

VM3COP20.031 – Office – Processing Repairs

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Related documents:

VM3COP29.09 – Goods In - Booking In Returns

VM3COP29.13 - Repairs - Repair Admin

VM3COP29.03 – Goods Out - Shipping

Order completion paperwork checklist

In blue Viamed folder	Paper clipped to blue Viamed folder for checking
Leaflet for returned items	Repair paperwork from repair admin including SRS sheet
Final report on letter headed paper	Final report
Letter to customer on letter headed paper	One copy of the ORD
Your business card or the business card of the relevant sales manager	

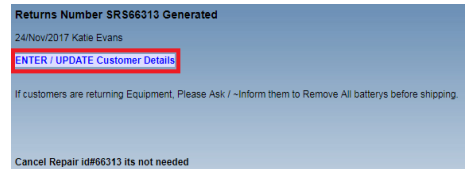
Log into IntraStats as per VM3COP20.72

Generating a returns reference number

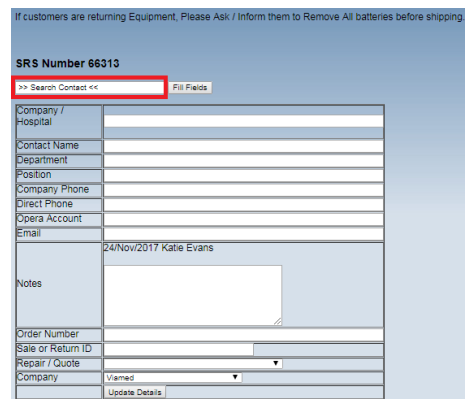
14. Click on the 'Returns' tab and click on '0 Quick Generate SRS Number'.



15. Click the 'ENTER/UPDATE Customer Details' button.



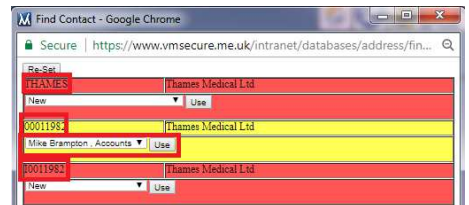
16. Click on the '>> Search Contact <<' field.



17. A new window will open, type the company name into the search field and press the 'Search' button.

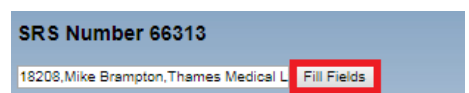


18. A list of customers will appear, select the most appropriate account. For Viamed customers, this will be an eight digit account number beginning with 0; the account with the same number but beginning with I is for accounting only. Accounts that have letters instead of numbers are Vandagraph accounts.

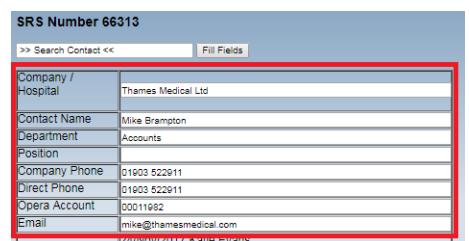


When the correct account has been located, click on the drop down box and select the name of the person who has requested the return, then click the 'Use' button next to their name.

19. The page will close and you will be returned to the previous screen; the customer details will appear in the search field. Press the 'Fill Fields' button. This prevents any errors.



The contact detail fields below will be filled automatically.



20. In the 'Notes' field beneath, list the item names and serial numbers of the goods, if known. Also add any other details such as a quote request, warranty claim, calibration or service request; these details can be added in the 'Repair / Quote' drop down menu.

Ensure the host 'Company' name at the bottom is correct; this can be amended if required by clicking on the dropdown menu and selecting the correct company name. When everything has entered, click the 'Update Details' button.

You will be redirected to the contact page; the repair reference number is posted here with your notes.

History			
Katie Evans	SRS66319	30/11/2017	SRS66319 30/Nov/2017 Katie Evans 30/Nov/2017 Katie Evans V1000 for servicing S/N: PR012345A12
Steve Hardaker	SRS66311	23/11/2017	SRS66311 23/Nov/2017 Steve Hardaker 23/Nov/2017 Steve Hardaker Generated in error.
Sophie Lines	SRS66294	13/11/2017	SRS66294 13/Nov/2017 Sophie Lines

The returns reference number, beginning with 'SRS*****' can now be given to the customer. Ask them to include to on any paperwork they send with the return/repair or write it on the outside of the box.

Repair quotations

Repair admin will deliver repair paperwork to the office when it is ready to be completed and place it in 'Tray 3 – New Sales Orders'.

Locating the quotation details

1. Check the Service Repair Sheet (SRS) to ensure that the 'Ready For quote' line has been signed and locate the returns reference number.

2. From IntraStats, click on the 'Returns' tab and select the '4 Ready for Quote' button.

- Locate the returns reference number from the list displayed and select the 'View Quote' button.

All communications to be Logged in Goldmine.

Repairs Possible to generate Quote information for

SRS	Function	Attachments	Hosp/Company	Contact	Date Rec.	Notes
SRS66316	View Quote		Prelude Engineering & Design Ltd	Peter Rainbow	28/Nov/2017	28/Nov/2017 Robert Connor
	View Details					28/Nov/2017 Robert Connor Returned 2 x GB300s for repair. 28/Nov/2017 Robert Connor Received 2 x GB300 s/m 303681, 271714 Inc sensor cable, and R17MED + accessories.

- The next page displays a list of required parts and needs to be printed. Right click anywhere on the page and select the 'Print' button.

Select Currency
Pounds, Euros, Usd

Repair SRS66316 Values in Pounds @ £1: £1.00

SRN29222	Oxygen Monitor Cable	0131200	Parts Required	Reference	Quantity	Unit Cost	Total Line
			1	0131202	1	£20.00	£20.00

SRN29225 Oxygen Monitor Cable 0131202

Parts Required	Reference	Quantity	Unit Cost	Total Line
1	0131202	1	£20.00	£20.00

Parts Cost: £40.00

CHECK PRICES BEFORE SENDING QUOTE

Quote Sent

Back Alt+Left Arrow
Forward Alt+Right Arrow
Reload Ctrl+R
Save as... Ctrl+S
Print... Ctrl+P
Cast...
Translate to English
View page source Ctrl+U
Inspect Ctrl+Shift+I

- Click the large, blue 'Print' button

Print

Total: 1 sheet of paper

Print Cancel

Destination HP LaserJet Professiona...
Change...

Pages All
e.g. 1-5, 8, 11-13

Copies 1

Layout Portrait

Options Two-sided

+ More settings

Print using system dialogue... (Ctrl+Shift+P)

28/11/2017 SRN Customer Repairs

Katie Evans 11 Issues 1 Unread | Imported 28 Nov 11:03:57 | 2 Web Questions | Out of Office: Future

Select Currency
Pounds, Euros, Usd

Repair SRS66316 Values in Pounds @ £1: £1.00

SRN29222	Oxygen Monitor Cable	0131200	Parts Required	Reference	Quantity	Unit Cost	Total Line
			1	0131202	1	£20.00	£20.00

SRN29225 Oxygen Monitor Cable 0131202

Parts Required	Reference	Quantity	Unit Cost	Total Line
1	0131202	1	£20.00	£20.00

Parts Cost: £40.00

CHECK PRICES BEFORE SENDING QUOTE

Quote Sent

Generating the quotation

Log into Opera as per VM3COP20.72

- Locate the account number on the SRS paperwork.

Service Repair Sheet SRS66316

Contact Name Peter Rainbow

Company/ Hospital Name Prelude Engineering & Design Ltd

Department

Position

Direct Phone

General Phone 01628 829600

Opera Account 00013037

Email prainbow@prelude-design.com

Order Number

Date Received 28/Nov/2017

Booked in By Robert Connor

- From Opera>S.O.P.>Processing, click 'Find' or press the 'F' key. Type the account number and press the 'Enter' 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

Find Customer

Account Code or Part(s) of Name: **00013037**

Address 15 Station Road
Grosshills
Nr. Reigate
West Yorkshire

Postcode SO20 7DJ

Telephone

Facsimile

Accts Contact

Order Contact

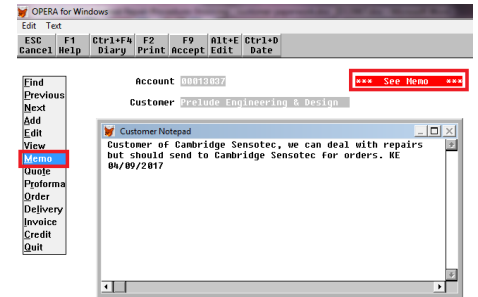
Ledger A/c 18000002 Diana Limited

Invoice A/c

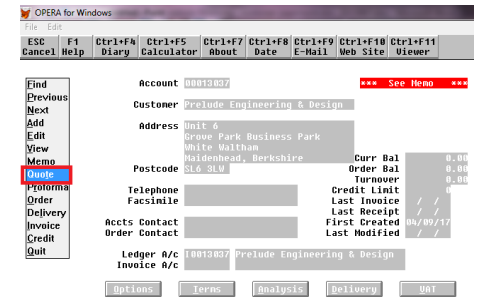
Options Terms Analysis Delivery WAT

Curr Bal 0.00
Order Bal 0.00
Turnover 0.00
Credit Limit / /
Last Invoice / /
Last Receipt / /
First Created / /
Last Modified 10/11/15

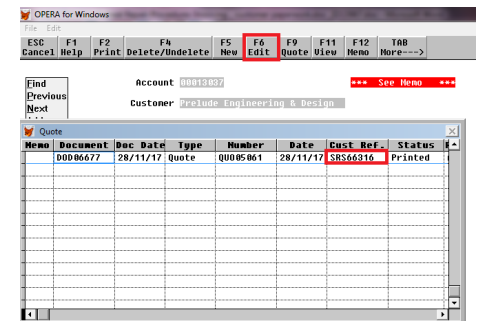
8. If the red 'See Memo' notice is displayed, click 'Memo' or press the 'M' key to view it; ensure you adhere to any requirements. Press the 'Esc' view to close the memo.



9. Click 'Quote' or press the 'T' key.



10. From the 'Cust Ref.' Column, locate the returns reference number and click on it. Click 'F6 Edit' or press the 'F6' key.



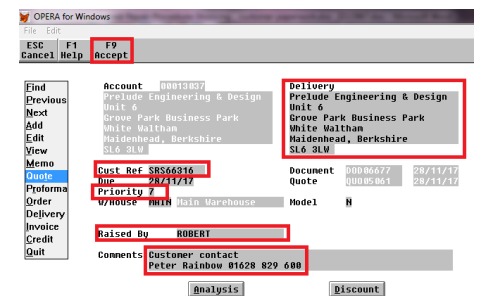
11. There will be some accompanying paperwork stapled to the SRS sheet containing contact details. Ensure that the delivery address, contact name and telephone number located in the 'Comments' field on Opera matches this.



Occasionally, customers send a purchase order with their repair. If a purchase order has been provided, enter the purchase order number in the 'Cust Ref.' field. Leave the priority set as '7'.

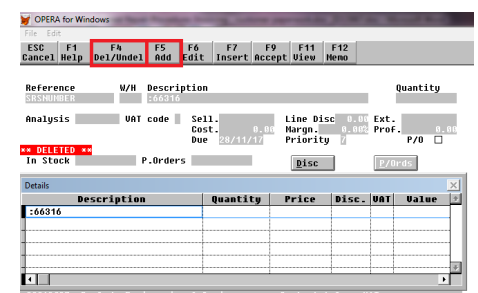
The 'Raised By' field will contain the name of the person who booked the repair into the building, replace this with your name.

When complete, click 'F9 Accept' or press the 'F9' key.



12. A line will be displayed containing the SRS number, click 'F4 Del/undel' or press the 'F4' key to delete.

13. Click 'F5 Add' or press the 'F5' key to add new items to the quotation.



Note: The first line for each SRN should be labour, evaluation or servicing.

14. Match the part numbers on the SRS sheet against the quotation details printed from IntraStats and refer back to the quotation details when you reach that part number on Opera.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	0111211	303681	Yes (r)
SRN29222	Oxygen Monitor Cable	0131200		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	0111211	261714	Yes (r)
SRN29225	Oxygen Monitor Cable	0131202	0004196	
SRN29226	Oxygen Sensor	0110017	919508	Yes

SRN29222	Oxygen Monitor Cable	0131200		
	Parts Required	Reference	Quantity	Unit Cost
		0131202	1	£20.00
SRN29225	Oxygen Monitor Cable	0131202		
	Parts Required	Reference	Quantity	Unit Cost
		0131202	1	£20.00
				Parts Cost
				£40.00

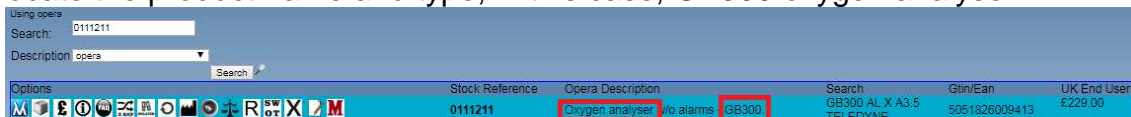
15. From the SRS sheet, locate the first Service Repair Number (SRN) and the part number/stock ref for the item.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	0111211	303681	Yes (r)
SRN29222	Oxygen Monitor Cable	0131200		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	0111211	261714	Yes (r)
SRN29225	Oxygen Monitor Cable	0131202	0004196	
SRN29226	Oxygen Sensor	0110017	919508	Yes

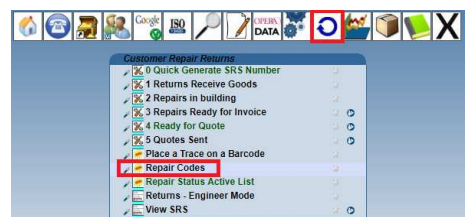
16. From IntraStats, click on the 'Lookup' tab and enter this part number into the 'Stock Details/Quantities' search field and press the 'Enter' key.



17. Locate the product name and type, in this case, GB300 oxygen analyser.



18. Click on the 'Returns' tab and select the 'Repair Codes' button.

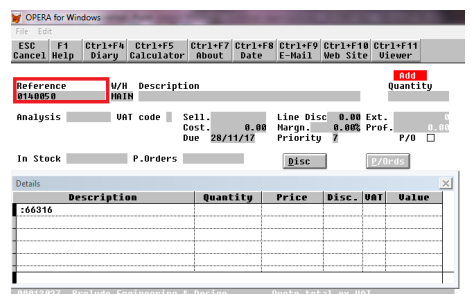


19. Locate the product name, e.g. GB300. If this is not in the list, look for the product type, e.g. oxygen analyser.

Note: If neither the model nor type can be found, consult repair admin for advice on which repair code to use.

0140000	Labour charge - Repair of oxygen
0140004	Labour charge - Repair of AX300
0140005	Labour charge - Repair of MX300
0140006	Warranty Repair of AX300 Oxygen Analyser
0140007	Warranty Repair of MX300 Oxygen Monitor
0140008	Labour charge - Assembly & testing
0140009	Labour charge - Repair of VN202
0140011	Oxygen sensor evaluation.
0140012	Oxygen sensor evaluation.
0140013	Oxygen sensor evaluation.
0140014	Oxygen sensor evaluation.
0140015	Oxygen sensor evaluation.
0140016	Oxygen sensor evaluation.
0140017	Oxygen sensor evaluation.
0140018	Oxygen sensor evaluation.
0140019	Oxygen sensor evaluation.
0140025	Oxygen sensor cable evaluation.
0140030	Labour charge - VN202 Production
0140050	Oxygen analyser/monitor evaluation.
0180001	Service - Oxygen Analyser/Monitor
0180004	Service - AX300 Oxygen Analyser
0180005	Service - MX300 Oxygen Monitor

20. Once found, enter this part number into the 'Reference' field in Opera and press the 'Enter' key. On some part numbers, this will then display a memo, it can be filled in now or after the last part number has been entered. See step 30-43 for how to fill them in.



21. Enter a quantity in the 'Quantity' field. This would normally be '1' but if the repair is for two or more of the same **part number** with the same **warranty status**, this can be amended as necessary.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	0111211	303681	Yes (r)
SRN29222	Oxygen Monitor Cable	0131200		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	0111211	261714	Yes (r)
SRN29225	Oxygen Monitor Cable	0131202	0004196	
SRN29226	Oxygen Sensor	0110017	919508	Yes

22. From the SRS sheet, if the 'Warranty' column says 'Yes' or 'Yes (r)' then amend the price on opera to zero. To do this, click on the 'Sell' field and type '0.00'. Press the 'F9' button to complete this line.

23. As the quotation details did not list the GB300, move on to the next SRN. Note that this item is included on the quotation details as it is not under warranty.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	0111211	303681	Yes (r)
SRN29222	Oxygen Monitor Cable	0131200		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	0111211	261714	Yes (r)
SRN29225	Oxygen Monitor Cable	0131202	0004196	
SRN29226	Oxygen Sensor	0110017	919508	Yes

24. Repeat steps 15-22 for this part number.

25. From the quotation details you can see that this part needs replacing with the part number shown beneath.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29222	Oxygen Monitor Cable	0131200		
SRN29225	Oxygen Monitor Cable	0131202		

26. The next line on Opera should be for the replacement part so that all items relating to the same SRN number are together.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29222	Oxygen Monitor Cable	0131200		
SRN29225	Oxygen Monitor Cable	0131202		

27. Enter the replacement part number shown. The price displayed on the quotation details is the GBP end user price; when entered into Opera, the price will adjust according to the customers price list.

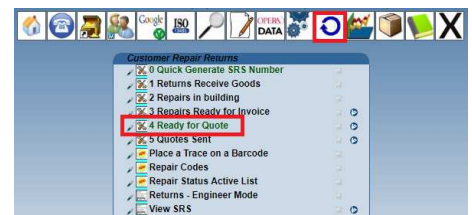
28. Continue to enter all parts into Opera for every SRN.

- Some products such as oxygen sensors and SpO₂ sensors have many repair codes.

SRN	Equipment	Stock Ref	Serial Number	Warranty
0140011	Oxygen sensor evaluation.			NO FAULT FOUND
0140012	Oxygen sensor evaluation.			REPLACED
0140013	Oxygen sensor evaluation.			WARRANTY
0140014	Oxygen sensor evaluation.			NO WARRANTY
0140015	Oxygen sensor evaluation.			NO WARRANTY
0140016	Oxygen sensor evaluation.			IS REPLACEMENT
0140017	Oxygen sensor evaluation.			DISPOSED OFF
0140018	Oxygen sensor evaluation.			FAULTY
0140019	Oxygen sensor evaluation.			REPLACED FOC
0140020	Oxygen sensor evaluation.			RETURNED

- To check which code is needed, you must first check the status of the SRN.

- From IntraStats, click on the 'Returns' tab and select the '4 Ready for Quote' button.



- Locate the SRS number you are working on and click the 'View Details' button.

SRS	Function	Attachments	Hosp/Company	Contact	Date Rec.	Notes
SRS66316	View Quote View Details		Prelude Engineering & Design Ltd	Peter Rainbow	28/Nov/2017	28/Nov/2017 Robert Connor Returned 2 x GB300s for repair. 28/Nov/2017 Robert Connor Received 2 x GB300 s/m 303681, 271714 inc sensor cable, and R17MED + accessories.

- Locate the SRN number of the oxygen sensor or SpO₂ sensor and look at the 'Status' column. In this example, the status states 'No fault found'.

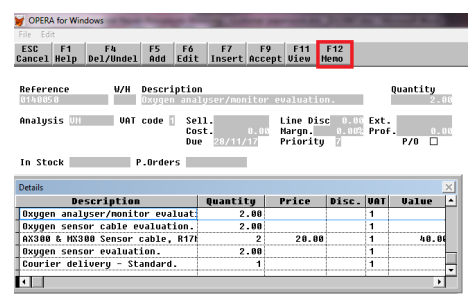
Service Repair Sheet 66316				Notes						
Company / Hospital	Prelude Engineering & Design Ltd			28/Nov/2017 Robert Connor						
Contact Name	Peter Rainbow			28/Nov/2017 Robert Connor						
Department				Returned 2 x GB300s for repair.						
Position				28/Nov/2017 Robert Connor						
Company Phone	01628 829600			Received 2 x GB300 s/m 303681, 271714 inc sensor cable, and R17MED + accessories.						
Direct Phone										
Opera Account	00013037									
Email	prainbow@prelude-design.com									
Order Number										
Viamed ORD Number										
Date Received Into building	28 Nov 2017									
Type	Quote Before Repair									
Items for Repair										
SRN	Equipment	Stock Reference	Serialnumber Barcode	Serialnumber	Description	Warranty New	Warranty Repair	Status	Repair Code	Time (H:M)
SRN29221	Oxygen Monitor	0111211	880605	303681	Oxygen Analyser	No	Yes	No Fault Found	New	00:00
SRN29222	Oxygen Monitor Cable	0131200			O2 sensor cable	No	No	Quote	New	00:00
SRN29223	Oxygen Sensor	0110017	1179743	877737	Oxygen Sensor R-17MED	Yes	No	No Fault Found	New	00:00
SRN29224	Oxygen Monitor	0111211	155579	261714	Oxygen Analyser	No	Yes	No Fault Found	New	00:00
SRN29225	Oxygen Monitor Cable	0131202	816290	0004196	Oxygen Sensor Cable	No	No	Quote	New	00:00
SRN29226	Oxygen Sensor	0110017	1104995	919508	Oxygen Sensor R-17MED	Yes	No	No Fault Found	New	00:00

- Return to the repair codes list and find the repair code for an oxygen sensor with no fault found.

0140009	Labour charge - Repair of VN202	OXYGEN MONITOR	VN202 REPAIR
0140011	Oxygen sensor evaluation.	EVALUATION	NO FAULT FOUND
0140012	Oxygen sensor evaluation.	NO WARRANTY	REPLACED

29. When all parts have been entered, the bank charges and insurance need to be added where applicable followed by a carriage line. If the faulty goods are under warranty, the returns carriage is free to delivery addresses in the **UK only**, if shipping to the UK but there is no warranty, process as per VM3COP20.30. If shipping outside of the UK or to Northern Ireland, the carriage needs to be added as per VM3COP20.31 and VM3COP20.35.

30. When all lines have been entered, the memos need adding. Press the 'Esc' key to exit the add new item dialog and click on the first line. Click 'F12 Memo' or press the 'F12' key.



31. Some part numbers, particularly those for labour, servicing or evaluation, will have part of the memo already entered.

Transaction Notepad
Model: 0111211
Part number: 0111211
Serial Number SRS Number SRN Number

32. Fill in any missing details. You found the model earlier when searching IntraStats stock for the part number and the part number is stated on the SRS sheet under the 'Stock Ref' column.

Using opera
Search: 0111211
Description: opera
Options: Stock Reference: 0111211, Opera Description: Oxygen analyser w/o alarms, GB300

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	0111211	303681	Yes (r)
SRN29222	Oxygen Monitor Cable	0131200		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	0111211	261714	Yes (r)
SRN29225	Oxygen Monitor Cable	0131202	0004196	
SRN29226	Oxygen Sensor	0110017	919508	Yes

Opera for Windows
Transaction Notepad
Model: GB300
Part number: 0111211
Serial Number SRS Number SRN Number

33. Next, the serial number, SRS number and SRN number should be entered. Some part numbers, particularly those for labour, servicing or evaluation, will have a space provided for these details.

Transaction Notepad
Model: GB300
Part number: 0111211
Serial Number SRS Number SRN Number

34. To find these details, search for the part number on IntraStats as per step 15.

Stock Details
Stock Details / Quantities

35. Click on the 'X' icon, and then click on the 'Repairs Information' icon.

Using opera
Search: 0111211
Description: opera
Options: Stock Reference: 0111211, Opera Description: Oxygen analyser w/o alarms - GB300, Search: GB300 AL X A3.3 TELEDYNE, Gtin/Ean: 5051626009413, UK End User: £229.00, Superseded By: [icon]

36. Click the 'Customer Outstanding Repairs' button.

0111211 - Oxygen analyser w/o alarms - GB300.
Supplier Outstanding returns
0111211 First IntraStats Record :07 Jul 2005
Customer Outstanding Repairs
Clean repair Codes
Show QA Stats
Show individual repair details

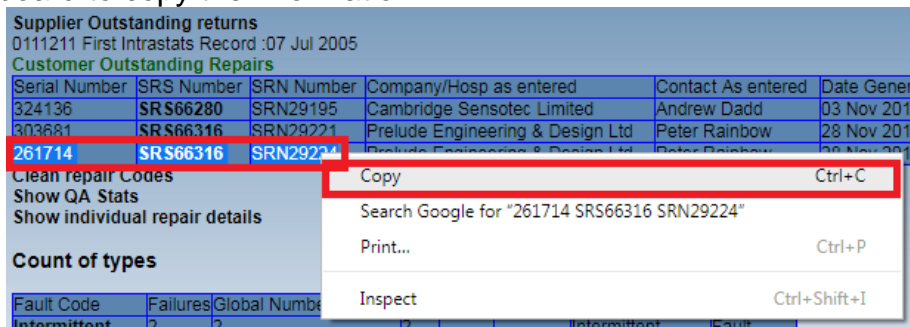
37. Locate the returns reference number in the list, under the 'SRS Number' column header.

0111211 - Oxygen analyser w/o alarms - GB300.

Supplier Outstanding returns
0111211 First IntraStats Record :07 Jul 2005
Customer Outstanding Repairs

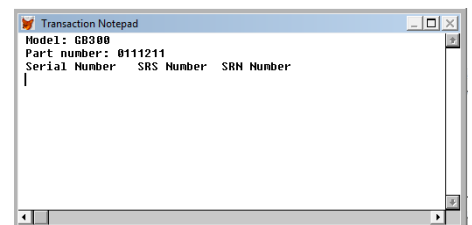
Serial Number	SRS Number	SRN Number	Company/Hosp as entered	Contact As entered	Date Generated	Date Received
324136	SRS66280	SRN29195	Cambridge Sensotec Limited	Andrew Dadd	03 Nov 2017	21 Nov 2017
303681	SRS66316	SRN29221	Prelude Engineering & Design Ltd	Peter Rainbow	28 Nov 2017	28 Nov 2017
261714	SRS66316	SRN29224	Prelude Engineering & Design Ltd	Peter Rainbow	28 Nov 2017	28 Nov 2017

38. Highlight the 'Serial Number', 'SRS Number' and 'SRN Number' with your mouse. Right click on the highlighted area and click 'Copy'. Alternatively, hold 'Ctrl' and press 'C' on your keyboard to copy the information.

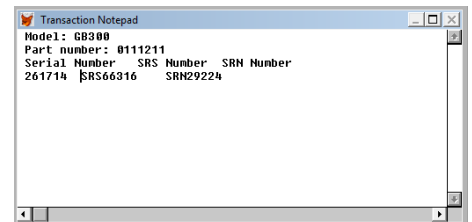



Serial Number	SRS Number	SRN Number	Company/Hosp as entered	Contact As entered	Date Generated
324136	SRS66280	SRN29195	Cambridge Sensotec Limited	Andrew Dadd	03 Nov 2011
303681	SRS66316	SRN29221	Prelude Engineering & Design Ltd	Peter Rainbow	28 Nov 2011
261714	SRS66316	SRN29224	Prelude Engineering & Design Ltd	Peter Rainbow	28 Nov 2011

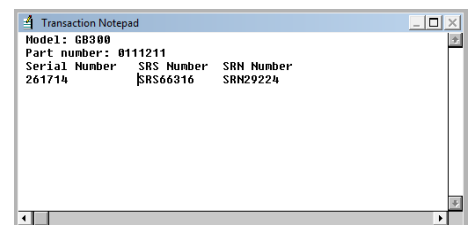
39. Return to the Opera memo and move the cursor to the line beneath the serial number, SRS and SRN number line.



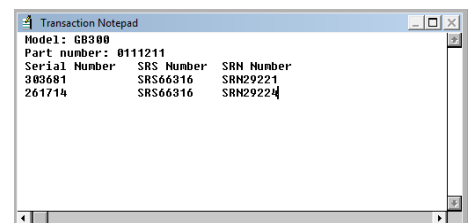
40. Hold 'Ctrl' on your keyboard and press the 'V' key to paste the information into the line. The information will be inserted but will be incorrectly formatted.



41. Move your cursor to the position just before the SRS number and press the tab  key on your keyboard until the SRS number is directly beneath 'SRS Number' header. This should move the SRN number directly beneath 'SRN Number', if not, use the tab key again to move it.



42. As there is a quantity of two on this part number, ensure you add both serial numbers, SRS numbers and SRN numbers to the memo. Press the 'F9' key when complete.



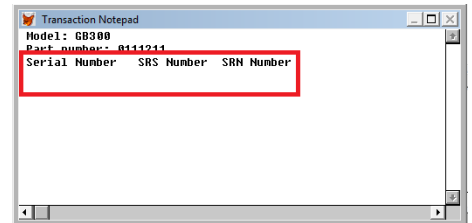
43. This will open a confirmation dialog, click on 'Yes' to save the changes you have made.



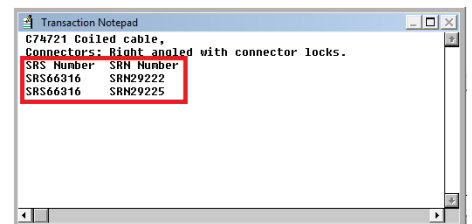
44. Click on the next labour, evaluation or servicing line and repeat steps 30-42.

If any of the memos do not include the 'Serial Number SRS Number SRN Number' line, this can be copied and pasted from the part number 'Customer Outstanding Repairs' page.

0111211 - Oxygen analyser w/o alarms - GB300.
Supplier Outstanding returns
0111211 First Intrastats Record :07 Jul 2005
Customer Outstanding Repairs
Serial Number SRS Number SRN Number Company/Hos

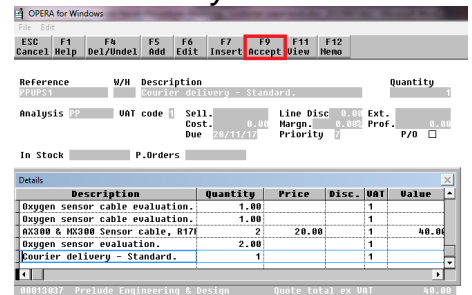


45. For replacement parts or parts, which do not have a serial number, remove the serial number part from the memo, only include the SRS and SRN numbers. If you have a quantity of two or more, ensure you enter all of the SRN numbers.

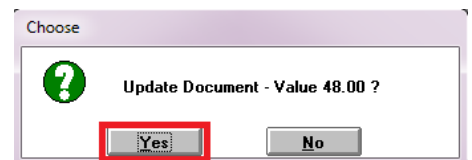


Note: An SRS number and an SRN number must appear in the memo of every line.

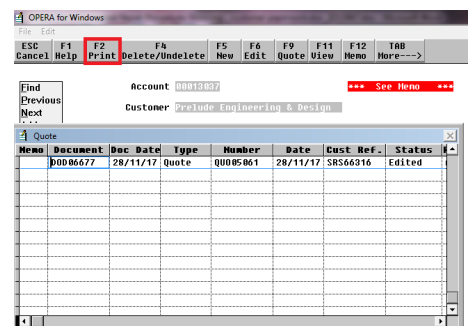
46. When all memos have been entered, click 'F9 Accept' or press the 'F9' key to finish the quotation.



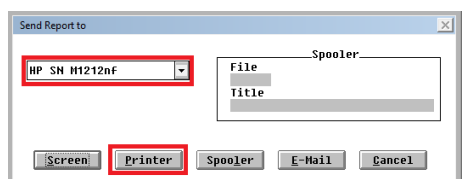
47. A dialog box will open; click 'Yes' to save the quotation.



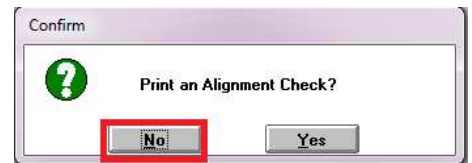
48. You will be returned to the quote list. Click 'F2 Print' or press the 'F2' key to print.



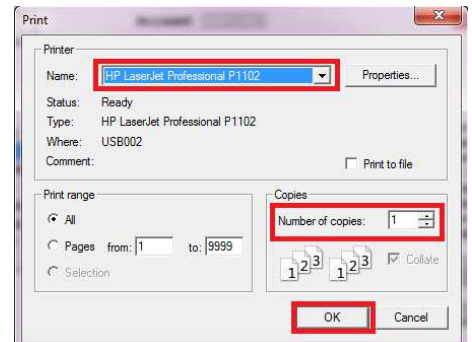
49. Another dialog box will open, ensure the printer name is set to 'HP SN M1212nf', if not, click the arrow to open the drop down menu and select it, then click the 'Printer' button.



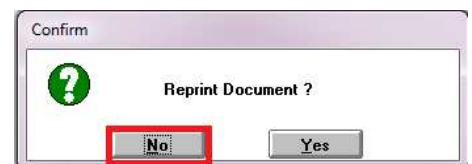
50. When asked if you would like to print an alignment check, click the 'No' button, as an alignment check is not required at this point.



51. The print dialog will open, select your printer from the drop down menu, ensure that the 'Number of copies' field is set to 1 then click the 'OK' button.



52. You will be asked if you would like to reprint the document, click the 'No' button.



53. Paperclip the SRS sheet with accompanying paperwork, the quotation details printed from IntraStats and a copy of the quotation together.



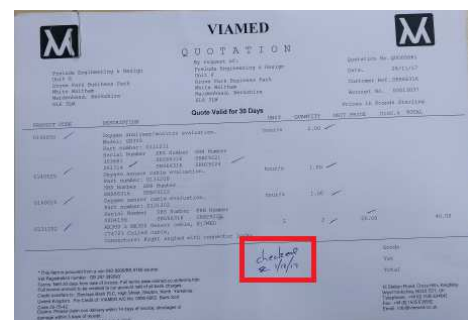
54. Deliver to the 'REPAIR ORDERS/QUOTES TO CHECK' tray located in Goods Out.



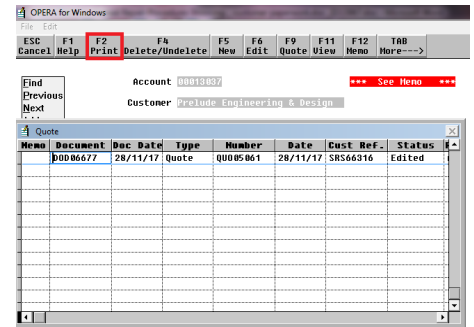
Note: See appendix – Fig. 1 for example quotation.

Sending quotations to customers

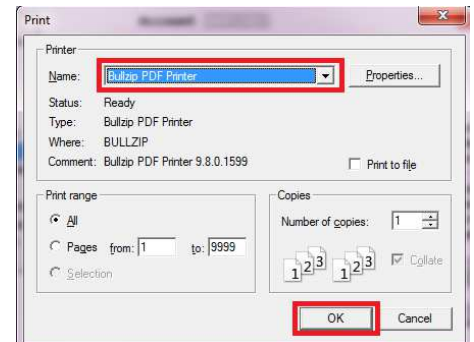
55. When repair admin have checked the quotation, they will return it to the office for emailing. Ensure they have signed and dated the quote as checked.



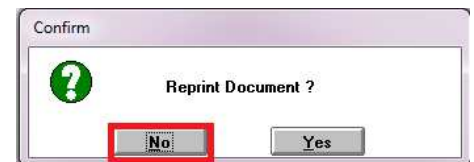
56. Repeat steps 6-9 to locate the quotation and click 'F2 Print' or press the 'F2' key.



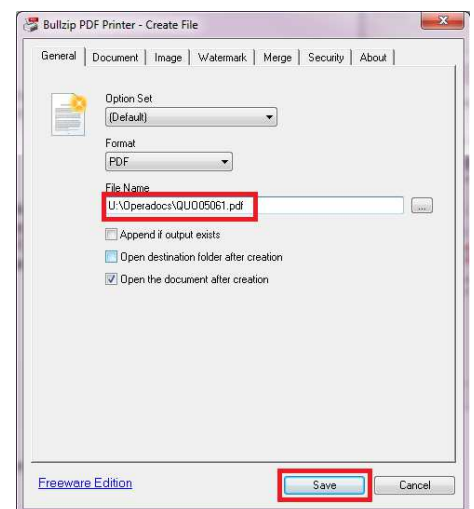
57. Select the printer named 'Bullzip PDF Printer' and click the 'OK' button.



58. You will be asked if you would like to reprint the document, click the 'No' button.



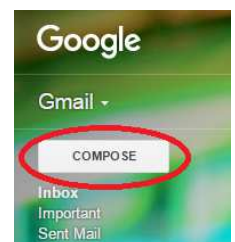
59. In the 'File Name' field, ensure you save to the U drive>operadocs. Save the file name as the QUO number. E.g. QUO05061 as found on the top right of the quotation. You are now ready to email it to the customer.



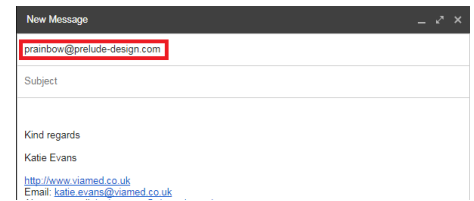
Log into Gmail as per VM3COP20.72

Note: You can reply to the customer's original email to send the quotation or follow the steps below.

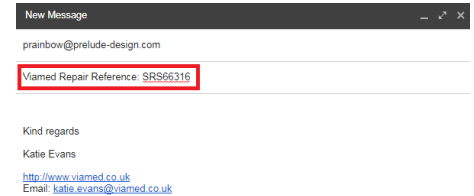
60. From your Gmail account, click 'Compose'



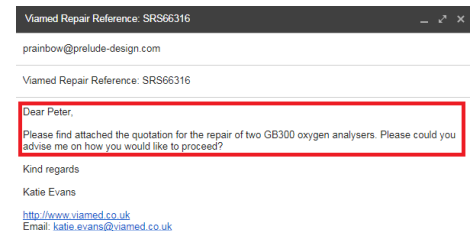
61. In the compose window, type in the email address of the person who requested the repair into the 'To:' field.



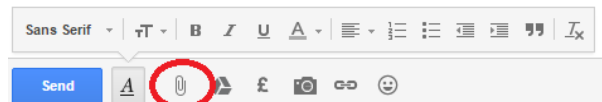
62. In the email 'Subject' field, type 'Viamed Repair Reference: SRS*****'.



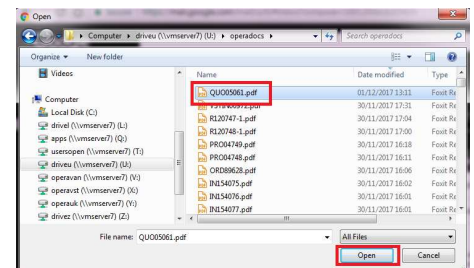
63. In the body of the email, greet the customer, advise them that their repair quotation is attached and ask them to advise you on how they would like to proceed.



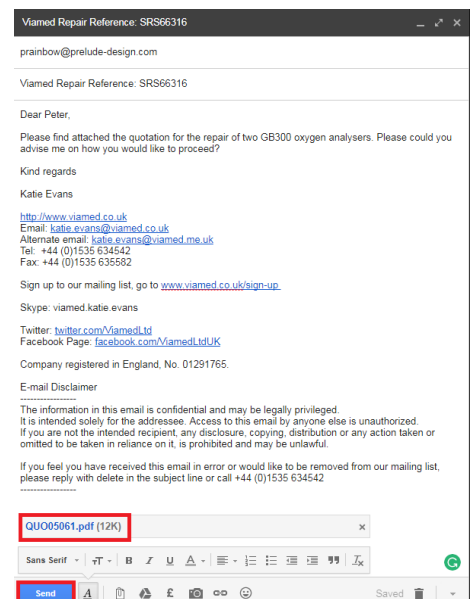
64. Click the attach icon located at the bottom of the compose window.



65. Navigate to U Drive>operadocs and select the quotation you just saved. Then click 'Open'; this will attach the quotation to the email.

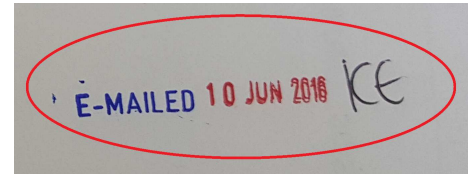


66. When attached, it will be visible at the bottom of the compose window.



67. Proof read your email; if everything is correct, click 'Send'.

68. Stamp the quotation to say it has been emailed and initial next to the stamp.



69. Return to the '4 Ready for Quote' page in the 'Returns' tab.



70. Locate the returns reference number you have email and click the 'View Quote' button.

All communications to be Logged in Goldmine.

Repairs Possible to generate Quote information for

SRS	Function	Attachments	Hosp/Company	Contact	Date Rec	Notes
SRS66316	View Quote View Details		Prelude Engineering & Design Ltd	Peter Rainbow	28/Nov/2017	28/Nov/2017 Robert Connor Returned 2 x GB300s for repair. 28/Nov/2017 Robert Connor Received 2 x GB300 s/m 303681, 271714 inc sensor cable, and R17MED + accessories.

71. Click the 'Quote Sent' button to confirm that it has been sent to the customer.

Select Currency
Pounds| Euros| Usd

Repair SR566316 Values in Pounds @ £1: £1.00

SRN	Parts Required	Reference	Quantity	Unit Cost	Total Line
SRN29222	Oxygen Monitor Cable	D131200	1	£20.00	£20.00
SRN29225	Oxygen Monitor Cable	D131202	1	£20.00	£20.00
				Parts Cost	£40.00

CHECK PRICES BEFORE SENDING QUOTE

Quote Sent

A confirmation notice will appear.

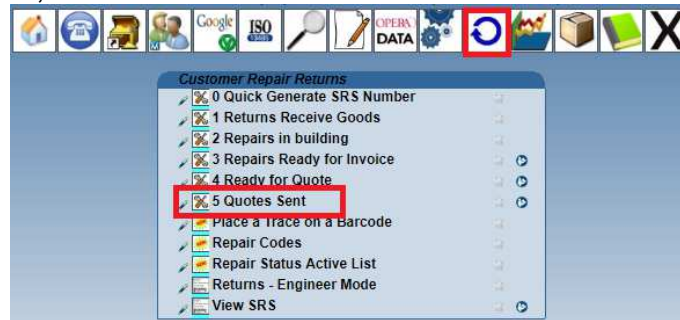
Repair 66316 Status Updated to Quotation Sent

72. File in the repair file located in the office as per VM3COP20.28.

If the quotation is accepted

1. If the customer accepts the quotation and asks us to proceed with the repair, check the type of customer and their requirements.
- If the quotation is for an NHS customer, we CANNOT proceed without a purchase order (PO). Ask the customer to raise a PO and do not move on to step two until it is received.
 - If the quotation is for a proforma customer, we must send the proforma and await payment before proceeding.
 - For export account customers, move on to step two.

- From IntraStats, click on the 'Returns' tab and then select '5 Quotes Sent'.



- Locate the returns reference number from the list displayed and select the 'View Quote' button.

All communications to be Logged in Goldmine.

Repairs Possible to generate Quote information for

SRS	Function	Attachments	Hosp/Company	Contact	Date Rec	Notes
SRS66316	View Quote View Details		Prelude Engineering & Design Ltd	Peter Rainbow	28/Nov/2017	28/Nov/2017 Robert Connor Returned 2 x GB300s for repair. 28/Nov/2017 Robert Connor Received 2 x GB300 s/m 303681, 271714 inc sensor cable, and R17MED + accessories

- A list of chargeable parts will be displayed. Click the 'Accept' button on the parts, which the customer has confirmed. If the customer accepts the quote in full, click all of the 'Accept' buttons. Where a PO has been provided, enter the PO number in the 'Customer Order number' field. When complete, click the 'Update Status' button at the bottom.

Repair SRS66316

SRN	Description	Reference	Quantity	Unit Cost	Total Line	No Action	Accept	Decline
SRN29222	Oxygen Monitor Cable	0131200			0			
	Parts Required	Reference	Description	Quantity	Unit Cost	Total Line	No Action	Accept Decline
		0131202		1	20.00	20.00		
SRN29225	Oxygen Monitor Cable	0131202			0			
	Parts Required	Reference	Description	Quantity	Unit Cost	Total Line	No Action	Accept Decline
		0131202		1	20.00	20.00		
						Parts Cost		
						40.00		
	Total Time	0 hrs @ 90/Hr				0.00		
						Overall Total		
						40.00		

Customer Order number 2145430

[Update Status](#)

- This will generate an issue. There is no need to change the subject or content of the issue, just amend the 'Issue To' field to the name of the repair administrator and click the 'Add Issue' button.

VIAMED Stock Meeting - Repairs Review - General

Subject
Repair Approved SRS66316

Service Repair Sheet:66316 has been
Approved with Customer Order number: 2145430
SRN29222 NOT
Approved
SRN29225 NOT
Approved

Issue To: Robert Connor

My Filters
Related to Issue
Stock Ref:
PO Ref:
Opera A/c:
Mark as Important
Mark as Read only

[Add Issue](#)

- A confirmation will be displayed showing that the issue has been sent, the customer's PO number and which parts of the repair were approved.

SRN29225 Repair Approved SRS66316 - Outstanding

Issue #109265 Repairs Review - General Repairs Review - General Issued To: Robert Connor Created: Not Viewed Hidden Until: 01/Jan/1970 Completed Still Outstanding	Notes Added by Katie Evans sent to Robert Connor Service Repair Sheet: 66316 has been Approved with SRN29222 Approved SRN29225 Approved
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------

Customer Order number: 2145430

Attach File to new Issue
 Add Another Issue Related to This Issue
 Add Another Issue to Section

If the quotation is declined

- Ask the customer if they would like us to dispose of the faulty item(s) or return them unrepai
- From IntraStats, click on the 'Returns' tab and then select '5 Quotes Sent'.

Customer Repair Returns

- 0 Quick Generate SRS Number
- 1 Returns Receive Goods
- 2 Repairs in building
- 3 Repairs Ready for Invoice
- 4 Ready for Quote
- 5 Quotes Sent
- Place a Trace on a Barcode
- Repair Codes
- Repair Status Active List
- Returns - Engineer Mode
- View SRS

- Locate the returns reference number from the list displayed and select the 'View Quote' button.

All communications to be Logged in Goldmine.

Repairs Possible to generate Quote information for

SRS	Function	Attachments	Hosp/Company	Contact	Date Rec	Notes
SRS66316	View Quote View Details		Prelude Engineering & Design Ltd	Peter Rainbow	28/Nov/2017	28/Nov/2017 Robert Connor Returned 2 x GB300s for repair. 28/Nov/2017 Robert Connor Received 2 x GB300 s/m 303681, 271714 inc sensor cable, and R17MED + accessories

- A list of chargeable parts will be displayed. Click the 'Decline' button on all of the parts. As the customer is not ordering the repair, a PO number is not required. Click the 'Update Status' button.

Repair SRS66316

SRN	Description	Reference	Quantity	Unit Cost	Total Line	No Action	Accept	Decline
SRN29222	Oxygen Monitor Cable	0131200	1	20.00	20.00			
SRN29225	Oxygen Monitor Cable	0131202	1	20.00	20.00			
Total Time 0 hrs @ 90/Hr								
Overall Total 40.00								

Customer Order number

Update Status

- This will generate an issue. There is no need to change the subject or content of the issue, but add a memo advising repair admin on what the customer would like to do with the repair. Amend the 'Issue To' field to the name of the repair administrator and click the 'Add Issue' button.

- A confirmation will be displayed showing that the issue has been sent, which parts of the repair were declined and your note to repair admin saying what to do with the faulty goods.

Repair orders

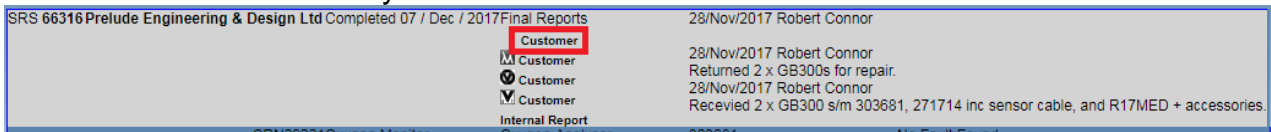
Locating the report

- Check the Service Repair Sheet (SRS) to ensure that the 'Repair Complete Signed' line has been signed and locate the returns reference number.

- From IntraStats, click on the 'Returns' tab and select the 'Find Customer Repairs' button under the 'Search' heading.

- Enter the numerals from the repair reference number; the 'SRS' prefix is not required. Then click the 'Submit' button.

- Under the 'Final Report' header, click 'Customer' without a logo. The others with logos contain the company header and are for emailing to customers only. The internal report should NOT be sent to the customer as they contain notes from the engineer for Viamed's reference only.



Note: The engineer notes will say what the engineer has done or found, these are for internal use only.

Notes to customer are displayed on the final report; these will be to the point and may not reflect what the engineers have said in their notes.

For example; the engineer notes may say "Error 7 on a MD300-D", but the customer notes may say, "Replaced under warranty with serial number xxxxxxxx".

- Print two copies of the customer's final report. One should be on letter headed paper which will be sent to the customer, the other is for checking and filing.

Note: See appendix – Fig. 2 for example report.

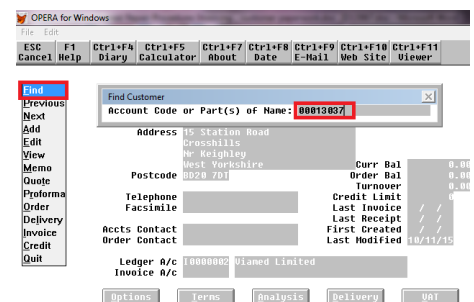
Generating the ORD

Log into Opera as per VM3COP20.72

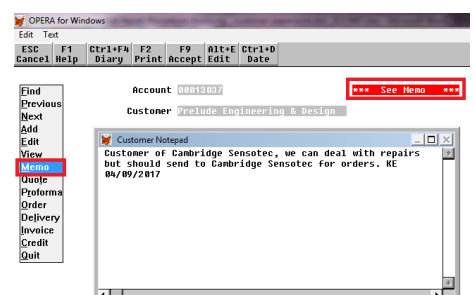
- Locate the account number on the SRS paperwork.

Service Repair Sheet SRS66316
 Contact Name Peter Rainbow
 Company/ Hospital Name Prelude Engineering & Design Ltd
 Department
 Position
 Direct Phone
 General Phone 01628 829600
 Opera Account 00013037
 Email prainbow@prelude-design.com
 Order Number
 Date Received 28/Nov/2017
 Booked in By Robert Connor

- From Opera>S.O.P.>Processing, click 'Find' or press the 'F' key. Type the account number and press the 'Enter' key.



- If the red 'See Memo' notice is displayed, click 'Memo' or press the 'M' key to view it; ensure you adhere to any requirements. Press the 'Esc' view to close the memo.



9. Click 'Order' or press the 'O' key on your keyboard.

Note: If the repair is for a proforma customer, click 'Proforma' or press the 'R' key instead.

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 Quote Proforma **Order** Delivery Invoice Credit Quit

Account 00013037 *** See Memo ***

Customer Prelude Engineering & Design

Address Unit 6
Grove Park Business Park
White Waltham
Maidenhead, Berkshire
SL6 3LU

Postcode Curr Bal 0.00
SL6 3LU Order Bal 0.00

Telephone Credit Limit
Facsimile Last Invoice
Accts Contact Last Receipt 24/09/17
Order Contact First Created
Last Modified

Ledger A/c 00013037 Prelude Engineering & Design
Invoice A/c

Options Terms Analysis Delivery Q&I

10.a. The SRS sheet will be signed as 'Ready for quote' if it has previously been quoted, if so, locate the printed quotation within the returned paperwork and find the quotation number at the top right of the quotation. Locate this number on the Opera orders list and click on it.

Quotation No. QU005061
Date. 28/11/17
Customer Ref. SRS66316
Account No. 00013037

OPERA for Windows

File Edit

ESC F1 F2 F4 F5 F6 F9 F11 F12 TAB

Cancel Help Print Delete/Undelete New Edit Order View Memo More-->

Find Previous Next

Account 00013037 *** See Memo ***

Customer Prelude Engineering & Design

Order

Menu	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	D0006677	28/11/17	Quote	QU005061	28/11/17	SRS66316	Printed

10.b. If the repair has not previously been a quotation, locate the returns reference number from the 'Cust ref.' Column on the Opera orders list.

OPERA for Windows

File Edit

ESC F1 F2 F4 F5 F6 F9 F11 F12 TAB

Cancel Help Print Delete/Undelete New Edit Order View Memo More-->

Find Previous Next

Account 00013037 *** See Memo ***

Customer Prelude Engineering & Design

Order

Menu	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	D0006677	28/11/17	Quote	QU005061	28/11/17	SRS66316	Printed

11. Click 'F9 Order' or press the 'F9' key. If the repair is already on as an order, the number in the 'Number' column will begin with 'ORD*****', in this case, click 'F6 Edit' or press the 'F6' key.

OPERA for Windows

File Edit

ESC F1 F2 F4 F5 F6 F9 F11 F12 TAB

Cancel Help Print Delete/Undelete New Edit Order View Memo More-->

Find Previous Next

Account 00013037 *** See Memo ***

Customer Prelude Engineering & Design

Order

Menu	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	D0006677	28/11/17	Quote	QU005061	28/11/17	SRS66316	Printed

12. If a PO has been received, check and amend the delivery address and customer contact to match the PO and amend the 'Cust Ref.' Field to the PO number.

If no PO has been received (only applicable for non-NHS customers) or if the repair is free of charge, then leave the 'Cust Ref.' Field as the repair reference number.

OPERA for Windows

File Edit

ESC F1 F9

Cancel Help Accept

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

Account 00013037 *** See Memo ***

Customer Prelude Engineering & Design

Address Unit 6
Grove Park Business Park
White Waltham
Maidenhead, Berkshire
SL6 3LU

Delivery Prelude Engineering & Design
Unit 6
Grove Park Business Park
White Waltham
Maidenhead, Berkshire
SL6 3LU

Cust Ref SRS66316
Due 29/11/17
Priority 3

Document D0006677 28/11/17
Quote QU005061 28/11/17

Raised By KATIE

Comments Customer contact
Peter Rainbow 01628 829 600

Analysis Discount

Amend the due date as per VM3COP03.01 taking into account the priority, cut-off times and weekends/national holidays.

Amend the priority to reflect a standard order, e.g. if one oxygen sensor is being returned, priority 4 should be used.

Note: If the repair is for an export account customer, ask them if they would like us to return the repair immediately or wait for their next order to save on carriage costs. Place on priority 8 until they reply, print the reply and write the answer on the ORD e.g. 'Please ship with next order'.

13. When all the details have been entered, click 'F9 Accept' or press the 'F9' key to move on.

- 14.a. If the repair was not previously a quotation, continue as per steps 10-52 beginning on page 5.

- 14.b. If the repair was previously a quotation, most of the details will have been entered. Check that the lines on Opera match the parts required from the final report and ensure that there is a labour/evaluation/servicing line for each SRN. The part numbers and descriptions can be seen at the top of the screen; use the down arrow on your keyboard or click on each line to ensure that everything has been entered.

15. Where replacement parts have been added, check to see if there are any serial numbers that need to be added. The new serial number can be found on the final report, these will need adding to the Opera memos for the replacement part number.

- Click on the replacement part line on Opera. The click 'F12 Memo' or press the 'F12' key.

- Place your cursor in the position before 'SRS Number' and type 'Replacement SN', then press the tab key on your keyboard twice to move the SRS and SRN number to an easy to read position.

- Insert the replacement serial numbers beneath this header and use the tab key to move the SRS and SRN number beneath their headers. If you have a quantity of two or more, ensure that the correct serial number is on the correct line as per the SRN number.

- Click 'F9 Accept' or press the F9 key when complete.

- When asked if you would like to save the changes, click the 'Yes' button.

16. Ensure the carriage is correct.

- If under warranty and shipping to the UK, carriage is free of charge.
- For all other orders, process as per VM3COP20.30 and VM3COP20.31

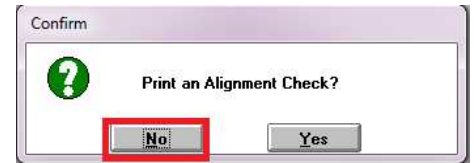
17. When everything has been completed, click 'F9 Accept' or press the 'F9' key to complete the order.

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

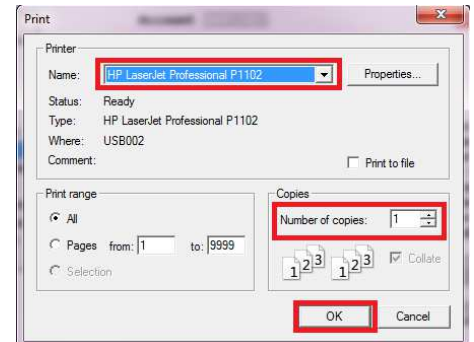
19. You will be returned to the order list on Opera, ensure you have clicked on the correct order and click 'F2 Print' or press the 'F2' button. ***PIC***

20. Another dialog box may open, ensure the printer name is set to 'HP SN M1212nf', if not, click the arrow to open the drop down menu and select it, then click the 'Printer' button.

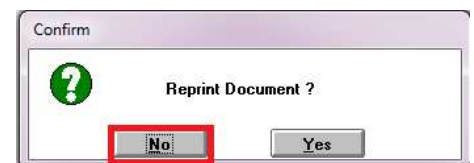
21. When asked if you would like to print an alignment check, click the 'No' button as an alignment check is not required at this point.



22. The print dialog will open, select your printer from the drop down menu, ensure that the 'Number of copies' field is set to 1 then click the 'OK' button.



23. You will be asked if you would like to reprint the document, click the 'No' button.



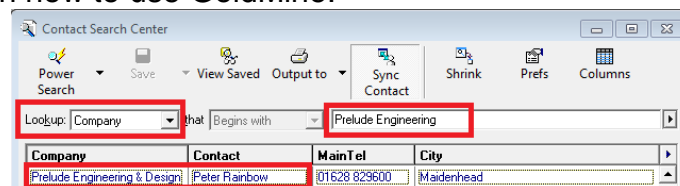
Note: See appendix – Fig. 3 for example ORD.

Order completion paperwork

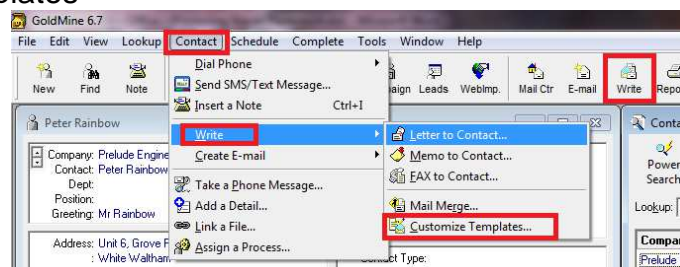
You will now have the repair paperwork from repair admin, one copy of the ORD and two copies of the final report (one on letter headed paper). You now need a letter to send with the repair.

Log into GoldMine as per VM3COP20.72

23. Use the 'Lookup' function and the search bar to locate the contact record. See Doc ID 1781 if unsure on how to use GoldMine.



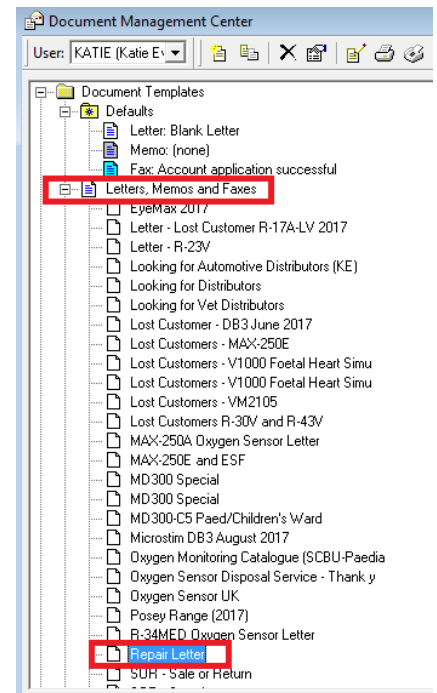
24. When the contact has been selected, click on the 'Write' icon or click on Contact>Write>Customize Templates



25. When the 'Document Management Center' opens, locate 'Letters, Memos and Faxes', if there is a + symbol to the left of it, click on it to open the templates list.

26. Scroll down the list to locate 'Repair Letter' and double click it to open a template.

If 'Repair Letter' is not in the list, speak to the Marketing department and request that it is added.



23. When the template opens, check that the name, address and greeting are correct.

Dear Mr Rainbow,

Mr Peter Rainbow
Prelude Engineering & Design
Unit 6, Grove Park Business Park
White Waltham
Maidenhead, Berkshire
SL6 3LW

24. Amend the repair reference number to reflect the number you are working on, e.g. SRS66316. Amend the quantity and description of the goods we are returning, e.g. The GB300 oxygen analysers have been evaluated, no fault was found.

Further to your returns reference SRS***** please find enclosed *quantity* *products*.

Further to your returns reference SRS66313, please find enclosed two GB300 oxygen analysers, two R-17MED oxygen sensors and two oxygen monitor cables.

25. Using the final report, fill in the 'SRS' 'SRN' 'Serial Number' and 'Model' columns on the table. The model refers to the model number rather than the type of product, e.g. use 'R-23V' not 'oxygen sensor'.

SRS	SRN	Serial Number	Model	Diagnosis

26. In the 'Diagnosis' field enter a brief description of what action has been taken.

SRS	SRN	Serial Number	Model	Diagnosis
66249	29159	81040148	VM-2500S	The VM-2500S has been evaluated, repaired and upgraded for increased reliability. The unit has passed QA checks.

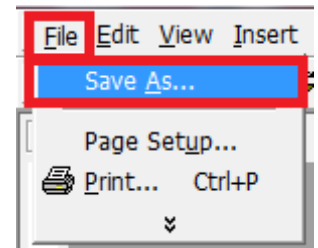
SRS	SRN	Serial Number	Model	Diagnosis
66245	29008	223260	IRMA	The IRMA was evaluated and has been replaced under warranty.

SRS	SRN	Serial Number	Model	Diagnosis
66097	28638	0401256	TT480	The Tom Thumb has been serviced and has passed QA checks.

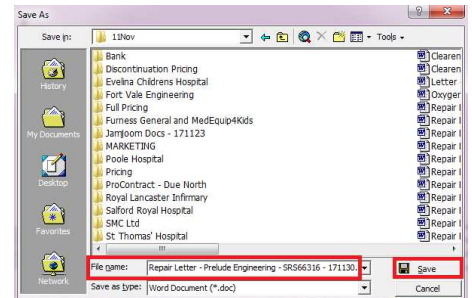
Note: See appendix – Fig. 4 for example letter.

27. Proof read the letter to ensure it is correct.

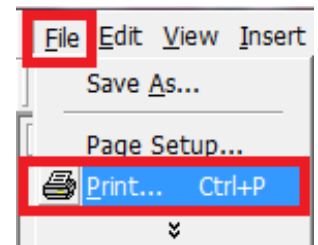
28. The letter needs to be saved in the U drive. Click 'File'>'Save As' or hold the 'Ctrl' key and press the 'S' key.



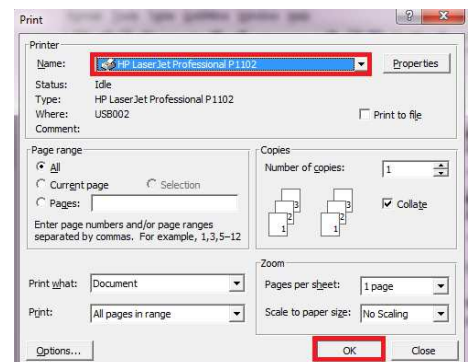
29. Navigate to U:*current year* *Current month* e.g. U:\2017\11Nov and save the file as 'Repair Letter - *customer name* SRS***** *date backwards* e.g. 'Repair Letter – Prelude Engineering – SRS66316 – 171130'. Then click the 'Save' button.



30. The letter now needs to be printed on letter headed paper. Click 'File'>'Print' or hold the 'Ctrl' key and press the 'P' key.



31. Insert one sheet of letter headed paper into the paper tray of your printer. From the print dialog, select the printer name from the drop down menu and press the 'OK' button.



32. Close the word processing application by clicking the red close button at the top right.



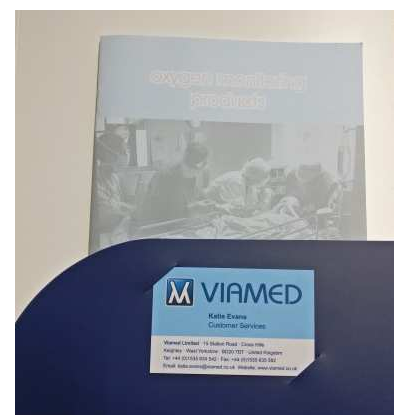
33. Locate a blue Viamed folder, these can usually be found in the stationary drawer in the office. When depleted, request additional supplies from the stock controller responsible for office supplies.



34. Insert your business card into the business card holder. If you do not have a business card, insert the business card of the relevant sales manager.



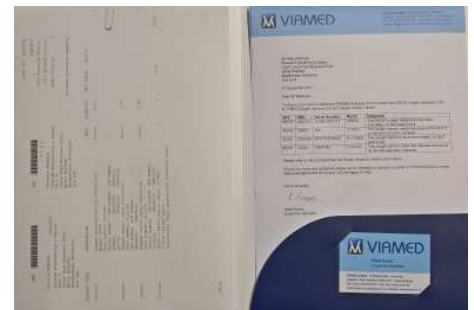
35. Locate a leaflet for the product(s) that are being returned. Frequently used leaflets are located on a display stand in the office, otherwise, the leaflet stock is located in stock room 5. If the product is from a discontinued line, use a relevant catalogue containing updated products, e.g. the TED200T oxygen monitor has now been discontinued therefore no longer has a leaflet, use the new oxygen monitoring brochure instead.



36. Insert the leaflet into the folder, place the final report printed on letter headed paper in next, followed by the letter to the customer so that the letter is at the front.



37. Paperclip the repair paperwork including SRS sheet, the final report on plain paper and the ORD from Opera to the blue folder for checking.



38. Deliver to the 'REPAIR ORDERS/QUOTES TO CHECK' tray located in Goods Out.



Fig. 1 - Example quotation



Quotation No. QU004807
Date. 31/05/17
Customer Ref. SRS66021
Account No. 00007542

26000

This Quotation Is Priced In Euros

15 Station Road, Cross Hills, Keighley
West Yorkshire, BD20 7DT, UK
Telephone : +44 (0) 1535 634542
Fax : +44 (0) 1535 635582
Email : info@viamed.co.uk

Fig. 2 – Example Report

Service Repair Sheet 66316					
Contact Name		Peter Rainbow			
Company/ Hospital Name		Prelude Engineering & Design Ltd			
General Phone		01628 829600			
Opera Account		00013037			
Email		prainbow@prelude-design.com			
Date Received		28/Nov/2017			
Booked in By		Robert Connor			
<hr/>					
Repair	Ref	S/N	Equipment Type		Under Warranty
SRN29221	0111211	303681	Oxygen Monitor	No Fault Found Time :0 Hour(s)	
The GB300 Oxygen monitor has been tested. No fault was found.					
<hr/>					
Repair	Ref	S/N	Equipment Type		
SRN29222	0131200		Oxygen Monitor Cable	End Of Life Time :0 Hour(s)	
Parts Replaced					
	Qty: 1	0131202	Oxygen Sensor Cable Black.		
The sensor cable has been replaced with SN:0012483.					
<hr/>					
Repair	Ref	S/N	Equipment Type		Under Warranty
SRN29223	0110017	877737	Oxygen Sensor	No Fault Found Time :0 Hour(s)	
The Oxygen sensor has been tested in air and Oxygen. No fault was found.					
<hr/>					
Repair	Ref	S/N	Equipment Type		Under Warranty
SRN29224	0111211	261714	Oxygen Monitor	No Fault Found Time :0 Hour(s)	
The GB300 Oxygen monitor has been tested. No fault was found.					
<hr/>					
Repair	Ref	S/N	Equipment Type		
SRN29225	0131202	0004196	Oxygen Monitor Cable	End Of Life Time :0 Hour(s)	
Parts Replaced					
	Qty: 1	0131202	Oxygen Sensor Cable Black.		
The sensor cable has been replaced with SN:0012491.					

Fig. 3 - Example ORD

		Order No. ORD89755
		DOD06549
ORD	ACC	
O R D E R		
Invoice Address	00002600	Delivery Address
Leicester Royal Infirmary		Leicester Royal Infirmary
Accounts Payable Department		Medical Physics Department
PO Box 189		Sandringham Building
Leicester		Leicester
		Date Required 07/12/17
		Date Entered 07/12/17
		Order Priority 3
		Customer Reference SRS66303
LE1 5WP		LE1 5WW

PRODUCT CODE	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE	DISC.%
2540000	Labour charge - Microstim DB3	1	1		1
2530012	Serial Number SRS Number SRN Number M0004557 SRS66303 SRN29190	1	1		1
2520000	Microstim DB3 - Intensity Control Knob. SRS Number SRN Number SRS66303 SRN29190	1	1		1
	Microstim DB3 - Patient Lead. With press studs connections. Length: 0.9 m	1	1		1
	SRS Number SRN Number SRS66303 SRN29190				
PPUPS1	Courier delivery - Standard.		1		1

0.00

DISC. %

Paul Simmonds
0116 258 5117
ZOEY

Fig. 4 - Example letter

Mr Patrick Kinsella
Classic Technology
Unit K2, M7 Business Park
Newhall
Nass, County Kildare
Ireland

30 November 2017

Address and greeting to
include title where possible

Dear Mr Kinsella,

SRS and SRN numbers

quantity, description and
model of returned goods

Further to your returns reference **SRS66284** please find enclosed **one AX300i Oxygen Monitor, one R-17MED Oxygen Sensor and one Oxygen Monitor Cable.**

SRS	SRN	Serial Number	Model	Diagnosis
66284	29139	252005	AX300i	The unit has been evaluated, cleaned and serviced. The AX300i has passed QA checks.
66284	29140	N/A	C74721	The cable has been tested and no fault has been found.
66284	29141	276424	R-17MED	The sensor has been tested. The output was within the published specification, no fault was found.

Please refer to the enclosed Service Repair Sheet for further information.

Should you have any questions please do not hesitate to contact me either on 01535 634542 or email katie.evans@viamed.co.uk and I will be happy to help.

Yours sincerely,



Katie Evans
Customer Service