



Lisa Cohen &lt;ljcohen@ucdavis.edu&gt;

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## Chat transcript

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**LiveChat** <support@livechatinc.com>  
Reply-To: ljcohen@ucdavis.edu  
To: ljcohen@ucdavis.edu

Thu, Jul 21, 2016 at 12:19 PM



## Chat transcript

**First Name** Lisa

**Last Name** Cohen

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**Organisation:** UC Davis

Simon Cowan

Thu, 07/21/16 08:54:33 am America/Los\_Angeles

Hello. How may I help you?

Lisa

08:54:44 am

Hi, I'm trying to track an order, but can't find any information

Order number: 0024623

08:55:02 am

Can you locate this for me please?

Jodie

09:00:02 am

I will look that up for you

Lisa

09:00:19 am

Thank you!

Jodie

09:04:13 am

It looks like this we are trying to get this despatched now. We should be able to update you either tomorrow or Monday with tracking information.

Lisa

09:05:21 am

We received a message on July 14 that they had already been shipped: From: ONT

Customer Solutions <[support@nanoporetech.com](mailto:support@nanoporetech.com)>

Date: July 14, 2016 at 5:53:49 AM EDT

To: "[ctbrown@ucdavis.edu](mailto:ctbrown@ucdavis.edu)" <[ctbrown@ucdavis.edu](mailto:ctbrown@ucdavis.edu)>

Subject: Oxford Nanopore items ready for delivery [ ref:\_00D20N1PA.\_500D01Dij1y:  
ref ]

Dear C. Titus,

We would like to confirm that your latest Oxford Nanopore shipment is on its way.  
Please note that you should look to perform the platform QC of each flow cell upon receipt and run and return your flow cells within 8 weeks of delivery.

Jodie

09:09:12 am

I will investigate this because the email should go out when the order ships, I can see that the order has been put forward for despatch but this has not yet been confirmed. Please accept my apologies for any confusion.

Lisa

09:12:06 am

There are several parts to the order, perhaps some have shipped and others have not?

Jodie

09:14:01 am

The whole order is still awaiting shipping confirmation - please note that it will be delivered in two parcels - the MinION device will be packed separately since it does not have the same temperature requirements as the other items.

Lisa

09:17:52 am

OK, thank you for checking. Please update us as soon as possible. We are waiting on these materials for a class with students and had aimed to have them ready by this Mon, July 25.

Jodie

09:18:40 am

No problem, as soon as we have tracking information we will send this to you.

Lisa

09:18:51 am

Thank you!

Duration: 24m 53s

Chat started on: <https://store.nanoporetech.com/checkout/cart>



E-mail from LiveChat

