


AWB 1Z6E395A0462424815 (RECEIVER REFUSED THIS DELIVERY : 45.30 USD)

11 messages

sandy bao <sandy@netbiz.my>
 To: Leo Low <leonardlowyeefoai@gmail.com>
 Cc: Axis Support <support@axisnet.asia>, Rade Cheng <rade@netbiz.my>

Mon, Mar 1, 2021 at 4:36 PM

Dear Member

UPS update

URGENT

Thanks for using UPS, please kindly noted caption shipment from MY to US **could not be delivered to your consignee** as below issue :

Tracking#	Issue Type	Destination	Details	Due Date	Consequence after Deadline
1Z6E395A0462424815/REF: TR141418(LOW YEE FOAI/)	Refuse Order	US	THE RECEIVER DID NOT WANT THE ORDER AND REFUSED THIS DELIVERY : 45.30 USD	8/3/2021	Auto Abandon / Return

Please kindly provide related information/documents before deadline. Otherwise shipment may auto-abandoned* / auto-returned** by local process and all charges will bill at shipper expense.

Remark :

*For auto-abandoned shipment, the shipper may bear the Export Freight charge, Duty and Tax, Customs Charge, Warehouse Fee, Freight Collect Refusal Fee and **Duty/Tax Forwarding Surcharge if any**

For auto-returned shipment, the shipper may bear Export and Import **Freight Charge, Duty and Tax, Customs Charge, Warehouse Fee, Undeliverable Package Return Charge, Freight Collect Refusal Fee and Duty/Tax Forwarding Surcharge if any

Shipment Detail

Tracking Number: [1Z6E395A0462424815](#)
 Matt Dillon
 4624 Lafon Drive
Ship To: New Orleans
 New Orleans, LA 701264118
 US
UPS Service: UPS WORLDWIDE SAVER
Package Weight: 6.0 KGS
Duty and Tax amount: 45.30 USD
Invoice Number: TR141418(LOW YEE FOAI)

Please kindly contact your consignee.

Thank you

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 Warmest Regards
 Sandy Bao
 NetBiz Internet Platform Sdn Bhd
 (T) 603-90572070
 (F) 603-90572171

Leo Low <leonardlowyeefoai@gmail.com>
 To: sandy bao <sandy@netbiz.my>

Mon, Mar 1, 2021 at 5:01 PM

Please inform UPS to redelivery again. I already confirm with customer, customer will pay for the fees via cash when delivery.
 [Quoted text hidden]

Leo Low <leonardlowyeefoai@gmail.com>
 To: sandy bao <sandy@netbiz.my>

Thu, Mar 4, 2021 at 8:12 AM

Parcel still not delivery or update. Please advise.
 [Quoted text hidden]

sandy bao <sandy@netbiz.my>
 To: Leo Low <leonardlowyeefoai@gmail.com>

Fri, Mar 5, 2021 at 2:44 PM

Dear Member

we have request re-delivery and collect COD when delivery.

At the same time please ask consignee to call UPS to set arrangement date for delivery.

Thank you
 [Quoted text hidden]

Leo Low <leonardlowyeefoai@gmail.com>
 To: sandy bao <sandy@netbiz.my>

Tue, Mar 9, 2021 at 1:01 PM

3/10/2021

Gmail - AWB 1Z6E395A0462424815 (RECEIVER REFUSED THIS DELIVERY : 45.30 USD)

Parcel still the same status, not delivery or update. Please advise.
[Quoted text hidden]

sandy bao <sandy@netbiz.my>
To: Leo Low <leonardlowyeefoai@gmail.com>

Tue, Mar 9, 2021 at 12:59 PM

Dear Member

please ask consignee to call UPS to arrange delivery
[Quoted text hidden]

sandy bao <sandy@netbiz.my>
To: Leo Low <leonardlowyeefoai@gmail.com>

Wed, Mar 10, 2021 at 10:39 AM

Dear Member

UPS update

[As per updated by UPS destination](#)

[They have contact consignee since on 1/3/21 and consignee confirm will pay the duty charges](#)

[However there is no movement since the payment haven't done yet](#)

[Quoted text hidden]

Leo Low <leonardlowyeefoai@gmail.com>
To: sandy bao <sandy@netbiz.my>

Wed, Mar 10, 2021 at 12:27 PM

[They have contact consignee since on 1/3/21 and consignee confirm will pay the duty charges](#)

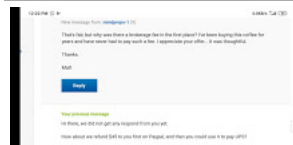
Any proof of conversation / message that you could provide to me? In case consignee launch item not receive case. Because based on tracking, item still did not receive, so ebay / paypal might be in favor to buyer.

[However there is no movement since the payment haven't done yet](#)

Did UPS inform consignee what's the payment procedure? Did UPS not agree cash on delivery COD? Because based on consignee message, consignee is willing to pay for it.

If UPS did not inform consignee how to make payment and disagree for COD, please let me know the payment procedure, so that I could forward to consignee.

[Quoted text hidden]



WhatsApp Image 2021-03-10 at 12.23.02 PM.jpeg
26K

sandy bao <sandy@netbiz.my>
To: Leo Low <leonardlowyeefoai@gmail.com>

Wed, Mar 10, 2021 at 12:35 PM

we have inform UPS delivery and collect money when made delivery, and as per you mention consignee agree to paid.
[Quoted text hidden]

Leo Low <leonardlowyeefoai@gmail.com>
To: sandy bao <sandy@netbiz.my>

Wed, Mar 10, 2021 at 12:49 PM

[However there is no movement since the payment haven't done yet](#)

Why UPS stated this contradict message?

So if UPS okay for collect money when made delivery, then of course UPS need to initiate to deliver & then collect money during delivery.

[Quoted text hidden]

sandy bao <sandy@netbiz.my>
To: Leo Low <leonardlowyeefoai@gmail.com>

Wed, Mar 10, 2021 at 12:59 PM

Dear Member

due to this parcel when delivery start on

1st delivery on 22/02/2021 2:45 P.M. (The receiver was not available for delivery. We'll make a second attempt the next business day.)
2nd delivery on 23/02/2021 9:42 A.M. (The receiver does not want the product and refused the delivery.)

tracking update on **23/02/2021 7:55 P.M. (The receiver does not want the product and refused the delivery. / We'll contact the sender or receiver about this delivery.) about the fees 45.30 USD**

on March we have inform UPS re-delivery and collect fees COD. and always remind again UPS until yesterday

Member do not just wait UPS to do something, suggest you ask consignee to call destination UPS to arrange delivery since, from start is your consignee to refused this parcel delivery. (may i know for this fee 45.30 USD you will refund the customer?)

sandy bao <sandy@netbiz.my>

Mon, Mar 1, 5:02 PM (9 days ago) ☆

Dear All

Please kindly arrange re-delivery .we have informed the consignee paid the fees when parcel delivery.

Customer Name	Matt Dillon 4624 Lafon Drive New Orleans
Customer Address	New Orleans LA 70126-4118 US
Customer Contact	+1 504-616-5055
Customer Email	00f862286c5784358699@members.ebay.com

Thank you

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Warmest Regards
Sandy Bao
NetBiz Internet Platform Sdn Bhd
(T) 603-90572070
(F) 603-90572171

sandy bao <sandy@netbiz.my>

Thu, Mar 4, 9:44 AM (6 days ago) ☆

Dear All

Dear All

please kindly arrange re-delivery and collect COD with custom.

we have communicate with consignee to paid.

sandy bao <sandy@netbiz.my>

Fri, Mar 5, 2:46 PM (5 days ago) ☆

Dear UPS

may i know have you inform this to destination?

already 4 days UPS still not yet deliver this parcel.

12M395A0462424815 Updated: 10/03/2021 12:06 A.M. EST

Delivery Refused

Scheduled Delivery
Please check again later for scheduled delivery. [View the delivery time window with UPS My Choice®.](#)

[Send Updates](#) [Delivery Options](#)

Ship To
MATT DILLON
4624 LAFON DRIVE
NEW ORLEANS
NEW ORLEANS, LA 701264118, US

Shipment Progress

Overview **Detailed View**

	Date	Location	Activity
Delivery	-	-	-
In Transit	23/02/2021 7:55 P.M.	-	The receiver does not want the product and refused the delivery. / We'll contact the sender or receiver about this delivery.
	23/02/2021 4:10 P.M.	New Orleans, LA, United States	The receiver does not want the product and refused the delivery.
Out for Delivery	23/02/2021 9:42 A.M.	New Orleans, LA, United States	Out For Delivery Today
	23/02/2021 8:02 A.M.	New Orleans, LA, United States	Loaded on Delivery Vehicle
	23/02/2021 7:07 A.M.	New Orleans, LA, United States	Destination Scan
	20/02/2021 2:45 P.M.	New Orleans, LA, United States	The receiver was not available for delivery. We'll make a second attempt the next business day.

Shipment Details

Service
UPS Store/OnSite Express Saver™, L3

Weight
6.00 KGS

Reference Number(s)
TR141418(L)W YEE FO4I
4E395A0462424815

[Track](#)

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