

## Order Processing Priorities

VM3COP03.01

### Priority 1 - Urgent emergency shipment.

To be processed immediately, obtain a Director's signed approval (both copies).

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

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

### Priority 2 – Courier other than UPS Cut off time 11:00.

Opera references:

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

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

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

### Priority 3 - UPS

References:

**PPUPS1** (UK only - Standard)

**PPUPS2** (Northern Ireland only - Standard)

**PPUPS3** (UK only – Express Saver)

**PPUPS4** (UK only – Express)

**PPUPS5** (UK only – Express+)

**PPUPS6** (EU - Standard)

**PPUPS7** (EU & World Wide - Express Saver)

**PPUPS8** (EU & World Wide - Express)

**PPUPS8** (EU & World Wide – Express+)

**PPUPS10** (World Wide Expedited, not EU or UK)

UPS courier service – cut off time 13:00.

*Office – Review back order active list after 16:30.*

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

### Priority 4 – Royal Mail

References:

**PPRD (UK Standard)**

**PPSD (Special Delivery)** – send phone memo to goods out if Special Delivery is required.

Royal Mail services – cut off time 15:30.

*Office – Review back order active list after 16:30.*

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



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**Notes:**

Office - If cut off time missed, input due date as the next working day and tag as **OK to ship early**.

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 the awaiting action tray in the office and update the notes on the Back Orders Active List.

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