

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 0 Account Number / Email Address (partial or full)

Search: Princess grace

1 results

Name	Account
The Princess Grace Hospital	PRIN. GRACE

Locate the department or person noted on the customer's purchase order and click "New Order" to the left of the name.

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 Boulebnane	PRIN. GRACE	Ref :0001046566	Details	Print Order	Order Sent

Contact

New Order	Department	Position	Direct Phone	Email
New Order	Adnan Boulebnane		0207 908 2068	?
New Order	Carl Fraser			?
New Order	Materials Department			?

Linked Documents

Date Added	Expires	Description	Linked To
19/01/16		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 Boulebnane

History - Switch to Condensed

Name	Order ID	Date Added	Expires	Description	Linked To
Katie Evans	120163	08/02/2016		Adnan Boulebnane	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"

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	Details	Print	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 Borham	ROYCORN	Ref :R15023523	Details		Order Sent
120163	The Princess Grace Hospital	Adnan Boulebnane	PRIN. GRACE	Ref :0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref :200148941 Choose file No file chosen Upload File	Details		Order Sent
120165	Global Health Medical Service	Hassan Soueid	GHMS01	Ref :300148941 Choose file No file chosen Upload File	Details		Order Sent

Contact

New Order	Department	Position	Direct Phone	Email
New Order	Adnan Boulebnane		0207 908 2068	?
New Order	Carl Fraser			?
New Order	Materials Department			?

Linked Documents

Date Added	Expires	Description	Linked To
19/01/16		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 Boulebnane

History - Switch to Condensed

Name	Order ID	Date Added	Expires	Description	Linked To
Katie Evans	120163	08/02/2016		Adnan Boulebnane	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

Intrastats 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 Hospit 242 Marylebone Road London NW1 6JL
Delivery Addresses
Add Delivery Address
☐ The Princess Grace Hospit 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

Intrastats 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 Hospit 242 Marylebone Road London NW1 6JL
☐ The Princess Grace Hospit 42/52 Nottingham Place London W1U 5NY
Delivery Addresses
Add Delivery Address
☐ The Princess Grace Hospit 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 08/02/2018
Print Order
Order is Ready for Checking

Invoice Addresses
Add Invoice Address
☐ The Princess Grace Hospit 242 Marylebone Road London NW1 6JL
☒ The Princess Grace Hospit 42/52 Nottingham Place London W1U 5NY

Delivery Addresses
Add Delivery Address
☐ The Princess Grace Hospit 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
-----------------	---------------	-------------	------------------	-------------	-------------

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 08/02/2018
Print Order
Order is Ready for Checking

Invoice Addresses
Add Invoice Address
☐ The Princess Grace Hospit 242 Marylebone Road London NW1 6JL
☒ The Princess Grace Hospit 42/52 Nottingham Place London W1U 5NY

Delivery Addresses
Add Delivery Address
☐ The Princess Grace Hospit 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)	2	695.00	Add to Order

Current Order Items

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

When all items have been entered, click “Print Order” and print two copies. Then click “Order is Ready for Checking”.

CID 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

Intrastats Order Id #120166
Customer Reference 218574631
Order Priority 3 UPS Courier Service Cut off 13.30
Due Date 16/06/2018

Print Order
Order is Ready for Checking

Invoice Address
Add Invoice Address
The Princess Grace Hosp 42 Marylebone Road London NW1 6JL
The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

Delivery Address
Add Delivery Address
The Princess Grace Hosp 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		Update

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.

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
120166	The Princess Grace Hospital	Materials Department	PRIN. GRACE	Ref:216099041 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	Adnan Boulebrane	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 :Upgrade 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 <div>Choose file Human Med Or... 180208.pdf</div> <div>Upload File</div>	<div>Details</div>		<div>Order Sent</div>	

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	<div>Details</div>		<div>Order Sent</div>	
120163	The Princess Grace Hospital	Adnan Boulebrane	PRIN. GRACE	Ref :0001046566	<div>Details</div>		<div>Order Sent</div>	
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref :260148941 <div>Choose file No file chosen</div> <div>Upload File</div>	<div>Details</div>		<div>Order Sent</div>	
120165	Global Health Medical Service	Hassan Soueid	GHMS01	Ref :Upgrade <div>Choose file No file chosen</div> <div>Upload File</div>	<div>Details</div>		<div>Order Sent</div>	
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref :0005 <div>Choose file No file chosen</div> <div>Upload File</div>	<div>Details</div>		<div>Order Sent</div>	

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

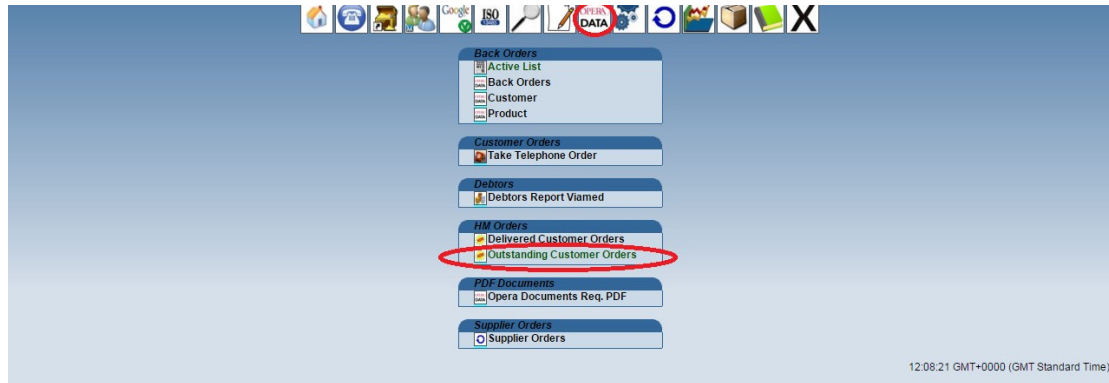
Should you need to contact the customer for any reason, eg. to offer part shipment, you MUST call rather than email as we do not have Human Med email addresses.

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.

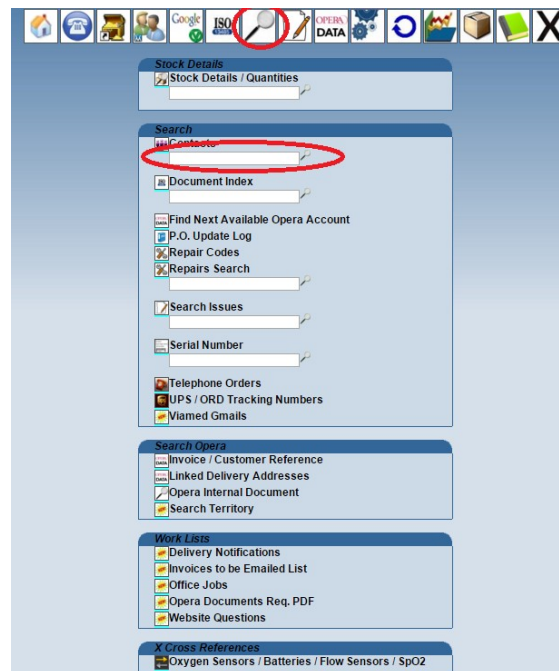


Locate the order you are checking and ensure that the digital copy of the purchase order has been uploaded. If it has, there will only be a "Ref:*****" number under the P.O. Customer ref heading, if it has not been uploaded, there will be Choose File and Upload File boxes located here.

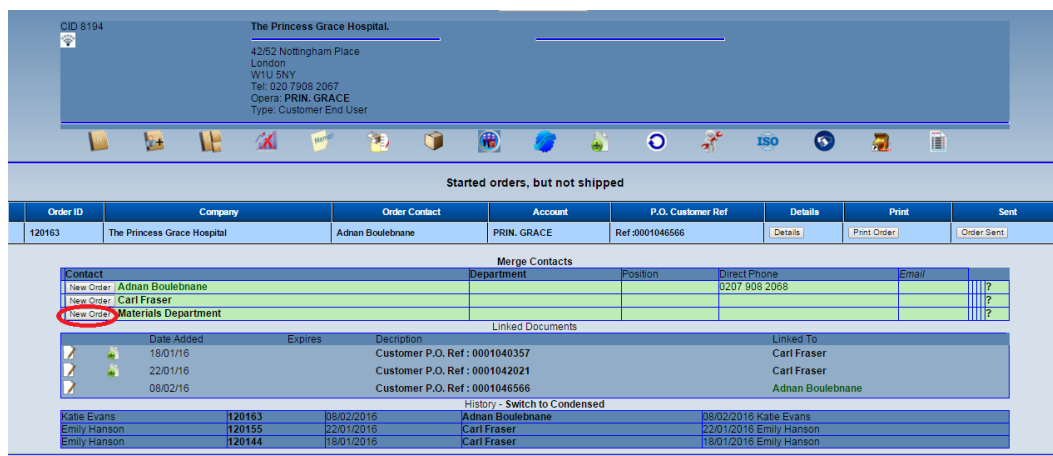
If any details are incorrect or if the file has not been uploaded, return it to the person who placed the order on the system for completion.

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	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
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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 Soueïd	GHMS01	Ref:Upgrade Choose file No file chosen Upload File	Details		Order Sent
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref:0005 Choose file No file chosen Upload File	Details		Order Sent

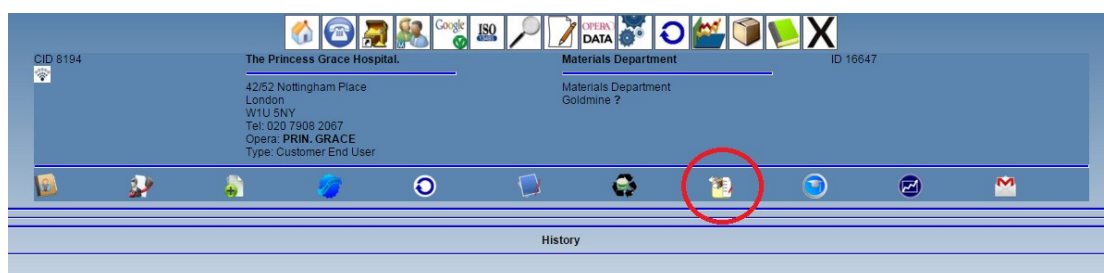
When all is correct, go to the Lookup tab on Intrastats identified by the magnifying glass, and click on the box beneath “Contacts”, use the barcode scanner and scan the “A/C” barcode, if a barcode scanner is unavailable, type the “Account” name into this box.



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 hand-written 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 7908 2067
Opera: PRIN. GRACE
Type: Customer End User

Materials Department
Goldmine ?

Order Checking:

Order number:

O Account Number: PRIN. GRACE

Entered into Opera By:

Priority on Order:

Customer Order sent Via:

Contact in Supplies if on Order:

Notes:

Visible to Goods out:

Allow order to be Picked:

When order picked Inform:

Can be shipped early if ready:

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.