

**Fwd: UPS [QOS-177] Tracking No: 1Z9W96380476636937 Exception Notification**

2 messages

**Kate Griffiths** <office@viamed.co.uk>

3 January 2024 at 12:52

Reply-To: kate.griffiths@viamed.co.uk

To: Ryan Swaine &lt;ryan.swaine@viamed.co.uk&gt;, Helen Lamb &lt;helen.lamb@viamed.co.uk&gt;

Hi both,

Just wanted to make you aware of a customer's concerns with UPS.

Kind regards

Kate Griffiths

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

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

Email kate.griffiths@viamed.co.uk

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----- Forwarded message -----

From: **Heron Bomfim** <drheronbomfim@gmail.com>

Date: Wed, 3 Jan 2024 at 12:32

Subject: Re: UPS [QOS-177] Tracking No: 1Z9W96380476636937 Exception Notification

To: &lt;kate.griffiths@viamed.co.uk&gt;

Hi. Unfortunately, this company , UPS, made my year 2023 end more unhappy and 2024 start poorly, as I have never been treated so poorly. This logistics company is irresponsible and acts with total disregard for the consumer. At no point did they contact me and the customer service center responds with a disregard that is far beyond absurd. I would really like to get my money back and buy a cell in Brazil. Unfortunately, I will not repeat purchases with you if I have to receive the product via UPS. the simple courier service is infinitely superior to this sloppy company.

Em ter., 2 de jan. de 2024 12:18, Kate Griffiths &lt;office@viamed.co.uk&gt; escreveu:

Good afternoon Heron, Happy New Year!

I have received this email from UPS. Are you able to contact your local UPS office as they request?

Many thanks.

Kind regards

Kate Griffiths

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On Tue, 2 Jan 2024 at 15:00, Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: <ernexportgb3@ups.com>  
Date: Tue, 2 Jan 2024 at 14:46  
Subject: UPS [QOS-177] Tracking No: 1Z9W96380476636937 Exception Notification  
To: <enquiries@viamed.co.uk>

Dear Customer,

We would like to inform you that your support is required in order to process your UPS shipment(s).

The shipment details are as follows:

Tracking #	Ship From Address	Ship To Address	Exception Reason	Possible Resolution	Resolution Needed By
1Z9W96380476636937	REF: RVM146527-1 SHIPPER : 9W9638 VIAMED LTD STATION RD CROSS HILLS CROSS HILLS BD207 GB	REF: 00006675 CONSIGNEE : HERON BOMFIM RUA MURANHAO 575 SALA 1016 VILA VELHA 29101340 BR PH: 00552793163272 TX:	Destination Brokerage Department informs that your Consignee still has not paid import charges imposed on this shipment USD 269,96 Ask the receiver to contact their local UPS Office in order to make payment, or provide us with the authorization to bill your UPS account with the outstanding charges	Ask the receiver to contact their local UPS Office in order to make payment, or provide us with the authorization to bill your UPS account with the outstanding charges	12 Jan 2024

Please send us your instructions on how you would like us to proceed with the shipment(s) as soon as possible and by the deadline mentioned above.

If no instructions are provided within deadline mentioned above your shipment(s) may be returned to you or disposed of in accordance with the UPS's Tariff/Terms & Conditions of Carriage/Service and without further notice. Any charges associated with returning or disposing of the shipment(s), including transportation and any applicable duties, taxes and UPS fees, will be charged to the shipper's UPS account.

Note that it is not possible to re-route a shipment from one country to another.

Should you have any questions about this/these shipment(s), please [respond directly](#) to this email.

**If you are unable to provide instructions for this/these shipment(s), please forward this message to the relevant person.**

Kind regards,

Ewelina Mitko  
ERN Export Administrator  
UPS GBS  
ernexportuk@ups.com

3 January 2024 at 13:35

**helen lamb** <helen.lamb@viamed.co.uk>  
Reply-To: helen.lamb@viamed.co.uk  
To: cathy.green@vmsecure.me.uk

Hi Can you see if you can forward the below feedback to UPS its from our customer Heron Bomfim in Brazil. If you get a response and its suitable we can send it on.

Thanks.

[Quoted text hidden]