

VM3COP27.02 Collecting Emails and Distributing

Scope

Distribute emails that do not auto sort to the correct personnel

Inputs to the Process

Email Inbox Global account currently Gmail viamedinbox@gmail.com

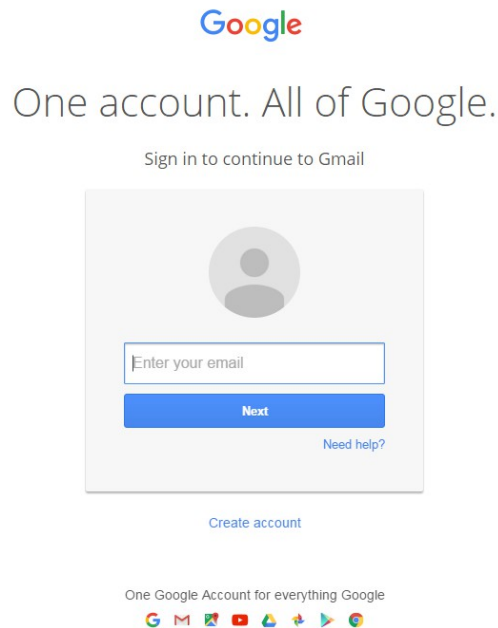
Outputs to the Process

Email forwarded from the main in-box and redistributed to the required users in-box

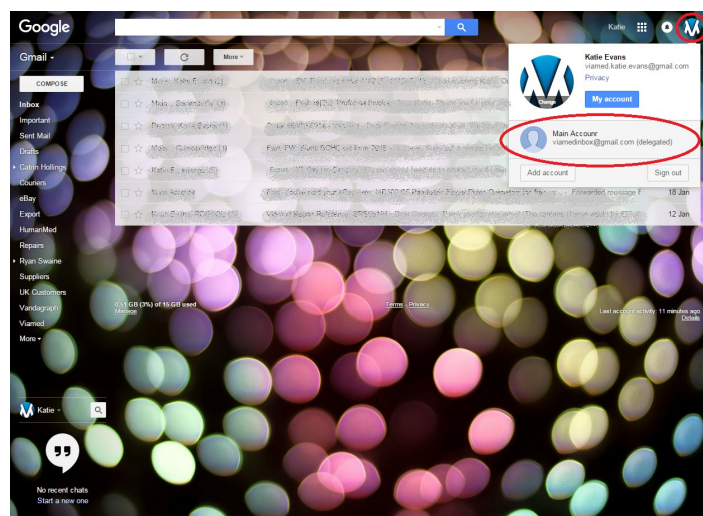
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Carrying out the process

Navigate to <https://mail.google.com> and log in with your personal user name and password.

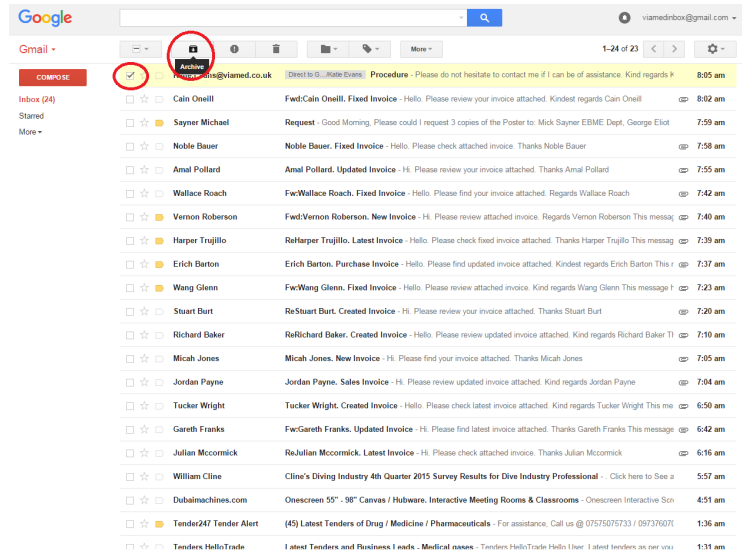


Click on the user icon located at the top right of the screen and click on “Main Account”

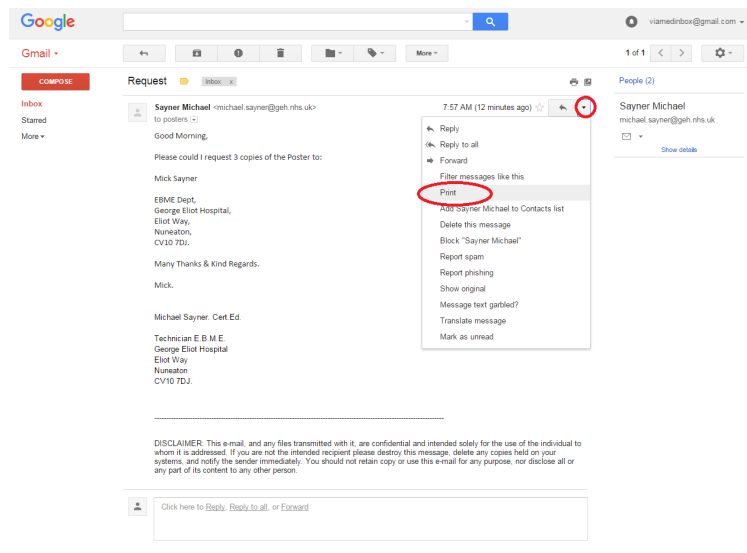


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You will be presented a new window. A list of emails will appear, some will have labels as they have been sent directly to a specific recipient, these can be archived by checking the box to the left of the email and clicking the archive button.

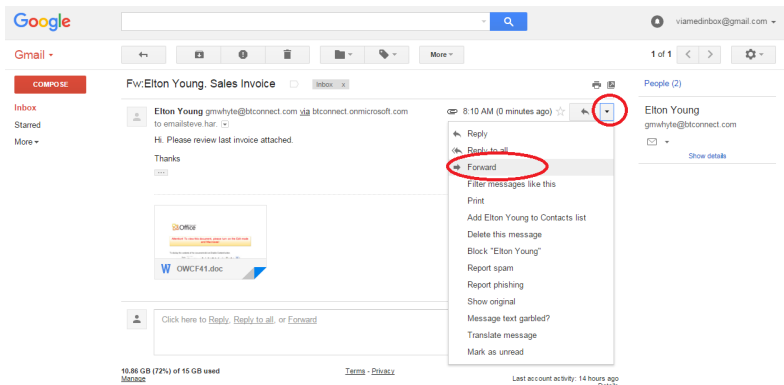


Read all other emails, if it is an order, print and acknowledge order as per order processing procedure.



Forward remaining emails to the most relevant person or who it is of most interest to.

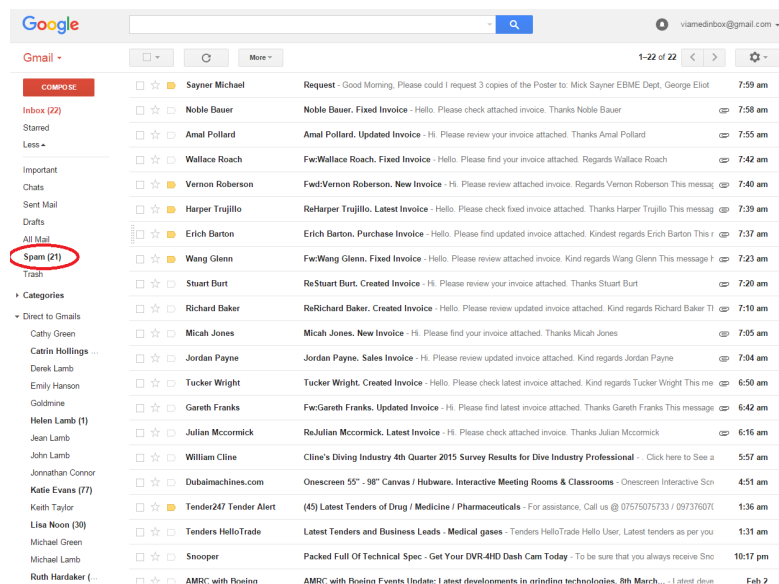
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Vandagraph emails do not need forwarding to Jean Lamb or Ryan Swaine as they are done so automatically.

Emails to John Lamb should be forwarded to Jean Lamb, Steve Nixon or Derek Lamb dependant on content as he doesn't always see them.

Check the spam emails



If any purchase orders are found, process as per order processing procedure. If there are any emails from UPS, tick the checkbox next to them and move to the UPS folder. Delete the remaining spam mail.

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The screenshot shows a Gmail inbox with a search bar at the top containing 'in:spam'. The left sidebar shows the 'Spam (38)' folder selected. A 'Move to' dropdown menu is open, showing options like 'Direct to Gmails/Steve Nixon', 'Direct to Gmails/Viamed Invoices', 'Do not trust - suspected scam', 'logistic@humanmeduk.com', 'UPS', 'Social', 'Promotions', 'Updates', 'Forums', 'Create new', and 'Manage labels'. The 'UPS' option is circled in red. In the main inbox list, two emails from 'Invoice-notification@ups.' are selected with checkboxes, and their 'Move to' dropdown menus are also open, with 'UPS' selected in both. The emails are dated 5:11 am. The rest of the inbox shows various other emails from different senders, including 'Micah Jones', 'Jordan Payne', 'Koehler Group', 'Tucker Wright', 'Gareth Franks', 'Jaka Gros', 'Julian McCormick', 'LateRooms.com', 'ArabianBusiness.com AM', 'Cathy Green', 'Catrin Hollings', 'Derek Lamb', 'Emily Hanson', 'Goldmine', 'Helen Lamb (1)', 'Jean Lamb', 'John Lamb', 'Jonnathan Connor', 'Katie Evans (78)', 'Keith Taylor', 'Lisa Noon (30)', and 'Michael Green'.

Sender	Subject	Time
Micah Jones	invoice attached. Thanks Micah Jones	7:05 am
Jordan Payne	y updated invoice attached. Kind regards Jordan Payne	7:04 am
Koehler Group	tion Series- February 2016 - Chinalvest biz Information Series - F	7:01 am
Tucker Wright	check latest invoice attached. Kind regards Tucker Wright This me	6:50 am
Gareth Franks	e find latest invoice attached. Thanks Gareth Franks This message	6:42 am
Jaka Gros	on LinkedIn - LinkedIn Jaka Gros would like to stay in touch on L	6:23 am
Julian McCormick	we check attached invoice. Thanks Julian McCormick	6:16 am
LateRooms.com	our stay... - Stays with that bit more from £49 It's going to be a gn	6:08 am
ArabianBusiness.com AM	p global aviation firm; Nakheel awards \$381... - ArabianBusine	5:22 am
Invoice-notification@ups.	UPS Invoice Notification - Dear DEREK LAMB: Your most recent UPS invoice for accou	5:11 am
Invoice-notification@ups.	UPS Invoice Notification - Dear viamed: Your most recent UPS invoice for account numb	5:11 am
Melanie Wade	1 New SnapHookup Alert - Wanna get an ocean of pleasure? My BF is in military current	4:26 am
Grace Green	1 New SnapHookup Alert - I have something wet and way for you I need a passionate ms	3:27 am
Finance Department	Western Union: You have received a money transfer - Welcome! You have received a	3:11 am
Madeline Parker	1 Pending Hookup Alert - Come and fill me with you love Need your d@ck right now Nau	1:45 am
Marsha McGee	1 InstaSeedMsg Waiting - If you text me back right now I will show you what you would li	12:02 am
Keshawn Imbrenda	Quick Question - What's going on? I was visting your website on 2/2/2016 and I'm very interested. I'm	11:16 pm
Twitter	Follow Leigh Francis, BBC Sport and Joseph Barton on Twitter! - Hey Medesales, Here are some people we tl	10:49 pm
Kalla Eno	Quick Question - How do you do? I was visting your website on 2/2/2016 and I'm very interested. I'm currently	10:31 pm

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Risks with the procedure

1. Emails that drop into SPAM are deleted by mistake.
2. Emails get sent to the incorrect person.
3. Emails not arriving.

1.

Due to the nature of emails its not uncommon not to receive an email in the first place.

However on a complaint Email arriving the supervisor can view a backup email box.

If the email is found in the back-up box, A non conformance issue should be raised under the 'Non Conformance Issues' header. And the mail redirected back into the system.

2.

This can be a common problem / human error where users receiving the email will redirect the email to the correct person.

3.

The supervisor should be notified.