



## EPS token ordering and escalation factsheet

This factsheet for community pharmacy teams members explains how to order EPS tokens, and escalate issues, if this is required.

### Ordering

The [PCSE pharmacy stationery online ordering portal](#) should be used in most cases by pharmacy teams requesting EPS tokens. The same portal is also used for ordering some other supplies.

**Continuity tip:** Multiple users should be linked to the account for continuity purposes (in case of unexpected absence).

**Signing up for the ordering portal:** You can register for a new account to order tokens by using the [PCSE "contact us" form](#) and the 'Register for PCSE online' drop-down options twice within both the fields 'enquiry category' and 'enquiry type'. A forgotten password process is available.

**Portal updates:** Checking the portal will help you to be aware of delivery statuses and any delivery problems may also be flagged via in-portal messages.

### Escalation steps

If you have used the online portal to make an order or check a status, but have continued problems obtaining tokens that you need, then the escalation process should be followed:

- 1. Make contact to PCSE in writing:** (using their "contact us" form) and emailing yourself a record of what is sent. In some scenarios [pcse.urgentsupplies@nhs.net](mailto:pcse.urgentsupplies@nhs.net) may alternatively be contacted in relation to an order placed via the portal not yet delivered. Ensure all emails on the topic include your:
  - delivery references; your ODS code; contact information; and approx token supply left (days).
- 2. Optionally, call PCSE about your written escalation** (tel 0333 014 2884) but maintain a contact audit trail.
- 3. Email PCSE further** (on a daily basis) if you have any difficulties with EPS token slow delivery, or difficulties in registering for the online portal, or other ordering issues etc. Most contractors have a typical delivery day each week. In an emergency there is an option to call PCSE (0333 014 2884) in reference to your written communication. The email to use at this stage is: [pcse.urgentsupplies@nhs.net](mailto:pcse.urgentsupplies@nhs.net)
- 4. Check your email junk folders** if you are awaiting an email.
- 5. Email PCSE further** (on a daily basis). Keep a record of your emails. If you are emailing [pcse.urgentsupplies@nhs.net](mailto:pcse.urgentsupplies@nhs.net) then try to continue the email chain so that each email carries a record of the previous correspondence to and from PCSE.
- 6. Send your PCSE email correspondence to PSNC:** If no response has been received within 3 working days (as stated on the PCSE website) then this would be unusual, however, from this stage, please send emails (or cc) to [it@psnc.org.uk](mailto:it@psnc.org.uk) and [info@psnc.org.uk](mailto:info@psnc.org.uk) and also explain within your email the steps you have taken, and the current position e.g. "I have a supply of EPS tokens to last me for the next two days" so that PSNC is able to advise you or escalate matters. The email must include delivery references and your ODS code.
- 7. Contingencies if tokens will run out:** See 'Contingency' section of the [psnc.org.uk/tokens](https://psnc.org.uk/tokens) webpage.

Read more at: [psnc.org.uk/tokens](https://psnc.org.uk/tokens) and [psnc.org.uk/pcse](https://psnc.org.uk/pcse).