

VM3COP20.69 - UPS Emails, Exceptions & Claims

UPS Emails

The group of companies has an email address dedicated to emails from UPS, these advise us of delivered packages, exceptions and any other problems that may arise. We typically receive 30-60 of these emails per day and as such, the emails need to be addressed every day.

Log into Gmail as per VM3COP20.72

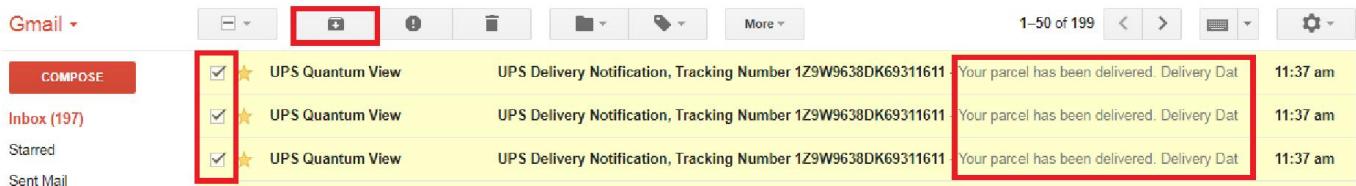
Login information

Email address – viamed.ups.email@gmail.com

Password – wP2rPsWg

Delivered packages

Emails which state that the package has been delivered can be immediately archived. Tick the boxes to the left of the emails and press the 'Archive' button.



Emails are received in many languages, for reference and ease, below are some translations of commonly received languages.

Language	Translation of 'UPS Delivery Notification, Tracking Number'
French	Notification de livraison UPS, numéro de suivi
German	UPS Zustellbenachrichtigung, Kontrollnummer
Latvian	UPS izņēmuma paziņojums, izsekošanas numurs
Polish	Powiadomienie UPS o doręczeniu, numer monitorowania

Exceptions

When emails are received advising us of an exception, they need to be addressed.

Standard service – If the exception is for a shipment using the standard service, copy the tracking number and search the inbox to check if there has also been an email saying it has been delivered. If so, archive the exception. If not, forward the email to salesoffice@viamed.co.uk with a note to ask the office team to advise the customer of the delay. The service used can be found in the email under the 'Shipment Details' header. If there is any kind of delay with a standard shipment, contact the customer to advise.

Shipment Details	
Tracking Number:	1Z9W9638DK68268448
Ship To:	V&S Jana Zábrany 37 Humpolec Humpolec, 39601 CZ
UPS Service:	UPS STANDARD
Parcel Weight:	2.2 KGS
Invoice Number:	IN154227
Purchase Order Number:	00007155

Clearance – If the exception states that there is a clearance issue, forward the email to salesoffice@viamed.co.uk with a note to ask that the office team advise the customer and ask if there is anything that they need from us. We cannot claim for clearance delays.

Delays – When a delayed shipment, late shipment, mechanical failure etc exception email arrives, we should always advise the customer. Forward the email to salesoffice@viamed.co.uk with a note to ask the office team to advise the customer of the delay.

Humanmed exceptions – If any exceptions are received for Humanmed deliveries, forward the email to Humanmed's UK Sales Manager.

VST exceptions – If any exceptions are received for VST deliveries, forward the email to the VST director or VST sales admin.

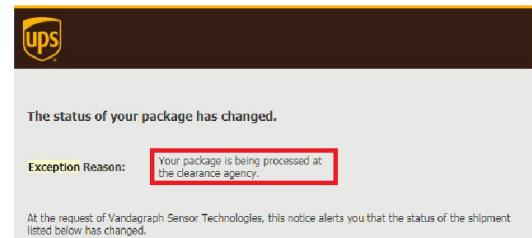
Deferment, EORI or VAT numbers – Viamed are sometimes asked to provide these numbers when importing goods, provide the numbers when requested. When replying to these emails, please add that it is a Normal Permanent Import.

Viamed:

VAT number: GB287389593

Deferment approval number: 8347965

EORI Code: GB287389593000



When to claim

- For loss of some or all of any shipment.
- For damage to some or all of any shipment
- For any order that has been shipped via a guaranteed service but has experienced delays, late shipment, mechanical failure etc including any delays caused by severe weather. The customer must be informed, if the customer requests a refund for the carriage charge, consult with the accounts department to arrange this.

Service Name	Guaranteed?
Standard	No
Express (A.K.A. Worldwide Express)	Yes
Express Saver (A.K.A. Worldwide Saver)	Yes
Express Plus	Yes
Expedited	No

How to claim

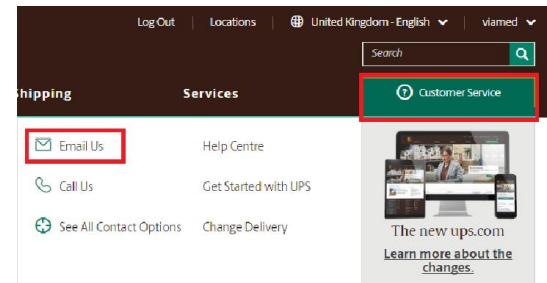
Contact customer service to report damage or loss. UPS advise that completing this online is the most efficient way to do it.

Login to the UPS website: <https://www.ups.com/gb/en/Home.page>

Username: viamed

Password: Coffee123

Click on, 'Customer Service' then click on, 'Email Us'.



Fill in your name and the email address, use viamed.ups.email@gmail.com. From the 'Support Category' drop down menu, select 'Claims', then choose an option from the 'Support Topic' menu; if it is for a delay, choose the 'Status' option from this menu'.

From the 'Are you the...' dropdown menu, click shipper. Click 'Next' when complete.

Note: Only the shipper can make a claim, if we need to claim for an import shipment to us, contact the shipper to make the claim.

Fill in the requested details providing as much detail as possible, then click the 'Send Email' button.

Viamed's UPS account number: 00009W9638

VST's UPS account number: 00001ZA8Y7

For shipment reference, see page 4.

E-mail UPS

Do you have a question or comment? Email us and we will respond within one business day. Required fields are indicated with *.

A screenshot of the 'E-mail UPS' form. The 'Your Name' field contains 'Katie Evans' and the 'Your E-mail Address' field contains 'viamed.ups.email@gmail.com', both with red boxes around them. The 'Support Category' dropdown is set to 'Claims' with a red box. The 'Support Topic' dropdown is open, showing 'Select One' at the top, followed by 'Report Damage', 'Report Lost', and 'Status', with 'Report Lost' highlighted in blue and a red box around the dropdown. The 'Are you the...' dropdown menu is also highlighted with a red box.

Please enter the following information to help us provide a better answer to your e-mail question. Select **Send E-mail** to continue, and UPS will respond within one business day. Required fields are indicated with *.

Your Telephone:

01535634542 *

Account Number:

9W9638 *

Description of Merchandise:

Repair Value:

GBP

Total Value:

GBP

Shipment Reference:

Current Location:

Condition:

Select One

What is your question or comment? (Up to 500 characters)

A screenshot of the 'What is your question or comment?' text area, which is a large text input field with a red box around it. Below the text area is a 'Send E-mail' button, which is highlighted with a red box.

Problem	Timescale	
Loss	Claim within 60 days of the goods being consigned with	Allow UPS 7-10 working days to investigate.

	UPS.	
Damage (including partial loss)	Claim with 14 days of receipt.	Allow UPS 7-10 working days to investigate.
Delay	Claim within 21 days of the goods being placed at the disposal of the person entitled to delivery.	Allow UPS 7-10 working days to investigate.

"In addition, all claims against UPS in connection with any shipment shall be prescribed and barred by expiration of time, unless legal proceedings are brought and written notice of them is given to UPS within eight months after delivery of the goods concerned or, in the case of non-delivery, within eight months from the scheduled date for delivery." – (UPS.com, Service Terms and Conditions – 2017)

If the claim is successful, an email will be received saying the case has been closed

Alternative contact methods:

Customer Services email address: custsvgben@ups.com
 Customer Services telephone number: 03457 877877

Reference numbers

Reference numbers refer to the reference numbers entered during shipping. These can be located on the emails under the 'Shipment Details' header. They have different wording dependent on which WorldShip application was used to ship them.

Reference 1 / Invoice number (IN***** for Viamed or D120***-1 for Humanmed)
 Reference 2 / Purchase order number (Opera account number for Viamed)

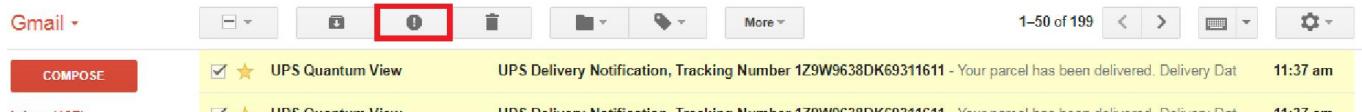
Shipment Details		Shipment Details	
Tracking Number:	1Z9W9638D969413418	Tracking Number:	1Z9W9638DK68548083
Ship To:	Jamjoon Medical Industries Company Limited P.O Box 9158 Jeddah, 21413 SA	Ship To:	Barnet Hospital Barnet R&D Central Stores Wellhouse Lane Barnet, EN5 3DJ GB
UPS Service:	UPS WORLDWIDE SAVER	UPS Service:	UPS STANDARD
Parcel Weight:	12.2 KGS	Parcel Weight:	0.6 KGS
Invoice Number:	IN154211	Reference Number 1:	IN154231
Purchase Order Number:	00007885	Reference Number 2:	00000095

Additional Information

The closest depot is in Dewsbury; all of our shipments go here first for processing and sorting. Status updates will not be available until the packages have reached the Dewsbury depot.

Spam button

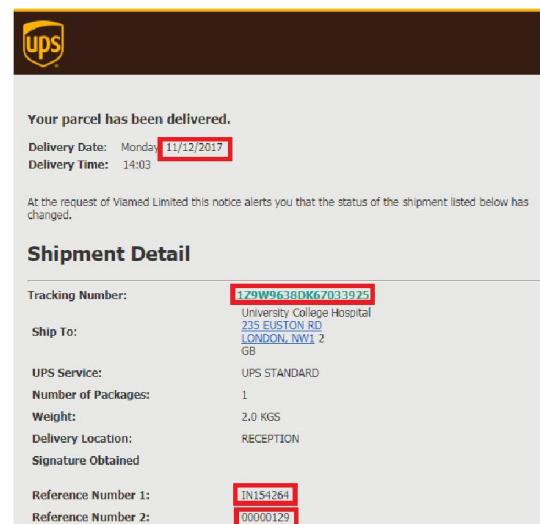
When using this email account, it is vital that you do not click the spam button. If you do click it, it is imperative that you contact the I.T. department immediately as a new email address may be needed.



I.T. Department: please mark custsvcgben@ups.com as 'Do not spam'.

Search terms

When searching the inbox for further information, there are many things you can search for. The tracking number is the most specific and should be mentioned on all applicable emails, however, it only relates to one specific shipment. If looking for shipment to a customer, the customer's Opera account number can be searched for. Other search terms include the invoice number or dates (dd/mm/yy).



For Humanmed, the DE account number (5 numerals) or delivery note number can be searched for. The delivery note number is the order number preceded by a 'D' and followed by '-1'. E.g. if you are looking for information regarding order number 120999, search for 'D120999-1'.

