

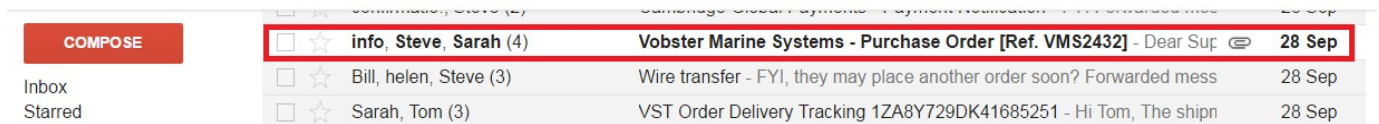
## VM3COP20.63 - VST - Order Processing

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

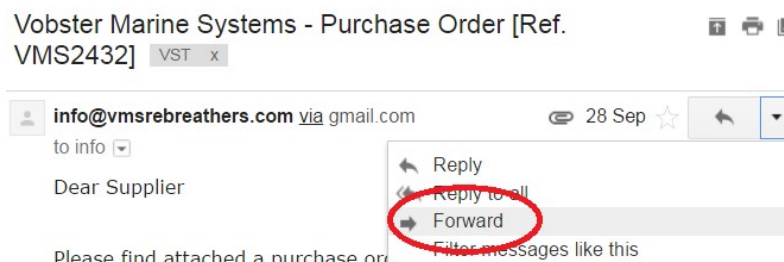
*When telephone orders are received, process as per VM3COP27.29.*

### Email Orders

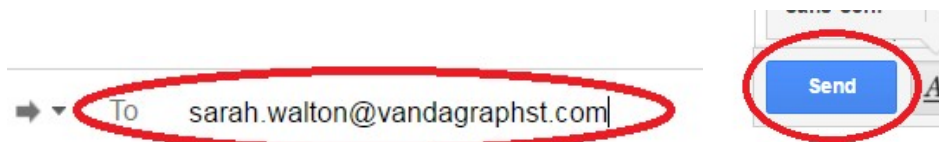
When the order is received in the main inbox, click on it to open it.



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. Should you not have a VST email address, please speak with Derek.

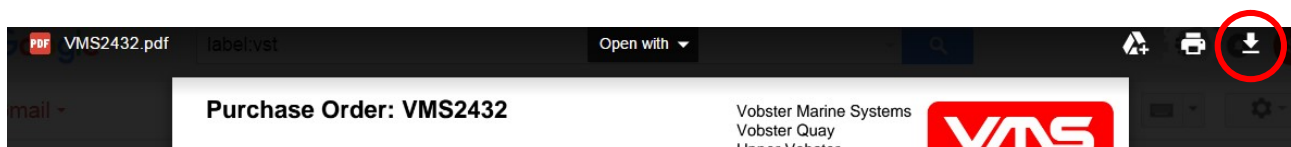


This message has been

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, 'Download' button at the top of the page and save to your downloads folder.

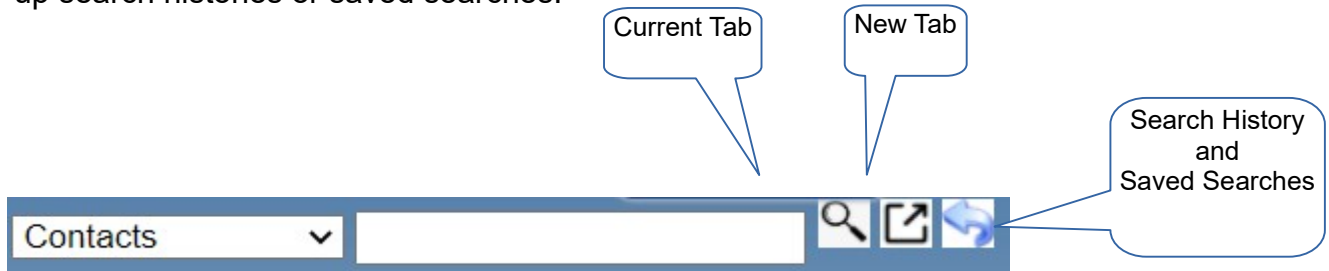


**Note: Refer to OEM price lists for current information while processing orders. These can be found in the stock page under the i icon.**

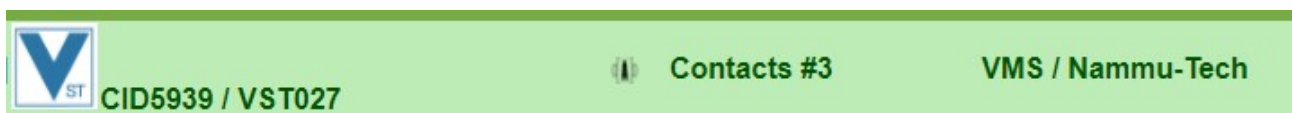
**Please be aware, at present, the 2<sup>nd</sup> page of all VST price lists is out of date and should not be used.**

Click on the search dropdown and select “Contacts” and input the company or contacts name into the box.

From IntraStats, using the dropdown menu at the top right of any screen, click the arrow and select ‘Contacts’, in the Search box type the name of the Company you wish to process the order for. Use the following buttons to open in current tab, new tab or to look up search histories or saved searches.



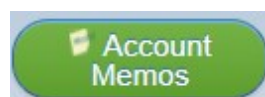
Click the company name you are processing the order for. Any line highlighted in green is an account which has been used recently within the new system.



This will open up a page similar to this:

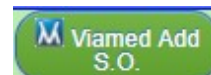


**Account Memos** - Check if there are any account memos for this order, this can be found by clicking the Account Memos button below the main address.



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

On the order PDF, find the contact name. Then find this name on the company list on Intrastats and click the “Add S.O. button” to the left of the name.



*If the ‘Add S.O.’ button does not show, please follow these steps:*



1. Go to Main Details page, and check that there is a ‘Price List to Use’ selected.

2. Edit the contact who you want to assign the order to, scroll to the bottom of the page and check that ‘Allow Sales Order’ is ticked.

3. Scroll to the top of the page and click ‘Update Details Below’ button.



Depending if this account has been used before, you may be required to fill in some additional information.

This opens the customer order processing page, it will also show you the order number beginning:

CVM (for Viamed orders)

CAN (for Vandagraph orders)

CST (for VST orders)

## Order Processing Page


Order id	#128717	This can be Order, Proforma or Quotation
HOST COMPANY	<input checked="" type="checkbox"/> VST Customer	
Order Type	Customer Order	Click this if payment has been received, make sure you upload document below
Order Prepaid	<input type="checkbox"/>	
Card Payment	<input type="checkbox"/>	
Contact Name		Click this if a card payment is required
End User If Known		
Customer Reference	<input type="text"/>	
Customer Reference Extra Line	<input type="text"/>	When a customer reference is added, the below will appear:
Customer Contact Tel	<input type="text"/>	
Customer Order PDF	Please Enter Customer Reference	Choose file No file chosen Upload File
VAT Exempt Certificate No	Please Enter Customer Reference	
Payment Notification if applicable	Choose file No file chosen Upload File	Upload document here, if payment Has been received
Proof of Export (If EXW)	Choose file No file chosen Upload File	
Order Priority	0	See page 13
Due Date	09/02/2021	See VM3COP03.04 for definitions
Inco Terms		See the following page for definitions
Destination or Consigned Place		
OUR Staff Name FOR Paperwork		IncoTerms Destination (see following page)
Part Ship Allowed	<input type="checkbox"/>	
Ship Early Allowed	<input type="checkbox"/>	Select the person processing the order
Hold / Stop Invoices being sent	<input type="checkbox"/>	
Hold Picking	<input type="checkbox"/>	

Make sure any telephone numbers above do not have any spaces.

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

If a purchase order number has not been provided, click the "Non given" button and the system will generate one.

In the 'Due' field, initially, enter a date of 25 working days from receiving the purchase order; this will change once a confirmation date has been received from manufacturing.


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	
<b>Supplier Address</b> Vandagrath Sensor Technologies 15 Station Road Cross Hills Keighley North Yorkshire BD20 7DT United Kingdom		<b>Delivery Address</b> Vobster Marine Systems Ltd Vobster Quay Upper Vobster Radstock Somerset BA3 5SD United Kingdom

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. Refer to the VST OEM price list for unique company courier codes (e.g. PPKISS, PPNAN etc.)

## Incoterms

### EXW – Ex-Works

These are shipments which once they have been collected by the courier and have gone over the threshold of our premises they are the responsibility of the buyer, for example UPS (own account only), DHL, Kuehne + Nagel. Destination is the location the courier is to collect i.e. VST.

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 Vandagraph Sensor Technologies 15 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	

“Destination or Consigned Place”: Vandagraph Sensor Technologies Ltd.

### CPT – Carriage Paid to

Any liabilities are passed to the buyer as soon as it leaves Viamed's premises with the appointed courier. Examples of this type of shipment are UPS and Royal Mail where Viamed has contracted the courier and is paying the invoice from the courier for the service.

This is where we list a carriage cost on the order, unless already included in the price of the product i.e. Posey Wraps within the UK.

“Destination or Consigned Place”:

Place of Destination (agreed location to which a shipment is expected to arrive).  
e.g. Barcelona, Spain or Leeds Bradford Airport, United Kingdom

## Invoice and Delivery Address

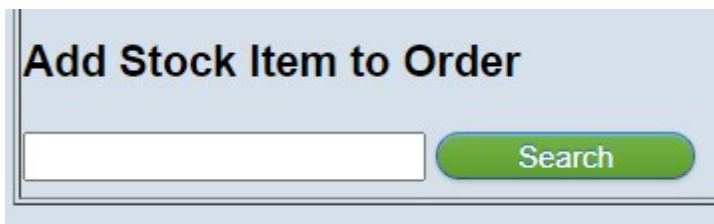
From the purchase order please select, using the white circle radio button to the left of the line, the correct invoice and delivery addresses from the list provided.

Should the relevant address not be included please click 'Add Invoice Address' or 'Add Delivery Address', this will refresh the page and provide you with fields to input.

Invoice Addresses							
Add Invoice Address							
	NHS Trust / Company Name	Address1	Address2	Address3	City	PostCode	Country
<input type="radio"/>							




## Adding Stock



**Add Stock Item to Order**

**Search**

Enter the part number in the 'Add Stock Item to Order' box.

Enter the quantity required, please note the price should change accordingly if quantity discounts are available. See VST OEM Price Lists to confirm. This is located in the  under Price Lists!

**Note: Please be aware, at present, the 2<sup>nd</sup> page of all VST price lists is out of date and should not be used.**


Leave the due date unless you have different requirements per line. As this is set by the overall 'Due Date' at the top of the page.

Ensure the pricing and quantities are correct before proceeding. When confirming a price discrepancy on a purchase order, we must ensure that we advise the customer whether the price is simply incorrect or whether a price break applies to the quantity that they have ordered. Should the pricing be incorrect, please check with Steve Nixon before contacting the customer.

Once happy all information is correct, click 'Add to Order'. Repeat for any additional products.

If a part number is not specified, refer to VST OEM Price Lists, this can be found against the stock line, search these using the search box in the top right corner of the Intrastats screen or in the document index.

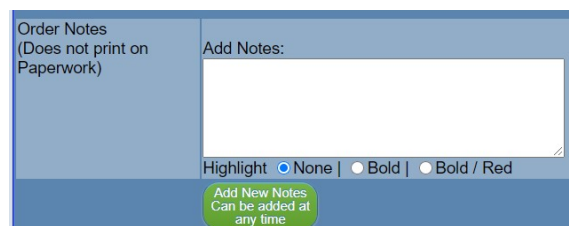
If there are any warranty replacements to add to the order, please see VM3COP20.68.

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 the  under Price Lists!

**Note: Please be aware, at present, the 2<sup>nd</sup> page of all VST price lists is out of date and should not be used.**

## Order Notes

Add any notes in the orders notes text box on the order processing page of any contact you have had with the customer and their response. If the customer accepts the changes and is happy to proceed, change the priority back to the appropriate number and proceed to checking.



**Order Notes**  
(Does not print on Paperwork)

Add Notes:

Highlight ☒ None | ☐ Bold | ☐ Bold / Red

**Add New Notes**  
Can be added at any time

**Note: ALL orders must be entered into IntraStats even if awaiting action so please continue adding the order by following this procedure but leave on a priority 8 until agreed with the customer to proceed.**

Anything that the Goods Out department need to be made aware of needs to be added into the "Order Notes" text box.

Check the account 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, click "Ship Early Allowed" tick box.

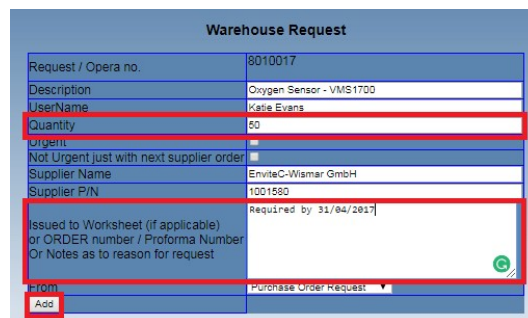
## Requesting Stock

Return to the, 'Search box' in IntraStats and enter the product code of the sensor and click the relevant button.



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 CST number and any notes regarding the sensors e.g. manufactured date codes required or delivery date required, if applicable. Then click the, 'Add' button.

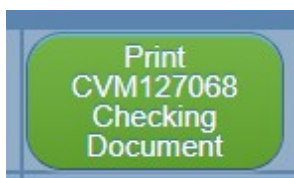


## Carriage Charges and Codes

Unless specified by customer, all orders are sent by UPS. Please add note to goods out if carriage needs to be added as per the customers memos and price list.

Information on carriage charges can be seen in the price lists located in the document index or under the i icon on the stock page.

## Proofing / Checking Order / Error Amends



When you have all of the products and one carriage line entered into IntraStats, click 'Print CST\*\*\*\*\* Checking Document', this will generate a PDF of the order. Check that all information is displayed correctly.

Should there be any errors click the back button on your browser and amend then repeat the step.



If the carriage line is not situated below all the products on the order, return to the order processing screen and click the arrow at the end of the carriage line, this will move that line to the bottom of the order.

Once happy that the PDF is all displayed correctly, click the back button and this shall return you to the order processing page.

## Submit for Checking



Now the order is ready for checking, click the 'Submit CST\*\*\*\*\* for Checking' button and this will add the order to the list for checking. Send a Skype message to 'Viamed Order Checking' or 'Viamed Employees' group stating the CST number and ask for someone to check. See VM3COP30.32 Order Checking for this process. Once checking has been completed, it will appear on the 'Active List' for goods out to process.

## \*\*Large Value Order

If the order totals £10,000 or more, a director's sign off is required. Locate a director and ask them sign off on the system.

## Credit Card Payments

This is rare but, if the customer is paying with a credit or debit card, add a BOLD/RED note on the order processing page for Goods Out to contact the customer. Should it be a different contact number than the one added previously, please add this also.

## Order Acknowledgement

Revert back to the customer's email and reply to acknowledge the order and advise them that you will confirm the scheduled shipment date as soon as possible.

Click on the dropdown 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](mailto:katie.evans@vandagraphst.com)  
 Tel: +44 (0)1535 634900  
 Fax: +44 (0)1535 635582

Company registered in England, No. 03116432

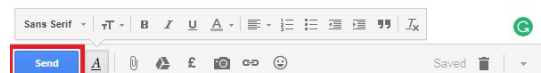
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## Receiving order confirmation from production

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.

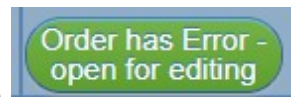


## Editing an Order

If an order needs editing, for example, if the delivery due date needs amending, click the 'Opera Data' icon in IntraStats and click 'Outstanding Customer Orders'. This will take you to a full list of orders being processed through the system.

Locate the order you want to edit and click the 'Details' button, this will open the order processing page as before.

To be able to edit, click the 'Order has Error – open for editing' button. Enter the reasoning for editing the order and click 'Confirm Open Order for Editing'. This opens the page so it is now editable then make amends as required. Should you wish to remove a line from the order, you must amend the quantity to 0 and refresh the page.



**Note:** 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.

If the date on an order is changed, please check that the product lines have also updated. For example, if an order is put on as a forward date and then you edit the date after, the date will remain the same and Derek has to change this.

Once an order has been edited, it must be rechecked – following the steps in section 'Submit for Checking' section (see previous page, page 8).