

COMPANY OPERATING PROCEDURES				
Invoicing				
Created:	17/May 1995	VM3/COP/20.06	Issue	3
Revised:	26 September 2011	Last printed 5/22/2006 01:43:00 PM	Page 1 of 2	

INVOICING

Invoicing will either be for a repair or new products. One delivery note is always printed and two invoices, unless it is a telephone order, which requires three invoices.

INVOICING GOODS

PRODUCING A DELIVERY NOTE

1. Pick up a completed picking list from the invoice desk.
2. Find the purchase order in the outstanding orders file or in the orders received that day tray.
3. Staple the picking list to back of the purchase order.
4. Enter the OPERA system, SOP, Processing.
5. Click on Find and enter the OPERA account number which will be on the purchase order.
6. Check the order has not been already invoiced. Click on Invoice and check the Customer Ref column for the purchase order number. Find the purchase order number, scroll along the same line and check the Type column, which should be ord. This signifies that it is only on the system as an order and has not been invoiced yet.
7. Press escape and click on Delivery.
8. Locate the purchase order number in the delivery box and then press F9.
9. The Send Report To box will appear, the top left box should correspond with the printer being used.
10. The Edit Before Posting box will appear, click on Yes.
11. Check all the details against the order to ensure they are correct.
12. Arrow down to the comments box and change the initials if they are different to your own.
13. Arrow down to the second page until you reach the details box. Arrow down to the product line and press F 12 and enter the serial numbers, which can be found on the picking list.
14. Arrow down to the delivery details, this will be PPRD (recorded delivery), PPSD (special delivery) or PPUPS (UPS). Arrow down to the delivery details line and press F 12 to enter the reference. If the goods are to be sent by UPS there will be no reference.
15. Check the details (the number of products and the type) are correct and press F9 to accept.
16. An Update box will appear, press Yes to accept.
17. Another box will appear, check the far right column and ensure the number of products ordered tallies and the delivery type is one. Press F9 to accept.
18. Click on "No" to the Print Alignment Check. Then click on "No" to Reprint.

INVOICING REPAIRS (PROBES)

1. This is very similar to invoicing goods. Pull out the paperwork from the Outstanding Repair Orders file, which is in repair number order.
2. Destroy the photocopy in the ducket and use the original.
3. Ascertain from the front sheet in the Outstanding Repair Orders file the code, i.e 0040000.
4. There will be 2 documents in a plastic bag with each probe, the repair warranty certificate and the internal paperwork. Leave the warranty certificate in the bag and take the internal paperwork out.
5. Check the warranty boxes on both documents tally.
6. Enter OPERA as above and click on delivery in the same way.
7. Arrow down to the second page until you reach the details box. Click on the line with ERPROBE and press F4 to delete.
8. Press F5 to add and enter the repair code number in the reference box. The repair code number e.g. 0040000 will be found in the front of the Outstanding Repair Orders file.
9. Enter the number of probes to be repaired for that code. A further box will appear to enter the repair numbers, press F9 to accept once completed.
10. Arrow down until the information appears in the details box, then arrow down to leave one line gap then enter the delivery code in the reference box and 1 in the quantity box.
11. Enter the correct postage price in the sell box. The price will be found on the shipping costs price list.
12. Press escape and F 12 and enter the reference from the recorded/special delivery, then F9 to accept.
13. The whole process is the same as invoicing goods, apart from:
 - a. Staple the internal paperwork to the purchase order.
 - b. Place the delivery note, quality check card and recorded/special delivery sticker paper clipped together in the ducket with the repairs.
 - c. Place the ducket in the post room.

COMPANY OPERATING PROCEDURES				
Invoicing				
Created:	17/May 1995	VM3/COP/20.06	Issue	3
Revised:	26 September 2011	Last printed 5/22/2006 01:43:00 PM	Page 2 of 2	

INVOICING REPAIRS (NON-PROBES)

1. In the ducket will be the original worksheet and the photocopied hospital paperwork.
 2. Pull out the photocopied worksheet and attached original hospital paperwork from the Repair Worksheets file. All photocopies are destroyed.
 3. Non-probe repairs have codes in Opera. Type in the word "labour" in the product reference box and select the appropriate code.
 4. If the goods were serviced then the word "service" is typed in the product reference box and the appropriate code selected. A service is usually once a year and can be off site.
 5. The transaction notepad will appear after the labour or service code has been entered. Enter the machine serial number and the work done report from the worksheet.
6. Enter the number of hours spent on repairing the non-probe in the quantity box.
 7. Arrow down until the information appears in the details box, then arrow down to leave one lines gap then enter the delivery code in the reference box and i in the quantity box.