# Humanmed Order Processing

From the GoldMine tab in Intrastats, click on Contact Management and enter the company / hospital name from the **invoice** address.


Click on the Human Med contact as identified by the Human Med logo on the left.

If the customer has non-standard pricing, check to see if they have any special pricing. To do this, click on the Special Prices button
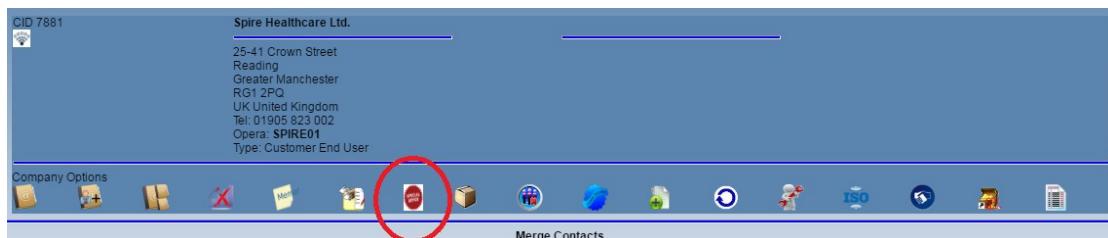
Click on Human Med

Any special pricing is noted here, please use this pricing instead of the default pricing

Locate the department or person noted on the customer's purchase order and click "New Order" to the left of the name.

A new started order will be displayed, click on "Details"

If a proforma or quotation is required, click the relevant option from the "Order Type" drop down box.

Enter the customer's purchase order number into "Customer Reference". Change the "Order Priority" to 3 – UPS and amend the due date as per cut-off times. This can be changed to priority 1 if urgent, do not send goods via priority 4 – Royal Mail

Check the invoice address. If this is incorrect, ensure you have the correct account, if you are certain you are using the correct account, click "Add Invoice Address" and enter the details as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the invoice.

Check the delivery address, these can be amended for small changes but if the address is entirely different, please click "Add Delivery Address" and enter the delivery address as per the customer's purchase order. Click the circle to the left of the correct address to ensure the correct address is printed on the delivery note.
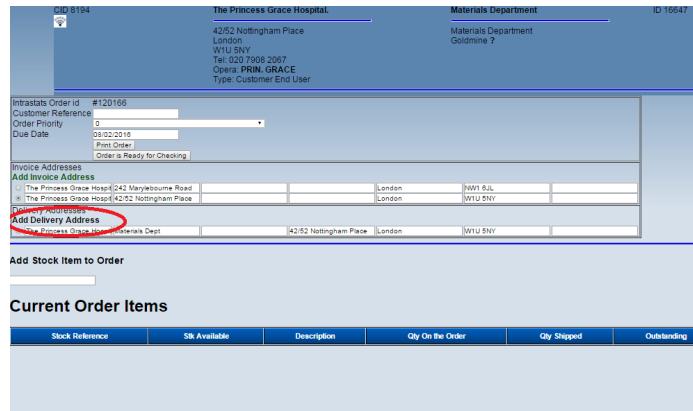
Any special requirements or notes can be added to the notes section, click "Add New Notes" to save them
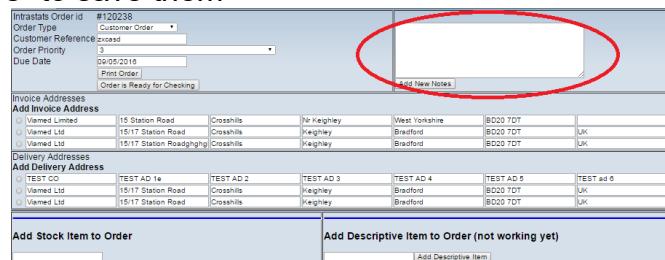
Enter the product code into the box beneath "Add Stock Item to Order", when the product appears below, enter the quantity, ensure the customer has the correct price and click "Add to Order"
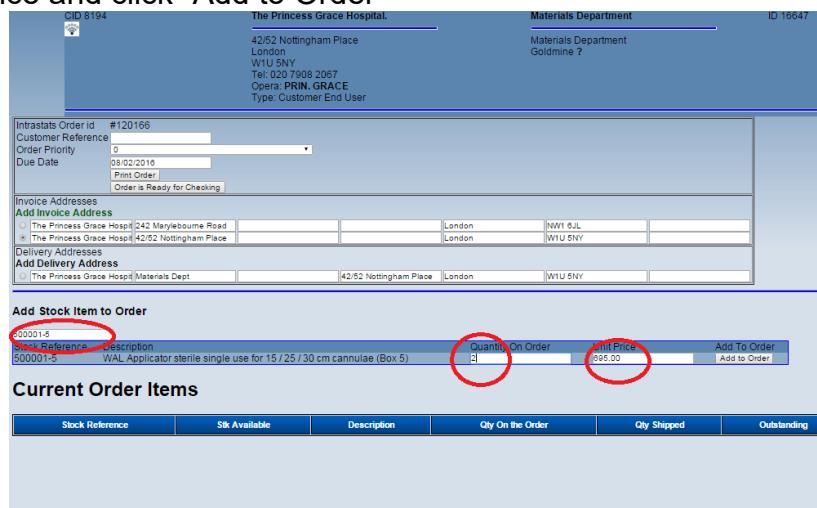
If the order is VAT exempt, ENSURE you have a valid exemption certificate that has been signed by a director, when adding items to the order, tick the box next to each product to remove the VAT. Please note: carriage charges cannot be VAT exempt.

When all items have been entered, click "Print Order" and print two copies. Then click "Order is Ready for Checking".

Stamp the purchase order with the "ON SYSTEM" stamp, write your initials, the account number and the document ID within this stamp. These details can be found on the top-right of the order you just printed.

A digital copy of the customer's purchase order is now required, this can be downloaded as a PDF from an email or scanned if it was received by fax.

Name the file "Humanmed Order - *Company/Hospital name* - *Customer PO number* - *date backwards eg. 160208". This needs to be saved in DriveU>current year>current month

Click on the Opera Data tab in Intrastats and click on "Outstanding Customer Orders" under the HM Orders heading.

Click on "Choose File", navigate to DriveU where you saved the file and open it.

Click on "Upload File"

Place the order in the checking tray in the office for checking.

Should you need to email the customer for any reason, eg. to offer part shipment, you MUST email from the Main Inbox as we do not have individual Human Med email addresses.

To do this, click on compose from the main inbox, when the composing window appears, ensure you click the "From" tab and change it to Humanmeduk