Prescription Prepayment Certificate (PPC) pharmacy sales support

For PPC pharmacy sales support, pharmacy teams can email [**nhsbsa.technicalandproceduralteam@nhs.net**](mailto:nhsbsa.technicalandproceduralteam@nhs.net) or call **0300 330 1009** Monday to Friday 9am to 5pm.

Ensure you reply to the automatic email that you will receive from us. If you send a new email, you will receive the same autogenerated email again.

**Forgot my password**

If you require a password reset provide the pharmacy:

* ODS code. This is your username when logging in e.g., FXXXX
* name e.g., Boots or Lloyds
* postal address
* contact number

We email a PDF containing your temporary password, enter this on the log on screen. You will be instructed to create a new password. Your password is case sensitive.

We have no record of the new password you set.

**Request record of PPC sales**

If you have a PPC sales enquiry and want a record of sales logged at your pharmacy, please provide:

* pharmacy ODS code
* month you require PPC sales records for

**Check if an application was successful**

Check if a certificate is valid at <https://services.nhsbsa.nhs.uk/check-my-nhs-exemption/start>

If no exemption is found, reprocess the PPC application.

**Error message received**

If you have received a technical error message provide the:

* pharmacy ODS code. This is your username when logging in e.g., FXXXX
* pharmacy name e.g., Boots or Lloyds
* pharmacy postal address
* pharmacy contact number
* patient’s first and last name
* patient’s date of birth
* patient’s address, including postcode
* patient’s email address
* date the PPC was sold
* PPC start date. The start date cannot be more than one month before or after the date it was sold
* certificate length (12-month or 3-month PPC)

**Error on application**

If any information is incorrect on the PPC due to a typing error made at the pharmacy, please provide:

* pharmacy ODS code. This is your username when logging in e.g., FXXXX
* PPC certificate number
* patient’s first and last name
* patient’s date of birth
* patient’s address, including postcode
* what needs to be updated

If the patient has already received their PPC and the certificate length is incorrect, we require proof of purchase, such as a bank statement or till receipt. Attach this to your email.

**Patient has received a penalty charge**

If your patient has received a penalty charge when a PPC was sold but not processed on pharmacy sales within one month, advise them to follow the instructions at [www.nhsbsa.nhs.uk/respond-your-letter](http://www.nhsbsa.nhs.uk/respond-your-letter)

**Missed application**

If a PPC was sold but not processed on pharmacy sales within one month, provide the:

* pharmacy ODS code. This is your username when logging in e.g., FXXXX
* pharmacy name e.g., Boots or Lloyds
* pharmacy postal address
* pharmacy contact number
* patient’s first and last name
* patient’s date of birth
* patient’s address, including postcode
* patient’s email address
* date the PPC was sold
* PPC start date. The start date cannot be more than one month before or after the date it was sold
* certificate length (12-month or 3-month PPC)

We also require proof of purchase, such as a bank statement or till receipt. Attach this to your email.

For all other queries, please ensure you include your pharmacy ODS code and all relevant information.