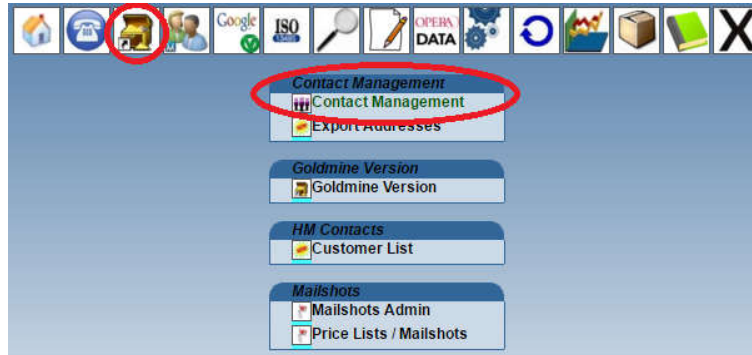
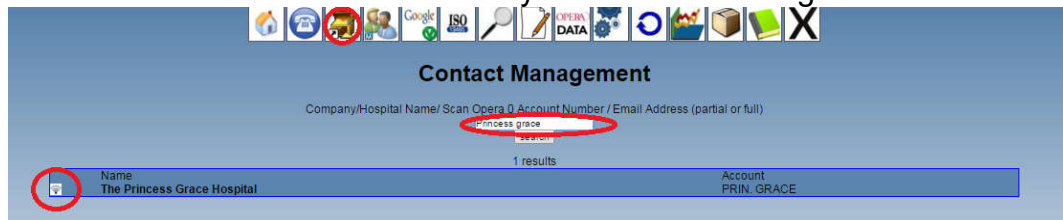


VM3COP03.08 - Humanmed Order Processing

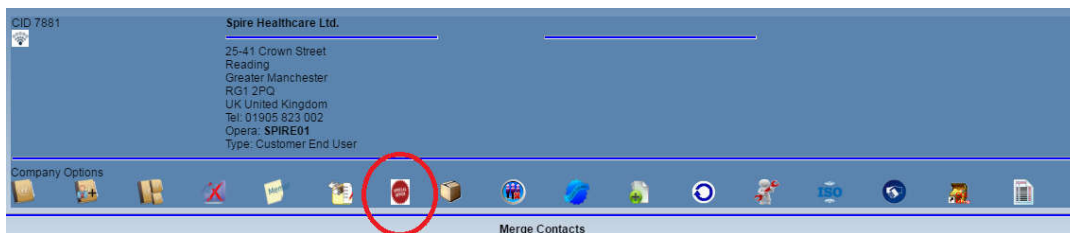
From the GoldMine tab in IntraStats, click on Contact Management and enter the company/hospital name from the **invoice** address.



Click on the Humanmed contact as identified by the Humanmed logo on the left.



Check to see if the customer has any special pricing. To do this, click on the 'Special Prices' button.



Click on 'Humanmed'.



Any special pricing is noted here, use this pricing instead of the default pricing.

Special Prices for Human Med Products						
Stock	Description	Unit	Single	Block 10	Block 20	Block 30
101947	Hydrophobic Filter Set for body part, for one side	Hydro unit	1	10	10	10
102065	Brush (long)	Hydro unit	1	10	10	10
102066	Brush (short)	Hydro unit	1	10	10	10
102067	Brushing Lateral Laser Lock Female	Hydro unit	1	10	10	10
102068	Brushing Lateral Laser Lock Male	Hydro unit	1	10	10	10
101332	Hydrophobic Filter Set for body part only, for one side	Hydro unit	1	10	10	10
112070	Brush Set	Hydro unit	1	10	10	10
1386,3886,18	Covering tubing for Section Container 3.00m sterilising back 50 pcs.	Hydro unit	1	10	10	10
1277450	TIA Super, special inflation cannula 2.00 x 50 mm	Hydro unit	1	10	10	10
13744	OMULINE Intraosseous catheter 100 pcs	Hydro unit	1	10	10	10
100000	Body Jet	Hydro unit	1	10	10	10
100000-1	Body Jet EVO	Hydro unit	1	10	10	10
100000-2	Body Jet EVO	Hydro unit	1	10	10	10
100000-3	Body Jet EVO	Hydro unit	1	10	10	10
100000-4	Body Jet EVO	Hydro unit	1	10	10	10
100000-5	Body Jet EVO	Hydro unit	1	10	10	10
100000-6	Body Jet EVO	Hydro unit	1	10	10	10
100000-7	Body Jet EVO	Hydro unit	1	10	10	10
100000-8	Body Jet EVO	Hydro unit	1	10	10	10
100000-9	Body Jet EVO	Hydro unit	1	10	10	10
100000-10	Body Jet EVO	Hydro unit	1	10	10	10
100000-11	Body Jet EVO	Hydro unit	1	10	10	10
100000-12	Body Jet EVO	Hydro unit	1	10	10	10
100000-13	Body Jet EVO	Hydro unit	1	10	10	10
100000-14	Body Jet EVO	Hydro unit	1	10	10	10
100000-15	Body Jet EVO	Hydro unit	1	10	10	10
100000-16	Body Jet EVO	Hydro unit	1	10	10	10
100000-17	Body Jet EVO	Hydro unit	1	10	10	10
100000-18	Body Jet EVO	Hydro unit	1	10	10	10
100000-19	Body Jet EVO	Hydro unit	1	10	10	10
100000-20	Body Jet EVO	Hydro unit	1	10	10	10

Locate the department or person noted on the customer's purchase order and click 'New Order' to the left of the name.

CID 8194 The Princess Grace Hospital.
42/52 Nottingham Place
London
W1U 5NY
Tel: 020 7908 2067
Opera: PRIN. GRACE
Type: Customer End User

Started orders, but not shipped

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120163	The Princess Grace Hospital	Adnan Boulebane	PRIN. GRACE	Ref:0001046566	Details	Print Order	Order Sent

Merge Contacts

Contact	Department	Position	Direct Phone	Email
New Order: Adnan Boulebane			0207 908 2068	?
New Order: Carl Fraser				?
New Order: Materials Department				?

Linked Documents

Date Added	Expires	Description	Linked To
18/01/16		Customer P.O. Ref: 0001040357	Carl Fraser
22/01/16		Customer P.O. Ref: 0001042021	Carl Fraser
08/02/16		Customer P.O. Ref: 0001046566	Adnan Boulebane

History - Switch to Condensed

	Order ID	Date	Contact	Linked To
Katie Evans	120163	08/02/2016	Adnan Boulebane	08/02/2016 Katie Evans
Emily Hanson	120155	22/01/2016	Carl Fraser	22/01/2016 Emily Hanson
Emily Hanson	120144	18/01/2016	Carl Fraser	18/01/2016 Emily Hanson

A new order will be displayed in the, 'Started orders, but not confirmed' list click on 'Details'.

CID 8194 The Princess Grace Hospital.
42/52 Nottingham Place
London
W1U 5NY
Tel: 020 7908 2067
Opera: PRIN. GRACE
Type: Customer End User

Started orders, but not confirmed

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120166	The Princess Grace Hospital	Materials Department	PRIN. GRACE	Ref: Choose file No file chosen Upload File	Details		Order Sent

Started orders, but not shipped

Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref:R15023523	Details		Order Sent
120163	The Princess Grace Hospital	Adnan Boulebane	PRIN. GRACE	Ref:0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref:260148941 Choose file No file chosen Upload File	Details		Order Sent
120165	Global Health Medical Service	Hassan Soueid	GHS01	Ref:Upgrade Choose file No file chosen Upload File	Details		Order Sent

Merge Contacts

Contact	Department	Position	Direct Phone	Email
New Order: Adnan Boulebane			0207 908 2068	?
New Order: Carl Fraser				?
New Order: Materials Department				?

Linked Documents

Date Added	Expires	Description	Linked To
18/01/16		Customer P.O. Ref: 0001040357	Carl Fraser
22/01/16		Customer P.O. Ref: 0001042021	Carl Fraser
08/02/16		Customer P.O. Ref: 0001046566	Adnan Boulebane

History - Switch to Condensed

	Order ID	Date	Contact	Linked To
Katie Evans	120163	08/02/2016	Adnan Boulebane	08/02/2016 Katie Evans
Emily Hanson	120155	22/01/2016	Carl Fraser	22/01/2016 Emily Hanson
Emily Hanson	120144	18/01/2016	Carl Fraser	18/01/2016 Emily Hanson

If a proforma or quotation is required, click the relevant option from the 'Order Type' drop down menu.

CID 7812 Bloom Clinic.
2 Turpyn Court
Woughton on the Green
Milton Keynes
MK6 3BW
Tel: 01908 693400
Opera: BLOOM01
Type: Customer End User

Dr Adeboye
ID 16200
Dr Adeboye
operations@bloomclinic.co.uk +
Goldmine ?

Intrastats Order id: #120160

Order type: Customer Order

Customer Reference: Customer Order

Order Priority: Customer Quotation

Doc Date: Customer Proforma

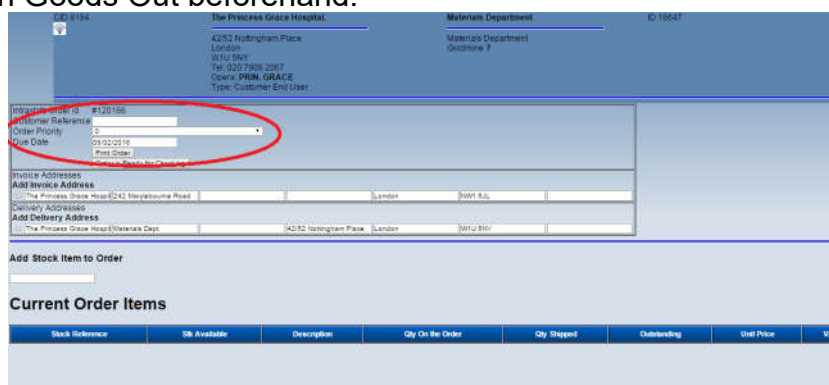
Order Confirmation: Print Order Confirmation

Order has Error - open for editing

Invoice Addresses

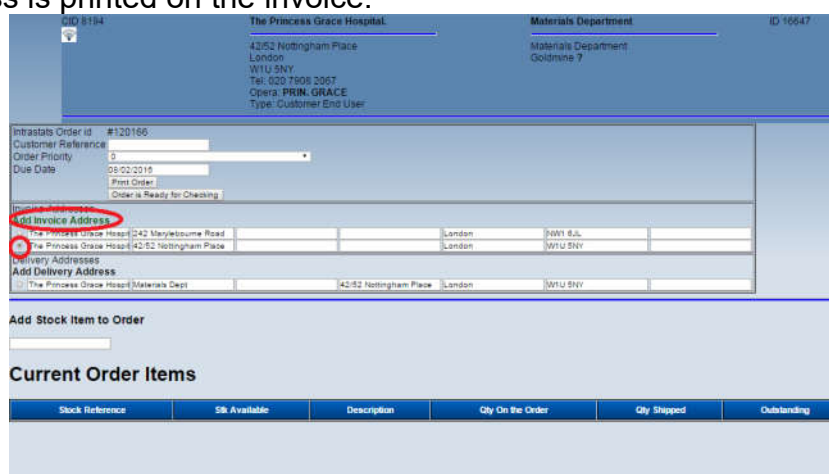
Delivery Addresses

Enter the customer's purchase order number into 'Customer Reference'. Change the "Order Priority" to 3 – UPS and amend the due date as per cut-off times. This can be changed to priority 1 if urgent; do not send goods via priority 4 – Royal Mail unless absolutely necessary and discussed with Goods Out beforehand.



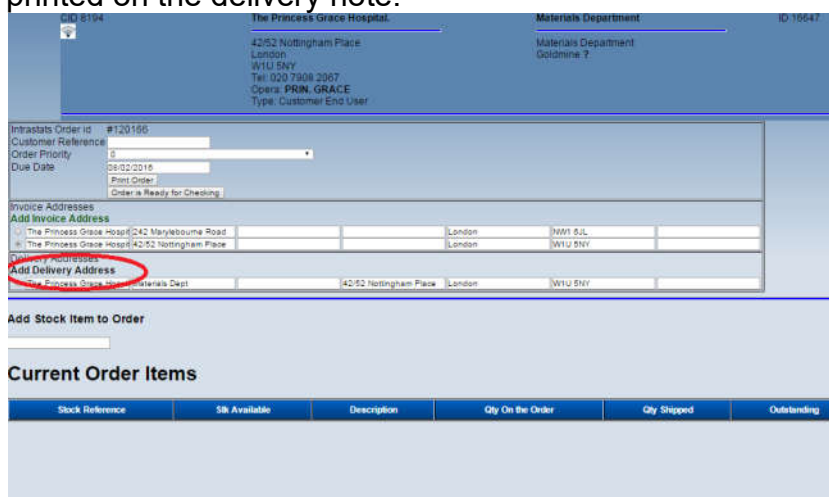
The screenshot shows the 'The Princess Grace Hospital' order management interface. The 'Order Priority' dropdown menu is highlighted with a red circle, showing '3' selected. The 'Due Date' is set to '09/02/2016'. The 'Customer Reference' field is empty. The 'Invoice Address' and 'Delivery Address' fields are also visible.

Check the invoice address. If this is incorrect, ensure you have the correct account, if you are certain you are using the correct account, click 'Add Invoice Address' and enter the details as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the invoice.



The screenshot shows the 'The Princess Grace Hospital' order management interface. The 'Add Invoice Address' button is highlighted with a red circle. The 'Invoice Address' field is highlighted with a red circle, showing the address 'The Princess Grace Hospital, 42/52 Nottingham Place, London, W1U 5NY'.

Check the delivery address, these can be amended for small changes but if the address is entirely different, please click 'Add Delivery Address' and enter the delivery address as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the delivery note.



The screenshot shows the 'The Princess Grace Hospital' order management interface. The 'Add Delivery Address' button is highlighted with a red circle. The 'Delivery Address' field is highlighted with a red circle, showing the address 'The Princess Grace Hospital, 42/52 Nottingham Place, London, W1U 5NY'.

Any special requirements or notes can be added to the notes section, click 'Add New Notes' to save them.

The screenshot shows the 'Intrasafe Order' form. At the top, there are fields for Order Type, Customer Reference, Order Priority, and Due Date. Below these are sections for 'Invoice Addresses' and 'Delivery Addresses'. At the bottom, there are two buttons: 'Add Stock Item to Order' and 'Add Descriptive Item to Order (not working yet)'. The 'Add New Notes' button is circled in red.

Enter the product code into the box beneath 'Add Stock Item to Order', when the product appears below, enter the quantity, ensure the customer has the correct price and click 'Add to Order'.

The screenshot shows the 'Intrasafe Order' form with the 'Add Stock Item to Order' section. A product code '800001-5' is entered in the 'Product Code' field. The 'Quantity' field is set to '1'. The 'Add to Order' button is circled in red. Below this is a table titled 'Current Order Items'.

Stock Reference	Qty Available	Description	Qty On the Order	Qty Shipped	Outstanding
800001-5	1	WAL Applier sterile single use for 15/25/30 cm cannulae (Box 5)	1	0	1

If the order is VAT exempt, ENSURE you have a valid exemption certificate that has been signed by a director. When adding items to the order, tick the box next to each product to remove the VAT.

The screenshot shows the 'Intrasafe Order' form with the 'Current Order Items' table. The first item, 'WAL Applier sterile single use for 15/25/30 cm cannulae (Box 5)', has the 'VAT Exempt' checkbox checked. The 'Add to Order' button is circled in red.

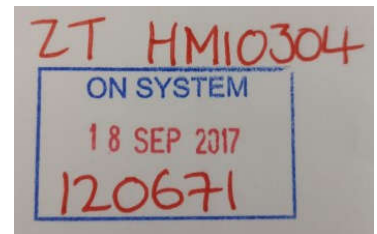
Stock Reference	Qty Available	Description	Qty On the Order	Qty Shipped	Outstanding	Unit Price	VAT %
800001-5	1	WAL Applier sterile single use for 15/25/30 cm cannulae (Box 5)	1	0	1	£ 25.00	0

When all items have been entered, click 'Print Order Checking Document' and print two copies. Then click 'Order is Ready for Checking'.

The screenshot shows the 'Intrasafe Order' form with the 'Print Order Checking Document' button circled in red. Below this is a table titled 'Current Order Items'.

Stock Reference	Qty Available	Description	Qty On the Order	Qty Shipped	Outstanding	Unit Price	VAT %
800001-5	1	WAL Applier sterile single use for 15/25/30 cm cannulae (Box 5)	1	0	1	£ 25.00	0

Stamp the purchase order with the 'ON SYSTEM' stamp.



Write your initials, the account number and the order ID within this stamp. These details can be found in the top centre, above the order number barcode on the order you just printed.



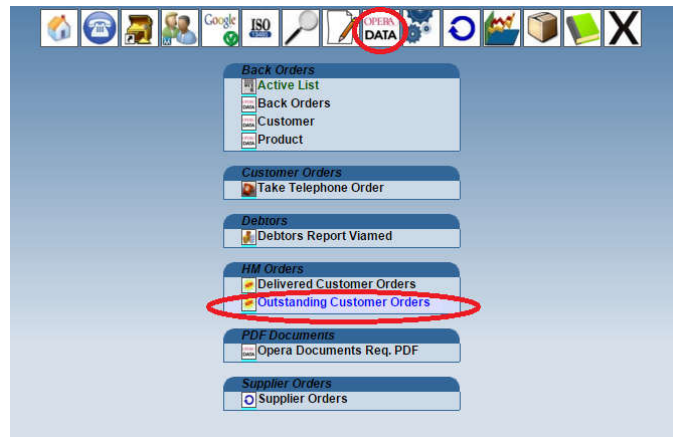
Order ID and account number

A digital copy of the customer's purchase order is now required, this can be downloaded as a PDF from an email or scanned if it was received by fax.

Name the file 'HMPO - *Company/Hospital name* - *Customer PO number* - *date backwards*'. Save this in DriveU>current year>current month.

E.g. U:\2017\09Sep\HMPO - Wansbeck - 4555104613 - 170906.PDF

Click on the 'Opera' tab in IntraStats and click on 'Outstanding Customer Orders' in the 'HM Orders' list.



Click on 'Choose File', navigate to Drive U where you saved the file and open it.

Human Med Customer Orders							
Started orders, but not confirmed							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Send
120166	The Princess Grace Hospital	Materials Department	PRIN. GRACE	Choose file No file chosen	Details		Order Sent
Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Send
120169	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref:R16823523	Details		Order Sent
120163	The Princess Grace Hospital	Adnan Boulelmane	PRIN. GRACE	Ref:0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAM01	Ref:260148941 Choose file No file chosen Upload File	Details		Order Sent
120165	Global Health Medical Service	Hassan Soueid	GHS01	Ref:Upgrade Choose file No file chosen Upload File	Details		Order Sent

Click on 'Upload File'

Started orders, but not confirmed							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120166	Viamed Ltd	Kate Evans	00000002	Ref:216074631 Choose file Upload File	Human Med Dr... 160228.pdf	Details	Order Sent

Started orders, but not shipped							
Order ID	Company	Order Contact	Account	P.O. Customer Ref	Details	Print	Sent
120159	Royal Cornwall Hospitals Trust	Sharon Bonham	ROYCORN	Ref:R15023523	Details		Order Sent
120163	The Princess Grace Hospital	Adnan Bradeframe	PRIN. GRACE	Ref:0001046566	Details		Order Sent
120164	Hampshire Hospital Foundation Trust	Kerry Stevenson	HAMD1	Ref:250148941 Choose file Upload File	No file chosen	Details	Order Sent
120165	Global Health Medical Service	Hassan Soudi	GHMS01	Ref:Upgrade Choose file Upload File	No file chosen	Details	Order Sent
120167	Mr V Karri FRCS	Dr Vasu Karri	KARRI	Ref:2006 Choose file Upload File	No file chosen	Details	Order Sent

Place the order in 'Tray 4 – Sales Orders – Checking' for checking.

Should you need to email the customer for any reason, e.g. to offer part shipment or advise the customer of a lead time, you MUST email from the Main Inbox as we do not have individual Humanmed email addresses.

To do this, click on compose from the main inbox, when the composing window appears, ensure you click the 'From' tab and change it to Humanmeduk.

