



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

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**Chat transcript**1 message

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

Mon, Jul 25, 2016 at 2:45 PM



## Chat transcript

**First Name** Lisa**Last Name** Cohen**E-mail:** [ljcohen@ucdavis.edu](mailto:ljcohen@ucdavis.edu)**Organisation:** UC Davis

Jodie

Mon, 07/25/16 10:38:54 am America/New\_York

Hello. How may I help you?

Lisa

10:39:28 am

Hello, can you help me with the status of an order? #0024623

Jodie

10:39:46 am

Let me look that up for you.

Lisa

10:40:01 am

We were promised tracking information last Fri or today, but have not heard anything yet.

Jodie

10:41:16 am

Unfortunately this has not yet come through. My colleague is chasing this with our fulfillment house at the moment. As soon as we have any news we will contact you.

Lisa

10:41:43 am

I don't understand why this is taking so long.

This order was placed on 29 June and I keep asking for more information about when it will be received, and we received a confirmation that the items were ready on July 14.

I chatted with you on Thurs last week and you promised me you would have tracking

information on Friday or today...when will you have more information?

Jodie 10:47:56 am

At present I do not know when we will have an update. My colleague is working on this at the moment and as soon as we have any information we will let you know.

Lisa 10:52:32 am

I've been hearing that from Anita with ONT support since June. I have a class of students depending on these items starting today. Do you think you will be able to deliver our order in the next 2 weeks?

Jodie 10:55:29 am

I understand that is frustrating to not be given an answer. I wish I had an answer for you now. We are making every effort to get this order to you as soon as possible.

Lisa 10:56:46 am

Were you able to investigate why a confirmation was sent to us on July 14? 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.

Jodie 10:57:34 am

This confirmation was sent because your order had been allocated a shipping slot.

Lisa 10:58:13 am

What does that mean?

Jodie 10:59:26 am

We had asked our warehouse to despatch your order. Why this has not happened is what my colleague is currently investigating.

Lisa 11:00:00 am

Is there a problem?

Jodie 11:01:10 am

That is what we are working to find out.

Lisa 11:01:55 am

Is the warehouse far? Your colleague is currently there right now, they will come back, and you will contact me?

Jodie 11:02:55 am

The warehouse is in US and we are in UK so we are not physically there. As soon as my colleague has an answer we will update you.

Lisa 11:03:17 am

Is there a phone number for the US warehouse that I could call?

Since you are in the UK, and it is 4pm. I'm guessing that the chances of the colleague getting back to you by the end of today are small. If I called, since I am in the US, we can get the information quicker.  
or they can contact me directly

Jodie 11:06:02 am

Unfortunately I am not permitted to give out that information.

Lisa 11:06:24 am

They could contact me directly

Jodie 11:08:39 am

The warehouse does not have the facility to do this. They will only communicate with us since we are their customer.

Lisa 11:11:32 am

When did you contact your colleague? How long have you been waiting to hear?

Jodie 11:12:59 am

I have been in contact with my colleague all day and we have been trying to resolve this issue.

Lisa 11:13:25 am

OK. thank you for your help with this issue.

We are standing by to hear from you.

Jodie 11:14:29 am

As soon as we have any news we will contact you.

Lisa 11:14:42 am

Thank you.

Duration: 35m 56s

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



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