

## Human Med Order Processing

From the GoldMine tab in Intrastats, enter the company / hospital name from the **invoice** address.

Click on the Human Med contact as identified by the Human Med logo on the left.

**Contact Management**

Company/Hospital Name/ Scan Opera 9 Account Number / Email Address (partial or full)

Princess grace  
1 results

<input checked="" type="checkbox"/>	Name The Princess Grace Hospital	Account PRIN. GRACE
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Locate the department or person noted on the customer's purchase order and click "New Order" to the left of the name.

**Customer Details:**  
 CID: 8194  
 The Princess Grace Hospital,  
 42/52 Nottingham Place  
 London  
 W1U 5NY  
 Tel: 020 7908 2067  
 Opera: PRIN. GRACE  
 Type: Customer End User

**Started orders, but not shipped**

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120163	The Princess Grace Hospital	Adnan Boulebane	PRIN. GRACE	Ref: 0001046566	<a href="#">Details</a>	<a href="#">Print Order</a>	<a href="#">Order Sent</a>

**Merge Contacts**

Contact	Department	Position	Direct Phone	Email
New Order: Adnan Boulebane			0207 908 2068	?
New Order: Carl Fraser				?
New Order: Materials Department				?

**Linked Documents**

Date Added	Expires	Description	Linked To
18/01/16		Customer P.O. Ref: 0001040357	Carl Fraser
22/01/16		Customer P.O. Ref: 0001042021	Carl Fraser
08/02/16		Customer P.O. Ref: 0001046566	Adnan Boulebane

**History - Switch to Condensed**

Name	Order ID	Date	Contact	Date
Katie Evans	120163	08/02/2016	Adnan Boulebane	08/02/2016 Katie Evans
Emily Hanson	120155	22/01/2016	Carl Fraser	22/01/2016 Emily Hanson
Emily Hanson	120144	18/01/2016	Carl Fraser	18/01/2016 Emily Hanson

A new started order will be displayed, click on "Details"

**Customer Details:**  
 CID: 8194  
 The Princess Grace Hospital,  
 42/52 Nottingham Place  
 London  
 W1U 5NY  
 Tel: 020 7908 2067  
 Opera: PRIN. GRACE  
 Type: Customer End User

**Started orders, but not confirmed**

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120166	The Princess Grace Hospital	Materials Department	PRIN. GRACE	Ref: Choose File No file chosen Upload File	<a href="#">Details</a>		<a href="#">Order Sent</a>

**Started orders, but not shipped**

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref: R15023523	<a href="#">Details</a>		<a href="#">Order Sent</a>
120163	The Princess Grace Hospital	Adnan Boulebane	PRIN. GRACE	Ref: 0001046566	<a href="#">Details</a>		<a href="#">Order Sent</a>
120164	Hangshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref: 269148841 Choose File No file chosen Upload File	<a href="#">Details</a>		<a href="#">Order Sent</a>
120165	Global Health Medical Service	Hassan Sowid	GHM 501	Ref: 214946 Choose File No file chosen Upload File	<a href="#">Details</a>		<a href="#">Order Sent</a>

**Merge Contacts**

Contact	Department	Position	Direct Phone	Email
New Order: Adnan Boulebane			0207 908 2068	?
New Order: Carl Fraser				?
New Order: Materials Department				?

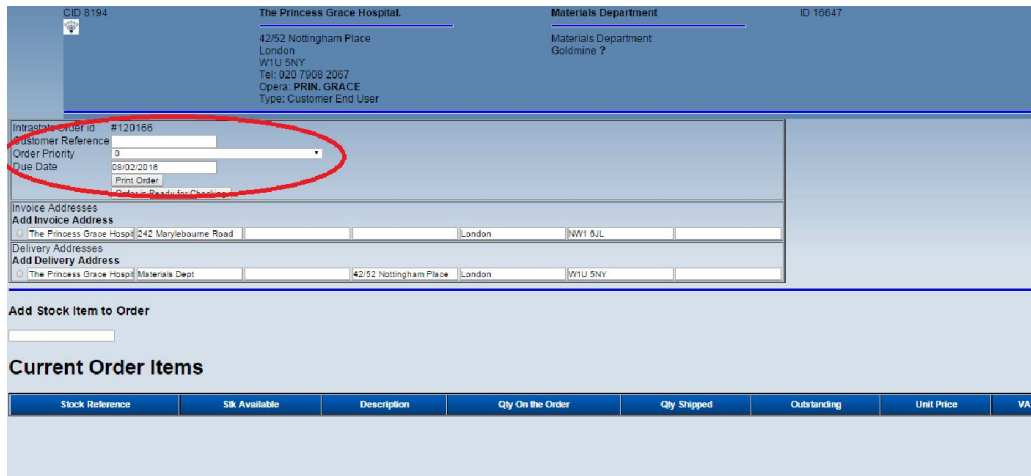
**Linked Documents**

Date Added	Expires	Description	Linked To
18/01/16		Customer P.O. Ref: 0001040357	Carl Fraser
22/01/16		Customer P.O. Ref: 0001042021	Carl Fraser
08/02/16		Customer P.O. Ref: 0001046566	Adnan Boulebane

**History - Switch to Condensed**

Name	Order ID	Date	Contact	Date
Katie Evans	120163	08/02/2016	Adnan Boulebane	08/02/2016 Katie Evans
Emily Hanson	120155	22/01/2016	Carl Fraser	22/01/2016 Emily Hanson
Emily Hanson	120144	18/01/2016	Carl Fraser	18/01/2016 Emily Hanson

Enter the customer's purchase order number into "Customer Reference". Change the "Order Priority" to 3 – UPS and amend the due date as per cut-off times.



CID 8194 The Princess Grace Hospital. Materials Department ID 16647  
 42/52 Nottingham Place  
 London  
 W1U 5NY  
 Tel: 020 7908 2067  
 Opera: PRIN. GRACE  
 Type: Customer End User

Intrastat Order Id #120166  
 Customer Reference   
 Order Priority   
 Due Date 08/02/2016  
 Print Order  
 Order is Ready for Checking

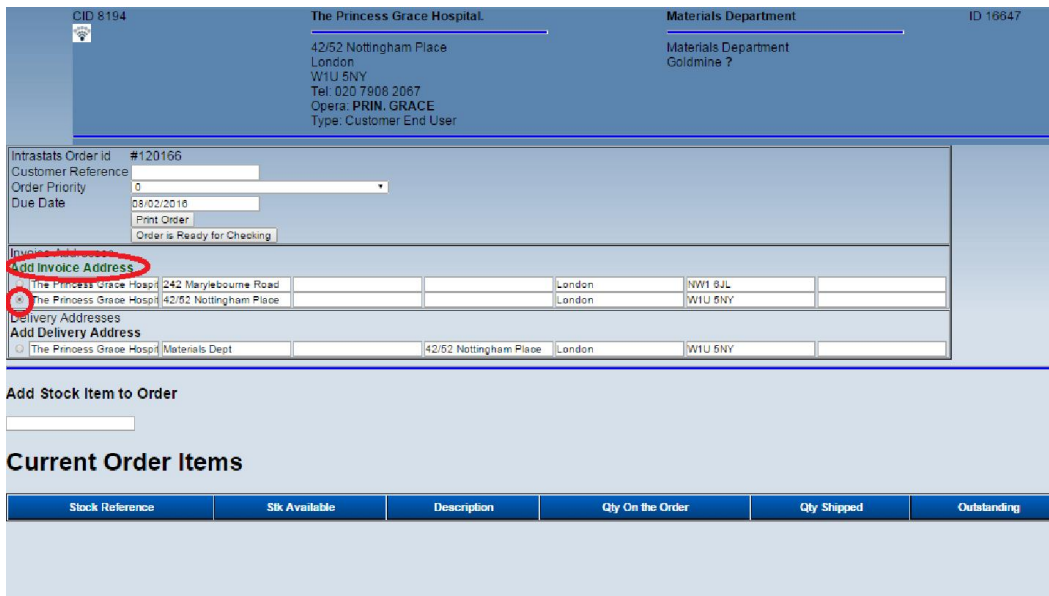
Invoice Addresses  
 Add Invoice Address  
 The Princess Grace Hosp 242 Marylebone Road London NW1 8JL  
 Delivery Addresses  
 Add Delivery Address  
 The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

Stock Reference	Stk Available	Description	Qty On the Order	Qty Shipped	Outstanding	Unit Price	VAT
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Check the invoice address. If this is incorrect, ensure you have the correct account, if you are certain you are using the correct account, click "Add Invoice Address" and enter the details as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the invoice.



CID 8194 The Princess Grace Hospital. Materials Department ID 16647  
 42/52 Nottingham Place  
 London  
 W1U 5NY  
 Tel: 020 7908 2067  
 Opera: PRIN. GRACE  
 Type: Customer End User

Intrastat Order Id #120166  
 Customer Reference   
 Order Priority   
 Due Date 08/02/2016  
 Print Order  
 Order is Ready for Checking

Invoice Addresses  
 Add Invoice Address  
 The Princess Grace Hosp 242 Marylebone Road London NW1 8JL  
 The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY  
 Delivery Addresses  
 Add Delivery Address  
 The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

Stock Reference	Stk Available	Description	Qty On the Order	Qty Shipped	Outstanding
-----------------	---------------	-------------	------------------	-------------	-------------

Check the delivery address, these can be amended for small changes but if the address is entirely different, please click “Add Delivery Address” and enter the delivery address as per the customer’s purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the delivery note.

CID 8194      The Princess Grace Hospital.      Materials Department      ID 16647

42/52 Nottingham Place  
London  
W1U 5NY  
Tel: 020 7908 2067  
Opera: PRIN. GRACE  
Type: Customer End User

Intrastats Order Id #120166  
Customer Reference  
Order Priority 0  
Due Date 08/02/2016  
Print Order  
Order is Ready for Checking

Invoice Addresses  
Add Invoice Address  
☐ The Princess Grace Hosp 242 Marylebone Road London NW1 8JL  
☒ The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

Delivery Addresses  
Add Delivery Address  
☒ The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

Stock Reference	Stk Available	Description	Qty On the Order	Qty Shipped	Outstanding
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Enter the product code into the box beneath “Add Stock Item to Order”, when the product appears below, enter the quantity, ensure the customer has the correct price and click “Add to Order”

CID 8194      The Princess Grace Hospital.      Materials Department      ID 16647

42/52 Nottingham Place  
London  
W1U 5NY  
Tel: 020 7908 2067  
Opera: PRIN. GRACE  
Type: Customer End User

Intrastats Order Id #120166  
Customer Reference  
Order Priority 0  
Due Date 08/02/2016  
Print Order  
Order is Ready for Checking

Invoice Addresses  
Add Invoice Address  
☐ The Princess Grace Hosp 242 Marylebone Road London NW1 8JL  
☒ The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

Delivery Addresses  
Add Delivery Address  
☒ The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

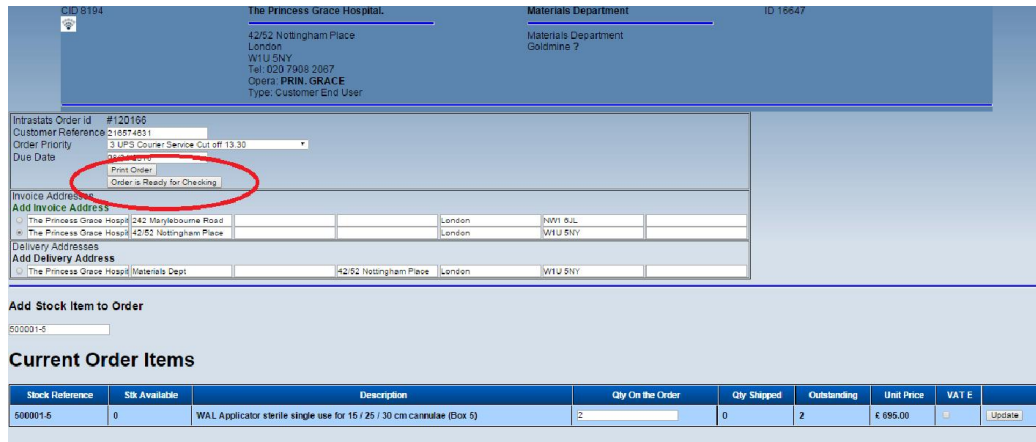
Add Stock Item to Order

500001-5  
Stock Reference Description Quantity On Order Unit Price Add To Order  
500001-5 WAL Applicator sterile single use for 15 / 25 / 30 cm cannulae (Box 5) 1 265.00 Add to Order

Current Order Items

Stock Reference	Stk Available	Description	Qty On the Order	Qty Shipped	Outstanding
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When all items have been entered, click “Print Order” and print two copies. Then click “Order is Ready for Checking”.



Customer ID: 6194    The Princess Grace Hospital    Materials Department    ID: 16647

42/52 Nottingham Place  
London  
W1U 5NY  
Tel: 020 7908 2067  
Opera: PRIN-GRACE  
Type: Customer End User

Materials Department  
Goldmine 7

Intrastats Order Id: #120166  
Customer Reference: 316574531  
Order Priority: 3 UPS Courier Service Cut off 13.30  
Due Date: 16/02/2018  
Buttons: [Print Order](#) [Order is Ready for Checking](#)

Invoice Address:  
Add Invoice Address:  
The Princess Grace Hospital 242 Marylebone Road London W1U 5NY  
The Princess Grace Hospital 42/52 Nottingham Place London W1U 5NY

Delivery Address:  
Add Delivery Address:  
The Princess Grace Hospital Materials Dept. 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order  
500001-5

**Current Order Items**

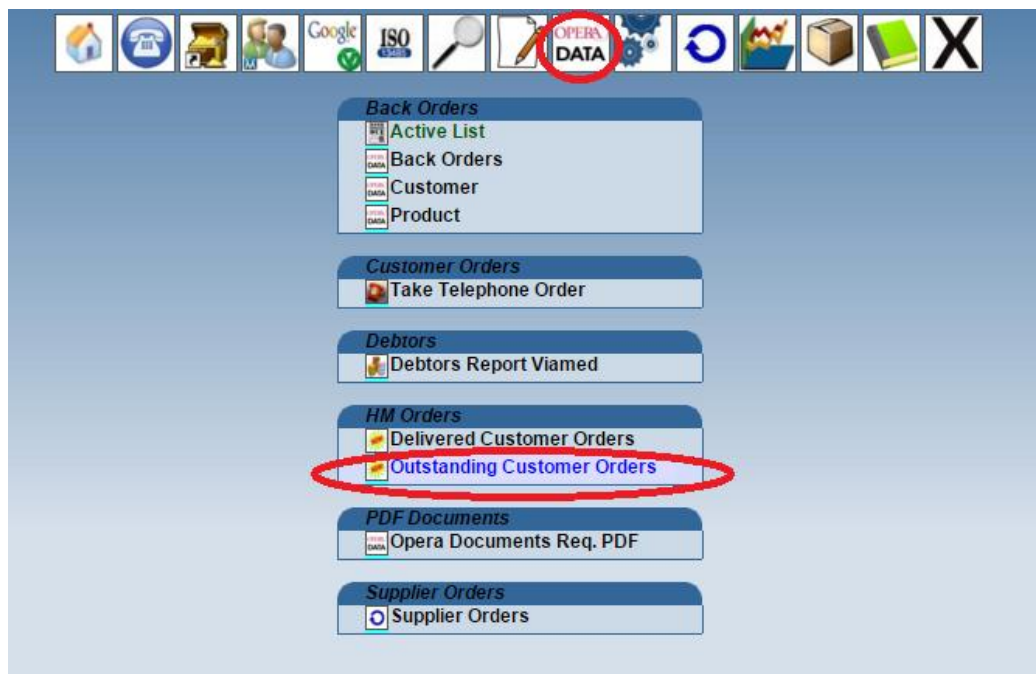
Stock Reference	Stk Available	Description	Qty On the Order	Qty Shipped	Outstanding	Unit Price	VAT E	
500001-5	0	WAL Applicator sterile single use for 15 / 25 / 30 cm cannulae (Box 5)	2	0	2	€ 695.00		<a href="#">Update</a>

Stamp the purchase order with the “ON SYSTEM” stamp, write your initials, the account number and the document ID within this stamp. These details can be found on the top-right of the order you just printed.

A digital copy of the customer’s purchase order is now required, this can be downloaded as a PDF from an email or scanned if it was received by fax.

Name the file “Human Med Order - \*Company/Hospital name\* - \*Customer PO number\* - \*date backwards eg. 160208”. This needs to be saved in DriveU>current year>current month

Click on the Opera Data tab in Intrastats and click on “Outstanding Customer Orders” under the HM Orders heading.



Opera Data

**Back Orders**  
Active List  
Back Orders  
Customer  
Product

**Customer Orders**  
Take Telephone Order

**Debtors**  
Debtors Report Viamed

**HM Orders**  
Delivered Customer Orders  
**Outstanding Customer Orders**

**PDF Documents**  
Opera Documents Req. PDF

**Supplier Orders**  
Supplier Orders

Click on “Choose File”, navigate to DriveU where you saved the file and open it.

Human Med Customer Orders							
Started orders, but not confirmed							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120186	The Princess Grace Hospital	Materials Department	PRIN. GRACE	Ref: 20186 Choose file No file chosen Upload File	Details		Order Sent
Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref: R15023523	Details		Order Sent
120163	The Princess Grace Hospital	Adrian Bouleznane	PRIN. GRACE	Ref: 0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref: 260148941 Choose file No file chosen Upload File	Details		Order Sent
120165	Global Health Medical Service	Hassan Soueid	GHMS01	Ref: 310grade Choose file No file chosen Upload File	Details		Order Sent

Click on “Upload File”

Started orders, but not confirmed							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120166	Viamed Ltd	Katie Evans	00000002	Ref: 216574631 Choose file Human Med Or... 160208.pdf Upload File	Details		Order Sent
Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref: R15023523	Details		Order Sent
120163	The Princess Grace Hospital	Adrian Bouleznane	PRIN. GRACE	Ref: 0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref: 260148941 Choose file No file chosen Upload File	Details		Order Sent
120165	Global Health Medical Service	Hassan Soueid	GHMS01	Ref: 310grade Choose file No file chosen Upload File	Details		Order Sent
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref: 20095 Choose file No file chosen Upload File	Details		Order Sent

Place the order in the checking tray in the office for checking.

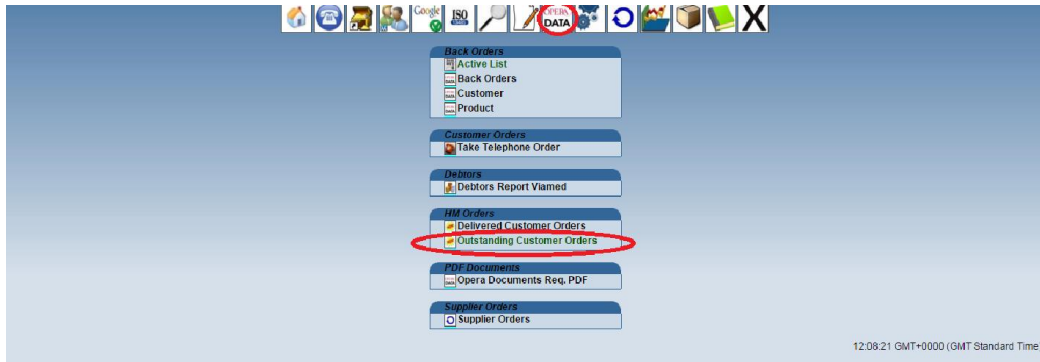
Should you need to contact the customer for any reason, eg. to offer part shipment, you MUST call rather than email as we do not have Human Med email addresses.

## Human Med Order Checking

Ensure the order has been placed on the correct account as per the **invoice** address on the customer's purchase order.

Ensure the products ordered and the prices are correct and ensure the purchase order number matches the Customer Reference number on the Order Confirmation.

From the Opera Data tab on Intrastats, click on “Outstanding Customer Orders” under the HM Orders heading.



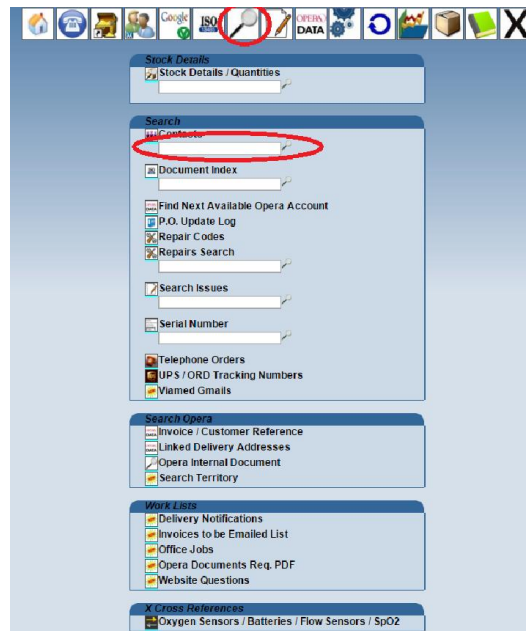
Locate the order you are checking and ensure that the digital copy of the purchase order has been uploaded. If it has, there will only be a “Ref:\*\*\*\*\*” number under the P.O. Customer ref heading, if it has not been uploaded, there will be Choose File and Upload File boxes located here.

If any details are incorrect or if the file has not been uploaded, return it to the person who placed the order on the system for completion.

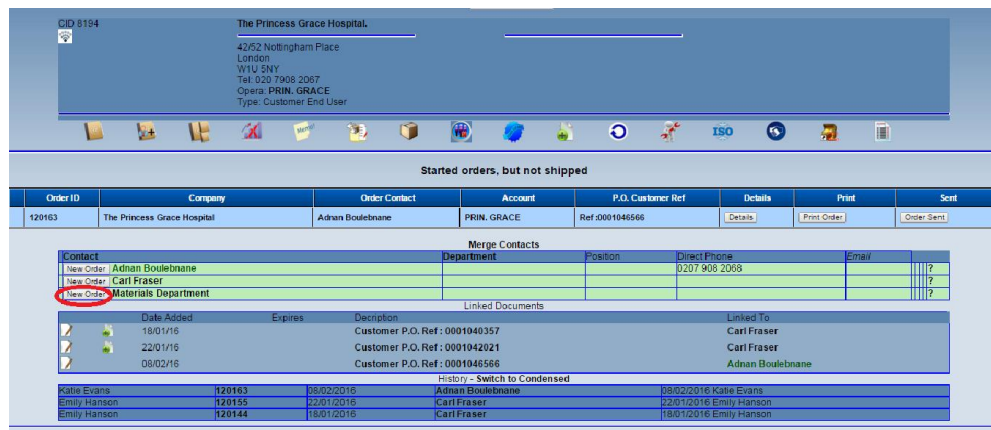
Human Med Customer Orders							
Started orders, but not confirmed							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120166	Viamed Ltd	Katie Evans	00000002	Ref:216574631	<a href="#">Details</a>		<a href="#">Order Sent</a>
Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref:915823523	<a href="#">Details</a>		<a href="#">Order Sent</a>
120163	The Princess Grace Hospital	Adnan Boulebane	PRIN. GRACE	Ref:0001046556	<a href="#">Details</a>		<a href="#">Order Sent</a>
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAMB01	Ref:280148941 <a href="#">Choose file</a> No file chosen <a href="#">Upload File</a>	<a href="#">Details</a>		<a href="#">Order Sent</a>
120165	Global Health Medical Service	Haasan Souaid	GHMS01	Ref:JUpgrade <a href="#">Choose file</a> No file chosen <a href="#">Upload File</a>	<a href="#">Details</a>		<a href="#">Order Sent</a>
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref:20005 <a href="#">Choose file</a> No file chosen <a href="#">Upload File</a>	<a href="#">Details</a>		<a href="#">Order Sent</a>



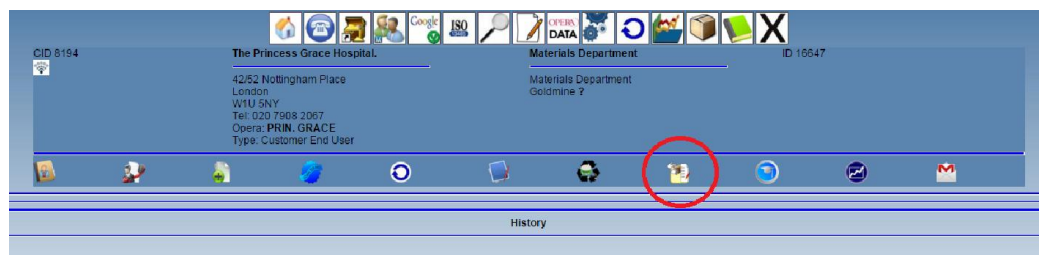
When all is correct, go to the Lookup tab on Intrastats identified by the magnifying glass, and click on the box beneath “Contacts”, use the barcode scanner and scan the “A/C” barcode, if a barcode scanner is unavailable, type the “Account” name into this box.



Click on the name or department named on the purchase order.



Click on the “Order Checking” tab



Using the barcode scanner, scan the “ORD” barcode into the “Order Number” box. Fill the “Entered into Opera by” box with the name of the person who placed the order on to the system and fill the “Priority on Order” box with 3-UPS.

In the “Customer Order sent Via” area, choose the relevant option and add any handwritten notes from the ORDER CONFIRMATION page into the “Notes” section.

When everything has been entered correctly, click “Confirm”

CID 8194      The Princess Grace Hospital.      Materials Department      ID 16647

42/52 Nottingham Place  
London  
W1U 5NY  
Tel: 020 7008 2067  
Opera: PRIN. GRACE  
Type: Customer End User

Materials Department  
Goldmine ?

Order Checking:

Order number:

Account Number: PRIN. GRACE

Entered into Opera By:

Priority on Order:

Customer Order sent Via: ☐ Email ☐ Post ☐ Phone ☐ Fax

Contact in Supply if on Order:

Notes:

Visible to Goods out:

Allow order to be Picked: ☒

When order picked Inform:

Can be shipped early if ready:  (Customer happy to receive order before Due date)

Hold Packing AMENDING order:

Add Mailing?

Confirm

No special Prices to PRIN. GRACE

Staple one copy of the ORDER CONFIRMATION to the customer’s purchase order and file in Document Reference order in the Human Med file located in the office. Take the other copy of the ORDER CONFIRMATION to Goods Out for picking and dispatch.