



Viamed Reasons for Opening Orders for Editing

Reasons for opening Orders For Editing

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TYPE : Customer Update

Clean Code	Sep2025	Oct2025	Nov2025	Dec2025	Jan2026	Feb2026	Mar2026	Apr2026	May2026	Jun2026	Jul2026	Aug2026
Customer Order Changed	12	17	27	18	15	16	25	12	22	12	14	2
Customer Paid	0	1	1	0	2	0	1	4	2	0	2	0
Customer Provided PO	0	0	6	1	7	6	5	4	3	10	1	1
Customer Updated Order	2	4	4	1	2	3	10	3	0	3	3	7
Incorrect information	0	8	8	5	4	3	0	1	1	2	2	0
Order Deleted	0	0	0	0	0	1	1	1	0	0	0	0
Quote / Proforma update / change status	7	4	6	7	11	7	7	9	4	8	3	0
Customer Update Totals:	21	34	52	32	41	36	49	34	32	35	25	10

TYPE : Input Error

Clean Code	Sep2025	Oct2025	Nov2025	Dec2025	Jan2026	Feb2026	Mar2026	Apr2026	May2026	Jun2026	Jul2026	Aug2026
Address Amendment	3	8	17	9	24	7	5	8	4	10	11	2
Address Invoice Adjustment	0	1	1	1	2	2	1	1	1	1	1	0
Item missed so then added	1	1	0	1	0	0	0	1	1	3	0	0
Order Entry Error	2	3	0	0	1	0	0	0	0	0	0	0
Spelling error	0	0	0	0	0	0	0	0	0	2	0	0
Updated Telephone Number	2	4	0	2	2	0	2	0	2	2	3	0

Updated VAT Number	0	0	0	0	0	0	0	1	0	0	0	0
Updated srs number	0	0	0	0	1	0	0	2	0	1	0	0
clicked submit instead of print	1	0	3	0	0	0	0	1	0	1	0	0
Input Error Totals:	9	17	21	13	30	9	8	14	8	20	15	2

TYPE : Layout Error

Clean Code	Sep2025	Oct2025	Nov2025	Dec2025	Jan2026	Feb2026	Mar2026	Apr2026	May2026	Jun2026	Jul2026	Aug2026
Layout Error	2	4	5	4	1	3	0	2	1	1	1	0
Layout Error Totals:	2	4	5	4	1	3	0	2	1	1	1	0

TYPE : Normal Process Update

Clean Code	Sep2025	Oct2025	Nov2025	Dec2025	Jan2026	Feb2026	Mar2026	Apr2026	May2026	Jun2026	Jul2026	Aug2026
Add Repair Details	0	0	0	0	0	0	0	1	0	0	0	0
Added Paperwork	0	0	0	0	0	0	0	0	0	1	0	0
Exchange rate updated	0	0	0	0	1	0	0	0	0	0	0	0
Labour Time Adjustment	0	5	1	0	2	1	4	2	10	5	1	0
Stock Descriptions Added	0	0	0	1	0	0	0	0	0	0	0	0
Update Paperwork Name	0	0	2	1	0	0	1	0	1	1	0	0
Updated Bank Charges	2	0	1	1	0	1	0	0	1	1	0	0
Updated Carriage	4	6	4	6	3	5	11	7	5	3	6	2
Updated Due Date	4	8	4	13	13	13	8	25	6	2	6	0
Updated Inco terms	2	1	1	5	1	1	4	1	1	1	2	0
Updated Insurance	0	0	1	0	2	1	0	0	0	0	0	0
Updated Memos to Stock Lines	0	0	0	0	0	1	0	0	0	0	0	0
Updated Paperwork Name	1	0	0	2	1	3	1	2	2	2	0	1
Updated Part Ship	0	0	0	0	2	0	0	1	0	0	0	0
Updated Price	0	2	1	1	2	1	1	3	2	1	0	0
Updated Priority	4	9	7	7	1	8	2	5	3	4	2	0
Updated Serialnumbers	0	0	0	0	0	0	0	0	1	0	1	0
Updated Shipment Method	0	0	0	0	0	0	0	0	1	1	0	0
Updated VAT	0	0	0	0	0	0	0	0	2	0	0	0
Updated Weight and Dimensions	1	1	5	0	0	1	0	1	0	0	1	0

Waiting on
Updated
Prices and or
Parts

0	0	1	0	0	2	0	0	0	0	1	0
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**Normal
Process
Update
Totals:**

18	32	28	37	28	38	32	48	35	22	20	3
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