

Date: Thu, 26 Apr 2012 11:29:59 +0100  
From: Steve Hardaker <steve.hardaker@viamed.co.uk>  
Subject: Issues surrounding collection attempts for RADA85059  
To: Sue Ord <sue.ord@supplychain.nhs.uk>  
cc: --X-GM-USER-- <LISAL>, --X-GM-USER-- <SNIXON>  
In-Reply-To: <RzVOWkpDWSohQ1MyTjNFMTIxNDUyNTA@DESK211>  
Mime-Version: 1.0  
Organization: Viamed  
X-Mailer: GoldMine [6.70.50123]

Hi Sue,

Further to previous communications regarding failed collection attempts for RADA85059, we have queried this with our UPS account manager and have also been in regular communication with Alison Randall of NHS Supply Chain. I have ascertained that UPS are unable to provide any hard evidence of failed collections against this RADA number, although they do maintain that collection attempts were made.

With regards to the failed collection sticker that you mentioned, UPS claim that 2 out of the 3 drivers that deliver to Normanton have never been given or even seen such a sticker, the third claims that he has seen them in the past but not for some time. As a result, neither UPS are or NHSSC are able to provide any evidence of failed attempts at collection.

Rather than attempt further collections at the risk of Viamed incurring additional charges, Viamed have now authorized the depot to dispose of the goods.

The returns situation has always been a problem when collecting from NHSSC depots, our admin staff report failed collection rates of around 80-90% despite following all of the correct procedures: booking the collection with at least 2 (now 3) days advance notice and within the time-slot stipulated by the NHSSC depot.

It is difficult to pinpoint exactly where the problem lies. Combining feedback from UPS and NHSSC's Inventory Admin Team, I have learned that even when the UPS collection is booked following the correct procedure, the UPS driver may still be expected to wait for 10-15 minutes whilst the goods are located, scanned out and handed over. Perhaps this is what leads to UPS drivers declaring "Goods not ready for collection": whether the drivers actually wait 15 minutes to find this out, or just choose to leave it, is something that we cannot know.

With regards to outgoing carriage charges, I concur that if these goods were ordered under the framework agreement then carriage should be free of charge. Now that the framework agreement has expired, Viamed is still happy to process any further orders from NHSSC for the goods that were previously on the framework, although these would be subject to Viamed's usual terms and conditions, which would include a carriage charge of £10+VAT.

To my understanding, I believe this issue is now resolved. If you have any queries or wish to make further comment, please do not hesitate to contact me.

Regards,

Steve Hardaker  
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> Hi Steve

>

> Please see below email from Lisa Leggoe. I would like to make the

> following points regarding the attempt to collect the goods:

>

> There appears to be an original delivery charge of 8.50 - as you know all

> contracted buy prices include the cost of delivery and therefore there

> should be no separate delivery charges.

>

> I have been informed that when the goods are not ready for collection from

> the collections point NHS Supply Chain depot, a sticker is handed to the

> carrier which has a unique number and a signature. If the carrier has made

> 2 attempts to collect the goods then this would have happened on both

> occasions. Could you please make arrangements with your carrier to provide

> details of the sticker number and signature so we can verify that 2

> attempts were made to collect.

>

> Happy to discuss if you have any queries

> Thanks, Sue

>

> Kind Regards

> Sue Ord

> Senior Buyer General Medical Team | NHS Supply Chain | Foxbridge Way |

> Normanton | West Yorkshire | WF6 1TL

> Tel: +44 (0)1924 328829 | Email: sue.ord@supplychain.nhs.uk |

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> From: Randall, Alison

> Sent: 11 April 2012 10:50

> To: Ord, Sue

> Subject: FW: RADA 85059

>

>

>

> Kind Regards

> Alison Randall

> Inventory Team Clerk | NHS Supply Chain | Alfreton DC | West Way | Cotes

> Park Industrial Estate | Alfreton | DE55 4QJ Tel: +44 (0)1773 724115 |

> Email: alison.randall@supplychain.nhs.uk | www.supplychain.nhs.uk

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>

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> From: Lisa Leggoe [mailto:lisa.leggoe@viamed.co.uk]

> Sent: 10 April 2012 11:04

> To: Randall, Alison

> Subject: RADA 85059

>

>

> Dear Alison

> I have checked with our couriers today to follow up on the process of

> collection that was arranged on Thursday 5th April, UPS have advised me

> that the parcel was not ready for collection therefore collection failed.  
> I have taken a look at the invoice and the credit is valued at 58.50,  
> you then need to deduct the original 8.50 delivery charge, first attempt  
> collection charge at 8.50 then second collection attempt charge at 10.00 =  
> 27.00 - if I arrange a third collection at 10.00 the credit is only going  
> to be worth 21.50.  
> I would also like to make you aware that if you no longer wish for the  
> goods to be collected you will still be invoiced for the two attempted  
> collections (18.50 + VAT)  
> Please advise how you would like to proceed, if I do not hear from you  
> within 14 days I will assume that goods no longer require a collection and  
> will raise an invoice for the two attempted collections.

>

>

> Kind regards

>

> Lisa Leggoe

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

> Email [lisa.leggoe@viamed.co.uk](mailto:lisa.leggoe@viamed.co.uk)

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> Fax: +44 (0)1535 635582

> Skype: viamed\_lisa\_leggoe

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