

Order Processing Priorities

VM3COP03.01

Priority 1 - Urgent emergency shipment.

To be processed immediately, obtain a Director's signed approval.

Office – Skype memo to Goods Out then place orders in the hands of person shipping.

Goods Out - If problems Skype memo to Office 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)

Collection in person. Amend Opera description to "Collection in Person".

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

Pallet Collections – UK or export pallet collection can use any of the above. Amend Opera description to "Pallet Collection".

For UK pallet collections, in the memo type, "Kuehne & Nagel/Aramex standard, 2-3 days transit time".

Work out price based on K&N or Aramex price list as appropriate.

For export pallets, in the memo type, "**freight company name* *service* (e.g. standard)". Contact freight companies for accurate pricing as per VM3COP20.43 Requesting Quotes from Shippers.

Priority 3 – UPS

Opera references:

PPUPS1 (UK only - Standard)

PPUPS2 (Northern Ireland only - Standard)

PPUPS3 (UK only – Express Saver)

PPUPS4 (UK only – Express)

PPUPS5 (UK only – Express+) Requires director approval, do not use unless this is obtained.

PPUPS6 (EU - Standard)

PPUPS7 (EU & World Wide - Express Saver)

PPUPS8 (EU & World Wide - Express)

PPUPS9 (EU & World Wide – Express+) Requires director approval, do not use unless this is obtained.

PPUPS10 (World Wide Expedited, not EU or UK)

UPS courier service – cut off time 13:00.

Office – Review back order active list as per VM3COP20.20

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

Priority 4 – Royal Mail

Opera references:

PPRD (Recorded Delivery, UK only)

PPSD (Special Delivery – UK Only)

PP – Royal Mail export shipment (Use Intrastats>Stock>“Royal Mail International Services” to locate correct service) Amend Opera description to reflect the correct service. e.g. “Royal Mail International Signed”, “Royal Mail International Tracked Only”, “Royal Mail International Tracked and Signed”

Royal Mail services – *cut off time 15:00.*

Office – Review back order active list as per VM3COP20.20

If any problems or delayed shipment, then Goods Out will update 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 notes updated on the Back Orders Active List.

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