

UK Customer Logistics Process FAQ's

As a valued customer of QED Environmental Systems, I want to share with you some additional information about the steps we are taking to minimise the impact of our upcoming transition of operations from Coventry, UK to Dexter, USA.

We are taking these steps to maintain the same A+ levels of customer service prior to, during, and after the transition.

The transition will require our UK customers to adopt the responsibility for importing and exporting, as all packages will be travelling to and from the USA.

To help minimise any disruption this may have on you and your own operations, all shipments of instruments, spares and accessories will be managed by our trusted freight partner, Independent Freight Ltd.

They are based very close to our current site in neighbouring Nuneaton and will support you with all import and export requirements. Following the transition, please send all outbound packages directly to Independent Freight.

Both QED and Independent Freight will remain on hand to help make this process as smooth as possible and provide direct assistance with process changes or additional registrations required by customers who do not currently operate in this way.

Whilst we hope that the summary and visual aid helps to provide clarity, we have captured a number of relevant FAQs below.

Question – What is the name and address of the UK freight partner company?

Answer –

Name	Independent Freight Ltd
Address	Units 5 & 6 Alliance Close, Attleborough Fields Industrial Estate, Nuneaton, Warwickshire, CV11 6SD
Telephone	+44 (0)2476 343037
Email	QED@independent-freight.com

Question – We usually arrange return to QED via the Collections plug-in on QED's website – will this still be available?

Answer – Yes. We will be making some minor modifications to the tool to ensure that it meets the needs for export requirements, but it will look and work largely the same way as it does currently. The changes will relate to our ability capture a commercial value for customs purposes, record the correct commodity codes and capture an accurate EORI number for the UK customer.

Question – As we (customers) are now going to importing and exporting, what are the main considerations?

Answer – Gas analysers are exempt from Import duties, for repair/calibration and new instruments. Postponed VAT Accounting (PVA) process can be applied for repair/calibration and new instruments avoiding the need to pay the VAT at the point of import. The PVA process is managed separately as part of your standard VAT reporting and payment processes. Please note that VAT applied to gas analysers can be reclaimed.

Independent Freight are ready to assist customers unfamiliar with the process and will help you to register for VAT or EORI, both of which are required.

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Question – What is Postponed VAT Accounting (PVA)?

Answer – This is a financial term that relates to the ability to defer immediate payment of VAT on imports and avoid inbound shipments to the UK getting stuck in customs, etc. Your Finance team or external accountant will be able to provide specific additional detail, if required.

Note: Shipping companies (e.g., DHL and UPS) will not require VAT collection when your package is delivered. However, UPS requires the shipment receiver to have a UPS account number while DHL does not. QED will use DHL for return shipments for the simplest VAT accounting.

Question – What are the rules regarding claiming back VAT or using Postponed VAT accounting?

Answer – The rules state you must be the owner of the goods or be the ‘person/business with the right to dispose of goods as owner at importation’ i.e., if you are a distributor who then re-sells the item domestically, you must also be VAT registered.

Question – How long will an EORI number take to be assigned and provided?

Answer – Typically, providing the application form is completed correctly, this should take about 1-2 weeks from submission. We however recommend doing this sooner rather than later to avoid any unforeseen delays.

Question – Will we still need to complete and supply a Service Return Form (SRF) before we ship to QED?

Answer – Yes. By using the ‘Arrange a Service’ On the QED website or by contacting our Customer Service Team on 0333 800 0088 (Option 1) **In addition** - Contact the Customer service team to obtain an RA number, by email, service@gedenv.co.uk or call 0333 800 0088 (Option 1) before you send the analyser. You will be supplied with an additional label to mark up your instrument for identification when arriving in QED Dexter MI, USA.

Question – Will QED continue to honour the Service+ scheme?

Answer – Yes, there are not going to be changes to any of the commercial agreements we have with our customers outside of the USA as a result of these changes.

Question – Who bears the increased freight costs?

Answer – Any freight costs to transfer from the UK to USA will be borne by QED, for standard shipment levels. Any premium services that would previously have been chargeable will continue to be quoted and charged accordingly.

Question – Will Hire Fleet units continue to be provided, particularly those used to cover Service duration?

Answer – Hire units will be available, as they have been in the past.

Question – Can I track my inbound and outbound packages?

Answer – Yes. Tracking numbers will be available on the shipping label when using the QED website plug-in or will be emailed to you when an instrument is collected/delivered.

Question – Can we continue to physically drop off packages, rather than rely solely on shipping?

Answer – Yes, manual collection and drop off can be arranged via Independent Freight at the above address.

Question – Is this updated logistics process the same for all types of equipment and products we currently source from QED?

Answer – Largely, yes. The only exceptions will be where a product’s classification attracts duty, which will need to be paid in addition to the VAT. The difference here is that the VAT can be reclaimed (providing you are a VAT registered business) but the customs duty is a cost that cannot be reclaimed.

Question – If we experience issues, who should we contact?

Answer – Repeating the previous messaging, QED’s EMEA and APAC Customer Service and Technical Support teams remain on hand to provide and sustain our A+ Customer Experiences, ably supported by our USA colleagues. They will continue to be the primary source of support.

However, if the issues relate specifically to freight matters, it would be sensible to approach our partner, Independent Freight in the first instance to try and obtain an expedited response.

Question – When will the new arrangement take place?

Answer – QED is targeting 15th November 2023. Anything received after 15th November will be forwarded to Dexter directly or returned to Customer to re-arrange shipment to Dexter directly.

Question – Does the ‘arrange a collection’ button on the QED website link to the new process?

Answer – The ‘arrange a collection’ button is unchanged as the Coventry office continues to accept instruments for service. From the 15th of November 2023 the button will change to an email form, this will be sent to the UK Customer Service team.

We appreciate that whilst the above covers many of the questions we have received since our communication, there will of course be more.

Our commitment to our EMEA and APAC business is unwavering, and this is reflected in the retention of our key commercial and technical personnel.

We’ll be working tirelessly to ensure that the potential transition efforts for the business are managed and implemented with the same level of quality and precision that we deliver with our existing products and services.

As with all changes, they rely on the support of all stakeholders, and we look forward to working with you to continue delivering world-class products, services and support to you.

Please contact Leanne Yates, Customer Service Manager, with questions: customercomms@qedenv.co.uk

Your Sincerely



Ryan Cox
Sales Director – EMEA/APAC
QED Environmental Systems, Inc

To help with a smooth operational transition from Coventry, UK to Dexter, USA we have compiled a quick check list to guide you through some of the important process changes:

Customer Check list

- 1) Confirm VAT Number?
- 2) Confirm EORI number? (If you do not have one, you need to apply for one. Our freight forwarder, Independent Freight [add in hyperlink / contact details], can support you with this)
- 3) Provide authority for our freight provider, Independent Freight, to act on your behalf?
- 4) Set QED Dexter up as an approved supplier/provider?
- 5) Sit back and let QED do the rest!

New QED Service & Calibration Process

1. Customer completes an 'SRF'
2. Customer requests an RA = Return Authorisation from QED Customer Service Team. To do this, please Email service@qedenv.co.uk or call 0333 800 0088 (Option 1). You will then receive a label via email to affix to your parcel for delivery to Dexter for identification purposes * **Please do not ship your parcel without being equipped with an RA reference number label.**
3. Customer completes 'Request a collection' on QED Website OR post/send your instrument directly to Independent Freight
4. QED Customer Service will work with Independent Freight on arranging your collection. Tracking details will be shared with the customer as soon as they are available.
5. Independent Freight will collect your parcel OR if you have 'dropped off' your parcel, Independent Freight will forward your parcel onto Dexter USA
6. Your Instrument will be inspected.
7. Customer Service will supply a quote.
8. Customer will provide a PO.
9. Your instrument will be serviced and calibrated or repaired.
10. QED Dexter will be updated once the quote has been agreed and the instrument will be returned. Tracking details will be provided as soon as the instrument leaves Dexter USA.
11. Customer will receive the instrument, along with a calibration certificate and service report.

New QED Warranty Repair Process

1. Customer Requests an RA = Return Authorisation from QED Technical support Team. To do this, please email technicalsupport@qedenv.co.uk or call 0333 800 0088 (Option 3). You will then receive a label via email to affix to your parcel for delivery to Dexter for identification purposes * **Please do not ship your parcel without being equip with an RA reference number Label.**
2. Customer completes 'Request a collection' on QED Website OR post/send your Instrument to Independent Freight directly.
3. QED Customer Service will work with Independent Freight on arranging your collection. Tracking details will be shared with the customer as soon as they are available.
4. Independent Freight will collect your parcel OR if you have 'dropped off' your parcel, Independent Freight will forward your parcel onto Dexter USA
5. Your instrument will be inspected.
6. Customer Service will supply a report and a quote if necessary.
7. Customer will provide a PO if necessary.
8. Your Instrument will be reviewed and/or repaired.
9. QED Dexter will be updated once the quote has been agreed and the instrument will be returned., Tracking details will be provided as soon as the instrument leaves Dexter USA.
10. Customer will receive the instrument, along with a calibration certificate and service report.