



UTM ORDER PROCESSING PROCEDURE

Enquiry

- 1) End User enquiries will be directed to our in-Country Partners for assistance
- 2) Partner enquiries will be quoted as below:

Information required, where possible to sales@utmworldwide.com :

- Items required (if part numbers are known, this is helpful but not essential)
- Quantities (ideally, in multiples of the unit quantity available per the price list – for example, 5.56mm loose ammunition is supplied in multiples of 900)
- Shipment delivery address including contact details, such as telephone number and email of the receiver
- Delivery lot size, single shipment or multiple shipments to be specified
- Delivery date deadlines, if applicable
- Any special delivery instructions

Quotation

- UTM will allocate a unique internal reference, which will follow the enquiry all the way through the order process. Please quote this number on all subsequent paperwork and communication
- UTM will supply an official quotation to our Partner
- To accept the quoted offer, Partner will send UTM a formal Purchase Order

Export Licence

- Due to the nature of the products supplied by UTM it will be necessary to obtain an UK Government export licence prior to shipment
- UTM will need a completed End User Undertaking (EUU) from the consignee.
- UTM will supply a draft EUU based on the purchase order
- The Partner will arrange for the draft to be transferred to the consignee letter head and signed by the appropriate parties
- The Partner also needs to supply an import licence, or a letter stating one is not required for a specific Country, to go with the export licence application to show the prior approval of the receiving Country
- Once UTM receives the completed and acceptable EUU, the licence application can be arranged and normally takes around 4 weeks
- Export licence approval can take longer and UTM has no control or influence on this

Shipment

- Once all agreed payment terms have been met by our Partner and the Government has issued the export licence, then UTM can confirm a proposed shipment date
- UTM will prepare the goods for dispatch (including packaging, quantity checks and labelling)
- UTM will generate the necessary documentation (e.g. invoice, delivery notes & packing lists)
- UTM will contact the airline or shipping agent to arrange shipment of the consignment
- The airline will not normally process the goods for a flight until they have confirmation from the consignee they are in position to accept the goods
- Once clearance is given by the airline (typically within 7 to 14 days), the shipment can proceed
- UTM will keep the Partner updated throughout this process

If UTM are only engaged under ex works conditions and are not the nominated shipper, other conditions may apply.



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Tenders

The process where governments invite vendors to bid for the right to work on government projects or provide goods or other services through an open forum.

- UTM will support our Partner to produce a winning submission for Tenders either in the prime role of main offeror, or a sub role of manufacturer in a manufacturing supply agreement with our Partner.

Prime

If UTM is the offeror it would be expected our Partner would identify the opportunity and supply all solicitation documentation in English, and offer translation services if required.

UTM would produce all technical documentation / drawings / brochures / TDS and MSDS required to support the submission.

The UTM Partner would use their relationship with the end user and assist in any in country communication and help secure documentation, and highlight winning strategies based on their experience.

UTM would produce citations detailing delivery schedules, shipping dimensions, and quotations.

UTM would commit to opening any performance / warranty bonds required to support the submission when successful, following careful evaluation.

Our Partner would provision in country training and customer support, where necessary.

Sub

If UTM is the manufacturer only it would be expected our Partner would identify the opportunity and supply all solicitation documentation in English, and offer translation services if required.

UTM would help produce all technical documentation / drawings / brochures / TDS and MSDS required supporting the submission, and completing other documentation.

Our Partner would use their relationship with the end user to ensure the submission is of the highest caliber.

UTM would produce citations detailing delivery schedules, shipping dimensions, and quotations.

Our Partner would commit to opening any performance / warranty bonds required to support the submission when successful.

Our Partner would provision in country training and customer support, where necessary.

Contract

Once the contract has been issued UTM and our Partner will work harmoniously to meet the End User's expectations and ensure all payment schedules are met.