more than one manufacturer please clarify specific manufacturer used to dispense
- RB08** Unclear Order or Endorsement – due to Faint/ Illegible prescription or insufficient information to reimburse
- RB09** Manufacturer’s catalogue number
- RB10** **Elastic Hosiery:** Compression Class and Knit e.g. **Class 1 - Circular Knit**
- RB11** **Elastic Hosiery** Garment Type e.g. **Anklet, Kneecap etc.**
- RB12** **Trusses:** Type and Position e.g. **Spring Truss - Inguinal**
- RB13** **Trusses:** Specification e.g. **Single, Special Single, Double etc**
- RB14** Signature of prescriber required: Please clarify endorsement as ..... has been ordered and ..... appears to have been dispensed
- RB15** **Form WP/FP10 PCD – (Private Prescriptions)** – photocopies or forms with non CD items should not be submitted
- RB23** **Specials:** All the following endorsements are required – invoice price less discount/rebates, manufacturer’s licence number and batch product number
- BL01** Blacklisted item
- NA01** The item is not allowed to be prescribed as it does not form part of the General Medical & Pharmaceutical Services or it is not covered by the list of drugs or formulary the individual Practitioner is allowed to prescribe