Sophie.Lines 12:28 PM

Hi Cathy - I messed up an order for Medivent - they wanted 3x 0110452 but I only put 2 on their order (CVM159472)

In my (small) defence they did originally order 2x, but then sent an updated order with two extra lines which I added, but I didn't see the quantity change for the sensor x

What do I do - just add an order for the missing sensor and do free carriage for the error?x

Cathy.Green 12:31 PM

one sec

it should have been picked up by the checker as the total price difference is different, they should have seen it and checked why

ok you will also need to go back to the customer to explain mistake on order, you will have to get a new order on , as foc carriage