VARIETY WHOLESALERS, INC.

EMAIL/REPLY TROUBLESHOOT
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 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:
- o   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.

     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 *an*swering '*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 from your domain.

*Further mapping specs, SEND METHOD explanations and other documents are available. Online at http://www.vwstores.com, within
the EDI tab - scroll to bottom section, 'Click here' on various applicable documents.*