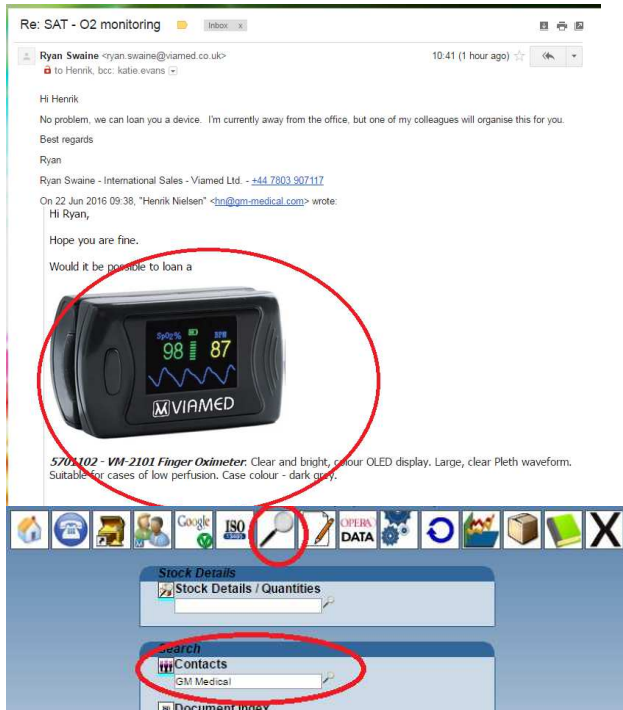


VM3COP20.13 Sending Sale or Return Orders

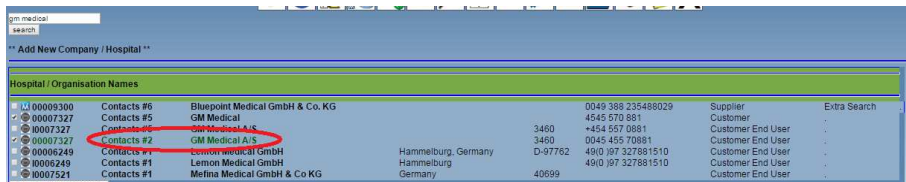
Beginning the Process



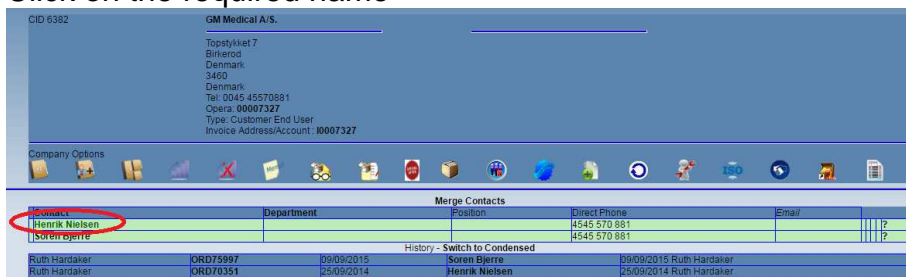
Print the Sale or return request if requested by email, if the request was verbal/telephone, add a telephone order and print as per VM3COP27.29. Gain authorization from a Director and their signature/date on the request paperwork.

From the Lookup/Magnifying Glass tab on Intrastats, Click on Contact and type the company name

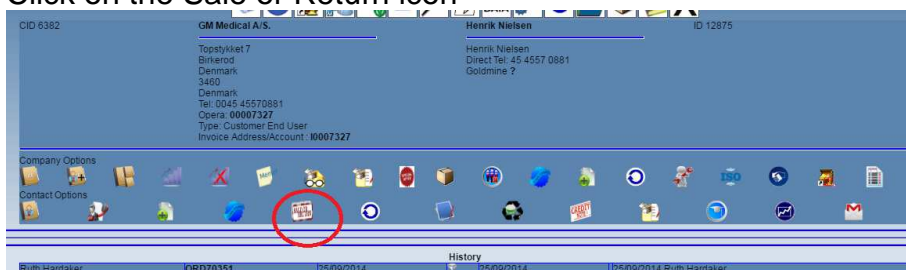
Click the correct account



Click on the required name



Click on the Sale or Return icon



Click, "Add New Sale/Return"

CID 6392 GM Medical A/S Henrik Nielsen ID 12875

Topstykke 7
Birkeroed
Denmark
3460
Denmark
Tel: 0045 45570881
Opera: 00007327
Type: Customer End User
Invoice Address/Account: 10007327

Henrik Nielsen
Direct Tel: 45 4557 0881
Goldmine ?

Company Options

Contact Options

Sale or Returns
Add New 'Sale / Return'

This will direct you to the main sale/return page and create a new record for the contact

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the

Product Trial - Sale or Return Terms and Conditions
Viamed Product Trial Feedback Form

Sale Returns Not Sent / In Preparation

SOR	Account	Created	Name	Add	Shipping Notes	Send
SOR628	00002360	01/Dec/2014	Airedale General Hospital	+	✗	✗
SOR682	00002360	03/Dec/2015	Airedale General Hospital	+	✗	✗
SOR642	00000490	23/Feb/2015	Birmingham Heartlands Hospital	+	✗	✗
SOR705	00007995	30/Mar/2016	Cortess Medical (Euro)	+	✗	✗
SOR728	00001900	17/Jun/2016	Gloucestershire Royal Hospital	+	✗	✗
SOR729	00007327	22/Jun/2016	GM Medical A/S	+	✗	✗
SOR717	00007374	03/May/2016	Medivare Cardio	+	✗	✗
SOR681	00005172	11/Nov/2015	Princess Royal University Hospital	+	✗	✗
SOR722	00012966	27/May/2016	Priory Hospital Chelmsford	+	✗	✗
SOR627	00000590	24/Nov/2014	Royal Bolton Hospital	+	✗	✗
SOR671	00003220	19/Aug/2015	Royal Free Hospital	+	✗	✗
SOR692	00000009	26/Feb/2016	Staff Purchasing account	+	✗	✗
SOR693	00000009	29/Feb/2016	Staff Purchasing account - KE	+	✗	✗
SOR724	00004890	16/Jun/2016	Stepping Hill Hospital	+	✗	✗
SOR674	00002130	08/Sep/2015	University Hosp of Hartlepool	+	✗	✗
SOR716	00000002	09/May/2016	Viamed Ltd	+	✗	✗
SOR720	00000002	23/May/2016	Viamed Ltd	+	✗	✗
SOR725	00003450	16/Jun/2016	Whipps Cross University Hospital	+	✗	✗
SOR726	00003450	16/Jun/2016	Whipps Cross University Hospital	+	✗	✗
SOR727	00003450	16/Jun/2016	Whipps Cross University Hospital	+	✗	✗

Click 'Product Trial – Sale or Return Terms and Conditions

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the

Product Trial - Sale or Return Terms and Conditions
Viamed Product Trial Feedback Form

Click the PDF icon to open the file

Search inside document text if possible

Product Trial - Sale or Return Terms and Conditions Search

Company ISO Manual Files Index

Document ID	Type	Description	More	Usage	Added	Expires
6811	Miscellaneous Documents	Product Trial - Sale or Return Terms and Conditions	Details	Unrestricted	19 Feb 2010	

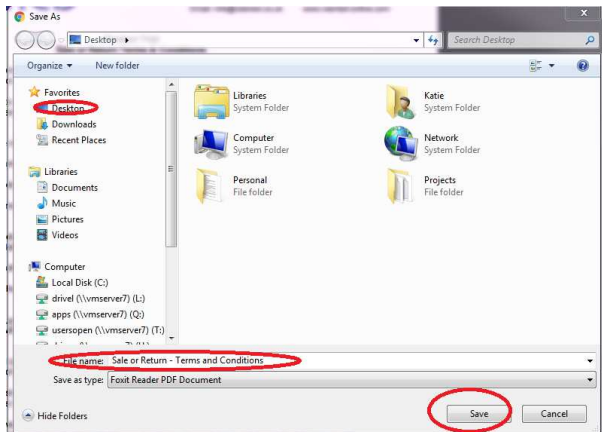
When the file opens, click on the download icon located at the top-right of the screen

6811.pdf 1 / 1

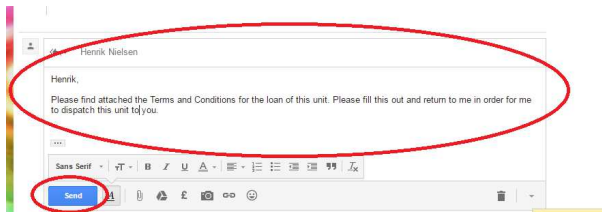
VIAMED

Viamed Limited 15 Station Road - Cross Hills
Keighley - West Yorkshire, BD20 7DT - United Kingdom
Tel: +44 (0)1535 634542 Fax: +44 (0)1535 635582
Email: info@viamed.co.uk www.viamed-online.com

Product Trial
Sale or Return Terms & Conditions

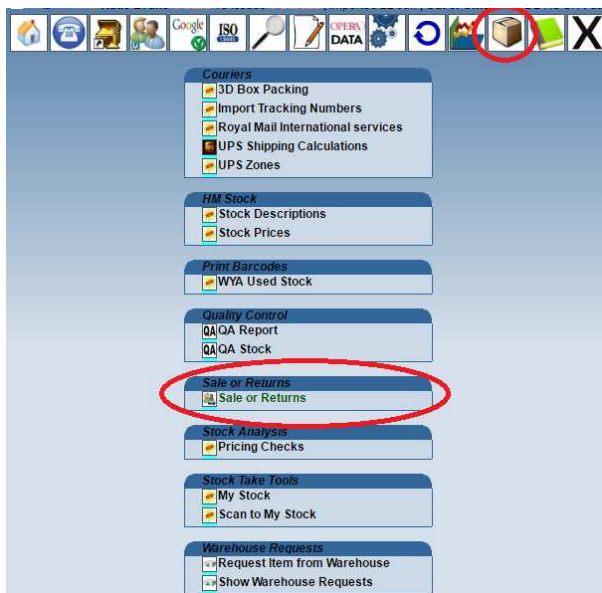


When the Save window opens, click 'Desktop', change the 'File name' to: "Sale or Return - Terms and Conditions" and click 'Save'



Return to the request email and reply to the customer to ask them to fill out the attached terms and condition and return them to you and click 'Send'

Requesting Stock Movement



Return to Intrastats and click on the stock box icon. From this page, click on 'Sale or Returns'

Barcode	Serialnumber	Stock_Ref	Description
788186	EDL03489	0014835	Pulse Oumetry Wrap Sensor
866280	Tracking1	0034993	Disposable SpO2 Sensor - Adult
866297	Tracking10	0034993	Disposable SpO2 Sensor - Adult
866298	Tracking11	0034993	Disposable SpO2 Sensor - Adult
866299	Tracking12	0034993	Disposable SpO2 Sensor - Adult
866300	Tracking13	0034993	Disposable SpO2 Sensor - Adult
866301	Tracking14	0034993	Disposable SpO2 Sensor - Adult
866307	Tracking3	3210070	Silicone Face Mask, Size 0
866423	Tracking29	3210070	Silicone Face Mask, Size 0
866424	Tracking30	3210070	Silicone Face Mask, Size 0
866425	Tracking31	3210070	Silicone Face Mask, Size 0
866436	90730145	4410590	Capnograph VM 2500-M
865552	Tracking754433_0	4410512	

On this page, scroll to the bottom and click "Request new stock item to be scanned to Sale or Return".

Request New Stock Item to be scanned to Sale or Return

VIAMED Stock Meeting - Sale or Returns

Subject
Request Scanning Item to Sale or return
Please scan to Sale or Returns Location 2034132
Stock Reference: 4430000

Issue To: Catherine Spence

Related to Issue
Stock Ref: 4430000
PO Ref: 00000002

Mark as Important
Mark as Read only

Add Issue

Existing Open Issues in VIAMED Stock Meeting - Sale or Returns

Fill in the issue detailing the part number(s) and quantity required. Request can also be made via Intrastats Warehouse Requests. Issue this to the person in Goods Out, fill in the Opera A/c number and click "Add Issue"

Print out the issue and place in the picking tray in Goods Out. Note: if the item is urgent, also inform Goods Out verbally.

When Terms and Conditions are Signed / Generating Quote

When you have receive the completed Terms and Conditions from the customer and once you have confirmation from Goods Out that the items have been scanned, you need to add them to the SOR record and create an Opera quote.

#73437 Mark as read: no further action at this time

Request Scanning Item to Sale or Return Visible to: Kate Evans AND Catherine Spence
VIAMED Stock Meeting Sale or Returns
#73437 - Created: 22 Jun 2016 01:22:34 PM By Kate Evans
Issued to: Catherine Spence
Stock Reference: 0012101
Added by Kate Evans sent to Catherine Spence
Please scan to Sale or Returns Location 034132 Stock Reference: 0012101

22 Jun 2016 Catherine Spence
id 959735

New Notes

Subject Request Scanning Item to Sale or return
Hide Issue Limit VIAMED Stock Meeting Sale or Returns
Create Related Issue
Link to Issue # Add File To Issue 73437
Attach Issue Finished - CLOSED - Users will see additional rights unless viewed in history
Complete ISSUE Issue Finished - CLOSED - Users will see additional rights unless viewed in history
Urgent Only change for action if meeting the above criteria and not hoping to Kate Evans
Next Action Catherine Spence - Changing this Field means Catherine Spence may not see updates to issue
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 See Issues

Issue	Date	User	Action / Notes
73437	22/06/16 01:22:34 PM	Kate Evans	Added by Kate Evans sent to Catherine Spence
73437	22/06/16 03:41:20 PM	Catherine Spence	Please scan to Sale or Returns Location 034132 Stock Reference: 0012101 New Issue
73437	22/06/16 03:41:20 PM	Catherine Spence	Re-Read
73437	22/06/16 03:41:20 PM	Catherine Spence	Re-Read
73437	22/06/16 03:41:20 PM	Catherine Spence	id 959735 Completed
73437	22/06/16 03:41:20 PM	Catherine Spence	id 959735
73437	23/06/16 05:13:18 PM	Kate Evans	Re-Read

Confirmation from Goods Out will come in the form of an issue, in reply to the issue sent to Goods Out.
Take note of the ID number.

In Opera, follow the quote procedure VM3COP27.31 (Doc ID: 17063) to create a quote for the item requested ensuring any quotes for over £/\$/€1000 are signed off by a director.

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please send with all sale or return goods the
Product Trial - Sale or Returns Terms and Conditions
Varmed Product Trial Feedback Form

Sale Returns Not Sent - In Preparation

SOR	Account	Created	Name	Age	Product Status
SOR528	00002360	01/Dec/2014	Ardsley General Hospital	-48	Re-Read
SOR582	00002360	03/Dec/2015	Ardsley General Hospital	-48	Re-Read
SOR842	00004930	23/Feb/2015	Birmingham Heartlands Hospital	-48	Re-Read
SOR705	00007965	08/Mar/2016	Cardiff Medical (Euri)	-48	Re-Read
SOR706	00001000	12/Jun/2016	Cardiff Medical (Euri)	-48	Re-Read
SOR723	00007327	22/Jun/2016	DM Medical A/S	-48	Re-Read
SOR724	00007374	03/May/2016	Medivent LBI (Euri)	-48	Re-Read

Use the SOR number as the 'Cust Ref'

Also, in the comments section beneath the name and telephone number of the customer, state "Goods already supplied on SOR ***"

From GoldMine, using the Lookup function, locate the customer and click on the 'Write' button

The screenshot shows the Document Management Center interface. The left sidebar contains a tree view with the following items:

- LETTERS, MEMOS AND FAXES (highlighted with a red circle)
- AN300 Nitrogen Analyzer
- Automotive Oxygen Sensors
- Automotive Oxygen Sensors - R174LV
- Cytopograph and VersaStream
- EyeMax Phototherapy Eye Units
- First contact with new customer
- Fluoroscopes AIPC
- Looking for Distributors (Switzerland)
- Looking for Vet Distributors
- MAX250A Oxygen Sensor Letter
- MAX250E and ESF
- Open Monitor Catalogue (ICSB) Paolo

The main area displays a table of document properties for the selected item, 'Environmental Investigation successful'. The table has two columns: 'Description' and 'Value'.

Description	Value
<input type="checkbox"/> Description	Safe or Return
<input type="checkbox"/> Template Filename	Q:\gtdirect\1\Template\Katie's Safe or Return Le...
<input type="checkbox"/> App Identifier	Word Document 8
<input type="checkbox"/> DDE Command	{JMLLink}
<input type="checkbox"/> Link To Doc	Yes
<input type="checkbox"/> Save History	Yes
<input type="checkbox"/> Allow Hot Link	Yes

Click on 'Letters, Memos and Faxes' to view the list beneath and double-click the letter named 'Sale or Return'. If this letter cannot be found, speak with the marketing department and request that they add it for you.

June 2016

Yours sincerely

When complete, read through the letter and ensure the grammar is correct, ie. If

there is more than one item, the words, "This product is" may need to be changed to, "These products are" and removing the word, "Trust" if not for the NHS.

When complete, print one copy of this letter on letterhead and save to the U drive>current year>current month with the following format: Sale or Return - *customer name* - SOR*** - *date backwards* e.g. "Sale or Return – GM Medical – SOR729 – 160622"

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 Previous Next Add Edit View Memo Quote Proforma Order Delivery Invoice Credit Quit

Account 00007327

Customer GM Medical A/S

Address Bløkken 11
DK-3460 Birkerød
Denmark

Postcode

Telephone +45 4557 0881

Facsimile +45 4557 0650

Accts Contact

Order Contact

Ledger A/c 00007327 GM Medical A/S

Invoice A/c

Curr Bal 0.00

Order Bal 0.02

Turnover 0.00

Credit Limit 0

Last Invoice / /

Last Receipt / /

First Created 13/12/07

Last Modified 02/06/15

Options Terms Analysis Delivery VAT

Print a colour price list in the correct currency as found on Opera.

Stocks

3D Box Packing

Import Tracking Numbers

Royal Mail International services

UPS Shipping Calculations

UPS Zones

SA Stock

Stock Descriptions

Stock Prices

Print Barcodes

WVA Used Stock

Quality Control

QAQA Report

QAQA Stock

SA Sale or Returns

Stock Analysis

Pricing Checks

Stock Take Tools

My Stock

Scan to My Stock

Warehouse Requests

Request Item from Warehouse

Show Warehouse Requests

Return to the main SOR page located in Intrastats>Stock icon>"Sale or Returns"

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the

Product Trial - Sale or Return Terms and Conditions

Viamed Product Trial Feedback Form

Sale Returns Not Sent / In Preparation

SOR	Account	Created	Name	Post	Barcode	Print
SOR528	00002360	01Dec2014	Ardara General Hospital	490	00002360	29
SOR682	00002360	03Dec2015	Ardara General Hospital	490	00002360	29
SOR642	00004490	23Feb2015	Birmingham Heartlands Hospital	490	00004490	29
SOR705	00007995	30Mar2016	Corneil Medical (Euro)	490	00007995	29
SOR728	00001900	17Jul2016	St. Andrew's Royal Hospital	490	00001900	29
SOR729	00007327	22Jun2016	GM Medical A/S	490	00007327	29
SOR717	00007374	03May2016	Medivent Ltd (Euro)	490	00007374	29

In the top list `Sale Returns Not Sent / In Preparation` click the icon in the 'Add' column for the correct customer.

Destination: (Updates only affect SOR not the Main CRM - if address needs updating in the CRM you must UPDATE both here and there)

Company GM Medical A/S

Contact Henrik Nielsen

Department

Address Topstykke 7
Birkerød
Denmark

PostCode 3460

Update

Barcode

3210070 Silicone Face Mask, Size 0 Tracking3 (ID580397)

3210070 Silicone Face Mask, Size 0 Tracking3 (ID580397)

3210070 Silicone Face Mask, Size 0 Tracking20 (ID580423)

3210070 Silicone Face Mask, Size 0 Tracking30 (ID580424)

3210070 Silicone Face Mask, Size 0 Tracking31 (ID580425)

0014835 Pulse Oximetry Wrap Sensor EDL03489 (ID708188)

0014760 SpO2 Silicone Sensor - Adult EDM00372 (ID711777)

0012100 Pulse Oximeter VM 2180 T8 1000185 (ID642231)

0034993 Disposable SpO2 Sensor - Adult Tracking1 (ID686298)

0034993 Disposable SpO2 Sensor - Adult Tracking10 (ID686297)

0034993 Disposable SpO2 Sensor - Adult Tracking11 (ID686298)

0034993 Disposable SpO2 Sensor - Adult Tracking12 (ID686299)

0034993 Disposable SpO2 Sensor - Adult Tracking13 (ID686300)

0034993 Disposable SpO2 Sensor - Adult Tracking14 (ID686301)

2810008 MPO2000000 Yellow (154902500061) (ID674098)

0012101 Pulse Oximeter VM 2101 90800125 (ID697330)

4330002 SpiroTrue A(P) Tracking3 (ID676107)

4330002 SpiroTrue A(P) Tracking4 (ID676182)

From the "Barcode" drop-down on the next page, select the item you want to send.

Ensure you choose the item with the correct ID number as per the Goods Out confirmation issue.

In the field entitled "Purpose of Device", enter a brief explanation of the use of the item (if unsure, the Opera description will suffice), for example "SpO2 sensor for Viamed pulse oximeter" or "Measuring concentration of oxygen".

concentration of oxygen".

Destination: (Updates only affect SOR not the Main CRM - If address needs updating in the CRM you must UPDATE both here and there)

Company: GM Medical A/S
 Contact: Henrik Nielsen
 Department:
 Address: Topstykke 7
 Birkerød
 Denmark
 PostCode: 3450
 Update

0012101 Pulse Oximeter VM 2151 90800125 (IC959730) Barcode
 Finger Pulse Oximeter Purpose of Device
 Sale or Return trial to determine suitability prior to purchase The trial/testing to be undertaken by the authority (if any)
 Loan Submit

Current items on sale Return id #729
 Print Print Picking List
 Stock Ref Serial number Barcode Description Type

In the field entitled "The trial/testing to be undertaken by the authority (if any)" put a brief summary, for example "Sale or Return trial to determine suitability prior to purchase"

In the drop-down box next to the "Submit" button, select "Loan", then click "Submit".

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the
 Product Trial - Sale or Return Terms and Conditions
 Viamed Product Trial Feedback Form

Sale Returns Not Sent: In Progress

SOR	Account	Created	Name	App	Shipping Notes	Send
SOR730	00002350	23Jun2016	15 Brabourne CR data Road	+	+	+
SOR628	00002350	31Dec2014	Airedale General Hospital	+	+	+
SOR642	00002350	30Dec2015	Airedale General Hospital	+	+	+
SOR642	00004490	23Feb2015	Birmingham Heartlands Hospital	+	+	+
SOR705	00007995	30Mar2016	Cortess Medical (Euro)	+	+	+
SOR728	00001990	17Jun2016	Gloucestershire Royal Hospital	+	+	+
SOR729	00007327	22Jun2016	GM Medical A/S	+	+	+
SOR717	00007374	23May2016	Medivent Ltd (Euro)	+	+	+

Return to the main Sale Or Return screen and click the appropriate flag icon for the customer to generate an NHS Delivery Note depending upon the location of the customer (England, Wales and Northern Ireland use the same form, Scotland has

its own) or export for non-UK customers.

Viamed Shipping Invoice

Delivery Address: GM Medical A/S
 Henrik Nielsen
 Topstykke 7
 Birkerød
 Denmark
 3450

Date: 23 Jun 2016
 Invoice # SOR00729

Shipper Address: Viamed
 15 Station Road
 Cross Hills
 Keighley
 West Yorkshire
 BD20 7DT
 +44 (0) 1535 634542
 +44 (0) 1535 635582
 info@viamed.co.uk

Demo products not for resale Value for Customs : \$100.00

Part Number	Viamed Part Number	Description	Quantity	Value
0012101	0012101	Finger Pulse Oximeter Vi ...	1	\$0.00

Tariff Code: 90181990-00

Back Forward Reload Save as... Print... Translate to English

Save the PDF to U drive>Current year>Current month in the following format:

"SOR Shipping Invoice - *Customer Name* - SOR*** - date backwards"

Print the delivery note and print a second copy of the first page, if the SOR is for a UK customer, strike through the "Form of Indemnity B" section and ask a director or sales manager to sign the "Form of Indemnity A" to ensure that ownership of the unit does not pass to the customer.

Add a New Sale / Return Completed Sale / Returns analyse_sale_return

Please Send with all sale or return goods the
 Product Trial - Sale or Return Terms and Conditions
 Viamed Product Trial Feedback Form

Sale Returns Not Sent: In Progress

SOR	Account	Created	Name	App	Shipping Notes	Send
SOR628	00002350	31Dec2014	Airedale General Hospital	+	+	+
SOR682	00002350	03Dec2015	Airedale General Hospital	+	+	+
SOR723	00007356	31May2016	Aspa A/S	+	+	+
SOR642	00004490	23Feb2015	Birmingham Heartlands Hospital	+	+	+
SOR705	00007995	30Mar2016	Cortess Medical (Euro)	+	+	+
SOR717	00007374	23May2016	Medivent Ltd (Euro)	+	+	+
SOR681	00005172	19Nov2015	Princess Royal University Hospital	+	+	+
SOR722	00012956	27May2016	Princess Royal University Hospital	+	+	+

Search inside document text if possible

Viamed Product Trial Feedback Form

Company ISO Manual Files Index

Document ID	Type	Description	More	Usage	Added	Expires
16508	Miscellaneous Documents	Viamed Product Trial Feedback Form	Details	Not Set Assume Internal Use ONLY	18 Mar 2016	

On the main Sale Or Return screen, click the link `Viamed Product Trial Feedback Form`

Click on the PDF icon

This will open the feedback form; print one copy of this, as it will be sent with the goods to allow the customer to offer feedback.

The Paperwork

Gather all paperwork and secure with a paperclip, place in the checking tray.

When checked, staple the request paperwork with director's signature and a copy of the quote to a copy of the first page of the SOR delivery note and place them in the Samples/SOR file located in the office.

Print the signed Terms and Conditions and staple to the second copy of the quote. File them in the SOR Terms and Conditions file.

Take one copy **Opera quotation, letter, signed NHS Delivery Note (or unsigned delivery note for export customers) , feedback form, and price list** to Goods Out and advise them which leaflet is required.

The sender needs to schedule him or herself a follow up to discuss the product, obtain feedback and determine if the customer intends to purchase or return to us.

If following up by email, please direct the customer to the online feedback form:
<http://www.viamed.co.uk/trial-feedback>

SOR Purchase

OPERA for Windows

File Edit

ESC Cancel F1 Help F2 Print F4 Delete/Undelete F5 New F6 Edit F9 Order F11 View F12 Memo TAB More--->

Find Previous Next

Account: 00007327 Currency: USD *** See Memo ***

Customer: GN Medical A/S

Memo	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
Memo	DOC97323	22/06/16	Quote	QU004278	22/06/16	SOR729	Printed

If the customer chooses to purchase the SOR items, retrieve the SOR paperwork from the SOR file.

Locate the account on Opera and press 'O' to open the orders menu.

Click on the correct quote and press F9 to convert the quote to an order.

When asked if you would like to edit, click yes.

OPERA for Windows

File Edit

ESC Cancel F1 Help F9 Accept

Find Previous Next Add Edit View Memo Quote Proforma Order Delivery Invoice Credit Quit

Account: 00007327 Delivery: GN Medical A/S
GN Medical A/S
Blokken 11
3460 Birkerød
Denmark

Cust Ref: SOR729 * See Memo * Document: DOC97323 22/06/16
Due: 22/06/16 Quote: QU004278 22/06/16

Priority: 3
W/House: MAIN Main Warehouse

Raised By: KATIE

Comments: Henrik Nielson - +45 4557 0881
Goods already supplied on SOR729

Analysis Currency Discount

Amend the 'Cust Ref' box to the purchase order number (if supplied) and change the 'Due' date to the next available shipping day.

Press F9 twice to complete the order.

Print 2 copies and highlight the note at the bottom stating, "Goods already supplied on SOR***". Place all of the paperwork in the checking tray. Once checked, take the unticked copy of the ORD to Goods Out as

per VM3COP20.05 order processing procedure. Goods Out will then invoice the order.

SOR Return

Account: 00007327 Currency: USD
Customer: GH Medical A/S *** See Memo ***

Memo	Document	Doc Date	Type	Number	Date	Cust Ref.	Status
Memo	DOC97323	22/06/16	Quote	QU004278	22/06/16	SOR729	Printed

If the customer chooses to return the SOR items, issue the customer with a returns reference number (SRS) as per VM3COP20.03 Repair Intrastats Procedure. When the item is received by Goods In, you will receive an issue.

When this issue is received, delete the quote from Opera. Locate the account and correct quote on Opera.

Account: 00007327 Currency: USD
Customer: GH Medical A/S *** See Memo ***

Order Notepad
Customer chose to return SOR as per email to KE dated 22/06/16. KE 23/06/16

Press F12 and write a memo to say that the customer did not want to purchase the goods and has returned them on SRS****. Initial and date the memo and press F9 to confirm

Confirm
Delete This Document ?
No Yes

On the next screen, you will see the quote again, press F4 to delete, and click yes when asked to confirm.

Staple all of the SOR paperwork and confirmation of return together and place in the Miscellaneous file as per VM3COP20.28