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.

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

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

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.

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.

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.

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"

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

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.

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 :216574631~~ 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 Boulebnane	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 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	Adnan Boulebnane	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
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref :0005 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.
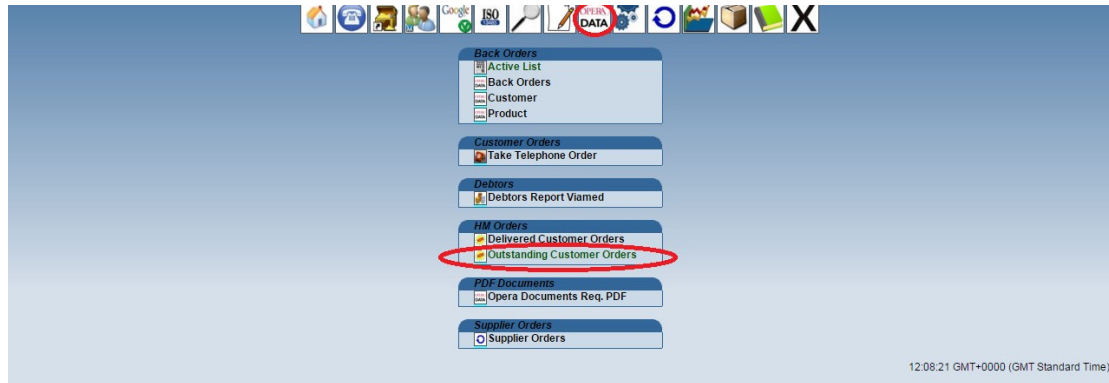

Locate the order you are checking and ensure that the digital copy of the purchase order has been uploaded. If it has, there will only be a "Ref:******" number under the P.O. Customer ref heading, if it has not been uploaded, there will be Choose File and Upload File boxes located here.

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.
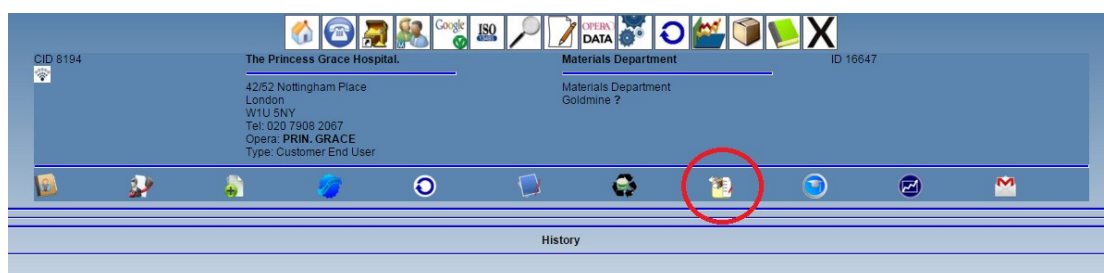
When all is correct, go to the Lookup tab on Intrastats identified by the magnifying glass, and click on the box beneath "Contacts", use the barcode scanner and scan the "A/C" barcode, if a barcode scanner is unavailable, type the "Account" name into this box.
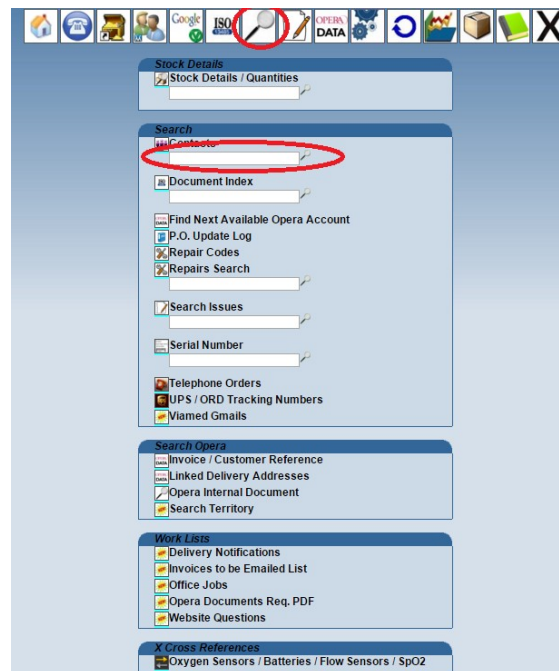
Click on the name or department named on the purchase order.
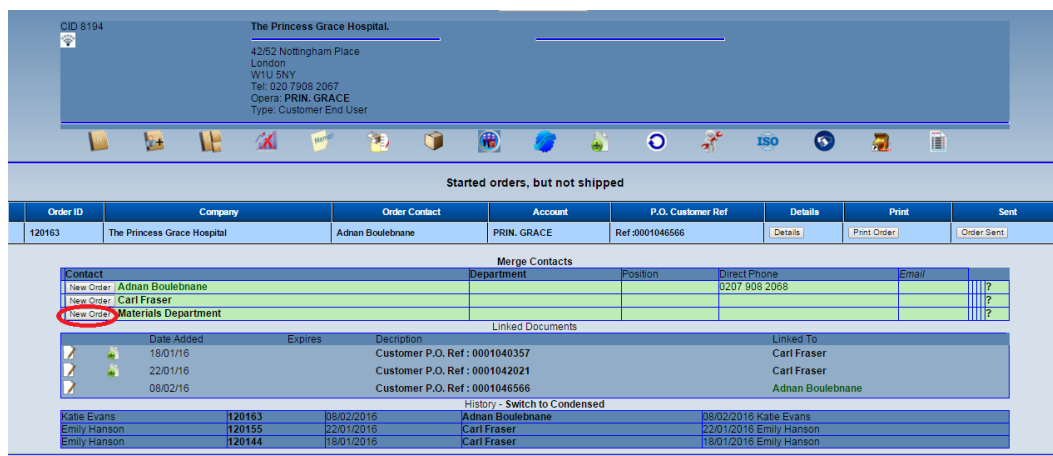
Click on the "Order Checking" tab

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"

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.