VM3COP29.03 – Goods Out - Shipping

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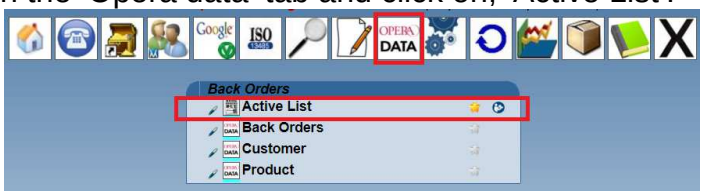
Related documents:

VM3COP29.12 – Goods Out - Shipping Pallets
VM3COP29.06 - Goods Out - Processing Card Payments
VM3COP20.35 - UPS Calculator
VM3COP29.04 – Goods Out - Franking Machine

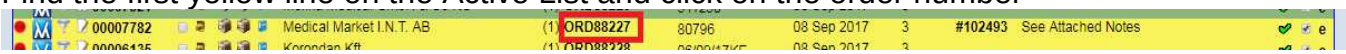
Picking

Note: *Orders must be shipped in priority then ORD order.*

From IntraStats, click on the ‘Opera data’ tab and click on, ‘Active List’.



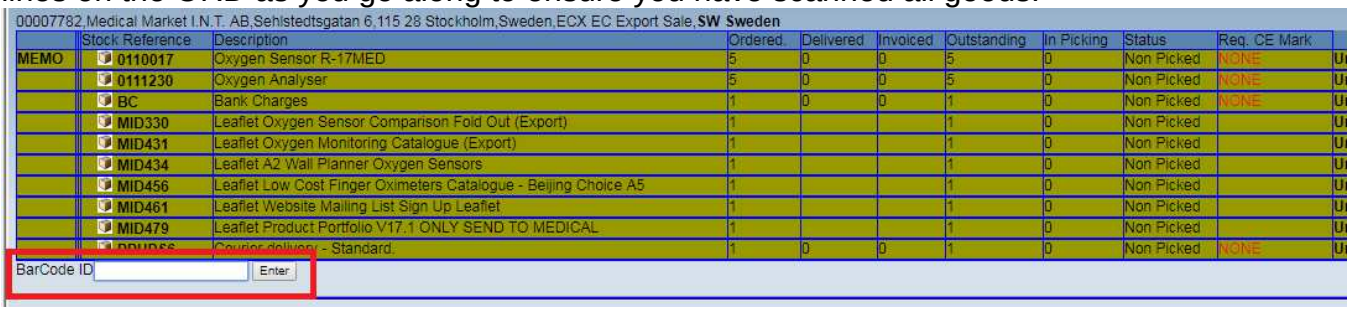
Find the first yellow line on the Active List and click on the order number



Locate the paper copy of the order, which can be found in the order tray on the Goods Out desk and be aware of any hand written notes.

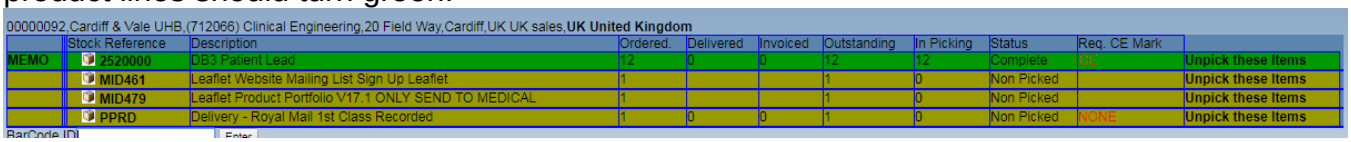
Gather the products and MID’s listed, ensuring that the correct quantities are collected.

Click into the ‘BarCode ID box and scan the barcodes located on the items. Tick the product lines on the ORD as you go along to ensure you have scanned all goods.

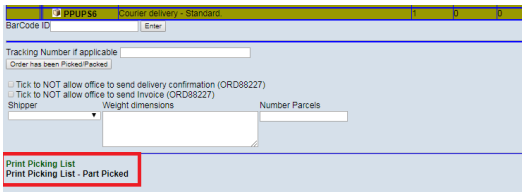


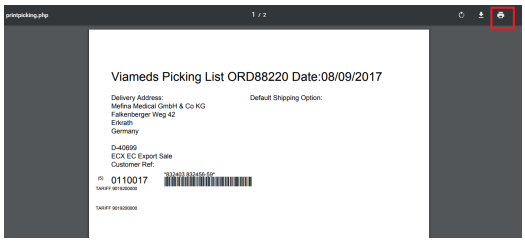
Note: Be aware that some oxygen sensors have specific labels for export customers. If the order is shipping to the UK, use the sensors labelled as UK on the UK quick picking shelf (loc ID 34289). If the order is shipping outside of the UK, including the Republic of Ireland, use the sensors with the export labels on the export quick picking shelf (loc ID 34287).

If the order is being shipped complete and the correct quantity has been scanned, all the product lines should turn green.

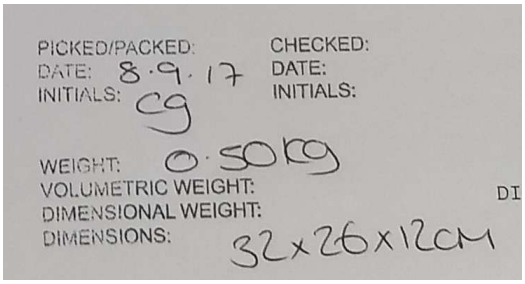


Click, ‘Print Picking List’ or, ‘Print Picking List – Part Picked’ if part shipping the order.
The picking list will open in a new tab; click print. Follow the steps to print to the printer located on the Goods Out bench you are working at.





Once printed, staple to the back of the paper copy of the order. Stamp the paper copy of the order with the picked/packed stamp. Fill in the picked/packed date and initials, the weight and the dimensions.



If any ORD’s are received with a credit card slip attached, see VM3COP29.06 before continuing.

Packing

Packing bags are only to be used for UK orders, and only for small items, always wrap the products in bubble wrap.

Orders shipping outside of the UK must always be shipped in a box.

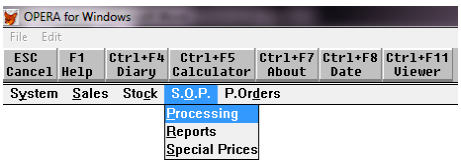
Use your own judgement as to which packing material to use; there is bubble wrap, brown paper and chippings. Always fill the gaps in the box, use as many packing materials as you feel is required to ensure the products arrive at their destination intact.

Humanmed use their own boxes located in the Humanmed stock room – only use these boxes for Humanmed orders.

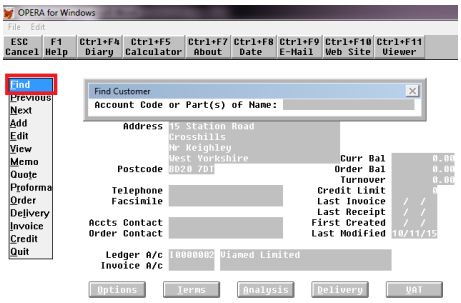
Note: *If shipping a pallet, please refer to VM3COP29.12 – Shipping Pallets.*

Delivery

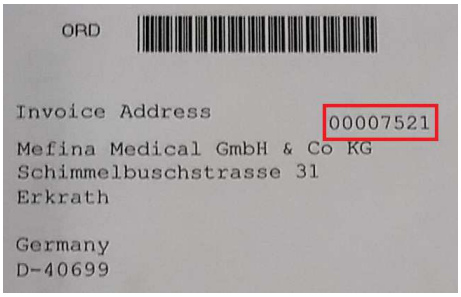
1. Open the relevant Opera, select ‘S.O.P.’ and click ‘Processing’.



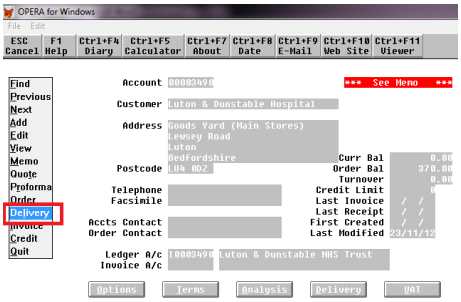
2. Press the ‘F’ key or click on ‘Find’, this will open a search box.



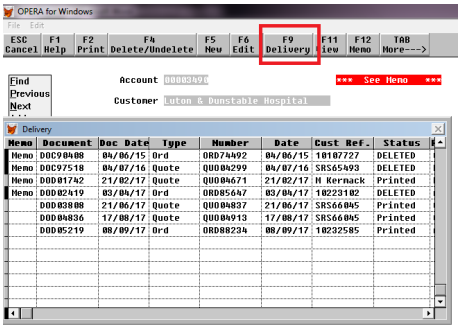
3. Type in the account number, which can be located at the top left of the paper copy of the order, and press enter.

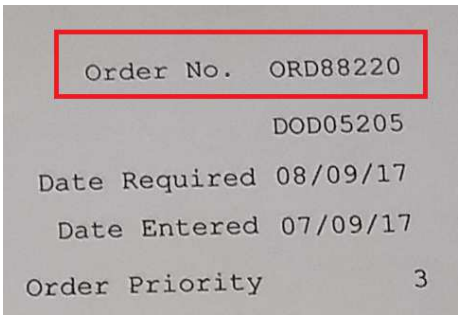


4. Press the ‘L’ key or click ‘Delivery’.

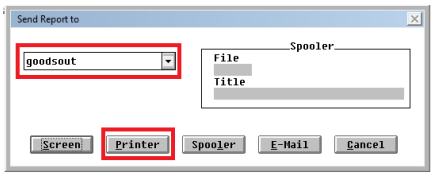


5. A list will be displayed, click on the correct order number which can be found at the top right of the paper copy of the order. Press ‘F9’ or click ‘F9 Delivery’.

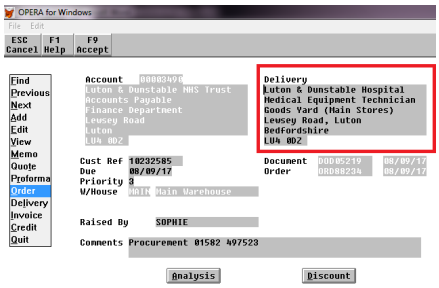




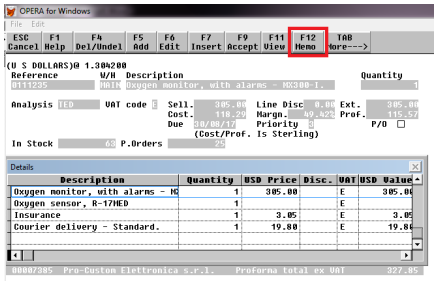
6. Select the printer located on the Goods Out bench you are working from and click ‘Printer’.



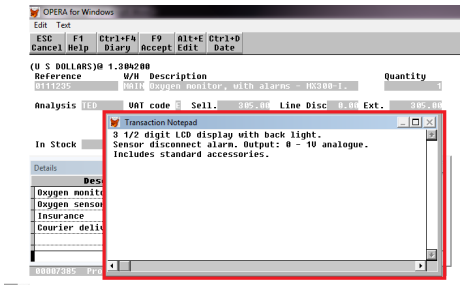
7. Check that the delivery address matches the paper copy. If so, press the ‘F9’ key, click, ‘F9 Accept’ or press the down arrow until the next page is displayed.



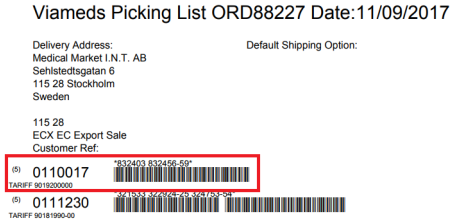
8. Click on the first product and press the ‘F12’ key or click, ‘F12 Memo’.



The, ‘Transaction notepad’ will open. This may contain notes about the product. Type the following beneath any notes already contained here.



9. In the ‘Transaction Notepad’, scan the barcode of the serial numbers, where available’ from the picking list printed earlier, ensuring that they are preceded with ‘S/N:’ Ensure the correct serial numbers are noted on the correct lines. The picking list details the part numbers to assign each serial number to.

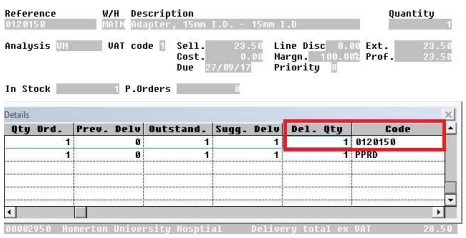


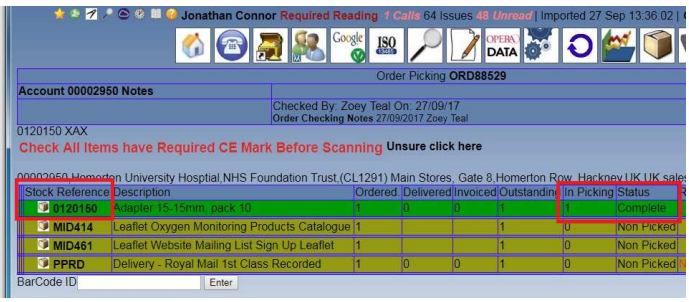
Some products do not have serial numbers. In this case the picking list will not have serial numbers in the barcode, but it will say “tracking”. Do not add these to the product memos on Opera; leave the memo blank.

If the order is shipping outside of the UK (export), a tariff number will also need to be added to each product memo in Opera. The tariff numbers are different for different product groups, find the correct tariff number as per the picking list and add it to the Opera memo for each product line.

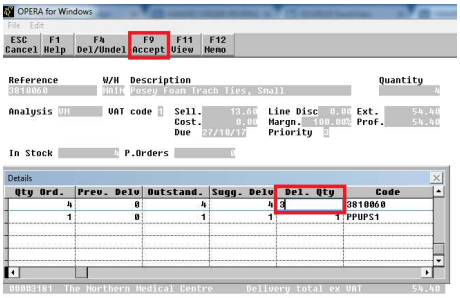
A list of tariff numbers can also be found on the Goods Out wall.

If shipping the order complete, ensure the quantities match the quantity you have scanned to the order on IntraStats.

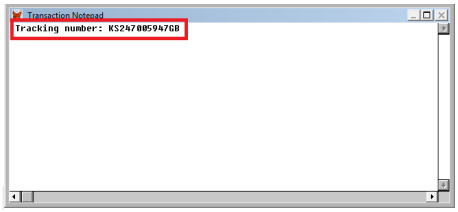




If part shipping, amend the quantity in the field to the amount that is being shipped/has been scanned to the order in IntraStats. Press the 'F9' key or click 'F9 – Accept' to proceed.

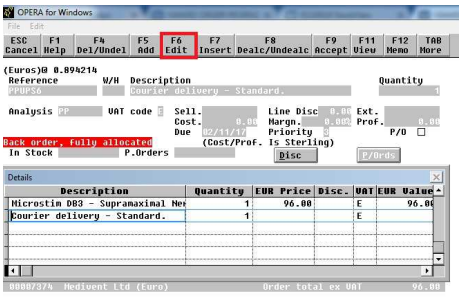


If the courier is not UPS, e.g. FedEx, TNT, DHL or Royal Mail, add a memo to the carriage line stating the tracking number. This can be scanned from the tracking sticker or AirWay Bill.



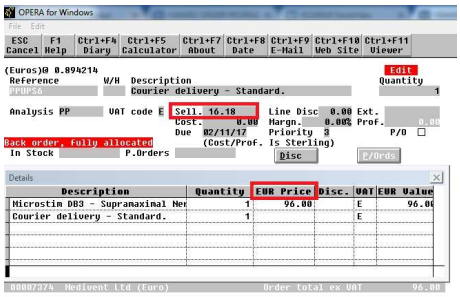
If there is no carriage price and the order states, "Carriage to be added", enter the price as calculated using, VM3COP20.35 UPS Calculator.

From the deliveries screen on Opera, click on the carriage line and press the F'6' key or click 'F6 – Edit'.

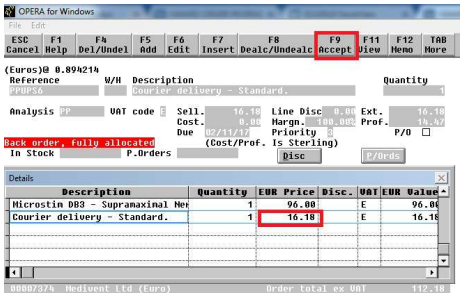


Enter the carriage price in the ‘Sell’ field and press the ‘F9’ key.

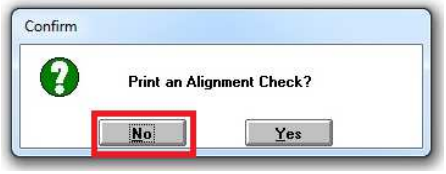
Ensure that the price you have entered is the same currency as the order.



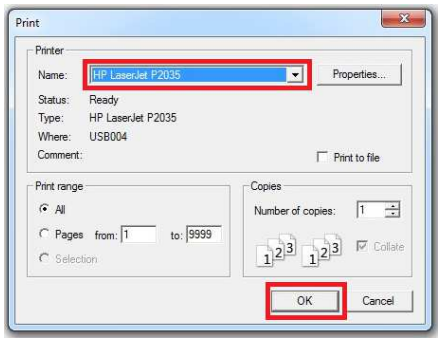
If the price is correct, press the ‘F9’ key or click ‘F9 – Accept’ to proceed.



10. When complete, press the ‘F9’ key or click ‘F9 Accept’, you will be asked if you would like to print an alignment check, click ‘No’.



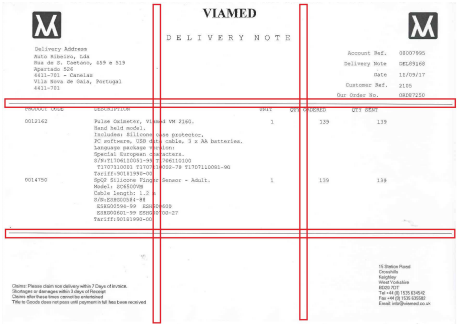
11. The print dialog will open. Use the drop down menu to select the printer located on your bench and click, ‘OK’ to print a delivery note.



Note: *A delivery note needs to be attached to every box, print as many delivery notes as you have boxes. E.g. if shipping two boxes, print two delivery notes.*

12. Press ‘Esc’ to leave the Delivery list.

13. Fold the delivery note to ensure that it fits in a, ‘Documents Enclosed’ wallet. To do this, fold into thirds along both black, horizontal lines. Then fold in to thirds vertically.

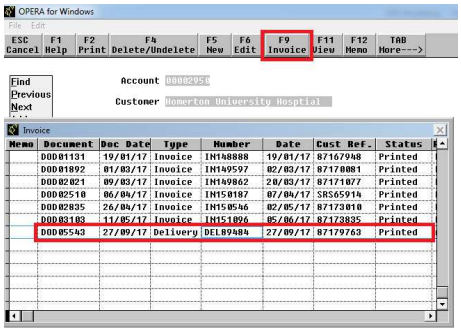


The delivery address must be displayed in full view.

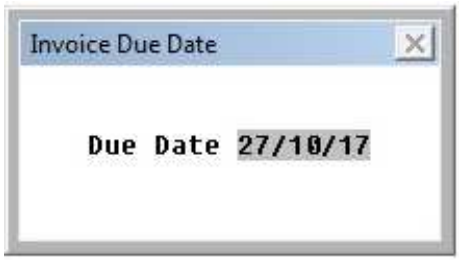
14. Peel the wallet off of the backing and stick to the top/front of the box/packing bag.

Invoicing

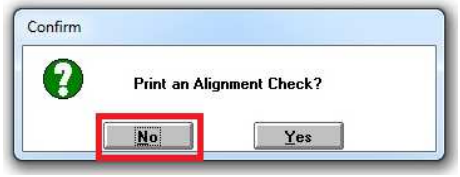
1. Press the ‘I’ key or click ‘Invoice’, a list will appear. Locate the delivery note you just printed in the list and click on it; this will usually be at the bottom of the list. Press the ‘F9’ key or click ‘F9 Invoice’.



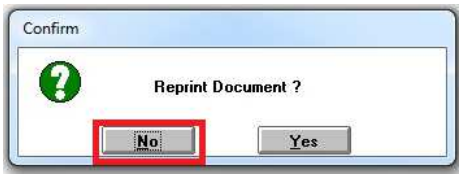
2. A dialog box will open asking you to confirm the invoice due date. Do not amend this, just press the ‘Enter’ key.



3. When asked if you would like to print an alignment check, click ‘No’.

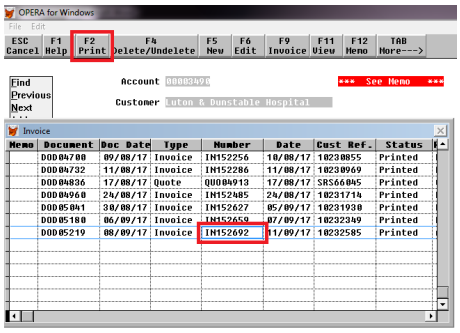


4. When asked if you would like reprint the document, click ‘No’.

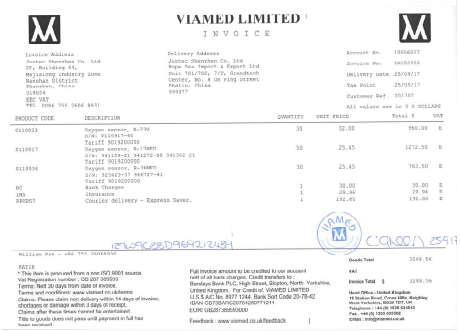


5. Place the invoice in the invoice tray, which will be collected by the office for emailing/posting.

Export Invoicing



Four copies of the invoice must be signed by the person shipping the order and the company stamp should be stamped on to all four copies. If the order is being shipped via UPS, the tracking number also needs to be hand written on them, this is not required for other couriers.



For UPS

- The unstamped, unsigned invoice should be placed in the invoice tray, which will be collected by the office for emailing/posting.
- One of the stamped and signed invoices needs to be folded in half and attached to the package in an A5 docket. The docket can be sealed.
- Three copies of the stamped and signed invoices should be placed on top of the package.

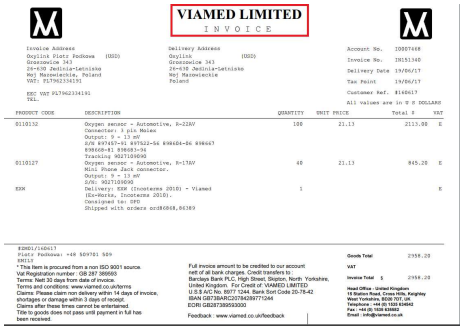
For EXW couriers, see page 17

Shipping - Tracking Numbers/Courier Paperwork

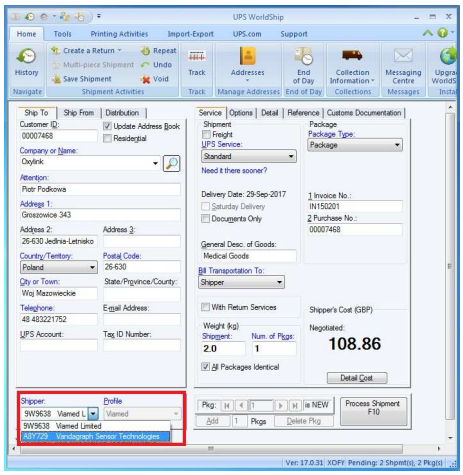
UPS

1. Open the UPS WorldShip application, a shortcut can be found on the desktop of the Goods Out PC's.

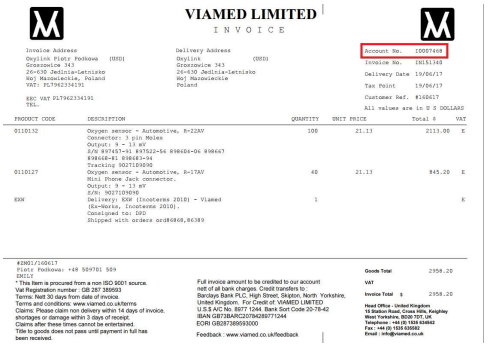
Keep the invoice for the order you are shipping to hand. At the top of the invoice is the shipper's company name

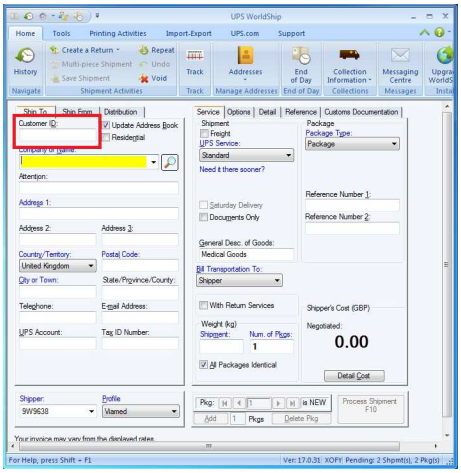


2. When WorldShip opens, ensure that the shipper's company name on the invoice, matches the profile located at the bottom of the WorldShip application. If this is incorrect, use the drop-down box to amend the company profile. E.g. Viamed or VST.

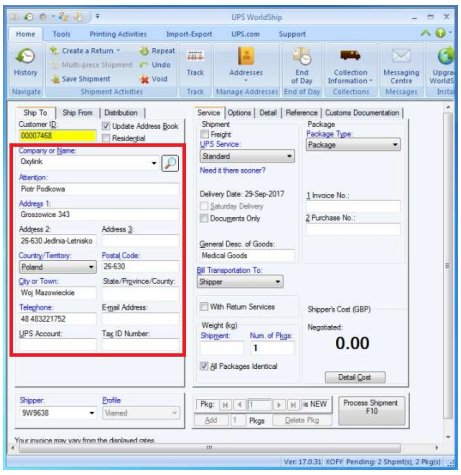


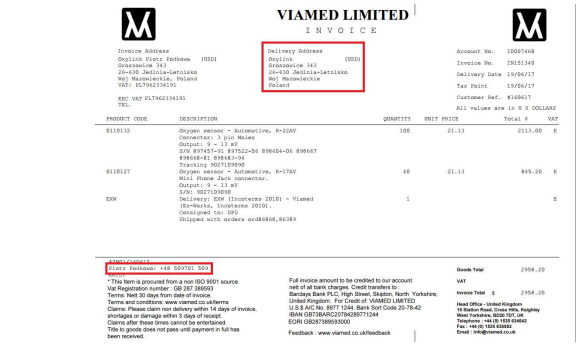
3. Click on the 'Customer ID' field and enter the account number located at the top right of the invoice, exchanging the first digit for a zero. E.g. 00007468 instead of I0007468.



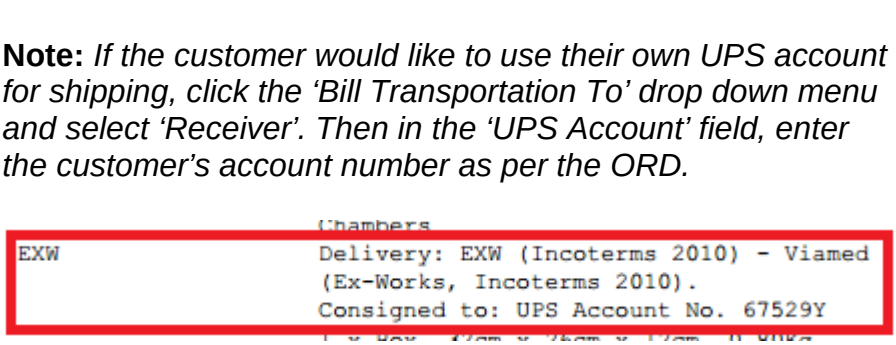


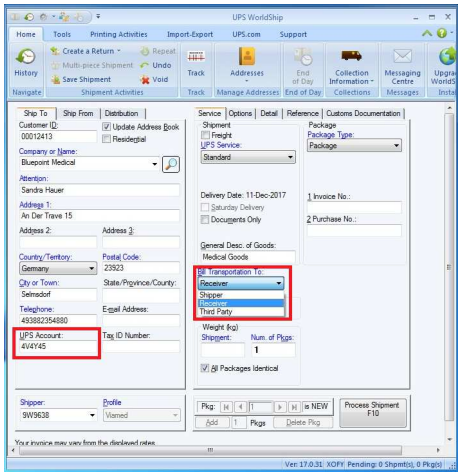
4. Press the ‘Enter’ key and if the order is for an existing customer, the fields will be automatically filled with the customer’s shipping information. Ensure the address, contact name (‘Attention’) and telephone number match the invoice. If the fields are not automatically filled, enter the required information very carefully.



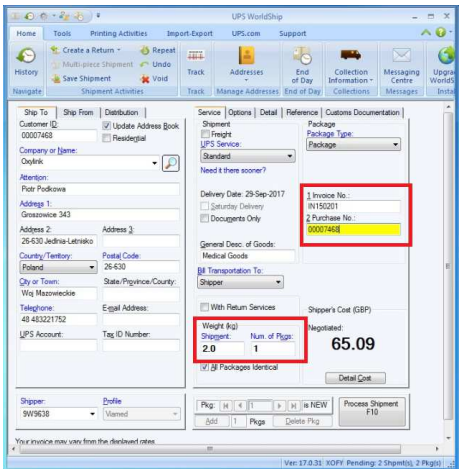


Note: *If the customer would like to use their own UPS account for shipping, click the ‘Bill Transportation To’ drop down menu and select ‘Receiver’. Then in the ‘UPS Account’ field, enter the customer’s account number as per the ORD.*

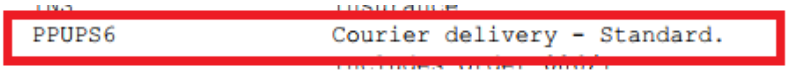


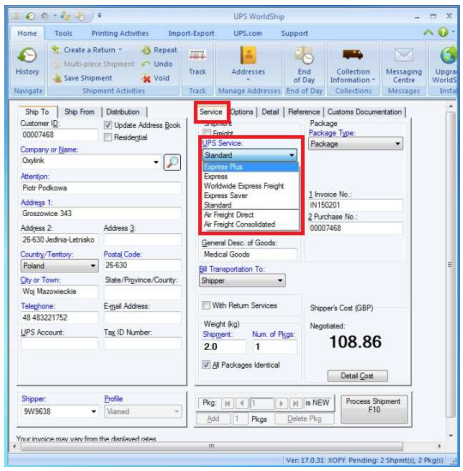


5. Enter the weight of the package in kg; scales can be found on the floor underneath the Goods Out benches. Enter the reference numbers. ‘1 Invoice No:’/’Reference Number 1’ should be the invoice number as located on the invoice. ‘2 Purchase No:’/’Reference Number 2’ should be the customer account number, exchanging the first digit for a zero. E.g. 00007468 instead of I0007468.



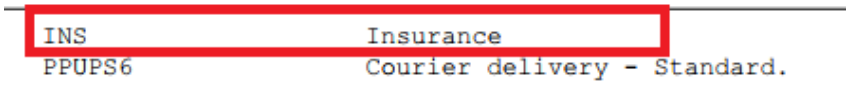
6. Check the order paperwork to see which UPS service is being used. From the, ‘Service’ tab, click the, ‘UPS Service’ drop down menu and select the correct service.

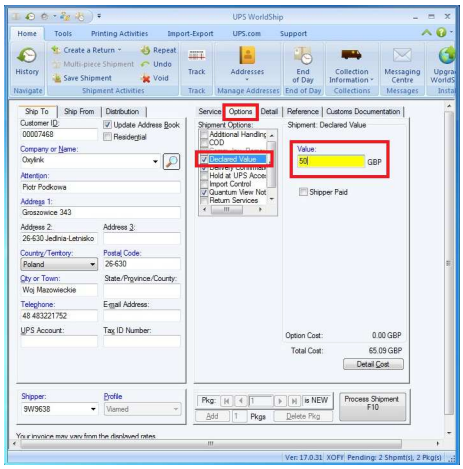




UPS – Overseas

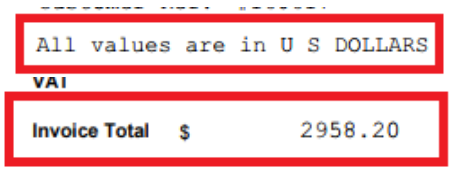
In addition to the above, if the customer is outside of the UK and the invoice has an insurance line, click on the, ‘Options’ tab and click on the tick box for ‘Declared Value’. Enter the GBP value of the order.





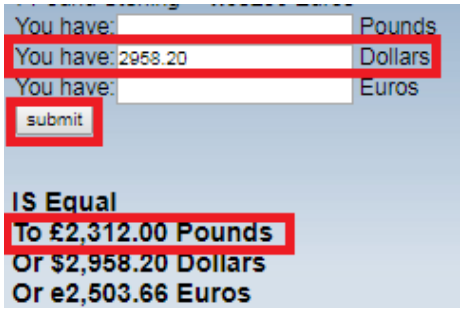
If the currency on the invoice is not in GBP, use the currency converter on IntraStats to convert. To do this, click on the, ‘X’ icon and the click ‘Exchange Rates’.

Locate the currency type on the top right of the invoice.

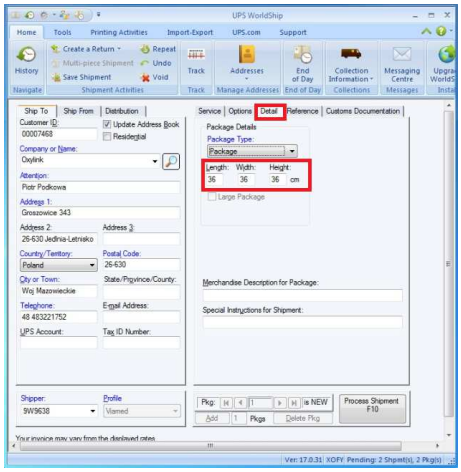


Locate the invoice total at the bottom right of the last page of the invoice.

Enter this value in to the correct currency field and click the ‘submit’ button. The GBP value will be displayed.

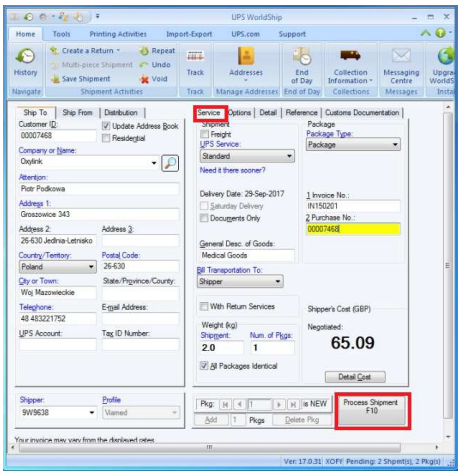


If the order is shipping outside of the UK, the dimensions also need to be entered. To do this, click on the ‘Detail’ tab and enter the dimensions. A large ruler can be found on the Goods Out benches.



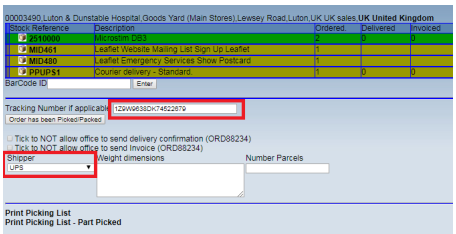
UPS – Printing the Label

When you are satisfied that the details have been entered correctly, from the, ‘Service’ tab, click, ‘Process Shipment’ or press the F’10’ key.



A label will be printed from the UPS label printer situated next to the PC. Affix the label to the top/front of the box/packing bag.

From the IntraStats order picking screen, scan the tracking number into the tracking number field using the barcode scanner to minimise mistakes, then select the courier name from the drop down menu. This will allow the office to send the customer a delivery notification.



Royal Mail

Recorded Delivery, UK

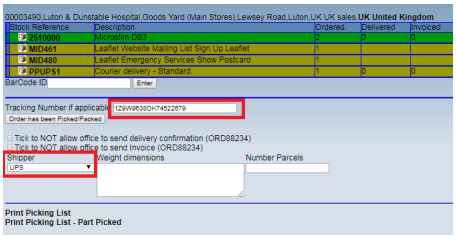
1. Take a Recorded Delivery tracking sticker from the roll provided in Goods Out.

2. Remove a tracking number barcode sticker and attach to the order paperwork.

3. Remove a small, typed tracking number sticker, attach to the Recorded Delivery Book and write the delivery address in the book to the left of the tracking number sticker.

4. Attach the remaining part of the tracking sticker to the top left of the package. Add a franking label to the top right of the package, see VM3COP29.04 for franking instructions.

5. From the IntraStats order picking screen, scan the tracking number into the tracking number field using the barcode scanner to minimise mistakes, then select the courier name from the drop down menu. This will allow the office to send the customer a delivery notification.

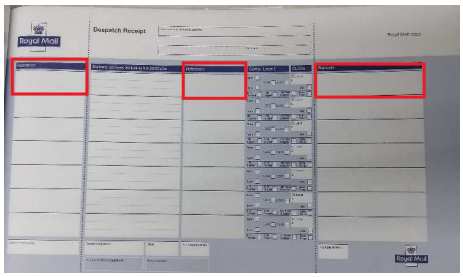


Special Delivery, UK

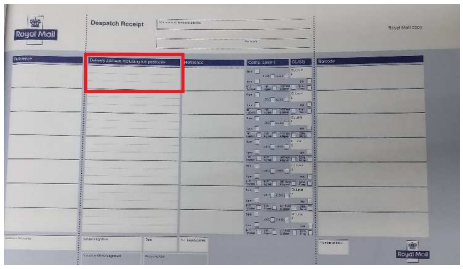
1. Take a Special Delivery tracking sticker.

2. Remove a thin, tracking number barcode sticker and attach to the order paperwork.

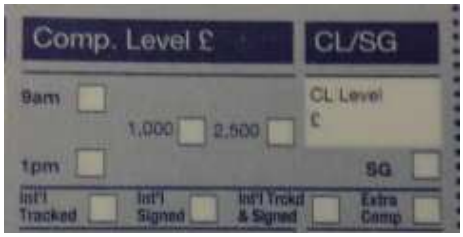
Note: *The Special Delivery book is a duplicate book; ensure the protective card sheet is situated UNDER the page, and its duplicate, that you are writing on.*



3. Remove the two small, typed tracking number stickers, attach to the Special Delivery Book in both of the, 'Reference' fields. Remove the other thin barcode and attach it to the, 'Barcode' field.



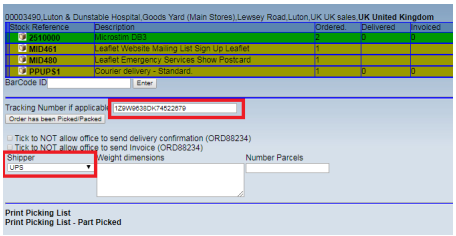
4. Write the address in the, 'Delivery Address' field



5. Mark which service is to be used in the book. There are boxes for 9am and 1pm, the 'SG' box is for Saturday Guarantee. See order paperwork to confirm which service to use.

6. Attach the remaining part of the tracking sticker to the top left of the package. Add a franking label to the top right of the package, see VM3COP29.04 for franking instructions.

7. From the IntraStats order picking screen, scan the tracking number into the tracking number field using the barcode scanner to minimise mistakes, then select the courier name from the drop down menu. This will allow the office to send the customer a delivery notification.



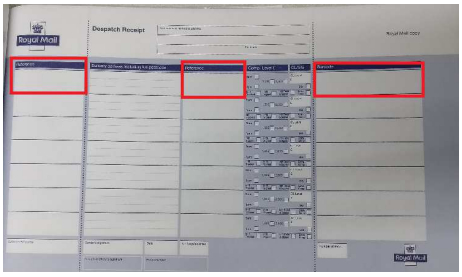
Overseas

1. Take a tracking sticker; there is a different sticker for different services.

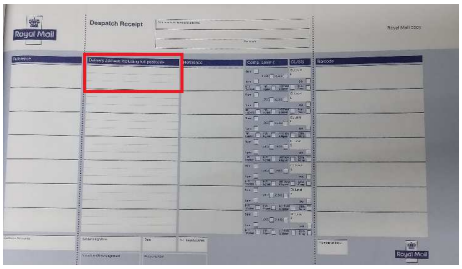
2. Remove a thin, tracking number barcode sticker and attach to the order paperwork.

Note: *The Special Delivery book is a duplicate book; ensure the protective card sheet is situated UNDER the page, and its duplicate, that you are writing on.*

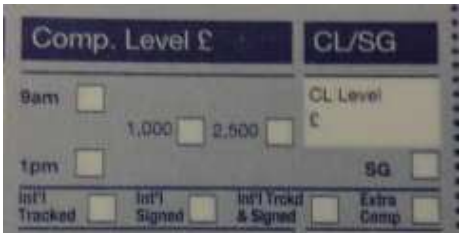
3. Remove the two small, typed tracking number stickers, attach to the Special Delivery Book in both of the, 'Reference' fields. Remove the other thin barcode and attach it to the, 'Barcode' field.



4. Write the address in the, 'Delivery Address' field



5. Mark which service is to be used in the book. There are boxes for International Tracked, International Signed and International Tracked and Signed. See order paperwork to confirm which service to use.

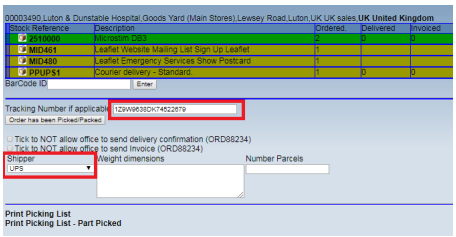


6. Attach the remaining part of the tracking sticker to the top left of the package. Add a franking label to the top right of the package, see VM3COP29.04 for franking instructions.

7. All orders shipping via Royal Mail outside of the EU* need to have a Customs Declaration sticker attached. Tick the box named 'Other', fill in the quantity, description, weight and value of the goods. Fill in the HS code as per invoice or packing list and the total value and weight. Sign and date at the bottom. Attach this sticker to the bottom right or on the back of the package.

*Countries within the EU that also require this form are: The Channel Islands, Andorra, Vatican City State, Canary Island, Gibraltar and San Marino.

8. From the IntraStats order picking screen, scan the tracking number into the tracking number field using the barcode scanner to minimise mistakes, then select the courier name from the drop down menu. This will allow the office to send the customer a delivery notification.

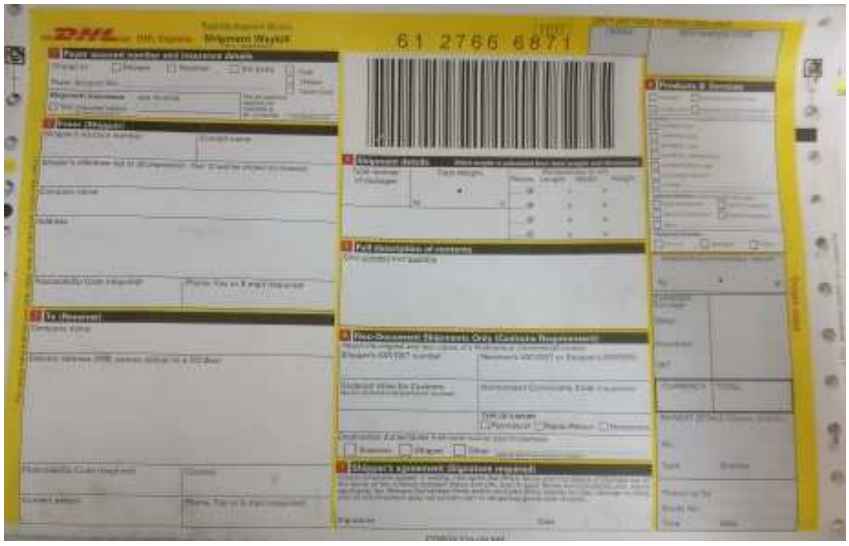


EXW

Ship in the same way as all other orders; the only difference is how to arrange the collection.

We can arrange collection for TNT, FedEx, DHL or UPS if we have the customers account number. A list of couriers, our account numbers, telephone numbers and cut off times is displayed on the Goods Out wall.

Retrieve an AirWay Bill for the named courier from the stationary shelf in Goods Out. This needs to be filled out.

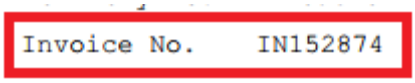


All AirWay Bills require the same information.

The payer – this is the customer, tick ‘Receiver’ in this area.

Shipper – this is Viamed/VST, fill the company details in here, including our account number.

The shippers reference is the customer’s invoice number which can be found at the top right of the invoice.



Receiver – this is the customer, fill out all of the fields. All the required information is on the invoice.

Shipment Details – Write the size and weight of the box(es), the number of boxes and the total weight.

Description of Contents – Write the quantity and a brief description, e.g. pulse oximeters, oxygen sensors. This information is found on the invoice.

Non-Document Shipments Only – If shipping outside of the UK, write the tariff numbers in to the, ‘Harmonised Commodity Code’ field. The tariff numbers are available from the picking list or invoice.

Shippers Agreement – This must be signed and dated by the person shipping the order.

Products and services – Unless a service is noted on the invoice, e.g. Express, Economy etc, then leave this blank. If a specific service is requested, tick the correct box.

Call the courier before the cut off time and have the invoice to hand as you will need the customer’s account number. Ask for a collection; you will need the customer’s address, contact name, telephone number, their account number with the courier and our account number with the courier.

Note: *For orders shipping outside of the EU, four copies of the invoice must be signed by the person shipping the order, the company stamp should be stamped on to all four copies.*

- *One unstamped, unsigned invoice should be placed in the invoice tray, which will be collected by the office for emailing/posting.*

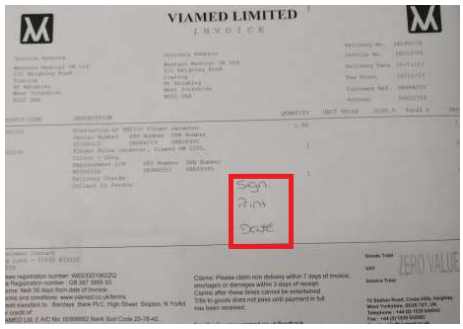
- *Four of the stamped and signed invoices needs to be folded in half and attached to the package in an A5 docket with the AWB. DO **NOT** SEAL THE DOCKET.*

If sending more than one package, mark the boxes as 1/2, 2/2 etc. Photocopy the AWB and place a copy on each box in a docket.

Note: *For any courier for which we do not have an AWB or if the account number is not stated on the order paperwork, complete the above steps but print 6 copies of the invoice.*
Four copies of the invoice must be signed by the person shipping the order, company stamp should be stamped on to all four copies.

- *One unstamped, unsigned invoice should be placed in the invoice tray, which will be collected by the office for emailing/posting.*

- *One unstamped, unsigned invoice should be placed with the package but write, 'Sign', 'Print', 'Date' and 'Van reg' on it leaving a space for the driver to sign it.*



- *Four of the stamped and signed invoices needs to be folded in half and attached to the package in an A5 docket. DO **NOT** SEAL THE DOCKET.*

Advise the office that the order is ready for collection so that they can speak to the customer to arrange the collection.

Completing the Order

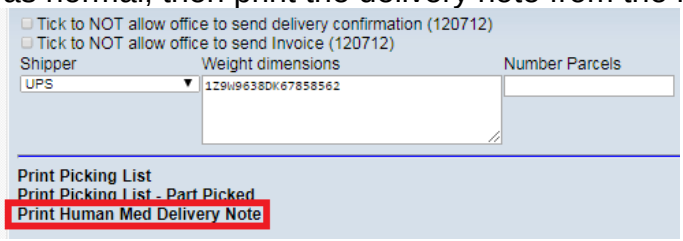
Completed UPS orders should be placed on the UPS area of the Goods Out shelf, closest to the door.

Completed Royal Mail packages should be placed in the Royal Mail collection box.

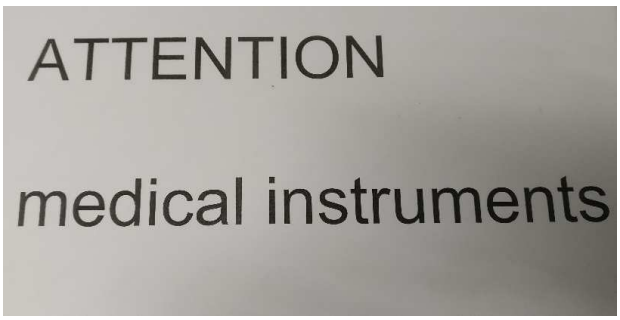
Completed EXW orders should be placed on the designated area of the Goods Out shelf, between the UPS and Royal Mail completed orders.

Shipping Humanmed Orders

Humanmed use their own boxes, ensure these are used when packing Humanmed orders; they are located in the same stock room as the stock. Scan to the IntraStats order picking screen and print the picking list as normal, then print the delivery note from the link beneath.

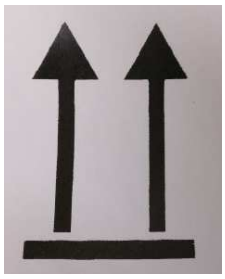


When sealing the box, use ‘FRAGILE’ tape. Then affix one ‘ATTENTION medical instruments’ label to each box, there are large and small versions available, use the appropriate size for the box; they are located with the MID’s in Goods Out.



Then affix each of the following labels:

This way up – ensure the arrows are pointing in the right direction when sticking to the box



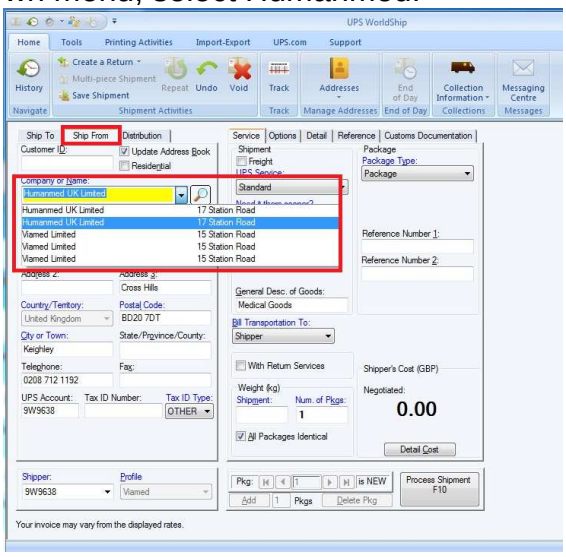
Keep dry

Fragile

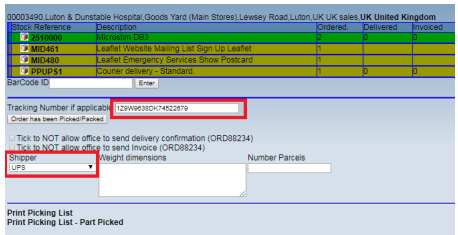
Then proceed to the WorldShip application on either of the Goods Out computers.

Note: *Humanmed should only be shipped via UPS except in emergent circumstances.*

Complete as per page 10-12 with one addition. Click the 'Ship From' tab and from the 'Company or Name' drop down menu, select Humanmed.



From the IntraStats order picking screen, scan the tracking number into the tracking number field using the barcode scanner to minimise mistakes, then select the courier name from the drop down menu. This will allow the office to send the customer a delivery notification.



Shipping Sale or Returns (SOR) Orders

When an SOR is ready to ship, the office will place a blue Viamed folder in the 'ORDERS' tray containing a delivery note or shipping invoice and other documents for the customer.

Find the SOR number on the delivery note or shipping invoice.

Delivery address
Ray Painter
Bristol Royal Infirmary NHS
MEMO
10 Marlborough Street
Finance Department
PO Box 3214
Bristol
BS1 9JR

Sale or Return Goods SOR829

Barcode	Serial Number	Stock Ref	Description
1202755	-	4421607	Standard Gas Sampling Line - S Type
1202756	-	4421607	Standard Gas Sampling Line - S Type

Collect the goods listed on the delivery note or shipping invoice from location ID 33668 located in the Goods In corridor.

Delivery address
Ray Painter
Bristol Royal Infirmary NHS
MEMO
10 Marlborough Street
Finance Department
PO Box 3214
Bristol
BS1 9JR

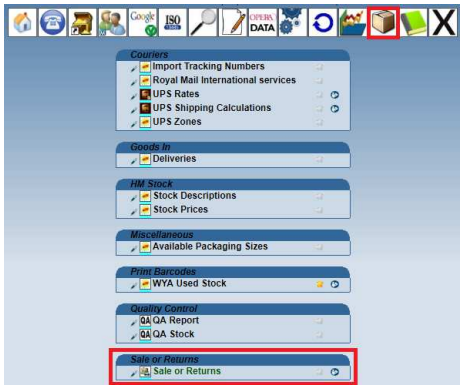
Sale or Return Goods SOR829

Barcode	Serial Number	Stock Ref	Description
1202755	-	4421607	Standard Gas Sampling Line - S Type
1202756	-	4421607	Standard Gas Sampling Line - S Type

Pack the goods and the blue Viamed folder as per page 3. Make a note of the name of the colleague that wrote the letter.

Use the 'NHS Delivery Note' or the 'Viamed Shipping Note' as the delivery note on the box. This will be located in the blue folder.

From IntraStats, click on the 'Stock' tab and select, 'Sale or Returns'.



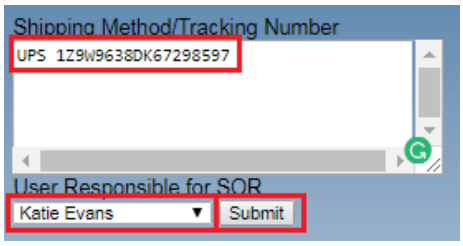
Find the SOR number you are working on from the column on the left. Ship the goods as per pages 10-18. If extra invoices are required for export customers, they can be printed by clicking the 'Export' button on the corresponding line under the 'Shipping Notes' column header.

SOR	Issue ID	Items	Account	Created	Name	Add	Shipping Notes				Send
SOR826	Create	Cancel SOR	00004040	01/Nov/2017	John Radcliffe Hospital		Export				
SOR818	Create	1	00007518	29/Sep/2017	Medisal D.O.O		Export				
SOR830	Create	2	00006277	23/Nov/2017	Nosbet Equipamentos LDA		Export				
SOR833	Create	Cancel SOR	00003310	24/Nov/2017	St Georges Hospital		Export				
SOR834	Create	Cancel SOR	00003310	24/Nov/2017	St Georges Hospital		Export				
SOR835	Create	Cancel SOR	00009190	27/Nov/2017	Viamed Ltd		Export				

Click the corresponding icon in the ‘Send’ column on the right.

Enter the name of the courier name with which you have shipped and scan the tracking number.

Using the drop down menu, select the name of the colleague that wrote the letter. Then click the ‘Submit’ button.



When complete, return the ducket to the ducket wall located in the Goods In corridor. Place on the ground in front so that it can be cleaned.

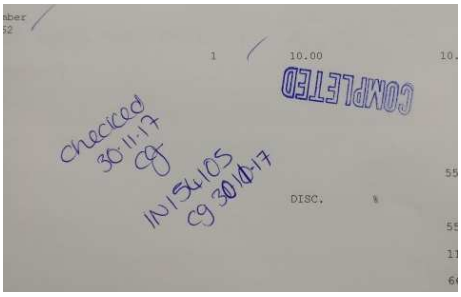
Shipping Repairs

Repairs are located in individual duckets with the corresponding paperwork at the end of the Goods In corridor, near the steps.

Goods should be carefully packed with as much packing material as is deemed necessary to ensure the goods arrive at their destination intact.

The goods cannot be scanned to the IntraStats picking screen as normal orders are, but the remainder of the shipping process is the same. Go through the picking, packing, delivery, invoicing, shipping and completion sections as per normal order. No picking list or picked/packed stamp is required.

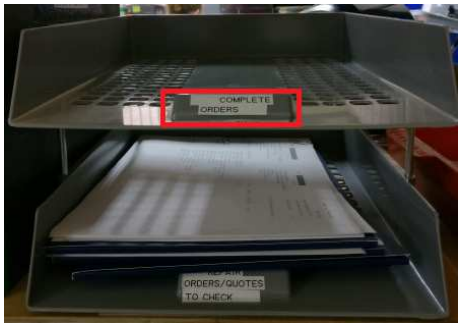
When complete, stamp the ORD with the completed stamp write the invoice number, sign and date.



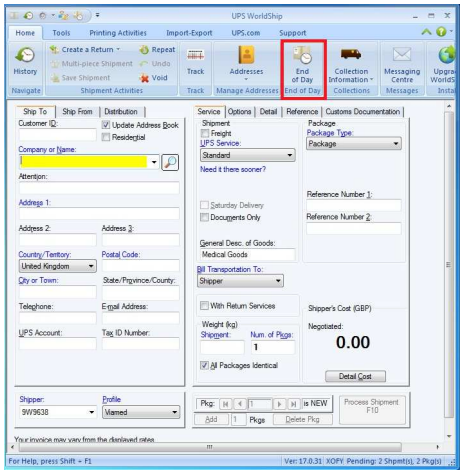
Next, the paperwork needs to be arranged. The ORD should be at the front, followed by both copies of the SRS sheet, then any customer paperwork, and then the report should be at the back. Staple it all together.

Place the paperwork in the ‘COMPLETE ORDERS’ tray. A member of the office team will collect the paperwork for filing.

When complete, return the ducket to the ducket wall located in the Goods In corridor. Place on the ground in front so that it can be cleaned.



End of the Shipping Day



Before UPS arrive – Approx. 3pm

UPS cannot take the packages without an end of day report. In order to print this, use the UPS WorldShip application, click the, 'End of Day' button; this will begin printing. Place the completed report with the UPS packages ready for collection.

Note: *If both Goods Out benches/computers have been used to ship UPS packages, an end of day report needs to be printed from both WorldShip applications.*

Before Royal Mail arrive – Approx 4pm

Ensure all the packages, post and franking bags are placed into a collection bag before Royal Mail arrive to collect them.

Royal Mail Special Deliveries and International service packages should not be placed in the collection bag. Place these packages with the book on the shelf above the collection point. Inform the Royal Mail driver that there are specials when they collect the post. The driver must sign the book and take a copy of the paperwork.

The collection bag needs to be placed close to the Royal Mail Collection Point card by 4pm.