



ID	Added	Area	Error	Notes	Fixes
ID145371	05 Sep 2023	Office	New Error	Order number incorrect is GMPN132763621 should be GMPN13276362	
ID143731	05 Jun 2023	Goods Out	New Error	Shopify Order not Fulfilled so customer not been informed of dispatch.	
ID141447	08 Feb 2023	Office	New Error	Order not invoiced against order on B2B Router	
ID140118	08 Nov 2022	Office	New Error	Uploaded incorrectly to Tradeshift. Put on the wrong account. sent to Lancashire and not Peterborough	more care when uploading to tradeshift
ID138477	09 Sep 2022	Office	New Error	Incorrect Invoice reference added to B2BRouter.	
ID	Added	Area	Error	Notes	Fixes
ID145134	18 Sep 2023	Office	Stock quantity error	1 spo2 sensor sent for 3 units	2 additional spo2 sensors to be sent
ID144718	14 Sep 2023	Office	uplicated order	two order same order number. Unsure how we've done this	
ID145371	05 Sep 2023	Office	New Error	Order number incorrect is GMPN132763621 should be GMPN13276362	
ID144701	26 Jul 2023	Office	Address Error - Office	Wrong invoice address, wrong account needed new account for the NHS Trust this account was for their Managed Services	
ID144328	17 Jul 2023	Goods Out	Missing info - goods out	credit card not ticked	
ID143740	17 Jul 2023	Goods Out	Missing info - goods out	credit card not ticked	
ID143950	17 Jul 2023	Goods Out	Missing info - goods out	credit card not ticked	
ID143533	17 Jul 2023	Goods Out	Missing info - goods out	credit card not ticked	
ID144260	30 Jun 2023	Office	Stock quantity error	wrong amount on invoice from their order. on two lines. customer having to return goods over shipped. missed in checking	
ID143731	05 Jun 2023	Goods Out	New Error	Shopify Order not Fulfilled so customer not been informed of dispatch.	
ID143755	02 Jun 2023	Office	Fault when with customer - office	account set up no vat its a UK NHS hospital should be paying vat. was checked and has gone out	
ID143433	16 May 2023	Office	Address Error - Office	WRONG INVOICE ADDRESS should have been Glos Hospitals NHS Foundation Trust not Gloucestershire Managed Services	
ID142853	25 Apr 2023	Non Selected	Spelling Mistake - Goods Out	AWB;	AWB:
ID142708	31 Mar 2023	Office	Carriage - office	was on as standard should have been express saver	
ID140748	20 Feb 2023	Office	Incorrect Goods added to the order	Customer paperwork stated 0021018, we have processed proforma with 0021013 and not informed customer that 0021018 had been superseded. Customer has paid proforma and order has been sent. Now they have informed us that the item is incorrect.	We should have informed customer that product was superseded and provided the relevant information about the new item. We should have then checked if the alternative was suitable.
ID136275	10 Feb 2023	Office	Address Error - Office	wrong invoice address and wrong delivery address. Both should have said CDD Services and not County Durham and Darlington NHS Foundation Trust. Fixed and now they will pay it.	better reading and checking
ID141447	08 Feb 2023	Office	New Error	Order not invoiced against order on B2B Router	
ID140322	18 Nov 2022	Office	Missing Stock items - Office	Missing free-of-charge hand adapter, as per memo and previous order.	SL to arrange for 2 x hand adapters to be sent separately.
ID140118	08 Nov 2022	Office	New Error	Uploaded incorrectly to Tradeshift. Put on the wrong account. sent to Lancashire and not Peterborough	more care when uploading to tradeshift
ID138477	09 Sep 2022	Office	New Error	Incorrect Invoice reference added to B2BRouter.	
ID138914	26 Aug 2022	Office	Address Error - Office	Said B2B in contact and no email address there was one on the order and should have said Byer contact in contact	
ID138538	05 Aug 2022	Office	Address Error - Office	Duplicated Central Stores.	No need to duplicate information provided on the order.
ID138448	01 Aug 2022	Office	Checking error	Note: no suitable error category in the list (ie Order Confirmation Error or Customer Communication Error), so logged as a Checking Error. Customer stated on covering email (highlighted in yellow): "****PLEASE SEND ALL ORDER CONFIRMATIONS TO: purchasing@gemco.co.uk ****" yet the confirmation was sent via the 'reply' function to Ryan.Curzon@gemco.co.uk	

ID131168	01 Aug 2022	Office	Memo error	Memo left on carriage line, which was not required once quote was turned into order. Delivery address on this has a spelling mistake. Aprovisionamento should be Aprovisionamento as per the invoice address. Lisboa also missing off the invoice address, if you can fit it on. Please can you update the weight and dimensions and set out with the dimensions on one line then the weight underneath, without the @ sign. Also, units should be in lower case i.e. 0.5kg. CIP information is spelt incorrectly, Hospitals. Duplicated street name. Edited delivery and sent to Cathy. Updated invoice and sent to DL to amend Intrastats.
ID138048	01 Aug 2022	Office	Spelling Mistake - office	Had incorrect invoice address on it. Corrected as per customer request should have been VAT exempt, VAT exempt cert was sent but missed. Credit done for the difference.
ID138200	15 Jul 2022	Office	Address Error - Office	test
ID138065	11 Jul 2022	Non Selected	Address Error - Office	test
ID134520	10 Jan 2022	Office	Missing info - office	Order not marked as dispatched on eBay.
ID132352	20 Sep 2021	Non Selected	Account error	Adding tracking on eBay system.
ID129724	12 Apr 2021	Warehouse	ebay error - goods out	Notes added to order to be informed when order has been invoiced as customers requires VAT invoice to be sent when goods dispatched.
ID128417	23 Jan 2021	Goods Out	ebay error - goods out	Read notes and action.
ID128284	18 Jan 2021	Non Selected	ebay error - goods out	Did not add tracking number to ebay so looks like we sent out late on ebay now.
ID128132	11 Jan 2021	Goods Out	ebay error - goods out	When shipping ebay, double check the tracking number has been scanned to ebay.co.uk
ID128132	11 Jan 2021	Office	Carriage - office	Tracking number not added to eBay.
ID128132	11 Jan 2021	Non Selected	Account error	FCA incoterms
ID125817	22 Sep 2020	Warehouse	Stock quantity error	Kate had put as FCA incoterms which is incorrect
ID122502	17 Mar 2020	Office	Priority error	Not all barcodes were scanned to invoice.
ID121654	26 Feb 2020	Office	Ebay error - office	Postage was International Signed and has been processed as PPRD
ID121953	17 Feb 2020	Office	Priority error	Should have been PP

Reasons for opening Orders For Editing

TYPE : Customer Update

Clean Code	Mar2022	Apr2022	May2022	Jun2022	Jul2022	Aug2022	Sep2022	Oct2022	Nov2022	Dec2022	Jan2023	Feb2023	Mar2023	Apr2023	May2023	Jun2023	Jul2023	Aug2023	Sep2023
Customer Order Changed	2	3	3	13	3	2	1	1	2	0	1	1	3	0	2	1	1	0	0
Customer Provided PO	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Customer Updated Order	2	1	1	2	3	2	1	2	0	1	0	2	0	0	0	0	0	0	0
Order Deleted	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0
Order Type Change	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Updated PO Reference	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TYPE : Input Error

Clean Code	Mar2022	Apr2022	May2022	Jun2022	Jul2022	Aug2022	Sep2022	Oct2022	Nov2022	Dec2022	Jan2023	Feb2023	Mar2023	Apr2023	May2023	Jun2023	Jul2023	Aug2023	Sep2023
Address Amendment	0	3	0	1	1	2	0	0	6	0	0	0	1	0	0	0	0	0	0
Order Entry Error	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Spelling error	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Updated Telephone Number	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
clicked submit instead of print	0	0	0	1	0	0	1	0	1	0	0	0	1	1	5	1	0	1	0

TYPE : Layout Error

Clean Code	Mar2022	Apr2022	May2022	Jun2022	Jul2022	Aug2022	Sep2022	Oct2022	Nov2022	Dec2022	Jan2023	Feb2023	Mar2023	Apr2023	May2023	Jun2023	Jul2023	Aug2023	Sep2023
Layout Error	0	0	1	0	3	0	0	0	0	1	0	1	0	0	0	0	0	0	0

TYPE : Normal Process Update

