



Edit

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Share



VM3COPxx.xx Generating an SRS

VIEWED Catrin Hollings 11 steps 2 minutes

Thevault

1 Navigate to Intrastats.

Guide Me

The screenshot shows the Intrastats system interface. At the top, there is a navigation bar with various icons for different modules: home, crm, employee iso, meetings opera, producti returns, sales, stock, and stockboo x. Below the navigation bar, the main content area displays "in Hollings Outstanding Issues". Underneath, there is a section for "IPED OUTSTANDING Issues (1 groups)" with a table showing a master issue and a rolling issue. Below that, there is a section for "EAD Issues (12)" with a table listing various issues, their subjects, ages, owners, and who they are with.

#	Master Issue	Rolling Issue	Count
	#389021	Tuesday Marketing Meeting	7 issues

Issue	Subject	Age	Owner	With
389258	Watch List Update 18 Feb 2026	0	Catrin Hird	Catrin Hi
389238	Office Sales Projects (570)	0	Auto_Calender	Catrin Hi
389013	Contract Pricing Review (944)	2	Auto_Calender	Catrin Hi
389251	Discontinue/Supersede Stock Once Depleted (971)	0	Catrin Hird	Catrin Hi
389022	Automotive Competitor Price Review (1210)	2	Auto_Calender	Catrin Hi
388899	Tenders Review UK (1236)	5	Auto_Calender	Catrin Hi
389255	Review BIS Sales (1275)	0	Catrin Hird	Hi
389256	Sensor Recycle / Depletions Logging (1288)	0	Helen Lamb	Hi
387384	Document Update Request (175009) Envitec MySign O PAQ Questionnaire	19	Derek Lamb	Hi
387385	Document Update Request (181361) TOF3D Neuromuscular Transmission Monitor PAQ Questionnaire	19	Derek Lamb	Hi
389186	Document Update Request (175009) Envitec MySign O PAQ Questionnaire	1	Derek Lamb	Catrin Hi

2 Providing the customer has given you the Serial Number, please search for this using the dropdown menu at the top of the screen "Barcodes / SN" and skip to stage 7.

dropdown menu.

catrin Hollings 22 Issues 12 Unread 7 ISO Tasks 17.60 °C

Contacts

home crm employee iso meetings opera producti returns sales stock stockboo x

catrin Hollings Outstanding Issues

UNPUPED OUTSTANDING Issues (1 groups)

#	Master Issue	Rolling Issue	Count
#389021	Tuesday Marketing Meeting		7 issues

READ Issues (12)

Issue	Subject	Age	Owner	With
389258	Watch List Update 18 Feb 2026	0	Catrin Hird Never	Catrin
389238	Office Sales Projects (570)	0	Auto_Calender Never	Catrin
389013	Contract Pricing Review (944)	2	Auto_Calender Never	Catrin
389251	Discontinue/Supersede Stock Once Depleted (971)	0	Catrin Hird Never	Catrin
389022	Automotive Competitor Price Review (1210)	2	Auto_Calender Never	Catrin
388899	Tenders Review UK (1236)	5	Auto_Calender Never	in
389255	Review BIS Sales (1275)	0	Catrin Hird Never	in
389256	Sensor Recycle / Depletions Logging (1288)	0	Helen Lamb Never	in
387384	Document Update Request (175009) Envitec MySign O PAQ Questionnaire	19	Derek Lamb Read: 30/01/2026 13:05	in
387385	Document Update Request (181361) TOE3D Neuromuscular Transmission Monitor PAQ Questionnaire	19	Derek Lamb	Catrin

4 Type the required Company/Hospital in the text box.

catrin Hollings 22 Issues 12 Unread 7 ISO Tasks 17.60 °C

Contacts

home crm employee iso meetings opera producti returns sales stock stockboo x

catrin Hollings Outstanding Issues

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Hollings 22 Issues 12 Unread 7 ISO Tasks 17.60 °C
 Contacts
Airedale Hospital

[home](#)
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[stock](#)
[stockboo x](#)

Hollings Outstanding Issues

RED OUTSTANDING Issues (1 groups)

Master Issue	Rolling Issue	Count
#389021	Tuesday Marketing Meeting	7 issues

ID Issues (12)

Issue	Subject	Age	Owner	With
389258	Watch List Update 18 Feb 2026	0	Catrin Hird	Catrin Hird
389238	Office Sales Projects (570)	0	Auto_Calender	Catrin Hird
389013	Contract Pricing Review (944)	2	Auto_Calender	Catrin Hird
389251	Discontinue/Supersede Stock Once Depleted (971)	0	Catrin Hird	Catrin Hird
389022	Automotive Competitor Price Review (1210)	2	Auto_Calender	Catrin Hird
388899	Tenders Review UK (1236)	5	Auto_Calender	Catrin Hird
389255	Review BIS Sales (1275)	0	Catrin Hird	Catrin Hird
389256	Sensor Recycle / Depletions Logging (1288)	0	Helen Lamb	Catrin Hird
387384	Document Update Request (175009) Envitec MySign O PAQ Questionnaire	19	Derek Lamb	Catrin Hird
387385	Document Update Request (181361) TOE3D Neuromuscular Transmission Monitor PAQ Questionnaire	19	Derek Lamb	Catrin Hird

6 Click the relevant account name or number.

[home](#)
[crm](#)
[employee iso](#)
[meetings opera](#)
[producti returns](#)
[sales](#)
[stock](#)
[stockboo x](#)

Add New Company Hospital
 Airedale Hospital
 17 HIDDEN Records (1)

KEY
 Customer Account
 Supplier Account
 Supplier and Customer Account
 Deb Account
 General Contact / Old Opera Account

Hospital / Organisation Names
 DST COMPANY Customer Customers Company
 Viamed CID826 / 00002360 Contacts #48 Airedale General Keighley BD20 6TD 0153 565 2511 NHS Hospital End User Credit Credit Extra Search
 Merge Companies

Matching Contact Names

Account	Contact Name	Department	Position	Company	Town	PostCode
0 Contacts : 0						

Should the customer name not be visible, please Add New Contact as per VM3COP20.081.

Contact	Sales Order	Purchase Order	Contact Actions	Department	Position	Direct Phone	Email
27328 No Name	Viamed Add S.O.		[Icons]		Invoices		anhsft.paymentsdept
30080 Abeel Hussain	Viamed Add S.O.		[Icons]	Procurement	Contracts Officers	0153 529 4518	abeel.hussain@nhs.uk
25447 Adele	Viamed Add		[Icons]		Procurement	0153 629	adele.brown@anhsft.nhs.uk

- 8 This will generate the required SRS number.
Check the information which has been pre-filled is correct.

In the notes section you must include:

- Type of Product i.e. V1000
- Qty being returned
- Serial Number
- Reason for Return

Select the relevant reason for return from the Repair/Quote dropdown.

Warranty: Please check the serial number to determine if the unit is under warranty.

Should the unit not be under warranty, please select "Quote before Repair"

When a repair is started the notes section must always include a brief explanation of why the item is being returned e.g. Service/Calibration, failed under warranty, refund etc.

If an item is being returned under warranty, the "Warranty" option is selected.

order number entered in the repair screen.

If the item is not under warranty and does not have a purchase order it goes on as quote.

The SRS will be changed to Repair/Service/Calibrate as appropriate if/when the customer accepts the quote.

Separating Warranty and pre-approved repairs from quotable repairs is important as they are treated differently by Phil. If a repair sheet says "For Calibration" Phil will immediately start working on it. Repairs only wait for a quote if the repair is set to quote before repair.

Please remember to include the following text on emails to customers:
"When returning the unit to us, please ensure that the unit is returned with paperwork which includes your contact/hospital details, SRS number and a certificate of decontamination status. Please ensure that the item's packaging is adequate, including the SRS number to the outside of the package, and we advise that you use a traceable delivery service."

Search Contact <<

Airedale General Hospital	
Company CID	826
Company / Hospital	Airedale General Hospital
Contact Name	
Department	
Division	Invoices
Company Phone	01535652511
Contact Phone	
Company Account	00002360
Email	anhsft.paymentsdept@nhs.net
Customer Expected to send to Viamed/VST/Vandagraph Date	
Promised turnaround date for shipping out of Viamed/VST/Vandagraph Use as default if no date promised	
Notes	18/Feb/2026 Catrin Hird
Order Number	
Order Return ID	
Order / Quote	Quote Before Repair
Company	Viamed

Search Contact <<

Airedale General Hospital

Company CID	826
Company / Hospital	Airedale General Hospital
Contact Name	
Department	
Division	Invoices
Company Phone	01535652511
Contact Phone	
Customer Account	00002360
Email	anhst.paymentsdept@nhs.net
Customer Expected to send to Viamed/VST/Vandagraph Date	
Promised turnaround date for shipping out of Viamed/VST/Vandagraph Use as default if no date promised	
Notes	18/Feb/2026 Catrin Hird
Order Number	
Order Return ID	
Repair / Quote	Quote Before Repair
Company	Viamed

10 Return for Credit:

Should the customer be returning the item for refund, please select "Unopened Return to Stock" from the Repair/Quote dropdown.

Include in the notes:

- Type of Product i.e. V1000
- Qty being returned
- Serial Number
- Reason for Return
- Invoice Number

11 Purchase Order:

Should you receive a purchase order after the SRS has been submitted, upload...

