

DVM147284-1, date 17 Jan 2024. Tracking number 1Z9W96380441190546. Thank you.
UPS says shipping to Jakarta Indonesia but del. address is 389834, Singapore

Cathy, 12:45

i did it, looks like one has slipped passed me, and i did not spot that it still had indonesia on it, I normally spot these. its due to the fact that it pulls some of the info from the main account and beacuse the main account has the country of Indonesia it has pulled that in

this happens when main account is based in a different country

12:55

OK, anything we can do?

Cathy, 13:03

emailed ups healthcare to see if they can help, if there is nothing we can do then i will ask for it to returned, and while that is happening we will send a replacement out, so just waiting for a reply



Cathy, 16:15

ok the they can not help on the above and have said would be best to return. I have asked for them to do this, so we need to arrange for a new order to go on to replace it

16:16

Ok, I will do so in the morning. So UPS will just sent it back to us, customer does not need to do anything?