



Cathy Green <viamed.cathy.green@gmail.com>

**RE: C-0120908641 - [EXTERNAL] UPS [E - LCU112] Tracking Number:
1Z9W96380476727357 Exception Notification**

1 message

jenny.harland@europe.ups.com <jenny.harland@europe.ups.com>
To: cathy.green@viamed.co.uk
Cc: ryan.swaine@vmsecure.co.uk

7 December 2022 at 14:30

Hi Cathy

I have had feedback from UAE and unfortunately they have not been able to find your products or offer any explanation as to what you received back.

The only option for you now is to submit a claim in the normal way.

Many thanks.

Kind Regards

Jenny

Jenny Harland
Account Manager
Sales & Solutions Europe Region
Mobile: 07801 041 228
email: jenny.harland@europe.ups.com
www.ups.com ['Subscribe to our newsletter'](#)

Other helpful numbers:

03457-877-877 - For all tracking, collection and general enquiry information. Or email: custsvgben@ups.com

0345 161 0016 - For all invoice queries or email billing at ukfcr@ups.com

0207 949 0192 - For all technical support with UPS Technology.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Cathy Green
Sent: 06 December 2022 12:42
To: Jenny Harland <jenny.harland@europe.ups.com>
Cc: ryan.swaine@vmsecure.co.uk
Subject: Re: C-0120908641 - [EXTERNAL] UPS [E - LCU112] Tracking Number: 1Z9W96380476727357 Exception Notification

Dear Jenny

We are still having problems with this order, please can you help. We have contacted customer service and they were unable to help, we have emailed UAE customer service, and still no reply from anyone. The original parcel was sent to our customer on tracking number 1Z9W96380476727357 , there has been no update on the tracking number

since early November, the parcel was meant to be returned to us. However we did receive a parcel from UAE on tracking number 1Z729AF40474053238, but the contents of the parcel were not ours. Please can someone look into this as this is now an urgent issue, as our customer is in need of the products. Please see attached the pictures and emails sent to UPS. Please also find a copy of the order attached.

On Tue, 15 Nov 2022 at 16:11, <jenny.harland@europe.ups.com> wrote:

Hi Cathy

I cannot see what the issue is but I've checked the tracking no and this was on government hold and should have been processed for return back to you.

Have you received this back or what is the issue?

Many thanks.

Kind Regards

Jenny

Jenny Harland
Account Manager
Sales & Solutions Europe Region
Mobile: 07801 041 228
email: jenny.harland@europe.ups.com
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0207 949 0192 - For all technical support with UPS Technology.

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Cathy Green
Sent: 15 November 2022 15:52
To: Jenny Harland <jenny.harland@europe.ups.com>
Subject: C-0120908641 - [EXTERNAL] UPS [E - LCU112] Tracking Number: 1Z9W96380476727357 Exception Notification

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

Dear Jenny

Please could you advise what email address i should use to be able to contact someone in regards to this issue with customer service. Thank you in advance

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Kind regards

Cathy Green

Viamed Ltd.

<http://www.viamed.co.uk> [viamed.co.uk]

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Fax: +44 (0)1535 635 582

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Kind regards

Cathy Green

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