

## Delivery and Order Timescales

WBS operates within the timescales as outlined within the QAF 2010. Outlined below are the timescales associated with any order placed with WBS and the areas where delay may be expected.

### Placement of Order

Orders are received from either the student or the LEA. Upon receipt of an order from the LEA, WBS will place the equipment on order and will notify the student concerned in writing of all the items on order and invite the student to contact WBS to arrange a time and date for delivery.

When the student has contacted WBS and a date and time has been agreed a letter will be sent out as confirmation. This delivery will then take place within 10 days of the student making contact with WBS subject to the student's availability and preference.

If the student has received the go ahead to place the order directly with WBS they will be asked for the following information:

1. A copy of the letter from the LEA agreeing to fund the equipment
2. A copy of the equipment list as recommended and agreed by the LEA.
3. Contact details to include address, phone number and email.

The student will be asked to send this to WBS in a format that is easiest for them, either by post, fax or email. WBS will then confirm delivery address, equipment on order and will offer the student a timed (within 2 hours) delivery and setup appointment.

In accordance with the QAF 2010, WBS will send out a delivery confirmation letter again advising the student of the equipment being supplied and the agreed delivery time and date.

Please see link to the DSA QAF 2010 for suppliers.

<http://www.systemsforlearning.co.uk/documents/OneStopShopSupplierQAFNewAug2010A4.pdf>

WBS will strive to meet the timescales as laid out in the QAF but would like to make aware that the following may lead to orders being delayed:

- Circumstances beyond the One Stop shop Suppliers control e.g non availability of items, fuel shortages etc.
- Changes or additions to the equipment specification.
- Delay of essential documentation that may restrict the supplier being able to deliver. E.g delivery address, contact details.
- Non Payment of upgrade costs outside of the DSA funding agreed by the LEA's.