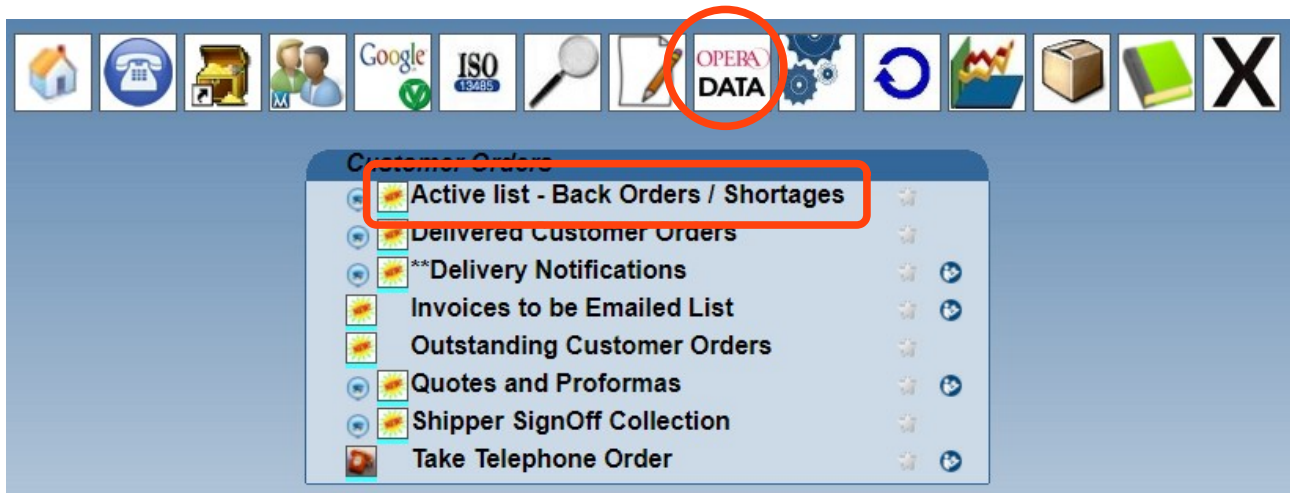


Checking the Active List

VM3COP20.20

On Intrastats, click the “Opera Data” tab and click on “Active List – Back Orders / Shortages”.



Full Backorders Vandagraph Viamed VST Human Med														
Account on Stop					Been Picked / in Picking									
Short on Stock?					Can be Picked?									
Forward Order / Repairs					On Hold / Call off Order									
Order Override					Order Can Ship Early									
Host	Show All	Priority	Show All	Company	Show All	Stock Ref	Show All	Display Type	All Details	Filter				
Host	STATUS	Order Ref	Picking	Customer Name	Customer Ref	Stock Ref	Qty Ordered	Qty Shipped	Picking	Remaining	Qty In Stock	Due	Priority	
M	Back Order - Production Update 01 Oct 2021 Catherine Spence	CVM132994		Chivaune Technologies	PO100394	1410000	1	0		1	0	01 Oct 2021	2	<input checked="" type="checkbox"/>
M	237140													
M	Back Order - Production Update 18 Oct 2021 Catherine Spence	CVM133117		Chivaune Technologies	PO100400	1410000	1	0		1	0	13 Oct 2021	2	<input checked="" type="checkbox"/>
M	238029													
M	Back Order - Supplier Update 17 Jan 2022 Catherine Spence	CVM134681		Vandagraph Ltd	PAN2307	0110229	30	0		30	0	04 Jan 2022	2	<input checked="" type="checkbox"/>
M	241395													
M	Back Order - Supplier Update 07 Dec 2021 Catherine Spence	CVM133714		Jikco Limited	20211108003VIAMED	0110361	100	12		88	0	17 Jan 2022	2	<input checked="" type="checkbox"/>
M	241395													
M	Back Order - Supplier Update 05 Dec 2021 Catherine Spence	CVM134166		Jikco Limited	20211201002VIAMED	0110361	100	0		100	0	07 Feb 2022	2	<input checked="" type="checkbox"/>
M	241395													

Each line of the active list should be checked **DAILY** by both the office and Goods Out, an item that has been checked will have a tick in the last column on the right.

Checking Memos



To check memos you need to hover over the M icon to the left of the order line. This previews all notes shown on the order processing screen and is the quickest way to view any notes regarding the status and progress of the order.

You are checking the order is **not stuck in limbo**, the customer is **aware of any delays**, and **we are aware** of the order.

Once you are happy that nothing needs doing with the customer order you can return to the active screen and tick the box as checked.

Check that orders which require partial shipment or can be shipped early have been done. If not, liase with Goods out and then add notes.

Any orders on a priority 8, check that they have been chased and that notes have been added by the person who processed the order. If that member of staff is not available, follow up if required.

If the lead time quoted to the customer has passed, the customer should be contacted again to explain why and be advised of the new expected lead time. This contact must be noted on the order.

If an order is blue and has no notes, speak with the person who added the order and ask them to make notes and add to active list.

Adding Notes

Click the magnifying glass next to the order number to be checked.

Host	STATUS	Order Ref	Picking	Customer Name	Customer Ref	Stock Ref	Qty Ordered	Qty Shipped	Picking	Remaining	Qty In Stock	Due	Priority
M	Back Order - Production Update 01 Oct 2021 Catherine Spence 237140	CVM132994		Chivaune Technologies	PO100394	1410000	1	0		1	0	01 Oct 2021	2

You will be presented with an order review screen, click “Original Details” and you will be shown the original order processing screen.

Customer Order Review Screen												
Order ID 134208 - Customer Reference RLNN400041178 <small>Created by Zoey Teal 02 Dec 2021 Paperwork Name Zoey Teal Checked by Catrin Hird</small>												
Stage	Host Company	Priority	Order ID	Order Type	Created	Company	Order Contact	Account	P.O. Customer Ref	Details	Payment	Value
	M Viamed	9	CVM134208	Order	02 Dec 2021	Sunderland Royal Hospital	Kerry Small	00004992	Ref: RLNN400041178	Details	No	
Original Details Ordered Items Delivery Details Inventory/QA Details Overview Stages Documentation Addresses Barcodes Log Error Revision History Xero Data												

Should you wish to filter the active list to just show orders outstanding for a single customer, click the filter icon next to the customers name.

Host	STATUS	Order Ref	Picking	Customer Name	Customer Ref	Stock Ref	Qty Ordered	Qty Shipped	Picking	Remaining	Qty In Stock	Due	Priority
M	Back Order - Production Update 01 Oct 2021 Catherine Spence 237140	CVM132994		Chivaune Technologies	PO100394	1410000	1	0		1	0	01 Oct 2021	2

Once you have clicked the “Original Details” button you will be shown the order processing screen.

Viamed Customer Order CVM132994	
0006 - USD Distributor	
Order id	#132994
HOST COMPANY	Viamed Customer
Order Type Proforma Customer	Customer Order
Order Prepaid	<input checked="" type="checkbox"/> Set on 01 Oct 2021 By Sarah Walton
Card Payment	<input type="checkbox"/>
Contact Name	Paul Bryant
End User If Known	
Customer Reference	PO100394
Customer Reference Extra Line	
Customer Contact Tel	610733933985
View 07:19:38 29 Sep 2021 (Chivaune PO.pdf) View 07:19:53 29 Sep 2021 (Gmail - RE_ ETA fo a V1000.pdf)	
Customer Order PDF	<input type="button" value="Choose file"/> No file chosen <input type="button" value="Upload File"/>

Current notes regarding that order are included in the NOTES section.

NOTES	
Order Notes (Does not print on Paperwork)	<p>02 Dec 2021 Zoey Teal Quotation now split into two as per email attached. 22 on this quote and 28 on QVM134071</p> <p>13 Dec 2021 Zoey Teal For the Neonatal as per SH. Todays date as this needs to be live as these are overdue</p> <p>13 Dec 2021 Zoey Teal Quotation now split into two as per email attached. 28 on this quote and 22 on QVM134071</p> <p>Add Notes:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>Highlight <input type="radio"/> None <input type="radio"/> Bold <input type="radio"/> Bold / Red</p>

Icons Explained

Back Order - Supplier	Update	CVM133714	Jikco Limited	20211108003VIAMED	0110361	100	12	88	17 Jan 2022	2	✓
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Memo Preview



Create Issue, if there is a number next to this icon there is already an issue outstanding. You can click this number and it will open the related issue for you.



Checked – This shows the checking status and any notes which were added.



Override Order – This turns the order orange so it can not be picked. This is only done by the warehouse.



Can be shipped early or Can be part shipped



Order Unchecked - Order can not be picked until checked



Can be picked – This will also show if stock is not available.