



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Fwd: New PO 63701

1 message

Ryan Swaine <office@viamed.co.uk>

31 March 2022 at 16:42

Reply-To: ryan.swaine@viamed.co.uk

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>, Zoey Teal <zoey.teal@vmsecure.me.uk>, Sophie Lines <sophie.lines@vmsecure.me.uk>

Ryan Swaine
International Sales Manager
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----- Forwarded message -----

From: **Cindy Brown** <cbrown@bensonmedical.ca>

Date: Thu, 31 Mar 2022 at 16:12

Subject: Re: New PO 63701

To: <sarah.walton@viamed.co.uk>Cc: Mr. Ryan Swaine <ryan.swaine@viamed.co.uk>, John Tanaka <jtanaka@bensonmedical.ca>, Tuan Dao <tdao@bensonmedical.ca>

Hello again

I have attached a new purchase order (PO 63776). We would like this order to be shipped with the backordered monitors please. Hopefully the monitors won't be too much longer.

Please confirm receipt of this new order.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Thu, Mar 31, 2022 at 10:42 AM Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hi Sarah

Thank you once again for all your help in the past and best wishes going forward.

Concerning our backorder - I would like to confirm we have 2 x VM-2500-M on backorder, not 3. We initially ordered 3 but have already received one.

That would be great if someone could update us as soon as there is information to share.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Thu, Mar 31, 2022 at 6:32 AM Sarah Walton <office@viamed.co.uk> wrote:

Hello Cindy,

I am still waiting for an update from our Commercial Director regarding the 3 x VM-2500-M units for your order.

Today is my last day at Viamed, however one of my colleagues will be able to update you once we have all the information.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered. Our office opening hours are Monday - Friday 8.30am - 5.30pm.

<http://www.viamed.co.uk>

Email sarah.walton@viamed.co.uk

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On Tue, 29 Mar 2022 at 14:41, Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hello

Can we please get an update on delivery of our backorder.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Thu, Mar 17, 2022 at 12:04 PM Sarah Walton <office@viamed.co.uk> wrote:

Hello Cindy,

Unfortunately there is a delay with the components for the production of the Capnographs. As soon as we have more information, we will let you know.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

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On Wed, 16 Mar 2022 at 18:38, Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hi Sarah

Do you have an update on delivery of the remaining backorder?

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Thu, Feb 10, 2022 at 11:10 AM Sarah Walton <office@viamed.co.uk> wrote:

Hi Cindy,

Apologies for the delay in my reply.

Our goods out team have advised that we can ship everything apart from the Capnograph units and the lingual sensors that come with the units.

Kind regards

Sarah Walton

Customer Service Representative

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On Thu, 10 Feb 2022 at 13:50, Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hi Sarah

Do you have everything else on the order ready to ship? If so, we can take a partial shipment and backorder the monitors.

Please advise.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Thu, Feb 10, 2022 at 3:39 AM Sarah Walton <office@viamed.co.uk> wrote:

Hi Cindy,

Thank you for your amended PO.

We are currently waiting for stock of the Capnograph units and the lead time is approximately 5 weeks.

As soon as your order is ready for shipping I will let you know.

Kind regards

Sarah Walton
Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

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On Wed, 9 Feb 2022 at 16:12, Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hi Sarah

Please see our 'REVISED' purchase order attached. Please replace the first order I sent with this one.

Please advise expected shipment date.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

On Tue, Feb 8, 2022 at 9:46 AM John Tanaka <jtanaka@bensonmedical.ca> wrote:

Hi Ryan:

Re. Viamed monitor issue ("defective device" message) - Gregg Fair, our service supervisor did what you suggested and it looks to be working fine - thanks for the tip!

Re. substitute of 4420826 for 4420829 Versa lines - with these substitute lines, can the Viamed CO2 sidestream monitor still be used with anaesthetic gases?

Regards,

John

----- Forwarded message -----

From: **Cindy Brown** <cbrown@bensonmedical.ca>

Date: Tue, 8 Feb 2022 at 09:41

Subject: Fwd: New PO 63701

To: John Tanaka <jtanaka@bensonmedical.ca>

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222

----- Forwarded message -----

From: **Sarah Walton** <office@viamed.co.uk>

Date: Tue, Feb 8, 2022 at 6:23 AM

Subject: Re: New PO 63701

To: Cindy Brown <cbrown@bensonmedical.ca>

Hello Cindy,

Thank you for your new order.

Please be advised that part number 4420829 has been discontinued and Ryan has advised me to switch you over to part number 4420826 - VersaStream Viamed CO2 Sampling Line with Luer Connector Long-term, Box of 25. £102.40 per box EXW. Is this okay?

We currently only have one Capnograph unit in stock and we are waiting for more stock of part number 4420826.

As soon as I have a lead time for you, I will let you know.

Kind regards

Sarah Walton
Customer Service Representative

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On Mon, 7 Feb 2022 at 16:39, Cindy Brown <cbrown@bensonmedical.ca> wrote:

Hello

I have attached a new order. Please confirm receipt and advise expected shipment date.

Thank you

Cindy Brown
Benson Medical Industries
(905) 475-0401 ext 222



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