SALES

The purpose of this procedure is to describe the system in use at the company for the orders, review and processing of all Sales.

Upon request for information, or for a sale, from a customer, all relevant information and current prices is retrieved from "OPERA" and "GOLDMINE/Intrastats", for that particular customer. The information is then passed to the customer. At this time the relevant "OPERA" and "GOLDMINE/Intrastats" procedures are used to record and process these actions.

Where an order confirmation differs from an original enquiry, the customer is contacted, and the differences are agreed before the order is processed any further. With all the relevant information entered onto "OPERA" and "GOLDMINE/Intrastats", and the requirements agreed, then the order is confirmed as accepted.

The sales order process will now be followed, for a particular order, through to invoice and despatch.

ORDER CHECKING

Orders are then checked by a different member of staff via intrastats,

By Scanning the Customer Account barcode, and then Scanning the Order number. The order can be digitally signed of as checked. Unchecked orders can not be picked by goods out.

ORDER AMENDMENTS

Where an order is amended prior to picking, then the ongoing order is endorsed with the amended details and the name of the contact. The order is then rechecked in intrastats and processed as normal.

If the amendment is received after the goods have been despatched, then a separate order is raised and invoiced separately, or a credit note raised for unwanted items on the original order.

PROCESS MONITORING

The sales process is under constant monitoring via the Intrastats system,

Number Invoices per day / Values, Number Credits per day, Times when all orders have been picked that can be picked, and quantifiable status's of all orders each day:

Accounts on Stop

Orders Short on Stock

Orders that can be Picked

Forward Orders

Orders on Hold

Orders that have been Overiden by a member of staff not to ship that day

Total Sales order quantitys

CUSTOMER / PRODUCT FOCUS

Information is generated from the Sales team, as well as other interfaces. From this information the company updates its "GOLDMINE/Intrastats" database to reflect the current personnel working within Hospitals/Companys, this database is then used to send mail shots and calendars etc.

On a regular basis, determined by a Director, the sales team will produce sales literature, prices, special deals etc. and focus on pre-determined customers, for distribution of such information. "GOLDMINE/Intrastats" is the tool used for the filtering of customers, to products and or services. These targeted customers will then be monitored for their response and reactions. Sales statistics will then be able to verify any increased (or decreased) sales activities etc. Over a specific period, the statistics can show, and quantify, any loss of business, which can be targeted by the sales team.

GENERAL

All post is opened daily, and date stamped, except private correspondence. Purchase orders are passed to the sales desk for processing as per the "OPERA & GOLDMINE/Intrastats" procedures

Invoices received are passed to Accounts payable and remittances are passed to Credit Control.

Other mail is placed in individual's trays for their attention

The designated individual checks e-mails received in "Goldmine" throughout the day. Those E-mails addressed to individuals are redirected to the appropriate person. All "Vandagraph E-mails are redirected to the "Vandagraph" terminal.

PHONE CALLS

Phone calls are treated in much the same way as incoming post or e-mails. They are processed through the same procedures and, where appropriate, information is entered into "GOLDMINE/Intrastats".