



Main Account <viamedinbox@gmail.com>

RE: PO-28416

1 message

Emilie Naylor <e.naylor@ortus.co.uk>

22 November 2022 at 15:27

To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Cc: "sales@viamed.co.uk" <sales@viamed.co.uk>

I accept the added £12 carriage, please proceed with the part shipment

**Emilie Naylor**

Buyer / Material Controller

t: 0845 459 4705

e: e.naylor@ortus.co.ukw: www.ortus.co.uk

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t: +44 (0)845 459 4705 e: hello@ortus.co.uk

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 22 November 2022 15:24
To: Emilie Naylor <e.naylor@ortus.co.uk>
Cc: sales@viamed.co.uk
Subject: Re: PO-28416

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Hi Emilie,

Yes, we would just need you to confirm that we are OK to add an additional £12.00+VAT carriage to the order to cover the part-shipment.

If that is OK, please just advise using 'reply to all' so as to cc my colleagues in the sales office and we will amend the order.

Best Regards,

Steve Hardaker
 Technical Support Manager
 Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

Website: www.viamed.co.uk
 email: steve.hardaker@viamed.co.uk
 Tel: +44 (0)1535 634542
 Fax: +44 (0)1535 635582

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On Tue, 22 Nov 2022 at 15:08, Emilie Naylor <e.naylor@ortus.co.uk> wrote:

Hi Steve,

Is it still possible to pull the 20 forward?



Emilie Naylor

Buyer / Material Controller

t: 0845 459 4705

e: e.naylor@ortus.co.uk

w: www.ortus.co.uk

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**Ambulance
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Forum**



16
Sept
**Great Western
Air Ambulance
Charity
Symposium**



21-22
Sept
**Emergency
Services**
Show, NEC



From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker

Sent: 11 November 2022 16:11

To: Emilie Naylor <e.naylor@ortus.co.uk>

Subject: Re: PO-28416

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Hi Emilie,

I've chased this up and the estimated delivery date on these is still 7th December to us. I have asked if there is any possibility of getting these sooner and the factory will see what can be done, but there are a lot of urgent manufacturing jobs already in the pipeline and the lead-time for bulk orders is approximately 6 weeks.

Bearing that in mind, if you will need more of these after this immediate order, you will need to factor in a 6-week (or 8 weeks to be safe) lead-time when placing your next order.

We have 20 sensors on the shelf if that will help in the meantime. If you want those, we can ship those next week, just let me know.

Best Regards,

Steve Hardaker
Technical Support Manager

Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

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email: steve.hardaker@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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On Fri, 11 Nov 2022 at 13:45, Emilie Naylor <e.naylor@ortus.co.uk> wrote:

Hi Steve,

Can you provide me with an update on this order, has anything changed? Can you bring the ETA forward at all?



Emilie Naylor

Buyer / Material Controller

t: 0845 459 4705

e: e.naylor@ortus.co.uk

w: www.ortus.co.uk

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker

Sent: 20 October 2022 12:38

To: Emilie Naylor <e.naylor@ortus.co.uk>

Cc: Peter Benson <p.benson@ortus.co.uk>

Subject: Re: PO-28416

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Hi Emilie,

Sorry, you should have been sent a confirmation from our sales office. The order was received and is awaiting completion of manufacturing.

I've been discussing this with Peter and am aware that you need these in November but I have just had confirmation this morning that the estimated delivery date on these is 7th December to us, so we should be able to get them processed and straight back out to you by 9th November.

I appreciate that this is 8 weeks from placement of order, which is a couple of weeks longer than the 4-6 week lead-time that we generally estimate, but the manufacturing queue is quite full at the moment, so it is always best to check lead-times in advance if ordering larger volumes.

This may not help much, but we have 20 sensors on the shelf if that would help cover a few of the services prior to receiving the bulk of the order? If you want to do that, please let me know.

I look forward to hearing from you.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 20 Oct 2022 at 11:34, Emilie Naylor <e.naylor@ortus.co.uk> wrote:

Hi Steve,

Can you send me an order confirmation for PO-28416 please?

Thank you



Emilie Naylor

Buyer / Material Controller

t: 0845 459 4705

e: e.naylor@ortus.co.uk

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