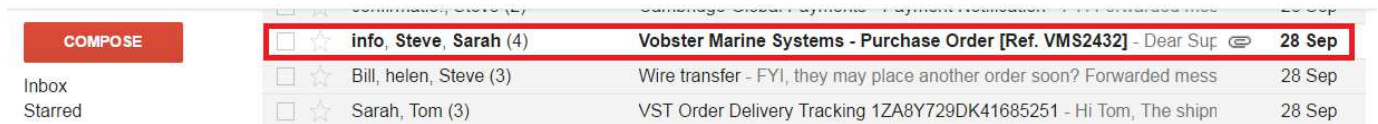


VM3COP20.63 - VST - Order Processing

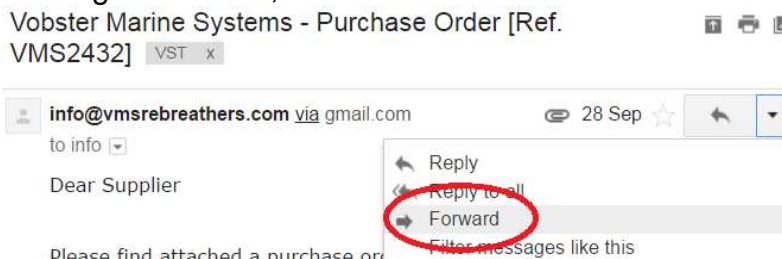
Orders are usually received via an email message, an email with attached purchase order or customers may call to place their order.

Email Orders

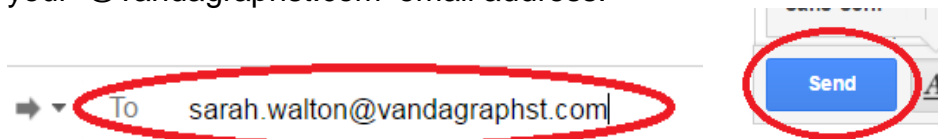
When the order is received in the main inbox or direct to your email account, click on it to open it.



Click the arrow on the right and click, 'Forward'.



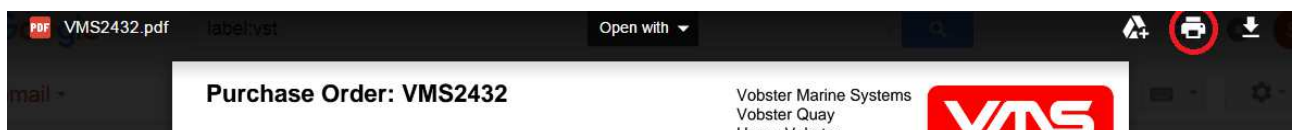
Type your email address in the 'To' field and click, 'Send'. Make sure that you send it to your '@vandagraphst.com' email address.



When the email arrives in your inbox, click on it to open. Click on the attached purchase order, if supplied, to open it.



Click the, 'Print' button at the top of the page and print to the printer located on your desk.



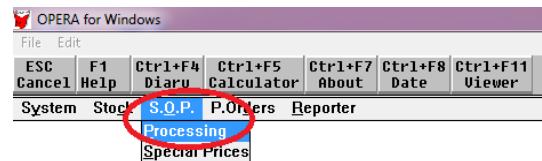
When telephone orders are received, process as per VM3COP27.29.

Note: Refer to OEM price lists for current information while processing orders.

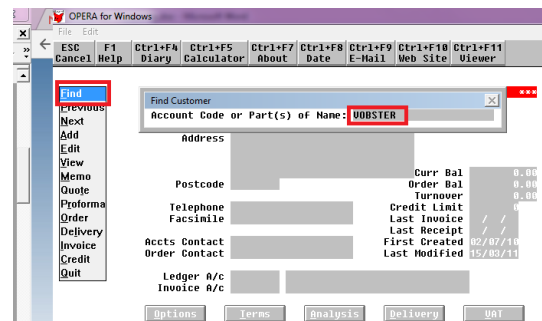
From the, 'lookup' tab on IntraStats, click into the 'Contacts' field and enter the company name.



From VST Opera, click 'SOP' then 'Processing'.

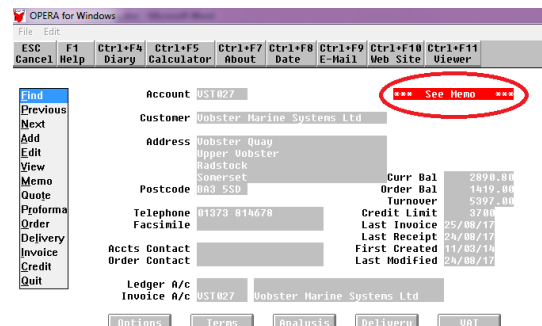


Click 'Find' or press the F key. Enter the customer name and press 'Enter'

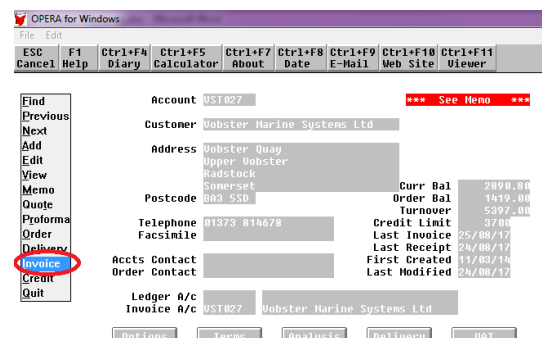


If there is a memo present, click 'Memo', read and ensure that you adhere to any requirements.

If there are any warranty replacements to add to the order, please see VM3COP20.68.



Click on 'Invoice'.



Check the 'Cust Ref'. Column and check the last 5 invoices to ensure that the purchase order number listed on the printed purchase order has not already been entered.

Document	Doc Date	Type	Number	Date	Cust Ref.	Status
USTDC00733	25/05/16	Invoice	USTIN00771	11/08/16	UNS2365	Printed
USTDC00734	25/05/16	Invoice	USTIN00738	09/06/16	UNS2366	Printed
USTDC00786	25/08/16	Invoice	USTIN00795	29/09/16	UNS2414	Printed
USTDC00801	28/09/16	Invoice	USTIN00813	17/11/16	UNS2432	Printed
USTDC00814	22/11/16	Invoice	USTIN00834	31/01/17	UNS2435	Printed
USTDC00837	27/01/17	Invoice	USTIN00852	14/03/17	UNS2470	Printed
USTDC00844	14/02/17	Invoice	USTIN00858	21/03/17	UNS2498	Printed
USTDC00856	14/03/17	Invoice	USTIN00891	31/05/17	UNS2519	Printed
USTDC00887	21/04/17	Invoice	USTIN00896	13/06/17	UNS2554	Printed
USTDC00910	09/06/17	Invoice	USTIN00933	25/08/17	UNS2572	Printed
USTDC00947	27/09/17	Ord	USORD00850	27/09/17	UNS2617	Printed

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

Click the 'F5 New' button or press F5 on the keyboard.

A window will open, 'Send Report to'. From the drop down menu, select the printer named in the image, 'HP SN M1212nf' and click 'Printer'.

You will be presented with this dialog box.

Check the invoice address is correct as per the purchase order.

Enter the delivery address as per the purchase order. This may already be displayed correctly.

Purchase Order: VMS2432

Order Date 28 Sep 2016	PO No. VMS2432
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Supplier Address

Vandagray Sensor Technologies
15 Station Road
Cross Hills
Keighley
North Yorkshire
BD20 7DT
United Kingdom

Delivery Address

Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD
United Kingdom

Vobster Marine Systems
Vobster Quay
Upper Vobster
Radstock
BA3 5SD
United Kingdom
Tel: +44(0)1373 814 678
email: info@vmsrebreathers.com



In the 'Cust Ref' box, enter the purchase order number from the purchase order.

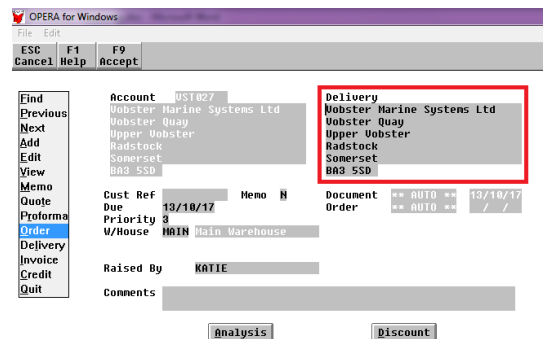
If the purchase order number has more than 10 characters, the 'Cust Ref' field must contain '#xxxxxxxx' using the last 9 digits of the purchase order. If a purchase order number has not been provided, enter the date the order was received followed by your initials and a sequential number to reference how many orders you have processed that day, e.g. for the first order of the day use '280317 SN1', for the second order of the day use '280317 SN2'.

In the 'Due' field, initially, enter a date of 6 weeks from receiving the purchase order; this will change once a confirmation date has been received from manufacturing.

The 'Priority' field should always state 3 (UPS – all services) unless the customer states that they would like a different courier on their purchase order or email.

In the, 'Comments' field, type, "Contact name at Company name Tel: telephone number". E.g. "Contact at Vobster Marine Systems Ltd: Mr ABC Tel: 01234 567890". If the purchase order number is more than 10 characters, please enter the full purchase order number starting with a hash tag under the contact details.

When all of the details have been entered correctly click, 'F9 Accept' or press the F9 key.



Purchase Order: VMS2432

Order Date 28 Sep 2016	PO No. VMS2432
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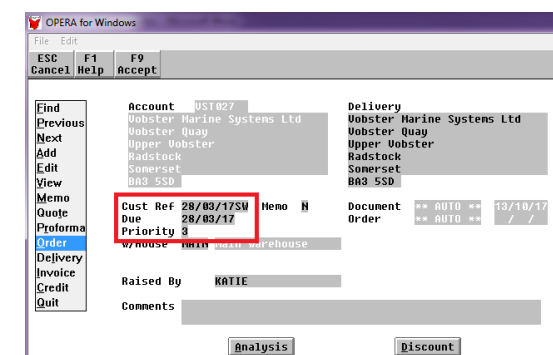
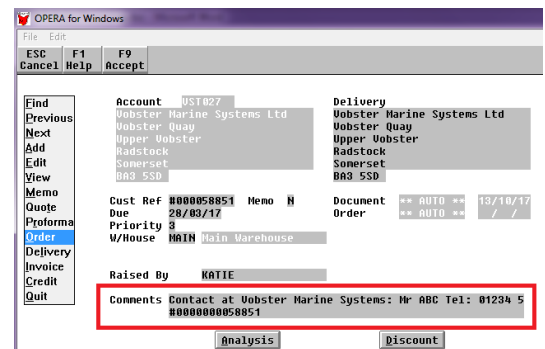
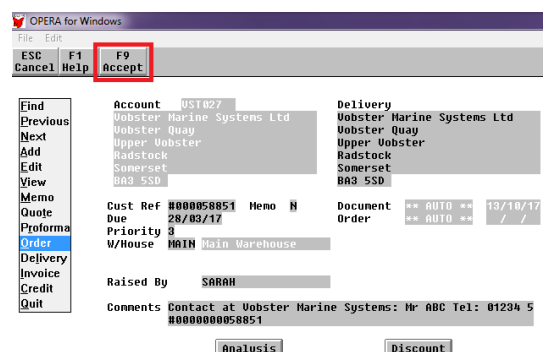
Supplier Address

Vandagray Sensor Technologies
15 Station Road
Cross Hills
Keighley
North Yorkshire
BD20 7DT
United Kingdom

Delivery Address

Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD
United Kingdom

Vobster Marine Systems
Vobster Quay
Upper Vobster
Radstock
BA3 5SD
United Kingdom
Tel: +44(0)1373 814 678
email: info@vmsrebreathers.com

Enter the part number of the sensor required in the 'Reference' field. If a part number is not specified, refer to VST OEM Price Lists, this can be found in L Drive VST\Price Lists\VST OEM Price List. Press the down arrow or tab key and a description of the sensor will appear. Enter the quantity requested on the purchase order or email, then press the down arrow key and check that the price showing for the quantity required is correct as per the purchase order.

The screenshot shows the OPERA for Windows interface. The 'Reference' field contains '8010017', the 'U/H' field contains 'VAST', and the 'Description' field contains 'Oxygen Sensor - VMS1700'. The 'Quantity' field contains '50'. The 'Analysis' field contains 'YST'. The 'UAT code' field contains '1'. The 'Sell' price is '30.00', the 'Line Disc' is '0.00', and the 'Ext.' price is '1500.00'. The 'Due' date is '28/03/17', the 'Priority' is '3', and the 'P/O' is '0'. The 'In Stock' field is empty, and the 'P.Orders' field contains '50'. The 'Disc' field is empty, and the 'P/Orders' field is empty. The 'Stock Notepad' is open, showing the text: 'Only For sale to the OEM CCR manufacturer: Vobster Rebreather Ltd. Also known as Vobster Marine. SN 23/07/14'.

To check the correct price, use IntraStats. From the, 'lookup' tab, enter the product code and press the, 'Enter' key.

The screenshot shows the IntraStats interface. The 'lookup' tab is selected. The 'Stock Details / Quantities' section is highlighted, showing the product code '8010017'.

Click the '£' icon to display the pricing, including quantity discounts.

The screenshot shows the IntraStats interface. The '£' icon is highlighted. The pricing table is displayed, showing the unit price for the quantity entered. The table has columns for 'Key', 'Vtamed', 'VST', 'Vandagraph', and 'Extra'. The 'Key' column contains '8010017 Oxygen Sensor - VMS1700 (Tick a checkbox if price / qty given out on the phone or if no prices listed)'. The 'Vtamed' column contains 'VST'. The 'VST' column contains 'VMS1700'. The 'Vandagraph' column contains 'Vandagraph'. The 'Extra' column contains 'Xtra'. The 'Unit Price' column contains '1 = £35.00', '50 = £30.00', '100 = £27.00', and '500 = £25.00'.

After checking that the unit price for the quantity entered is correct, return to Opera and click, 'F9 Accept' or press the F9 key to complete the line. Repeat for any additional products. If there are any warranty replacements to add to the order, please see VM3COP20.68.

Next, a carriage line must be entered. Many customers have a unique reference for this, but some may use the standard reference numbers; see VST OEM Price Lists to confirm. This is located in L Drive\VST\Price lists\For specified OEMs only!

The quantity should always be 1 unless advised otherwise by Goods Out. The price needs to be entered into the, 'Sell' field; see VST OEM Price Lists for pricing. This is located in L Drive\VST\Price lists\For specified OEMs only!

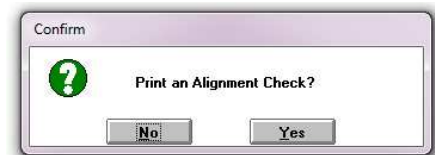
The screenshot shows the OPERA for Windows interface. The 'Reference' field contains 'PPUPST', the 'U/H' field contains 'VAST', and the 'Description' field contains 'Courier delivery - Standard'. The 'Quantity' field contains '1'. The 'Analysis' field contains 'PP'. The 'UAT code' field contains '1'. The 'Sell' price is '9.00', the 'Line Disc' is '0.00', and the 'Ext.' price is '9.00'. The 'Due' date is '28/03/17', the 'Priority' is '3', and the 'P/O' is '0'. The 'In Stock' field is empty, and the 'P.Orders' field is empty. The 'Disc' field is empty, and the 'P/Orders' field is empty. The 'Stock Notepad' is open, showing the text: 'UK only', 'SINGLE package/box <20kg, price to charge - £9.00', 'For shipment of single item >20kg, or multi packages please use intrastats.', and 'Delivery by the end of the next business day!'.

When all of the products and one carriage line have been entered, press the, 'Esc' key followed by, 'F9' to complete the order.

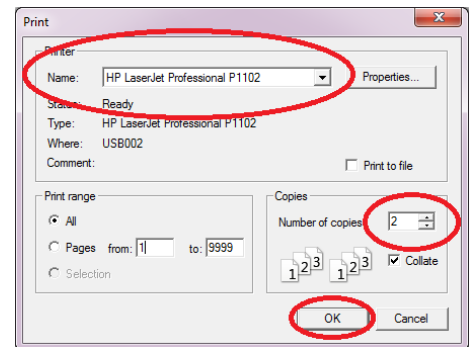
This message will be displayed, click 'Yes' to confirm the order is correct.

The screenshot shows a confirmation dialog box with the title 'Choose'. It contains a question mark icon and the text 'Update Document - Value 60.00 ?'. There are two buttons: 'Yes' and 'No'.

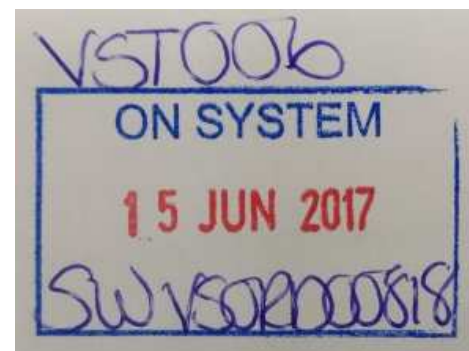
When this message is displayed, click 'No' as an Alignment Check is not needed at this point.



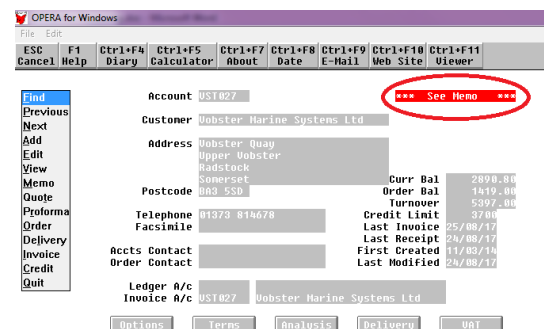
The print dialog will display, choose the correct printer located on your desk from the drop down box and select 2 for the 'Number of copies', then press the 'OK' button. 2 copies are needed, one is kept with the purchase order for filing after checking and the other is taken to the Goods Out department.



Stamp the purchase order or the printed email with the "On System" stamp, ensuring that the correct date is displayed. Initial and write the VSORD number and the customer account number.



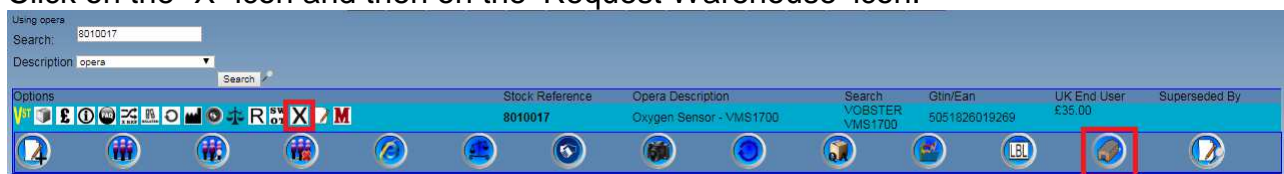
Anything that the Goods Out department need to be made aware of needs to be hand written on both copies of the VSORD's. Check the memo again to see if any notes need adding, e.g. Declaration of Conformity required, carriage to be added etc. If the customer has expressed that they are happy to receive their order early, please write, "can ship early" on both copies of the VSORD.



Return to the, 'lookup' tab on IntraStats and enter the product code of the sensor in the, 'Stock Details / Quantities' field and press enter.



Click on the "X" icon and then on the 'Request Warehouse' icon.



Enter the quantity requested on the purchase order in to the 'Quantity' field. In the 'Issued to Worksheet (if applicable)' field, enter the VSORD number and any notes regarding the sensors e.g. manufactured date codes required or delivery date required, if applicable. Then click the, 'Add' button.

Next, secure the purchase order, the accompanying emails and both copies of the VSORD with a paperclip and place in the tray named, "Tray 4 – Sales Orders – Checking" in the office.

Revert back to the customer's email and reply to acknowledge the order and advise them that you will confirm the lead time when you receive one from production.

Click on the drop down arrow and select 'Reply'.

Write your reply then click the large, blue, 'Send' button.

Receiving order confirmation from production

When the order confirmation is received from production, work out the lead time; this should be at least 4 working days from the date of shipping. Update the P.O. Log as per VM3COP20.66, then reply to the email again and advise the customer of the firm lead time.

Retrieve the original paperwork from the VST ORD file.

Navigate to the customer's Opera account and click on, 'Order' or press the O key.

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

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

Account: UST027 *** See Memo ***

Customer: Vobster Marine Systems Ltd

Address: Vobster Quay, Upper Vobster, Radstock, Somerset, BA3 5SD

Postcode: BA3 5SD

Telephone: 01373 814678

Facsimile:

Accts Contact:

Order Contact:

Ledger A/c: UST027

Invoice A/c: Vobster Marine Systems Ltd

Options Terms Analysis Delivery VAT

Locate the applicable order, click on it and click, 'F6 Edit' or press the F6 key.

OPERA for Windows

File Edit

ESC F1 F2 F4 F5 F6 F7 F8 F9 F10 F11 F12 TAB
Cancel Help Print Delete/Undelete New Edit Order View Memo More-->

Find Previous Next ...

Account: UST027 *** See Memo ***

Customer: Vobster Marine Systems Ltd

Order

Menu	Document	Doc Date	Type	Number	Date	Cust Ref	Status
	USTDC00947	27/09/17	Ord	USORD00850	27/09/17	UHS2617	Printed

Edit the due date to at least 4 working days after the shipping date from production. Ensure that the date entered is a working day. Then click, 'F9 Accept' or press the F9 key.

OPERA for Windows

File Edit

ESC F1 **F9 Accept**

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

Account: UST027

Customer: Vobster Marine Systems Ltd

Address: Vobster Quay, Upper Vobster, Radstock, Somerset, BA3 5SD

Cust Ref: UHS2617

Due: 25/11/17

Priority: 8

W/House: MAIN Main Warehouse

Raised By: SARAH

Comments: Contact at Vobster: Martin Stanton
Tel: 01373 814 678

Analysis Discount

Click, 'F9 Accept' or press the F9 key again.

OPERA for Windows

File Edit

ESC F1 F4 F5 F6 F7 F8 **F9 Accept** F11 F12
Cancel Help Del/Undel Add Edit Insert Delc/Undelc View Memo

Reference: UST027

W/H: MAIN

Description: Oxygen Sensor - UHS1700

Quantity: 47

Analysis: UST VAT code: 1

Sell: 30.00 Line Disc: 0.00 Ext: 1410.00

Cost: 0.00 Margin: 100.00 Prof: 1410.00

Due: 25/11/17 Priority: 8

Forward order

In Stock: 0 P.Orders: 50

Details

Description	Quantity	Price	Disc.	UAT	Value
Oxygen Sensor - UHS1700	47	30.00	1	1	1410.00
Oxygen Sensor - UHS1700	3	9.00	1	1	27.00
Courier delivery - Standard	1	9.00	1	1	9.00

UST027 Vobster Marine Systems Ltd Order total ex VAT 1419.00

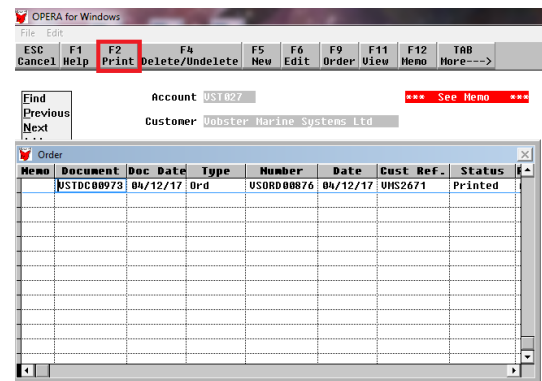
When asked if you would like to update the document, click, 'Yes'.

Choose

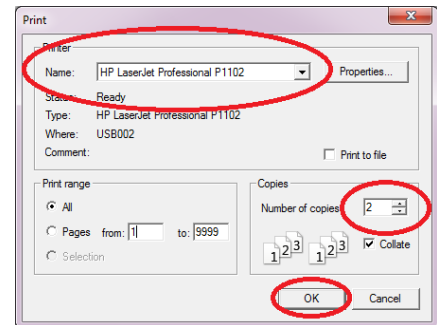
Update Document - Value 1702.80 ?

Yes No

You will be returned to the orders list, press the 'F2' key or click 'F2 Print'.



The print dialog will display, choose the correct printer located on your desk from the drop down box and select 2 for the 'Number of copies'. Then press the 'OK' button.



Any hand written notes on the original ORD's also need writing on the amended ORD's. Also write 'Amended' at the top of the new ORD's which advises Goods Out that they can destroy their original copy.

Secure the original paperwork and both copies of the amended VSORD with a paperclip and place in the tray named, "Tray 4 – Sales Orders – Checking" in the office.