

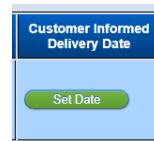
VM3COP20.302 Estimated Dispatch Date

Please be aware there has been some recent updates to the order processing page which will allow us to keep a track of delivery dates provided to customers.

For example, a customer has ordered an out-of-stock item...

1. Do we have a purchase order outstanding with our supplier?
If so, review the dispatch date from the supplier (which can be found on the stock page) then add the following timescales:

- USA – 7 working days
- UK – 3 working days
- Europe:
 - Bluepoint Medical – 5 working days
 - Envitec – 3 working days
 - Nufer – 10 working days



Provide this date to the customer and add to "Customer Informed Delivery Date" against the relevant lines.

2. We have a purchase order on the system but no delivery date?

Inform the customer we are awaiting a delivery date from the warehouse, we anticipate this to be within the next 8-10 weeks but we will get back to them with a scheduled delivery date when it is available.

Add to "Customer Informed Delivery Date" against the relevant lines.

3. We do not have a purchase order on the system for the supplier?

Add a warehouse request as per VM3COP20.30 UK Order Processing.

Inform the customer we are awaiting a delivery date from the warehouse, we anticipate this to be within the next 8-10 weeks but we will get back to them with a scheduled delivery date when it is available.

Once a purchase order has been raised by Viamed, provide the scheduled delivery date using the above guidelines.