

VM3COP03.14 - Humanmed - Checking for Orders in the Inbox

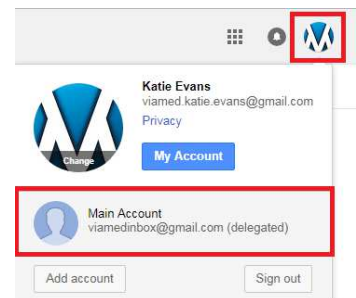
Humanmed orders are emailed by customers or sales representatives to logistic@humanmeduk.com which are redirected to Viamed's main inbox.

The office team need to check to see if any have not been entered into IntraStats.

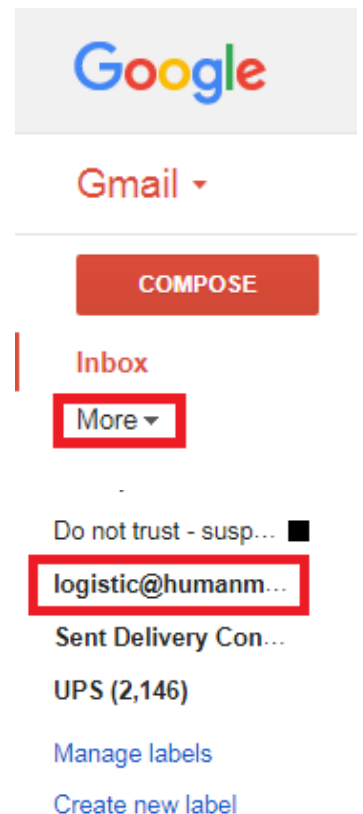
1. As this is a weekly rolling issue, check every email for the **last 8 days**.
2. To do this, login to your Gmail account via the following website:
<https://www.google.com/gmail>

See VM3COP20.72 For log in and usage instructions.

3. Click on the profile icon at the top right of the page and then click on the 'Main Account' link – viamedinbox@gmail.com (delegated).



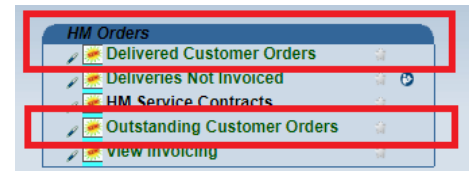
4. When the main inbox has loaded, the folders are listed on the left, if these are not visible, click the, 'More' button.



5. Scroll down the list and locate the 'logistic@humanmeduk.com' folder.
6. Click on every email for the last 8 days and check that they have been entered onto the system. To do this, log into IntraStats as per VM3COP20.72 and click on the, 'Opera' tab.



7. Locate the, 'HM Orders' list then open, 'Delivered Customer Orders' and, 'Outstanding Customer Orders'.



Open link in new tab
Open link in new window
 Open link in incognito window

Save link as...
 Copy link address

Inspect Ctrl+Shift+I

For ease, these can be opened in separate windows and viewed on separate screens, if available. To do this, right click on the link and select, 'Open link in new window'.

The, 'Delivered Customer Orders' list displays all orders that have been completed in reverse order number (most recent order number is at the top).

Completed Orders							
Order ID	Shipped	Company	Customer Reference	Order Contact	Account	Details	Tracking
120676	28 Sep 2017	BMI Sarum Road Hospital	035025429	Ms Lewis	HM10290	Details	
120676	28 Sep 2017	Nottingham University Hospital	730063072	Steve Galloway	HM10280	Details	Delivery #1 Tracking #1Z9W9638DK75823137
120675	28 Sep 2017	Spire Healthcare Ltd	4601683857	Stores	SPIRE01	Details	Delivery #1 Tracking #1Z9W9638DK74641031
120674	28 Sep 2017	Harley Street Skin	120674EH	Natalie Kavanagh	HSS01	Details	Delivery #1 Tracking #1Z9W9638DK73699017

The, 'Outstanding Customer Orders' list displays all orders that are on the system but have not yet been shipped.

Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120641	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref :200170014	Details		Order Sent
120677	Northumbria Healthcare NHS Trust	Gillian Mawston	NOR01	Ref :4751319505	Details		Order Sent
120679	Re-Enhance Ltd	Roger Kinsella	MML01	Ref :28/09/17 SW	Details		Order Sent

8. Compare the emails to these lists to ensure all orders have been entered. The simplest way to do this is to search the lists on IntraStats for the purchase order numbers on the emails.

If there are any purchase orders that are not already in the system, process as per VM3COP03.08.