

Order processing priorities

Priority 1 URGENT, to be processed straight away.

a) Emergency shipment - obtain a Director's signed approval.

or

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

Office – Send phone memo to Goods Out then place orders in picking tray.

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

Priority 2 – Reference: EXW

Customers own courier service, other than UPS - *cut off time 11:30.*

Exception: Order for Vandagraph Ltd all must be priority 2.

Priority 3 – all overs over £250 value (UK box upto 20kg)

**Reference: PPUPS1 (UK UPS), PPUPS6 (Export Standard),
PPUPS7 (Export Express Saver) PPUPS8 (Export Express),
PPUPS10 (Export Expedited)**

UPS courier service – *cut off time 13:30.*

Office – Review back order active list after 16:00.

If any problems or delayed shipment, then Goods Out will have updated active list.

Priority 4 – Reference: PPRD (UK Standard), PPSD (Special Delivery) – send phone memo to goods out if Special Delivery is required.

Royal Mail services – *cut off time 16:00.*

Office – Review back order active list after 17:00.

If any problems or delayed shipment, then Goods Out will have updated the list.

Notes:

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, bank holidays and transit times

Priority 7 Repairs - uncompleted

Priority 8 Sales orders with queries requiring clarification.

Must be placed in awaiting action tray in office.

Priority 9 On-site service at customer's premises