

Order processing priorities

Priority 1 URGENT, to be processed straight away.

- a) For contract sales – i.e. NHS Framework
or
- b) Emergency shipment - obtain a Director's signed approval.

Also covers NHS TNT deliveries, but needs to be put onto the system by 11:30.

Office – For the time being; place orders in picking tray, then send phone memo to Despatch.

Despatch - If problems send phone memo to Office Staff and update back order active list.

Priority 2 Courier service, other than UPS - cut off time 12:00.

Priority 3 UPS courier service – cut off time 13:30.

Office – Review back order active list after 16:00. If any problems or delayed shipment, then Despatch will have updated the list.

Priority 4 Royal Mail services – cut off time 16:00.

Office – Review back order active list after 17:00. If any problems or delayed shipment, then Despatch will have updated the list.

Office - If cut off time missed input due date as the next working day.

Forward orders:

Insert correct due date (shipping date) taking into account working days and transit times

Priority 7 Repairs - uncompleted

Priority 8 Sales orders with initial queries to be clarified

Priority 9 On-site service at customer's premises