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Order Processing Priorities

VM3COP03.01

Priority 1 - Urgent emergency shipment.

To be processed immediately, obtain a Director's signed approval.

Office – Skype memo to Goods Out then place orders in the hands of person shipping.

Goods Out - If problems Skype memo to Office and update back order active list.

Priority 2 – Courier other than UPS Cut off time 11:00.

Opera references:

EXW – Customer courier account (all liability to customer)

Collection in person. Amend Opera description to "Collection in Person".

CPT – Carriage charged to Viamed on customer's behalf (no insurance), consigned to TNT, Aramex, Kuehne & Nagel etc.

CIP – Carriage and Insurance paid, charged to Viamed on customer's behalf, consigned to TNT, Aramex etc. includes insurance, not separate line on order.

Pallet Collections – UK or export pallet collection can use any of the above. Amend Opera description to "Pallet Collection".

For UK pallet collections, in the memo type, "Kuehne & Nagel/Aramex standard, 2-3 days transit time".

Work out price based on K&N or Aramex price list as appropriate.

For export pallets, in the memo type, "**freight company name* *service* (e.g. standard)". Contact freight companies for accurate pricing as per VM3COP20.43 Requesting Quotes from Shippers.

Priority 3 – UPS

Opera references:

PPUPS1 (UK only - Standard)

PPUPS2 (Northern Ireland only - Standard)

PPUPS3 (UK only – Express Saver)

PPUPS4 (UK only – Express)

PPUPS5 (UK only – Express+) Requires director approval, do not use unless this is obtained.

PPUPS6 (EU - Standard)

PPUPS7 (EU & World Wide - Express Saver)

PPUPS8 (EU & World Wide - Express)

PPUPS9 (EU & World Wide – Express+) Requires director approval, do not use unless this is obtained.

PPUPS10 (World Wide Expedited, not EU or UK)

UPS courier service – cut off time 13:00.

Office – Review back order active list as per VM3COP20.20

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

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09/05/17