

Graciella A (15/08/2024, 15:07:15): Hi, My name is Graciella. I am reviewing your information and I will be with you in a moment.

Graciella A (15/08/2024, 15:07:44): Hi Catrin I see that it's being shipped outside the US. I specialize in shipments that came from and are going to the 48 contiguous US states.

Graciella A (15/08/2024, 15:07:45): I need to connect you to a colleague who handles these types of packages. For your information, their hours are 7:00 a.m. to 12:00 a.m. ET Monday to Friday. May I connect you now?

Me (15/08/2024, 15:07:54): yes thank you

Graciella A (15/08/2024, 15:08:02): Alright. I'll be connecting you now.

Me (15/08/2024, 15:08:05): Thank you

Darling L M (15/08/2024, 15:24:33): Hi, My name is Darling L. I am reviewing your information and I will be with you in a moment.

Me (15/08/2024, 15:24:39): Hi, we have a customer who has had their parcel delivered to an Access Point. The Access Point are stating they do not have the parcel.

Me (15/08/2024, 15:24:42): Thanks

Darling L M (15/08/2024, 15:28:48): Hello Catrin, I hope you are doing well, I am sorry that the customer did not get the package, I understand it was delivered to an Access Point and they said they do not have the package

Me (15/08/2024, 15:29:03): Yes that is what the customer is saying.

Darling L M (15/08/2024, 15:31:37): Upon checking tracking number 1Z9W96386840160095 the system indicates was delivered on 08/13/24 in OLD TOWN FOOD & WINE 19 HIGH STREET SWINDON SN1,

Me (15/08/2024, 15:32:19): That is correct but the customer has visited to collect and has been informed the parcel is not there. I am unsure why it was delivered to an access point as the order placed a few days earlier was delivered to the doorstep of their home.

Darling L M (15/08/2024, 15:32:35): The delivery failed due to receiver not available, the package was sent to the nearest location. If the receiver already confirmed the UPS Access Point location did not have the package, you need to file a claim <https://www.ups.com/gb/en/support/file-a-claim.page>,

Darling L M (15/08/2024, 15:32:41): or contact UPS United Kingdom at 03457877877, +44 3457 877 877, +44 2079 490 190 working hours M - F, 8 a.m. to 8 p.m. Sat: 8 a.m. to 2 p.m for them to verify with the location and file the claim for you

Me (15/08/2024, 15:33:05): Ok thank you for your help.