



Sarah Walton &lt;viamed.sarah.walton@gmail.com&gt;

**Re: VSA - New order (Re: Order 05062020kg Tracking 1Z9W96386878232446)**

1 message

rede &lt;rede@vsa-automotive.com&gt;

10 September 2020 at 13:26

To: sarah.walton@viamed.co.uk

Cc: Kate Griffiths &lt;kate.griffiths@viamed.co.uk&gt;

Good afternoon Sarah,

if you have in stock the R-22A sensors, part number 0110122 please use them instead of the R-22A sensors, part number 0110122 on my order, and dispatch them all now.

If not, I would like to change my order as following:

15 x 0110117 which are the R-17A, and

35 x 0110132 which are the R-22AV

In this case please deliver all of them in one shipment when all sensors are available?

Kind regards,

John Antasouras

Director

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On 10/9/2020 10:07 π.μ., Sarah Walton wrote:

Good morning John,

Please accept my reply.

Looking at Kate's previous email to you - I think she may have got a little mixed up with what stock is now available for shipping, apologies for this.

We can ship you 25 x 0110117 which are the R-17A sensors now and 25 x 0110132 which are the R-22AV sensors within a couple of weeks. I can not see any R-22A sensors, part number 0110122 on your order. Please can you confirm that this is correct?

As soon as we have part shipped your order, I will let you know.

If you require any further information, please do not hesitate to contact me.

Kind regards

Sarah Walton

Customer Service Representative

**Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin Staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.**

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From: rede <[redes@vsa-automotive.com](mailto:redes@vsa-automotive.com)>

Date: Wed, 9 Sep 2020 at 22:19

Subject: Re: VSA - New order (Re: Order 05062020kg Tracking 1Z9W96386878232446)

To: <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>

Good morning Kate,

thank you for the information, it is ok to do a part shipping.  
Please send the R-22A sensors which are now available.  
Also please let me know when will the R-17A be available.

Kind regards,

John Antasouras  
Director

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On 9/9/2020 10:29 π.μ., Kate Griffiths wrote:

Good morning John,

Further to previous communications, the supply of automotive oxygen sensors has been severely impacted by the effects of the COVID19 pandemic. Since February the priority for production has been the supply of oxygen sensors for emergency medical applications. This requirement is now easing off and we are now starting to switch increased production capacity over to non-medical sensors.

Unfortunately, over the past few weeks supply chain resources have been directly affected by COVID19. The worldwide demand for automotive sensors is very high, but please be assured that over the next few weeks we will be working on reducing the backlog of orders for automotive sensors and we endeavour to back on a planned production schedule very soon. The increase in demand is likely to continue for months ahead rather than weeks.

**Are you happy to accept a part shipment of your order?** If so, we could send you the 25 x 0110117 - R22A this week/early next week. It may be another 2-4 weeks at least before we have stock of the 0110132 - R-22AV.

Please let me know if you would like us to part ship your order.

Many thanks for your patience at this time.

Kind regards

Kate Griffiths

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On Tue, 8 Sep 2020 at 21:00, rede <[redes@vsa-automotive.com](mailto:redes@vsa-automotive.com)> wrote:

Good Morning Kate,

can you please let me know when you can dispatch my order?

Thank you in advance,

Kind regards,

John Antasouras  
Director

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On 30/6/2020 4:02 μ.μ., Kate Griffiths wrote:

Good afternoon John,

Thank you for your order.

As Ryan has explained, we are experiencing delays with automotive sensors.

We anticipate the lead time will be 7-8 weeks, this is an approximate lead time but we will ship your sensors as soon as stock becomes available.

Many thanks.

Kind regards

Kate Griffiths

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**now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.**

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On Tue, 30 Jun 2020 at 13:18, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

Please can we add the order.

Ryan  
Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
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From: **rede** <[rede@vsa-automotive.com](mailto:redede@vsa-automotive.com)>  
Date: Tue, 30 Jun 2020 at 13:08  
Subject: VSA - New order (Re: Order 05062020kg Tracking 1Z9W96386878232446)  
To: <[ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)>

Dear Ryan,

Thank you for the information,  
I would like to place an order for:

25 pcs of R22-AV (3pin molex), and  
25 pcs of R17-A (phone jack)

What is your current availability and when will you be able to dispatch them?

Best regards,

John Antasouras

Director

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On 23/6/2020 12:38 μ.μ., Ryan Swaine wrote:

Dear John

I hope you are well, please accept my reply.

All the sensor manufacturers are currently prioritising for the increased demand for medical sensors over and above industrial and automotive, so there are going to be delays in supply.

At this point in time, we do not know how long these delays will be, as there are still countries trying to upscale their medical equipment for the battle against Covid-19 and even deliveries of Medical sensors are delayed.

We are still receiving some automotive sensors, but they are arriving sporadically and in small shipments. I believe Teledyne are putting a number through production in and amongst their medical production.

I would strongly suggest that you plan for the next 4+ months and place your orders accordingly. We are shipping customer orders in the same order that we receive them.

Please let me know if you have any questions or concerns. If you would prefer to speak with me, then please call my mobile, as our office lines are not being monitored.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
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From: **rede** <[redes@vsa-automotive.com](mailto:redes@vsa-automotive.com)>  
Date: Mon, 22 Jun 2020 at 17:57  
Subject: Re: Order 05062020kg Tracking 1Z9W96386878232446  
To: <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>

Dear Kate,

thank you for processing my order.  
In your previous email you mentioned that you do not have free stock of the sensors.  
Does this mean that for our next order we will have

to cater for an 8 week delay?

Best regards,

John Antasouras  
Director

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On 8/6/2020 4:42 μ.μ., Kate Griffiths wrote:

Dear John,

I am writing to inform you that your  
order 05062020kg has been  
dispatched.

You can track your order on the UPS  
website, [www.ups.com](http://www.ups.com), with the  
following tracking number  
1Z9W96386878232446.

Please see attached copy of your  
invoice, RVM124220-1.

Kind regards

Kate Griffiths  
Viamed Ltd  
[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

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