

VM3COP29.13 – Returns – Repair Admin

Related documents:

VM3COP29.09 – Goods In - Booking In Returns and Repairs

VM3COP20.031 – Office – Processing Repairs

VM3COP29.03 – Goods Out - Shipping

Engineers evaluation

After the engineers have evaluated the goods on an SRS, they will move the ducket containing the goods and the paperwork to the repair shelves, these are located on the Goods In corridor, at the bottom near the R&D room door.



The 'To Be Quoted' shelf and the 'Waiting Letter/Repair Sheet' should be checked daily.



To be quoted shelf

When a repair is located on the 'To Be Quoted' shelf, locate the SRS sheet and sign as 'Ready for Quote'. Deliver the SRS sheet and any customer paperwork to the office; they will then return a finished quotation for checking.

Service Repair Sheet SR566316
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

Ready for quote: 23/11/17

Repair Complete Signed:

SRR	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	011211	303681	Yes (1)
SRN29222	Oxygen Monitor Cable	011210		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	011211	261214	Yes (1)
SRN29225	Oxygen Monitor Cable	011210	004196	
SRN29226	Oxygen Sensor	0110017	975508	Yes

When the paperwork has been taken to the office, move the ducket to the 'Quoted – Waiting on Customer' shelf.



Waiting Letter/Repair Sheet shelf

When a repair is located on the 'Waiting Letter/Repair Sheet' shelf, gather the SRS sheet and customer paperwork and sign as 'Repair Complete Signed'. Deliver the SRS sheet and any customer paperwork to the office; they will then return a finished order and completion paperwork for checking.

Service Repair Sheet SR566316
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

Ready for quote: 23/11/17

Repair Complete Signed: 26/11/17

SRR	Equipment	Stock Ref	Serial Number	Warranty
SRN29221	Oxygen Monitor	011211	303681	Yes (1)
SRN29222	Oxygen Monitor Cable	011210		
SRN29223	Oxygen Sensor	0110017	877737	Yes
SRN29224	Oxygen Monitor	011211	261214	Yes (1)
SRN29225	Oxygen Monitor Cable	011210	004196	
SRN29226	Oxygen Sensor	0110017	975508	Yes

Checking quotations and orders

When the office has generated the quotation or order, it will be placed in the 'REPAIR ORDERS/QUOTES TO CHECK' tray located in Goods Out. All of the paperwork for each SRS will be paper clipped together.

Collect an order or quotation from the tray.

Locate the account number on the ORD and locate the account on Opera.



ORD

Invoice Address: 00006353
Medicoline ApS
Vaerkstedsvej 24 B
Koege
Denmark
VAT No: DK33046960
DK-4600

Click on 'Memo', read the memos and ensure that the QUO/ORD meets any noted requirements.

For quotations, take the QUO, the customer paperwork and the quotation details (see right).

Select Currency
Pounds|Euros|Usd

Repair SRS66294 Values in Pounds @ £1: £1.00

SRN	Description	Reference	Quantity	Unit Cost	Total Line
SRN29197	Oxygen Monitor	0111230			
	Parts Required	Reference	Quantity	Unit Cost	Total Line
		0100004	1	£45.00	£45.00
SRN29198	Oxygen Monitor Cable	0131201			
	Parts Required	Reference	Quantity	Unit Cost	Total Line
		0131201	1	£30.00	£30.00
SRN29199	Oxygen Monitor	0111235			
	Parts Required	Reference	Quantity	Unit Cost	Total Line
		0100005	1	£45.00	£45.00
SRN29200	Oxygen Monitor Cable	0131201			
	Parts Required	Reference	Quantity	Unit Cost	Total Line
		0131201	1	£30.00	£30.00
				Parts Cost	£150.00

CHECK PRICES BEFORE SENDING QUOTE

Quote Sent

For orders, take the ORD, the final report and the PO (where applicable).

Service Repair Sheet 68316

Contact Name: Peter Rainbow
Company/Hospital Name: Prelude Engineering & Design Ltd
General Phone: 01628 829600
Open Account: 00013037
Email: prairbow@prelude-design.com
Date Received: 26Nov2017
Booked in By: Robert Connor

Repair	Ref	S/N	Equipment Type	Under Warranty
SRN20221	0111211	303681	Oxygen Monitor	No Fault Found Time 0 Hour(s)
The GB300 Oxygen monitor has been tested. No fault was found.				
SRN20222	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.				
SRN20223	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.				
SRN20224	0111211	261714	Oxygen Monitor	No Fault Found Time 0 Hour(s)
The GB300 Oxygen monitor has been tested. No fault was found.				
SRN20225	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.				

Compare the delivery address to the address located on the customer paperwork or PO, tick each line if correct.

Compare the invoice address on the ORD to the PO, tick each line on the ORD to confirm it is correct. Repeat this for the delivery address. This is not required for quotations unless an invoice address has been supplied on customer paperwork.

Check each line against the quotation details or final report; there MUST be a labour/servicing/evaluation line for each SRN. Check part numbers, descriptions, quantities and prices are correct and tick if so. In the memo under each labour/servicing/evaluation line, there should be a serial number of the unit, an SRS and an SRN number.

Parts should be listed after the labour line; serial numbers should not be noted on parts except where the part has its own serial number.

Note: Every line should have an SRS and SRN number.

For export quotes/orders purchasing in USD, ensure there is a bank charge of \$25 (if there are no instructions on the memo requesting different charges). If there is a PayPal charge instead of a bank charge, ensure the charge totals 6% of the total value of the products, insurance and carriage (total order excluding PayPal charge).

For orders outside of the UK (England, Wales, Scotland and Northern Ireland) ensure there is an insurance line (INS), the total insurance should be 1% of the total cost of the goods (not including bank, insurance or carriage charges). If the goods are under warranty, there should be a FOC insurance line. This should always be included unless the memo states otherwise. Check the price and tick if correct.

Carriage on export orders may have a different UPS service such as 'Express' or 'Express Saver'. If the order or attached customer emails state a specific service, there should be a printed copy of the UPS calculation attached to the checking paperwork with a box size and prices. Ensure the box size noted matches the printed UPS calculation and tick if correct.

Ensure the correct delivery option has been determined, i.e. Royal Mail/UPS/EXW, referring to VM3COP03.011, VM3COP20.34 and IntraStats/Opera stock pages, as necessary. If details for reference cannot be found, consult with colleagues or confirm courier/pricing with Goods Out, then tick the ORD/QUO if correct.

Ensure the priority is correct as per the courier and service used, then check the date due against current cut-off times as per VM3COP03.01 and tick the ORD if correct. This is not required for quotations. Tick the date due on the ORD if correct.

Note: *Orders must be scanned in and ORD's taken to Goods Out before cut-off times for the order to be shipped the same day. If the time is later than the cut-off time, the due date needs to be amended to the next working day.*

Priority 1 – check with Goods Out for possible shipping date

Priority 2 – cut-off time: 11:00am

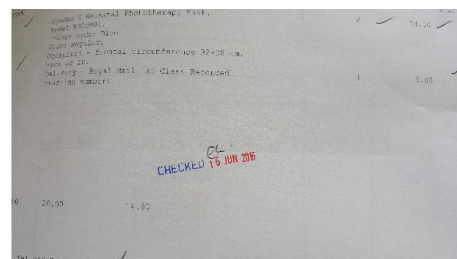
Priority 3 – cut-off time: 13:00pm

Priority 4 – cut-off time: 15:30pm

Errors - If any details are incorrect, circle them as you work through it, it would be helpful to write the correct information on the QUO/ORD to enable the office to identify the error; remember to sign and date any hand written notes. After checking the entire ORD/QUO, return all of the paperwork to the person who added the order/quote to enable them to amend any necessary details; this then needs to be re-checked.

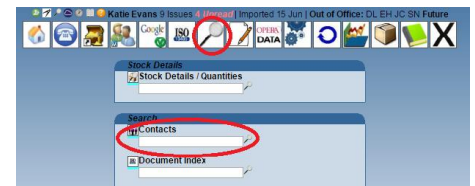
When you are satisfied that the ORD/QUO is correct, paperclip all of the paperwork together again.

Stamp the stapled copy with the 'checked' stamp, initial and date next to the stamp.



For quotations, return the checked quotation to the office; they will send it to the customer for approval.

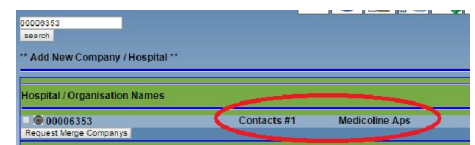
For orders, using IntraStats, navigate to the 'lookup' tab and click in the 'Contacts' field.



Using your barcode scanner, scan the 'ACC' barcode located at the top-centre of the ORD. This will enter the account number and proceed automatically to the next screen. If you do not have access to a barcode scanner, type the account number (e.g. 00006353) into this box and hit enter.



Click on the company name.



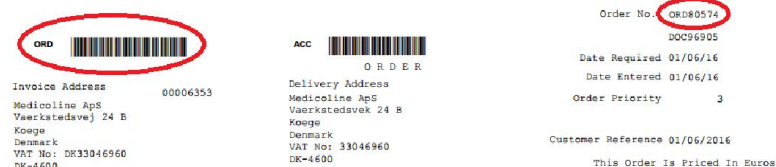
Select the contact name as seen on the bottom-left of the ORD. If the name is not listed on IntraStats, refer to VM3COP20.081 on how to add contacts to the contact management system.



Click on the 'Order Checking' icon.



Working your way down the screen, input each section, starting at 'Order number'. Using your barcode scanner, scan the 'ORD' barcode, this will enter the ORD number located at the top-right of the ORD paperwork. If no barcode scanner is available, type the ORD number eg. "ORD80574", be very careful when typing the ORD and double check that you entered the correct number.



The 'Entered into Opera by' box needs to contain the name of the person listed at the bottom-left of the ORD in capital letters. This is the colleague who added the order to Opera

Lotte Persson - +45 3613 6488
KATIE

'Priority on order' needs to match the priority as seen at the top-right of the ORD

Order No. ORD80574
 DOC96905
 Date Required 01/06/16
 Date Entered 01/06/16
Order Priority 3
 Customer Reference 01/06/2016

Click the appropriate button for method of how the PO was received, as per the original PO from the customer.

Any hand-written notes on the ORD must be typed here in the 'Notes' field.

When all details are correct, click 'confirm'.

Place the paper clipped paperwork in the 'ORDERS' tray located in Goods Out.



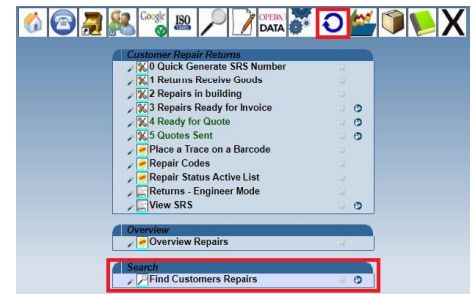
Quotation accepted

If a quotation has been accepted, an issue will be received from the office to advise you. This needs to be forwarded to the relevant engineer.

Repair Approved SR566262 Issue Visible to: Zoey Teal AND Jonathan Connor
 X: Repair Review - General
 # 110074 - Created: 08 Dec 2017 03:22:49 PM By Zoey Teal
 Set to User: Jonathan Connor
 Added by Zoey Teal sent to Jonathan Connor
 Service Repair Sheet: 86262 has been Approved with Customer Order number.
 SRN29182 Approved

If you are uncertain of which engineer to send it to, you can check the SRS page for the engineer who added the notes. Make a note of the SRS number on the issue.

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.



An overview of the repair will be displayed, click on the SRS number.

An overview of the report will be displayed, click on the SRN number.

Searching Header Files :66304				
SR#	66304	Thames Medical Ltd	Not Complete	21/Nov/2017 Zoey Teal
<div> <div>21/Nov/2017 Zoey Teal</div> <div>Returning a VM2500S as there is a absence of Co2.</div> <div>Serial number 80240157</div> </div>				
	SRN29217	Capnograph	Capnograph VM 2500-S Vet	80240157 Quote
	SRN29218	Pulse Oximetry Ear Clip Sensor	SpO2 Lingual Sensor	EDE00819 No Fault Found

The details of the repair will now be displayed; the engineers name will appear in one of the text boxes at the bottom. Forward the issue to the engineer named here.

29218 ? 66304 :

Print Barcodes
Dymo (Testing)
Print A4 Sheet
Split Items into Different SRS Numbers
Attach Customer Letter
Add Items to Supplier Returns Box

Handle with care
Return for Credit / Return to Stock Unopened - will apply to all items on srs
Clear From System - Force from System - will apply to all items on srs

Add Items to SRS

Add Notes

Service Repair Sheet 66304

Company / Hospital	Thames Medical Ltd	Notes	21/Nov/2017 Zoey Teal
Contact Name	Mike Brampton		
Department	Accounts		
Position			
Company Phone	01903 522911		
Direct Phone	01903 522911		
Opera Account	00011982		
Email	mike@thamesmedical.com		
Order Number	PC-00678		
Named ORD Number			
Date Received into building	22 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)
SRN29217	Capnograph	4410540	760326	80240157	Capnograph VM 2500-S Vet	No	No	Quote	SA Fault	01:00
SRN29218	Pulse Oximetry Ear Clip Sensor	0015000	661891	EDE00819	SpO2 Lingual Sensor	No	No	No Fault Found	New	00:15

Currently Viewing ITEM SRN29217 Pulse Oximetry Ear Clip Sensor 0015000 EDE00819 SpO2 Lingual Sensor

Create a Meeting Issue

Items Requested for Repair	Item notes	Engineer Notes	Notes To Customer
	The SpO2 Lingual Sensor has been tested. No fault was found.	29/Nov/2017 Michael Green	The SpO2 Lingual Sensor has been tested. No fault was found.

Quotation declined

If a quotation has been decline, an issue will be received from the office to advise you. This needs to be forwarded to the relevant engineer.

If you are uncertain of which engineer to send it to, see the steps at the top of this page.

The issue will state whether the customer wants us to returned the faulty goods or dispose of them.

Returning goods to the customer

The engineer will update and close the SRS, ask the office to generate the ORD and paperwork ready to return to the customer. Check the order paperwork and place in the Goods Out 'ORDERS' tray.



Disposing of goods

The engineer will update and close the SRS.

The quotation on Opera now needs to be deleted. 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

Find Customer

Account Code or Part(s) of Name: 00013037

Address 15 Station Road
Crosshills
Nr Keighley
West Yorkshire
Postcode LS20 79J

Telephone
Facsimile

Accts Contact
Order Contact

Ledger A/c 0000002 Uman Limited
Invoice A/c

Options Terms Analysis Delivery VAT

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

OPERA for Windows

Quote

Account 00013037 *** See Memo ***
Customer Prelude Engineering & Design
Address Unit 6
Drove Park Business Park
White Waltham
Balehead, Berkshire
Postcode RG4 0LJ

Telephone
Facsimile

Accts Contact
Order Contact

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

Options Terms Analysis Delivery VAT

From the 'Cust Ref.' Column, locate the returns reference number and click on it. Click the 'F12 – Memo' button or press the 'F12' key.

OPERA for Windows

Quote

Account 0000503
Customer King's Hill Hospital

Menu	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
	00003161	16/05/17	Quote	00004794	16/05/17	SRS65987	Printed

OPERA for Windows

Quote Notepad

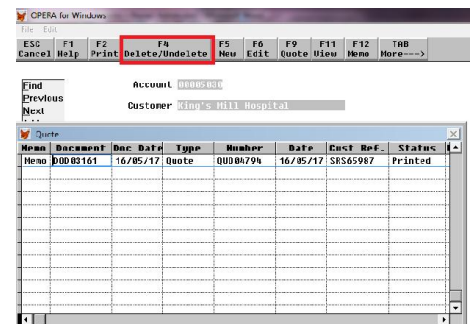
Repair declined, JC 14/12/17

When the notepad appear, add a memo to say the repair was declined, remember to initial and date and Opera memos. Then click 'F9 Accept' or press the 'F9' key.

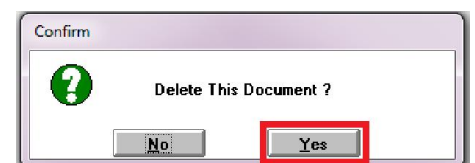
You will be asked if you would like to save the changes, click the 'Yes' button.



Click the 'F4 Delete/Undelete' button or press the 'F4' key.



You will be asked to confirm that you would like to delete the document, click the 'Yes' button.



Dispose of any oxygen sensors in the oxygen sensor bin located in the Goods In corridor. Any other item should be disposed of in the WEEE waste.



Repair Process

