

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

Receiving the Goods

1. When packages are received, they are placed in the Goods In corridor, on the 'Goods In – Stock to be Processed' shelf. Packages on this shelf are ready to be booked into the system.



2. Begin by checking the packaging; if there is any damage, photographs need to be taken.



3. If all is well, open the box and remove the contents
4. Check the paperwork that has been returned with the product to find the repair reference number that begins with 'SRS' followed by a five digit number. E.g. SRS66234.

Thames Medical Ltd
8 A Becket Gardens
Worthing, West Sussex BN11 2BN
www.thamesmedical.com
email: info@thamesmedical.com
tel: 01903 522911
fax: 01903 522922
Experts in patient monitoring and anaesthesia

Thames Medical
PURCHASE ORDER

order # PO-00640
date 06/10/2017

vendor address: Vimed Ltd
15 Station Road
Cross Hills
Keighley, West Yorkshire
BD25 7DT

contact: Jonathan Connor
phone: 01535 034542
fax: 01535 635562

carrier: UPS
payment terms: Net 30

ITEM	DESCRIPTION	VENDOR PRODUCT CODE	QUANTITY	UNIT PRICE	SUB-TOTAL
TML-V-4420590	VM2500 - Battery - Li-Poly	4420590	1 Each	£25.50	£25.50
TML-V-VM2500MP U	VM2500S - Repair - Power Upgrade Kit		1	£83.58	£83.58
remains	S/N 80240156 SRS 68234 inc 2 x power supply and bracket piece				£109.18
					TAX £21.00
					TOTAL £130.18

5. Using the PC located in the Goods In corridor, log in to IntraStats. Click on the 'Stock' icon, locate the 'Goods In' list and then click on 'Deliveries'.



6. Select the 'Shipper', 'Condition' and 'Number Boxes Delivered' from the drop down menus.

NEW DELIVERY

Shipper: Unknown

Condition (1 good 10 bad): 1

Number Boxes Delivered: 1

Purchase Order Supplier: [dropdown]

SRS Returns: [dropdown]

Depleted Sensor Returns: [checkbox]

7. Open the 'SRS Returns' drop down menu and select the correct SRS number. If the customer did not provide a reference number, you will need to search the system.

NEW DELIVERY

Shipper: Memo Only

Condition (1 good 10 bad): 1

Number Boxes Delivered: 1

Purchase Order Supplier: [dropdown]

SRS Returns: SRS66234 Thames Medical Ltd Mike Brampton

Depleted Sensor Returns: [checkbox]

Senders / Contact Name (if not PO / SRS / DSR):

Other Notes:

Tracking Number:

Continue:

	Received By	Courier
05/10/17	Robert Connor	Special Notes
05/10/17	Robert Connor	UPS Standard
05/10/17	Robert Connor	UPS Standard
05/10/17	Robert Connor	UPS Standard

New SRS

SRS66156

SRS66157

SRS66162 Addenbrookes Hospital Murtala Abimbola

SRS66165

SRS66166 Khalid Scientific Co. W.L.L. Lorie Humin

SRS66177

SRS66189 Moby Dick BV Tony

SRS66201

SRS66218 Royal Victoria Infirmary Hendrik Kant

SRS66220 Ronald Prowse

SRS66224 MidMeds Limited Mike

SRS66225 Norfolk Community Health and Care Artur

SRS66228 Royal Stoke University Hospital Daniel Watts

SRS66229 Cortessis Medical Denis Celaj

SRS66230 Hellmut Habel Gesellschaft m.b.H. Manuela Kellner

SRS66231 Casco Antigua Ricardo Garcia

SRS66234 Thames Medical Ltd Mike Brampton

- To search the system, click on the 'Returns' tab and click on 'Find Customer Repairs'.

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

Overview

Overview Repairs

Search

Find Customers Repairs

- Enter the name of the company/hospital who has returned the item and click 'Submit'.

Search for Customer or SRS / Serial / Invoice / SRN number

Thames Medical

submit

- You will be presented with a list of outstanding and completed returns from that customer. Locate the serial number of the unit and match it against an outstanding return.

Searching Header Files : Thames Medical			
SRS 66234	Thames Medical Ltd	Not Complete	06/Oct/2017 Emily Hanson
			06/Oct/2017 Emily Hanson SN: 80240166 power pin upgrade kit
SRS66234 NO ITEMS RECEIVED YET CHECK NOTES			
SRS 66227	Thames Medical Ltd	Not Complete	03/Oct/2017 Emily Hanson
			03/Oct/2017 Emily Hanson VM2500 SN: 80940160 C02 not working
			80940160
SRS 66209	Thames Medical Ltd	Completed 21 / Sep / 2017	15/Sep/2017 Katie Evans
		Final Reports Customer <input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Internal Report	15/Sep/2017 Katie Evans Vm2500-M S/N50930143 ``check CO2 adapter`` 19/Sep/2017 Jonathan Connor booked in against wrong repair - JC. VM2500M not charging properly 19/Sep/2017 Jonathan Connor upgrade power supply 21/Sep/2017 Jonathan Connor Mike aware of SRS booked against in wrong

- Return to step 7 and enter the SRS number against the, 'SRS Returns' field.
- If there are no outstanding returns, use the serial number search. From the, 'Lookup' tab, enter the serial number in the 'Serial Number' field and press the 'Enter' key or click the magnifying glass icon to the right of the field.

- A results page will be displayed, ensure the serial number matches the unit that has been returned. Click on the invoice number.

Searching for 80240166									
Serial Number Matches									
Also Searches Opera Ext. Description search on first few characters of serial number for more possible finds									
Barcode	Reference	Description	Date Booked In	Datecode	Serial Number	Inv Number	PO/PS	Further Information	Components
780000	4410540	Capnograph VM 2500-S Vet	18/08/14		80240166	IN134540	POR09789	Off Site Returned To Supplier	Components
									Repairs / Returns Box
									Repair History

- The next page will display the customer order details; make a note of the customer account number.

ORD70307 IN134540 - 1Z9W9638DK68799802 delivery unknown		
Delivery Address 00011982 Thames Medical Ltd Thames House 8 A Becket Gardens Worthing West Sussex BN13 2BW 01903 522911 UPS: 1Z9W9638DK68799802	IN134540 23/09/2014 Emily Hanson Emailed Nikki Davies on 24 Sep 2014	Invoice Address 00011982 Thames Medical Ltd Thames House 8 A Becket Gardens Worthing West Sussex BN13 2BW 01903 522911
	Order ORD70307 (22/09/2014) Log Error on Order or Invoice	
	Customer Reference PO4229	

- Return to the 'Returns' tab and click on '0 Quick Generate SRS Number'.

- Click the 'ENTER/UPDATE Customer Details' button

Returns Number SRS66313 Generated

24/Nov/2017 Katie Evans

ENTER / UPDATE Customer Details

If customers are returning Equipment, Please Ask / ~Inform them to Remove All batterys before shipping.

Cancel Repair id#66313 its not needed

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

If customers are returning Equipment, Please Ask / Inform them to Remove All batteries before shipping.

SRS Number 66313

>> Search Contact <<

Company / Hospital	
Contact Name	
Department	
Position	
Company Phone	
Direct Phone	
Opera Account	
Email	
Notes	24/Nov/2017 Katie Evans
Order Number	
Sale or Return ID	
Repair / Quote	
Company	Vismed
<input type="button" value="Update Details"/>	

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

Find Contact - Google Chrome

Secure | <https://www.vmsecure.me.uk/intranet/databases/address/fin...>

Please Enter Company

Thames Medical Search

- 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 1 is for accounting only. Accounts whose accounts number has 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 sent the repair/return back to us, then click the 'Use' button next to their name.

Find Contact - Google Chrome

Secure | <https://www.vmsecure.me.uk/intranet/databases/address/fin...>

Re-Set

THAMES Thames Medical Ltd

New Use

00011982 Thames Medical Ltd

Mike Brampton, Accounts Use

00011982 Thames Medical Ltd

New Use

- 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.

SRS Number 66313

18208, Mike Brampton, Thames Medical L Fill Fields

The contact detail fields below will be filled automatically.

SRS Number 66313

>> Search Contact << Fill Fields

Company / Hospital	Thames Medical Ltd
Contact Name	Mike Brampton
Department	Accounts
Position	
Company Phone	01903 522911
Direct Phone	01903 522911
Opera Account	00011982
Email	mike@thamesmedical.com

24/NOV/2017 Katie Evans

In the 'Notes' field beneath, list the item names and serial numbers of the goods returned, if the return is for items on Sale or Return, add the SOR number. Also add any details found in the accompanying paperwork 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 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.

The screenshot shows a form with the following fields: 'Notes' (a large text area), 'Order Number', 'Sale or Return ID', 'Repair / Quote' (a dropdown menu), 'Company' (a dropdown menu with 'Viamed' selected), and an 'Update Details' button at the bottom right. The date '24/Nov/2017' and name 'Katie Evans' are visible at the top.

- Return to step 7 and refresh the screen by pressing the, 'F5' key or clicking the refresh icon on your browser. The new SRS number will now appear in the list.

Generating the Quote

Note: Quotes are only required for repairs.

- From Opera>SOP>Processing. Click 'Find' or press the 'F' key.

The screenshot shows the Opera software interface with the 'Find' button highlighted in the left-hand menu. The main window displays customer details for 'R Bulworthy'.

- Enter the account number of the customer and press the 'Enter' key.

The screenshot shows the 'Find Customer' dialog box with the account number '88811982' entered in the 'Account Code or Part(s) of Name' field. The main window displays customer details for 'Bulworthy'.

- If there is a memo present, open it by clicking, 'Memo' on the left, or pressing the 'M' key. Check the memo thoroughly before proceeding, ensuring you adhere to the requirements. If you are unsure of any of the memos, consult with colleagues or the person who added the memo.

The screenshot shows the Opera software interface with the 'Memo' button highlighted in the left-hand menu. The main window displays customer details for 'University of Bristol'.

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

OPERA for Windows

File Edit

ESC Cancel F1 Help F2 Diary F3 Calculator F4 About F5 Date F6 E-Mail F7 Web Site F8 Viewer

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

Account 0001982 *** See Memo ***

Customer Thames Medical Ltd

Address Thames House
8 A Becket Gardens
Worthing
West Sussex BN13 2BN

Postcode BN13 2BN

Telephone 01903 522911

Facsimile

Accts Contact

Order Contact

Ledger A/c 0001982 Thames Medical Ltd

Invoice A/c

Options Terms Analysis Delivery Unit

12. Click the 'F5 New' button or hit F5 on the keyboard.
You may be presented with the printer dialogue box.
From the drop-down menu, select the printer named in the image 'HP SN M1212nf' and click 'Printer'.

Send Report to

HP SN M1212nf

File Spooler

Title

Screen Printer Spooler E-Mail Cancel

13. You will be presented with this dialog box. Click 'OK' or hit enter to proceed.

Alert

Unable to Position Object on Screen

OK

14. You will be presented with warehouse options, always choose 'MAIN * Main Warehouse'. You will then be directed to the order processing screens.

OPERA for Windows

File Edit

ESC Cancel F1 Help F2 Diary F3 Calculator F4 About F5 Date F6 E-Mail F7 Web Site F8 Viewer

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

Account 0001982

Customer Thames Medical Ltd

Address Thames House
8 A Becket Gardens
Worthing
West Sussex BN13 2BN

Postcode BN13 2BN

Telephone 01903 522911

Facsimile

Accts Contact

Order Contact

Ledger A/c 0001982 Thames Medical Ltd

Invoice A/c

Options Terms Analysis Delivery Unit

15. In the 'Cust Ref' box, enter the returns reference number. E.g. 'SRS66234'.

OPERA for Windows

File Edit

ESC Cancel F1 Help F2 Diary F3 Calculator F4 About F5 Date F6 E-Mail F7 Web Site F8 Viewer

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

Account 0001982

Customer Thames Medical Ltd

Address Thames House
8 A Becket Gardens
Worthing
West Sussex BN13 2BN

Postcode BN13 2BN

Telephone 01903 522911

Facsimile

Accts Contact

Order Contact

Ledger A/c 0001982 Thames Medical Ltd

Invoice A/c

Options Terms Analysis Delivery Unit

Change the 'Priority' field to '7'; this means that it is an ongoing repair and prevents it from being shipped back to the customer before completion.

OPERA for Windows

File Edit

ESC Cancel F1 Help F2 Diary F3 Calculator F4 About F5 Date F6 E-Mail F7 Web Site F8 Viewer

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

Account 0001982

Customer Thames Medical Ltd

Address Thames House
8 A Becket Gardens
Worthing
West Sussex BN13 2BN

Postcode BN13 2BN

Telephone 01903 522911

Facsimile

Accts Contact

Order Contact

Ledger A/c 0001982 Thames Medical Ltd

Invoice A/c

Options Terms Analysis Delivery Unit

16. In the 'Comments' field, enter the customers name and telephone number.

OPERA for Windows

File Edit

ESC F1 F9 Accept

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

Account 00011982 Thames Medical Ltd
Thames House
8 A Becket Gardens
Worthing
West Sussex
BN13 2BU

Delivery Thames Medical Ltd
Thames House
8 A Becket Gardens
Worthing
West Sussex
BN13 2BU

Cust Ref SRS66234 Memo N
Due 10/10/17
Priority 7
V/House MAIN Main Warehouse Model N

Document ** AUTO ** 10/10/17
Quote ** AUTO ** / /

Raised By KATIE

Comments Customer contact:
Mike Brampton 01903 522911

Analysis Discount

17. When you are confident that all of these details are correct, press 'F9' to continue to the next page.

OPERA for Windows

File Edit

ESC F1 F9 Accept

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

Account 00011982 Thames Medical Ltd
Thames House
8 A Becket Gardens
Worthing
West Sussex
BN13 2BU

Delivery Thames Medical Ltd
Thames House
8 A Becket Gardens
Worthing
West Sussex
BN13 2BU

Cust Ref SRS66234 Memo N
Due 10/10/17
Priority 7
V/House MAIN Main Warehouse Model N

Document ** AUTO ** 10/10/17
Quote ** AUTO ** / /

Raised By KATIE

Comments Customer contact:
Mike Brampton 01903 522911

Analysis Discount

18. In the reference field, enter 'SRSNUMBER'. A colon will appear in the 'Description' field. Enter the SRS number after the colon, e.g. ':66234'.

OPERA for Windows

File Edit

ESC F1 F12 Cancel Help Memo

Reference SRSNUMBER W/H Description :66234 Quantity

Add

Analysis VAT code Sell. Line Disc 0.00 Ext. 0.00
Cost. 0.00 Margin. 0.00 Prof. 0.00
Due 10/10/17 Priority 7 P/O

In Stock P.Orders Disc L/Orders

Details

Description	Quantity	Price	Disc.	VAT	Value

00011982 Thames Medical Ltd Quote total ex VAT

19. Press the 'Esc' key then press or click 'F9' to complete the quote.

OPERA for Windows

File Edit

ESC F1 F4 F5 F6 F7 F9 F11 F12 Cancel Help Delete Add Edit Insert Accept View Memo

Reference SRSNUMBER W/H Description :66234 Quantity

Add

Analysis VAT code Sell. Line Disc 0.00 Ext. 0.00
Cost. 0.00 Margin. 0.00 Prof. 0.00
Due 10/10/17 Priority 7 P/O

In Stock P.Orders Disc L/Orders

Details

Description	Quantity	Price	Disc.	VAT	Value
:66234					

00011982 Thames Medical Ltd Quote total ex VAT

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

Choose

Update Document - Value 60.00 ?

Yes No

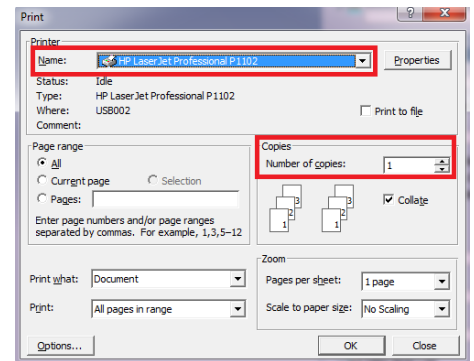
21. When this message is displayed, click 'No' as an alignment check is not needed at this point.

Confirm

Print an Alignment Check?

No Yes

22. The print dialog will display, choose the correct printer from the drop down box and select 1 for the 'Number of copies'.



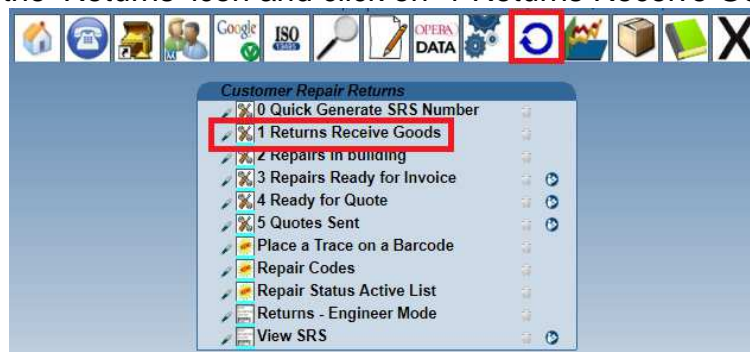
23. Return to IntraStats, in the 'Other Notes' field, enter the quote number or SOR number where required, and every item that was returned including parts and accessories.

Other Notes	QU084215 1 x VM-2500-S Vet
-------------	-------------------------------

24. Click the 'Continue' button to proceed.

Other Notes	QU084215 1 x VM-2500-S Vet
Tracking Number	1Z8A15586893479333
Continue	Continue

25. Next, click on the 'Returns' icon and click on '1 Returns Receive Goods'.



26. From the displayed list, locate the correct SRS number and click the link next to it, which says, 'Receive Goods In'.

Generate NEW SRS Number					
Select Repair To Book in					
Only showing SRS Numbers from the 12/09/17 - 11 Records found					
SRS66201	Receive Goods in			12/Sep/2017	Hover Notes
SRS66218	Receive Goods in	Royal Victoria Infirmary	Hendrik Kant	26/Sep/2017	Hover Notes
SRS66220	Receive Goods in		Ronald Prowse	27/Sep/2017	Hover Notes
SRS66224	Receive Goods in	MidMeds Limited	Mike	28/Sep/2017	Hover Notes

27. Enter the 'Good In Book ID' by selecting the delivery you just entered. Enter the quote number in to the 'Opera QUOTE Reference' field if a quote has been generated. Note that the QUO part of the quote number is already there, only the numbers need to be entered. If a purchase order has been received for the full value of the repair/service, select 'Repair' from the 'Repair / Quote' drop down menu. If a purchase order has not been received, amend this field to 'Quote'. If it is a returned Sale or Return, amend the 'Repair/Quote' drop down menu to 'Test Only'.

SRN Number 66218

>> Search Contact <<

Good in Book ID	<input type="text"/>
Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function
Customer Order Number	
Opera ORD Number	ORD
Opera QUOTE Reference	QUO04215
Repair / Quote	Quote
Company	vismed
<input type="button" value="Update Details"/>	

28. Locate the serial number on the unit and enter it in to the 'Quick Search' field, then click the 'Find / Refresh' button. If the serial number is not visible or the item doesn't have a serial number, enter the barcode ID here. This will fill in the details below. If a serial number or barcode ID cannot be located, enter the details manually.

SRS66218 Complete

SRN Number 66218

< ATTACH CUSTOMER LETTER(S) >

Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Opera Quote	QUO04215
Type	Quote Before Repair
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function

Quick Search

Add Individual Items To SRN

Stock Reference	
Serialnumber	
Barcode ID	
Description	
Extra Track Numbers	
Invoice No.	
Equipment Type	Unknown
Date Originally Invoiced	
Date finder	
Estimate warranty Date	01/Jan/1970
Previous SRS	
Previous SRN	
New Warranty	<input type="checkbox"/>
Repair Warranty	<input type="checkbox"/>
Notes Specific to this Item	

Items for Repair

Unique ID	Equipment	Stock_ref	Serialnumber	Description	Warranty New	Warranty Repair
-----------	-----------	-----------	--------------	-------------	--------------	-----------------

29. Check the details thoroughly whether they have been automatically filled, or you entered them yourself,

Possible Previous Repairs

SR566218 Complete

Quick Search: Find / Refresh

SRN Number 66218

< ATTACH CUSTOMER LETTER(S) >

Company / Hospital: Royal Victoria Infirmary
 Contact Name: Hendrik Kant
 Department: E.M.E Services
 Position: EME Support Technician
 Company Phone:
 Direct Phone:
 Opera Account:
 Email: Hendrik.Kant@nuth.nhs.uk
 Order Number:
 Opera Quote: QUO04215
 Type: Quote Before Repair
 Notes: 26/Sep/2017 Sarah Walton
 26/Sep/2017 Sarah Walton
 V1000 Serial No GE71743931
 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function

Add Individual Items To SRN

Stock Reference: 1410000
 Serialnumber: GE71743931
 Barcode ID: 85079
 Description: Foetal Heart Simulator
 Extra Track Numbers:
 Invoice No.: IN094785
 Equipment Type: Foetal Simulator
 Date Originally Invoiced: 20/Jul/2006
 Date finder: 1153393200
 Estimate warranty Date: 20/Jul/2007
 Previous SRS:
 Previous SRN:
 New Warranty: ☐
 Repair Warranty: ☐
 Notes Specific to this Item:
 Add To SRS 66218

Items for Repair

Unique ID	Equipment	Stock_ref	Serialnumber	Description	Warranty New	Warranty Repair
-----------	-----------	-----------	--------------	-------------	--------------	-----------------

Note: It is vital that the, 'Equipment Type' field is entered correctly.

30. Check the 'Estimate warranty Date' field, if the date stated there has not yet passed, tick the, 'New Warranty' box.

Add Individual Items To SRN

Stock Reference: 1410000
 Serialnumber: GE71743931
 Barcode ID: 85079
 Description: Foetal Heart Simulator
 Extra Track Numbers:
 Invoice No.: IN094785
 Equipment Type: Foetal Simulator
 Date Originally Invoiced: 20/Jul/2006
 Date finder: 1153393200
 Estimate warranty Date: 20/Jul/2007
 Previous SRS:
 Previous SRN:
 New Warranty: ☐
 Repair Warranty: ☐
 Notes Specific to this Item:
 Add To SRS 66218

Note: If you are uncertain of the warranty status, confer with experienced colleagues or the technical director before proceeding. See VM3COP02.02 and VM3COP02.1 if unsure who to ask.

31. When you are confident that the details are correct, click the 'Add To SRS *****' button.

Add Individual Items To SRN

Stock Reference: 1410000
 Serialnumber: GE71743931
 Barcode ID: 85079
 Description: Foetal Heart Simulator
 Extra Track Numbers:
 Invoice No.: IN094785
 Equipment Type: Foetal Simulator
 Date Originally Invoiced: 20/Jul/2006
 Date finder: 1153393200
 Estimate warranty Date: 20/Jul/2007
 Previous SRS:
 Previous SRN:
 New Warranty: ☐
 Repair Warranty: ☐
 Notes Specific to this Item:
 Add To SRS 66218

32. When all items have been added to the SRS, click the 'SRS***** Complete' button.

SRS66218 Complete

SRN Number 66218

< ATTACH CUSTOMER LETTER(S) >

Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Opera Quote	QUO04215
Type	Quote Before Repair
Notes	26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it s BPM remains 120, no intensity and no auto BPM function

Quick Search: **Find / Refresh**

Add Individual Items To SRN

Stock Reference

Serialnumber

Barcode ID

Description

Extra Track Numbers

Invoice No.

Equipment Type Unknown

Date Originally Invoiced

Date finder

Estimate warranty Date 01/Jan/1970

Previous SRS

Previous SRN

New Warranty ☐

Repair Warranty ☐

Notes Specific to this Item

Items for Repair

Unique ID	Equipment	Stock_ref	Serialnumber	Description	Warranty New	Warranty Repair
SRNID28985	Foetal Simulator	1410000	GE71743931	Foetal Heart Simulator		<input type="button" value="Remove"/>

Add To SRS 66218

33. Click the 'Print A4 Sheet' link.

Print (Zebra) Barcodes

Print (Dymo) Barcodes

Print A4 Sheet

SRN Number 66218

Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it s BPM remains 120, no intensity and no auto BPM function

34. Click the 'Print' icon and proceed through the print dialog. Two copies are required.

printa4sheet.php 1 / 1

Service Repair Sheet SRS66218

Contact Name	Hendrik Kant
Company/ Hospital Name	Royal Victoria Infirmary
Department	E.M.E Services
Position	EME Support Technician
Direct Phone	
General Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Date Received	10/Oct/2017
Booked in By	Katie Evans

Ready For quote

Repair Complete Signed

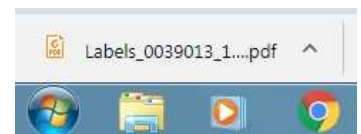
SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN28985	Foetal Simulator	1410000	GE71743931	

Print

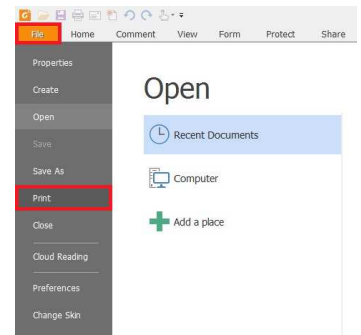
35. Click the 'Print (Zebra) Barcodes' link (not required for SOR, skip to step 40).

SRN Number 66218	
Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function

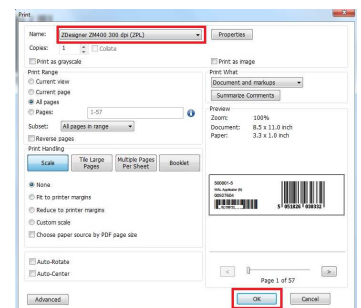
36. Click on the PDF in the bottom left of the window to open it.



37. When it opens, click 'File' then 'Print' or press Ctrl+P to open the print dialog.



38. From the drop down menu, select 'Zdesigner ZM400 300 dpi (ZPL)' and click 'Print'. The barcode is used when tracking the repair through the system.



39. Staple one copy of the A4 SRS sheet to the quote and customer paperwork. Place in the 'REPAIR PAPERWORK TO FILE' tray. The tray is located in the Goods In corridor.



40. Place the goods, the barcode and the single A4 SRS sheet in to the correct colour ducket:

UK repairs – blue

Export repairs – orange

Urgent repairs – red

Note: Empty duckets are located on the shelving in the Goods In corridor.



41. On the front of the ducket, write the SRS number, SOR number if applicable, the customer account number and the date.

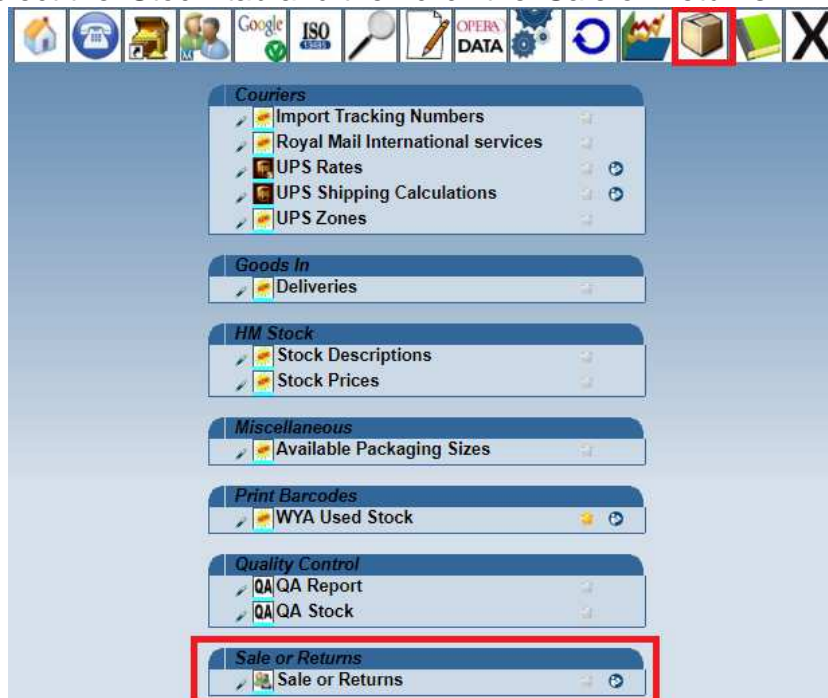


42. Take the ducket to the Workshop and place on the repair shelf in date order.



For SOR only

On IntraStats, select the 'Stock' tab and then click the 'Sale or Returns link.



From the 'Items Out on Sale / Return' list, locate the SOR number you are working with and click the 'Return' button in the 'Return' column.

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the

Product Trial - Sale or Return Terms and Conditions
Viamed Product Trial Feedback Form

Sale Returns Not Sent / In Preparation

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

Items Out on Sale / Return

SOR	Issue ID	Responsible for	Reviewed	Account	Name	Items	Delivery / Invoice	Return	Don't chase Customer	Approximate Values	Outward Tracking Number
SOR831	Create	Katie Evans	23/11/2017	00006036	Huili Medical Equipment Limited				<input type="checkbox"/>		0RZ113330502GB
SOR828	Create	Steve Hardaker	10/11/2017	00012907	SMC Ltd				<input type="checkbox"/>		35.151Z9W9638D968444539

All the items that were sent will be displayed in a list with tick boxes on the left. Untick any lines for items that have not been returned. When complete, press the 'Return' button.

Destination:
Huili Medical Equipment Limited
Vincent Wu

32443 17F-1 No 11 Sec.2
Hwan-Nan Road
Pin-Jen City, Taoyuan
Taiwan, China
32443

Current Items on sale Return id #831

Return

Items Returned (ticked)	Stock Ref	Serial number	Barcode	Description	Type
<input checked="" type="checkbox"/>	4421121	Tracking1096606_12	1099539	VersaStream - Airway Adapter Sampling	g
<input checked="" type="checkbox"/>	4421121	Tracking1096606_2	1099529	VersaStream - Airway Adapter Sampling	g
<input checked="" type="checkbox"/>	4421171	Tracking24	960243	VersaStream - Airway Adapter Sampling	l
<input checked="" type="checkbox"/>	4421171	Tracking7	960226	VersaStream - Airway Adapter Sampling	g

An issue will be generated, amend the 'Issue To' drop down menu to the name within the issue stating 'Originally added by:', then click the 'Add Issue' button.

Subject

Returned Items SOR831

SOR ID831
Originally added by: **Katie Evans**
Huili Medical Equipment Limited
Vincent Wu

32443 17F-1 No 11 Sec.2
Hwan-Nan Road
Pin-Jen City, Taoyuan
Taiwan, China
32443

Returned : 4421121 Tracking1096606_12

Issue To: **Katie Evans**

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

Add Issue