

VIA MED

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15-7-15

Audit 24 the Service Logs,
Answer questions 1-4, Any non conformance generate an Issue.

INTRASTATS STOCK MENU SERVICE VISITS Service Visits

All Active and Single visit services should be shown.

Service Logs									
To Add new Servicing / Start by finding the Hospital / Company via Intrasats CRM Use the 'O' Delivery account									
KEY									
Recurring Service Once Only Service									
Tracking ID	Service ID	Recur Months	Opera	Location	Description	Equipment	Due Date	Scheduled Date	ORD's
34	12	12	00004990	Sunderland Royal Hospital	Delivery Suite and Neonatal Unit	48 Items	26/01/15	---	ORD65061
33	9	12	00004260	Royal Preston Hospital	Resus cabinets, Delivery Suite	41 Items	03/04/15	---	
35	29	12	00000780	Burnley General Hospital	Resus Cabinets and Blenders	28 Items	11/09/15	---	
36	27	12	00000660	Royal Blackburn Hospital	Resus cabinet and blender annual service	12 Items	17/09/16	---	
14	14	0	00005210	Walsall Manor Hospital	Tom Thumb Conversions and Upgrade	4 Items	15/02/13	---	
13	13	0	00001350	County Durham & Darlington Hospital	maternity tom thumbs	10 Items	18/04/13	---	
28	28	0	00000690	Royal Bolton Hospital	Resus cabinet upgrade to include blender	32 Items	17/06/13	---	
25	18	0	00002370	Westmorland General Hospital	Resus cabinet upgrade to include blender	1 Items	19/06/14	---	
30	23	0	00003580	North Manchester General Hosp	Resus cabinet and blender annual service	16 Items	30/07/14	---	

1. Are Any service Visits Over Due?,

No

Note Tracking ID 34 in the Example,

VIA MEP

Has the Over due Visit got any Action notes:

No Overdue visits

Click:



Service Visit ID: 12 Tracking ID 34	
Location Notes	
Hotel Notes	
Dates Booked	Booked in Bede Guest House from Monday 26th January for three nights. Contact name at Guest House is Pamela Tate - 07833787481
Engineer notes	Emailed Pam to advise that we Week commencing 26th January Booked in Bede Guest House from Monday 26th Jan for three nights. Had to cancel above dates as per Phil.. will re-organize once Phil is feeling better. Need to call/e-mail David Ferguson on the morning to OK the visit.
Completion notes	
Service Engineer has completed the Visit ☐ Service Engineer has scanned all relevant parts ☐ Service Reports Sent ☐ Primary Contact Sent Reports ☐ Service Reports Confirmed Received ☐ Invoice can now be generated/sent ☐ Service Visit is fully complete ☐	

☐ Will flag ORD69051 Yellow in the Active List

2. Have any over due Visit NOT got any action notes?

N/A

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Drop out of the Service Visit Section,
Search Intrastats



☐ Search Issues

☐ Serial Number

In the Subject Contains Words box type: *Check The Service Visit Logs*

Search Issues and Meetings	
Specific Meeting	
Meeting Sub Section	
Issue # / Linked Issue #	
Issue Status	All Issues
Created By User	
Subject Containing Words (Comma Separate)	Check The Service Visit Logs
Subject Excludes Words (Comma Separate)	
Notes Containing All Words (Comma Separate)	
Notes Containing Any of Words (Comma Separate)	
Notes Excluding All Words (Comma Separate)	
Has Attachment	On
Attachment Contains Any of Words (Comma Separate)	
Account Number / Customer Name	
Stock Reference / Description	
Date Usage	
Month	
Year	
Search	

32 Issues Found	
Issue # 50586 - Service existing	Check the Service visit logs
Date Created: 28/10/14	System Generated
Created By: Auto_Calendar	
Date Completed: 31/10/14	28 Oct 2014 Lisa Leggoe
	No services due
Issue # 53571 - Service existing	Check the Service visit logs
Date Created: 27/10/14	System Generated
Created By: Auto_Calendar	
Date Completed: 31/10/14	27 Oct 2014 Steve Hardaker
	Done
Issue # 53437 - Service existing	Check the Service visit logs
Date Created: 21/10/14	System Generated
Created By: Auto_Calendar	
Date Completed: 31/10/14	21 Oct 2014 Lisa Leggoe

You should see a list of system generated tasks to 2 Different employees,
Scroll down the list,

3. Are more than 1 Issue outstanding per user?

No

4. Any problems found in the Issues system not being addressed?

No