

## **VM3COP20.89 Order Email Templates**

### **Order Confirmation**

Subject: Order Confirmation #####

Thank you for your order, I can confirm this has been received and processed. It is scheduled to be dispatched within the next 48 hours.

### **Order Confirmation – Pricing Incorrect**

Subject: Order Confirmation #####, Action Required

Thank you for your order, I can confirm this has been received and I am currently processing it for you. Unfortunately, the following item(s) state incorrect pricing. Please can you confirm if you wish for me to process your order at the amended price.

- Item A – Pricing...
- Item B – Pricing...

Until we receive a response, your order will be placed on hold. I look forward to hearing from you.

### **Order Confirmation – All Out of Stock**

Subject: Order Confirmation ##### - Dispatch Delay

Thank you for your order, I can confirm this has been received. Unfortunately the following items are currently out of stock and are scheduled to be available for dispatch w/c #####.

- Item A
- Item B

Please can you provide us with the end users information so we can contact them directly or can you please inform them of this delay.

Thank you.

### **Order Confirmation – Line Out of Stock (Oxygen Sensors)**

Subject: Order Confirmation ##### - Dispatch Delay, Action Required

Thank you for your order, I can confirm this has been received. Unfortunately, the following items are currently out of stock and are scheduled to be available for dispatch w/c #####.

- Item A
- Item B

Due to the nature of your other items, we would be happy to dispatch these separately, should you wish. Please confirm if you would like for the in-stock items to be dispatched immediately or wait until the full order is available for dispatch.

## **Order Confirmation – Line Out of Stock**

Subject: Order Confirmation ##### - Dispatch Delay

Thank you for your order, I can confirm this has been received. Unfortunately, the following items are currently out of stock and are scheduled to be available for dispatch w/c #####.

- Item A
- Item B

Please can you provide us with the end users information so we can contact them directly or can you please inform them of this delay.

Thank you.

Should you have any queries, please do not hesitate to contact us.

## **Order Further Delay**

Subject: Order ##### Update – Dispatch Delay

My sincere apologies but the original scheduled dispatch date which we provided has now changed. Your order is now scheduled to be dispatched w/c ####.

\*\*Please can you provide us with the end users information so we can contact them directly or can you please inform them of this delay.\*\*

Thank you.

Should you have any queries regarding this or any other orders, please do not hesitate in contacting us.

## **Dispatch Email**

Subject: Order ##### Dispatched

Thank you again for your order. I am pleased to inform you that your order, ##### has been dispatched.

You can track your order on the UPS website, [www.ups.com](http://www.ups.com), with the following tracking number #####.

Please see attached delivery note, DVM#####-1 and Invoice RVM#####-1.

Should you have any further queries, please do not hesitate in contacting us.

## **Invoice Email (Automated)**

Subject: Viamed Ltd. Invoice(s) RVM#####-#

Please find attached invoice(s) from Viamed Ltd.

Should you have any queries please do not hesitate in contacting us.

Regards  
Accounts Department  
Viamed Ltd  
[accounts@viamed.co.uk](mailto:accounts@viamed.co.uk)

Please do not reply to this email as it is unmonitored.