



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: [EXTERNAL] 1Z8W47826847690546 [ref:!00DF005wsA.!500e701ozXc:ref]

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>

7 April 2025 at 15:51

Reply-To: ryan.swaine@vandagraph.co.uk

To: UPS UK HEALTHCARE SUPPORT EN <ukhealthcaresupport@ups.com>

Dear Jose C

Please find the information below. Would this suggest that the parcel is missing?

I am going to send replacement goods to the client, if the parcel is found can we organise for it to be returned to us?

Best regards

Ryan

Shippers Information:	
Company name	Vandagraph Ltd.
Contact name	Ryan Swaine
Telephone number	01535 634900
E-mail address	ryan.swaine@vandagraph.co.uk
Complete address	15 Station Road, Cross Hills, BD20 7DT
Receivers information:	
Company name	
Contact name	Peter Young
Telephone number	07718630833
E-mail address	pete.young@btinternet.com
Complete address	3 Mayfields, Martlesham Heath, Ipswich, IP5 3TU
Shipment information:	
Weight of the goods	0.1kg
Value of the goods	£68
P.O. or invoice number	RAN155987-1
Complete & detailed description of the goods (size, brand, color, model number, etc.)	Vandagraph Oxygen Sensor, model R-33DE (part no. 0110224)
pictures of the goods and packaging if possible	R-33DE Oxygen Sensor (0110224) – Vandagraph

Ryan Swaine

General Manager

VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Mon, 7 Apr 2025 at 14:41, UPS UK HEALTHCARE SUPPORT EN <ukhealthcaresupport@ups.com> wrote:



Good afternoon,

Unfortunately, the only physical scan reported so far is from when the package was picked up, so we will need to escalate the search with the investigations department.

For this purpose, would you be so kind as to provide the following information.

Shippers Information:	
Company name	
Contact name	
Telephone number	
E-mail address	
Complete address	
Receivers information:	
Company name	
Contact name	
Telephone number	
E-mail address	
Complete address	
Shipment information:	
Weight of the goods	
Value of the goods	
P.O. or invoice number	
Complete & detailed description of the goods (size, brand, color, model number, etc.) pictures of the goods and packaging if possible	

Once I receive this information, I will start the package investigation.

Regards,

Jose C

UPS Healthcare

For quick and easy answers, please visit our [UPS Help and Support Center](#).

Manage shipments on the go with the UPS Mobile App.



----- Original Message -----

From: Ryan Swaine [ryan.swaine@vandagraph.co.uk]

Sent: 4/7/2025 10:20 AM

To: ukhealthcaresupport@ups.com

Subject: Re: [EXTERNAL] 1Z8W47826847690546 [ref:!00DF005wsA.!500e701ozXc:ref]

Dear Jose C

Please can you let me know if the parcel has been located? Our client is desperate for their goods and I am at the stage where we need to send a replacement order if delivery is going to be further delayed.

Best regards

Ryan

Ryan Swaine

General Manager

VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk> [[vandagraph.co.uk](http://www.vandagraph.co.uk)]

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Fri, 4 Apr 2025 at 13:58, UPS UK HEALTHCARE SUPPORT EN <ukhealthcaresupport@ups.com> wrote:



Hi Ryan,

Thank you for bringing this to our attention.

We regret that the delivery of your package was delayed. We will investigate the reason for the delay so that delivery can be completed as soon as possible.

1Z8W47826847690546 - Location - TAMWORTH HUB/TRAILER 04/03/2025

We will contact you shortly with more information.

Kind regards,

Jose C

UPS Healthcare

For quick and easy answers, please visit our [UPS Help and Support Center](#).

Manage shipments on the go with the UPS Mobile App.



[\[apps.apple.com\]](https://apps.apple.com)



[\[goo.gl\]](https://goo.gl)



----- Original Message -----

From: Ryan Swaine [ryan.swaine@vandagraph.co.uk]

Sent: 4/4/2025 9:08 AM

To: ukhealthcaresupport@ups.com

Subject: [EXTERNAL] 1Z8W47826847690546

CAUTION! This email originated outside of the organization. Please do not open attachments or click links from an unknown or suspicious origin.

Hi

Please can you help us with a parcel that was due to be delivered to our client yesterday, as it did not arrive and there is no further delivery information listed on the tracking page of your website:

Account: 8W4782

AWB: 1Z8W47826847690546

I will await your reply and thank you in advance.

Kind regards

Ryan

Ryan Swaine

General Manager

VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk> [[vandagraph.co.uk](http://www.vandagraph.co.uk)]

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

ref:!00DF005wsA.!500e701ozXc:ref

This e-mail and any attachments thereto may contain information which is confidential and intended for the sole use of the recipient(s) named above. Any use of the information contained herein (including, but not limited to, total or partial reproduction, communication or distribution in any form) by persons other than the designated recipient(s) is prohibited. If you have received this e-mail in error, please notify the sender either by telephone or by e-mail and delete the material from any computer. Thank you for your cooperation.

This e-mail and any attachments thereto may contain information which is confidential and intended for the sole use of the recipient(s) named above. Any use of the information contained herein (including, but not limited to, total or partial reproduction, communication or distribution in any form) by persons other than the designated recipient(s) is prohibited. If you have received this e-mail in error, please notify the sender either by telephone or by e-mail and delete the material from any computer. Thank you for your cooperation.