

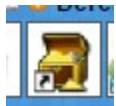
# Generating a New Service Visit ID.

Scope:

**To generate a NEW service visit, do not use this procedure if the service visit is apart of a rolling yearly service visits.**

**Check the Service Visit logs page in intrastats to check before you start.**

Intrastats Contact Management.



Search for the Opera account you want to create a new service visit.

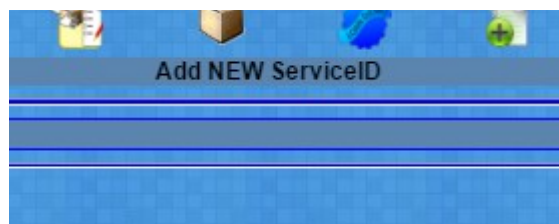
Select the 'O' Account

| Hospital / Organisation Names |          |             |                              |                           |              |
|-------------------------------|----------|-------------|------------------------------|---------------------------|--------------|
| <input type="checkbox"/>      | 10004992 | Contacts #2 | Sunderland Children's Centre | Tyne and Wear             | SR3 4AF 0191 |
| <input type="checkbox"/>      | 00004992 | Contacts #4 | Sunderland Royal Hospital    | Sunderland, Tyne and Wear | SR4 7TP 0191 |
| Request Merge Companies       |          |             |                              |                           |              |

Select the Service Icon from the Icon bar



Click Add NEW Service ID



Enter the Basic Details

CID 4870

Sunderland Royal Hospital.

SRH Goods Reception Point  
90P09A  
Kayll Road  
Sunderland, Tyne and Wear  
SR4 7TP  
UK United Kingdom  
Tel: 0191 5656256 x 41427  
Opera: 00004992  
Type: Customer End User  
Invoice Address/Account : 10004992

Brief description

Create New Service Visit

Customer reference

Opera order number

Tick if once only Visit, Blank for Yearly repeat ☐

Generate Visit

Brief Description of the visit,  
Customer Reference number if applicable  
and Opera order number if applicatable

If the visit should be chased on a yearly cycle, leave the box blank,  
If the visit is a once only visit tick the box.

You will now be taken to the Add Items Screen.  
The system has now generated a Service Visit ID which can be edited from the service visits menu.

Items to be serviced can now be added to the system.