

VM3COP03.07 Humanmed Order Checking

Compare the customer's purchase order with the 'ORDER CHECKING' document.

Ensure the order has been placed on the correct account as per the invoice and delivery addresses.

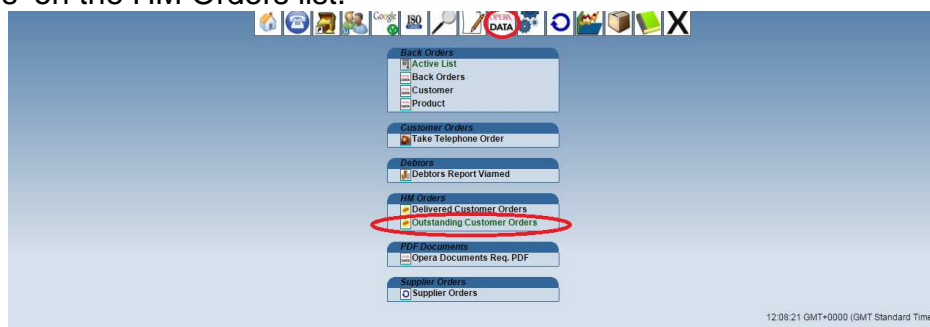
Ensure the products ordered and the prices are correct and ensure the customer's purchase order number matches the 'Order Reference' number on the 'ORDER CHECKING' document.

Humanmed orders are always shipped via UPS; check the priority is set to 3 unless there is an emergent situation where priority 1 is required.

Check the due date, if checking can be completed by 1pm, the due date should be today. If checking cannot be completed by 1pm, the due date should be the next working day.

Check the contact name/department and telephone number match.

From the Opera Data tab on Intrastats, click on 'Outstanding Customer Orders' on the HM Orders list.

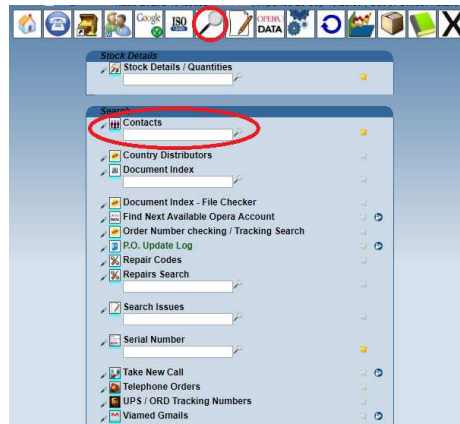


Locate the order you are checking and ensure that the digital copy of the purchase order has been uploaded. If it has, there will only be a 'Ref:*****' number in the, 'P.O. Customer ref, column. If it has not been uploaded, there will be 'Choose File' and 'Upload File' boxes located here.

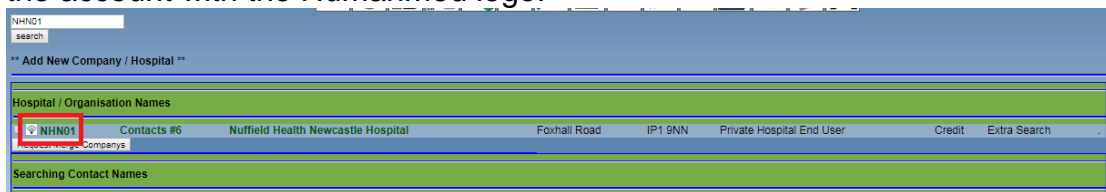
If any details are incorrect or if the file has not been uploaded, return it to the person who placed the order on the system for completion.

Human Med Customer Orders							
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	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:215023523	Details		Order Sent
120163	The Princess Grace Hospital	Adrian Boulebrane	PRIN. GRACE	Ref:001046566	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 Soeild	GHS01	Ref:0005 Choose File No file chosen Upload File	Details		Order Sent
120167	Mr V Karri FRC S	Dr Visu Karri	KARRI	Ref:0005 Choose File No file chosen Upload File	Details		Order Sent

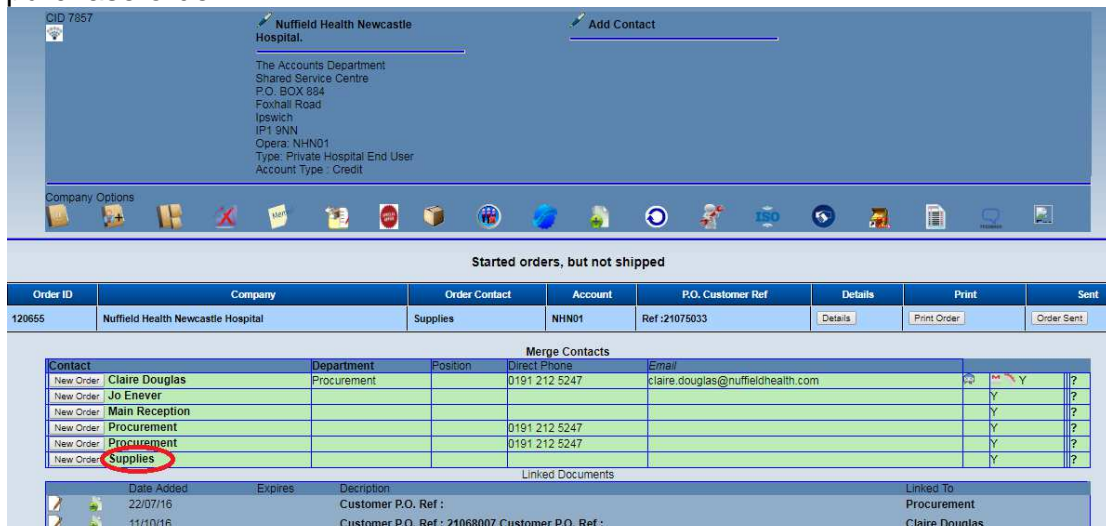
When all is correct, go to the Lookup tab on IntraStats identified by the magnifying glass icon, and click on the field beneath 'Contacts', use the barcode scanner and scan the 'A/C' barcode located at the top right of the page, if a barcode scanner is unavailable, type the 'Account' name into this box.



Click on the correct account, there may be several accounts listed as Humanmed and Viamed often ship to the same hospitals. Ensure you click on the account with the Humanmed logo.



From the, 'Contacts' list, click on the name or department named on the purchase order



Click on the 'Order Checking' tab



Using the barcode scanner, scan the 'ORDER CHECKING' 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 the appropriate number.

In the 'Customer Order sent Via' area, choose the relevant option and add any hand-written notes from the 'ORDER CHECKING' page into the 'Notes' section.

When everything has been entered correctly, click 'Confirm'

The screenshot shows the 'Order Checking' form. The form has a header section with the same information as the previous screenshot. Below this, there is a section titled 'Order Checking:' with the following fields: Order number (highlighted with a red circle), O Account Number (PRIN. GRACE), Entered into Opera By (highlighted with a red circle), Priority on Order (highlighted with a red circle), Customer Order sent Via (highlighted with a red circle), Contact in Supplies if on Order (highlighted with a red circle), Notes (highlighted with a red circle), Allow order to be Picked (checked), When order picked Inform: (No Follow up required), Can be shipped early if ready (checkbox), Hold Packing AMENDING order (checkbox), Add Mailing? (checkbox), and Confirm (highlighted with a red circle). The text 'No special Prices to PRIN. GRACE' is visible on the right side of the form.

Staple one copy of the 'ORDER CHECKING' document to the customer's purchase order and file in 'ORDER CHECKING' number order in the Humanmed file located in the office. Take the other copy of the 'ORDER CHECKING' document to Goods Out for picking and dispatch.