

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)

PPUPS9 (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.

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