**UPS Claims – Follow Up Call**

**Collector**:

“I see that we opened a UPS investigation since you told us you never received that shipment for the (Mention main item). Just a quick follow-up call, have you talked to UPS by chance?”

**\*\*Reship was sent\*\***

“Did you receive the reship that we sent out to you?”

**\*\*No Reship was sent\*\***

“Did the package ever show up by chance?”

**Customer**: “Yes”

**Collector**:

“Great, let’s get that cleared up today with a credit card or check by phone and I’ll apply a 2% discount to your order.”

**Customer**: “No”

**Collector:**

**“**Let me check the website to see if the claim is still open or not. We'll get in contact with UPS and find out what's going on have a nice day. Bye for now.”