

Missing/Stolen Parcels (106890, 106902, 106923 & 202991)

Reply due: **Overdue** Resolution due: **Overdue** SLA plan: Default 12 Hours Plan Created: 14 December 2021 10:51 AM Updated: 31 December 2021 12:05 PM

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Neil's Email	Neil Corke	Admin	Open	Normal



Start typing to insert tags...

Neil Corke on 15 December 2021 08:02 AM (Edited by Neil Corke on 22 December 2021 06:40 AM)

Original Parcel numbers (screenshots in the case file)

106890 -> 3268416226

106902 -> 3453792048

202991 -> 3453731313

106923 -> 1541541148

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Neil Corke (Director) STAFF

Posted on: 01 December 2021 08:43 AM

Good morning,

Could you check this order?

As you will see from the attached screenshot the tracking number is showing "[DPD] have not received your parcel"

Kind regards,

Neil Corke
Director

[Screenshot 2021-12-01 at 09.38.42.png](#) (97.68 KB)



Neil Corke (Director) STAFF

Posted on: 01 December 2021 06:27 PM

SATURDAY DELIVERY!

KR

Neil



Neil Corke USER

Posted on: 01 December 2021 06:55 PM

Noted

Last edited by: Neil Corke On: 16 December 2021 05:11 AM



Neil Corke (Director) STAFF

Posted on: 02 December 2021 06:27 AM

Thank you - did you see my message about 106890 - I think this might has the wrong tracking number entered

[Screenshot 2021-12-02 at 07.26.26.png](#) (107.21 KB)

**Neil Corke** USER

Posted on: 02 December 2021 08:55 AM

We have contacted DPD and will let you know

Kind Regards

Erlanda

Last edited by: Neil Corke On: 16 December 2021 05:11 AM

**Neil Corke (Director)** STAFF

Posted on: 07 December 2021 12:42 PM

Hi Erlanda,

Have you heard back from DPD about this yet?

The tracking link for 106902 from yesterday is now showing the same thing.

KR

Neil

[Screenshot 2021-12-07 at 13.41.52.png](#) (143.67 KB)

**Neil Corke** USER

Posted on: 07 December 2021 01:35 PM

Hello,

Nothing from DPD, would you like me to resend this?

I will ask DPD about this as well.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 07 December 2021 02:22 PM

**Neil Corke (Director)** STAFF

Posted on: 07 December 2021 02:24 PM

Good afternoon,

I haven't heard anything from the customer, which would suggest the first parcel might have been delivered. We still need POD to close the order.

Have you checked these were not sent with a different label, and/or the wrong parcel number wasn't entered into our system, as this is what normally causes this?

KR

Neil

**Neil Corke** USER

Posted on: 07 December 2021 02:30 PM

It was dispatched with correct order number and it has to be this tracking number, but DPD is saying they didn't even received it..

Kind Regards

Erlanda

Last edited by: Neil Corke On: 07 December 2021 02:39 PM

**Neil Corke (Director)** STAFF

Posted on: 08 December 2021 11:38 AM

Good afternoon Eva,

These three parcels all show "We've received your order details, but have not yet received your parcel" on the tracking links.

It is my understanding that the DPD driver scans the parcels as he loads them on the van, in which case that is difficult to understand.

The combined value of these three parcels is over £2K, and we need to find out what is going wrong here.

Please could you contact DPD and let me know what they have to say.

Kind regards,

Neil Corke
Director

**Neil Corke (Director)** STAFF

Posted on: 14 December 2021 10:51 AM

Good morning Erlanda,

I have spoken to the customer with 106902 who has confirmed this has not been delivered and reluctantly I must therefore ask you to send that again.

Also could you check that you have the other pieces for 202991 apart from the 2572S1810 roasting pan, which I will have to get sent over from Belgium.

Please send me the DPD tracking number for order 106902 and also for 106890 which was resent on Friday and the customer has now confirmed has been delivered.

Following your conversation with the manager at the DPD Peterborough depot are they intending to take any further action over the missing/stolen parcels? It appears these were collected on two days, Nov 29 and Dec 06. I would be grateful if you check your records and/or the CCTV and let me know if was the same driver who "collected" on both days.

Given the sum involved here, it is obviously important that we recover the full amount loss. Once I have an exact amount, I will relay this to you. In the meantime could you please confirm the steps you have taken to ensure this does occur again.

Kind regards,

Neil Corke
Director

**Neil Corke** USER

Posted on: 14 December 2021 02:45 PM

Hello Neil,

Sorry for late reply.

Order 106902 was resent and delivered on 11th and received by RICHARD, tracking is 1419335604.

Order 106890 will be resent today, tracking number is 1541852469.

Order 202991, we have other items, except 2572.

DPD is asking for the description of the contents, packaging, and the value of the goods to get a lost property check done for these parcel.

So if you could let me know the value of the goods that would be highly appreciated. And I could pass that to DPD.

From now on we require each driver to sign a manifest with the parcels collected.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 15 December 2021 07:54 AM



Neil Corke USER

Posted on: 14 December 2021 02:50 PM

Also forgot to ask, can I pack order 202991?

Kind Regards

Erlanda

Last edited by: Neil Corke On: 15 December 2021 07:53 AM



Neil Corke (Director) STAFF

Posted on: 15 December 2021 07:55 AM

Good morning Erlanda,

Thank you for your email.

I have now been informed that the Europe Copper order 202991 has not been delivered to the customer. We will therefore need to send that again, but as you do not have another 2572S181 Signature Range Roasting Pan for this, I will need to have one sent over from Belgium which should arrive with you early next week.

Please confirm that you provided DPD with the description of the parcels requested. As matters stand you are the only people who actually saw these, and I obviously have no idea what these looked like.

Could you also respond to my question in email yesterday regarding the identity of the DPD driver who collected these parcels, which I am copying below for ease of reference:

"I would be grateful if you check your records and/or the CCTV and let me know if was the same driver who "collected" on both days."

This fiasco is certain to be raised on this Friday's conference call with my colleagues in Belgium and I would like an answer to that by the end of Thursday please.

I will calculate the value of the stock later today and advise you accordingly.

Kind regards,

Neil Corke
Director

**Neil Corke** USER

Posted on: 15 December 2021 10:35 AM

Good morning Neil,

Yes, I have provided DPD with the description of the parcels requested.

I will have to ask Eva to look at the CCTV again and let me know about the driver as she's the only one who has access to our footage and I do not want to assume anything without being 100% sure but I believe it was the same driver.

I'll update you later today, before we close.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 15 December 2021 10:49 AM

**Neil Corke (Director)** STAFF

Posted on: 15 December 2021 10:48 AM

Thank you Erlanda,

If it is the same driver, it would seem me to the most likely explanation is that this some kind of scam on his part. Two of those boxes would have been large and if they are at the Peterborough depot you would have thought that they would have located these by now.

If DPD are not prepared to accept responsibility, I would suggest you file a claim for theft of goods with your insurers.

I have now calculated our cost for each parcel which is as follows:

Order 202991: £435.93

Order 106890: £705.06

Order 106902: £144.26

TOTAL: £1,285.26

In addition, we will require the delivery costs, and our any charges in connection with resending these three orders to be added.

Please note I have not included any amount for the time spent on this, and will not do so provided the matter is resolved by the end of December, which is the end of our financial year and I do not want to include this in our accounts.

The Signature Roasting Pan for 202991 is leaving Belgium today and will hopefully be with you by Monday.

Kind regards,

Neil Corke
Director

**Neil Corke (Director)** STAFF

Posted on: 15 December 2021 11:50 AM

Good afternoon Eelanda,

Ms Tyrell (202991) is very unhappy about the situation with her order.

To placate her I have told her the replacement cauldron and lid will be sent out today and the roasting pan sent separately next week when it arrives from Belgium.

Before resending these, could you unwrap them and make sure they are 100% perfect as if they are not, it will only annoy her more.

1 x 2573S1810 - Signature Range 24cm Cauldron

1 x 1053S1810 - Signature Range 24cm Lid

Kind regards,

Neil Corke
Director



Neil Corke (Director) STAFF

Posted on: 15 December 2021 12:30 PM

Good afternoon,

This order is on your end of day report as despatched yesterday, but DPD are showing it as not received, please see attached screenshot.

Please tell me this wasn't collected without being scanned.

Kind regards,

Neil Corke
Director

Screenshot 2021-12-15 at 13.24.35.png (146.60 KB)



Neil Corke USER

Posted on: 15 December 2021 12:35 PM

Hello,

I have checked and resent the items.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 15 December 2021 03:53 PM



Neil Corke USER

Posted on: 15 December 2021 03:25 PM

They were all collected by the same driver.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 15 December 2021 03:53 PM



Neil Corke (Director) STAFF

Posted on: 15 December 2021 03:56 PM

Thank you Erlanda,

I had a feeling that might be the case.

Have you any news on 106923? I really hope he wasn't given that as well without it being scanned.

Kind regards,

Neil Corke
Director

**Neil Corke (Director)** STAFF

Posted on: 16 December 2021 04:27 AM ▾

Good morning Erlanda,

Before despatching the orders from yesterday, could you please respond to my enquiry regarding this order, which I am copying below for ease of reference.

If this is yet another parcel which has been collected from you, but not arrived at the DPD depot, we are going to have to find a different courier for UK orders.

I would be grateful if you would give this matter your urgent attention.

Kind regards,

Neil Corke
Director

---- Sent on: 15 December 2021 12:30 PM ----

Good afternoon,

This order is on your end of day report as despatched yesterday, but DPD are showing it as not received, please see attached screenshot.

Please tell me this wasn't collected without being scanned.

Kind regards,

Neil Corke
Director

[Screenshot 2021-12-15 at 13.24.35.png](#) (146.60 KB)

**Neil Corke (Director)** STAFF

Posted on: 17 December 2021 10:02 AM ▾

Good morning Erlanda,

Are the orders starting IG all ParcelForce, including those that say DPD?

I'd appreciate an update on the DPD fiasco at some point before the end of today if possible.

Kind regards,

Neil Corke
Director

[Screenshot 2021-12-17 at 10.59.56.png](#) (49.54 KB)

**Neil Corke** USER

Posted on: 17 December 2021 08:15 PM ▾

Hello,

Yes IG is for ParcelForce.

I will chase DPD again as there was no communication over last 2 days.

Kind Regards

Erlanda

Last edited by: Neil Corke On: 18 December 2021 07:32 AM



Neil Corke (Director) STAFF

Posted on: 18 December 2021 07:38 AM

Thank you Erlanda,

We are going to need to decide what to do about 106923 which also looks like it was lost or stolen.

The replacement roasting pan for 202991 has arrived at DHL's Cambridge Depot and should be delivered on Monday. Please send this to the customer by ParcelForce.

Kind regards,

Neil Corke
Director



Neil Corke (Director) STAFF

Posted on: 20 December 2021 03:42 PM

Good afternoon,

Have you heard anything from DPD about this order yet?

I have spoken to the customer today who has confirmed he has not received delivery and unless there is something I don't know about this we are going to have to send this again.

I spoke with my friends at The Widescreen Center who are a couple of miles away from you and are currently sending 40-50 parcels a day with DPD. While 4 out of 35 Falk parcels never arrived at the depot, they have not experienced any of theirs going missing, which I find most strange.

Kind regards,

Neil Corke
Director



Neil Corke (Director) STAFF

Posted on: 22 December 2021 06:45 AM

Good morning,

Further to my email on Monday could you confirm this order has been re-sent to our customer and send me the Parcel Force tracking reference.

Our claim in relation to the original pieces in this order is £370.64.

Kind regards,

Neil Corke
Director

--- Sent on: 20 December 2021 03:42 PM ---

Good afternoon,

Have you heard anything from DPD about this order yet?

I have spoken to the customer today who has confirmed he has not received delivery and unless there is something I don't know

about this we are going to have to send this again.

I spoke with my friends at The Widescreen Center who are a couple of miles away from you and are currently sending 40-50 parcels a day with DPD. While 4 out of 35 Falk parcels never arrived at the depot, they have not experienced any of theirs going missing, which I find most strange.

Kind regards,

Neil Corke
Director



Neil Corke USER

Posted on: 22 December 2021 08:59 AM

Hello,

Tracking is IG5175998

Kind Regards

Erlanda

Last edited by: Neil Corke On: 05 January 2022 02:37 AM



Neil Corke (Director) STAFF

Posted on: 22 December 2021 10:25 AM

Thank you.

Just putting an order on the UK system (106945). There two of some items in this, could you double check the correct items are sent to this customer and make sure everything is extra-well wrapped.

One box for the heavy pieces and one for frying pans and lids might be a good idea!

Kind regards,

Neil



Neil Corke (Director) STAFF

Posted on: 30 December 2021 01:50 PM

Good afternoon Eva,

It has now been a month since the first of these parcels was despatched, never to be heard of again, yet we are no closer to finding out what went wrong, or been advised of any kind of resolution.

We need to establish:

1. How a DPD employee was able to collect four parcels, on three different dates, without any receipt being obtained by yourselves, and/or these ever appearing on the DPD system; and
2. What action has been taken to ensure this does not occur again; and
3. When can we expect to be compensated for our losses, details of which I have already provided, and am listing again below:

Order 106890: £705.06

Order 106902: £144.26

Order 106923: £370.64

Order 202919: £435.93

4. In the event there are no settlement proposals on the horizon from DPD, please outline what action you propose to take in order to obtain the same. As you will appreciate, we did not contract with DPD ourselves and therefore can not take action directly against them.

In the circumstances, I would be grateful if you would ensure this matter receives the urgency it deserves, and provide me your detailed response as soon as possible.

As a result of these problems, and moreover the absence of any useful explanation, we have temporarily suspended UK advertising and cancelled the End-of Year Sale we usually run, which as you will appreciate has impacted us financially.

I look forward to hearing from you in early course.

Kind regards,

Neil Corke
Director



Eva Zizd RECIPIENT

Posted on: 30 December 2021 03:10 PM

1. Drivers collect parcels and we have cctv image which was provided to DPD. We can only claim for up to 7 days collections. This is why it is important to let us know ASAP
2. You have changed courier company so no more DPD will be used.
3. These were sent without an insurance. Max you can claim is £100.
4. Our terms and conditions attached. (10. Liability for Loss and Damage, 12. Limitation of Liability, 14. Time Limits for claims)

Last edited by: Neil Corke On: 05 January 2022 02:38 AM

[image001.jpg](#) (0.32 KB)



Neil Corke (Director) STAFF

Posted on: 31 December 2021 06:44 AM

Good morning Eva,

Thank you for your email.

If I understand this correctly, you are now suggesting that we should just accept £1,656 of our stock vanishing without explanation, or any effort to recover this. This is obviously unacceptable, and also inconsistent with the previous advice that you were waiting to hear back from DPD, originally from Erlanda, and most recently from yourself, when we spoke on Monday.

If you care to check the email correspondence you will see each of these problems was reported promptly. Unfortunately, we

received no reply to the first email concerning order 106890, and when I followed up on this a few days later instead of any kind of explanation the reply was simply "Shall we resend?". Had that of been acted upon promptly the subsequent losses might have been avoided.

While you away, Erlanda also informed me she had been in contact with the manager at the DPD Peterborough depot and the first three parcels were all collected by the same driver.

As you are not willing to deal with this, please forward me a copy of the communication with the DPD depot manager and the CCTV stills showing each of these parcels being collected and I will report this to the local Police and notify DPD Head Office of our position.

Kind regards,

Neil Corke
Director



Erlanda USER

Posted on: 31 December 2021 12:05 PM ▾

DPD management is on annual leave till next week. I am sure they will come back to us at some point as I informed them re your intentions calling the Police.

As per T&C – I can pay you £100 per each parcel lost, but everything else has to be recovered from DPD

Kind Regards

Eva

Last edited by: Neil Corke On: 05 January 2022 02:39 AM