

Repair Paperwork Checklist

PLEASE DO NOT SEND A REPAIR FOR CHECKING UNTIL YOU CAN TICK ALL ITEMS ON THIS LIST

Do all parts for the same SRN together. LABOUR should always be at the top.

SRS and SRN on every line eg. "SRS***** SRN*****" (double space between and written on the same line)

Serial numbers on every LABOUR line and any lines for parts which have their OWN serial number. If the PART does not have a serial number, do not add the serial number of the main unit.

Serial number line must be above the SRS/SRN line and appear, "S/N:" E.g. "Labour for Microstim DB3

S/N: H000*****

SRS65*** SRN27***"

When there are multiple serial numbers on the same line, if they are consecutive, use a dash. E.g. "S/N: V05465-78", this covers 13 consecutive serial numbers. If serial numbers are not consecutive, use a double space instead of a comma.

E.g. "S/N: V01475 V01563" instead of "S/N: V01475, V01563"

The cover letter must be addressed to the person noted on the hospital/company/customer paperwork which was returned with the faulty item.

The delivery address must appear as per the PO, where provided. If no PO has been provided, delivery address is to match the hospital/company/customer paperwork which was returned with the faulty item.

Where a repair is signed as complete, ensure the priority is changed from 7 to the appropriate priority and where a PO has been received, ENSURE the PO number is entered into Opera.

Check if the repair is for a proforma or account customer, repairs should still be sent as proformas to proforma customers.

Repairs are processed in Goods In on the account from which they were purchased. However, invoice addresses are often changed, please ensure the order is placed on the correct account.

Do not process any repair paperwork that has not been signed off by repair admin. Ensure the correct line has been signed, e.g. if an order is required, ensure the order line is signed before processing.

C GREEN
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