# VANDAGRAPH System

## COMPANY OPERATING PROCEDURE

### Administration
### VM3/COP/40.07

| Date: 30-Sep-03 | Revision Date: 13-Sep-11 | Issue: 1 |
|---|---|---|

**Phone Calls**

1.0     Line "6" is the Vandagraph phone line. On incoming calls, pick up the phone and say "Good Morning / Afternoon Vandagraph".

2.0     If the call is specifically for G.G.L. or J.S.L., and they are not in, take a message.

3.0     When a customer requests a price, find out whether they are "trade" or "retail", as there are two separate price lists. A simple test is to ask whether they are the end-user. If they are, then the customer is retail, (unless the delivery is to a diving related company). The following guidelines may be helpful in ascertaining whether a company is trade or retail.

     a.     A diving club is usually retail

     b.     A "B.S.A.C." instructor is usually retail

     c.     A "trade buyer" not related to diving environment is usually retail

     d.     A university is normally retail, unless they look after a chamber

     e.     A "P.A.D.I." instructor is usually trade

     f.     An engineer looking after a chamber is usually trade

4.0     If a customer asks about warranties, Vandagraph offers a "5" year warranty on the VN202 and a "1" year warranty on Oxygen Sensors.

5.0     A call is put through to somebody simply by pressing hold then pressing the relevant extension. Wait until the person picks up and tell them the name of the caller and the company they are calling from, and on which line they are waiting. Then place the receiver back.

6.0     If a person is not at their desk, but they are in the building, then put the call on hold and press the "Hash" key and the "One" button. This will enable you to make a tannoy message.

7.0     To make an outgoing call, simply press Vandagraph line and dial the required number.

**Orders & Deliveries – new products**

1.0     Purchase may be received by fax, post, e-mail or telephone. If all details on the order are acceptable and, if applicable, credit card payment is accepted using PDQ, stamp as "Accepted", date, initial, and indicate method of payment (this can be done during processing item "17" below to verify total order value).

2.0     Enter "Vandagraph" OPERA.

3.0     Enter SOP, Processing

4.0     Click on Find and enter the customer name in the Find box. Read any memos for special instructions relating to that customer.

5.0     If it is a new customer, an account needs to set up.

6.0     Click on Processing, then "Add".

# VANDAGRAPH System

| Date: 30-Sep-03 | Revision Date: 13-Sep-11 | Issue: 1 |
|---|---|---|

7.0     Enter the new OPERA account number, which will usually be 7 digits long, beginning with a "V". A guide to numbers already used is shown on the top of G.G.L.'s computer display.

8.0     "Create Account with a Model" is then selected. Fill in the account details in the customer name and address boxes. Remember to add the VAT number if an EEC customer, otherwise there is no need to access the bottom option buttons.

9.0     Click on "Delivery" and "Send" to local printer. (As almost all Vandagraph orders are processed and despatched by one person on the same day, it is not necessary to log on OPERA as an order. See "end notes" re: incomplete orders).

10.0    If delivery address is different to invoice address, insert this in appropriate box, so it matches exactly what is stated on the purchase order.

11.0    Enter the customer purchase order in the Cust. Ref box or indication of origin of order e.g. "TEL/VISA": "Tel (name)": "cheque".

12.0    Pick the goods from the shelves located in the Vandagraph office area.

13.0    Arrow down to the second page on OPERA screen and enter the product code in the reference box.

14.0    Enter the quantity of products ordered in the Quantity box, arrow down until the details appear in the details box. Go into "Memo" to itemise the serial numbers.

15.0    When all the details of the product to be ordered have been entered, the carriage details need to be entered. The code "PP" will be entered in the reference box and the quantity will always be "1". Enter the cost of the carriage in the Sell box.

16.0    Press escape then "F9" to accept completion of delivery details.

17.0    Press "NO" against the "Print alignment check". Print only one delivery note.

18.0    U.K. deliveries are despatched by first class post or UPS as appropriate.

19.0    For Export customers, if the package weighs 2kg or less (2 x VN202Kit) then the package is sent "Air mail" unless otherwise requested. If the package weighs over 2kg, then it is sent by UPS, unless otherwise requested. Vandagraph does not normally insure packages.

**NB**     If part order is sent, file copy of order in "Outstanding Customer Orders" file to await completion as scheduled or when remaining items are available.

---

**Orders & Deliveries – Repairs**

Refer to Repairs procedures VM3COP40.01 & VM3COP40.02

1.0     Following repair enter customer account number in OPERA and follow standard "Orders" procedure.

# VANDAGRAPH System

| Date: 30-Sep-03 | Revision Date: 13-Sep-11 | Issue: 1 |
|---|---|---|

2.0    Customer reference is either customer number or "repair". Product code is REPVAN.

3.0    In "MEMO", refer to serial number of instrument, worksheet number and note "N/C repair".

4.0    Complete process as per standard "Orders".

## Invoicing Goods

1.0    Following delivery procedure, go straight into "Invoice" on customer account and choose relevant line to invoice.

2.0    Choose "Send " to printer

3.0    There is usually no reason to edit before accepting and printing invoice.

4.0    Print original and one copy of invoice, unless a customer file exists, in which case print two copies. Export files sorted by Country. UK files sorted by Company names.

5.0    Where there is a customer file, file all paperwork on that file and copy invoice in numerical order in "Current Invoices" binder. If no customer file exists, staple all paperwork to BACK of copy invoice and file in "Current Invoices" file.

6.0    Post customer invoice with their copy of credit slip where appropriate.

## Quotation Record Book

Quote requests normally come in by e-mail or telephone. The codes QT (trade) and QR (retail) are used. The next quote number is found in the quotation record book and quotation file. The quote should state that payment can be accepted by Visa or Mastercard. Credit card details are advised to be sent by fax or telephone for security reasons. Enter brief details in Quotes record book. Export customers are highlighted.

An entry with quotation reference number should be logged in quotation records, even if not quoted by telephone to enquirer.

Pro-forma records

Lists all the pro-forma invoices raised by Vandagraph and is located in front of binder holding copy of relevant paperwork.

Sale or Return records

This binder has copies of all sale or return invoices ever sent out to customers.

## Payments

1.0    Enter OPERA, click on "Sales", "Processing".

2.0    Click on Find and enter the customer account.

3.0    Click on "Receipt, enter the date if not "Today". Enter the invoice number in the Ref 1 box and enter the payment type in the Ref 2 box, V=Visa,

| Date: 30-Sep-03 | Revision Date: 13-Sep-11 | Issue: 1 |
|---|---|---|

C=Cheque and I=International Transfer. Enter the total payment amount in the Value box.

4.0 Press F5 to allocate the payment.

5.0 Press F9 to accept.

6.0 The Post Receipt option will appear, click on Yes.

7.0 If a cheque is received, enter the details in the paying book.

8.0 If a VISA payment is made, attach the Visa receipt to the customer invoice. File the copy in the bank statement file to be matched with the bank entries when statement received.

## PDQ

1.0 Refer to the booklet.

2.0 Enter the card number.

3.0 Enter the expiry date, month & year, which will always be a 4-digit number e.g. 0603 (June 2003).

4.0 Press Alt A, unless the customer is present.

5.0 Enter the amount ensuring 2 digits for pence are entered.

6.0 Write the invoice number on the Visa slip.

7.0 Staple one copy to the customer invoice.

8.0 Leave the other copy with the paperwork for checking.

## Export Packages (Non-EEC)

1.0 Three copies of the invoice are placed on the outside of the package in the "Documents Enclosed" plastic sleeve and the delivery note with the credit card slip attached is placed inside the package.

2.0 Documentation needed with the package: Refer to the Royal Mail booklet.

3.0 Less than £270, place a green sticker (found in the postage stamp file) on the back of the package.

    a) Oxygen Sensors        90271010

    b) Oxygen Analysers     90271010

    d) Book               49019900

4.0 Tick the merchandise box

5.0 Greater than £270 – Fill in a CN23 form, customs declaration showing appropriate tariff number on the UPS document

## Internet Orders

1.0 Prices on the Internet are all "Retail prices".

2.0 UPS is quoted on the Website as the carrier, however the best method appropriate at the time is used.

| Date: 30-Sep-03 | Revision Date: 13-Sep-11 | Issue: 1 |
|---|---|---|

3.0      Where the customer is obviously of trade status, consider offering at trade price asking for a VAT number if in the EU

4.0      Delete the order from the website when complete.

**UPS Booklet**

1.0      Find the charge code for the country. Check whether the recipient address is in an "Extended Area".

2.0      Use express for export packages. – Vandagraph get 45% discount from standard charges on export deliveries.

3.0      Use UPS bags where possible.

4.0      Fill in the UPS airway bill, write PAK by "express box" where appropriate.

5.0      Place the delivery note in the UPS document enclosure

**NB**      Use "Standard" service for UK deliveries.