

## Order processing priorities

**Priority 1** URGENT, to be processed straight away.

a) Emergency shipment - obtain a Director's signed approval.

or

b) NHS TNT deliveries, but needs to be put onto the system by 11:30.

*Office – Send phone memo to Goods Out then place orders in picking tray.*

*Goods Out - If problems send phone memo to Office Staff and update back order active list.*

**Priority 2 – Courier required arranging – not UPS** Cut off time 11:30.

**References:** EXW – Customer courier account (all liability to customer)

**CPT** – Carriage charged to Viamed on customer behalf, consigned to TNT, Aramex etc (no insurance)

**CIP** – Carriage and Insurance paid, charged to Viamed on customer behalf, consigned to TNT, Aramex etc includes insurance, not separate line on order.

Exception: Order for Vandagraph Ltd all must be priority 2.

## Priority 3

**All orders over £250 value**

**(UK box up to 20kg excluding oxygen hoods)**

**Reference:** PPUPS1 (UK UPS), PPUPS6 (Export Standard),

**PPUPS7 (Export Express Saver) PPUPS8 (Export Express),**

**PPUPS10 (Export Expedited)**

UPS courier service – cut off time 13:30.

*Office – Review back order active list after 16:00.*

*If any problems or delayed shipment, then Goods Out will have updated active list.*

**Priority 4 – Reference: PPRD (UK Standard), PPSD (Special Delivery) – send phone memo to goods out if Special Delivery is required.**

Royal Mail services – cut off time 16:00.

*Office – Review back order active list after 17:00.*

*If any problems or delayed shipment, then Goods Out will have updated the list.*

### **Notes:**

**Office - If cut off time missed, input due date as the next working day.**

**Forward orders: Insert correct due date (shipping date) taking into account working days, bank holidays and transit times**

**Priority 7** Repairs - uncompleted

**Priority 8** Sales orders with queries requiring clarification.

*Must be placed in awaiting action tray in office.*

**Priority 9** On-site service at customer's premises