

## 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

Service Repair Sheet 63404	
Contact Name	Sarah Denton
Company/ Hospital Name	Medisave
Department	Operations Department
Position	Returns Manager
General Phone	01305 784 447
Opera Account	00012340
Email	sdenton@medisave.co.uk
Order Number	Warranty
Date Received	23/May/2012
Booked in By	Jonathan Connor

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Repair	Ref	S/N	Equipment Type	End Of Life	Under Warranty
SRN21157	2810011	113126102484	Pulse Oximeter	Time :0 Hour(s)	

Parts Replaced Qty: 1 2810011 MD300-D Finger Pulse Oximeter.

The MD300D has been replaced under warranty with SN:113126102526

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

Jonathan Connor 26 Outstanding Issues | Imported 29 May | Out of Office: Philip Crossley, Ryan Swaine, Steve Hardaker, Future

Searching Header Files :63404

SRS 63404	(Summary)	Medisave	Completed 25 / May / 2012	Final Report Customer	23 / May / 2012 Jonathan Connor
				Final Report Internal	23 / May / 2012 Jonathan Connor
					Returned MD300-D SN: 113126102484
					End Of Life

SRN21157 Pulse Oximeter MD300C2 (MD300-D) 113126102484

Searching Details :63404

SRS 62227	Deepstop GmbH	Completed 04 / Jan / 2010	Final Report Customer	Final Report Internal	
	SRN17019	MixChek	Mixchek	262619	Complete - Repaired VG0009767

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

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Stock Details  
 Stock Details / Quantities

Search  
 Customer Repairs  
 Document Index  
 Find Next Available Opera Account  
 P.O. Update Log  
 Repair Codes  
 Search Issues  
 Serial Number

Search Opera  
 Invoice / Customer Reference  
 Linked Delivery Addresses  
 Opera Internal Document

X Cross References  
 ECG Finder  
 Oxygen Sensors / Batteries / Flow Sensors  
 SpO2 Sensor Finder

Tuesday 29th of May 2012 02:19:14 PM



ORD ACC 

Order No. ORD57480

DOC72279

Date Required 23/05/12

Date Entered 23/05/12

Order Priority 4

Customer Reference SRS63404

Invoice Address 00012340  
Medisave (UK) Ltd  
Purchasing & Accounts  
Unit A  
Littlesea Industrial Estate  
Weymouth Dorset  
DT4 9DN

Delivery Address  
Medisave (UK) Ltd  
Unit A  
Littlesea Industrial Estate  
Lynch Lane  
Weymouth Dorset  
DT4 9DN

O R D E R

PRODUCT CODE	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE	DISC. %
2840011	Labour charge - Repair of MD300-D finger oximeter. Serial Number: 113126102484 SRN21157 SRS63404	hour/s	1.00		
2810011	See Line Below For Warranty Replacement MD300-D Finger Pulse Oximeter. OLED display. Serial Number: 113126102526 SRN21157 SRS63404	1	1		
PPRD	Warranty Replacement Delivery - Royal Mail 1st Class Recorded Tracking number:		1		
	0.00				

Old Units Serial Number + SRN/SRS Numbers

Replacement Units  
Serial Number +  
SRN/SRS Numbers

Must Make Sure any  
warranty Information  
is removed as  
Warranty continues  
from original sale  
date. They do NOT get  
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

29<sup>th</sup> 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 [Jonathan.connor@viamed.co.uk](mailto:Jonathan.connor@viamed.co.uk) and I will be happy to help you.

Yours sincerely

Jonathan Connor