



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

Fwd: Overdue order 429001781 - 1

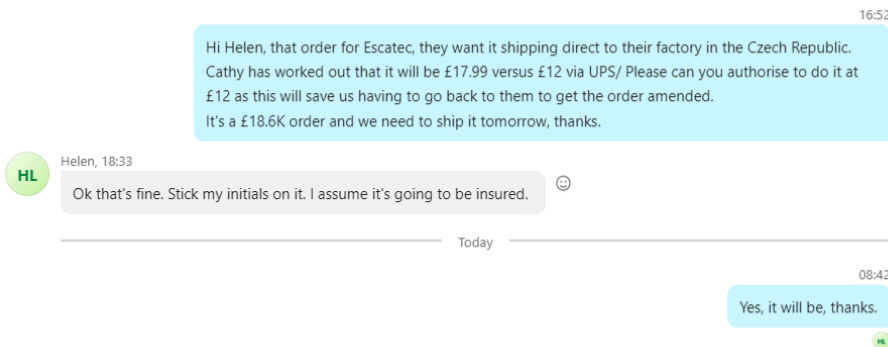
1 message

Steve Hardaker <steve.hardaker@viamed.co.uk>
To: office@vmsecure.me.uk

23 January 2025 at 10:54

Morning, please can someone amend order CVM154028 for Escatec Mechatronics Ltd as a priority. We need to ship direct to their Czech Republic factory at the address in the email below.

Cathy has worked out that the difference in shipping is just £6 so Helen and Derek both agreed to waive this and put it through at £12 to save the order having to go back to the customer to be approved.



It will need to be changed to PPUPS6 and add insurance, if you have any queries, probably best to ask Cathy on this as export shipping is way over my head!

Thanks,
Steve H

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

From: **Harroop Sarai** <Harroop.Sarai@escatec.com>
Date: Wed, 22 Jan 2025 at 15:11
Subject: RE: Overdue order 429001781 - 1
To: Steve Hardaker <steve.hardaker@viamed.co.uk>

Hi Steve,

Are you able to ship these directly to my CZ site? These are needed for builds there and our internal wagon leaves tomorrow morning and this will not be delivered by then.

Address is:

ESCATEC Mechatronics s.r.o
Pražská 585, Chomutov, 430 01, Česká republika

Thank you

Harroop

From: Harroop Sarai <Harroop.Sarai@escatec.com>
Sent: 22 January 2025 14:50
To: Steve Hardaker <steve.hardaker@viamed.co.uk>
Subject: RE: Overdue order 429001781 - 1

Hi Steve,

Apologies for the delay, this has been paid today as a same day payment.

Can you confirm you have received the payment and if you can ship ASAP?

Thank you

Harroop

From: Steve Hardaker <steve.hardaker@viamed.co.uk>
Sent: 10 January 2025 10:45
To: Harroop Sarai <Harroop.Sarai@escatec.com>
Subject: Overdue order 429001781 - 1

[This email is not from ESCATEC. Be CAUTIOUS while clicking links, opening attachments, or replying to this email.]

Hi Harroop,

I just need to inform you that unfortunately, your order ref 429001781-1 due 6th Jan 2025 has not shipped yet as Escatec's account is currently on 'stop' due to overdue invoices.

Our Accounts Director, Helen Lamb, contacted your accounts team with a reminder and a statement (see attached), but as yet we have not received a payment.

Would this be something that you can give a little nudge at your end so that we can get the sensors out to you? Anything that you can do would be appreciated.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: 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.

Website: www.viamed.co.uk
email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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