

## VARIETY WHOLESALERS, INC.

### EMAIL/REPLY TROUBLESHOOT

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

<https://www.rosesdiscountstores.com/edi-index>

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.
- VARIETY has experienced VENDORS that use domains such as [@aol.com](mailto:@aol.com), [@gmail.com](mailto:@gmail.com) and [@yahoo.com](mailto:@yahoo.com) can give unpredictable results. VARIETY prefers avoiding these domains for sending orders.

#### 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.