

<b>COMPANY OPERATING PROCEDURES</b>				
<b>UPS Procedures</b>				
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## **UPS**

1. Log out of Opera before clicking on the UPS icon.
2. Click on Search and ascertain whether Viamed has sent goods to this customer before.
3. If the customer is present in the Search Results, then click on OK, then Modify.
4. If the customer is not present in the Search Results, then click cancel, then New.
5. Fill in the details in the Receiver box. Boxes with blue writing are mandatory fields.
6. Ensure you fill in the Company Name, Contact Person, their telephone number, Address, City or Town (for UK deliveries this is the county), the Country, and the Postcode.
7. Click OK.
8. Standard is entered in the Service Level box for a UK delivery and Express for an export delivery.
9. Fill in the details in the Shipment Processing box. Ensure you fill in the Weight, Volume, Description of the Goods, Ref 1 (the customer order number), Ref 2 (the invoice number).
10. At this stage IT IS ESSENTIAL, you check the. Printer is set to Portrait.
11. Press the Start button located at the bottom of the screen. Then click on the following: Settings, Printers, Blank Paper, Printer, Properties, Paper, and Portrait.
12. Click back into UPS. Now you can press Process.
13. Two documents will be printed. Sign and date the one requiring a signature and place it in a plastic cover to be stuck on the top of the parcel. The other document is stapled to the customers order.
14. Before 3.30pm ensure all the Export/UK packages have been processed and when exiting UPS click on YES to End of Day Processing. Three documents will be produced. These need to be left with the packages for the UPS courier.

### **TO REPRINT UPS SHIPPING DOCUMENT**

1. Click on "Activities" then "Shipment History".
2. Select the required shipment and highlight so that the line turns blue.
3. Click on "Move" then "OK".
4. Click on "Activities" then "Shipment Processing".
5. Then "Open Shipments".
6. Then "Search".

The shipment selected should appear on the screen so that any changes & reprints can be made. Always ensure to void the original, as the copy is now the valid document.