

VM3COP20.30 - UK Order Processing – Viamed

Things to remember:

- Every order NEEDS a hospital/company name, street name, town/city and postcode
- Applicable memos must be written on ORD
- All NHS orders must have a purchase order number
- If paying by card, add, "Payment received with thanks" beneath contact name

Orders most frequently arrive via email, but they may also be faxed, sent through an e-procurement system or sent in the post; some customers also order over the telephone or upload directly to our website.

E-procurement System Orders

When an order is sent to Viamed through an e-procurement system, an email will be received. Follow procedures VM3COP03.06 for Cardea, and VM3COP27.30 for Catalog360 Circle.

Telephone Orders

Telephone Order ID 5447

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

Delivery Address
 Torbay Hospital
 Stock Control - Medical Equipment
 Lawes Bridge
 Devon
 Torquay
 TQ2 7AA

Invoice Address
 Torbay & South Devon NHS
 Foundation Trust, Accounts
 Payable Dept, Regent House
 Regent Close
 Torquay
 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

PURCHASE ORDER

Order No: 1204291
 Order Date: 12/04/2013
 Order Time: 10:00:00
 Order Status: OPEN
 Order Type: STANDARD
 Order Source: FAX

Customer Details
 Customer Name: Torbay & South Devon NHS Foundation Trust
 Customer Address: Regent Close, Torquay, Devon, TQ2 7AN
 Customer Contact: Caroline Aplin
 Customer Email: S00005130.@takemail.com
 Customer Telephone: 01803 655458

Delivery Address
 Delivery Address: Torbay Hospital, Stock Control - Medical Equipment, Lawes Bridge, Devon, Torquay, TQ2 7AA

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

Order Details

Line	Qty	Unit Price	Total Price	Estimate No	Estimate Date	Estimate Line
1.000	1.00	10.00	10.00	1000000	12/04/2013	1.000
2.000	1.00	10.00	10.00	1000000	12/04/2013	2.000
3.000	1.00	10.00	10.00	1000000	12/04/2013	3.000
4.000	1.00	10.00	10.00	1000000	12/04/2013	4.000
5.000	1.00	10.00	10.00	1000000	12/04/2013	5.000
6.000	1.00	10.00	10.00	1000000	12/04/2013	6.000
7.000	1.00	10.00	10.00	1000000	12/04/2013	7.000
8.000	1.00	10.00	10.00	1000000	12/04/2013	8.000
9.000	1.00	10.00	10.00	1000000	12/04/2013	9.000
10.000	1.00	10.00	10.00	1000000	12/04/2013	10.000
11.000	1.00	10.00	10.00	1000000	12/04/2013	11.000
12.000	1.00	10.00	10.00	1000000	12/04/2013	12.000
13.000	1.00	10.00	10.00	1000000	12/04/2013	13.000
14.000	1.00	10.00	10.00	1000000	12/04/2013	14.000
15.000	1.00	10.00	10.00	1000000	12/04/2013	15.000
16.000	1.00	10.00	10.00	1000000	12/04/2013	16.000
17.000	1.00	10.00	10.00	1000000	12/04/2013	17.000
18.000	1.00	10.00	10.00	1000000	12/04/2013	18.000
19.000	1.00	10.00	10.00	1000000	12/04/2013	19.000
20.000	1.00	10.00	10.00	1000000	12/04/2013	20.000
21.000	1.00	10.00	10.00	1000000	12/04/2013	21.000
22.000	1.00	10.00	10.00	1000000	12/04/2013	22.000
23.000	1.00	10.00	10.00	1000000	12/04/2013	23.000
24.000	1.00	10.00	10.00	1000000	12/04/2013	24.000
25.000	1.00	10.00	10.00	1000000	12/04/2013	25.000
26.000	1.00	10.00	10.00	1000000	12/04/2013	26.000
27.000	1.00	10.00	10.00	1000000	12/04/2013	27.000
28.000	1.00	10.00	10.00	1000000	12/04/2013	28.000
29.000	1.00	10.00	10.00	1000000	12/04/2013	29.000
30.000	1.00	10.00	10.00	1000000	12/04/2013	30.000
31.000	1.00	10.00	10.00	1000000	12/04/2013	31.000
32.000	1.00	10.00	10.00	1000000	12/04/2013	32.000
33.000	1.00	10.00	10.00	1000000	12/04/2013	33.000
34.000	1.00	10.00	10.00	1000000	12/04/2013	34.000
35.000	1.00	10.00	10.00	1000000	12/04/2013	35.000
36.000	1.00	10.00	10.00	1000000	12/04/2013	36.000
37.000	1.00	10.00	10.00	1000000	12/04/2013	37.000
38.000	1.00	10.00	10.00	1000000	12/04/2013	38.000
39.000	1.00	10.00	10.00	1000000	12/04/2013	39.000
40.000	1.00	10.00	10.00	1000000	12/04/2013	40.000
41.000	1.00	10.00	10.00	1000000	12/04/2013	41.000
42.000	1.00	10.00	10.00	1000000	12/04/2013	42.000
43.000	1.00	10.00	10.00	1000000	12/04/2013	43.000
44.000	1.00	10.00	10.00	1000000	12/04/2013	44.000
45.000	1.00	10.00	10.00	1000000	12/04/2013	45.000
46.000	1.00	10.00	10.00	1000000	12/04/2013	46.000
47.000	1.00	10.00	10.00	1000000	12/04/2013	47.000
48.000	1.00	10.00	10.00	1000000	12/04/2013	48.000
49.000	1.00	10.00	10.00	1000000	12/04/2013	49.000
50.000	1.00	10.00	10.00	1000000	12/04/2013	50.000
51.000	1.00	10.00	10.00	1000000	12/04/2013	51.000
52.000	1.00	10.00	10.00	1000000	12/04/2013	52.000
53.000	1.00	10.00	10.00	1000000	12/04/2013	53.000
54.000	1.00	10.00	10.00	1000000	12/04/2013	54.000
55.000	1.00	10.00	10.00	1000000	12/04/2013	55.000
56.000	1.00	10.00	10.00	1000000	12/04/2013	56.000
57.000	1.00	10.00	10.00	1000000	12/04/2013	57.000
58.000	1.00	10.00	10.00	1000000	12/04/2013	58.000
59.000	1.00	10.00	10.00	1000000	12/04/2013	59.000
60.000	1.00	10.00	10.00	1000000	12/04/2013	60.000
61.000	1.00	10.00	10.00	1000000	12/04/2013	61.000
62.000	1.00	10.00	10.00	1000000	12/04/2013	62.000
63.000	1.00	10.00	10.00	1000000	12/04/2013	63.000
64.000	1.00	10.00	10.00	1000000	12/04/2013	64.000
65.000	1.00	10.00	10.00	1000000	12/04/2013	65.000
66.000	1.00	10.00	10.00	1000000	12/04/2013	66.000
67.000	1.00	10.00	10.00	1000000	12/04/2013	67.000
68.000	1.00	10.00	10.00	1000000	12/04/2013	68.000
69.000	1.00	10.00	10.00	1000000	12/04/2013	69.000
70.000	1.00	10.00	10.00	1000000	12/04/2013	70.000
71.000	1.00	10.00	10.00	1000000	12/04/2013	71.000
72.000	1.00	10.00	10.00	1000000	12/04/2013	72.000
73.000	1.00	10.00	10.00	1000000	12/04/2013	73.000
74.000	1.00	10.00	10.00	1000000	12/04/2013	74.000
75.000	1.00	10.00	10.00	1000000	12/04/2013	75.000
76.000	1.00	10.00	10.00	1000000	12/04/2013	76.000
77.000	1.00	10.00	10.00	1000000	12/04/2013	77.000
78.000	1.00	10.00	10.00	1000000	12/04/2013	78.000
79.000	1.00	10.00	10.00	1000000	12/04/2013	79.000
80.000	1.00	10.00	10.00	1000000	12/04/2013	80.000
81.000	1.00	10.00	10.00	1000000	12/04/2013	81.000
82.000	1.00	10.00	10.00	1000000	12/04/2013	82.000
83.000	1.00	10.00	10.00	1000000	12/04/2013	83.000
84.000	1.00	10.00	10.00	1000000	12/04/2013	84.000
85.000	1.00	10.00	10.00	1000000	12/04/2013	85.000
86.000	1.00	10.00	10.00	1000000	12/04/2013	86.000
87.000	1.00	10.00	10.00	1000000	12/04/2013	87.000
88.000	1.00	10.00	10.00	1000000	12/04/2013	88.000
89.000	1.00	10.00	10.00	1000000	12/04/2013	89.000
90.000	1.00	10.00	10.00	1000000	12/04/2013	90.000
91.000	1.00	10.00	10.00	1000000	12/04/2013	91.000
92.000	1.00	10.00	10.00	1000000	12/04/2013	92.000
93.000	1.00	10.00	10.00	1000000	12/04/2013	93.000
94.000	1.00	10.00	10.00	1000000	12/04/2013	94.000
95.000	1.00	10.00	10.00	1000000	12/04/2013	95.000
96.000	1.00	10.00	10.00	1000000	12/04/2013	96.000
97.000	1.00	10.00	10.00	1000000	12/04/2013	97.000
98.000	1.00	10.00	10.00	1000000	12/04/2013	98.000
99.000	1.00	10.00	10.00	1000000	12/04/2013	99.000
100.000	1.00	10.00	10.00	1000000	12/04/2013	100.000

Total Order: 1000.00
 VAT Total: 100.00
 Total: 1100.00

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/IntraStats Customer Relationship Management (CRM) system.

Uploaded Orders

Navigation Menu

- Home
- Contacts
- Document Index
- Find Next Available Open Account
- P.O. Update Log
- Repeat Codes
- Repeat Search
- Search Issues
- Serial Number
- Telephone Orders
- VPS / CRD Tracking Numbers
- Wanted Goods
- Service / Customer Reference
- Linked Delivery Addresses
- Open Internal Document
- Search Territory
- Delivery Notifications
- Services to be Emailed List
- Office Jobs
- Repeat Requests Req. PDF
- Uploaded Files**
- Customer Accounts
- My Open Orders
- My Open Orders - Filtered
- My Open Orders - Filtered - 1000

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

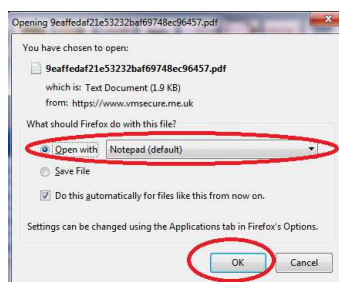
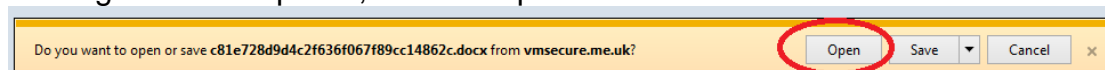
Click 'Download' on the unprocessed order line and the file will be downloaded to your computer. Click the newly downloaded file to open it (Google Chrome)

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

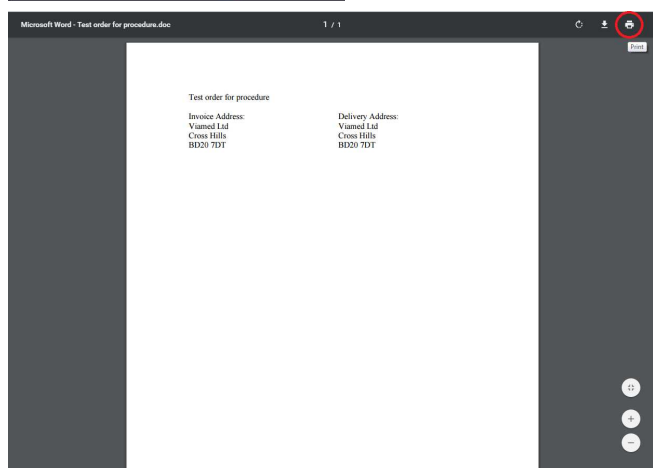
9eaffedaf21e53232b...pdf

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

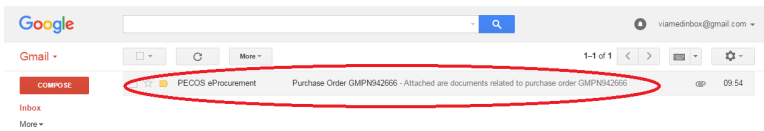


Click the print button and proceed to print 1 copy

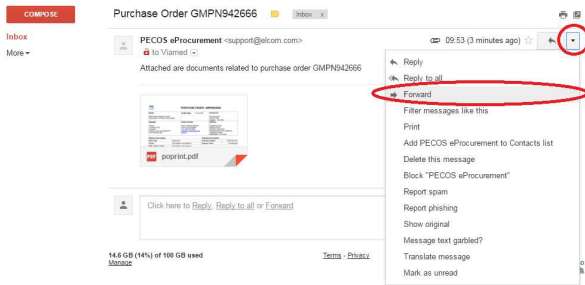
Click the 'Click as Processed' button and continue as below.

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

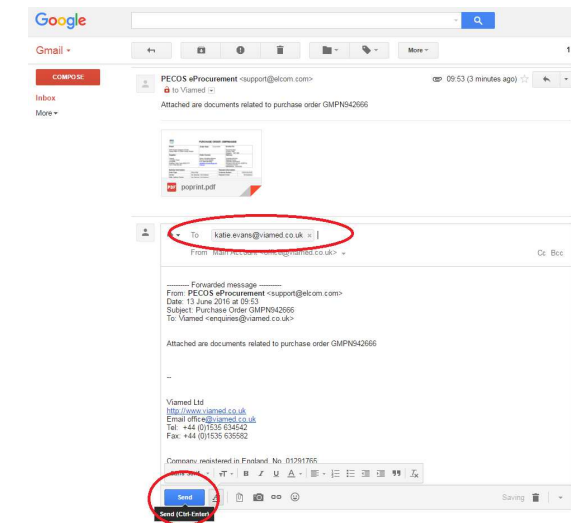
Email Orders



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

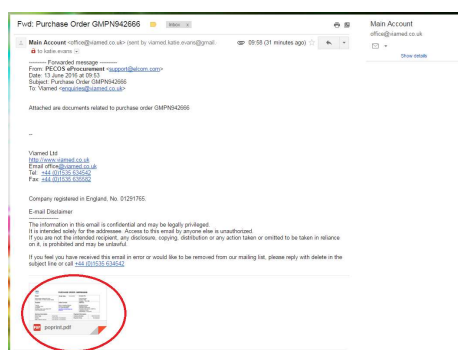
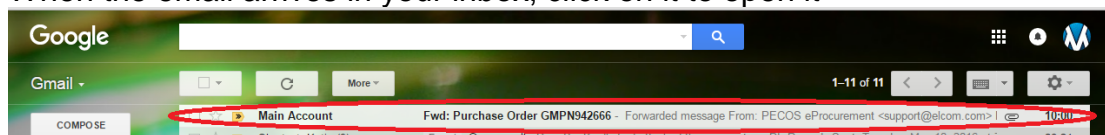


Click the arrow on the right and click forward.



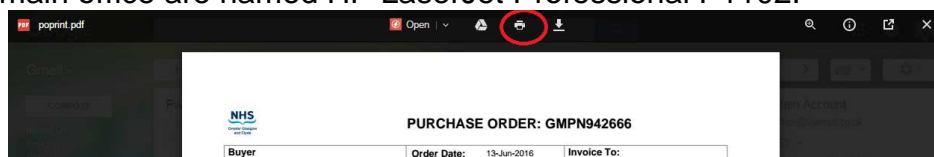
Type your Viamed email address in to the 'To:' field and click send. E.g. firstname.lastname@viamed.co.uk

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

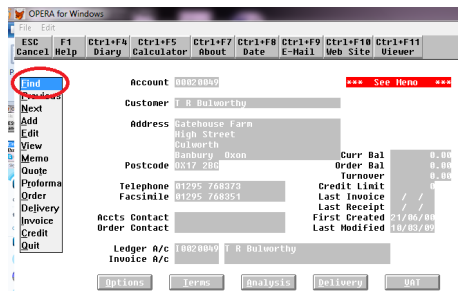


Click on the attachment, where provided, to open it.

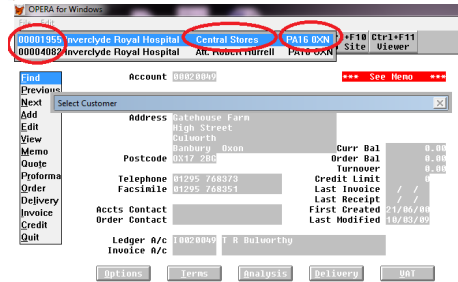
Click the print button at the top of the page and print to the printer located on your desk. Current printers in the main office are named HP LaserJet Professional P1102.



Order Processing

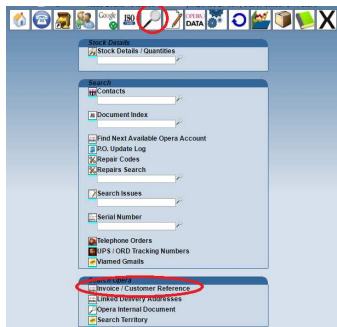


From Viamed Opera>SOP>Processing. Click 'Find' or press the F key.

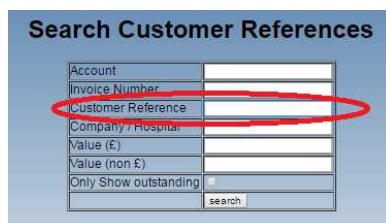


Locate the delivery address for the company/hospital on the printed PDF email attachment and enter it into the search bar in Opera. Some hospitals have several accounts, in this case, check the department and postcode and click on the correct one ensuring it is an account beginning with '0' e.g. 000****.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

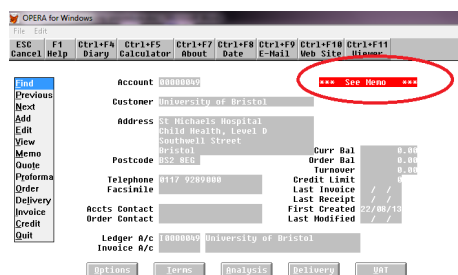
Supplier	Order Contact	Delivery
Viamed 15 Station Road Crosshills Keighley, West Yorks BD20 7DT Fax: 01535 635 582	Name: Geraldine McIntee Phone: 01475 504560 Fax: 0000 000 0000 geraldine.mcintee@ggc.sco rhs.uk	Geraldine McIntee Medical Physics GENERAL SUPPLIES INVERCLYDE ROYAL HOSPITAL CRANKFIELD ROAD GREENOCK, PA16 0XN



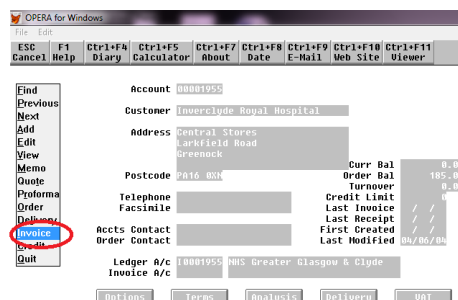
If there are many accounts with the same company/hospital name, check for duplicated orders on every Opera account or Intrastats. From the magnifying glass, click the 'Invoice / Customer Reference' link.



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 Opera and compare the lines to ensure it is the same order.



If there is a memo present, open it by clicking, 'Memo' on the left, or pressing the M key. Check the memo thoroughly before proceeding, 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



Click on 'Invoice'

Menu	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	D0C93201	16/11/15	Invoice	IN141406	16/11/15	GMPN042666	Printed
	D0C93902	21/12/15	Invoice	IN142055	21/12/15	GMPN037990	Printed
	D0C94440	22/01/16	Invoice	IN142551	25/01/16	GMPN017491	Printed
	D0C95261	07/03/16	Quote	QU004129	07/03/16	07.03.16	Printed
	D0C95648	24/03/16	Ord	08079438	24/03/16	CPG073652	Printed
	D0C96132	21/04/16	Quote	QU004187	21/04/16	21/04/2016	Printed
	D0C96415	06/05/16	Invoice	IN144371	06/05/16	GMPN039529	Printed

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

Display Invoice ?

Buttons: Status, Header, Lines, Totals

Next, from the same 'Invoice' screen on Opera, 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 call hospital to see if the invoice address has been changed permanently.

Order

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

Send Report to

HP SN M1212nf

Buttons: Screen, Printer, Spooler, E-Mail, Cancel

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'.

Alert

Unable to Position Object on Screen

Button: OK

You will be presented with this dialog box

Select A Warehouse

MAIN * Main Warehouse

Click 'OK' or hit enter to proceed. You will be presented with warehouse options, always choose 'MAIN * Main Warehouse'. You will then be directed to the order processing screens.

Delivery

Address: Inverclyde Royal Hospital, Central Stores, Larkfield Road, Greenock, PA16 0XN

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

PURCHASE ORDER: GMPN042666

Invoice To: Payments Dept, PO Box 7388, Glasgow, G51 9BS

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account 00001955
NHS Greater Glasgow & Clyde
Payments Department
PO Box 7388
Glasgow
G51 9BS

Delivery Inverclyde Royal Hospital
Central Stores
Larkfield Road
Greenock
PA16 0XN

Cust Ref 13/06/16 Memo N Document 00097135 13/06/16
Due 13/06/16 Order 00088785 13/06/16
Priority 3 W/House MAIN Main Warehouse

Raised By KATIE

Comments

Analysis Discount

The delivery address in the right-hand box may display an incorrect department; if so, amend it to match the purchase order. Please do not duplicate lines of the delivery address, even if stated on the PO; e.g. "General Stores, C/O General Stores". Every delivery address must have a company/hospital name, street name, town and postcode.

NHS PURCHASE ORDER: GMPN942666

Buyer NHS Greater Glasgow & Clyde Please Refer To Order Contact Details	Order Date: 13-Jun-2016	Invoice To: Payments Dept. PO Box 7388 Glasgow, G51 9BS
Supplier Varned 15 Station Road Crosbie Kingsley, West Yorks BD20 7DT Fax: 01535 635 582	Order Contact Name: Geraldine McIntree Phone: 01475 504560 Fax: 0000 000 0000 geraldine.mcintree@nhs.uk Ldha.uk	Delivery Geraldine McIntree Medical Physics CENTRAL SUPPLIES INVERCLYDE ROYAL HOSPITAL LARKFIELD ROAD GREENOCK, PA16 0XN

Delivery Information Payment Information

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account 00001955
NHS Greater Glasgow & Clyde
Payments Department
PO Box 7388
Glasgow
G51 9BS

Delivery Inverclyde Royal Hospital
FMO: Geraldine McIntree
Medical Physics, Central
Supplies, Larkfield Road
Greenock
PA16 0XN

Cust Ref GMPN942666 Memo N Document 00097135 13/06/16
Due 13/06/16 Order 00088785 13/06/16
Priority 3 W/House MAIN Main Warehouse

Raised By KATIE

Comments

Analysis Discount

NHS PURCHASE ORDER: GMPN942666

Buyer
NHS Greater Glasgow & Clyde
Please Refer To Order Contact Details

Order Date: 13-Jun-2016

Invoice To:
Payments Dept.
PO Box 7388

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 for eBay and VM3COP20.23 for Amazon.

From the products ordered, establish which courier is suitable utilising the Customer Postage Pricing documents VM3COP03.011 and VM3COP20.34. 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 and VM3COP20.34.

This document also advises if the appropriate courier is UPS or Royal Mail for the most popular products; alternatively, check the Opera Stock page. Enter the appropriate 'Priority' code and 'Due' date as per cut-off times.

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account 00001955
NHS Greater Glasgow & Clyde
Payments Department
PO Box 7388
Glasgow
G51 9BS

Delivery Inverclyde Royal Hospital
FMO: Geraldine McIntree
Medical Physics, Central
Supplies, Larkfield Road
Greenock
PA16 0XN

Cust Ref GMPN942666 Memo N Document 00097135 13/06/16
Due 13/06/16 Order 00088785 13/06/16
Priority 3 W/House MAIN Main Warehouse

Raised By KATIE

Comments

Analysis Discount

Priority 1 – Urgent order to be processed immediately (only to be used when the purchase order/customer states it is urgent or MUST be shipped same day)

Priority 2 – Courier other than UPS or Royal Mail

Priority 3 – UPS – all services

Priority 4 – Royal Mail – all services

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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Account 00001955
NHS Greater Glasgow & Clyde
Payments Department
PO Box 7388
Glasgow
G51 9BS

Delivery Inverclyde Royal Hospital
FMO: Geraldine McIntree
Medical Physics, Central
Supplies, Larkfield Road
Greenock
PA16 0XN

Cust Ref GMPN942666 Memo N Document 00097135 13/06/16
Due 13/06/16 Order 00088785 13/06/16
Priority 3 W/House MAIN Main Warehouse

Raised By KATIE

Comments Geraldine McIntree - 01475 504560

Analysis Discount

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 "Procurement" and use the hospital/company main telephone number.

PURCHASE ORDER: GMPN942666

Buyer NHS Greater Glasgow & Clyde Please Refer To Order Contact Details	Order Date: 13-Jun-2016	Invoice To: Payments Dept. PO Box 7388 Glasgow, G51 9BS
Supplier Viamed 15 Station Road Crosshill Keighley, West Yorks BD20 7DT Fax: 01535 635 582	Order Contact Name: Geraldine McIntee Phone: 01475 604669 Fax: 0000 000 0000 geraldine.mcintee@ggc.scot.nhs.uk	Delivery Geraldine McIntee Medical Physics CENTRAL SUPPLIES INVERCLYDE ROYAL HOSPITAL LARKFIELD ROAD GREENOCK, PA16 0XN
Delivery Information	Payment Information	

If the purchase order number had more than 10 characters, beneath the name and telephone number in the 'Comments' field, state the full purchase order number beginning with '#', eg. '#xxxxxxxxxxxxxx'.

When you are confident that all of these details are correct, press 'F9' to continue to the next page.

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 in the 'Comments' field stating 'Payment received with thanks'.

Note: All NHS customers MUST provide a valid purchase order number.

Key	Stock Reference	Opera Description	Search
2510011	MD300-C2 Finger Pulse Oximeter	MD300-C2 Finger Pulse Oximeter	MD300-C2
MD301 VAMED	GBP Distributor	MD301 VAMED	MD301 VAMED
MD302 VAMED	GBP Distributor	MD302 VAMED	MD302 VAMED
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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 2520000 W/H Description Add Quantity

Analysis UAT code Sell. Line Disc 0.00 Ext. 0.00

Cost. 0.00 Margn. 0.00% Prof. 0.00

Due 13/06/16 Priority 3 P/O

In Stock P.Orders Disc P/Orders

Details

Description	Quantity	Price	Disc.	UAT	Value

00001955 Inverclyde Royal Hospital Order total ex UAT

When you are satisfied that all the prices and carriage charges are correct or have been accepted by the customer, return to the customer account in Opera and proceed as below.
Enter the part number in the 'Reference' box.

OPERA for Windows

Edit

ESC F1 Ctrl+F4 F9 Alt+E Ctrl+D

Cancel Help Diary Accept Edit Date

Reference 2520000 W/H Description Add Quantity

Analysis UAT code Sell. Line Disc 0.00 Ext. 0.00

Cost. 0.00 Margn. 0.00% Prof. 0.00

Due 13/06/16 Priority 3 P/O

In Stock P.Orders Disc P/Orders

Transaction Notepad

With press studs connections.
Length: 0.9 m

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 or F9 to proceed.

OPERA for Windows

File Edit

ESC F1 F11 F12

Cancel Help Stock Memo

Reference 2520000 W/H Description Add Quantity

Analysis UAT code Sell. Line Disc 0.00 Ext. 0.00

Cost. 0.00 Margn. 0.00% Prof. 0.00

Due 13/06/16 Priority 3 P/O

In Stock 1160 P.Orders Disc P/Orders

Stock Notepad

With press studs connectors.
Length: 0.9 m

Set of 2, length 90cm - SJH

Standard cable as supplied with the unit.

1-16 pieces E5 Royal Mail

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

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 2520000 W/H Description Add Quantity

Analysis UAT code Sell. Line Disc 0.00 Ext. 0.00

Cost. 0.00 Margn. 0.00% Prof. 0.00

Due 13/06/16 Priority 3 P/O

In Stock P.Orders Disc P/Orders

Details

Description	Quantity	Price	Disc.	UAT	Value
Microstin DB3 - Patient Lead.	3	15.00	1		45.00

00000002 Vianed Ltd (UK) Order total ex UAT 45.00

Ensure the pricing and quantity is correct before proceeding. when confirming a price discrepancy on a purchase order, we must ensure that we advise the customer whether the price is simply incorrect or whether a price break applies to the quantity that they have ordered.

When all items on the purchase order have been entered, the carriage must be added.

OPERA for Windows

File Edit

ESC F1 F12

Cancel Help Memo

Reference PPRD W/H Description Add Quantity

Analysis PP UAT code Sell. Line Disc 0.00 Ext. 0.00

Cost. 0.00 Margn. 0.00% Prof. 0.00

Due 13/06/16 Priority 3 P/O

In Stock P.Orders Disc P/Orders

Stock Notepad

Minimum E5.00
CH 04/04/13

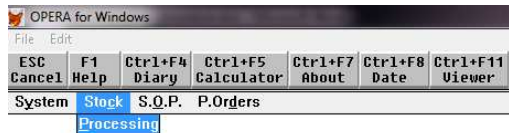
Charges will vary from product to product and weight...

To establish which courier to use, check the 'UK Postage Pricing Guide' document VM3COP03.011 and VM3COP20.34 for automotive and distributor postage pricing. Popular items are listed here, for other items, check the Opera stock page or check with colleagues in the office or Goods Out.

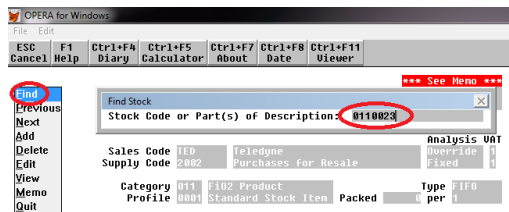
For Royal Mail, enter 'PPRD' into the 'Reference' box; for UPS, enter 'PPUPS1' into the 'Reference' box. In some circumstances, customers may request express or special deliveries, refer to VM3COP03.01 to choose the correct reference number. Quantity should always be 1 unless advised otherwise by Goods Out.

Enter the required price into the 'Sell' box, leave blank if the order qualifies for free carriage, press F9 to complete the line.

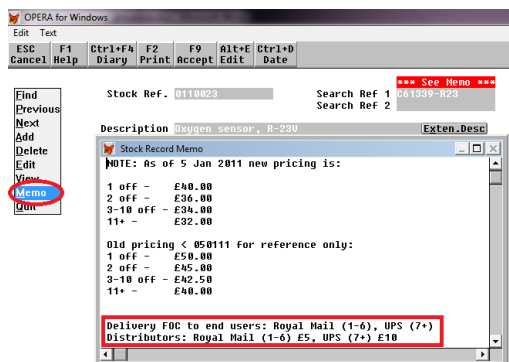
If you are unsure of which courier to use or of how much carriage to charge, check the Opera stock memo, IntraStats memo, check with colleagues in the office or with the Goods Out department.



To check an Opera stock memo, from the menu page in Opera, click 'Stock' and click 'Processing'.

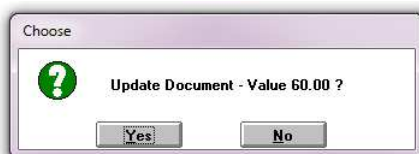


Click 'Find' and type the part number you require further information on, press the 'Enter' key.

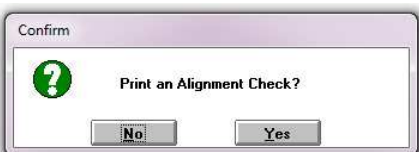


Click 'Memo' and you will be presented with additional information regarding the product. Locate carriage information and add this information to the order accordingly.

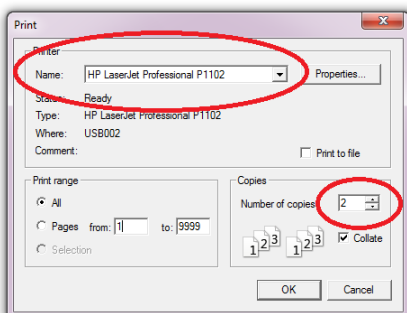
When you have all of the products and one carriage line entered into Opera, press 'F9 Accept' to complete the order.



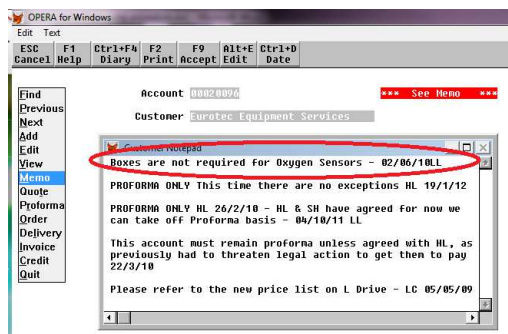
This message will be displayed, click 'Yes' to confirm the order is correct.



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

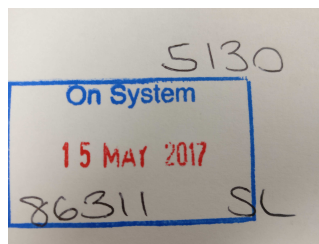


The print dialog will display, choose the correct printer from the drop down box and select 2 for the 'Number of copies'. 2 copies are needed, one copy is kept with the purchase order after checking and the other is taken to Goods Out.



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. You must initial and date any hand-written notes.

If the order totals £10,000 or more, a director's signature is required. Locate a director and ask them to initial and date the total cost.



Stamp the PO with the 'On System' stamp, write the customer account number, the ORD number and your initials in or around the stamp.

Secure the purchase order, both copies of the ORD and any correspondence together with a paperclip and place in tray 4 in the office labelled, 'Tray 4 – Sales Orders – Checking'. If the customer is paying with a credit or debit card (Please note: we do NOT accept American Express cards) slip 1 must be placed with the ORD's and slip 2 taken to the secure location detailed in VM3COP03.02 – How to fill in a credit visa card slip.

Acknowledge the order and advise customer of dispatch date or lead time.

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 hand-write "**AMENDED**" at the top of both copies of the ORD, this advises Goods Out that this is a replacement ORD and to dispose of the old one. Place in the checking tray with original paperwork to be re-checked, as Goods Out will need a new copy of the ORD.

V.A.T.

If an order is V.A.T. exempt, you will need to ensure you acquire a V.A.T. exemption certificate from the customer before proceeding. A new V.A.T. exemption certificate is needed for each order. Place the order on Opera but ensure the priority is stated as '8' until the certificate is received. Once received, pass to the accounts department to ensure it is valid and ask them to sign it.

OPERA for Windows

ESC Cancel Help F1 Stock F11 F12 Memo

Reference U/H Description Quantity

Analysis VAT code E Sell. 15.00 Line Disc 0.00 Ext. 15.00
Cost. 2.00 Margin 81.00% Prof. 16.45
Due 13/06/16 Priority 3 P/O

In Stock P.Orders Disc R/Orders

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 Olaned Ltd (UK) Order total ex VAT 50.00

Once validated and signed, ensure the V.A.T. is removed from product and carriage lines. To do this, in Opera, edit the 'V.A.T. code' box from '1' to 'E'.

Carriage

If the order contains products that have both free and chargeable carriage, the carriage is free unless the courier service needs to be upgraded due to the chargeable items.

E.g. If a customer orders 1 box of flow sensors (free carriage), they would normally be sent free via Royal Mail, but if they order an AX300i (chargeable carriage) which does not have free carriage and must be sent via UPS, the courier would need to be upgraded from Royal Mail to UPS and would be chargeable.

Priority 1

Order Checking:

Order number OR00110

Account Number 00003490

Entered into Opera By Emily Harrison

Priority on Order 1 - Urgent to be Processed Immediately

Customer Order sent Via E-Mail Post Phone Fax

Contact in Supplies if on Order

Notes

Visible to Goods out

No Stock Customer informed of Timescale

When order picked inform Note Events

Can be shipped by Express

Hold Packing AMENDING order

Add Mailing?

Confirm

If the purchase order states that the order is urgent, ensure stock is available and call the customer to ask which date they need the order for. If they need it the next day or you are unable to contact them, set the priority as '1'. Ask a director to sign and date 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.

If the order is not needed the next day, place the order on the usual priority and make a note on both copies of the ORD for it to be shipped ASAP, inform Goods Out of this.

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

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

Reference U/H Description Quantity

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

In Stock P.Orders Disc R/Orders

Description	Quantity	Price	Disc.	VAT	Value
Microstin D83 - Supranaxinal Net	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 'PAYPAL', and calculate 6% of the total cost of the order including V.A.T. (excluding this PayPal charge). Add this calculated charge to the 'Sell' box.

E.g. Products totalling £650 with a £10 carriage charge would equal £792 including VAT. The PayPal charge would be 6% of the total including VAT 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
Analysis PP VAT code 1 Sell. 0.00 Line Disc 0.00 Ext. 0.00
Cost. 0.00 Margn. 0.00 Prof. 0.00
Due 24/03/16 Priority 3 P/O ☐

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

Description	Quantity	Price	Disc.	VAT	Value
Microstin DB3 - Supramaximal New	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.

If no PO number is used when a customer chooses to pay via PayPal, the customer reference should be PP

followed by the date, e.g. 'PPDD/MM/YY'

Western Union Payments

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
Analysis VAT code 1 Sell. 0.00 Line Disc 0.00 Ext. 0.00
Cost. 0.00 Margn. 0.00 Prof. 0.00
Due 24/03/16 Priority 3 P/O ☐

In Stock P.Orders Disc P/Ords

Description	Quantity	Price	Disc.	VAT	Value
Microstin DB3 - Supramaximal New	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 Western Union. Should this occur, add a line above the carriage line. Use reference 'BC', amend the description to 'Western Union Charge'. The charge is £15, add this to the 'Sell' box.

If a line needs to be inserted to accommodate the Western Union 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.

If no PO number is used when a customer chooses to pay via Western Union, the customer reference should be WU followed by the date, e.g. 'WUDD/MM/YY'

Note: The customer will need the full name, including any middle names, of the person who collects the payment; this would normally be Helen. Helen's full name is Helen Jean Lamb, please ensure the customer uses this when making their payment.

Additional Notes

If a PO has two or more lines of the same part number, contact the customer and ask if they are happy for us to add them all to one line as this causes us difficulties during shipping. If they are happy for us to do this, consolidate the total quantity onto one line. If they need them on two or more lines, hand write a note on the ORD's to inform Goods Out of this as they will need to be especially careful and have their picking checked when shipping.

For orders that are solely for calendars or posters, hand write a note on the ORD's stating to ship with next order.