



Sophie Lines &lt;viamed.sophie.lines@gmail.com&gt;

**Re: FW: Viamed Invoice RVM148142-1 Reference 8749**

1 message

**helen lamb** <viamedinbox@gmail.com>

Fri, Feb 16, 2024 at 1:22 PM

Reply-To: helen.lamb@viamed.co.uk

To: accounts@arrabon.biz

Cc: janine.gill@viamed.co.uk, Sophie Lines &lt;sophie.lines@viamed.co.uk&gt;

Dear Karen

Unfortunately we had to change our credit card processing company. Square does not allow payments in other currencies I'm afraid.

The bank transfer system has not changed and we accept payments into our bank in any currency.

I am sorry for the problems this is causing you. It seems like bank transfer / swift payment is the best option for you so you can pay in US Dollars.

If you want to use card payment on some orders we can set a second account up for you in GB Pounds, for when you are wanting to pay by card.

Kind regards

Helen Lamb  
Accounts Director  
Viamed Ltd

<http://www.viamed.co.uk>Email: [helen.lamb@viamed.co.uk](mailto:helen.lamb@viamed.co.uk)Email: [helen.lamb@viamed.me.uk](mailto:helen.lamb@viamed.me.uk)

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On Fri, 16 Feb 2024 at 11:51, ARRABON - Karen Williams <[accounts@arrabon.biz](mailto:accounts@arrabon.biz)> wrote:

Good Day Janine,

I refer to the invoice attached you have mailed to Candice and I would like to get more information on how your new payment software works.

In the past we would always get a pro forma invoice in USD, which we then either paid via Swift transfer or in the case of a smaller amount, we would send an e-mail to Viamed authorising a credit card transaction.

With the new system we are sent a pro forma and we log in via a link to make the payment. If my understanding is correct, this only allows for payment in GBP. This will create an issue for us going forward when we do a Swift payment as the formal invoice we receive via e-mail (as per the attachment) is in USD.

Kindly confirm if this new payment system allows for the option to pay in USD. If not, I will have to discuss this with my manager and we should then revert to GBP.

Best Regards,

**Karen Williams**

**Bookkeeper**



Unit 12, Imperium Business Park, 16 Venturi Crescent,

Hennospark, Centurion, South Africa, 0157

**Tel:** 012 653 1886

**Int Tel:** +2712 653 1886

**e-Mail:** [accounts@arrabon.biz](mailto:accounts@arrabon.biz)

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**From:** Arrabon Procurement [mailto:[procurement@arrabon.biz](mailto:procurement@arrabon.biz)]

**Sent:** Friday, 16 February 2024 12:00

**To:** [accounts@arrabon.biz](mailto:accounts@arrabon.biz)

**Subject:** FW: Viamed Invoice RVM148142-1 Reference 8749

Thank you and kind regards,

**Candice Robinson**

**Procurement**



Unit 12, Imperium Business Park, 16 Venturi Crescent,

Hennospark, Centurion, South Africa, 0157

Tel: 0861 000 743

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e-Mail: [procurement@arrabon.biz](mailto:procurement@arrabon.biz)

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**From:** Janine Gill <[viamed.janine.gill@gmail.com](mailto:viamed.janine.gill@gmail.com)>  
**Sent:** Wednesday, 14 February 2024 11:59  
**To:** [sales@arrabon.biz](mailto:sales@arrabon.biz); [procurement@arrabon.biz](mailto:procurement@arrabon.biz)  
**Subject:** Viamed Invoice RVM148142-1 Reference 8749

Please find attached Viamed Invoice(s) RVM148142-1.pdf

Should you have any queries please do not hesitate to contact us at  
[accounts@viamed.co.uk](mailto:accounts@viamed.co.uk)

Kind regards

Janine Gill

Office Administrator

Viamed Ltd.

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