VM3COP20.57 VST – Setting Due Dates on Sales Orders

Standard Lead Time

- The standard lead time for all orders is **8 weeks from the order date**, unless otherwise specified.
- **Before setting any due date, always check the customer's price list and any customer memos to determine:**
  - Whether the customer has an agreed lead time that differs from the standard 8 weeks.
  - Whether **'OK to Ship Early'** should be ticked.
- If an agreed lead time is documented, **use this instead of the standard 8-week lead time**.
- Tick **'OK to Ship Early'** only where this is specified on the customer's price list or account memo.

Scenario 1 – Customer Specifies a Requested Delivery Date

1. Check whether the customer has provided a requested delivery date.
2. If the requested delivery date is **equal to or greater than the applicable lead time**:
   - Enter the customer's requested delivery date as the **order due date**.
3. If the requested delivery date is **less than the applicable lead time**:
   - Set the **order due date** to the applicable lead time from the order date.
   - Send the order confirmation advising the customer of the revised expected delivery date.

Scenario 2 – No Requested Delivery Date Provided

1. If the customer has not specified a requested delivery date:
   - Set the **order due date** to the applicable lead time from the order date.

Important Notes

- The **standard lead time is 8 weeks**, unless a different lead time is documented on the customer's price list or account memo.
- Where an alternative agreed lead time exists, this **takes precedence** over the standard 8-week lead time.
- Tick **'OK to Ship Early'** only when authorised on the customer's price list or account memo.
- If the customer's requested delivery date cannot be achieved, ensure they are informed of the revised expected delivery date within the order confirmation.