

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

### Receiving the Goods

1. 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.



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



3. If all is well, open the box and remove the contents
4. 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.

Thames Medical Ltd  
8 A Becket Gardens  
Worthing, West Sussex BN11 2BN  
www.thamesmedical.com  
email: info@thamesmedical.com  
tel: 01903 522911  
fax: 01903 522922  
Experts in patient monitoring and anaesthesia

**Thames Medical**

**PURCHASE ORDER**

order # PO-00640  
date 06/10/2017

vendor address: Vamed Ltd  
15 Station Road  
Cross Hills  
Keighley, West Yorkshire  
BD25 7DT

contact: Jonathan Connor  
phone: 01535 034542  
fax: 01535 635562

carrier: UPS  
payment terms: Net 30

ITEM	DESCRIPTION	VENDOR PRODUCT CODE	QUANTITY	UNIT PRICE	SUB-TOTAL
TML-V-4420590	VM2500 - Battery - Li-Poly	4420590	1 Each	£25.50	£25.50
TML-V-VM2500MP U	VM2500S Repair Power Upgrade Kit		1	£83.58	£83.58
remains	S/N 80240166 SRS 68234 inc 2 x power supply and bracket piece				£109.10
					TAX £21.10
					<b>TOTAL £130.10</b>

5. 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.

NEW DELIVERY

Shipper: Unknown

Condition (1 good 10 bad): 1

Number Boxes Delivered: 1

Purchase Order Supplier: [dropdown]

SRS Returns: [dropdown]

Depleted Sensor Returns: [dropdown]

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.

NEW DELIVERY

Shipper: [dropdown]

Condition (1 good 10 bad): [dropdown]

Number Boxes Delivered: [dropdown]

Purchase Order Supplier: [dropdown]

SRS Returns: SRS66234 Thames Medical Ltd Mike Brampton

Depleted Sensor Returns: [dropdown]

Senders / Contact Name (if not PO / SRS / DSR): [dropdown]

Other Notes: [text area]

Tracking Number: [text area]

Continue: [button]

	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 Quote
- 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 submit

- 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 and outstanding return.

Searching Header Files :Thames Medical				
SRS 66234	Thames Medical 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 66227	Thames Medical Ltd	Not Complete	03/Oct/2017 Emily Hanson	
			03/Oct/2017 Emily Hanson	
			VM2500 SN: 80940160 C02 not working	
			80940160	
SRS 66209	Thames Medical Ltd	Completed	Final Reports	15/Sep/2017 Katie Evans
		21 / Sep / 2017	Customer	
			<input checked="" type="checkbox"/> Customer	15/Sep/2017 Katie Evans
			<input checked="" type="checkbox"/> Customer	Vm2500-M S/N50930143 ``check CO2 adapter``
			<input checked="" type="checkbox"/> Customer	19/Sep/2017 Jonathan Connor
			Internal Report	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
				81030139
				Complete - Repaired
SRS 66205	Thames Medical Ltd	Completed	Final Reports	14/Sep/2017 Zoey Teal
		04 / Oct / 2017	Customer	
			<input checked="" type="checkbox"/> Customer	14/Sep/2017 Zoey Teal
			<input checked="" type="checkbox"/> Customer	Email from Mike:
			<input checked="" type="checkbox"/> Customer	
			Internal Report	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	PQ/PS	Further Information	Components	Repairs / Returns Box	
780000	4410540	Capnograph VM 2500-S Vet	18/08/14		80240166	IN134540	POR09789	Off Site Returned To Supplier	Components	Repair History	Q

- 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> <b>00011982</b> 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> <b>ORD70307</b> (22/09/2014) Log Error on Order or Invoice  <b>Customer Reference</b> <b>PO4229</b>	<b>Invoice Address</b> <b>00011982</b> Thames Medical Ltd Thames House 8 A Becket Gardens Worthing West Sussex BN13 2BW 01903 522911

- 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.

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11

Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

**Find**

Account 00020009 \*\*\* See Memo \*\*\*

Customer R Bulworthy

Address Gatehouse Farm  
High Street  
Bulworth  
Banbury Oxon

Postcode OX17 2HG

Telephone 01295 768373

Facsimile 01295 768351

Accts Contact

Order Contact

Ledger A/c 00020009 R Bulworthy

Invoice A/c

Options Terms Analysis Delivery Unit

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

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11

Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

**Find**

Find Customer

Account Code or Part(s) of Name: 00011982

Address 15 Station Road  
Crosshills  
Wetherley  
West Yorkshire

Postcode WF20 7BT

Telephone

Facsimile

Accts Contact

Order Contact

Ledger A/c 0000002 Wined Limited

Invoice A/c

Options Terms Analysis Delivery Unit

- 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.

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11

Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

**Find**

Account 00000009 \*\*\* See Memo \*\*\*

Customer University of Bristol

Address St Michaels Hospital  
Child Health, Level 0  
Southwell Street  
Bristol

Postcode BS2 8EG

Telephone 0117 9289000

Facsimile

Accts Contact

Order Contact

Ledger A/c 00000009 University of Bristol

Invoice A/c

Options Terms Analysis Delivery Unit

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

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11

Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

**Find**

Account 00011982 \*\*\* See Memo \*\*\*

Customer Thames Medical Ltd

Address Thames House  
8 A Becket Gardens  
Worthing  
West Sussex

Postcode BN13 2BW

Telephone 01903 522911

Facsimile

Accts Contact

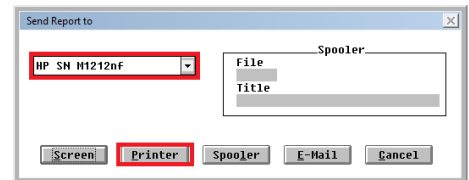
Order Contact

Ledger A/c 00011982 Thames Medical Ltd

Invoice A/c

Options Terms Analysis Delivery Unit

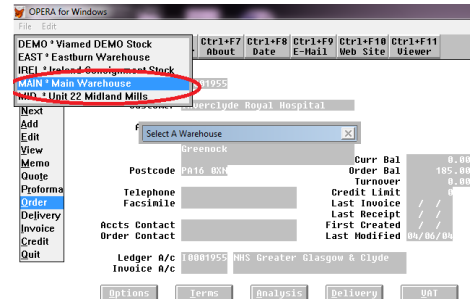
12. Click the 'F5 New' button or hit F5 on the keyboard.  
You may be presented with the printer dialogue box.  
From the drop-down menu, select the printer named in the image, 'HP SN M1212nf' and click 'Printer'.



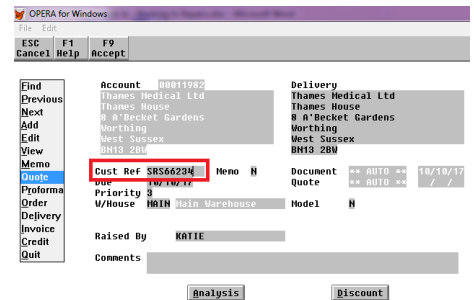
13. You will be presented with this dialog box. Click 'OK' or hit enter to proceed.



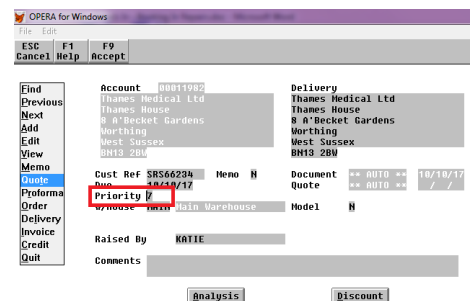
14. You will be presented with warehouse options, always choose 'MAIN \* Main Warehouse'. You will then be directed to the order processing screens.



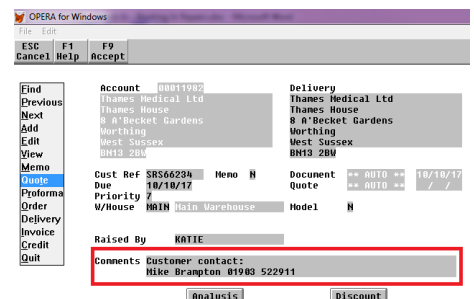
15. In the 'Cust Ref' box, enter the returns reference number. E.g. 'SRS66234'.



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'.

23. Return to IntraStats, in the, 'Other Notes' field, enter the quote number and every item that was returned including parts and accessories.



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

Other Notes

Tracking Number

Continue

QUO04215

1 x VM-2500-S Vet

1Z9A15586893479333

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

Customer Repair Returns

- 0 Quick Generate SRS Number
- 1 Returns Receive Goods**
- 2 Repairs in Building
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- 5 Quotes Sent
- Place a Trace on a Barcode
- Repair Codes
- Repair Status Active List
- Returns - Engineer Mode
- View SRS

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 in

Only showing SRS Numbers from the 12/09/17 - 11 Records found

SRS66201	Receive Goods in			12/Sep/2017	Hover Notes
SRS66218	Receive Goods in	Royal Victoria Infirmary	Hendrik Kant	26/Sep/2017	Hover Notes
SRS66220	Receive Goods in		Ronald Prowse	27/Sep/2017	Hover Notes
SRS66224	Receive Goods in	MidMeds Limited	Mike	28/Sep/2017	Hover Notes

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

Company / Hospital

Contact Name

Department

Position

Company Phone

Direct Phone

Opera Account

Email

Notes

Customer Order Number

Opera ORD Number

Opera QUOTE Reference

Repair / Quote

Company

Update Details

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

ORD

QUO04215

Quote

Vismed

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		Quick Search: GE71743931	Find / Refresh
<b>SRN Number 66218</b> < ATTACH CUSTOMER LETTER(S) >		<b>Add Individual Items To SRN</b>	
Company / Hospital	Royal Victoria Infirmary	Stock Reference	
Contact Name	Hendrik Kant	Serialnumber	
Department	E.M.E Services	Barcode ID	
Position	EME Support Technician	Description	
Company Phone		Extra Track Numbers	
Direct Phone		Invoice No.	
Opera Account		<b>Equipment Type</b>	Unknown
Email	Hendrik.Kant@nuth.nhs.uk	Date Originally Invoiced	
Order Number		<b>Date finder</b>	
Opera Quote	QUO04215	Estimate warranty Date	01/Jan/1970
Type	Quote Before Repair	Previous SRS	
Notes	26/Sep/2017 Sarah Walton	Previous SRN	
	26/Sep/2017 Sarah Walton	New Warranty	<input type="checkbox"/>
	V1000 Serial No GE71743931	Repair Warranty	<input type="checkbox"/>
	will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function	Notes Specific to this Item	
		<input type="button" value="Add To SRS 66218"/>	

**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		Quick Search:	Find / Refresh
<b>SRN66218 Complete</b> <b>SRN Number 66218</b> < ATTACH CUSTOMER LETTER(S) >		<b>Add Individual Items To SRN</b>	
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.	IN094785
Opera Account		<b>Equipment Type</b>	Foetal Simulator
Email	Hendrik.Kant@nuth.nhs.uk	Date Originally Invoiced	20/Jul/2006
Order Number		<b>Date finder</b>	1153393200
Opera Quote	QUO04215	Estimate warranty Date	20/Jul/2007
Type	Quote Before Repair	Previous SRS	
Notes	26/Sep/2017 Sarah Walton	Previous SRN	
	26/Sep/2017 Sarah Walton	New Warranty	<input type="checkbox"/>
	V1000 Serial No GE71743931	Repair Warranty	<input type="checkbox"/>
	will not switch on/off, it's BPM remains 120, no intensity and no auto BPM function	Notes Specific to this Item	
		<input type="button" value="Add To SRS 66218"/>	

**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.

**Add Individual Items To SRN**

Stock Reference	1410000
Serialnumber	GE71743931
Barcode ID	85079
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	<input checked="" type="checkbox"/>
Repair Warranty	<input type="checkbox"/>
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.

**Add Individual Items To SRN**

Stock Reference	1410000
Serialnumber	GE71743931
Barcode ID	85079
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	<input checked="" type="checkbox"/>
Repair Warranty	<input type="checkbox"/>
Notes Specific to this Item	

Add To SRS 66218

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

**SRS66218 Complete**

<b>SRN Number 66218</b>		Quick Search: <input type="text"/> Find / Refresh	
< ATTACH CUSTOMER LETTER(S) >		<b>Add Individual Items To SRN</b>	
Company / Hospital	Royal Victoria Infirmary	Stock Reference	
Contact Name	Hendrik Kant	Serialnumber	
Department	E.M.E Services	Barcode ID	
Position	EME Support Technician	Description	
Company Phone		Extra Track Numbers	
Direct Phone		Invoice No.	
Opera Account		Equipment Type	Unknown
Email	Hendrik.Kant@nuth.nhs.uk	Date Originally Invoiced	
Order Number		Date finder	
Opera Quote	QU004215	Estimate warranty Date	01/Jan/1970
Type	Quote Before Repair	Previous SRS	
Notes	26/Sep/2017 Sarah Walton	Previous SRN	
	26/Sep/2017 Sarah Walton	New Warranty	<input checked="" type="checkbox"/>
	V1000 Serial No GE71743931	Repair Warranty	<input type="checkbox"/>
	will not switch on/off. it s BPM remains 120, no intensity and no auto BPM function	Notes Specific to this Item	

Add To SRS 66218

**Items for Repair**

Unique ID	Equipment	Stock_ref	Serialnumber	Description	Warranty New	Warranty Repair	
SRNID28985	Foetal Simulator	1410000	GE71743931	Foetal Heart Simulator			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.

printa4sheet.php 1 / 1

Print

Service Repair Sheet SRS66218

Contact Name	Hendrik Kant
Company/ Hospital Name	Royal Victoria Infirmary
Department	E.M.E Services
Position	EME Support Technician
Direct Phone	
General Phone	
Opera Account	
Email	Hendrik.Kant@nuth.nhs.uk
Order Number	
Date Received	10/Oct/2017
Booked in By	Katie Evans

Ready For quote \_\_\_\_\_

Repair Complete Signed \_\_\_\_\_

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN28985	Foetal Simulator	1410000	GE71743931	

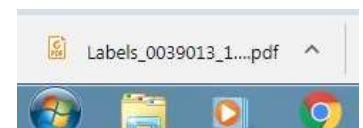
35. Click the, 'Print (Zebra) Barcodes' link.

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

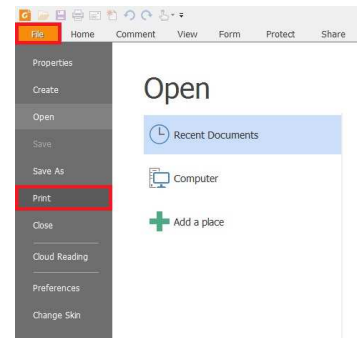
**SRN Number 66218**

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

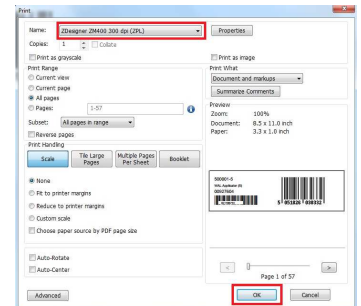
36. Click on the PDF in the bottom left of the window to open it.



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



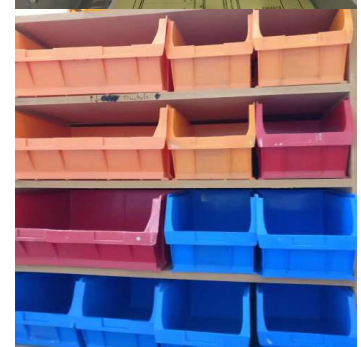
38. From the drop down menu, select, 'Zdesigner ZM400 300 dpi (ZPL)' and click, 'Print'. The barcode is used when tracking the repair through the system.



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.

