

Title: Viapath Online Consumables User Guide

Document No: PATH-CUS-INS7

Version number 1.0

Review interval 2 years

Author Gabrielle Morrison

Authorised by **Michael Holder**

Effective date 16th October 2021

Department Customer Service

Version Number	Change Details	Date
1.0	Initial document	16/10/2021

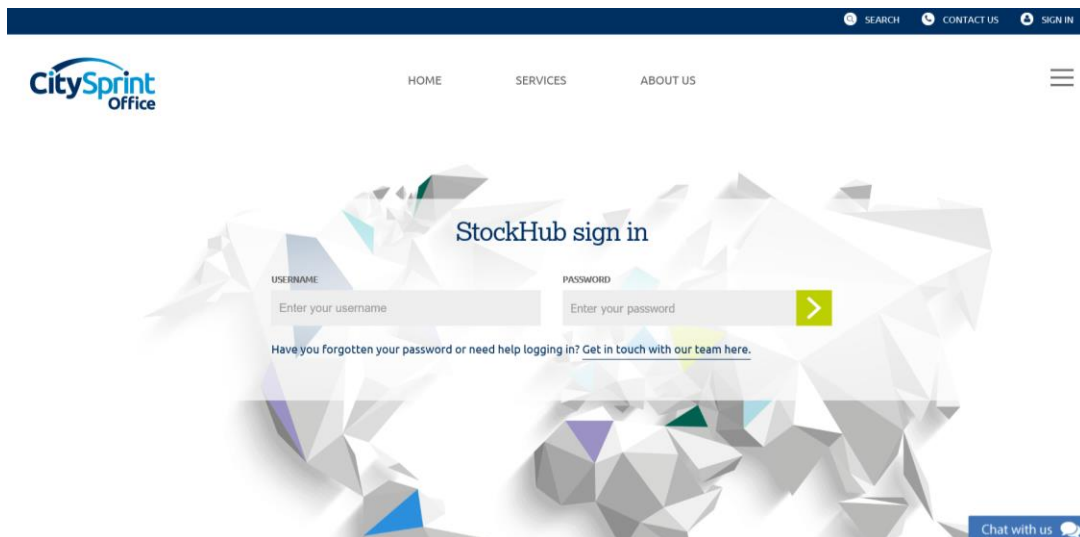
Contents

1.	Logging in.....	3
2.	Ordering Consumables	5
2.1	Single Items.....	5
2.2	Bulk Orders.....	7
2.3	Checkout	8
3.	Order confirmation	9

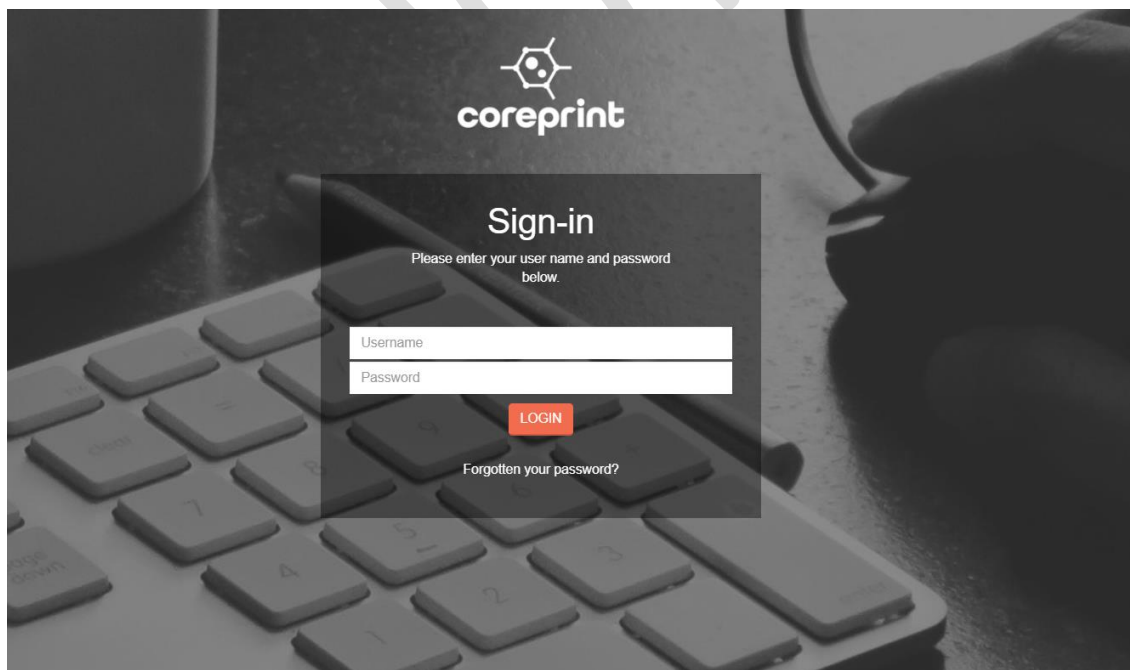
1. Logging in

To log into your account, go to <https://www.citysprintoffice.co.uk/stockhub-sign-in>

The log in screen will show one of the following sign in screens.

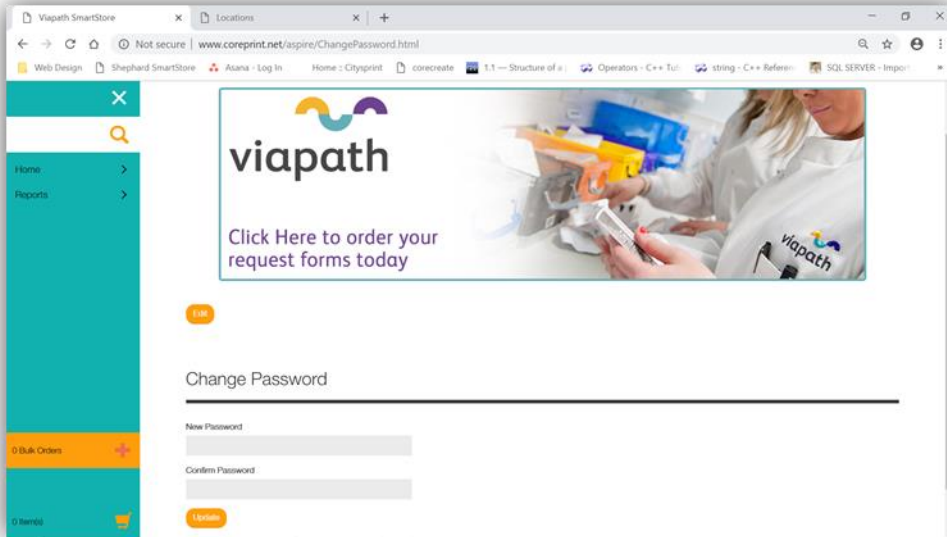


Or

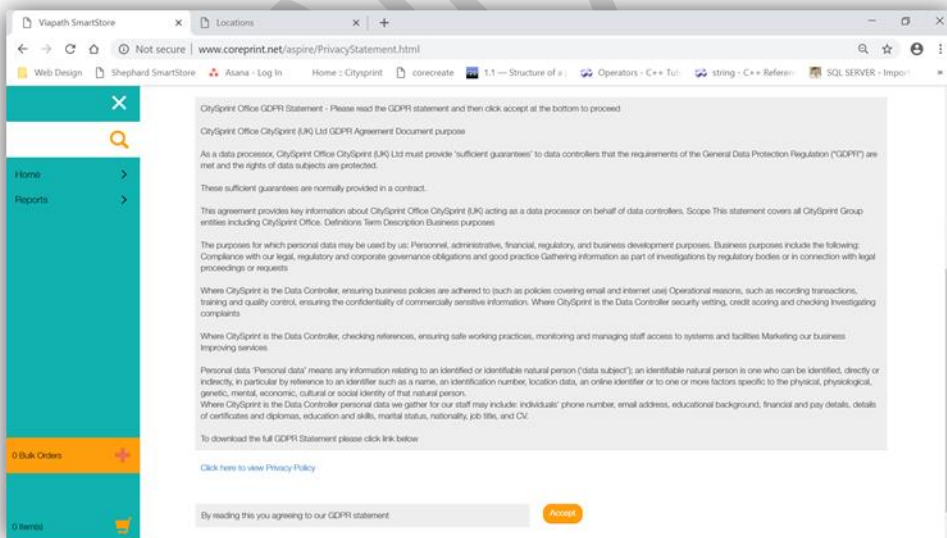


Enter your username and password. Your username will be the email address you provided all in lower case.

When you log in for the first time you will be required to change your password.



Once you have successfully changed your password you will be required to acknowledge the GDPR statement.

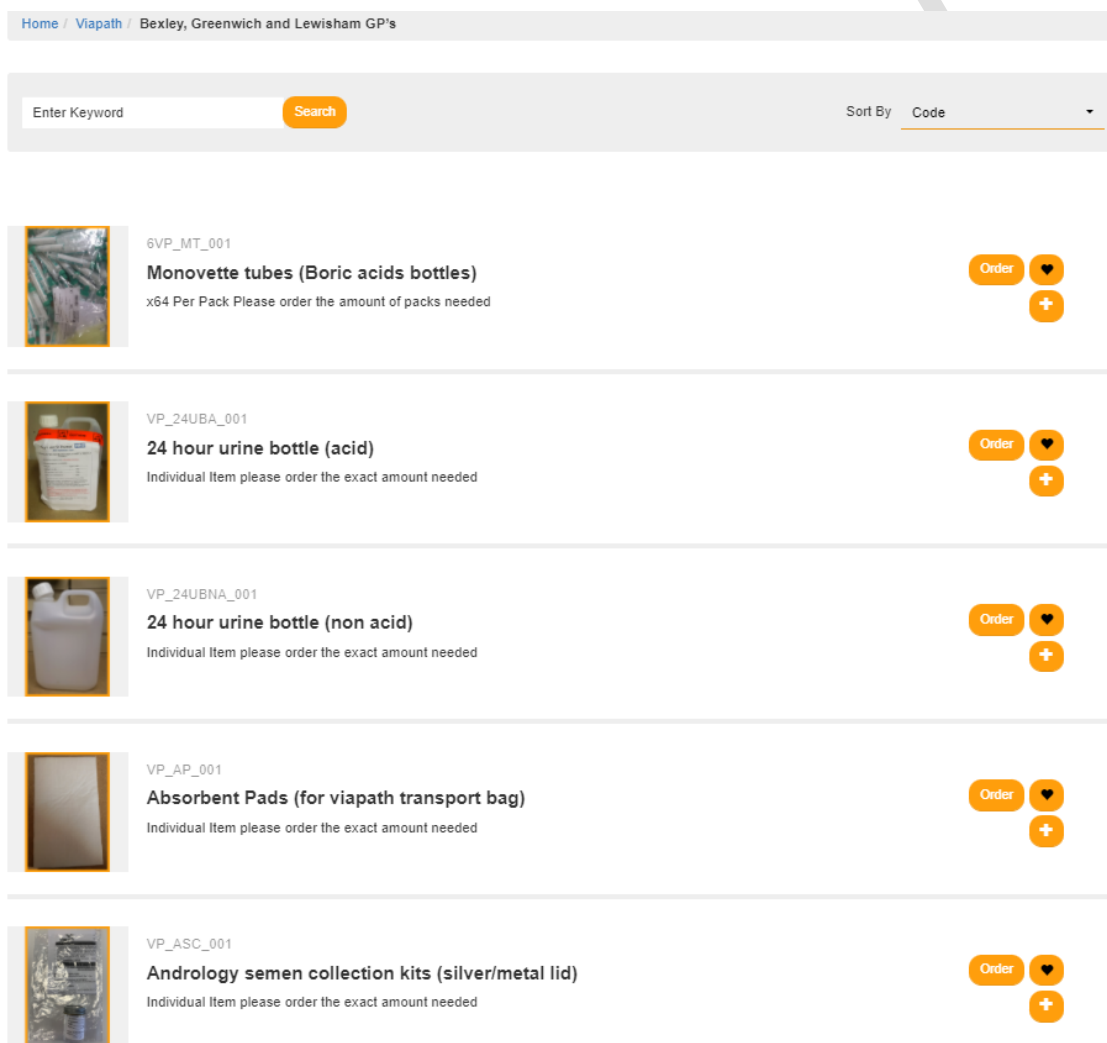


2. Ordering Consumables

A list of products that can be ordered will be seen with the category, you have two methods of ordering

2.1 Single Items

To order an item either enter the name in the search field or click order next the item(s) required.

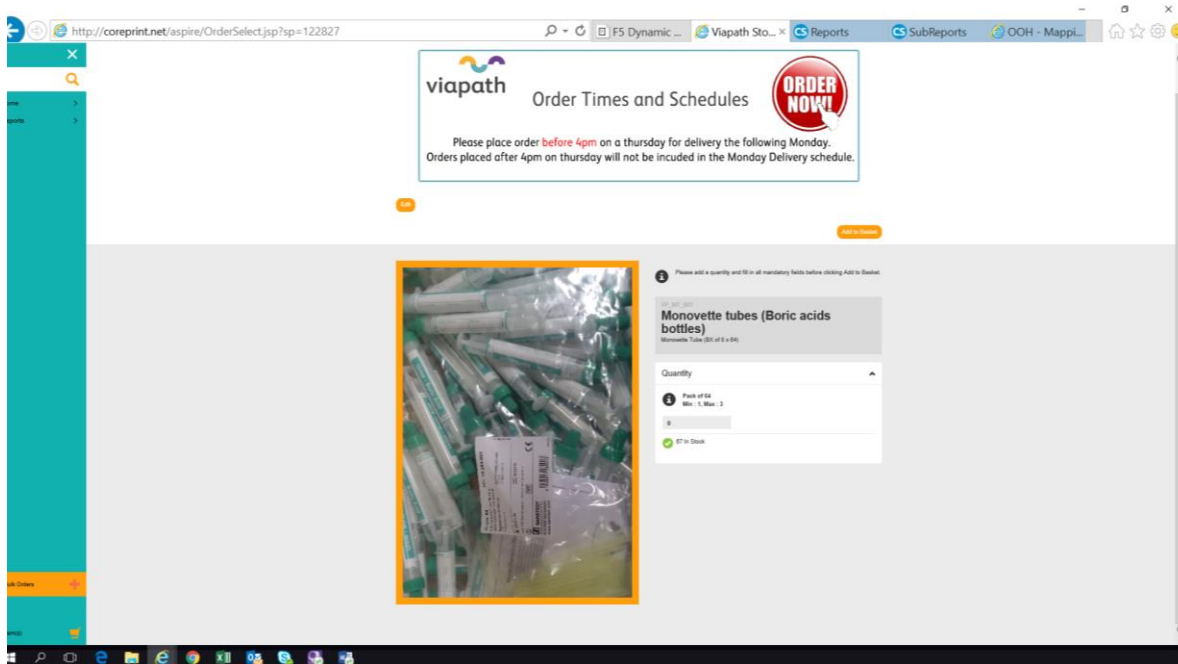


The screenshot shows a web interface for ordering consumables. At the top, there is a breadcrumb trail: Home / Viapath / Bexley, Greenwich and Lewisham GP's. Below this is a search bar with the text 'Enter Keyword' and an orange 'Search' button. To the right of the search bar is a 'Sort By' dropdown menu currently set to 'Code'. The main content area displays a list of five products, each with a small image, a code, a title, a description, and an orange 'Order' button with a heart icon and a plus sign.

Code	Product Name	Description
6VP_MT_001	Monovette tubes (Boric acids bottles)	x64 Per Pack Please order the amount of packs needed
VP_24UBA_001	24 hour urine bottle (acid)	Individual Item please order the exact amount needed
VP_24UBNA_001	24 hour urine bottle (non acid)	Individual Item please order the exact amount needed
VP_AP_001	Absorbent Pads (for viapath transport bag)	Individual Item please order the exact amount needed
VP_ASC_001	Andrology semen collection kits (silver/metal lid)	Individual Item please order the exact amount needed

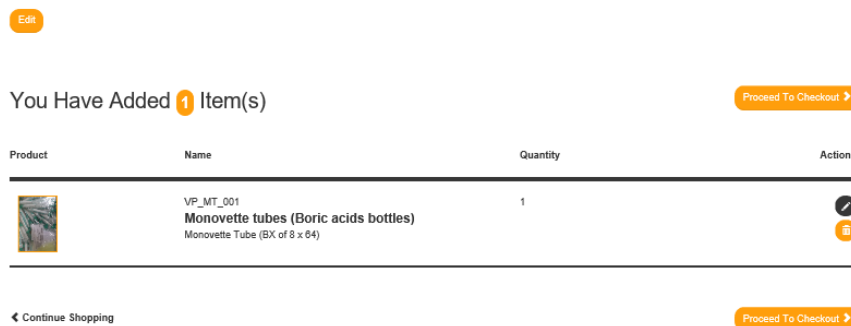
1. Click the "order button" to be taken into the product.
2. Select a quantity
3. Add the product to the basket
4. Add a cost centre to proceed

Click 'Home' and repeat steps 1-4 to add further products



Each item will have a specific unit of measure. Some will be per item, others will be in packs. If in packs then the quantity per pack will be displayed and the number of packs required will need to be selected for the order.

Once quantity selected click add to basket. The items will then be added to the basket as part of the order.



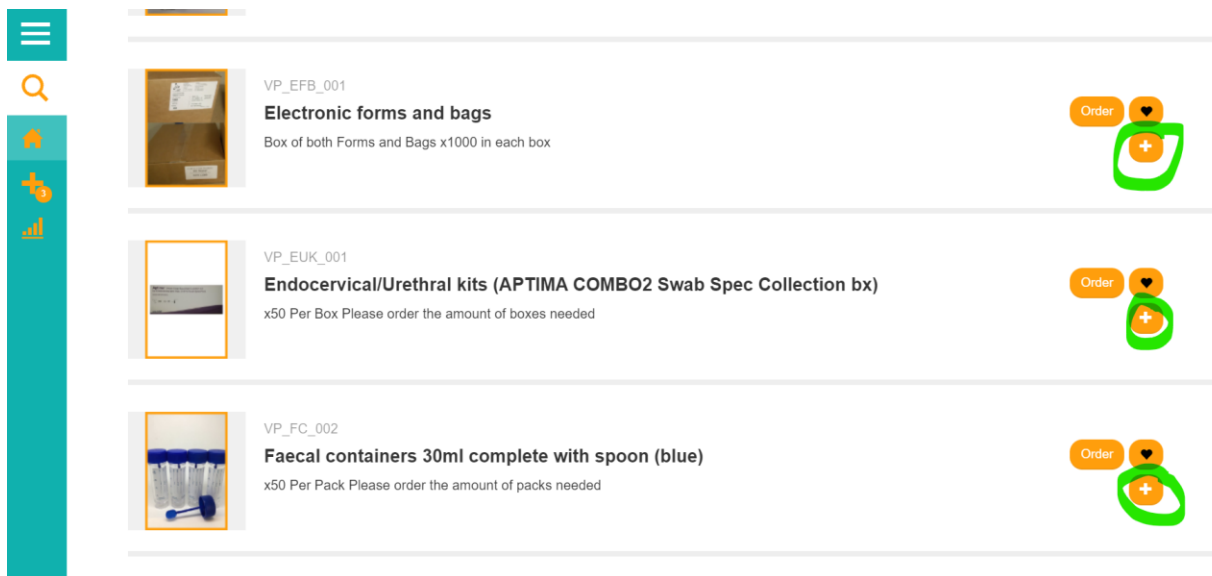
If you require more items to be added then click the continue shopping button, alternatively click proceed to checkout once order is complete.

A guide to the checkout is in section 2.3

2.2 Bulk Orders

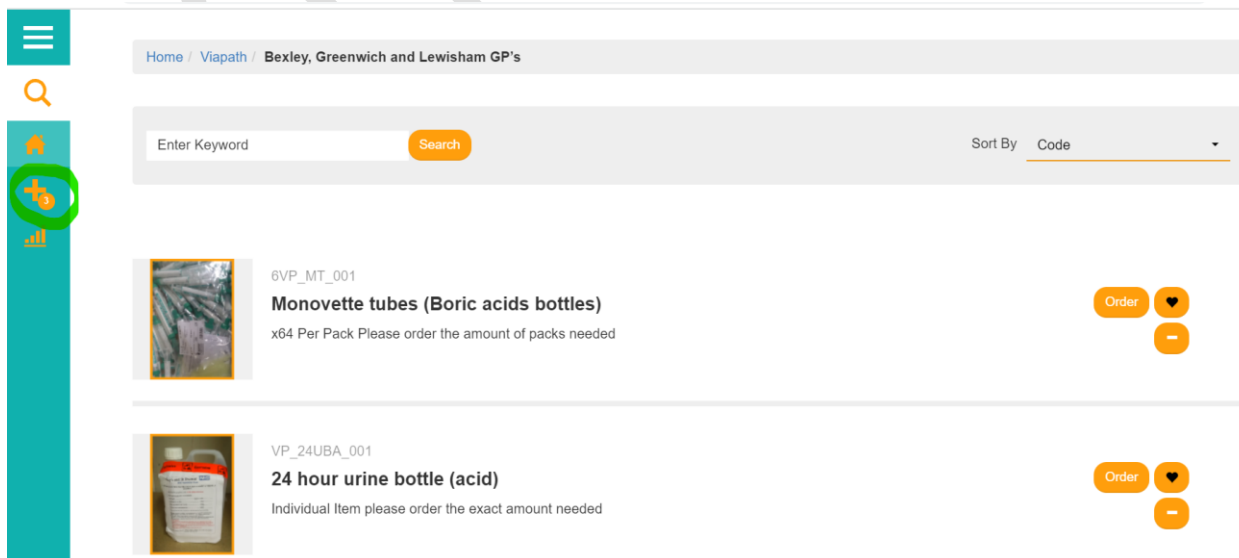
This option will allow you to quick click order and add individual quantities in one process just before the basket page.

Click the "+" button to add product to the bulk order function.



You can continue shopping through each category by repeating this step for all required products.

Once you have finished shopping, click the plus icon and this will take you to your basket where you can add order quantities for each product. Proceed to check when complete. **(see section 2.3)**



2.3 Checkout

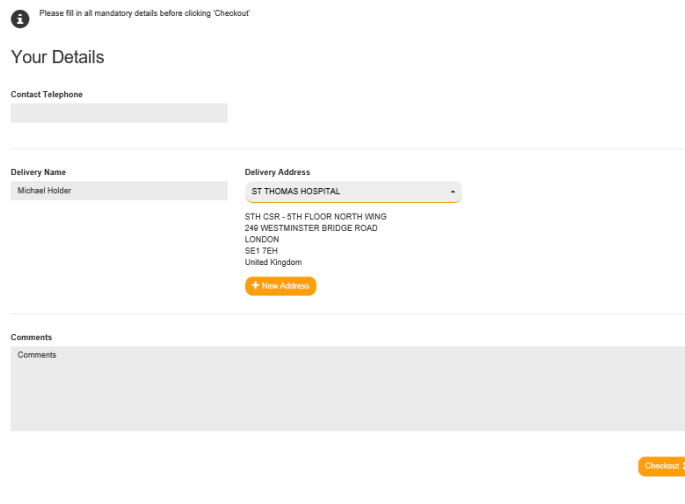
When finished click basket icon to review your order.

Click "Proceed to checkout" button.

If you want to order something else, you can click "continue shopping"

Once your order is completed and you're ready to submit the order you should click the proceed to checkout button.

At this stage you will be required to enter your details for delivery and add comments if required.



The screenshot shows a checkout form with the following sections:

- Message:** Please fill in all mandatory details before clicking 'Checkout'
- Your Details:**
 - Contact Telephone: [input field]
- Delivery Name:** Michael Holder
- Delivery Address:** ST THOMAS HOSPITAL
STH CSR - 5TH FLOOR NORTH WING
246 WESTMINSTER BRIDGE ROAD
LONDON
SE1 7EH
United Kingdom
[New Address button]
- Comments:** [text area]
- Checkout:** [Checkout button]

Click "Checkout" to place your order. You will be taken to a confirmation page with your order number for reference which should be used to raise any queries.

For order confirmation see section 3

3. Order confirmation

On successful completion of an order, you will be sent an email containing the order details (items, quantities, address and order reference number) see below:

Dear [REDACTED]

Thank you for your order. Your order information appears below.

Order Number 1154

Delivery Address

[REDACTED]
591 WESTHORNE AVENUE
ELTHAM
LONDON
SE9 6AW
United Kingdom

Product Code	Product	Details	Quantity
VP_LBC_001	Liquid Based Cytology kits		2
VP_PCB_001	Pink Cytology Bags		50

Comments
Please deliver Friday 15th feb 2019