



Kate Griffiths <viamed.kate.griffiths@gmail.com>

RE: Ultramax O2 Analysers

1 message

Tim Beacon <tim@medaid.co.uk>

16 December 2022 at 09:40

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

<kate.griffiths@viamed.co.uk>

Cc: Tony Royston <Tony.Royston@medaid.co.uk>, Amy Philpot <amy@medaid.co.uk>

Thanks

Please send the pro forma.

Very best wishes

Tim Beacon**Chief Executive****Tel** +44 (0) 1234 930 394 **Mobile** +44 (0) 7958 713657 **Fax** +44 (0) 8000 151 906

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker**Sent:** 15 December 2022 17:56**To:** Tim Beacon <tim@medaid.co.uk>; kate.griffiths@viamed.co.uk**Cc:** Tony Royston <Tony.Royston@medaid.co.uk>; Amy Philpot <amy@medaid.co.uk>**Subject:** Re: Ultramax O2 Analysers

Hi all,

We have looked into this and unfortunately, we simply cannot offer the full 40 at the old distributor price of £412.00 as the price to us has increased significantly and this would result in selling at a loss.

We hope to be able to get the further 25 units to make up the full order of 40 units before the end of the month for delivery the first week in January (or before if the logistics allow).

I've spoken to my Commercial Director and the best that we can do in order to facilitate a part-credit, part-proforma offer is as follows:

- 15-off @ £412.00+VAT = £6,180+VAT on 30-day terms
- 25-off @ £478.40+VAT = £11,960+VAT on proforma

In order to release the order, we would require pro-forma payment of £11,960+VAT up front, with the remaining balance of £6,180+VAT on 30-days from the date of invoice.

Please could you let me know your thoughts on this? I have cc'd my colleague, Kate in our sales office, who will be able to prepare the order and supply a proforma invoice. If you 'reply to all' on this email then the office can deal with this in my absence tomorrow.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: I am on leave from the end of Thursday 15th December to Monday 19th December with no access to email, please direct enquiries to our sales office on info@viamed.co.uk

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email: steve.hardaker@viamed.co.uk
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On Thu, 15 Dec 2022 at 15:51, Tim Beacon <tim@medaid.co.uk> wrote:

Thanks Steve

Yes this order has been a while coming, we do have another to follow.

So the bottom line is we need 40 with delivery as soon as for what you have in stock. We can pay a combination of account and pro forma. If we order them all now can we get the lower price?

Amy copied in can give an order number (my computer is new and is not talking to the system!).

Very best wishes



Tim Beacon

Chief Executive



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

Sent: 15 December 2022 15:19

To: Tony Royston <Tony.Royston@medaid.co.uk>

Cc: Tim Beacon <tim@medaid.co.uk>

Subject: Re: Ultramax O2 Analysers

Hi Tony,

That's great, I'm glad that we can get moving on this, it sounds like a great ongoing opportunity for both companies.

Referring to my email on 25th November, as we agreed to hold the price at £412.00+VAT until the year end for the existing stock, that would actually mean **14 units on this first order** will still be within your £6k credit limit if you want them.

We will need to re-stock after this, so future orders would be at a Distributor price (qty 5+) of £478.40+VAT, which then equates to 12 units per order.

If you can settle the invoice within 30 days, I will push for an increase on your credit limit with the aim of getting the order size up to 15 units if that is a better number for you.

I am on leave tomorrow but am back in on Monday. To ensure that you get this price, can you add the following note to the order: *"At previous Distributor Price as agreed by Steve Hardaker 25th November for existing stock"*. Please also add a carriage of £12.00+VAT to prevent any delays with our office contacting you to advise of this.

Please send your order to orders@viamed.co.uk along with the credit application form, and I will catch up with this on Monday.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 15 Dec 2022 at 14:41, Tony Royston <Tony.Royston@medaid.co.uk> wrote:

Hi Steve,

Thanks for your quick response and for offering us 30 days on account. We will get that paperwork to you ASAP.

We would certainly like to order those 15 analysers at £412 ex VAT as per your previous email. Would we be able to put them on account please? I will get you sent a P/O tomorrow.

We will probably have to split the order for the remaining 25 for the project needing 40, but we can work that out between us in the new year.

I'm pleased to be able to finally put some substantial business your way!

Kind Regards,

Tony.

Sent from my iPhone

On 15 Dec 2022, at 13:43, Steve Hardaker <office@viamed.co.uk> wrote:

Hi Tony,

Good to hear from you, it's good that progress is being made. I can see from your account that you have ordered 5 times before and paid by proforma, which is sufficient to allow us to offer you a 30-day credit account, subject to approval from our Accounts Department.

Please could you complete and return the attached form and I will speak to accounts to get you a credit account set up. It should be £6k (pre-VAT) on 30-days from invoice, but if you keep within terms, there will be the option to increase the limit.

We currently have 15 UltraMax O2 units in stock.

At a distributor price of £478.40+VAT, this would allow you 12 units per order before the account would need to be brought back into terms. Would that help you with pursuing these orders?

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 15 Dec 2022 at 10:43, Tony Royston <Tony.Royston@medaid.co.uk> wrote:

Good morning Steve,

Just had the stage payment for the very slow burning project through! Please can you update me with how many of those 15 analysers are still available?

Since we will be placing an order for 40 for this project, with more needed for an even larger project that begins in Q2 next year, could you revisit our payment terms? Anything you could do to improve on proforma would be much appreciated. We would of course be willing to supply business references etc if required.

Many Thanks,

Tony Royston

Head of Biomedical Engineering

Medical Aid International.

Sent from my iPhone

On 25 Nov 2022, at 16:17, Steve Hardaker <office@viamed.co.uk> wrote:

Hi Tony,

Thanks for the update. The price did unfortunately have to go up quite a bit after we spoke in October due to price increases from the manufacturer, the current pricing is as follows:

P/n: 0111265 - UltraMaxO2 Oxygen Analyser

Unit price: £598.00+VAT

Distributor price (qty 5+): £478.40+VAT

Carriage: £12.00+VAT per shipment

I appreciate that this is a hefty increase, but it is completely out of our control. If it will soften the blow, we have 15 units in stock that were purchased in before Maxtec increased the price, I don't expect these to last for long but if you can get the order from your customer before the end of the year, *and if we still have them in stock*, I could get these to you at the previous distributor price of £412.00+VAT. Anything after that means we are paying a higher price ourselves so it will have to be at the higher selling price.

I know that this is out of your hands at the moment, I've been there myself waiting on paperwork to clear and tenders to come to fruition etc, so I will leave it with you for now and wish you luck in gaining the orders.

Have a good weekend.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 24 Nov 2022 at 13:04, Tony Royston <Tony.Royston@medaid.co.uk> wrote:

Hi Steve,

Time to touch base...again!!! Just letting you know that we will still be wanting those 40 analysers, but the timeline to us receiving the first stage payment from the client has stretched in a very frustrating way! There's another project coming online soon that could require perhaps twice that number, and that would be a pilot phase!

I realise that you can't do much until we actually place an order, but we are anticipating we should be able to do that by the end of the year (and yes I am acutely aware that I've said similar things before!).

Please can you let me know the current price?

Many Thanks,

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Tony Royston

Head of Biomedical Engineering

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 29 September 2022 13:29
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Fwd: Ultramax O2 Analysers

Hi Tony,

Due to the sudden and unexpected drop in the exchange rate between GBP and USD, we are going to have to put the price of the UltraMax O2 up imminently.

I appreciate that this has a knock on effect to any prices you may have quoted, but if you are able to get an order in by the end of next week, we can honour any prices already provided. After that, I expect it will have increased. I will let you know when I hear more from the Commercial Director regarding this.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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----- Forwarded message -----

From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>

Date: Mon, 26 Sept 2022 at 12:00

Subject: Re: Ultramax O2 Analysers

To: Tony Royston <Tony.Royston@medaid.co.uk>

Good Morning Tony,

I hope you had a good weekend.

Just a quick follow up to see if you have heard anything on the UltraMaxO2 project? I'm sure that if there had been a significant development you would have been in touch but if anything at all has moved on this, any update would be appreciated.

Thanks in advance and I look forward to hearing from you.

Best Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 5 Sept 2022 at 11:23, Tony Royston <Tony.Royston@medaid.co.uk> wrote:

Hi Steve,

Thanks for the update. The bottom line is that we are currently waiting to get our first stage payment in for this project, so as soon as that happens we will place the order. We are informed that it will be this month, so I will let you know.

Many Thanks,

Tony.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 02 September 2022 18:17
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Re: Ultramax O2 Analysers

Hi Tony,

Just a quick update on the UltraMax O2 devices.

We still have 23 in stock, the manufacturing lead-time on the next 20 will be around 6 weeks as previously estimated.

I will wait to hear from you as to whether you require a revised proforma or proformas if you want to split over 2 orders.

Have a good weekend.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Wed, 31 Aug 2022 at 12:07, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Hi Steve,

Good to hear from you again. Thanks for the pricing; I'll get back to you in the next couple of weeks.

Best Regards,

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Tony Royston

Head of Biomedical Engineering

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 31 August 2022 11:15
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Ultramax O2 Analysers

Hi Tony,

Sarah is no longer working at Viamed so I will be happy to help you with this.

The good news is that as you are looking at higher volume orders, I can offer you the maximum distributor discount available. Distributor pricing requires a minimum of 5 units per order and we ask that you support your customers directly should there be any after sales support requirements, which I'm sure you are already doing. Distributor pricing is as follows:

P/n: 0111265 - UltraMaxO2 Oxygen Analyser

Unit price: £515.00+VAT

Distributor price (qty 5+): £412.00+VAT

Carriage: £10.00+VAT per shipment (rising to £12.00+VAT on 3rd October)

The overall price for 40 units, split over 2 shipments due to size and weight, would be £16,500.00+VAT (goods @ £16,480.00+VAT plus £20.00+VAT carriage). I've spoken to the Director responsible and unfortunately this is a higher credit limit than Viamed allows in order to limit exposure to risk, so the order would need to be on a proforma basis.

We currently have 23 units in stock, with an estimated lead-time in the region of 6 weeks for the remainder but I can get a better estimate when we place an order. If required, we could part ship some units.

Do you want me to send a revised proforma for 40 units, or perhaps 2 separate proformas for 20 each?

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Good Afternoon Sarah,

I hope you are well and that you survived the hot weather recently. It's been six months since we last communicated re supply of forty (40) Ultramax units, and we've been basically waiting that length of time for a go/no go for our overall project proposal. I'm delighted to say that it IS going ahead, so if you could please let me have up to date costs and lead time that would be much appreciated.

Previously we've either paid online or by proforma, but for this much larger quantity would you be able to offer credit account terms? For your information, this is actually phase one of what is intended to be a rollout to the whole country! From a training and healthcare capacity building perspective, it is a tremendous opportunity to impact a Developing World nation for many years. It will give significant visibility to ourselves and also of course the manufacturers and suppliers of the equipment we will be

sending, so perhaps you will be able to justify a helpful discount!

Kind Regards,

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Tony Royston
Head of Biomedical Engineering

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: 14 February 2022 10:36
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Re: Price for 15 Ultramax O2 Analysers

Hi Tony,

Hope you had a good weekend.

Thank you for your email and update.

Is the quantity still 40 units?

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

<http://www.viamed.co.uk>

Email sarah.walton@viamed.co.uk

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On Fri, 11 Feb 2022 at 15:34, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Hi Sarah,

I've just been speaking to Tim, our CEO about this. He's just about to send the final MOU agreement for signing by the client (basically the Government of the country). It's been a bit of a process of good-natured discussions to get this far. We anticipate getting it all agreed in the next couple of weeks, so what would be your best estimate of lead time from then please?

Have a good weekend.

Best Regards,

Tony.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: 10 February 2022 10:58
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Re: Price for 15 Ultramax O2 Analysers

Hi Tony,

Just wanted to catch up and see if you have heard back from your client regarding the project?

Kind regards

Sarah Walton

Customer Service Representative

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On Thu, 27 Jan 2022 at 16:03, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Hi Sarah,

Apologies for not replying sooner, but it's been rather busy here. I've just come off the phone to Steve, and I told him that we are currently waiting for the official paperwork confirming the client's order to us for the complete project. Until till then, we are realistically unable to place the order with yourselves.

I will let you both know next week how things are progressing, and hopefully when we can go ahead you will still have at least most of the quantity we need.

Thanks for your patience.

Best Regards,

Tony.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: 25 January 2022 08:33
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Re: Price for 15 Ultramax O2 Analysers

Hello Tony,

I am just following up to see whether you have received a confirmed order for the UltraMax units from your customer yet?

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

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On Wed, 19 Jan 2022 at 13:20, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Hello again Sarah,

Thanks for your latest reply. Would it be possible for you to give me a call to have a chat about this; my contact details are below? I believe you are working from home so that's probably the easiest way of doing it.

Many Thanks,

<image009.jpg>

Tony Royston

(PGCert Tech Management)

Head of Biomedical Engineering

Working Hours Mon-Fri 08:30 to 16:30 UK Local Time

<image009.jpg>

Tel +44 (0)1234 930 394 Mobile/WhatsApp +44 (0)7771 558 510

Unit 3, Firs Farm Business Park | Stagsden | Bedfordshire | MK43 8TW

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: 19 January 2022 12:42
To: Tony Royston <Tony.Royston@medaid.co.uk>
Subject: Re: Price for 15 Ultramax O2 Analysers

Hello Tony,

Thank you for the update.

I have attached the amended proforma invoice for your reference.

With regards to a lead time for 40 units, I have had to pass this onto our Commercial Director to find out from our supplier. Would partial shipment be accepted if we can not supply the full quantity in approximately 3 weeks time? As soon as I have all the information, I will let you know.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

<http://www.viamed.co.uk>

Email sarah.walton@viamed.co.uk

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On Wed, 19 Jan 2022 at 11:47, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Hello Sarah,

Thanks very much for the quote/proforma. Actually we've been talking again to the client and to cut a long story short we now need 40 of them!!! Please could you re-quote for that quantity? Would you be able to supply them in about three weeks time?

This is actually going to be phase one of a multi-phase project for this client if the initial phase goes well. We therefore anticipate further needs of these items perhaps in about six months time.

Kind Regards,

Tony.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton
Sent: 18 January 2022 15:53
To: Tony Royston <Tony.Royston@medaid.co.uk>
Cc: Tim Beacon <tim@medaid.co.uk>
Subject: Re: Price for 15 Ultramax O2 Analysers

Good afternoon Tony,

Thank you for your new order.

Please find attached a proforma invoice for your reference.

We currently have 20 units in stock, so as soon as payment has been received, we can arrange shipment.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

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On Tue, 18 Jan 2022 at 14:41, Tony Royston
<Tony.Royston@medaid.co.uk> wrote:

Good Afternoon Sarah,

I hope 2022 is going well for you so far; January seems to be rushing by!

Please could you quote for 15 Ultramax units for delivery to our Bedford premises? I anticipate needing them in the next month or so.

Best Regards,

<image009.jpg>

Tony Royston

(PGCert Tech Management)

Head of Biomedical Engineering

Working Hours Mon-Fri 08:30 to 16:30 UK Local Time

<image009.jpg>

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