

# VM3COP Procedure Sending Sample.

- 1) Gain authorization from a Director.
- 2) On the main Sale or Return page in Intrastats, click the link at the bottom "Request new stock item to be scanned to Sale or Return". Fill in the issue detailing the part number(s) and quantity required (note: ensure that you use the single sample part number if the item is normally supplied as a pack).
- 3) Send the issue to Picking/Packing, and print out the issue and place in an appropriate picking tray. Note: if the item is urgent also inform Picking/Packing verbally.
- 4) Create a new SOR record by clicking "Add a new sale/return" on the main Sale or Return page, then enter the customer or hospital name in the search field and click the relevant result.
- 5) Fill in the details of the customer including contact name and department, then click "Submit". The customer record now appears in the top section of the main Sale or Return page with its own unique SOR reference number.
- 6) Once you have confirmation from Picking/Packing that the items have been scanned, you need to add them to the SOR record by clicking "Add Items" and selecting the item from the drop-down list.
- 7) In the field entitled "Purpose of Device", enter a brief explanation of the use of the item (if unsure, the Opera description will suffice), for example "SpO2 sensor for Viamed oximeters" or "Phototherapy Eye Mask".
- 8) In the field entitled "The trial/testing to be undertaken by the authority (if any)" put a brief summary, for example "Free of charge sample for evaluation"
- 9) In the drop-down box next to the "Submit" button, select "Giving", then click "Submit".
- 10) On the main Sale or Return page, click "UK Delivery Note" or "Scot Delivery Note" depending upon the location of the customer.
- 11) Print out the NHS Delivery Note and pass to a Director or Sales Manager to sign. For items on loan we strike through form A, which is used for items on loan, and sign form B, which passes ownership of the goods to the customer.
- 12) On the main Sale or Return page, click the link "Viamed Product Trial Feedback Form" and print out the form.
- 13) Write a covering letter and take the letter, signed NHS Delivery Note, feedback form, product leaflet, price list and the goods (if they have been passed to you after being scanned) to Picking/Packing.
- 14) On the main Sale or Return page, the picker/packer needs to click the "Send" link and enter the tracking details and any other relevant shipping information.
- 15) The picker/packer needs to adjust the items out of Opera using the reference "Sample".
- 16) The sender needs to schedule themselves a follow up to determine the outcome of the evaluation, or if the samples were requested by a Viamed representative, inform the representative that the goods were sent so that they can schedule themselves an issue to follow up.