VM3COP38.11 Depleted Oxygen Sensor Process

Bags of depleted sensors are often returned to us for disposal.

 Take care when handling the sensors as they can cause irritation to the skin, use the gloves provided in the blue ducket in the office.

Retrieve a bag from the ducket. Open the packaging and empty the depleted sensors into the ducket provided.

 Locate the returns form, which may be inside or on the outside of the packaging.

 From Intrastats, click on the magnifying glass and click into the 'Contacts' field. Type in the name of the company/hospital and press enter.

Click on the '0' account. E.g. 00000890, not I0000890
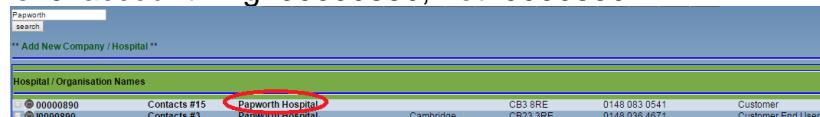
Click on the name of the person named on the returns form. If they are not listed, add them to the list as per VM3COP20.081 (Doc ID: 14215) - Adding Amending Contact Records in the CRM.

Click on the 'Sensor recycle' icon
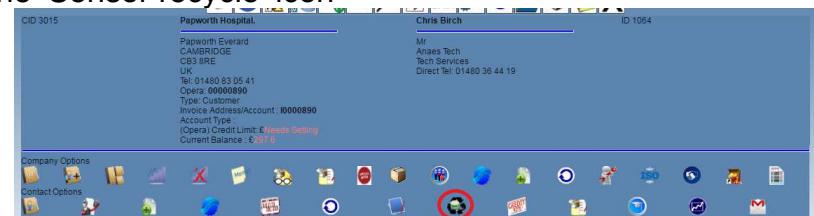
Locate the manufacturer and model number of the sensor returned

Select the sensor manufacturer, the model number and the quantity of that particular sensor returned, then click "commit".

This will take you back to the contact's page. If more than one type of sensor has been returned, click the 'Sensor recycle' button again and repeat process as necessary.

If Viamed offer an alternative/compatible sensor, our part number will be shown in brackets on the far right, make a note of these part numbers.

Once all sensors are entered onto Intrastats, go to Goldmine to generate a letter.

Firstly, in the 'Contact Search Center', select 'Company' in the 'Lookup' pull-down menu.

Alternatively, double-click 'Contact' in any contact record screen.

In the search field, type the name of the company/hospital. The list below will display all contacts from the company/hospital you searched for. Select the name of the person on the returns form.
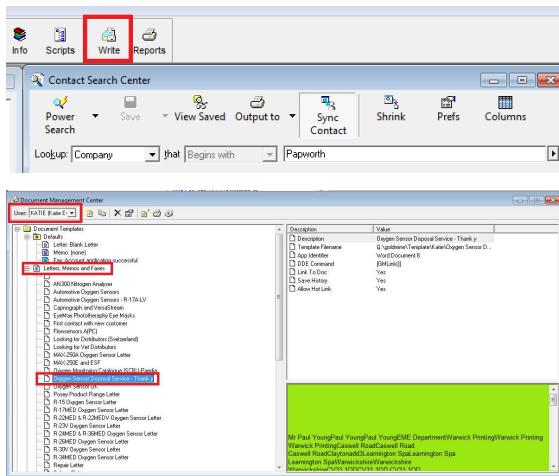
Click the 'Write' button; this will be displayed on your toolbar at the top or left of the GoldMine application.

Ensure your own name is selected in the 'User' drop-down menu. In the 'Letters, Memos and Faxes' menu, select 'Oxygen Sensor Disposal – Thank you' and double-click to open it in Microsoft Word/OpenOffice/Libre Writer.

N.B. If this letter is not listed in the 'Letters, Memos and Faxes' menu, speak to the marketing department and ask them to add it to your list.

Mr Chris Birch
TSS
Papworth Hospital
Papworth Everard
Cambridge CB23 3RE

Dear Mr Birch,

7 July 2016

Ensure the name, address and greeting on the letter are correct as per the returns form and ensure the date displays today's date.

If the oxygen sensors you booked in were from other manufacturers and we have a compatible sensor, then please fill out the table on the letter to demonstrate our model & part number against the ones they returned.

OEM Manufacturer	OEM Part Number	Viamed Model Number	Viamed Part Number
Datex-Ohmeda	6600-1278-600	R-43V	0110043

An example letter can be found at the end of this document.

N.B. Lines on the table are not required for Teledyne, Viamed or Maxtec manufactured sensors, this is because our model numbers are already the same. Only include a table when the sensors are from manufacturers with different model/part numbers and we have compatible sensors.

If there are no lines required on the table, delete the table; the letter must still be sent.

Ensure the table displays the correct sensors and compatible part numbers, then proof-read the letter. When you are happy that it is correct, print the letter onto letterhead paper.
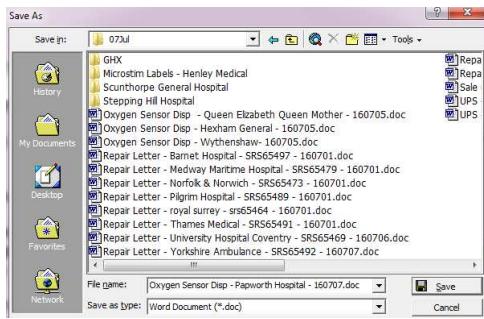
Sign the letter, and post in an A5 envelope along with a price list (highlighting any alternatives you have mentioned in the table), leaflet and a new disposal pack.

Save the letter in U:\Drive > *Current year* > *Current month* > "Letter – Oxygen Sensor Disp – *Hospital Name* – *Date backwards*".

E.g. "Oxygen Sensor Disp - Southend University Hospital – 150917"

Take the sealed envelope to Goods Out and place in the 2nd Class ducket.

Place the depleted sensors into the blue, metal, 'Depleted Sensors' bin in the office. When the bin in full, contact a member of the waste management team to collect them.

Sample Letter

Mr Chris Birch
TSS
Papworth Hospital
Papworth Everard
Cambridge CB23 3RE

14 September 2016

Dear Mr Birch,

Viamed Oxygen Sensor Disposal Service

You recently returned your depleted oxygen sensor(s) to us using our oxygen sensor disposal service.

We thank you for using this service and hope that you will continue to do so in future.

OEM Manufacturer	OEM Part Number	Viamed Model Number	Viamed Part Number
Datex-Ohmeda	6600-1278-600	R-43V	0110043

Please find enclosed our oxygen sensor price list, which details the quantity discounts available and free of charge delivery that applies to our entire range of oxygen sensors, along with extra sensor returns bags.

Our Oxygen Sensor Cross reference can be found online at www.viamed.co.uk/xref

Should you require further information on our range of oxygen sensors or cannot find the compatible sensor required, please do not hesitate to contact a member of our sales team on 01535 634 542, between the hours of 09:00 and 17:30.

Yours sincerely

Katie Evans
Office Administrator