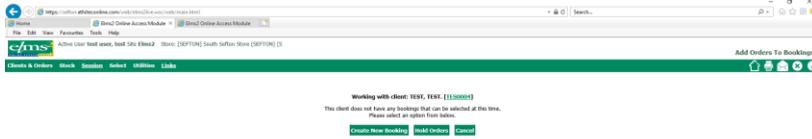
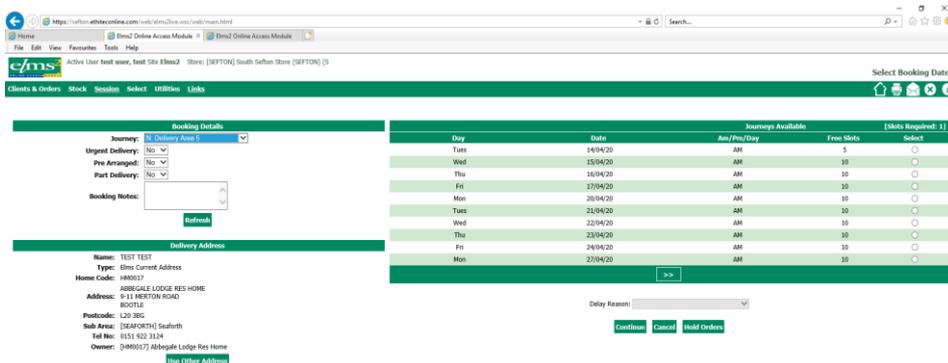


1. Booking the delivery



In the image shown above, the options are to create a new booking, hold the booking, or cancel. Sometimes if an existing delivery has been booked by someone else you can add to their delivery. Please use this option to save on delivery journeys. Do not book separate delivery slots for each piece of equipment.

When you create a new booking, you will see the dates available for your delivery. Click into the circle on the right for the delivery journey you require.



On the left-hand side, you can arrange to collect the order from a designated site such as the store. Use the journey drop down to select this. For home deliveries leave the journey at the default delivery area 1,2 5 or 6.

Continued

If you have arranged with the client to deliver on a given date let the service know by setting the field, pre-arranged, to yes.

Notes are notes about the delivery on this occasion e.g. Mr Smith next door has a key, do not expect notes requesting phone calls pre-delivery date to be actioned if they are entered here. The driver will be the first person to see this note on the day of delivery.

You can arrange to have equipment delivered to a different address from the client's permanent address by selecting 'use other address.' This is not a permanent move, this is a one-off delivery to that address.

When you have selected the day of delivery and completed the right-hand side of the screen as required press 'continue.'

This leads to a print out of your order which is now complete.

This print out has some important features particularly in relation to urgent and two person deliveries.

2. Two person deliveries and urgent cases

For heavier equipment the service needs to send two drivers to fit equipment. For this reason, referrers are not permitted to book the journey date for the delivery. This is controlled by the team at the store.

These deliveries automatically go on-hold and a notification is sent to the team advising of the held booking.

Some two person deliveries will be pre-arranged for a given date by the referrer and in the case of very urgent cases, urgent pressure care, unplanned hospital deliveries and end of life cases some deliveries may be needed the same day as the order.

Referrers should use the email function on the print out page to notify the service of their requirements. Press the email tab.

Continued

The following Delivery orders were successfully placed on the system. You may wish to print this page out for future reference.

[Print](#) [Printer Friendly](#) [Finish](#) [Sign For](#)

Client Details

Name: MR TEST TEST
 Elm Code: TESS004
 NHS Code: L21212122
 IAN/ICS: 54321

Booking Details

Booking ID: BK00741111
 Delivery Date: 16/04/20
 Delivery Type: Normal
 Urgent: no

Status: on jry
 Pre Arranged: yes
 Part Delivery: no

Notes: Phone daughter 1 hr before

Address: ABINGALE LODGE RES HOME
 9-11 MERTON ROAD
 BOUTLE
 L20 9BG
 0151 922 3124

Order No 57

Item: 0002: SLURF FOOT BATH BOARD
 Requested Date: 09/04/20
 Assessment Date: 09/04/20
 Authorisation:
 Loan or Hire: Loan
 Priority: Within 7 Days
 Referrer: test user test
 Notes:

Qty: 1
 Contact:
 Requisition No:
 Referred Date: 09/04/20
 Status: allocated

Order No 58

Item: 0002: Standard Perching Stool Adjustable Height
 Requested Date: 09/04/20

Qty: 1
 Contact:

Send To:

CC Myself

Subject: Client TESS004, Booking BK00741111

Details:

Attachments: Delivery Note BK00741111

[Send](#) [Cancel](#)

Send the email to equipment.service@sefton.gov.uk detailing your requirements.

These emails are approved for GDPR purposes and should be used to pass on extra messages relating to your order not entered elsewhere.

Contact details for the service.

Tel 0151 288 6212

Email equipment.service@sefton.gov.uk

09.04.2020