

## 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 do 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.

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If PO, add forward date due date as per the customers requested date minus X days, as per SN memo on customer account.

### 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.

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Provide 6 weeks lead time.