

Meeting Date: 08/01/15 : Meeting Called by: HC Meeting Lasted _____ Minutes

Ad-Hoc Meeting - Ad-Hoc Meeting
#55764 Ad-Hoc Meeting

VST VANDAGRAPH VIAMED

| | | | | |
|---|--|--|--|--|
| <input type="checkbox"/> Catherine Spence | <input type="checkbox"/> Catrin Hird | <input type="checkbox"/> Derek Lamb | <input type="checkbox"/> Emily Hanson | <input type="checkbox"/> Emma Clark |
| <input type="checkbox"/> Helen Lamb | <input type="checkbox"/> Jean Lamb | <input type="checkbox"/> John Lamb | <input type="checkbox"/> Jonathan Connor | <input type="checkbox"/> Keith Taylor |
| <input type="checkbox"/> Linda Shearing | <input type="checkbox"/> Lisa Leggoe | <input type="checkbox"/> Michael Green | <input type="checkbox"/> Michael Lamb | <input type="checkbox"/> Philip Crossley |
| <input type="checkbox"/> Robert Connor | <input type="checkbox"/> Ruth Hardaker | <input type="checkbox"/> Ryan Swaine | <input type="checkbox"/> Sophie Lines | <input type="checkbox"/> Steve Hardaker |
| <input type="checkbox"/> Steve Nixon | <input type="checkbox"/> Xhibition | | | |

See attached.
informal chat no mistake.



Reading New Issue #55736 - Click as Read or Update Issue to Move on

#55736

Mark as read, no further action at this time



Ministry Of Defence - ORD71868/IN136282 :Issue Visable to: Lisa Leggoe AND Helen Lamb

Non Conformance Issues Non Conformance Issues

55736 - Created: 08/01/15 By Lisa Leggoe

Set to User: Helen Lamb

A/C P2481 all staff is.

Added by Lisa Leggoe sent to Helen Lamb

Added by Lisa Leggoe sent to Steve Nixon

Hi Steve

Customer called today with regards to purchase order A166076PS (account number: 00012481) - we sent and invoiced their order for 3 x R-17MED

Customer has received their order and also received an extra R-17MED oxygen sensor, the three serial numbers showing on their order is correct but they also received Serial Number: 448171 which is still showing in the UK tested rack and has not been scanned out or invoiced against this order.

I will arrange collection via UPS for this oxygen sensor to be returned on Monday ..

Marked as Urgent

Shipped 5-1-15

Check OA issue

New Notes

Scanned 3
 799781 SW- 448168-70
 799782
 799783

If you are expecting the next action of this issue to be performed by someone else change the NEXT ACTION pull down.

Leaving Next Action set to Helen Lamb will only add notes to the issue and **not** flag up that Lisa Leggoe must further the issue

| | | |
|--|--|---|
| Subject | Ministry of Defence - ORD71868/IN136282 | |
| Hide Issue | | |
| Until : | | |
| Meeting | Non Conformance Issues Non Conformance Issues | |
| Create | <u>Related Issue</u> | |
| Link to Issue | | |
| # | | |
| Attach | <u>Add File To Issue 55736</u> | |
| Complete | <input type="checkbox"/> (only click when issue is COMPLETE) | |
| ISSUE | | |
| Urgent | <input checked="" type="checkbox"/> | |
| Only change Next action if <i>moving the Issue to a new user</i> and not replying to Lisa Leggoe | | |
| Next Action | Helen Lamb | ▼ Changing this Field means Helen Lamb may not see updates to Issue |
| Priority | 5 | ▼ |
| Confirm I have updated the Issue - users will be alerted to the update | | |

Combined Issues Notes (Comment order might be out of context - Read Original Issue to be sure)

| | | |
|-------|-------------|-------------|
| Issue | Date | User |
| 55736 | 08/01/15 | Lisa Leggoe |
| | 01:26:45 PM | |

Action / Notes

Added by Lisa Leggoe sent to Helen Lamb

Added by Lisa Leggoe sent to Steve Nixon Hi Steve Customer called today with regards to purchase order A166076PS (account number: 00012481) - we sent and invoiced their order for 3 x R-17MED Customer has received their order and also received an extra R-17MED oxygen sensor, the three serial numbers showing on their order is correct but they also received Serial Number: 448171 which is still showing in the UK tested rack and has not been scanned out or invoiced against this order. I will arrange collection via UPS for this oxygen sensor to be returned on Monday . New Issue

Re-Read

| | | |
|-------|-------------|------------|
| 55736 | 08/01/15 | Helen Lamb |
| | 01:27:28 PM | |

Serious problem. but informal as per DIC

VIAMED LIMITED



I N V O I C E

Invoice Address

Ministry of Defence
M&GS Team
Medical Inventory Section
MoD Abbey Wood, Elm 2A #4226
Bristol
BS3 4 8JH

Delivery Address

Medloc Trade Receipts
Warehouse 33 Bldg B3
DSDC North Donnington
Telford
Shropshire
TF2 8JT

PRODUCT CODE

DESCRIPTION

0110017

Oxygen sensor, R-17MED
S/N: 448168-70

PPRD

Delivery - Royal Mail 1st Class Recorded
Tracking number: KX018061107GB

QUANTITY

UNIT PRICE

DISC. %

Total £

VAT

3

34.00

1

102.00

1

Delivery No. DEL73010
Invoice No. IN136282

Delivery Date 05/01/15
Tax Point 05/01/15

Customer Ref. A166076PS
Account 00012481

Stephen Hodge 030 679 83459

SOPHIE

Weee registration number: WEE/DD1952ZQ
Vat Registration number : GB 287 3895 93

Terms: Nett 30 days from date of Invoice.

Terms and conditions: www.viamed.co.uk/terms.htm

Credit transfers to : Barclays Bank PLC, High Street, Skipton, N Yorks.
For credit of:
VIAMED Ltd, £ A/C No. 00906662 Bank Sort Code 20-78-42.

BIC/Swift Code: BARCGB22 IBAN: GB93BARC20784200906662

Goods Total 102.00
VAT 20.40
Invoice Total 122.40

Claims: Please claim non delivery within 7 days of invoice.
shortages or damages within 3 days of receipt.
Claims after these times cannot be entertained
Title to goods does not pass until payment in full
has been received.

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