Repairs procedure - Invoice Stage

Using Service Repair sheet as customer Paperwork

Using Intrastats follow;

Returns > Find Customer repairs > Enter SRS number, SRS prefix not required



Print Final Report customer (On letter headed paper) + an extra copy on normal paper (we keep a paper copy with the completed paperwork) Below Example



Go back and enter current repairs main page. Click numbers on left side ie SRS63404



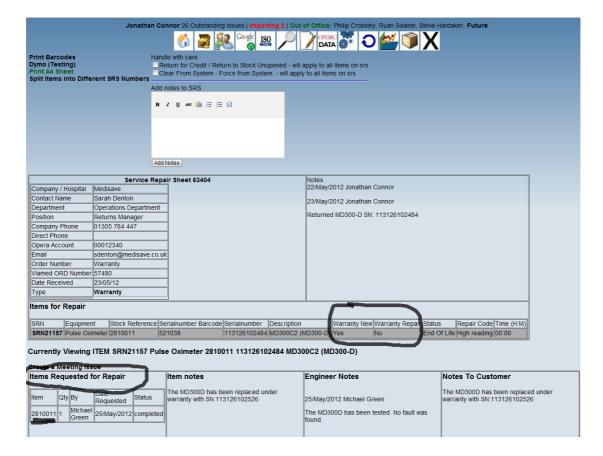
Engineer notes should say what the engineer has found

Notes for customer are what they will read and will not always reflect what we have done. Ie No fault found MD300-D we replace anyway

Items requested for Repair are parts to be added to order as additional lines to the repair codes. Ie MD300-D 2840011 (Labour for repair of MD300)

Repair code list on intrastats





Process order as normal

Purchase order number = SRS number for warranty/FOC – Use customers purchase order for chargeable or if they have provided one for their reference Price – Should be either quoted or Warranty – Check status on repair page

Write letter – See Example Letter at end of procedure – Insert Quantity + description of goods to be returned (On letter headed Paper)

Add any additional memos to order – eg – ship with next order – Date and initial memo + add to Intrastats repair

Order No. ORD57480 DOC72279 ORD ACC Date Required 23/05/12 ORDER Date Entered 23/05/12 Delivery Address Invoice Address 00012340 Medisave (UK) Ltd Unit A Order Priority 4 Medisave (UK) Ltd Purchasing & Accounts Onit A Littlesea Industrial Estate Lynch Lane Weymouth Dorset DT4 9DN Unit A Littlesea Industrial Estate Customer Reference SRS63404 Weymouth Dorset DT4 9DN PRODUCT CODE DESCRIPTION UNIT QUANTITY UNIT PRICE DISC.% Labour charge - Repair of MD300-D finger oximeter.
Serial Number: 113126102484
SRN21157 SRS63404
See Line Below For Warranty Replacement MD300-D Finger Pulse Oximeter.
OLED display.
Serial Number: 113126102526
SRN21157 SRS63404
Warranty Replacement hour/s 1.00 2840011 1 Old Units Serial Number + SRN/SRS Numbers 2810011 1 SRN2157 SRS03404
Warranty Replacement
Delivery - Royal Mail 1st Class Recorded
Tracking number: PPRD 1 Replacement Units SRN/SRS Numbers Must Make Sure any warranty Information is removed as Warranty continues from original sale 0.00 date. They do NOT get DISC. % an additional 1 year warranty Customer Contact Sarah Denton 01305 784 447 JONATHAN

EXAMPLE LETTER

00012340

Ms Denton Medisave UK Ltd Units A, Littlesea Industrial Estate Lynch Lane Weymouth, Dorset DT4 9DN

29th May 2012

Dear Ms Denton

Further to your returns reference SRS63404 please find enclosed One MD300-D Finger Pulse Oximeter

Please refer to the enclosed Service Repair Sheet for further information.

Should you have any questions please do not hesitate to contact me on either 01535 634 542 or e-mail <u>Jonathan.connor@viamed.co.uk</u> and I will be happy to help you.

Yours sincerely

Jonathan Connor