

Falk Culinair

**PGD-764-98494:** TP-3187514**Department:** Neil's Email**Owner:** Neil Corke**Type:** Admin**Status:** Open**Priority:** Normal**Created:** 25 February 2021 02:15 PM **Updated:** 13 October 2021 12:05 PMPosts

Transglobal Good Afternoon,**Express**

(User)

I am writing to you with regards to your shipment above going to Germany.

I have, today, been advised by UPS of the following information that they require from you to help assist locally:

'I am writing with regards to your UPS Shipment 1Z2X12A50493633978. Please find shipment details below:

REF: TP-3187514 / W-202625

SHIPPER : 2X12A5

EUROPE COPPER LIMITED

39C LANCASTER WAY BUSINESS PARK

THE GATEWAY

ELY CB063 GB SHIP DATE: 15JAN21

REF:

CONSIGNEE : 8DE01377R0

JOHANNES DAENSCHERL

MITTELWEG 21

LAMPERTHEIM 68623 DE

PH: 01762135219 TX:

We have been unable to deliver the package due to the following reason(s):

* Your consignee has refused to accept delivery

In order to enable delivery could you please:

* Contact the consignee in order to resolve the issue internally

Alternatively please provide us with the return or abandon authorization for this shipment.'

Would it be possible to advise on the information required so we can then aid the courier locally.

We appreciate your time to gain this information and I await to hear from you in due course with the relevant information.

[Please note that there are delays with responses/replies to emails but we are working to 'catch up' as soon as we can. I wish to apologise for the delay in advance. Rest assured that we will get back to you in due course]

Kind Regards,

Matthew Parry
Senior Customer Service Advisor

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

This will let others know of Transglobal Express. Thank you!

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Posted on: 05 February 2021 02:00 PM

Neil Corke Good afternoon Matthew,
Director

(Staff) Thank you for your email. Coincidentally this shipment was on my list today to contact TG about.

If you would like to check the notes on this, you see several conversations with some of your colleagues, and will note that TG have requested the return of this parcel on several occasions already from UPS. The customer would not accept it, firstly because it was a week late (we paid

for a next day service and UPS did not attempt delivery until a full week alter), and secondly they demanded he first pay import duties when it was sent with these being billed backed to us.

Despite those requests, which I understand were in writing and acknowledged by UPS they persisted to reattempt delivery and bombard him with emails.

To be honest, is it difficult to envisage how a courier could have performed worse in this instance.

Would you please contact UPS again and request our goods are returned.

Please do not hesitate to contact me if you require any further information.

Kind regards,

Neil Corke
Director

Posted on: 05 February 2021 02:10 PM

**Transglobal
express**

Hi Neil,

(User)

Thank you for your email.

Please accept my apologies for this – I have chased UPS on the same thread to gain a further update on it's return.

I aim to be back in touch within the next 48-72 hours.

I am sorry about this and please do come back to me if you require anything further.
[Please note that there are delays with responses/replies to emails but we are working to 'catch up' as soon as we can. I wish to apologise for the delay in advance. Rest assured that we will get back to you in due course]

Kind Regards,

Matthew Parry
Senior Customer Service Advisor

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

Posted on: 08 February 2021 11:35 AM

Neil Corke Thank Matthew,
Director

(Staff) I haven't made a big deal about this as I realise all the couriers are under pressure due to Brexit, but the service at UPS seems almost non-existent now.

On the upside, I did receive a TNT parcel in Spain today sent on their next-day service from the UK last Wednesday. In the current situation that actually seems quite good!

Kind regards,

Neil Corke
Director

Posted on: 08 February 2021 03:45 PM

Neil Corke Good afternoon Matthew,
Director

(Staff) Have you by any chance heard anything from UPS about returning these goods yet?

Assuming the answer to that question is negative, could you let me know at what point we can submit a claim?

Kind regards,

Neil Corke
Director

Posted on: 12 February 2021 01:43 PM

**Transglobal
express** Hi Neil,

(User) Thank you for your reply.

I regret, I haven't got anything back from UPS as of yet but I have chased them so I should have a further update on Monday or Tuesday.

I am sorry for the delay with this and please do come back to me if you require anything further.

[Please note that there are delays with responses/replies to emails but we are working to 'catch up' as soon as we can. I wish to apologise for the delay in advance. Rest assured that we will get back to you in due course]

Kind Regards,

Matthew Parry

Senior Customer Service Advisor

Posted on: 12 February 2021 03:15 PM

Neil Corke

Director

(Staff)

Good Morning Matthew,

We are having having difficulties with the customer thanks to UPS today, unrelated to the non-return of the goods which I appreciate you are still chasing.

Could I ask you to call me when you have a moment on 0203 637 2940 as I want to nip that in the bud today.

Kind regards,

Neil Corke

Director

Posted on: 19 February 2021 10:45 AM

Neil Corke

Director

(Staff)

Good morning Matthew,

I refer to our previous exchange of correspondence regarding this shipment.

I regret to inform you that we have still not received the goods back from UPS, or any indication that these are on their way back. It has now been more than a month since the return of these was requested.

Unfortunately, this consignment was a disaster from the outset. The parcel was sent by next-day air, with all duties payable by the sender, at a cost to ourselves of £109.19

Although the parcel was collected the same day, and arrived in Germany the next working day (Jan 17) for reasons unknown, UPS did nothing else to progress delivery until the end of that week, when instead of delivering the parcel, they emailed the customer demanding payment of €210 in import duties and fees. That request should of course never have been issued, as the parcel was shipped DTP. Coupled to the late delivery, this resulted in the customer cancelling the order, which obviously resulted in loss of profit to ourselves.

Whilst, we are prepared to forego the loss of profits, even though this totally caused by the failure of UPS to deliver the parcel on time, we are not prepared to write off value of our goods as well, simply because UPS cannot be bothered to return these, notwithstanding repeated requests from Transglobal to do so. The cost price of these goods to ourselves was €640.60, and unless you can persuade UPS to return these to the collection address in the near future, I must ask you to submit a claim in that amount for compensation.

As I indicated in my email yesterday, there is now a further problem arising from this fiasco.

According to the customer, who I should add is a very unpleasant individual, UPS are still demanding payment from him of €210. Given that he has refused delivery of the goods, and you have communicated our request in writing for these to be returned, which I have been previously informed that UPS acknowledged, I find this extraordinary. Moreover, the customer is now making various unwarranted and bellicose threats regarding this, including posting comments injurious to our good reputation on the Internet. I obviously do not need to tell you that we wish to avoid this scenario, which has only arisen as a result of UPS poor customer service in this instance.

Finally, I recognise the stress and difficulties you must be operating under since January 1, which coupled to the excellent service we have received from Transglobal over many years, is the reason I have not been more persistent regarding this matter. It is however imperative to us that our five-star reputation is not damaged by an angry customer, who in reality has absolutely no complaint against us. To this end could you please confirm in writing that no import fees are payable by him to UPS, so that we may copy this to him.

I would be extremely grateful if you would give this matter your urgent attention, I look forward to hearing from you shortly.

Kind regards,

Neil Corke
Director

Posted on: 20 February 2021 11:26 AM

**Transglobal
express**

Hi,

(User)

Thank you for your reply on this.

I completely understand your frustration on this and we certainly don't want to cause you or your consignee any more stress or by making threats to you or your company because of this.

I have asked our Account Manager at UPS for an urgent update on this. It has been generated a returns tracking number but has not yet left. I will do my utmost to gain the most up-to-date information from them and I will let you know as soon as I have this from them.

I appreciate your position with this situation and I apologise once again and please do come back to me if you require anything further.

[Please note that there are delays with responses/replies to emails but we are working to 'catch up' as soon as we can. I wish to apologise for the delay in advance. Rest assured that we will get back to you in due course]

Kind Regards,

Matthew Parry
Senior Customer Service Advisor

Posted on: 25 February 2021 11:25 AM

Neil Corke

Director

Good Morning Matthew,

(Staff)

Coincidentally I just sent an email to someone at TG about this as I thought you must have been away this week.

Return of our goods is not actually my number one priority at the moment, getting rid of the intended recipient is. Please attached copy of email sent earlier. I have highlighted the important part to this!

Kind regards,

Neil Corke

Director

Posted on: 25 February 2021 11:34 AM

Neil

Massam

Guten Tag;

(User)

Ich wurde von unserem Kontoinhaber gebeten, die folgenden Informationen zu bestätigen.

- * Diese Sendung wurde als DDP-Sendung versandt, wobei der Zoll vom Versender bezahlt wurde
- * Die UPS Rechnung vom 21. Januar ist nicht mehr gültig, da die Waren nicht für die Einreise nach Deutschland freigegeben werden
- * Das Paket ist jetzt für die Rücksendung markiert, wie aus der Sendungsverfolgung hervorgeht.

Good afternoon;

I have been asked by our account holder to confirm the following information;

- * This shipment had been shipped as a DDP shipment, with customs paid by shipper
- * The UPS invoice from the 21st of Jan is no longer valid as goods are not cleared to enter Germany
- * The parcel is now marked for return as can be seen from the tracking;

[cid:image003.png@01D70B80.2ADA54B0]

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review. Thank you!

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Posted on: 25 February 2021 02:15 PM

Neil Corke
Director

Good morning Matthew,

(Staff)

Further to your email of February 25, I am writing to enquire if UPS have provided any indication of when our goods will be returned? Their website shows the return has completed, but nothing has been received by ourselves.

As you will see from the volume of notes on this order, as a direct result of UPS failing to deliver the parcel in a timeframe even remotely resembling that contracted, the customer cancelled the order, resulting in significant financial loss to the company. In addition, he continued to complain vociferously about the poor experience online blaming ourselves for the courier's service. Whilst I am prepared to overlook that, I am not writing off the value of the shipment itself.

Please could you encourage UPS to return these goods without further delay? Failing which I see no alternative but to submit a claim for the cost value.

I look forward to hearing from you.

Kind regards,

Neil Corke
Director

Posted on: 10 March 2021 08:54 AM

Neil Corke
Director

Good afternoon Neil,

(Staff)

You may recall this shipment and a conversation we had last month about the difficult customer, which you kindly resolved.

For some reason, we have still not received the goods back from UPS two months later.

The attached email arrived late on Friday, which is more than a little confusing:

a) The message that "requires attention" is an email I wrote on 5 February

b) we do not recognise the email address from which this was sent:

"webquery@omegacareonline.com" – oegacareonline.com appears to be a medical company in the USA.

Could you look into this, and in particular encourage UPS to return our goods.

Kind regards,

Neil Corke
Director

Kind regards,

Neil Corke
Director

Posted on: 15 March 2021 02:31 PM

**Neil
Massam**

Good afternoon;

(User)

I have spoken with UPS who say this has been escalated to their depot in Germany and are trying to get some answers, I can also see my colleague Matt has been dealing with this and he has escalated it to our higher management team who are working with UPS to try and resolve the ongoing issues regarding our parcels stuck in their network.

Regarding the email you received on Friday, who did it come from, have you any more details. From

what you have included it doesn't appear to be from us, UPS or the receiver so can't really advise.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 15 March 2021 04:25 PM

Neil Corke
Director

Good morning Neil,

(Staff)

Thank you for following this problem up. I appreciate these cases take time to resolve, and have marked the ticket for review in two weeks time. Hopefully by then UPS will have responded, or better still returned our goods.

Regarding the email from last week which I copied to you, we received an almost identical version of this overnight which I was able to locate this in the email server log.

This was sent from a different address/domain: abahouse@indexcoms.com

The server that sent it was from is: s254.xrea.com ([150.95.9.85])

That IP address is located in Japan

I can tell from the email they are sending, that this is a duplicate of one sent to TG on 05 February. Also the subject line is in a format which you have used in the past, but our system would append a ticket number to. I therefore suspect that someone has either intercepted an email to you, or more likely accessed this on TG's server

Kind regards,

Neil Corke
Director

Posted on: 16 March 2021 11:20 AM

Neil
Massam

Hi can you forward the full email to me so our IT can look at it, thanks.

(User)

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

This will let others know of Transglobal Express. Thank you!

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From: Neil Corke

Sent: 16 March 2021 11:21

To: Neil Massam

Subject: [#PGD-764-98494]: TP-3187514

Good morning Neil,

Thank you for following this problem up. I appreciate these cases take time to resolve, and have marked the ticket for review in two weeks time. Hopefully by then UPS will have responded, or better still returned our goods.

Regarding the email from last week which I copied to you, we received an almost identical version of this overnight which I was able to locate this in the email server log.

This was sent from a different address/domain: abahouse@indexcoms.com

The server that sent it was from is: s254.xrea.com ([150.95.9.85])

That IP address is located in Japan

I can tell from the email they are sending, that this is a duplicate of one sent to TG on 05 February. Also the subject line is in a format which you have used in the past, but our system would append a ticket number to. I therefore suspect that someone has either intercepted an email to you, or more likely accessed this on TG's server

Kind regards,

Neil Corke
Director

Ticket Details

Posted on: 16 March 2021 12:35 PM

Neil Corke
Director

Good morning,

(Staff)

Further to your email of March 16, could you please let me know the situation regarding the return of our goods by UPS.

You previously advised this had been escalated to both Transglobal and UPS management teams but we have heard nothing further.

Kind regards,

Neil Corke
Director

Posted on: 31 March 2021 08:44 AM

**Neil
Massam**

Good morning;

(User)

Thank you for your email, I have spoken with UPS and they have advised that the return was processed on the 24th of March under return tracking number 1Z2X12A56887823977 and have apologised for not updating me sooner.

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

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From: Neil Corke
Sent: 31 March 2021 08:44
To: Neil Massam
Cc: Transglobal Express
Subject: [#PGD-764-98494]: TP-3187514

Good morning,

Further to your email of March 16, could you please let me know the situation regarding the return of our goods by UPS.

You previously advised this had been escalated to both Transglobal and UPS management teams but we have heard nothing further.

Kind regards,

Neil Corke
Director

Ticket Details

Posted on: 31 March 2021 08:55 AM

Neil Corke Thank you Neil,
Director

I will keep an eye on that link.

(Staff) Kind regards,

Neil

--- Sent from my iPad Pro ---

Posted on: 31 March 2021 09:05 AM

Neil Corke

Director

Good afternoon Neil,

(Staff)

I hope this message finds you well.

I refer to our previous exchange of communication regarding this shipment, and in particular your messages dated March 15 and March 31, copies of which I am attaching for ease of reference.

The package has still not been returned to our UK warehouse and the UPS tracking link you provided still shows this as being "on its way". I am not sure what method of transport UPS are using to send this to us, but can not immediately think of any that would take over three months.

We need a resolution to this long-running saga, which was a miserable example of service from the start on the part of UPS. We paid over £100 for a next day service which no attempt was made to provide, then lost an order with a net profit of around £500 and received untold problems from the customer as a result. I am not now prepared to write off the value of the goods themselves as well, will be a similar cost value to the lost profit, and would be grateful if you would advise me how this can be satisfactorily concluded.

Kind regards,

Neil Corke

Director

Posted on: 08 July 2021 04:41 PM

**Neil
Massam**

Sorry I am currently out of the office till Monday the 19th of July 2021

(User)

If it is none urgent I will reply when I return, however if you require assistance before then, please resend you email to sales@transglobalexpress.co.uk ensuring you include your TP reference or courier tracking number.

Thank you, Neil

Posted on: 08 July 2021 04:45 PM

Neil Corke

Director

Good afternoon Neil,

(Staff)

I hope this message finds you well.

I refer to our previous exchange of communication regarding this shipment, and in particular your messages dated March 15 and March 31, copies of which I am attaching for ease of reference.

The package has still not been returned to our UK warehouse and the UPS tracking link you provided still shows this as being "on its way". I am not sure what method of transport UPS are using to send this to us, but can not immediately think of any that would take over three months.

We need a resolution to this long-running saga, which was a miserable example of service from the start on the part of UPS. We paid over £100 for a next day service which no attempt was made to provide, then lost an order with a net profit of around £500 and received untold problems from the customer as a result. I am not now prepared to write off the value of the goods themselves as well, will be a similar cost value to the lost profit, and would be grateful if you would advise me how this can be satisfactorily concluded.

Kind regards,

Neil Corke

Director

Posted on: 08 July 2021 07:05 PM

Neil

Massam

(User)

Sorry I am currently out of the office till Monday the 19th of July 2021

If it is none urgent I will reply when I return, however if you require assistance before then, please resend you email to sales@transglobalexpress.co.uk ensuring you include your TP reference or courier tracking number.

Thank you, Neil

Posted on: 08 July 2021 07:10 PM

Neil Corke
Director

(Staff) I refer to my email of July 08, and to which I have not received any response. I am attaching a copy of that message below for ease of reference.

The last substantive response we received was on March 15 which advised "has escalated it to our higher management team who are working with UPS to try and resolve the ongoing issues regarding our parcels stuck in their network."

That was more than four months ago, and despite a number of follow-up enquiries there has been no further progress with UPS that I am aware of, or meaningful communication received from yourselves.

We will be closing for the summer break this afternoon and before leaving for my holiday am writing to you again to request this case be referred back to your management. In the absence of a substantive response, or satisfactory resolution, when we re-open again on 09 August, I can see no alternative here other than to instruct solicitors to file a claim for the value of the goods, our associated losses, and attendant costs.

This is a course of action I would obviously prefer not to have to initiate, as while UPS are obviously culpable, we contracted with, and paid, Transglobal Express for the next-day delivery service to Germany that was never provided and has resulted in valuable goods being wrongfully retained by UPS for over six months.

I look forward to hearing from you.

Yours sincerely

Neil Corke
Director

---- Sent on: 08 July 2021 07:05 PM ----

Good afternoon Neil,

I hope this message finds you well.

I refer to our previous exchange of communication regarding this shipment, and in particular your messages dated March 15 and March 31, copies of which I am attaching for ease of reference.

The package has still not been returned to our UK warehouse and the UPS tracking link you provided still shows this as being "on its way". I am not sure what method of transport UPS are using to send this to us, but can not immediately think of any that would take over three months.

We need a resolution to this long-running saga, which was a miserable example of service from the start on the part of UPS. We paid over £100 for a next day service which no attempt was made to provide, then lost an order with a net profit of around £500 and received untold problems from the customer as a result. I am not now prepared to write off the value of the goods themselves as well, will be a similar cost value to the lost profit, and would be grateful if you would advise me how this can be satisfactorily concluded.

Kind regards,

Neil Corke
Director

Posted on: 27 July 2021 09:28 AM

Matthew Parry I am currently out of the office. For any urgent enquiries please contact sales@transglobalexpress.co.uk or call the office on 0345 145 1212.

(Recipient)

Posted on: 27 July 2021 09:30 AM

Neil Massam Good morning Neil;

(User)

Thank you for your email.

Can I start by offering a couple of apologies, firstly the email you sent to me on the 8th was picked up by my colleague while I was off, so I didn't see it when I returned and secondly that you have had no updates on you parcel from any of my colleagues.

To bring you up to date on this parcel, I have just spoken with UPS who confirm that we did indeed request a return on this parcel and confirmed it would be returned on the 22nd of Jan, they then assigned it a return tracking number in February, but only update us in March.

They have also confirmed that the new tracking number only has 2 updates, 1 to state it is processing for return and the second in May to show it is on its way.

They also confirmed that the original tracking number has had a continual warehouse scan in Germany all the way from Jan to July the 8th, then nothing since.

They informed my colleague while I was off that because of this we had to raise a missing parcel investigation, which he argued should not be required as they have scanned it for over a hundred days and then not scanned for 5 days they suggest it has gone missing.

I spoke with UPS myself today and was told the same thing, which I pointed out is totally embarrassing that after all this time they say it is missing, but they insist we have to provide a description of the packaging and contents so they can search for the parcel they have held so

long.

Although since my conversation I have escalated the whole request as well as the whole situation to our account manager, even though this is so embarrassing, I want to ensure we are covering all possibilities for you can I ask if a package and product description, to include colours, logos, marking etc.

Once again I can only apologise for how this has taken so long and not been resolved.

Kind regards,

Neil Massam

Senior Customer Service Adviser

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<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

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Posted on: 27 July 2021 11:50 AM

Neil Corke
Director

Good afternoon Neil,`

(Staff)

Thank you for your email and the apology.

We have been Transglobal customers for several years, and this is the first problem that wasn't promptly resolved which is why I haven't been as insistent as I probably should have been. My patience with this has however now run out.

To be honest, I'm not sure how UPS feel entitled to even use the word "Service" in their company name anymore.

Regarding the description of the package, it would have been a brown double walled box the size of which is on the booking, probably with Rajapak's name printed in small letters as we get

most of our packaging from them. In addition to the label, they would have been a plastic document pouch on the top as well.

Turning to the contents, these are a set of copper pans with stainless steel handles, very similar to the ones in the attached photo. Each piece was wrapped in bubble wrap and the voids in the box filled with white polystyrene chips.

Please do not hesitate to contact me if I can be of any further assistance.

Kind regards,

Neil Corke
Director

Posted on: 27 July 2021 12:28 PM

**Neil
Massam**

Thank you for your email and contents.

Details passed over to UPS, I will give you an update by Saturday on the progress.

(User)

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

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Posted on: 27 July 2021 02:10 PM

Neil Corke
Director

Good morning Neil,

(Staff)

Further to our email exchange on July 27, I cannot see any further updates on this long-running fiasco.

I would therefore be grateful if you would let me know what response you have received from UPS.

Kind regards,

Neil Corke
Director

Posted on: 09 August 2021 09:07 AM

**Neil
Massam**

Good afternoon;

(User)

Sorry for lack of updates, I was on holiday last week and left your case for my team to provide any updates, which I can see they checked with UPS and there was none.

I have checked with UPS again today and the investigation is still on going with no new news, I will check with them again in a couple of days and keep you informed.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 09 August 2021 12:20 PM

Neil Corke
Director

Good morning Neil,

(Staff)

Thank you for your email. I would be grateful if you would put some pressure on UPS if they don't come back to you this week, and also let me know what period you consider reasonable for them to investigate this before we submit a claim. I am not expecting another period of several months whilst they do nothing after the last 7 months.

Kind regards,

Neil Corke
Director

Posted on: 10 August 2021 10:41 AM

**Neil
Massam**

Hi Neil;

(User)

I will be checking in with UPS this week and will update you accordingly.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 10 August 2021 04:10 PM

Neil Corke
Director

Good morning Neil,

(Staff)

Further to your email of 10 August, is there any progress with UPS on this?

Kind regards,

Neil

Received on: 10 August 2021 04:10 PM

Hi Neil;

I will be checking in with UPS this week and will update you accordingly.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 18 August 2021 11:27 AM

Neil
Massam

Good afternoon;

(User)

I have been checking with UPS on the progress of their searches and they have advised they are still ongoing and not found anything yet.

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

Posted on: 18 August 2021 02:05 PM

Neil Corke
Director

Thank you Neil,

(Staff)

Bearing in mind the problem here is totally due to the lack of action by UPS, I hope that you will understand that I am not too enthusiastic about just waiting for them to respond, particularly as they haven't provided any meaning information regarding this shipment in over six months.

Could you please advise me how this can be brought to conclusion?

Kind regards,

Neil Corke
Director

Posted on: 20 August 2021 12:50 PM

**Neil
Massam**

Good afternoon Neil,

(User)

Just wanted to let you know that I have contacted UPS a couple of times over the last week and they have advised the investigation is on-going and nothing new has come too late.

I will carry on chasing next week.

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

Posted on: 28 August 2021 12:15 PM

Neil Corke
Director

Thank you Neil,

(Staff)

What exactly is there left for UPS to investigate, that they could not of established in the past 7 1/2 months now?

This needs to be concluded as soon as possible!

Kind regards,

Neil Corke

--- Sent from my iPad Pro ---

Posted on: 28 August 2021 12:25 PM

**Neil
Massam**

(User)

Good morning;

I have been in communication with UPS several times this week and as I email they are insistent that the searches are ongoing and not in a position to declare the parcel as lost.

I regret this is not the update you wanted to hear and will continue to push UPS to conclude this as quickly as possible.

Just so you are aware, I am on vacation from today for a week and this case will handed over to a colleague of mine to monitor, as I am unsure who that will be at this moment, should you wish to email for updates, email me and CC in sales@transglobalexpress.co.uk and it will be picked up in my absence.

Kind regards,

Neil Massam

Senior Customer Service Adviser

If you are happy with our service, please share your experience by leaving a review via TrustPilot using the link below:

<https://uk.trustpilot.com/evaluate/www.transglobalexpress.co.uk>

Posted on: 03 September 2021 11:10 AM

Neil Corke
Director

(Staff)

Good morning Neil,

Thank you for your email.

Coincidentally this matter was brought up earlier on our weekly conference call.

I would be grateful if you could call at some point today as I have a couple of questions.

My direct line is 0203 637 2940. I will be in the office until 5pm today.

Kind regards,

Neil Corke
Director

Posted on: 03 September 2021 11:34 AM

Neil Corke
Director
(Staff)

Good morning Neil,

I trust you had a restful break.

Has there been any useful response from UPS while you were away regarding the goods they were supposedly returning more than seven months ago?

Kind regards,

Neil Corke
Director

---- Received on: 03 September 2021 11:10 AM ----

Good morning;

I have been in communication with UPS several times this week and as I email they are insistent that the searches are ongoing and not in a position to declare the parcel as lost.

I regret this is not the update you wanted to hear and will continue to push UPS to conclude this as quickly as possible.

Just so you are aware, I am on vacation from today for a week and this case will handed over to a colleague of mine to monitor, as I am unsure who that will be at this moment, should you wish to email for updates, email me and CC in sales@transglobalexpress.co.uk and it will be picked up in my absence.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 15 September 2021 05:11 AM

**Neil
Massam**
(User)

Good morning;

My manager was chasing UPS for updates in my absence and unfortunately, like myself she was getting the same ongoing information as myself.

I have sent over a fresh email today and requested they conclude this case one way or the other and stressed how long they had the parcel for, before they didn't.

I'm not confident it will change the response, but will update you when they reply.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 15 September 2021 10:50 AM

Neil Corke

Director

Thank you Neil,

(Staff)

It is difficult to understand how at the beginning of January UPS in the UK transformed itself from one of the most reliable courier services out there to this shambles.

We need to bring this long running fiasco to a conclusion and UPS simply repeating they are still "investigating" after seven months is ridiculous, particularly when their website claims this process normally takes 8 to 15 working days (see attachment).

So far as we are concerned either they know where the goods are, in which case we require the parcel returned to the collection address in the same condition it was collected by the close of business on Friday 24 September, or it has been lost.

At this point, we are prepared to limit the claim to the cost value of the goods, and a refund of the next day delivery charge paid in January, should however that not be forthcoming, we will be following our solicitor's advice which is to commence court proceedings for breach of contract which will also seek consequential losses together with all attendant legal expenses.

To be honest, I would have already given the go ahead to initiate those proceedings, were it not for the fact that the claim has to be issued against Transglobal Express and not UPS, and from whom we have dealt with satisfactorily for approaching ten years.

I look forward to hearing from you.

Kind regards,

Neil Corke

Director

Posted on: 15 September 2021 12:44 PM

**Neil
Massam**

Good afternoon and thank you for your email.

(User)

I have spoken at length with my manager and we both agree wholeheartedly with you and I have therefore attached a claim form so you can start a claim with ourselves.

Please return to tg-claims@transglobalexpress.co.uk

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 15 September 2021 03:00 PM

**Neil
Massam**

Good morning;

(User)

Apologies for delay in communicating any updates, but I only received an official notice from UPS this week to confirm they have now declared the parcel as lost.

Although I did send a claim form previously, I have attached another one that can be returned to TG-claims@tranglobalexpress.co.uk

Again apologies for the time UPS have taken to conclude this matter.

Kind regards,

Neil Massam

Senior Customer Service Adviser

Posted on: 13 October 2021 12:05 PM