

How to order guide

Introduction

CMD's Internal Sales and Customer Service teams take great pride in the work they do. One of their daily tasks is to ensure that purchase orders are processed efficiently and, to achieve this, we are asking for your support.

We have compiled this short guide so that we can help each other improve the way purchase orders are placed and processed to become quicker and more accurate.

All orders should be sent to sales@cmd-ltd.com.

Request:

Let us know your preferred delivery dates.

Explanation:

Circumstances don't always allow orders to be delivered exactly when they are wanted but do let us know your preferred schedule and we will endeavour to meet it. Please note that we treat "ASAP" according to our standard lead-times applicable at placement of order.

Request:

Please provide your document (D) number.

Explanation:

There is a 'D' reference number on the front page of all quotations. This provides us with your project details and pricing schedule helping us with the efficient processing of your purchase order.

Request:

Do not change product details on a Purchase Order.

Explanation:

Each product has a unique part number that specifies its configuration and colour because we are a code based company. If a part number is provided but the configuration or colour has been changed in some way, we risk missing the new specification. Please refer to our price list or contact CMD for the correct part number for use on your purchase order.

Request:

Include all order instructions on the Purchase Order.

Explanation:

Instructions included in supporting emails can be missed at the sign off and / or Order Entry (OE) stage. You must include all instructions in the Purchase Order such as site contacts, direct phone numbers and delivery requirements. Deliveries can be refused if the carrier does not have the correct contact information.



Thank you for your support and cooperation. If you have any questions about how this 'How to order guide' affects you, please contact a member of our team.