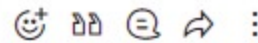


**Kate** 9:09 AM

Hi, this is what I asked Cathy, no reply yet. Does it make sense to you....As Lifemed has not paid for anything, he just wanted to know the costs up front, would it be simpler to combine both orders, then one carriage charge, one insurance, one bank charge.....
If you explain to customer that you have done this (Or ask if ok to do this) if you point out 2 separate orders would have been double insurance and double bank charges, I imagine he would be ok with it....as long as all the emails are there and notes added, should be ok?" Do you agree?
Seems simpler/less chance of error....

**A****Aqib.Majeed** 9:13 AM

Yes it makes sense

**Kate** 9:14 AM

ok, do you think you should let customer know that is the plan/wait for reply, or just do it and explain in the email/add notes to (one) the order? 🙄

A**Aqib.Majeed** 9:14 AM

Think we should wait for her reply

**Kate** 9:21 AM

Cathy ok with that, as nothing has been part shipped. So one order only, lots of notes and attachments and an explanation to customer in email what we have done x Cathy says point out increase in carriage charge (but if you mention that we are avoiding 2 x bc and insurance, he should see that it's better for him)

Message @Kate

