



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

Fwd: *3 ORDERS ON HOLD* Epsom and St Helier University Hospitals NHS Trust

1 message

Main Account <office@viamed.co.uk>

14 February 2023 at 08:15

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

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

From: **Steve Baker** <Steve.Baker@stgeorges.nhs.uk>

Date: Mon, 13 Feb 2023 at 17:09

Subject: RE: *3 ORDERS ON HOLD* Epsom and St Helier University Hospitals NHS Trust

To: sophie.lines@viamed.co.uk <sophie.lines@viamed.co.uk>

Dear Sophie, hi and and may I thank you very much for letting us know. **I have now amended our POs**, to reflect the correct pricing you have kindly quoted below. This should enable your invoices to be matched and paid. May I thank you again. Yours sincerely, Steve

Steve Baker

Buyer & Customer Services

South West London Procurement Partnership2nd Floor Wandle Annex | St George's Hospital | Blackshaw Road | London | SW17 0QT

Helpdesk: 020 3322 3912

Mobile: 0782 440 6260

steve.baker@stgeorges.nhs.uk | www.swlondonprocurement.nhs.uk*(South West London Procurement Partnership is a shared service covering Croydon, Epsom & St Helier, Kingston and St George's NHS Trusts)*

Skills Development Network
Towards Excellence Procurement
Level 2

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Sophie Lines
Sent: 13 February 2023 16:22
To: Steve Baker <Steve.Baker@stgeorges.nhs.uk>
Subject: *3 ORDERS ON HOLD* Epsom and St Helier University Hospitals NHS Trust

Hi Steve,

I apologise for emailing you regarding this, however I can see we have emailed before and received a response, so I am hoping you can help.

We are struggling to get a responses regarding Purchase Orders from Epsom and St Helier that are currently on hold due to incorrect pricing. We have also tried to call, along with using the online form at www.swlondonprocurement.nhs.uk.

The three orders still affected are:

249240329**249240604****249240811**

All are on hold as the **pricing for the EyeMax Phototherapy Mask range is incorrect** and I believe the prices may need updating in your catalog/system.
Is there a central procurement email address we can use in future for such queries?

The correct prices are as follows:

1114005 - Regular (Blue) - Pack of 20 = £48.00
1114006 - Premie (Orange) - Pack of 20 = £46.00
1114007 - Micro (Green) - Pack of 20 = £42.00

EyeMax 2 Postage charges:

1 pack: £8.00
2 - 4 packs: £10.00
5+ packs: £12.00

Please can you let me know if we are able to proceed with orders 249240329, 249240604 and 249240811?

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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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Facebook Page: Search for Viamed Ltd

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