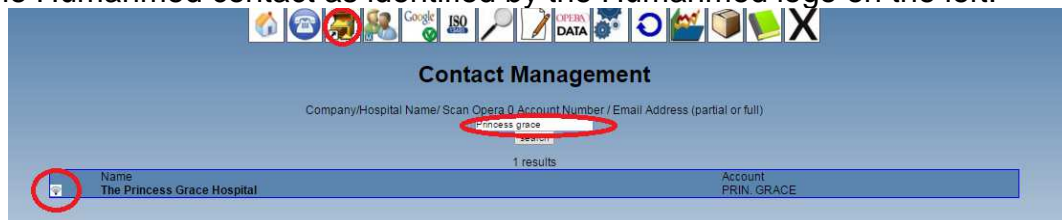


VM3COP03.08 - Humanmed Order Processing

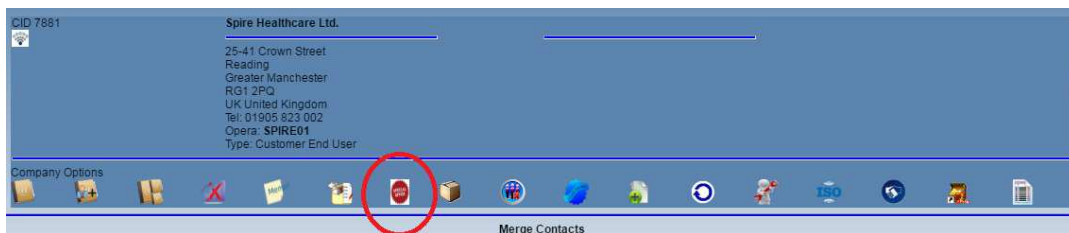
From the GoldMine tab in IntraStats, click on Contact Management and enter the company/hospital name from the **invoice** address.



Click on the Humanmed contact as identified by the Humanmed logo on the left.



Check to see if the customer has any special pricing. To do this, click on the 'Special Prices' button.



Click on 'Humanmed'.



Any special pricing is noted here, use this pricing instead of the default pricing.

| Special Prices for Human Med Products | | | | | |
|---------------------------------------|---------------------------------------------------------------------------|-----------|---------|---------|---------|
| Stock | Description | Hold Unit | Single | Break 1 | Break 2 |
| 101547 | Hydrophobic Filter-Set for body jet, for one side | Hold unit | £ | City | £ |
| 102065 | Brush (long) | Hold unit | £ | City | £ |
| 102066 | Brush (short) | Hold unit | £ | City | £ |
| 102966-F | Rinsing Lance User-Lock female | Hold unit | £ | City | £ |
| 102966-M | Rinsing Lance User-Lock male | Hold unit | £ | City | £ |
| 103532 | Hydrophobic Filter-Set for body jet envs, for one side | Hold unit | £ | City | £ |
| 112070 | Brush Set | Hold unit | £ | City | £ |
| 1306.3000.10 | Connecting tubing to Suction Container 3.00m sterilispacking box: 50 pcs. | Hold unit | £110.00 | City | £10.00 |
| 12776480 | T&K Supra, special infiltration cannula, 2.00 x 90 mm | Hold unit | £ | City | £ |
| 37054 | UNILINE tracheocann cover 100 pcs | Hold unit | £ | City | £ |
| 500000 | Body Jet | Hold unit | £ | City | £ |
| 500000-7 | Body Jet EVO | Hold unit | £ | City | £ |
| 500000-8 | Body Jet ECO | Hold unit | £ | City | £ |
| 500001 | WAL Applicator sterile single use for 15 / 25 / 30 cm cannulae | Hold unit | £ | City | £ |
| 500001-5 | WAL Applicator sterile single use for 15 / 25 / 30 cm cannulae (Box 5) | Hold unit | £100.00 | City | £10.00 |
| 500028 | Infiltration Cannula 3.0mm 25cm Non Sterile | Hold unit | £ | City | £ |

Locate the department or person noted on the customer's purchase order and click 'New Order' to the left of the name.

CID 8194 The Princess Grace Hospital.
42/52 Nottingham Place
London
W1U 5NY
Tel: 020 7908 2067
Opera: PRIN. GRACE
Type: Customer End User

Started orders, but not shipped

| Order ID | Company | Order Contact | Account | P.O. Customer Ref | Details | Print | Sent |
|----------|-----------------------------|-----------------|-------------|-------------------|-------------------------|-----------------------------|----------------------------|
| 120163 | The Princess Grace Hospital | Adnan Boulebane | PRIN. GRACE | Ref:0001046566 | Details | Print Order | Order Sent |

Merge Contacts

| Contact | Department | Position | Direct Phone | Email |
|---------------------------------|------------|----------|---------------|-------|
| New Order: Adnan Boulebane | | | 0207 908 2068 | |
| New Order: Carl Fraser | | | | |
| New Order: Materials Department | | | | |

Linked Documents

| Date Added | Expires | Description | Linked To |
|------------|---------|-------------------------------|-----------------|
| 18/01/16 | | Customer P.O. Ref: 0001040357 | Carl Fraser |
| 22/01/16 | | Customer P.O. Ref: 0001042021 | Carl Fraser |
| 08/02/16 | | Customer P.O. Ref: 0001046566 | Adnan Boulebane |

History - Switch to Condensed

| Name | Order ID | Date | Contact |
|--------------|----------|------------|-----------------|
| Katie Evans | 120163 | 08/02/2016 | Adnan Boulebane |
| Emily Hanson | 120155 | 22/01/2016 | Carl Fraser |
| Emily Hanson | 120144 | 18/01/2016 | Carl Fraser |

A new order will be displayed in the, 'Started orders, but not confirmed' list click on 'Details'.

CID 8194 The Princess Grace Hospital.
42/52 Nottingham Place
London
W1U 5NY
Tel: 020 7908 2067
Opera: PRIN. GRACE
Type: Customer End User

Started orders, but not confirmed

| Order ID | Company | Order Contact | Account | P.O. Customer Ref | Details | Print | Sent |
|----------|-----------------------------|----------------------|-------------|------------------------------------------------|-------------------------|-------|----------------------------|
| 120166 | The Princess Grace Hospital | Materials Department | PRIN. GRACE | Ref: Choose file No file chosen Upload File | 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:R15023523 | Details | | Order Sent |
| 120163 | The Princess Grace Hospital | Adnan Boulebane | PRIN. GRACE | Ref:0001046566 | 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 Soueid | GHM501 | Ref:Upgrade Choose file No file chosen Upload File | Details | | Order Sent |

Merge Contacts

| Contact | Department | Position | Direct Phone | Email |
|---------------------------------|------------|----------|---------------|-------|
| New Order: Adnan Boulebane | | | 0207 908 2068 | |
| New Order: Carl Fraser | | | | |
| New Order: Materials Department | | | | |

Linked Documents

| Date Added | Expires | Description | Linked To |
|------------|---------|-------------------------------|-----------------|
| 18/01/16 | | Customer P.O. Ref: 0001040357 | Carl Fraser |
| 22/01/16 | | Customer P.O. Ref: 0001042021 | Carl Fraser |
| 08/02/16 | | Customer P.O. Ref: 0001046566 | Adnan Boulebane |

History - Switch to Condensed

| Name | Order ID | Date | Contact |
|--------------|----------|------------|-----------------|
| Katie Evans | 120163 | 08/02/2016 | Adnan Boulebane |
| Emily Hanson | 120155 | 22/01/2016 | Carl Fraser |
| Emily Hanson | 120144 | 18/01/2016 | Carl Fraser |

If a proforma or quotation is required, click the relevant option from the 'Order Type' drop down menu.

CID 7812 Bloom Clinic.
2 Turpin Court
Woughton on the Green
Milton Keynes
MK6 3BW
Tel: 01908 693400
Opera: BLOOM01
Type: Customer End User

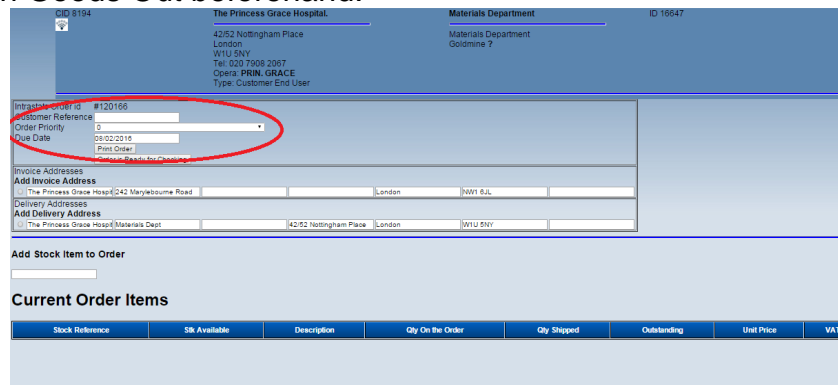
Dr Adeboye ID 16200
Dr Adeboye
operations@bloomclinic.co.uk +
Goldmine ?

Intrastats Order Id: #1201480

Order type: Customer Order
Customer Reference: Customer Order
Order Priority: Customer Quotation
Doc Date: Customer Proforma
Order Confirmation: Print Order Confirmation
Order has Error - open for editing

Invoice Addresses
Delivery Addresses

Enter the customer's purchase order number into 'Customer Reference'. Change the "Order Priority" to 3 – UPS and amend the due date as per cut-off times. This can be changed to priority 1 if urgent; do not send goods via priority 4 – Royal Mail unless absolutely necessary and discussed with Goods Out beforehand.



Order ID: 8194 The Princess Grace Hospital. Materials Department ID: 16647
 42/52 Nottingham Place
 London
 W1U 5NY
 Tel: 020 7908 2067
 Opera: PRIN. GRACE
 Type: Customer End User

Intrastat Order id: #120166
 Customer Reference: **(Red Circle)**
 Order Priority: 0
 Due Date: 08/02/2018
 Print Order
 Order is Ready for Checking

Invoice Addresses
 Add Invoice Address
 The Princess Grace Hosp 042 Marylebone Road London NW1 6JL
 The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

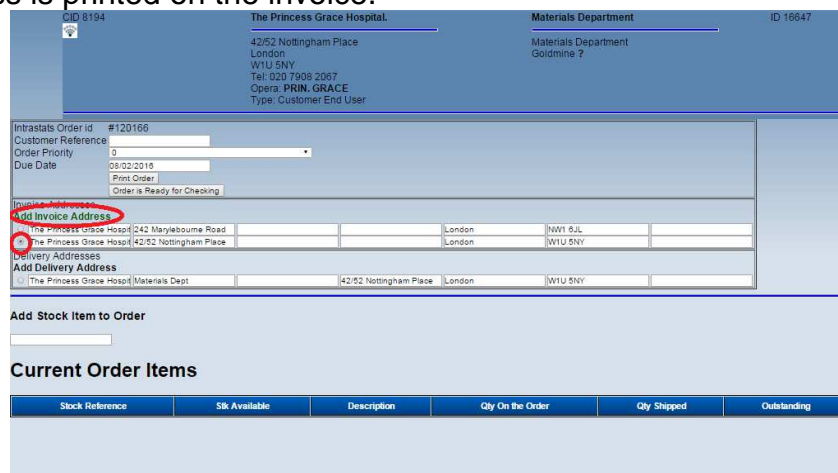
Delivery Addresses
 Add Delivery Address
 The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

| Stock Reference | Stk Available | Description | Qty On the Order | Qty Shipped | Outstanding | Unit Price | VAT |
|-----------------|---------------|-------------|------------------|-------------|-------------|------------|-----|
|-----------------|---------------|-------------|------------------|-------------|-------------|------------|-----|

Check the invoice address. If this is incorrect, ensure you have the correct account, if you are certain you are using the correct account, click 'Add Invoice Address' and enter the details as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the invoice.



Order ID: 8194 The Princess Grace Hospital. Materials Department ID: 16647
 42/52 Nottingham Place
 London
 W1U 5NY
 Tel: 020 7908 2067
 Opera: PRIN. GRACE
 Type: Customer End User

Intrastat Order id: #120166
 Customer Reference:
 Order Priority: 0
 Due Date: 08/02/2018
 Print Order
 Order is Ready for Checking

Invoice Addresses
 Add Invoice Address **(Red Circle)**
 The Princess Grace Hosp 042 Marylebone Road London NW1 6JL
 The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

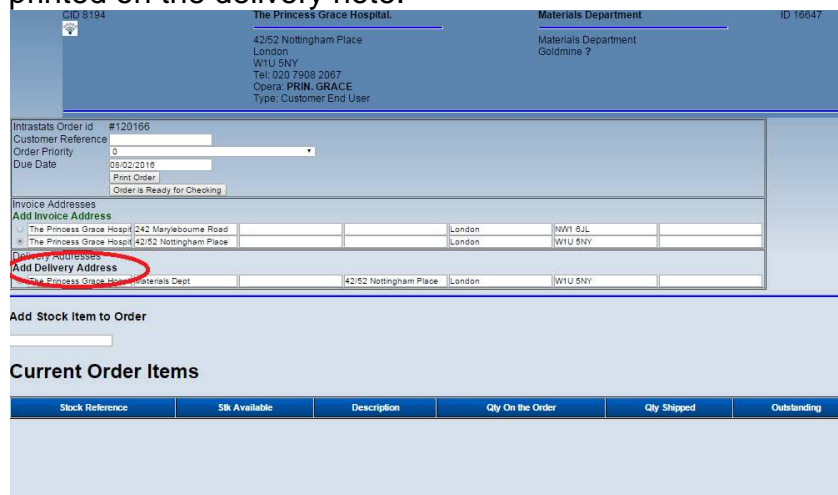
Delivery Addresses
 Add Delivery Address
 The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

| Stock Reference | Stk Available | Description | Qty On the Order | Qty Shipped | Outstanding |
|-----------------|---------------|-------------|------------------|-------------|-------------|
|-----------------|---------------|-------------|------------------|-------------|-------------|

Check the delivery address, these can be amended for small changes but if the address is entirely different, please click 'Add Delivery Address' and enter the delivery address as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the delivery note.



Order ID: 8194 The Princess Grace Hospital. Materials Department ID: 16647
 42/52 Nottingham Place
 London
 W1U 5NY
 Tel: 020 7908 2067
 Opera: PRIN. GRACE
 Type: Customer End User

Intrastat Order id: #120166
 Customer Reference:
 Order Priority: 0
 Due Date: 08/02/2018
 Print Order
 Order is Ready for Checking

Invoice Addresses
 Add Invoice Address
 The Princess Grace Hosp 042 Marylebone Road London NW1 6JL
 The Princess Grace Hosp 42/52 Nottingham Place London W1U 5NY

Delivery Addresses
 Add Delivery Address **(Red Circle)**
 The Princess Grace Hosp Materials Dept 42/52 Nottingham Place London W1U 5NY

Add Stock Item to Order

Current Order Items

| Stock Reference | Stk Available | Description | Qty On the Order | Qty Shipped | Outstanding |
|-----------------|---------------|-------------|------------------|-------------|-------------|
|-----------------|---------------|-------------|------------------|-------------|-------------|

Any special requirements or notes can be added to the notes section, click 'Add New Notes' to save them.

The screenshot shows the 'Intrastat Order' form for order #120238. The 'Add New Notes' button is circled in red. The form includes fields for Customer Order, Customer Reference, Order Priority, and Due Date. Below these are sections for Invoice Addresses and Delivery Addresses, each with a table of addresses. At the bottom, there are sections for 'Add Stock Item to Order' and 'Add Descriptive Item to Order (not working yet)'.

Enter the product code into the box beneath 'Add Stock Item to Order', when the product appears below, enter the quantity, ensure the customer has the correct price and click 'Add to Order'.

The screenshot shows the 'Intrastat Order' form for order #120166. The 'Add Stock Item to Order' section is highlighted, showing a table with columns for Stock Reference, Description, Quantity, and Price. The product code '80001-6' is entered in the 'Stock Reference' column, and the quantity '1' is entered in the 'Quantity' column. The 'Add to Order' button is circled in red.

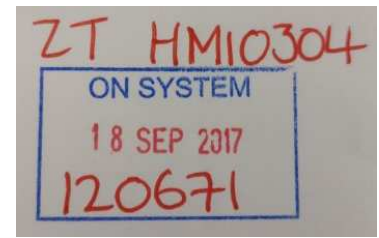
If the order is VAT exempt, ENSURE you have a valid exemption certificate that has been signed by a director. When adding items to the order, tick the box next to each product to remove the VAT.

The screenshot shows the 'Intrastat Order' form for order #120180. The 'Current Order Items' table is displayed, showing columns for Stock Reference, Qty Available, Description, Qty On the Order, Qty Shipped, Outstanding, Unit Price, and VAT E. The 'VAT E' column has a checkbox next to each item, which is circled in red.

When all items have been entered, click 'Print Order' and print two copies. Then click 'Order is Ready for Checking'.

The screenshot shows the 'Intrastat Order' form for order #120166. The 'Print Order' button is circled in red. Below the 'Add Stock Item to Order' section, the 'Current Order Items' table is displayed, showing columns for Stock Reference, Qty Available, Description, Qty On the Order, Qty Shipped, Outstanding, Unit Price, and VAT E. The 'VAT E' column has a checkbox next to each item, which is circled in red.

Stamp the purchase order with the 'ON SYSTEM' stamp.



Write your initials, the account number and the order ID within this stamp. These details can be found in the top centre, above the order number barcode on the order you just printed.

human med UK Limited
17 Station Road
Cross Hills
Keighley, West Yorkshire
BD30 7DT
Tel: 0208 712 1192
Fax: 01535 635562
email: sales@humanmeduk.com
VAT Reg No: 141192050

human med
writable gel coated medical technologies

Delivery Address
Nuffield Health Leicester Hospital
The Supplies Department
Scraptoft Lane
Leicester
LE5 1HY

Invoice Address
Nuffield Health Leicester Hospital
Shared Service Centre
The Accounts Department
P.O. Box 884
Foxhall Road
IP1 9NN

Contact Name : The Supplies Department
Contact Tel : 0116 276 9401
Account : **NHLEIC01**
Order Reference : 6062477
Date : 30 Aug 2017
Priority : 3
Due Date : 30 Aug 2017

ORDER CHECKING **120664**

Page: 1

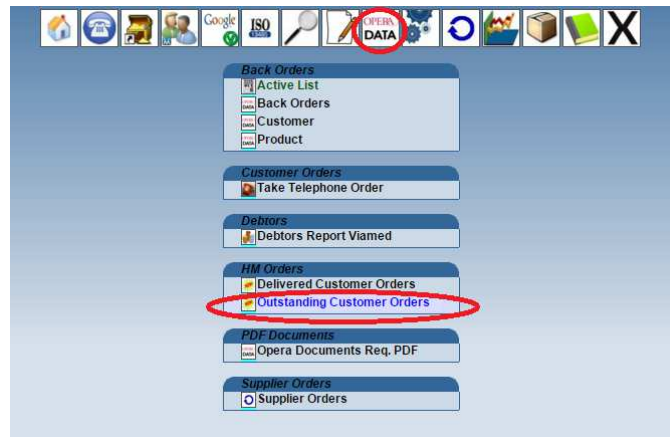
Order ID and account number

A digital copy of the customer's purchase order is now required, this can be downloaded as a PDF from an email or scanned if it was received by fax.

Name the file 'HMPO - *Company/Hospital name* - *Customer PO number* - *date backwards*'. Save this in DriveU>current year>current month.

E.g. U:\2017\09Sep\HMPO - Wansbeck - 4555104613 - 170906.PDF

Click on the 'Opera' tab in IntraStats and click on 'Outstanding Customer Orders' in the 'HM Orders' list.



Click on 'Choose File', navigate to Drive U where you saved the file and open it.

| Human Med Customer Orders | | | | | | | |
|-----------------------------------|-------------------------------------|----------------------|-------------|--------------------------------------------------------------|---------|-------|------------|
| Started orders, but not confirmed | | | | | | | |
| Order ID | Company | Order Contact | Account | P.O. Customer Ref | Details | Print | Sent |
| 120166 | The Princess Grace Hospital | Materials Department | PRIN. GRACE | Choose file No file chosen | 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:R15923523 | Details | | Order Sent |
| 120163 | The Princess Grace Hospital | Adnan Boulebrine | PRIN. GRACE | Ref:0001046566 | 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 Soueid | GHM01 | Ref:Upgrade Choose file No file chosen Upload File | Details | | Order Sent |

Click on 'Upload File'

| 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 Choose file Upload File | 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:R15023523 | Details | | Order Sent |
| 120163 | The Princess Grace Hospital | Adnan Boulebane | PRIN. GRACE | Ref:0001046566 | Details | | Order Sent |
| 120164 | Hampshire Hospital Foundation Trust | Kerry Stevenson | HAM01 | Ref:260148941 Choose file Upload File | Details | | Order Sent |
| 120165 | Global Health Medical Service | Hassan Soueid | GHM501 | Ref:Upgrade Choose file Upload File | Details | | Order Sent |
| 120167 | Mr V Karri FRCS | Dr Vasu Karri | KARRI | Ref:0006 Choose file Upload File | Details | | Order Sent |

Place the order in 'Tray 4 – Sales Orders – Checking' for checking.

Should you need to email the customer for any reason, e.g. to offer part shipment or advise the customer of a lead time, you **MUST** email from the Main Inbox as we do not have individual Humanmed email addresses.

To do this, click on compose from the main inbox, when the composing window appears, ensure you click the 'From' tab and change it to Humanmeduk.

