

## VM3COP29.09 – Goods In - Booking In Returns

### Receiving the Goods

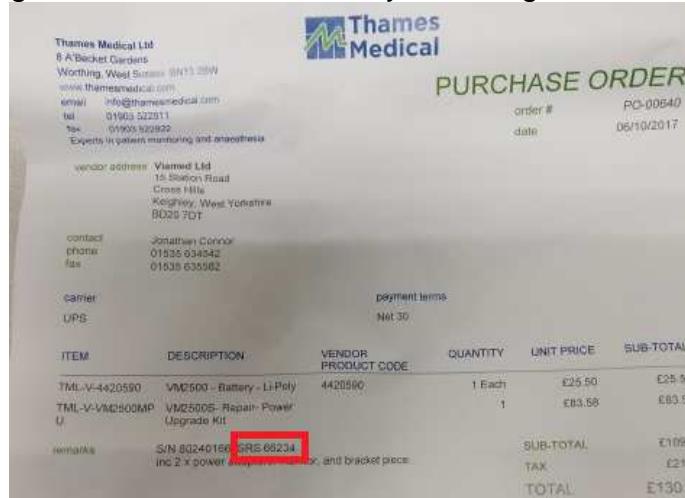
- When packages are received, they are placed in the Goods In corridor, on the, 'Goods In – Stock to be Processed' shelf. Packages on this shelf are ready to be booked into the system.



- Begin by checking the packaging; if there is any damage, photographs need to be taken.



- If all is well, open the box and remove the contents
- Check the paperwork that has been returned with the product to find the repair reference number which begins with, 'SRS' followed by a five digit number. E.g. SRS66234.



- Using the PC located in the Goods In corridor, log in to IntraStats. Click on the, 'Stock' icon, locate the, 'Goods In' list and then click on, 'Deliveries'.



6. Select the, 'Shipper', 'Condition' and 'Number Boxes Delivered' from the drop down menus.

Shipper: Unknown  
 Condition (1 good 10 bad): 1  
 Number Boxes Delivered: 1

7. Open the, SRS Returns' drop down menu and select the correct SRS number. If the customer did not provide a reference number, you will need to search the system.

SRS Returns: SRS66234 Thames Medical Ltd Mike Brampton

Other Notes

Tracking Number

Received By Courier

05/10/17	Robert Connor	Special Notes
05/10/17	Robert Connor	UPS Standard
05/10/17	Robert Connor	UPS Standard
05/10/17	Robert Connor	UPS Standard

- To search the system, click on the, 'Returns' tab and click on, 'Find Customer Repairs'.

Customer Repair Returns

- 0 Quick Generate SRS Number
- 1 Returns Receive Goods
- 2 Repairs in building
- 3 Repairs Ready for Invoice
- 4 Ready for Quo
- 5 Quotes Sent
- Place a Trace on a Barcode
- Repair Codes
- Repair Status Active List
- Returns - Engineer Mode
- View SRS

Overview

Overview Repairs

Search

Find Customers Repairs

- Enter the name of the company/hospital who has returned the item and click, 'Submit'.

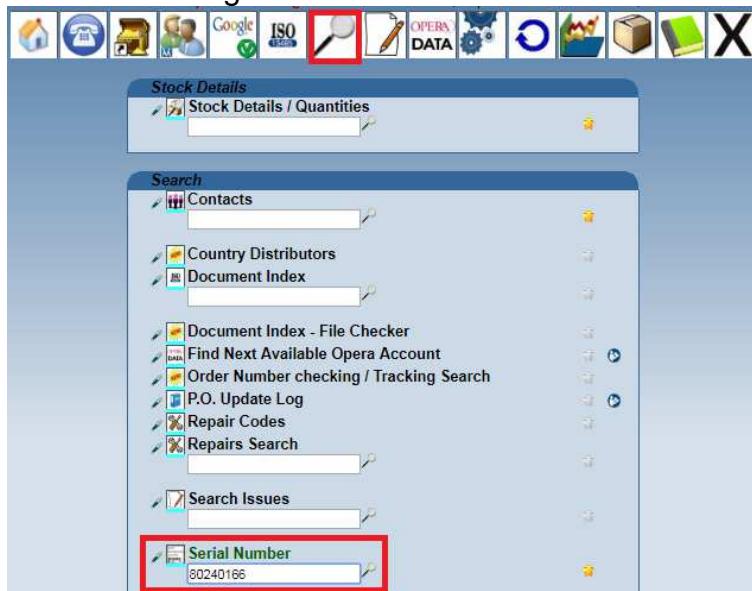
Search for Customer or SRS / Serial / Invoice / SRN number

Thames Medical

- You will be presented with a list of outstanding and completed returns from that customer. Locate the serial number of the unit and match it against an outstanding return.

Searching Header Files :Thames Medical					
SRS Thames Medical 66234 Ltd	Not Complete		06/Oct/2017 Emily Hanson		
			06/Oct/2017 Emily Hanson	SN: 80240166 power pin upgrade kit	
SRS66234 NO ITEMS RECEIVED YET CHECK NOTES					
SRS Thames Medical 66227 Ltd	Not Complete		03/Oct/2017 Emily Hanson		
			03/Oct/2017 Emily Hanson	VM2500 SN: 80940160 C02 not working	
	SRN28980Capnograph Capnograph VM 2500-S Vet		80940160		
SRS Thames Medical 66209 Ltd	Completed Final Reports 21 / Sep / 2017	Customer Customer Customer Internal Report	15/Sep/2017 Katie Evans		
			15/Sep/2017 Katie Evans	Vm2500-M S/N50930143 ``check CO2 adapter``	
			19/Sep/2017 Jonathan Connor	booked in against wrong repair - JC. VM2500M not charging properly	
			19/Sep/2017 Jonathan Connor	upgrade power supply	
			21/Sep/2017 Jonathan Connor	Mike aware of SRS booked against in wrong	
	SRN28927Capnograph Capnograph VM 2500-M Vet		81030139	Complete - Repaired	
SRS Thames Medical 66205 Ltd	Completed Final Reports 04 / Oct / 2017	Customer Customer Customer Internal Report	14/Sep/2017 Zoey Teal		
			14/Sep/2017 Zoey Teal	Email from Mike:	
				We have just received the above order, thank you, as ever very efficient.	
				What I hadn't realised is the VM - SPO2 Sensor Disposable Paed, PtNo 0014994 only has a cable length of 0.45 cm.	

- Return to step 7 and enter the SRS number against the, 'SRS Returns' field.
- If there are no outstanding returns, use the serial number search. From the, 'Lookup' tab, enter the serial number in the, 'Serial Number' field and press the, 'Enter' key or click the magnifying glass icon to the right of the field.



- A results page will be displayed, ensure the serial number matches the unit that has been returned. Click on the invoice number.

Searching for 80240166									
Serial Number Matches									
Also Searches Opera Ext. Description search on first few characters of serial number for more possible finds.									
Barcode	Reference	Description	Date Booked In	Datecode	Serial Number	Inv Number	PO/PS	Further Information	Components
780000	4410540	Capnograph VM 2500-S Vet	18/08/14		80240166	IN134540	POR09789	Off Site Returned To Supplier	Components Repair History

- The next page will display the customer order details; make a note of the customer account number.

**ORD70307 IN134540 - 1Z9W9638DK68799802 delivery unknown**

<b>Delivery Address</b> 0001982 Thames Medical Ltd Thames House 8 A Becket Gardens Worthing West Sussex BN13 2BW 01903 522911 UPS: 1Z9W9638DK68799802	<b>IN134540</b> 23/09/2014 Emily Hanson Emailed Nikki Davies on 24 Sep 2014  <b>Order</b> ORD70307 (22/09/2014) Log Error on Order or Invoice  <b>Customer Reference</b> PO4229	<b>Invoice Address</b> 0001982 Thames Medical Ltd Thames House 8 A Becket Gardens Worthing West Sussex BN13 2BW 01903 522911
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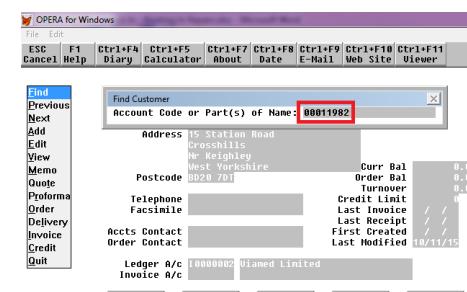
- Return to step 7 and refresh the screen by pressing the, 'F5' key or clicking the refresh icon on your browser. The new SRS number will now appear in the list.

## Generating the Quote

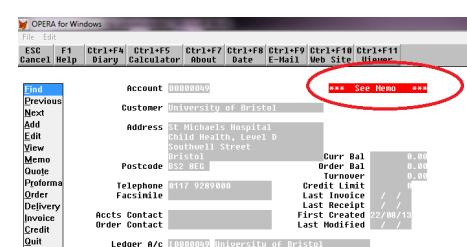
- From Opera>SOP>Processing. Click 'Find' or press the F key.



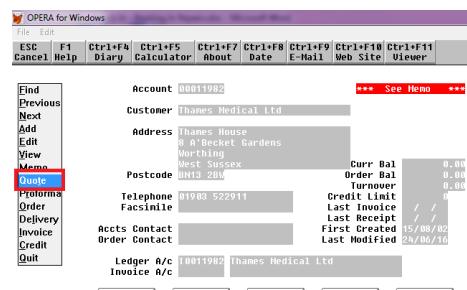
- Enter the account number of the customer and press the, 'Enter' key.



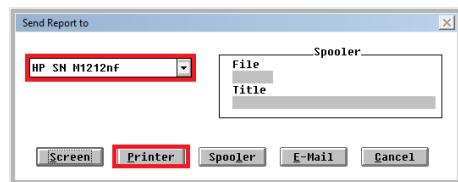
- If there is a memo present, open it by clicking, 'Memo' on the left, or pressing the M key. Check the memo thoroughly before proceeding, ensuring you adhere to the requirements. If you are unsure of any of the memos, consult with colleagues or the person who added the memo.



- Click on, 'Quote' or press the, 'T' key.



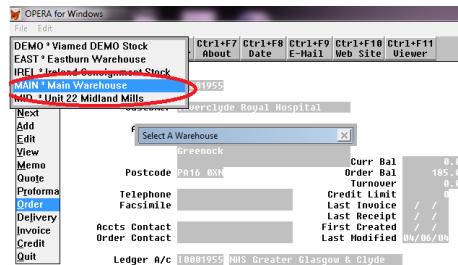
12. Click the 'F5 New' button or hit F5 on the keyboard. You may be presented with the printer dialogue box. From the drop-down menu, select the printer named in the image, 'HP SN M1212nf' and click 'Printer'.



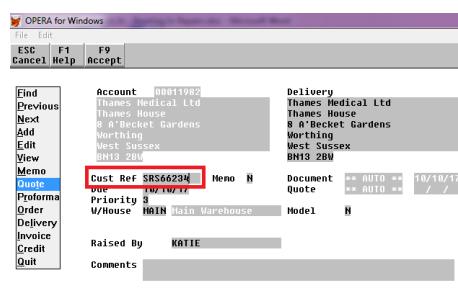
13. You will be presented with this dialog box. Click 'OK' or hit enter to proceed.



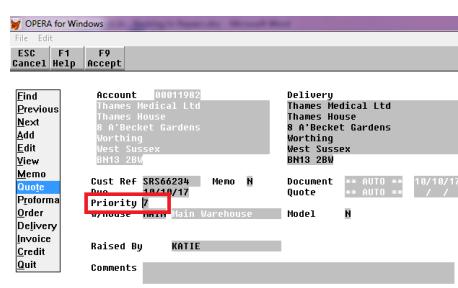
14. You will be presented with warehouse options, always choose 'MAIN \* Main Warehouse'. You will then be directed to the order processing screens.



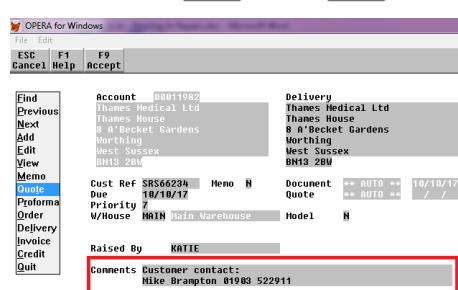
15. In the 'Cust Ref' box, enter the returns reference number. E.g. 'SRS66234'.

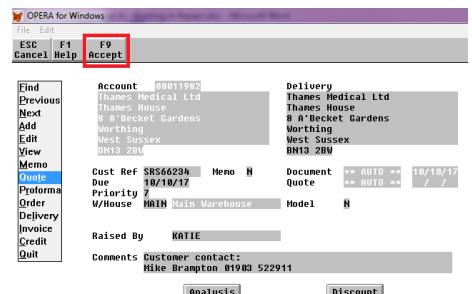


Change the 'Priority' field to, '7'; this means that it is an ongoing repair and will not be shipped back to the customer.

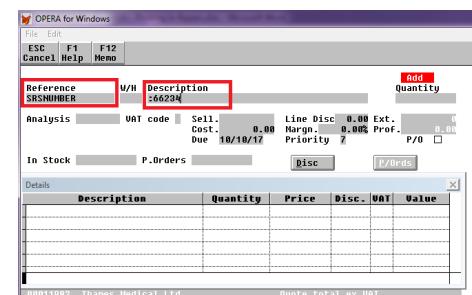


16. In the, 'Comments' field, enter the customers name and telephone number.

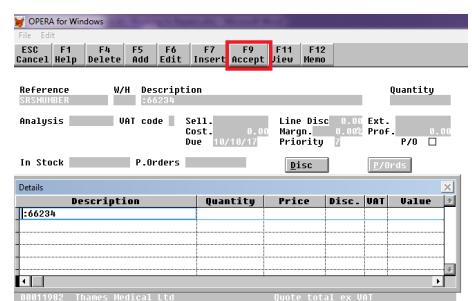




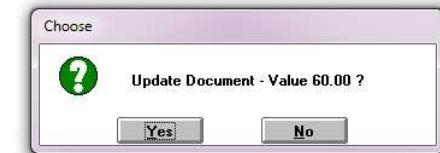
17. When you are confident that all of these details are correct, press 'F9' to continue to the next page.



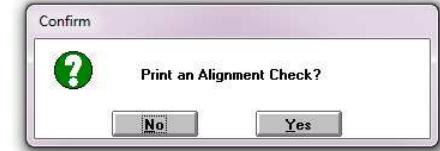
18. In the reference field, enter, 'SRSNUMBER'. A colon will appear in the, 'Description' field. Enter the SRS number after the colon, E.G. ':66234'.



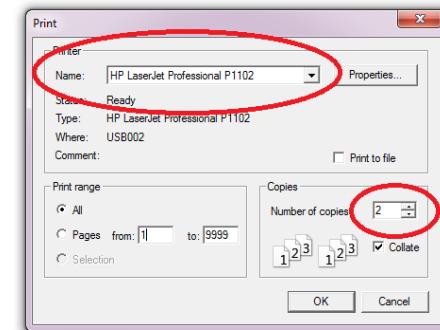
19. Press the, 'Esc' key then press or click, 'F9' to complete the quote.



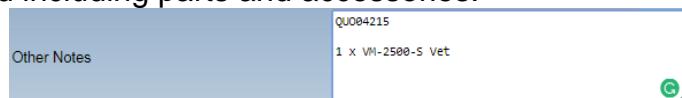
20. This message will be displayed, click 'Yes' to confirm the order is correct.



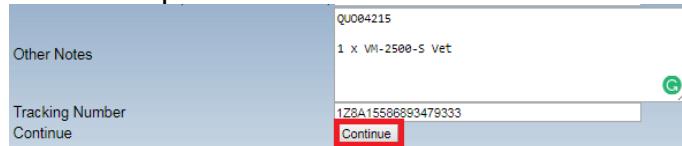
21. When this message is displayed, click 'No' as an Alignment Check is not needed at this point.



22. The print dialog will display, choose the correct printer from the drop down box and select 1 for the 'Number of copies'.

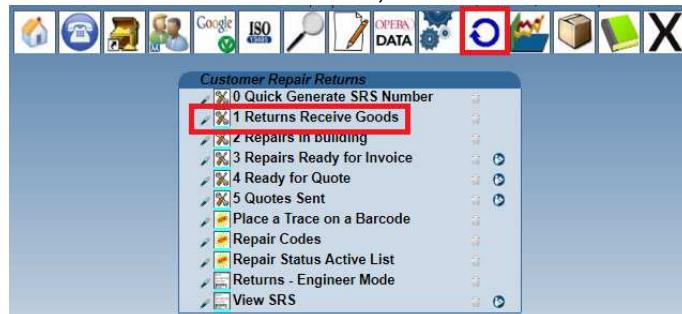


24. Click the, 'Continue' button to proceed.

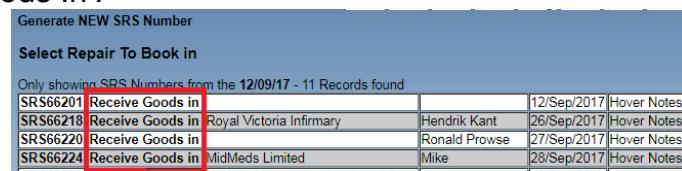


Other Notes QU004215  
1 x VM-2500-S Vet  
Tracking Number 1Z8A15586893479333  
Continue

25. Next, click on the, 'Returns' icon and click on, '1 Returns Receive Goods'.

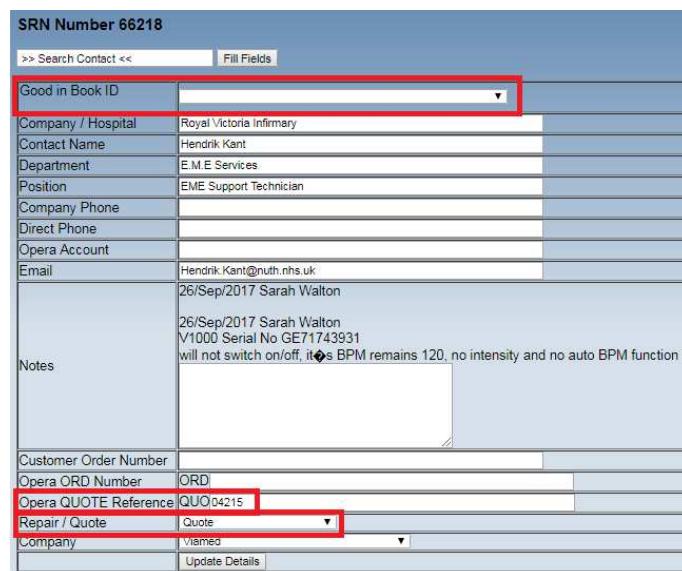


26. From the displayed list, locate the correct SRS number and click the link next to it which says, 'Receive Goods In'.



Generate NEW SRS Number  
Select Repair To Book  
Only showing SRS Numbers from the 12/09/17 - 11 Records found  
SRS66201 Receive Goods in [red box]  
SRS66218 Receive Goods in Royal Victoria Infirmary  
SRS66220 Receive Goods in [red box]  
SRS66224 Receive Goods in MidMeds Limited

27. Enter the, 'Good In Book ID' by selecting the delivery you just entered. Enter the quote number in to the, 'Opera QUOTE Reference' field. Note that the QUO part of the quote number is already there, only the numbers need to be entered. If a purchase order has been received for the full value of the repair/service, select, 'Repair' from the, 'Repair / Quote' drop down menu. If a purchase order has not been received, amend this field to, 'Quote'.



SRN Number 66218  
>> Search Contact << Fill Fields  
Good in Book ID [red box]  
Company / Hospital Royal Victoria Infirmary  
Contact Name Hendrik Kant  
Department E.M.E Services  
Position EME Support Technician  
Company Phone  
Direct Phone  
Opera Account  
Email Hendrik.Kant@nuth.nhs.uk  
26/Sep/2017 Sarah Walton  
26/Sep/2017 Sarah Walton  
V1000 Serial No GE71743931  
Notes will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function  
Customer Order Number  
Opera ORD Number ORD  
Opera QUOTE Reference QUO04215 [red box]  
Repair / Quote Quote [red box]  
Company Vimed  
Update Details

28. Locate the serial number on the unit and enter it in to the, 'Quick Search' field, then click the, 'Find / Refresh' button. If the serial number is not visible or the item doesn't have a serial number, enter the barcode ID here. This will fill in the details below. If a serial number or barcode ID cannot be located, enter the details manually.

SRN66218 Complete

SRN Number 66218		Add Individual Items To SRN	
< ATTACH CUSTOMER LETTER(S) >		Equipment Type Unknown	
Company / Hospital	Royal Victoria Infirmary	Stock Reference	1410000
Contact Name	Hendrik Kant	Serialnumber	GE71743931
Department	E.M.E Services	Barcode ID	85079
Position	EME Support Technician	Description	Foetal Heart Simulator
Company Phone		Extra Track Numbers	
Direct Phone		Invoice No.	IND94785
Opera Account		Equipment Type	Foetal Simulator
Email	Hendrik.Kant@nuth.nhs.uk	Date Originally Invoiced	20/Jul/2006
Order Number		Date finder	1153393200
Opera Quote	QUO04215	Estimate warranty Date	20/Jul/2007
Type	Quote Before Repair	Previous SRS	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, its BPM remains 120, no intensity and no auto BPM function	New Warranty	
		Repair Warranty	
		Notes Specific to this Item	

Items for Repair

Unique ID|Equipment|Stock\_ref|Serialnumber|Description|Warranty\_New|Warranty\_Repair

29. Check the details thoroughly whether they have been automatically filled, or you entered them yourself.

Possible Previous Repairs

SRN66218 Complete

SRN Number 66218		Add Individual Items To SRN	
< ATTACH CUSTOMER LETTER(S) >		Equipment Type Foetal Simulator	
Company / Hospital	Royal Victoria Infirmary	Stock Reference	1410000
Contact Name	Hendrik Kant	Serialnumber	GE71743931
Department	E.M.E Services	Barcode ID	85079
Position	EME Support Technician	Description	Foetal Heart Simulator
Company Phone		Extra Track Numbers	
Direct Phone		Invoice No.	IND94785
Opera Account		Equipment Type	Foetal Simulator
Email	Hendrik.Kant@nuth.nhs.uk	Date Originally Invoiced	20/Jul/2006
Order Number		Date finder	1153393200
Opera Quote	QUO04215	Estimate warranty Date	20/Jul/2007
Type	Quote Before Repair	Previous SRS	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, its BPM remains 120, no intensity and no auto BPM function	New Warranty	
		Repair Warranty	
		Notes Specific to this Item	

Items for Repair

Unique ID|Equipment|Stock\_ref|Serialnumber|Description|Warranty\_New|Warranty\_Repair

**Note:** It is vital that the, 'Equipment Type' field is entered correctly.

30. Check the, 'Estimate warranty Date' field, if the date stated there has not yet passed, tick the, 'New Warranty' box.

Stock Reference 1410000  
 Serialnumber GE71743931  
 Barcode ID 65079  
 Description Foetal Heart Simulator  
 Extra Track Numbers  
 Invoice No. IN094785  
 Equipment Type Foetal Simulator  
 Date Originally Invoiced 20/Jul/2006  
 Date finder 1153393200  
 Estimate warranty Date 20/Jul/2007  
 Previous SRS  
 Previous SRN  
 New Warranty   
 Repair Warranty   
 Notes Specific to this Item  
 Add To SRS 66218

**Note:** If you are uncertain of the warranty status, confer with experienced colleagues or the technical director before proceeding. See VM3COP02.02 and VM3COP02.1 if unsure who to ask.

31. When you are confident that the details are correct, click the, 'Add To SRS \*\*\*\*' button.

Stock Reference 1410000  
 Serialnumber GE71743931  
 Barcode ID 65079  
 Description Foetal Heart Simulator  
 Extra Track Numbers  
 Invoice No. IN094785  
 Equipment Type Foetal Simulator  
 Date Originally Invoiced 20/Jul/2006  
 Date finder 1153393200  
 Estimate warranty Date 20/Jul/2007  
 Previous SRS  
 Previous SRN  
 New Warranty   
 Repair Warranty   
 Notes Specific to this Item  
 Add To SRS 66218

32. When all items have been added to the SRS, click the, 'SRS\*\*\*\* Complete' button.

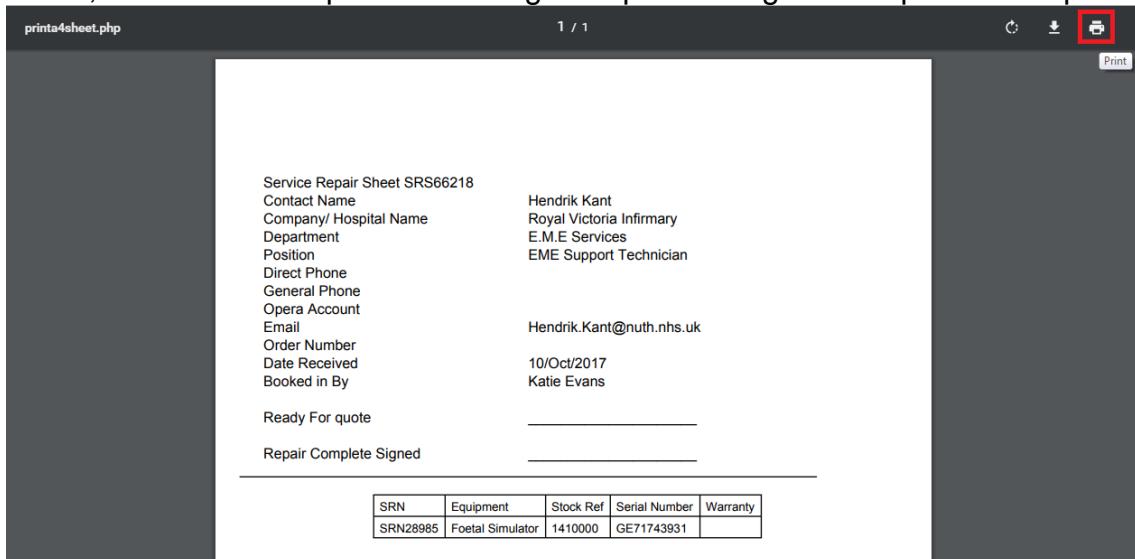
Unique ID	Equipment	Stock_ref	Serialnumber	Description	Warranty New	Warranty Repair	Remove
SRNID28985	Foetal Simulator	1410000	GE71743931	Foetal Heart Simulator			<input type="button" value="Remove"/>

33. Click the, 'Print A4 Sheet' link.

Print (Zebra) Barcodes  
Print (Dymo) Barcodes  
Print A4 Sheet

SRN Number 66218	
Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function

34. Click the, 'Print' icon and proceed through the print dialog. Two copies are required.

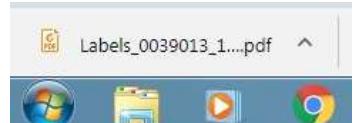


35. Click the, 'Print (Zebra) Barcodes' link.

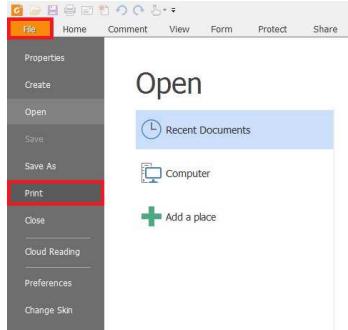
Print (Zebra) Barcodes  
Print (Dymo) Barcodes  
Print A4 Sheet

SRN Number 66218	
Company / Hospital	Royal Victoria Infirmary
Contact Name	Hendrik Kant
Department	E.M.E Services
Position	EME Support Technician
Company Phone	
Direct Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Notes	26/Sep/2017 Sarah Walton 26/Sep/2017 Sarah Walton V1000 Serial No GE71743931 will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function

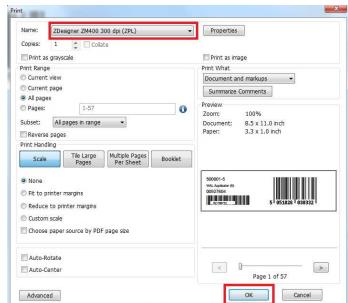
36. Click on the PDF in the bottom left of the window to open it.



37. When it opens, click, 'File' then 'Print' or press Ctrl+P to open the print dialog.



38. From the drop down menu, select, 'Zdesigner ZM400 300 dpi (ZPL)' and click, 'Print'. The barcode is used when tracking the repair through the system.



39. Staple one copy of the A4 SRS sheet to the quote and customer paperwork. Place in the, 'REPAIR PAPERWORK TO FILE' tray. The tray is located in the Goods In corridor.



40. Place the goods, the barcode and the single A4 SRS sheet in to the correct colour ducket:

UK repairs – blue  
Export repairs – orange  
Urgent repairs – red

**Note:** Empty duckets are located on the shelving in the Goods In corridor.

41. On the front of the ducket, write the SRS number, the customer account number and the date.



42. Take the ducket to the Workshop and place on the repair shelf in date order.

