

NetSuite—Submitting a Service Order

Document Number	MRKT-11	Version	0
Document Owner	Management	Department	All
Site	All		
Document Type	Marketing		

Note: Steri-Tek customers need to have access to the customer portal to enter orders. See MRKT-10 for instructions.

Important!

Shipping addresses and account information must be saved in Manage Address and Manage Shipping, respectively, to be selectable during SVO entry. See MRKT-10 for more information.

Initiate a Service Order (SVO)

1. In the SteriTek Home page under **My Requests**, click **Enter Service Order**

Customer Center - SteriTek Home Links

Find Link...

EXPAND ALL COLLAPSE ALL

- My Orders**
 - View Service Order
 - View PPS
- My Billing**
 - Print a Statement
 - View Invoices
- My Information**
 - Manage Contacts
 - Manage Shipping
 - Manage Address
- My Requests**
 - Enter Service Order**

Complete SVO – Main section

Note: Tool Tips can be accessed to assist with field entries by clicking the field title you would like more information about.

Main

Please ensure your address(es) and shipping accounts are up to date prior to filling out the form.

ID

To Be Generated

CUSTOMER *

SUBSIDIARIES *

PPS *

PROCESSING TYPE

PO NUMBER *

TURNAROUND TIME

DETAILED TURNAROUND TIME

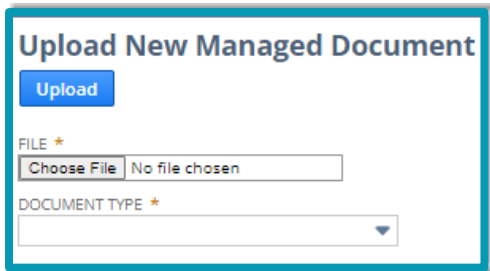
DEA SERVICE ORDER? Yes

UPLOAD ANY SPECIAL ADDITIONAL DOCUMENTS. DO NOT USE THIS FOR CSSR , WHICH IS PROVIDED FOR FURTHER BELOW

UPLOADED DOCUMENT

NetSuite—Submitting a Service Order

1. Select Steri-Tek subsidiary where the product will be sent (i.e., Steri-Tek (Fremont) or Steri-Tek (Dallas))
2. Enter **PO Number** associated with intended order
3. Select the desired **Turnaround Time** (*TAT is not selectable for Non-Routine – Non-Validated orders*)
4. (Optional) Select **Upload File** to attach any additional documents other than FORM-18 *Controlled Storage Shipping Record (CSSR)* for DEA registered customers. Uploaded documents will appear under **Order Documents**.



- **Choose File** to select a document from the computer
- Select a **Document Type** from drop-down list
- Click the **Upload** button when information is complete

Document Types	
Amendments	R&D Special Instruction Amendment Form or Process Code Amendment Forms
Customer Forms	Customer forms required for the order or for reference
Customer Purchase Order	PO or invoice documents related to the order
Lot Number Manifest	List detailing Product Names, Lot Numbers, and Part Numbers associated with the order. Must be submitted as an Excel sheet for orders with greater than 5 Lot/Part numbers.
Memorandums	Memos providing additional information or justifications
Safety Data Sheets	SDS document providing information about Hazards associated with product
Shipping	Packing or unpacking instructions, Shipping labels, Bill of Lading, etc.
Steri-Tek Forms	Steri-Tek controlled forms required or for reference

5. Select the corresponding PPS code for the product (*Displayed fields will differ with Processing Type*)
 - a. See [Validated PPS](#) for validated Process Codes, including Dose Verification Specifications (DVS)
 - b. See [Routine – Non-Validated PPS](#) for R&D orders
 - c. See [Non-Routine – Non-Validated PPS](#) for Dose Map Services or Validation Services orders

Note: the website may take several seconds to update the form with the chosen PPS code

Processing Information

Validated PPS

1. Most information will automatically populate from the validated Product Process Specification (PPS). Review for accuracy.

Important!

If **Processing Information** appears to be incorrect, please contact Steri-Tek before placing an order.

2. Select **Yes** if your order requires **Temperature Monitoring**. (*Steri-Tek will not provide indicator/device*)
3. (Optional) Enter additional **Processing Special Instructions** not documented on the PPS.
 - a. For clarity, separate instructions with a line break.

Routine – Non-Validated PPS

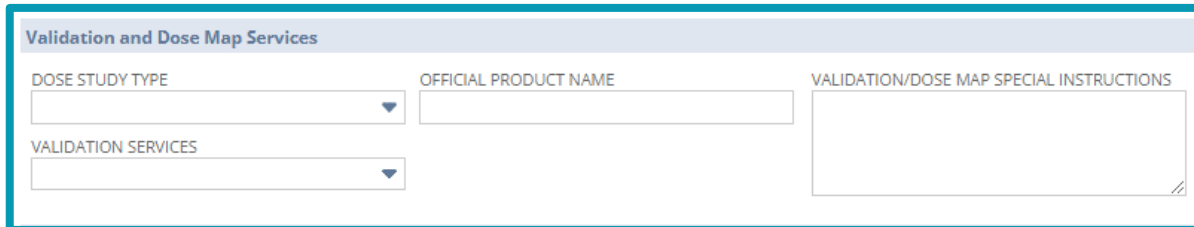
1. Enter **Target Reference Dose**, **Acceptable Reference Low Dose**, and **Acceptable Reference High Dose**.

Note: It is customary to have ± 2 kGy target range for orders targeting ≤ 20 kGy or $\pm 10\%$ target range for orders with a target reference dose of > 20 kGy.

2. If the target dose will be divided into multiple passes:
 - Enter each dose increment separated by a “+” in **Target Reference Dose** (ex. Target Dose of 30 kGy in 3 passes = “10+10+10”)
 - Select **Yes** for **Split Dose**
 - Enter total number of passes in **Total Doses**
3. If **No** is selected for Split dose, enter “1” for **Total Doses**
4. Select **Yes** if product will be repacked in Steri-Tek standard **Repack** boxes.
5. Select **Yes** if **Cryotote** processing is required.
6. Enter if **Shielding Required**; specify necessary shielding in **Processing Special Instructions**.
7. Select **Yes** if your order requires **Temperature Monitoring**. (*Steri-Tek will not provide indicator /device*)
8. (Optional) Enter # of **Internal Dosimeters For R&D**
9. Select the required **Environmental Conditioning** from the dropdown menu.
 - If no conditioning is required, select **Ambient**.
 - If conditioning is required, enter **Minimum Dwell Time** and **Maximum Dwell Time**, if applicable, in minutes. If no conditioning is required, enter “0”.
10. (Optional) Enter additional **Processing Special Instructions** not documented on the PPS.
 - For clarity, separate instructions with a line break.
 - If Processing Special Instructions exceeds 15 lines, download, complete, and upload the R&D Special Instructions Amendment Form.

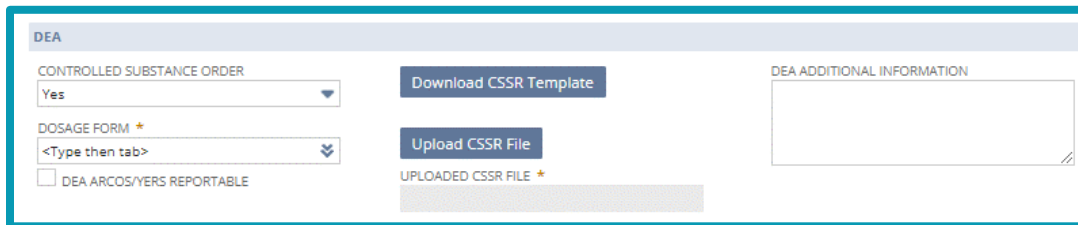
Non-Routine – Non-Validated PPS

1. Radiation Services orders will contain **Processing Information** and **Validation and Dose Map Services** sections. Complete **Processing Information** as described in [Routine – Non-Validated](#).



2. Select the desired **Dose Study Type** or **Validation Service** from the drop-down menu.
3. Enter the **Official Product Name** for being sent for the study.
4. (Optional) Enter additional **Validation/Dose Map Special Instructions** for Radiation Services.
 - For clarity, separate instructions with a line break.

DEA Information



1. If product being sent is not considered a Controlled Substance, select **No** in **Controlled Substance Order** field and continue to Inbound Shipment.
2. For DEA controlled substance orders:
 - Click on the **Download CSSR Template** button to retrieve FORM-18 *Controlled Storage Shipping Record*.
 - Enter necessary information to create a CSSR.
 - Select **Upload CSSR File** to upload the Excel file
 - Select the **Dosage Form** for the product in the order.
 - Select the **DEA ARCOS/YERS Reportable** checkbox, if applicable per 21 CFR Part 1304
3. (Optional) Enter any **DEA Additional Information**

Shipping Information

Inbound Shipment

Information provided in this section is primarily used by the Receiving department at Steri-Tek.

1. (Optional) Enter the estimated **Arrival Date**
2. Enter the **Number of Pallets** and **Number of Shipper Boxes**
3. Enter the ratio of processing units held within a shipping box in **Processing Units/Box Count**
4. If available, provide the shipping **Tracking Number**
5. For DEA Controlled Substances, enter the **Shipper DEA Number**
6. If you would like Steri-Tek to handle product within the shipper box, select the checkbox to grant Steri-Tek permission.
7. (Optional) Enter additional **Pre-Processing Special Instructions** not documented on the PPS.
 - a. For clarity, separate instructions with a line break.
 - b. For R&D orders, if Pre-Processing Special Instructions exceeds 15 lines, download, complete, and upload the R&D Special Instructions Amendment Form.

Outbound Shipment

Information provided in this section is primarily used by the Shipping department at Steri-Tek.

1. Select **Yes** if product needs to be returned on **Dry Ice**
2. Enter the dollar amount that product should be **Insured For**.
3. Select **Contact When Done** checkbox if Steri-Tek needs to notify when product has been processed.
4. (Optional) Enter additional **Additional/Special Shipping Instructions** not documented on the PPS.
 - o For clarity, separate instructions with a line break.

Items

Items Locations & Contacts Order Documents

Enter mandatory fields below. Outbound location will default to 1 for each item unless otherwise selected. Outbound location addresses are in the Outbound section of this form. Note that for R&D and non-validated orders, you don't need to select items. Instead, you can choose the item description field. Please ensure you either enter the Lot Number or upload the Lot Number Manifest using the designated Upload File button provided in the Main section. Only Excel files will be accepted for the Lot Number Manifest.

ITEM	ITEM DESCRIPTION	PART NUMBER	LOT NUMBER	PROCESSING QUANTITY*	PROCESSING UNITS	OUTBOUND LOCATION NUMBER
						1

Information may automatically populate according to the selected **PPS**. All the information should be reviewed, and the mandatory fields must be completed.

- **Item Description** and **Processing Units** will auto-populate for validated PPS. PPS containing multiple items, remove any not being sent with order.

Note: If auto-populated items are incorrect, review that the correct PPS was chosen in the [Main section](#).

- For non-validated PPS, enter product name for **Item Description** and select the **Processing Unit** using the drop-down menu.
- Enter the **Part Number** and **Processing Quantity**
- Enter **Lot Number**
 - If a lot manifest has been uploaded, enter “See Attached Manifest”
 - If a lot manifest has not been uploaded, enter the lot number
- Assign an **Outbound Location Number** if shipping to multiple locations, up to three.

Locations & Contacts

Reminder!

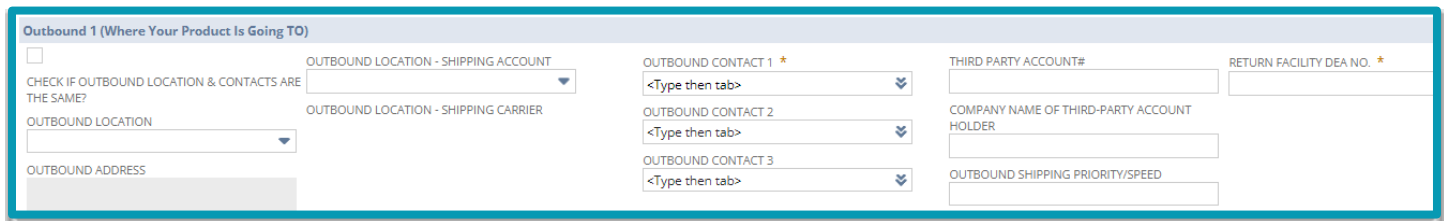
Shipping addresses and account information must be saved in Manage Address and Manage Shipping, respectively, to be selectable during SVO entry. See MRKT-10 for more information.

Inbound (Where Your Product Is Coming FROM)

1. Select location product is being shipped from
2. Select one to three **Contacts** for receiving support
3. Enter **Inbound Carrier**

Outbound (Where Your Product Is Going TO)

Selecting the checkbox will auto-populate the **Outbound Location** and **Contacts** using Inbound information.

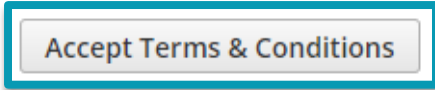


1. If outbound location is different from Inbound, select the location product will be shipped to.
2. Select a **Shipping Account** or enter information for third party shipping.
 - a. Selecting a **Shipping Account** from dropdown menu will auto-populate carrier and speed.
 - b. For third party enter **Third Party Account #**, **Name of Third Party Account Holder**, and **Outbound Shipping Priority/Speed**
3. If outbound contacts are different from Inbound, select one to three **Contacts** for shipping support.
4. For DEA Controlled Substances, enter the **Return Facility DEA Number**

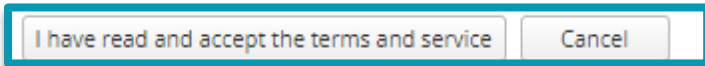
Submitting Order

Before an order can be submitted, the terms and conditions must be accepted.

1. Click on the **Accept Terms & Conditions** button to review the Steri-Tek Terms of Sale



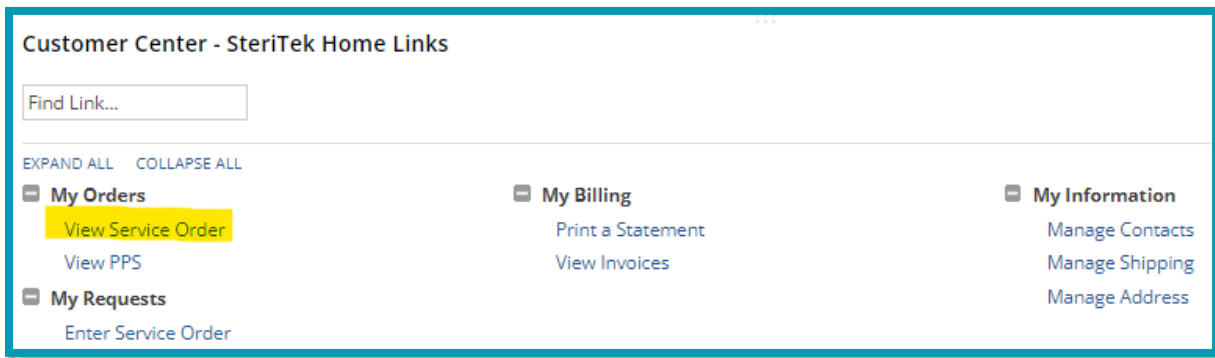
2. Click the **I have read and accept the terms and service** button to accept.



3. Once the Steri-Tek Terms of Sale have been accepted, click the **Save** button to submit the order. **Acceptance Status** will be changed to “Pending Approval” and an email will be sent to Steri-Tek Receiving department.
4. Print and attach the completed SVO with the product being shipped to Steri-Tek.



Checking Order Status



1. In the SteriTek Home page under **My Orders**, click **View Service Order**
2. Service Order List will display with an **Acceptance Status** column.
 - a. **Pending Approval** – SVO has been received by Steri-Tek and is under review.
 - b. **Customer Input** – A discrepancy was identified on the SVO and Customer edits are required. Details will be provided under **Reason** field in the main section of the SVO.
 - c. **Accepted** – SVO has been accepted and a Job Number assigned to the order for processing.
 - d. **Cancelled** – SVO has been voided.

MRKT-11 (DOC-5154) Ver. 0

Approved By:

[\(CO-1763\) NetSuite MRKT Documents](#)

Description

Revise MRKT-10 to cover Customer Portal training topics only. Remove the Order Submission section and Job Status tracking. Update Managing Contacts, Addresses, and Shipping account information to align with new Portal format. Initial Release of MRKT-11 "NetSuite - Submitting a Service Order" to include Order Submission instructions for customers.

Justification

For clarity and ease of information, MRKT-10 was split into two separate documents (MRKT-10 "NetSuite Customer Portal Training" and MRKT-11 "NetSuite - Submitting a Service Order"). Changes made to MRKT-10 are made to align with developments done during Phase 1 of NetSuite implementation conducted by Supplier Jobin & Jismi. Updating instructions to the current process will improve documentation and customer understanding of the customer portal and SVO submission processes.

Assigned To:	Initiated By:	Priority:	Impact:
Angelica Polo	Angelica Polo	High	Minor

Version History:

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