

Vandagraph Telephone Order Taking



Click on the telephone icon on Intrastats



Then click 'Take New Call'

CALL ID #1283 - Taken by Sarah Walton On Friday 24th of June 2016 02:06:45 PM

☐ Viamed ☒ **Vandagraph** ☐ VST ☐ Human Med ☐ Viamed Properties ☐ Generic

Ongoing Query / I'm Done for now Type: Call

Company : Narked at 90 Ltd Contact : Anna Routley
 Telephone : 07977494891 Email : anna@narkedat90.com

Notes :

This is on as an example for 'Vandagraph Telephone Order Taking' procedure

Current User: Sarah Walton Deadline:

Information Search:

Click the Vandagraph tick box and then add as much information about the company in the relevant sections. In the 'Notes' box write what the customer wants to order, including part number, description and quantity.

[illegible]

There is an 'Invoice Duplicate Carbonless Book' situated in the office, this requires filling out for every Vandagraph telephone order.

Go to the next available invoice number and make sure have both the white and blue copy together and under the blue copy insert the piece of card, this is to make sure that your writing does not go through to the other blank invoice numbers

Information required:

- Date and the name of the person taking the order.
- Name of company, contact telephone number and the delivery address.
- Quantity, description including part numbers
- Prices for products and carriage excluding VAT

and prices including VAT.

Slip 1 Both copies must be completed, slip 1 attach to ORD, slip 2 MUST be placed in secure location IMMEDIATELY.

☐ M VIAMED ☒ V VANDAGRAPH LIMITED

Company Name: Narked at 90

A/C No.: _____ Date: 24/06/16 Initials: SW

ORD _____

INV _____

Total: £ 0.00 \$/€ N/A

Please see Derek for VISA slip to process

Slip 2 ☐ M VIAMED ☒ V VANDAGRAPH LIMITED

Company Name: Narked at 90

ORD: _____ Date: 24/06/2016 Initials: SW

Card No: 1111111111111111

Start Date: 00/00 Exp Date: 00/00 Sec: 111

A/C No.: _____ Inv No: _____

Total: £0.00 \$/€ Total: N/A

Property No.: 15 Postcode: NN848Q

Once processed VISA slip MUST be returned to secure location IMMEDIATELY

If the customer is paying by Credit Card, please fill in a slip – pictured on the left. Make sure you put a 'tick' in the Vandagraph boxes at the top of the slip. On the left (slip 1) and right (slip 2) hand side of the slip, write the name on the card, the date the card details were given to

you and your initials. On the right hand side of the slip, enter long card number, start and expiry date, total to pay and the postcode and number of the property the card is registered to.

Cut the slip in half along the dotted line and attach the slip without the card details to the paper invoice. The slip with the card details needs to be taken immediately to Derek Lamb's office and either hand it to him or place in the top draw on the left of his desk.

The white copy of the paper invoice along with credit card slip 1, where applicable, needs to be taken over to Jean Lamb in the warehouse building.