

## Export Order Processing Procedure - Viamed

Orders most frequently arrive via email, but they may also be faxed; some customers also order over the telephone or upload directly to the website.

## Telephone Orders

# Telephone Order ID 5447

Contact Name: Caroline Aplin  
Contact Department:  
Contact Email: S00005130. @takemail.com  
Contact Telephone: 01803 655458  
Contact Fax:

**Delivery Address**  
Torbay Hospital  
Torbay Social - Medical Bldg  
Lawses Bridge  
Devon  
Torbay  
TQ2 7AA

**Invoice Address**  
Torbay & South Devon NHS  
Foundation Trust, Accounts  
Payable Dept, Regent House  
Regent Close  
Torbay  
TQ2 7AN  
01803 653393

Order Notes:  
3X 0021013  
Order Number:  
1204291  
Credit Card Details:  
Card Type:  
Name On Card:  
Card No. \*\*\*\*\*  
Card Type:  
Issue Number:  
Security Number:  
Start Date:  
End Date:  
Registered House number  
Registered Post Code

A telephone order will appear as shown to the left. The delivery and invoices addresses are noted, as are the contact name, order number and product details. If you have taken the order yourself, this needs to be printed before processing. Please see VM3COP27.29 for details on how to take a telephone order.

## Fax Orders

[illegible]

Orders which arrive via fax will appear the same way as an email PDF order and should be processed normally. Please remember to acknowledge the order and advise of expected dispatch date by email if an email address has been supplied, or by fax if no email address is available on the purchase order or GoldMine/contact management.

## Uploaded Orders

[illegible]

There are no notifications to advise you when an order has been uploaded via the website, so this must be checked daily. From the magnifying glass tab in Intrastats, click 'Uploaded Files'

You will be presented with this screen, completed orders will have a name in the 'Completed By' column, unprocessed orders need to be downloaded.

Uploaded Files ALL FILES download will need to be scan for viruses				
File ID Reference	Date Uploaded	Completed on	Completed By	Download
33224	22 Jun 2016	Click as Processed		Download
2	27 May 2016	27 May 2016	Derek Lamb	Download
1	26 May 2016	27 May 2016	Derek Lamb	Download

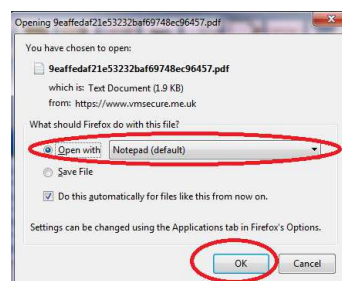
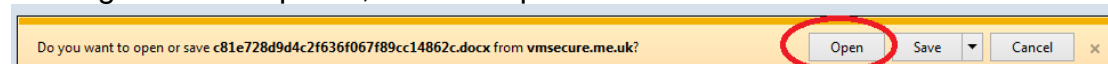
Click 'Download' on the unprocessed order line and the file will be downloaded to your computer. Click the newly downloaded file to open it.

Uploaded Files ALL FILES download will need to be scan for viruses				
File ID Reference	Date Uploaded	Completed on	Completed By	Download
33224	22 Jun 2016	Click as Processed		Download
2	27 May 2016	27 May 2016	Derek Lamb	Download
1	26 May 2016	27 May 2016	Derek Lamb	Download

9eaffedaf21e53232b...pdf

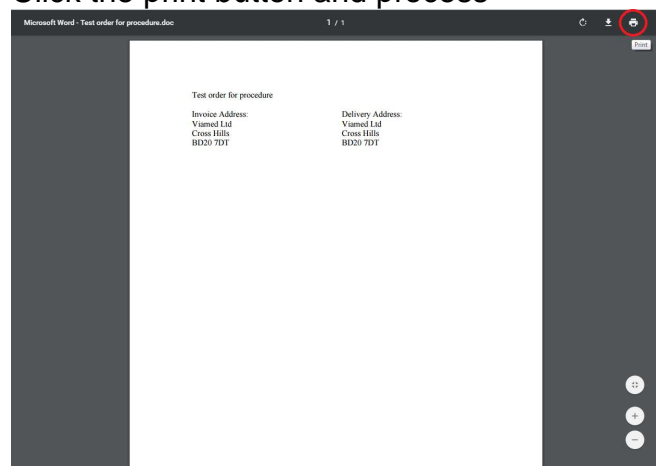
Show all downloads...

If using Internet Explorer, click on Open



If using Firefox, select the program you wish to open the document with and click open

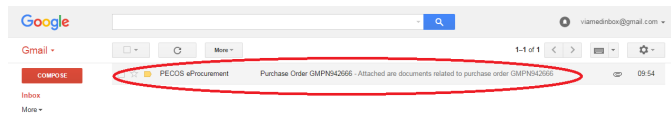
Click the print button and process



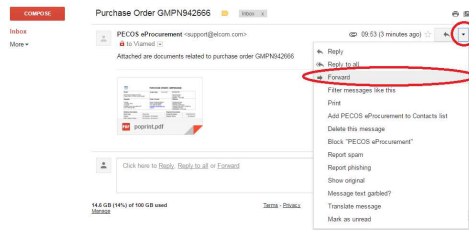
Click 'Click as Processed' and continue as below.

Uploaded Files ALL FILES download will need to be scan for viruses				
File ID Reference	Date Uploaded	Completed on	Completed By	Download
33225	22 Jun 2016	Click as Processed		Download
33224	22 Jun 2016	22 Jun 2016	Emily Hanson	Download
2	27 May 2016	27 May 2016	Derek Lamb	Download
1	26 May 2016	27 May 2016	Derek Lamb	Download

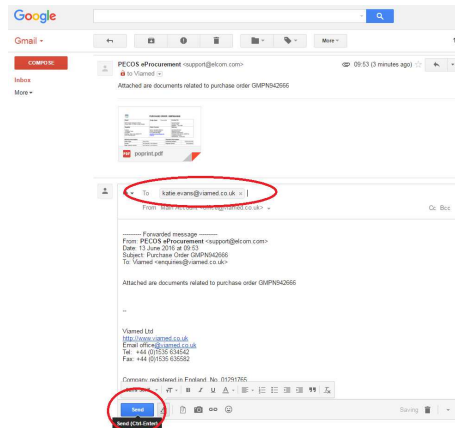
## Email Orders



When an order is seen in the main inbox, click on it to open it.

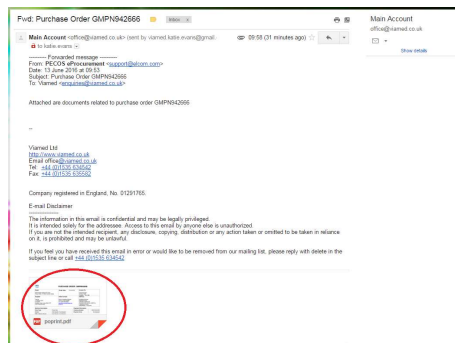
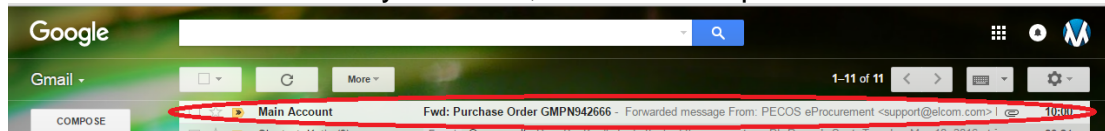


Click the arrow on the right and click forward.



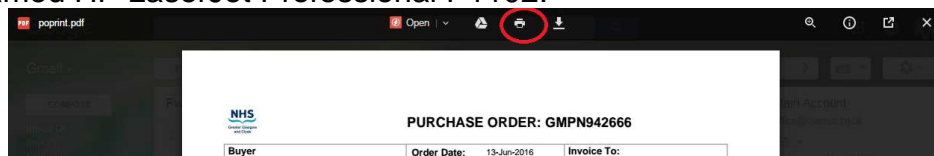
Type your email address in to the 'To:' field and click send.

When the email arrives in your inbox, click on it to open it



Click on the attachment to open it.

Click the print button at the top of the page and print to the printer located on your desk. Current printers are named HP LaserJet Professional P1102.



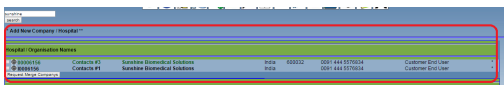


Export orders may often be just an email with an order request. Print the email and use the date and your initials as the 'Cust Ref' number. E.g. 16/06/16KE

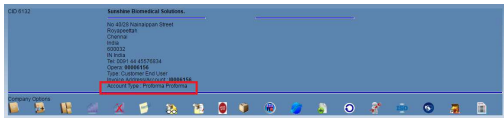
## Order Processing



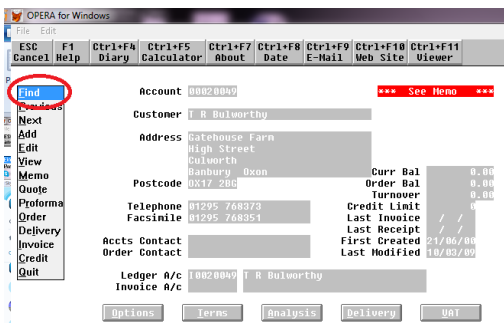
From the magnifying glass tab on Intrastats, click into the 'Contacts' field and enter the company/hospital name or the Opera account number.



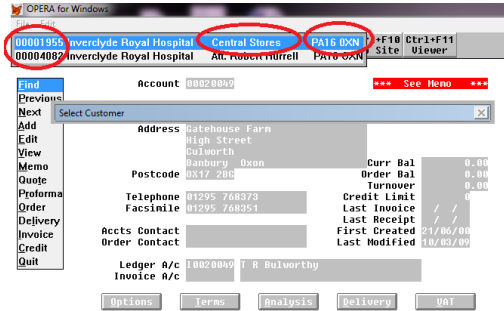
Click on the account number beginning in 0



Find the 'Account type', if this says 'Proforma', please stop here and follow VM3COP27.31 (Doc ID: 17063)  
If this says 'Credit', please proceed

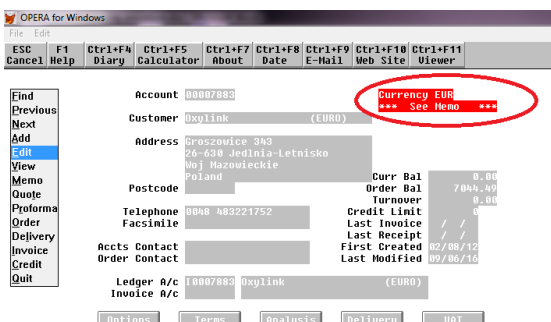


From Viamed Opera, click 'SOP' and then 'Processing'.  
Click 'Find' or press the F key.



Locate the delivery address for the company/hospital on the printed PDF email attachment and enter it into the search bar in Opera. Some hospitals have several accounts, in this case, check the department and postcode and click on the correct one ensuring it is an account beginning with '0' e.g. 000\*\*\*\*. You must NOT place an order on an account beginning in 'I' as this is for invoicing.

Supplier	Order Contact	Delivery
Viamed 15 Station Road Crosshills Knaighley, West Yorks BD20 7DT Fax: 01535 635 582	Name: Geraldine McIntee Phone: 01475 504560 Fax: 0000 000 0000 <a href="mailto:geraldine.mcintee@gpc.sco">geraldine.mcintee@gpc.sco</a> <a href="http://lphs.uk">lphs.uk</a>	Geraldine McIntee Medical Physics <b>GENERAL SUPPLIES</b> <b>INVERLYDE ROYAL HOSPITAL</b> GREENOCK, PA16 0XN



If there is a memo present, check this thoroughly first, ensuring you adhere to the requirements. If you are unsure of any of the memos, consult with office colleagues or the person who added the memo

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11  
Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

Find Previous Next Add Edit View Memo Quote Proforma Order **Invoice** Delivery Proforma Order Contact Quit

Account 00001955  
Customer Inverclyde Royal Hospital  
Address Central Stores  
Larkfield Road  
Greenock  
Postcode PA16 0XN  
Telephone  
Facsimile  
Accts Contact  
Order Contact  
Ledge A/c 10001955 NHS Greater Glasgow & Clyde  
Invoice A/c

Curr Bal 0.00  
Order Bal 185.00  
Turnover 0.00  
Credit Limit  
Last Invoice  
Last Receipt  
First Created 04/06/04  
Last Modified

Options Terms Analysis Delivery VAT

Click on 'Invoice'

OPERA for Windows

File Edit

ESC F1 F2 F4 F5 F6 F9 F11 F12 TAB  
Cancel Help Print Delete/Undelete New Edit Invoice View Memo More-->

Find Previous Next

Account 00001955  
Customer Inverclyde Royal Hospital

Invoice

Memo	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	DOC93281	16/11/15	Invoice	IN141406	16/11/15	GMPN760036	Printed
	DOC93982	21/12/15	Invoice	IN142055	21/12/15	GMPN793798	Printed
	DOC94449	22/01/16	Invoice	IN142551	25/01/16	GMPN817491	Printed
	DOC95261	07/03/16	Quote	QU004129	07/03/16	07.03.16	Printed
	DOC95640	24/03/16	Ord	ORD79438	24/03/16	CP6873652	Printed
	DOC96132	21/04/16	Quote	QU004187	21/04/16	21/04/2016	Printed
	DOC96415	06/05/16	Invoice	IN144371	06/05/16	GMPN909529	Printed

Check the 'Cust Ref.' Column and check the last 6 months to ensure the purchase order number which is listed on the printed purchase order, has not already been entered.

Search

Check Details / Quantities

Search

Contacts

Document Index

Find Next Available Opera Account

PO Import Log

Repair Codes

Repair Search

Search Issues

Serial Number

Telephone Orders

GPS / ORD Tracking Numbers

Manual Details

Invoice / Customer Reference

Linked Delivery Addresses

Opera Internal Document

Search Territory

If there are many accounts with the same company/hospital name, check for duplicated orders on Intrastats. From the magnifying glass, click the 'Invoice / Customer Reference' link

Search Customer References

Account

Invoice Number

**Customer Reference**

Company / Hospital

Value (£)

Value (non £)

Only Show outstanding

search

Enter the PO number into the 'Customer Reference' field and click search. If the PO has already been entered, a result will be found, do not proceed to process the order. Instead, locate the order which is already on the system and compare the lines to ensure it is the same order.

Choose

Display Invoice ?

Status **Header** Lines Totals

From the same 'Invoice' screen, click on any of the orders and press F11, then click on 'Header' in order to view the invoice address. If this address is correct, proceed. If the address is incorrect, check to see if there is another account for the same company/hospital with a different invoice address. If the correct account still cannot be found, check with the accounts department or email the customer to see if this is a permanent change.

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11  
Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

Find Previous Next Add Edit View Memo Quote Proforma Order **Invoice** Delivery Proforma Order Contact Quit

Account 00001955  
Customer Inverclyde Royal Hospital  
Address Central Stores  
Larkfield Road  
Greenock  
Postcode PA16 0XN  
Telephone  
Facsimile  
Accts Contact  
Order Contact  
Ledge A/c 10001955 NHS Greater Glasgow & Clyde  
Invoice A/c

Curr Bal 0.00  
Order Bal 185.00  
Turnover 0.00  
Credit Limit  
Last Invoice  
Last Receipt  
First Created 04/06/04  
Last Modified

Options Terms Analysis Delivery VAT

Press the Esc key to exit the invoice view and click 'Order'; this will display any outstanding orders, quotes and proformas.

Click the 'F5 New' button or hit F5 on the keyboard. You may be presented with the printer dialogue box. From the drop-down menu, select the printer named in the image, 'HP SN M1212nf' and click 'Printer'.

You will be presented with this dialog box

Click 'OK' or hit enter to proceed.

You will be presented with warehouse options, always choose 'MAIN \* Main Warehouse'

Here is where we enter the address details from the purchase order. To start, check the invoice address in the left-hand box matches the invoice address listed on the received purchase order

The delivery address in the right-hand box may display an incorrect department; if so, amend it to match the purchase order. A postcode/zip code is required for all UPS deliveries.

In the 'Cust Ref' box, enter the purchase order number from the purchase order.

If the purchase order number has more than 10 characters, the 'Cust Ref' box must contain '#xxxxxxxx' using the last 9 digits of the purchase order number.

This does not apply to eBay and Amazon orders, follow the steps on VM3COP20.16 (Doc ID: 15530) for eBay and VM3COP20.23 (Doc ID: 16191) for Amazon.



If the customer would like to use their own courier, enter the 'Priority' as '2' and enter the 'Due' date as per cut-off times listed on the Customer Postage Pricing document VM3COP03.011 (Doc ID: 16501) Export orders are shipped via UPS (priority 3) unless advised otherwise by the customer.

- Priority 1 – Urgent order to be processed immediately (only to be used when the purchase order states urgent)
- Priority 2 – Courier other than UPS or Royal Mail
- Priority 3 – UPS – all services
- Priority 4 – Royal Mail – all services

In the 'Comments' box, enter the name and telephone number (including any extension) of the contact listed on the purchase order. If a contact name or phone number is not listed, check the CRM on Intrastats or GoldMine for the details, if necessary, name the contact 'Purchasing' and use the hospital/company main telephone number.

When you are confident that all of these details are correct, press 'F9' to continue to the next page. If the purchase order number had more than 10 characters, beneath the name and telephone number, state the full purchase order number beginning with '#', eg. '#xxxxxxxxxxxxxx'

If no purchase order number has been provided, enter the date in the 'Cust Ref' box. Eg. '16/06/16' If the customer is paying via PayPal or credit/debit card, use PP followed by the date. Eg, 'PP16/06/16' if payment is made via PayPal or 'CC16/06/16' for credit or debit card. If paying by credit/debit card, add a note beneath the name/phone number stating 'Payment received with thanks'.

NEVER accept a credit or debit card for export orders unless instructed to do so by the accounts department. Please note, we cannot accept American Express cards under any circumstances.

On Intrastats, click on the magnifying glass and enter the company/hospital name into the 'Contacts' box

Locate the correct account and look at the far right of the screen to see if they are an end user or a distributor, this also shows if the customer is a proforma or account customer. If the end column says 'Proforma, please stop here and proceed as per VM3COP27.31 Processing Proforma Invoices and Quotations (Doc ID: 17063).

Hospital / Organisation Names							
00006156	Contacts #3	Sunshine Biomedical Solutions	India	600032	0091 444 5576834	Customer End User	Proforma
00006156	Contacts #1	Sunshine Biomedical Solutions	India		0091 444 5576834	Customer End User	Proforma

To check the Opera account, locate account as above. Click 'Edit' and then click 'Terms'

In white text, next to the 'Profile Code' you will find the type of customer.

Press 'Cancel' then 'Esc' to continue.

Return to the magnifying glass and search for the part number in the 'Stock Details / Quantities' field and hit enter.

Key	Stock Reference	Opera Description	Search	UK End User
2520000	Microsim DB3 - Patient Lead	Microsim DB3 - Patient Lead	2520000	£15.00
2520000	Microsim DB3 - Patient Lead	Microsim DB3 - Patient Lead	2520000	£15.00

Click on the '£' button to display all of the prices. Locate the price for the correct currency and customer type (end user/distributor)  
If the prices match the purchase order, proceed to Opera to enter the details.

Check these details for all products listed on the purchase order.

If these details are incorrect or if applicable carriage charges have not been added to the purchase order, return to the first screen and change the priority to '8', contact the customer before proceeding. Contact the customer by email and print the sent email. Make a note on the paper copy of the purchase order of any contact you have had with the customer and their response. Fill in as many of the order details as possible, print one copy of the ORD and place in tray 7 in the office labelled, 'Tray 7 – Sales Orders - Awaiting Action'. Fill in the details on the whiteboard.

When the customer answers the queries and the order can proceed, remove from whiteboard, collect order from tray 7 and proceed, ensuring any applicable notes are written on the original order paperwork and any relevant emails are printed and attached.

When you are satisfied that all the prices and carriage charges are correct or have been accepted by the customer, return to Opera.



Enter the part number in the 'Reference' box.

Hit the down arrow or the tab key on the keyboard, this should fill in the description as per the purchase order. If a dialog box appears, read the notes to ensure nothing is missed and press Esc to proceed.

Enter the quantity noted on the purchase order in the 'Quantity' box and press F9.

Ensure the pricing and quantity is correct before proceeding.

When all items on the purchase order have been entered, bank/PayPal charges, insurance and carriage must be added.

If the customer is paying in USD's the standard bank charge is \$25 unless the memo states otherwise. Customers paying with EUR's do not receive a bank charge.

Use the 'Reference' BC, the description will automatically change to 'Bank Charges'. If the customer is paying with PayPal, amend the description to, 'PayPal Charge' see page 13 to calculate PayPal charge. Enter the 'Quantity' as 1 and add the appropriate charge to the 'Sell' box. Then hit F9 to proceed.

Next, enter the insurance. Unless advised otherwise by the memo, all customers require insurance. In the 'Reference' box, type 'INS', the description will automatically change to 'Insurance', enter the 'Quantity' as 1 and amend the 'Sell' box to 1% of the total goods value before V.A.T. E.g. if the customer orders \$600 or €600 of products, the insurance charge would be \$/€.

All export orders are shipped via UPS unless advised otherwise by the memo. Enter the 'Reference' as 'PPUPS6' the quantity as 1 and leave the 'Sell' box empty and press F9 to complete the line. PPUPS6 refers to UPS Standard service which is not always available in every country, check Opera Memo and previous orders for correct UPS service.

ENSURE you hand-write a note on both copies of the ORD to say, 'Carriage to be added'. You must initial and date any hand-written notes.

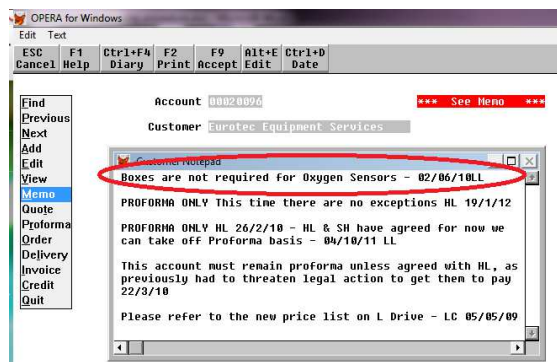
If a customer requires shipping via Royal Mail, do not add insurance to the order but advise the customer before shipping that Viamed Ltd cannot accept any liability or responsibility for any loss or damage to the package, also advise them that it can only be tracked while in the UK. There is a 2kg limit to this service. Ask Goods Out for the service and price and check if the price given includes the 10% Viamed surcharge. If not, add 10% to the price given and add this price to the sell box on the carriage line. See VM3COP20.36 for sending goods via Royal Mail

When you have all of the products, appropriate bank and insurance charges and one carriage line entered into Opera, press 'F9 Accept' to complete the order.

This message will be displayed, click 'Yes' to confirm the order is correct.

When this message is displayed, click 'No' as an Alignment Check is not needed at this point.

The print dialog will display, choose the correct printer from the drop down box and select 2 for the 'Number of copies'. 2 copies are needed, one is kept with the purchase order after checking and the other is taken to Goods Out.



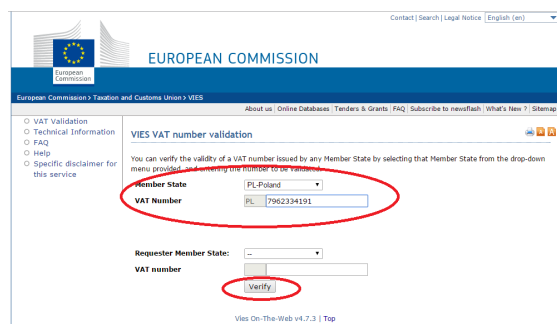
If the memo or purchase order state any specific requirements that Goods Out need to know, such as the customer needs their own labels adding to sensors, hand-write a note on both copies of the ORD.

Secure the purchase order, both copies of the ORD and any correspondence together with a paperclip and place in tray 4, 'Tray 4 – Sales Orders – Checking'

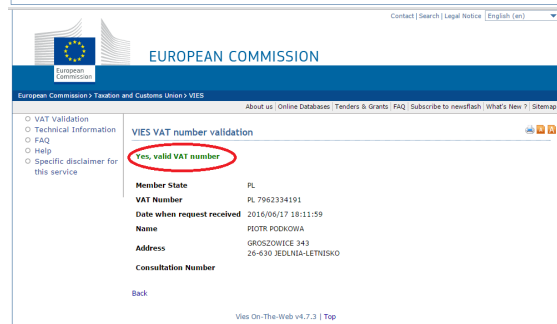
Acknowledge the order and advise customer of lead time.

## V.A.T.

If you are entering an order for a new customer in an EU country, you MUST acquire a V.A.T. number from the customer in order to remove V.A.T charge. Place the order on Opera but ensure the priority is stated as '8' until the V.A.T. number is received. Once received, navigate to [http://ec.europa.eu/taxation\\_customs/vies/vieshome.do](http://ec.europa.eu/taxation_customs/vies/vieshome.do) on your browser.



In the 'Member State' box, click on the appropriate country, using the first two characters of the V.A.T. number to guide you. Click 'Verify'.



If the V.A.T. number is correct, this message will be displayed. Print this and keep with the customer purchase order.



If the V.A.T. number is incorrect, you will receive this message. Send a copy of this to the customer and advise them that their VAT number is incorrect. Ask them for the correct version, if a valid V.A.T. number cannot be provided, ensure V.A.T. is charged.

OPERA for Windows

File Edit

ESC F1 F9  
Cancel Help Accept

Find  
Previous  
Next  
Add  
**Edit**  
View  
Memo  
Quote  
Proforma  
Order  
Delivery  
Invoice  
Credit  
Quit

Account 00007883 Currency EUR  
\*\*\* See Menu \*\*\*

Customer Oxylink (EURO)

Address Groszowice 343  
26-638 Jedlnia-Letnisko  
Woj Mazowieckie  
Poland

Postcode Curr Bal 0.00  
Order Bal 7044.49  
Turnover 0.00

Telephone 0048 483221752 Credit Limit /  
Facsimile Last Invoice /  
Last Receipt /  
First Created 02/08/12  
Last Modified 09/06/16

Accts Contact  
Order Contact

Ledger A/c 10007883 Oxylink (EURO)  
Invoice A/c

Options Terms Analysis Delivery **VAT**

If the V.A.T. number is correct, it must be entered into the 0 and I account in Opera. To do this, locate the customer's ordering and invoice account, e.g. 00007883 and I0007883. Click 'Edit' then click 'V.A.T.'

OPERA for Windows

File Edit

ESC F1 F9  
Cancel Help Accept

Find  
Previous  
Next  
Add  
Edit  
View  
Memo  
Quote  
Proforma  
Order  
Delivery  
Invoice  
Credit  
Quit

Account 00007883 Currency EUR  
\*\*\* See Menu \*\*\*

Customer Oxylink (EURO)

Address Groszowice 343  
26-638 Jedlnia-Letnisko  
Woj Mazowieckie  
Poland

Postcode Curr Bal 0.00  
Order Bal 7044.49  
Turnover 0.00

Telephone 0048 483221752 Credit Limit /  
Facsimile Last Invoice /  
Last Receipt /  
First Created 02/08/12  
Last Modified 09/06/16

Accts Contact  
Order Contact

Ledger A/c 10007883 Oxylink (EURO)  
Invoice A/c

VAT  
VAT Registration Number PL7962334191

OK Cancel

Enter the customer's full V.A.T. number including the first two letters to identify the country.

OPERA for Windows

File Edit

ESC F1 F11 F12  
Cancel Help Stock Menu

Reference W/H Description Quantity  
2520000 001N Microstin D83 - Patient Lead. 3

Analysis WH VAT cod E Sell 15.00 Line Disc 0.00 Ext. 45.00  
Cost. 2.85 Margin. 81.00% Prof. 36.45  
Due 13/06/16 Priority 3 P/O

Due order  
In Stock 1160 P.Orders 0 Disc P/Orders

Details

Description	Quantity	Price	Disc.	VAT	Value
Microstin D83 - Patient Lead.	3	15.00		1	45.00
Delivery - Royal Mail 1st Class	1	5.00		1	5.00

00000002 Ulaned Ltd (UK) Order total ex VAT 50.00

Ensure the V.A.T. is removed from all lines by editing each line and ensuring the 'VAT code' box states 'E'.

If the customer cannot provide a V.A.T. number, change the 'V.A.T. code' box from 'E' to '1'.

## Editing an Order

If an order needs editing, for example if the priority needs to be changed. Click 'Find' on Opera and navigate to the correct account, click 'Order' and click on the order you wish to edit and press F6. Change the priority or date as required.

If an order line needs to be edited, continue to the next page, click on the line required and click F6, edit as appropriate and press F9, press F9 again to complete the order. After editing any details, print 2 copies out again and place in the checking tray with original paperwork to be re-checked, as Goods Out will need a new copy of the ORD.

## Priority 1

Order Checking:

Order number ORD00110

O Account Number 0001490

Entered into Opera By Emily Hanson

Priority on Order 1 - Urgent to be Processed Immediately

Customer Order sent via E-mail Post Phone Fax

Contact in Supply if on Order

Notes  
Reason to Goods out

If No Stock Customer informed of Timescale

When order picked inform Kate Evans

Can be shipped by Airfreight (Customer happy to receive order before Due date)

Hold Packing AMENDING order

Add Mailing?

Confirm

If the purchase order states that the order is urgent, set the priority as '1'. Ask a director to sign both copies of the ORD and hand the order to an office staff member for checking, ensuring they amend the box stating, 'When order picked inform:' to \*Your name\*.

Once checked, inform Goods Out that there is a priority 1 order coming over and ask them to carry out a mini update. Place one copy of the ORD in the hand of a Goods Out staff member.

## Discounts

If any order has a discount applied or has any free of charge items/carriage (lines which would normally be chargeable), ask a director to sign both copies of the ORD before the checking stage.

## PayPal

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11  
Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

Reference W/H Description Quantity  
MAIN

Analysis VAT code Sell. Line Disc 0.00 Ext. 0  
Cost. 0.00 Margn. 0.00 Prof. 0  
Due 24/03/16 Priority 3 P/O ☐

In Stock P.Orders Disc P/Orders

Details

Description	Quantity	Price	Disc.	UAT	Value
Microstin D83 - Supranaximal Ne	1	185.00		1	185.00
PayPal Charges	1	13.32		1	13.32
Courier delivery - Standard.	1			1	

00001955 Inverclyde Royal Hospital Order total ex VAT 198.32

On occasion, a customer may wish to pay via PayPal. Should this occur, add a line above the carriage line. Use reference 'BC', amend the description to 'PayPal Charge' and calculate 6% of the total cost of the order (excluding this PayPal charge). Add this calculated charge to the 'Sell' box.

E.g. Products, any applicable bank charges, insurance and carriage totalling \$792 The PayPal charge would be 6% of the total, therefore the PayPal charge in this example is \$47.52.

OPERA for Windows

File Edit

ESC F1 F4 F5 F6 F7 F8 F9 F11 F12  
Cancel Help Del/Undel Add Edit Insert Dealc/Undealc Accept View Memo

Reference W/H Description Quantity  
PPUPST1 Courier delivery - Standard. 1

Analysis PP VAT code Sell. Line Disc 0.00 Ext. 0  
Cost. 0.00 Margn. 0.00 Prof. 0  
Due 24/03/16 Priority 3 P/O ☐

Back order, Fully allocated In Stock P.Orders Disc P/Orders

Details

Description	Quantity	Price	Disc.	UAT	Value
Microstin D83 - Supranaximal Ne	1	185.00		1	185.00
Courier delivery - Standard.	1			1	

00001955 Inverclyde Royal Hospital Order total ex VAT 185.00

If a line needs to be inserted to accommodate the PayPal charge, select the line that you would like the new line to appear above and press F7, type the reference number as described above and press F9 to confirm, then press Esc.

Using 'Insert' will always add the new line above the selected line.