
[OSM Worldwide] Re: Tracking Number 9261290246917003195596

From: OSM Worldwide Customer Support (support@osmworldwide.zendesk.com)

To: linhkeller@yahoo.com

Date: Friday, August 27, 2021, 10:14 AM CDT

Your request (2319) has been updated. If you have any further questions, please contact the company you placed the order with.



Gisselle Ocampo (OSM Worldwide)

Aug 27, 2021, 10:14 CDT

Hi Linh,

For tracking 9261290246917003195596, the “Picked Up by Shipping Partner” scan is a system generated scan when the file is uploaded into our system. This is not an indication that OSM has received this package. In our internal system, the status is only showing uploaded, meaning the physical piece has not been received by OSM yet for us to begin processing.

The quickest way to resolve your inquiry is to contact the retailer and let them know you have not received your package. Your retailer can provide the following services for you.

- Track the package for you
- Verify the tracking number
- Provide a refund
- Redeliver your package

Thank you,

Gisselle O

Customer Service
OSM Worldwide

OSM Worldwide is a premier partner of the USPS. Our services help retailers to expedite packages through the USPS postal system and other global postal authorities around the world. While we

touch your package at the beginning of its journey, USPS
and other postal authorities make the final delivery to your mailbox.



Linh Keller

Aug 26, 2021, 18:47 CDT

Good evening. I'm not sure if my first email went through, so I'm sending it again.

Please provide a status on my package (tracking number above). The vendor indicated the items would ship in 3 - 7 days, but the package has been sitting at OSM since 8/16 (TEN days ago) with no apparent movement.

Thank you.

Thank you,

This email is a service from OSM Worldwide. Delivered by [Zendesk](#)

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