



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

Re: New PO 65402

1 message

Rae Cheung <rcheung@bensonmedical.ca>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

22 October 2025 at 13:59

Hi Kate,

Splitting the carriage fee or not would be our concern as it won't affect our payment for customs. We've no choice to pay extra customs entry fee for these balance items so asking for your support to credit some carriage.
Can this PO be shipped in this week please so some items are urgent for clients?

Thank you.

Rae Cheung
Tel: 800-563-3859

On Wed, Oct 22, 2025 at 6:44 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Thank you for your reply Rae,

Just to clarify, you would only receive a customs invoice for the value of the goods, the carriage would be invoiced on a commercial invoice and would be emailed directly to you. This will not be part of the shipment of goods.

Is this still unacceptable to you?

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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On Tue, 21 Oct 2025 at 14:02, Rae Cheung <rcheung@bensonmedical.ca> wrote:

Hi Kate,

Regret that it's be no difference as we still need to pay another customs entry fee base on per shipment.

Thank you.

Rae Cheung
Tel: 800-563-3859



On Tue, Oct 21, 2025 at 5:52 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning Rae,

I have checked with our export manager and the warehouse team about your request.

We can invoice you the carriage separately so that it does not appear on your UPS invoice, it would mean you would need to pay two separate invoices. It would still total the same amount.

Is this acceptable to you?

Kind regards

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On Mon, 20 Oct 2025 at 20:36, Rae Cheung <rcheung@bensonmedical.ca> wrote:

Hi Kate,

Attached new PO with all missing items, thanks to ship these out soon as well.

Appreciate you can apply a freight credit for us as it doubles our customs clearance cost.

Thank you.

Rae Cheung
Tel: 800-563-3859



On Mon, Oct 20, 2025 at 10:35 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

As UPS have collected your parcel (ie it is on their van) we are unable to make any changes. We did not receive an amended PO.

Kind regards

Kate Griffiths
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On Mon, 20 Oct 2025 at 15:31, Rae Cheung <rcheung@benisonmedical.ca> wrote:

Hi Kate & Aqib,

So you couldn't receive our Oct15 revised PO?

Anyway can you HOLD UPS now as it's showing label created only?? We do need other items shortly too.

Re: New PO 65293

Summarize this email

Rae Cheung <rcheung@benisonmedical.ca>
to Kate

Wed, Oct 15, 2:38 PM (5 days ago)

Hi Kate,

Thanks to update attached PO again & please do ship complete.

Thank you.

Rae Cheung
Tel: 800-563-3859

Thank you.

Rae Cheung
Tel: 800-563-3859



On Mon, Oct 20, 2025 at 10:25 AM Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon,

The order shipped out is for 2 x 4420826 - this is the order 65293 that we have received from you.

I am unable to make any changes as the order has been shipped to you.

Open with ▼

TORONTO • OTTAWA • CALGARY • VANCOUVER fax: (905) 475-3000
www.bensonmedical.ca

65293



Vendor Address:
VIAMED LIMITED
15 STATION ROAD
CROSS HILLS
KEIGHLEY, WEST YORKSHIRE
BD20 7DT
UK

Ship To:
BENSON MEDICAL INDUSTRIES INC
151 ESNA PARK DRIVE
UNIT 19
MARKHAM, ONTARIO
L3R 3B1

Reference	Vendor Number	Terms	Ship Via	Expected Arrival
	VIAMED	30DAYS	UPS EXPRESS SAVER PREPAID	

Qty. Ordered	Vendor Item Number	Description	Unit Cost	UOM	Extended Price
2	4420826	VERSASTREAM SAMPLING LINE W/LUER LOCK & FILTER *** Please complete with repair PO#65287 via the most economical way. - Please do not ship express - Please do not insure the shipment (Do not put an amount in 'Declared Value' field on UPS document, enter 'Value For Customs' only) *** Please advise shipment date/tracking#. Thanks, Rae Cheung, rcheung@bensonmedical.ca	122.40	BOX/25	244.80

Kind regards

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On Mon, 20 Oct 2025 at 15:17, Rae Cheung <rcheung@bensonmedical.ca> wrote:
Hi all,

The delivery note is not reflecting our update PO per attached on Oct15, would you please urgently check again?

Thank you.

Rae Cheung
Tel: 800-563-3859

