

## **VM3COP20.43 - Requesting Quotes from Shippers**

### **Calculation:**

Quoted price from courier  
+ 10% for UK, or 15% for export  
+ insurance

### **Suggested Couriers:**

Kuehne + Nagel – Account manager is Deborah Scott - 0113 200 8000  
*deborah.scott@kuehne-nagel.com*  
Excellent customer service. Usually have the best rates of all quotes received.

Aramex - Account manager is Lindsay Taylor - 0161 908 3922  
*lindsay.taylor@aramex.com*  
Good customer service. Can be expensive, but will ship via courier to the middle and far east.

UPS Freight - Account manager is David Beard - 01924 876125  
*dtownsendbeard@ups.com*  
Export pallets only, cannot accommodate UK pallets. Competitive rates. Good for USA import and export.

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### **NOTE**

check with the customer whether a tail lift and/or pallet truck is required at the delivery point and if it is, ensure that we state this when asking for a quote from the courier

**A quote can be requested when a customer asks to use a courier other than UPS or a pallet is required for UK or export shipments.**

Add the quote, proforma (VM3COP27.31) or order (UK - VM3COP20.30, Export - VM3COP20.31) to Opera, excluding the carriage line and place on priority 8. Request a box/pallet size and weight from Goods Out.

Email the suggested couriers/freight companies and give them the following information:

- Ask for air freight door-to-door service
- Collection address (Viamed)
- Full delivery address – excluding company name
- Dimensions of package/pallet
- Weight of package/pallet
- Generic description of goods e.g. medical electronics, medical oxygen hoods. Always state that they are non-hazardous
- The value of the order in GBP
- Viamed do not have access for articulated trucks
- The carrier needs a tail-lift and pallet truck for pallet collections
- Ask which courier will be transporting the goods
- Request insurance
- Request quote reference number

If the order is urgent, call the shippers instead as they can often give a price over the telephone.

When quotations are received, ensure the insurance has been included, if not, request it again from the courier. Add a surcharge to the total to cover packaging costs, handling and currency fluctuations; this is 10% for UK delivery addresses and 15% for export delivery addresses. Then add the insurance cost. Print the quotations and place with the order paperwork.

Note: after the total has been calculated, UK pallet charges can be rounded up or down to the nearest £5 in order to keep the totals tidy.

Some couriers, e.g. Kuehne & Nagel, sub-contract other couriers such as FedEx and TNT, ensure that the customer can receive shipments from the chosen courier.

The most cost and time effective quote from an acceptable courier who can meet the required needs will be used for the order, thank the other couriers and advise the chosen courier of the expected ship date, if known.

**Note:** If a customer declines insurance, we need them to advise us in writing.

## Exchanging the Currency

OPERA for Windows

File Edit

ESC F1 Ctrl+F4 Ctrl+F5 Ctrl+F7 Ctrl+F8 Ctrl+F9 Ctrl+F10 Ctrl+F11  
Cancel Help Diary Calculator About Date E-Mail Web Site Viewer

Find Previous Next Add Edit View Memo Quote Proforma Order Delivery Invoice Credit Quit

Account: 00006022 Currency: USD \*\*\* See Memo \*\*\*

Customer: PDB System

Address: 45 Bis Rue de l'Ancienne Saint Remy Sur Aure France

Postcode: 28380

Telephone: 002 376210000 Facsimile: 002 37486945

Accts Contact: Order Contact: Ledger A/c: 00006022 PDB System Invoice A/c:

Curr Bal: 0.00 Order Bal: 2118.33 Turnover: 0.00 Credit Limit: Last Invoice: Last Receipt: 09/11/12 First Created: 14/06/10 Last Modified:

Options Terms Analysis Delivery VAT

If the customer is not trading with us in GBP, this quote then needs exchanging to the appropriate currency as per the customer's Opera account.

bank X Exchange Rates

Intrastats Logout

Miscellaneous Viamed-Online

From Intrastats, Click on the 'X' tab and click 'Exchange Rates'

Viamed Exchange rates Jul 2016

Please can everyone remember that if a stock price is on intrastats, in almost all cases it will have a USD, EURO, UK £ - Distributor and End User price. You should NOT under any circumstances be converting it from a different currency price list. If a product does not have the currency required, please request a price from a Director

Current Exchange Rates:  
1 Pound Sterling = 1.46720 Dollars  
1 Pound Sterling = 1.00776 Euros

You have: 212.60 Pounds  
You have: Dollars  
You have: Euros

submit

IS Equal  
To £212.60 Pound  
Or \$311.93 Dollars  
Or e276.74 Euros

Enter the total value of the carriage (including the 10% or 15% Viamed surcharge, insurance and V.A.T. where appropriate) into the 'Pounds' field. Click Submit and the exchanged values will appear beneath. The Euro or Dollar amount (as appropriate) is the value to enter into Opera.

Print the page and place with the order paperwork for checking.

## Adding the Quotation to the Quote/Proforma/Order

Return to Opera, locate the customer's account and edit the order/proforma. Amend the priority to '2' and proceed to the next page. Press the 'F5' key to add an additional line.

Use reference 'CIP', when the dialog appears, enter the department/street name and the postcode after, 'Carriage & Insurance paid to:'

e.g. 'Carriage & Insurance paid to: Loading Bay, CH49 5PE'. Then enter the courier/freight forwarder name after, 'Consigned to:' e.g. 'Consigned to: Aramex'

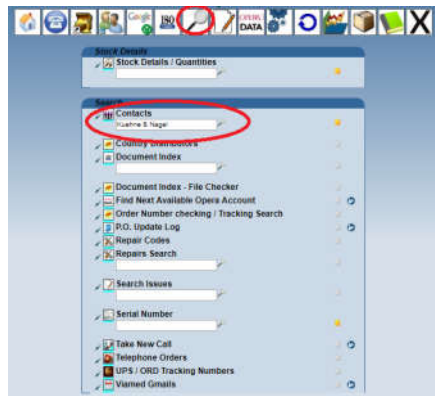
If the customer declines insurance, enter CPT instead of CIP and add the department/street name and the postcode after, 'Carriage paid to:' e.g. 'Carriage paid to: Loading Bay, CH49 5PE'. Then enter the courier/freight forwarder name after, 'Consigned to:' e.g. 'Consigned to: Aramex'

Enter a quantity of 1 and the USD/Euro value from the exchange rates page, or the GBP value if it has a UK based destination into the 'Sell' field.

Press F9 to complete the proforma/order. Ensure you hand-write the quotation reference number, where provided, and highlight the courier name on the proforma/both copies of the ORD.

## Feedback

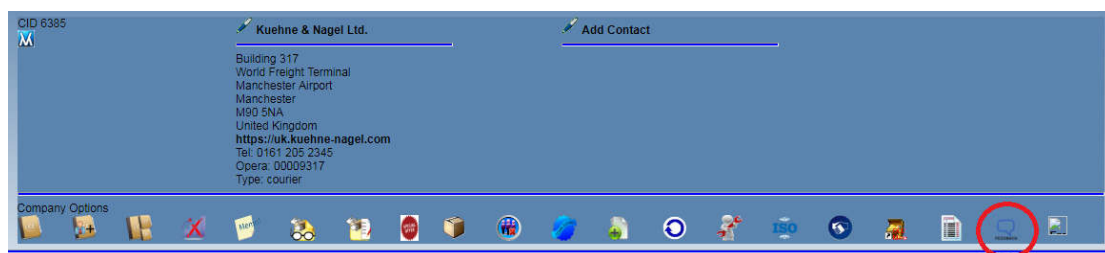
If you have any feedback regarding the courier/shipper that has been contacted, please add to the CRM in IntraStats.



Using the 'Lookup' tab, type the name of the courier/shipper and press enter.

Hospital / Organisation Names						
00009317	Contacts #4	Kuehne & Nagel Ltd	Manchester	M90 5NA	0161 205 2345	courier
Request Merge Companies						

Click the name of the correct courier



Click on the feedback button

CRM Feed Back

Rating:  Feedback Only

Notes:

Date	Added BY	Rating	Notes
17 Feb 2017	Katie Evans	Excellent	Account manager is Deborah Scott 0113 200 9000 responds to emails within an hour, happy to quote over the phone for urgent requests. When not in the office, emails are monitored and replied to. Excellent customer service. Best rates of all quotes received, every time thus far (recently saved a customer \$456 on carriage vs UPS) happy to ship to Libya (currently sanctioned) cannot ship to Iran. Are now handling UK pallet deliveries. We have the option to set up an online account to get quotations and book collections

From here, add a rating if required and add any notes regarding their performance.

Any other feedback from colleagues will be displayed below.