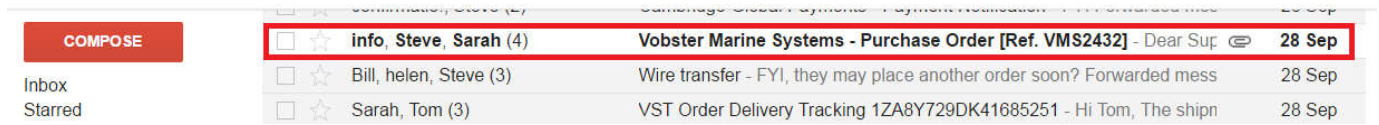


VM3COP20.63 - VST - Order Processing

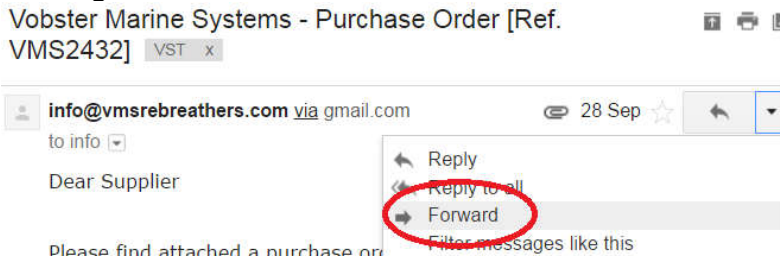
Orders are usually received via email, however some customers may call to place their order.

Email Orders

When the order is received in the main inbox, click on it to open it.



Click the arrow on the right and click, 'Forward'.



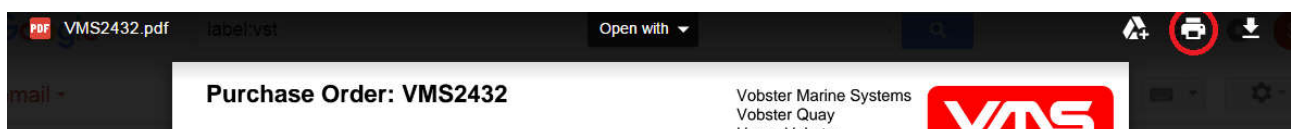
Type your email address in the 'To' field and click, 'Send'. Make sure that you send it to your '@vandagraphst.com' email address.



When the email arrives in your inbox, click on it to open. Click on the attached purchase order, if supplied, to open it.



Click the, 'Print' button at the top of the page and print to the printer located on your desk.



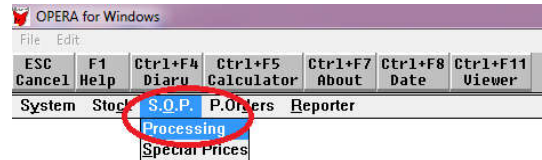
When telephone orders are received, process as per VM3COP27.29.

Note: Refer to OEM price lists for current information while processing orders.

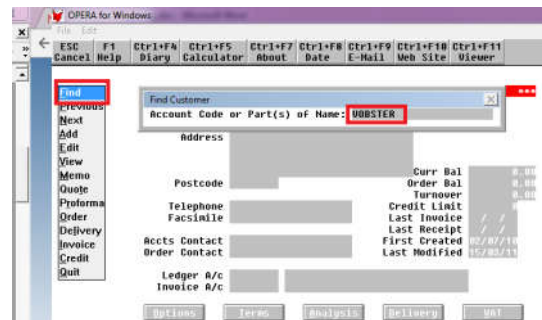
From the, 'lookup' tab on IntraStats, click into the 'Contacts' field and enter the company name.



From VST Opera, click 'SOP' then 'Processing'.

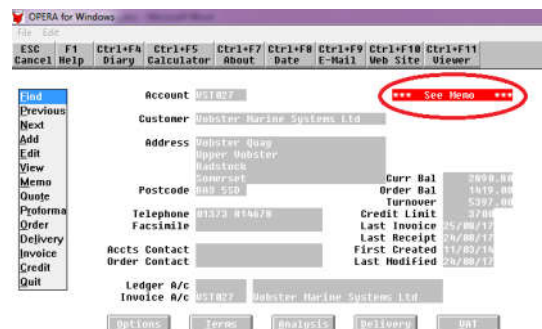


Click 'Find' or press the F key. Enter the customer name and press 'Enter'

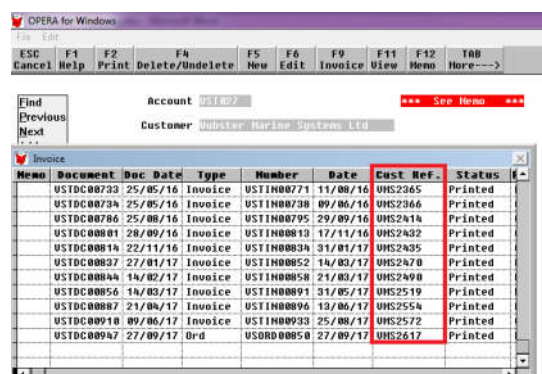
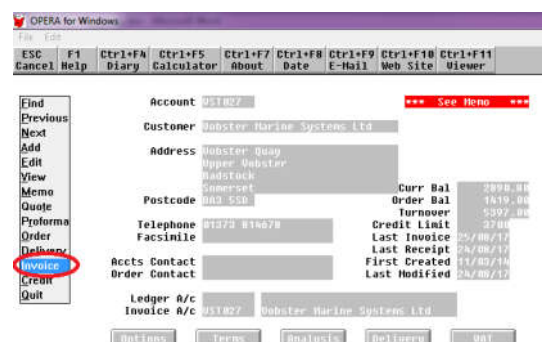


If there is a memo present, click 'Memo', read and ensure that you adhere to any requirements.

If there are any warranty replacements to add to the order, please see VM3COP20.68.



Click on 'Invoice'.



Check the 'Cust Ref'. Column and check the last 5 invoices to ensure that the purchase order number listed on the printed purchase order has not already been entered.

Press the, 'Esc key' to exit the invoice screen and click 'Order'; this will display any outstanding orders.

Click the 'F5 New' button or press F5 on the keyboard.

A window will open, 'Send Report to'. From the drop down menu, select the printer named in the image, 'HP SN M1212nf' and click 'Printer'.

You will be presented with this dialog box.

Check the invoice address is correct as per the purchase order.

Enter the delivery address as already be

Purchase Order: VMS2432

Order Date 28 Sep 2016	PO No. VMS2432
Supplier Address Vandagrath Sensor Technologies 19 Station Road Cross Hills Kingsley North Yorkshire YO20 7DT United Kingdom	

Vobster Marine Systems
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD
United Kingdom
Tel: +44(0)1373 814 878
email: info@vobster.co.uk

Delivery Address Vobster Marine Systems Ltd Vobster Quay Upper Vobster Radstock Somerset BA3 5SD United Kingdom
--



current: 13/10/17
der: / /

Discount

per the purchase order. This may displayed correctly.

In the 'Cust Ref' box, enter the purchase order number from the purchase order.

If the purchase order number has more than 10 characters, the 'Cust Ref' field must contain '#xxxxxxxxx' using the last 9 digits of the purchase order. If a purchase order number has not been provided, enter the date the order was received followed by your initials, e.g. 28/03/17SW.

In the 'Due' field, initially, enter a date of 6 weeks from receiving the purchase order; this will change once a confirmation date has been received from manufacturing.

The 'Priority' field should always state 3 (UPS – all services) unless the customer states that they would like a different courier on their purchase order or email.

In the, 'Comments' field, type, "Contact name at Company name Tel: telephone number". E.g. "Contact at Vobster Marine Systems Ltd: Mr ABC Tel: 01234 567890". If the purchase order number is more than 10 characters, please enter the full purchase order number starting with a hash tag under the contact details.

When all of the details have been entered correctly click, 'F9 Accept' or press the F9 key.

Enter the part number of the sensor required in the 'Reference' field. If a part number is not specified, refer to VST OEM Price Lists, this can be found in L Drive VST\Price Lists\VST OEM Price List. Press the down arrow or tab key and a description of the

Purchase Order: VMS2432

Vobster Marine Systems
Vobster Quay
Upper Vobster
Radstock
BA3 5SD
United Kingdom
Tel: +44(0)1373 814 678
email: info@vmsrebreathers.com

Order Date: 28 Sep 2016 PO No: VMS2432

Supplier Address
Vandagrath Sensor Technologies
19 Station Road
Cross Hills
Keighley
North Yorkshire
BD20 7DT
United Kingdom

Delivery Address
Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD
United Kingdom

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account VST027
Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Delivery Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Cust Ref 28/03/17SW Memo N
Due 28/03/17
Priority 3

Document ** AUTO ** 12/10/17
Order ** AUTO ** / /

U/House MAIN Main Warehouse

Raised By KATIE

Comments

Analysis Discount

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account VST027
Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Delivery Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Cust Ref #00000005851 Memo N
Due 28/03/17
Priority 3

Document ** AUTO ** 12/10/17
Order ** AUTO ** / /

U/House MAIN Main Warehouse

Raised By KATIE

Comments Contact at Vobster Marine Systems: Mr ABC Tel: 01234 5
#00000005851

Analysis Discount

OPERA for Windows

ESC F1 F9
Cancel Help Accept

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

Account VST027
Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Delivery Vobster Marine Systems Ltd
Vobster Quay
Upper Vobster
Radstock
Somerset
BA3 5SD

Cust Ref #00000005851 Memo N
Due 28/03/17
Priority 3

Document ** AUTO ** 12/10/17
Order ** AUTO ** / /

U/House MAIN Main Warehouse

Raised By SARAH

Comments Contact at Vobster Marine Systems: Mr ABC Tel: 01234 5
#00000005851

Analysis Discount

OPERA for Windows

ESC F1 F11 F12
Cancel Help Stock Memo

Reference #010017 U/H Description MAIN Oxygen Sensor - UHS1700 Stock Quantity 50

Analysis VST VAT code 1 Sell. 30.00 Line Disc 0.00 Ext. 1500.00
VSTC. 0.00 Hargo. 100.00 Prof. 1500.00
Due 28/03/17 Priority 3 P/O

In Stock P.Orders 5 Bids 0

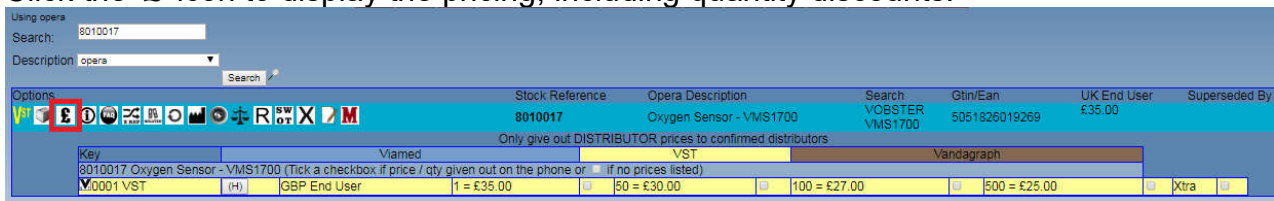
Stock Notepad
Only for sale to the OEM CCR manufacturer: Vobster Rebreather Ltd.
Also known as Vobster Marine.
SN 23/07/14

sensor will appear. Enter the quantity requested on the purchase order or email, then press the down arrow key and check that the price showing for the quantity required is correct as per the purchase order.

To check the correct price, use IntraStats. From the, 'lookup' tab, enter the product code and press the, 'Enter' key.

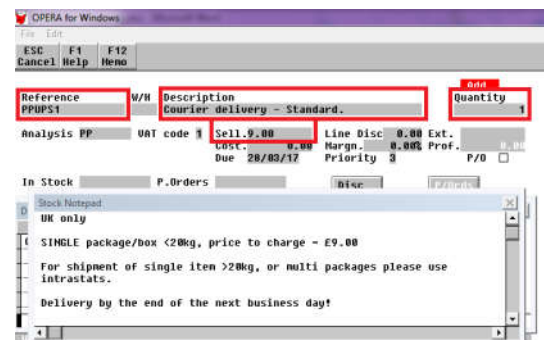


Click the '£' icon to display the pricing, including quantity discounts.



After checking that the unit price for the quantity entered is correct, return to Opera and click, 'F9 Accept' or press the F9 key to complete the line. Repeat for any additional products. If there are any warranty replacements to add to the order, please see VM3COP20.68.

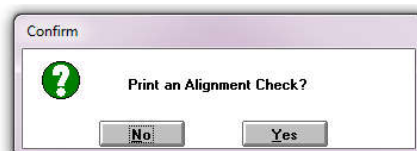
Next, a carriage line must be entered. Many customers have a unique reference for this, but some may use the standard reference numbers; see VST OEM Price Lists to confirm. This is located in L Drive\VST\Price lists\For specified OEMs only!



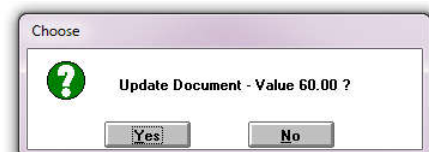
The quantity should always be 1 unless advised otherwise by Goods Out. The price needs to be entered into the, 'Sell' field; see VST OEM Price Lists for pricing. This is located in L Drive\VST\Price lists\For specified OEMs only!

When all of the products and one carriage line have been entered, press the, 'Esc' key followed by, 'F9' to complete the order.

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

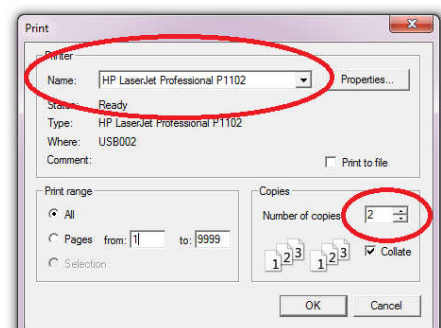


When this message is displayed, click 'No' as an Alignment Check is



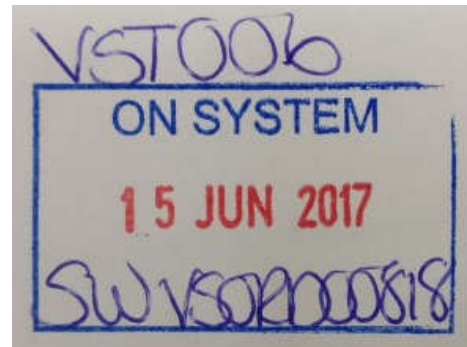
not needed at this point.

The print dialog will display, choose the correct printer located on your desk from the drop down box and select 2 for the 'Number of copies'. 2 copies are needed, one

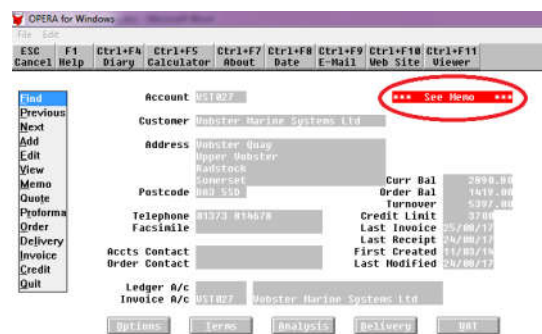


is kept with the purchase order for filing after checking and the other is taken to the Goods Out department.

Stamp the purchase order or the printed email with the "On System" stamp, ensuring that the correct date is displayed. Initial and write the VSORD number and the customer account number.



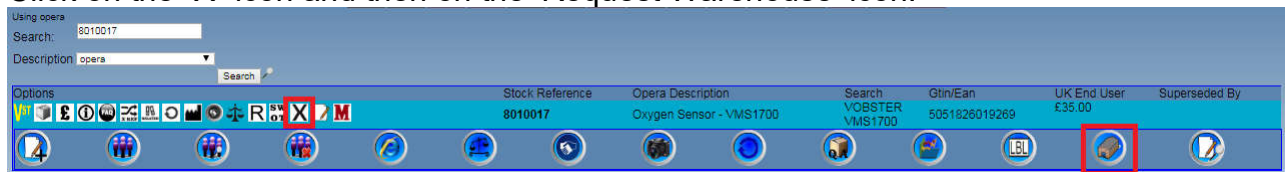
Anything that the Goods Out department need to be made aware of needs to be hand written on both copies of the VSORD's. Check the memo again to see if any notes need adding, e.g. Declaration of Conformity required, carriage to be added etc. If the customer has expressed that they are happy to receive their order early, please write, "can ship early" on both copies of the VSORD.



Return to the, 'lookup' tab on IntraStats and enter the product code of the sensor in the, 'Stock Details / Quantities' field and press enter.



Click on the "X" icon and then on the 'Request Warehouse' icon.



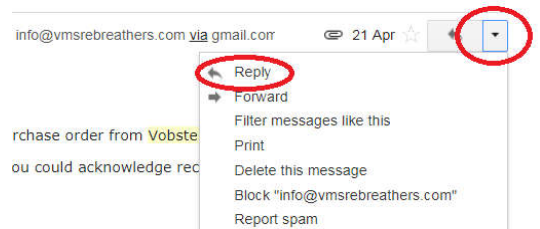
Enter the quantity requested on the purchase order in to the 'Quantity' field. In the 'Issued to Worksheet (if applicable)' field, enter the VSORD number and any notes regarding the sensors e.g. manufactured date codes required or delivery date required, if applicable. Then click the, 'Add' button.



Next, secure the purchase order, the accompanying emails and both copies of the VSORD with a paperclip and place in the tray named, "Tray 4 – Sales Orders – Checking" in the office.

Revert back to the customer's email and reply to acknowledge the order and advise them that you will confirm the lead time when you receive one from production.

Click on the drop down arrow and select 'Reply'.



Write your reply then click the large, blue, 'Send' button.

Dear VMS Team,

Thank you for your purchase order. I will advise you of a firm lead time when I receive one from our production team.

Please do not hesitate to contact me if I can be of assistance.

Kind regards

Katie Evans
<http://www.vandagraphst.com/>
 Email katie.evans@vandagraphst.com
 Tel: +44 (0)1535 634900
 Fax: +44 (0)1535 635582

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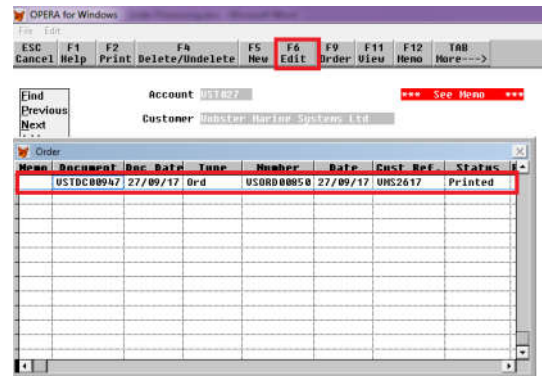


Receiving order confirmation from production

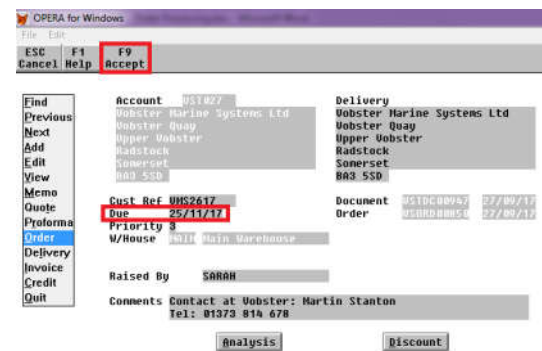
When the order confirmation is received from production, work out the lead time; this should be at least 4 working days from the date of shipping. Update the P.O. Log as per VM3COP20.66, then reply to the email again and advise the customer of the firm lead time.

Navigate to the customer's Opera account and click on, 'Order' or press the O key.

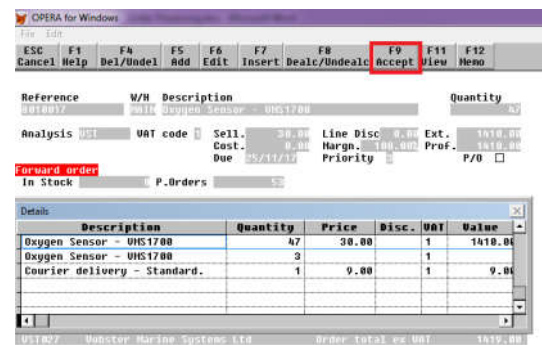
Locate the applicable order, click on it and click, 'F6 Edit' or press the F6 key.



Edit the due date to at least 4 working days after the shipping date from production. Ensure that the date entered is a working day. Then click, 'F9 Accept' or press the F9 key.



Click, 'F9 Accept' or press the F9 key again.



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

