



Lisa Cohen <ljcohen@ucdavis.edu>

Chat transcript

1 message

LiveChat <support@livechatinc.com>

Thu, Jul 28, 2016 at 9:19 AM

Reply-To: ljcohen@ucdavis.edu

To: ljcohen@ucdavis.edu



Chat transcript

First Name Lisa**Last Name** Cohen**E-mail:** ljcohen@ucdavis.edu**Organisation:** UC Davis

Jodie

Thu, 07/28/16 09:10:19 am America/New_York

Hello. How may I help you?

Lisa

09:12:16 am

Hi, We received a message from Simon Cowan on Tues (26 Jul) that our new MinION was scheduled to leave the Memphis warehouse for delivery yesterday. However, he did not provide a tracking for that shipment. Do you have this information?

----- Forwarded message from Simon Cowan <Simon.Cowan@nanoporetech.com> ---

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From: Simon Cowan <Simon.Cowan@nanoporetech.com>

To: "ctbrown@ucdavis.edu" <ctbrown@ucdavis.edu>

Date: Tue, 26 Jul 2016 09:29:11 +0100

Subject: FW: Getting flow cells from ONT

Good Morning Titus,

To introduce myself, my name is Simon Cowan and I am the Customer Services Manager here at Oxford Nanopore. Your enquiry regarding flowcells has found its way to me this morning so I thought I would get in touch. I have checked your order and we delivered your starter kit minus the MinION to you on Tuesday 19th July (Fedex Tracking Number ??? 681600020329). We have your MinION scheduled to leave our

3PL Warehouse in Memphis later today for delivery tomorrow.

Cerri 09:14:13 am
I'm just checking the status of your MinION. Please can you confirm you have received the other shipment?

Lisa 09:14:26 am
Yes, we have received the other shipment. Thank you.

Cerri 09:14:39 am
Ok great.

Lisa 09:14:57 am
However, it was incorrectly addressed, so it took us >1 week to find it. We needed the tracking number to located it.
We are worried something similar happened to the MinION shipment, so we need the tracking number. 09:15:18 am

Cerri 09:15:41 am
I'm very sorry about that, the address we have on the system is:
Marine Biological Lab, 7 MBL Street,
Woods Hole Massachussets 02543
USA
FAO: Martha Peterson

Lisa 09:16:18 am
Yes, that is correct.
The other shipment was addressed to the University of California, 7 MBL Street,
Woods Hole Massachussets 02543

Cerri 09:16:58 am
The MinION is on FedEx tracking number 681600092166 and should arrive with you today.
I see reorder RD00571 was addressed to Uni of California. I am very sorry if that was incorrect 09:17:30 am

Lisa 09:17:31 am
Fantastic, thank you!

Cerri 09:17:42 am
No problem. Any further questions at all?

Lisa 09:19:37 am
No, that is all. Thank you so much for the tracking number. This was all I needed.

Cerri 09:19:41 am

Have a lovely day

Lisa

09:19:46 am

You too!

Duration: 9m 36s

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



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