



Sarah Walton <viamed.sarah.walton@gmail.com>

RE: Viamed Order

1 message

benmassoud malika <import@sielmed.ma>

4 May 2020 at 12:41

To: sarah.walton@viamed.co.uk

Cc: bellouch brahim <b.bellouch@sielmed.ma>, Ryan Swaine <ryan.swaine@viamed.co.uk>

Hello Mrs Sarah,

- *I have contacted the UPS EXPRESS this morning ; they are checking with their agent the possibility of establishing the document EUR 1 for the European goods (GERMANY)*
- *So, please, prepare for them the invoice, detailed packing with specifying the gross weight of European & non-European origins; and please, establish the document EUR 1 with correct description of goods + gross weight of European goods; UPS will endorse it in customs*

Look forward to receiving via email copies of these documents

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1) Circulaire ICE : A partir du 01 Mars 2019, il est obligatoire pour le dédouanement au Maroc d'indiquer notre numéro ICE : 001459846000011 sur Facture, Connaissance, LTA & CMR.

2) Circulaire des emballages/Palettes en Bois Applicable au Maroc à partir du 14/01/2019

Emballages en Bois doivent être Neufs et répondre à la Norme NIMP15 (ou ISMP15-International Standard for Phytosanitary Measures)

**Circular of Wooden Packaging (Pallets) Applicable in Morocco from 14/01/2019
Wood packaging must be new and meet NIMP15 (or ISMP15-International Standard for Phytosanitary Measurement)**

Cordialement / Best regards / Mit freundlichen Grüßen / Melhores Cumprimentos

B.Malika

Assistante Transit & Transport



N° 614 et 616 Boulevard AL QODS

Ain Choc Casablanca 20153

MOROCCO

Phone : +212 522 52 39 34

Phone : +212 522 21 70 89

Fax : +212 522 52 39 35

Mob : +212 661 36 75 06

Web : www.sielmed.com Email: import@sielmed.ma

De : benmassoud malika [mailto:import@sielmed.ma]

Envoyé : mercredi 29 avril 2020 13:36

À : 'sarah.walton@viamed.co.uk'

Cc : 'bellouch brahim'; 'Ryan Swaine'

Objet : RE: Viamed Order

Hello Mrs Sarah,

Many thanks for your clarification ; at first I thought that V100020-21 is one serial number. Now, it is ok, they are 2 : V100020 & V100021

I will revert to you so soon with the name of the forwarder

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De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Sarah Walton

Envoyé : mercredi 29 avril 2020 13:05

À : benmassoud malika

Cc : bellouch brahim; Ryan Swaine

Objet : Re: Viamed Order

Hello Ms Malika,

Thank you for your email.

I have checked the paperwork sent to you and I can confirm that there are 25 serial numbers showing. All are separate apart from V100020-21.

We await your freight forwarder information.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 29 Apr 2020 at 13:52, benmassoud malika <import@sielmed.ma> wrote:

Hello Mrs Sarah,

- *We received the details of your packaging ; yet, I m still waiting to get the air costs from our forwarder*
- *In fact, I would like to mention that you wrote at the left of PL : 25 pieces of R-17Vi REF 0110019; yet, there is only 24 pieces as per the serial numbers. Please, check, there is a missing serial number*
- *Please, send me via email the invoice to check and confirm in advance; the forwarder will establish the EUR 1 for GERMANY goods*

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De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Sarah Walton

Envoyé : lundi 27 avril 2020 11:44

À : benmassoud malika

Cc : bellouch brahim; Ryan Swaine

Objet : Re: Viamed Order

Dear Ms Malika,

Please find attached the picking list for your pending shipment.

Kind regards

Sarah Walton

Customer Service Representative

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On Fri, 24 Apr 2020 at 15:41, benmassoud malika <import@sielmed.ma> wrote:

Hello all,

Everything is clear between us by now ; many thanks for your understanding and assistance

I will be waiting to receive the packing list to provide you with the forwarder's name

Till then; I wish you nice week-end with nice dreams far from CORONA nightmare

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De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Sarah Walton

Envoyé : vendredi 24 avril 2020 10:01

À : benmassoud malika
Cc : bellouch brahim; Ryan Swaine
Objet : Re: Viamed Order

Dear Ms Malika,

- Ok, many thanks. We shall track the shipment of the parcel and MR JOSE will follow it

You are very welcome. Glad that we could sort this for you.

- Yet, please, confirm whether you have accepted that this amount will be paid in our next order

Due to the value being small, we are happy for you to pay this freight charge with your next order.

- For R-17 Vi, if it is obligatory to show it in the label, it is no problem; yet, the CI & PL will show the R-17MED

The label will show R-17Vi but the CI and PL will state R-17MED.

Kind regards

Sarah Walton

Customer Service Representative

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On Fri, 24 Apr 2020 at 10:40, benmassoud malika <import@sielmed.ma> wrote:

Hello Mrs Sarah,

- Ok, many thanks. We shall track the shipment of the parcel and MR JOSE will follow it
- Yet, please, confirm whether you have accepted that this amount will be paid in our next order
- For R-17 Vi, if it is obligatory to show it in the label, it is no problem; yet, the CI & PL will show the R-17MED

Look forward to receiving your packing list to provide you with the name of the forwarder

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De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Sarah Walton

Envoyé : vendredi 24 avril 2020 09:27

À : benmassoud malika

Cc : bellouch brahim; Bioconnect (j.rodriguez); Ryan Swaine

Objet : Re: Viamed Order

Dear Ms Malika,

Please be advised that we will be shipping the R-48V sensors today.

You can track your order on the UPS website, www.ups.com with the following tracking number 1Z9W9638D367930105. Please note that this number will not become live until later on this evening (UK time). Your order should arrive with you in France by the end of day Monday. However, this can not be guaranteed due to the current situation.

Kind regards

Sarah Walton

Customer Service Representative

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On Thu, 23 Apr 2020 at 16:10, benmassoud malika <import@sielmed.ma> wrote:

Hello Mrs Sarah,

- In view of the current situation, we choose the EXPRESS mode at 36,38\$. Please, can you accept to add this amount to our next order? please, let us know the transit time from UK to France*
- Yes, you can ship the R-48V from UK to BIOCONNECT France. BIOCONNECT / FRANCE will handle its shipment towards Morocco*

Many thanks for your understanding and assistance

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Web : www.sielmed.com Email: import@sielmed.ma**De :** Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Sarah Walton**Envoyé :** jeudi 23 avril 2020 07:02**À :** benmassoud malika**Cc :** bellouch brahim; Bioconnect (j.rodriguez); Ryan Swaine**Objet :** Re: Viamed Order

Dear Ms Malika,

We could only arrange shipment from our warehouse in the UK to the address you have provided in France. From there you would need to make your own arrangements. The cost for us to ship to France would be \$21.23 for Standard service or \$36.38 for Express Saver service. Please let me know how you would like to proceed.

Please note that due to the current situation, there maybe delays with shipments reaching destinations and is out of Viamed's control.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 22 Apr 2020 at 15:36, benmassoud malika <import@sielmed.ma> wrote:

Hello Mrs Sarah,

Let us know an estimation of air costs and then we shall decide how to proceed

May be, the air costs will be collected by your forwarder from BIOCONNECT once the parcel reaches France or if you can accept we shall add these costs to our next order. Let me know the costs in advance

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De : Main Account [mailto:viamedinbox@gmail.com] **De la part de** Sarah Walton
Envoyé : mercredi 22 avril 2020 13:57
À : benmassoud malika
Cc : bellouch brahim; Bioconnect (j.rodriguez); Ryan Swaine
Objet : Re: Viamed Order

Dear Ms Malika,

Please can you advise us of the freight company you are going to use for this shipment?

Weight and dimensions are as follows: 1 Box. 1.30kg. 32 x 24 x 24cm.

Kind regards

Sarah Walton

Customer Service Representative

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On Wed, 22 Apr 2020 at 14:25, benmassoud malika <import@sielmed.ma> wrote:

Hello Mr Ryan,

- I have contacted this morning the company BIOCONNECT; Mr José can receive the R-48V and then ship it the soonest possible
- So, please, arrange immediate shipment of R-48 V to BIOCONNECT as per the following details to enable him to ship it by his turn the soonest possible (maximum at the end of this month) :

Mr José Rodriguez

Port : +33 (0)6 65 06 93 55

j.rodriguez@bioconnect.fr

BIOCONNECT

1550 Avenue de Montpellier

34820 TEYRAN

Tel : +33 (0)4 67 03 42 67

Fax: +33 (0)4 67 87 10 62

www.bioconnect.fr

Look forward to receiving your shipment's details

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De : benmassoud malika [mailto:import@sielmed.ma]

Envoyé : mercredi 22 avril 2020 12:13

À : 'ryan.swaine@viamed.co.uk'

Cc : 'Sarah Walton'; 'bellouch brahim'

Objet : RE: Viamed Order

Hello,

I will revert to you so soon within some minutes later by our final decision as I will check with my manager

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De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Ryan Swaine

Envoyé : mercredi 22 avril 2020 08:37

À : benmassoud malika

Cc : Sarah Walton; bellouch brahim

Objet : Re: Viamed Order

Hi Ms Malika

Unfortunately we are unable to add the R-48V to the parcel without adding them to the documentation. Please let us know if you want them sending to an alternative address, remove them

from the order or adding to the documentation?

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Tue, 21 Apr 2020 at 18:05, benmassoud malika <import@sielmed.ma> wrote:

Hello Mrs Sarah,

Please, see my feedback in green color

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B.Malika

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