Requesting Quotes from Shippers

A quote can be requested when a customer asks to use a courier other than UPS or a pallet is required for an export shipment.

Add the proforma (VM3COP27.31, doc ID: 17063) or order (UK - VM3COP20.30, doc ID: 17161. Export - VM3COP20.31, doc ID: 17162) to Opera, excluding the carriage line and place on priority 8. Request a box/pallet size and weight from Goods Out.

Email the suggested couriers/freight companies and give them the following information:
- Collection address (Viamed)
- Delivery town/city and post/zip code
- Dimensions of package
- Weight of package
- Generic description of goods e.g. medical electronics, medical oxygen hoods. Always state non-hazardous
- Viamed do not have access for articulated trucks
- The carrier need a tail-lift and pallet truck (for pallet collections)
- Ask which courier will be shipping the goods
- Request insurance
- Request quote reference number

If the order is urgent, call the shippers instead as they can often give a price over the telephone.

When quotations are received, ensure the insurance has been included, if not, request it again from the shipper. Add V.A.T. where it has not been included, add a 10% Viamed surcharge to the total value including V.A.T. and insurance. This is to cover the cost of the packaging. Print the quotations and place with the order paperwork.

If the quote is for the UK, do not add V.A.T. to the total as this will be included when it is entered into Opera.

Some couriers, e.g. Kuehne & Nagel, sub-contract other couriers such as FedEx and TNT, ensure that the customer can receive shipments from the chosen courier.

The most inexpensive quote from an acceptable courier will be used for the order, thank the other couriers and advise the chosen courier of the expected ship date, if known.
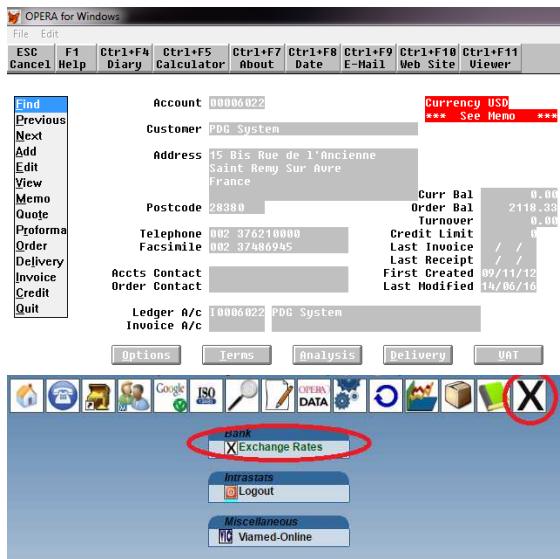
This quote then needs exchanging to the appropriate currency as per the customer's Opera account.


From Intrastats, Click on the 'X' tab and click, 'Exchange Rates'

Enter the total value of the carriage (including the 10% Viamed surcharge and V.A.T. where appropriate) into the 'Pounds' field. Click Submit and the exchanged values will appear beneath. The Euro or Dollar amount (as appropriate) is the value to enter into Opera.
Print this page and place with the order paperwork for checking.
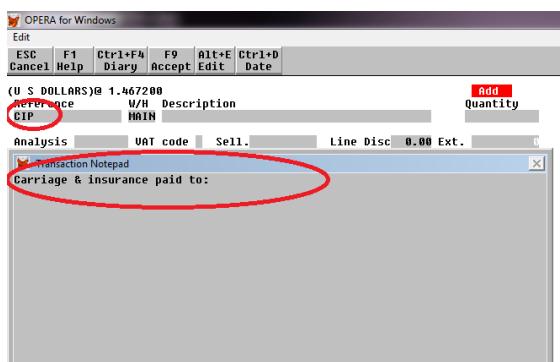
Return to Opera, locate the customer's account and edit the order/proforma. Amend the priority to '2' and proceed to the next page. Press F5 to add an additional line.
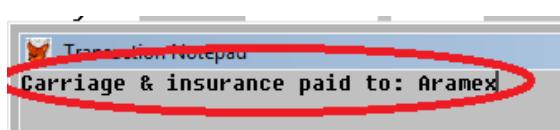
Use reference, 'CIP', when the dialog appear, enter the name of the shipper after 'Carriage & Insurance paid to:'. E.g. 'Carriage & Insurance paid to: Aramex'.
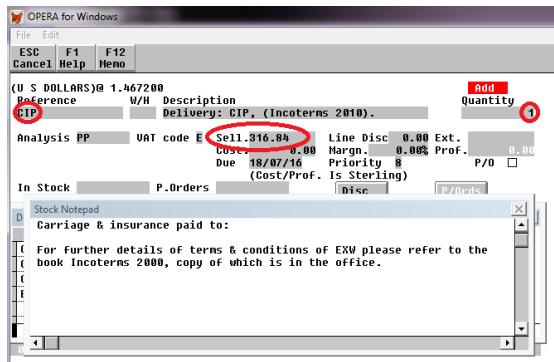
Enter a quantity of 1 and the USD/Euro value from the exchange rates page into the 'Sell' field.

Press F9 to complete the proforma/order. Ensure you hand-write the quotation reference number and highlight the courier name on the proforma/both copies of the ORD.