

## VARIETY WHOLESALERS, INC.

### EMAIL/REPLY TROUBLESHOOT

[www.vwstores.com](http://www.vwstores.com)

<http://www.vwstores.com/edi/>

**When we have a vendor set to “PO’s via EMAIL”, the EMAIL with the PO attached from [orders@vwstores.com](mailto:orders@vwstores.com) is sent with a read-reply-request. We expect/require the read-reply-receipt.**

To update our purchasing system, we run a process that matches replies to EMAIL’d POs. We consider the ‘replied to’ EMAIL’d PO, confirmed. If we do not have reply matches, we consider the EMAIL’d PO un-confirmed. We follow up on un-confirmed POs.

#### Know the following general information about the read-reply-receipt:

- In newer versions of OUTLOOK – when you **open** the EMAIL, a ‘read-reply’ is usually **automatically** sent. Be aware of your OUTLOOK’s (or email handling software’s) default setting for sending read-replies. **We expect/require a read-reply-receipt to our [orders@vwstores.com](mailto:orders@vwstores.com).**

#### ABOUT the READ-REPLY:

- *The read-reply-receipt is our indicator that the emailed PO was received by the vendor.*
- *No ‘text in’ or ‘attachment to’ the reply is necessary.*
- *Leave our EMAIL’d ‘Subject:’ text intact (our system CROSS-REFERENCES read-replies).*
- *Replies should always include VARIETY’s purchase order number (already in ‘Subject:’ text).*
- *Answer ‘YES’ to “sender requests reply” pop-up question/window (if any).*
- **A MANUAL REPLY - is acceptable; open the email, click ‘REPLY’, then click ‘SEND’.**
- *Opening EMAIL via a cell phone can produce un-predictable ‘reply’ results.*

**Here are a few possible problems that may interfere with your receiving our EMAIL’d POs or our receiving/matching the read-replies:**

#### ON VENDOR’S SIDE:

Invalid email address has been provided.

System/firewall may be blocking EMAILs from our domain - ‘@vwstores.com’.

EMAIL software other than OUTLOOK.

Your EMAIL software’s default setting for read-replies may need to be adjusted.

Recipient deleting or not opening our EMAIL with the PO attached.

Recipient ‘manually’ replying and changing our SUBJECT text.

Recipient looking at EMAIL via a cell phone (which may or may not automatically send a reply).

Recipient may be answering ‘NO’ to “sender requests reply” pop-up question/window (if any).

#### ON VARIETY’S SIDE:

Invalid email address has been provided/entered.

System/firewall may be blocking EMAILS (possibly your reply) from your domain.

#### ABOUT OUR ATTACHMENT TYPE:

- The attachment type can be either .pdf or .txt (default is .pdf).
  - **CAUTION – all VARIETY’s purchase orders that are generated as .pdf’s – have the same name, [poviaemail.pdf](#). If you are getting multiple EMAILs/purchase orders, be wary of saving/naming/possible overwriting/sharing the document(s) inaccurately.**