ISABEL ASSIST

Handling a delayed order enquiry

Customer communication sample

Independent sample project. Nord Shop, the customer and all order details are fictional.

Brief

A customer of the fictional clothing shop Nord Shop asks about a delayed parcel. My role is to check the delivery information, give a clear reply and arrange a follow-up. The exact arrival date is unknown.

Customer email

“Hi! I ordered a jumper last week, but the parcel still hasn't arrived. My order number is DEMO-1042. Can you tell me when I will receive it? Mari”

Reply to the customer

Subject: Delivery update for your order DEMO-1042

Hi Mari,

Thank you for getting in touch. I'm sorry you've had to wait longer than expected for your order.

I've checked order DEMO-1042. The parcel has been handed to the carrier, but the tracking information hasn't updated for the last two working days.

I've contacted the carrier to check the parcel's location. I'll send you another update by 17:00 on 13 January, even if I haven't received their reply by then. I'm unable to confirm an exact arrival date at this stage.

Thank you for your patience.

Best wishes,
Isabel
Nord Shop Customer Support

Case tracking and handover

Sample case DEMO-1042 | Work date 12 January 2027

Information checked before replying

- Customer and order verification is complete in this fictional scenario.
- The parcel is with the carrier; tracking has not updated for two working days.
- The business authorised a carrier enquiry, and it has been sent.
- The follow-up at 17:00 on 13 January 2027 falls within agreed working hours. The arrival date is unconfirmed.

Internal note to the business

A carrier enquiry has been sent for order DEMO-1042. The customer has received the known status and the time of the next update. I will check for the carrier's reply on 13 January 2027 and update the customer by 17:00. If the parcel's location remains unclear, I will refer the case to the business owner.

Enquiry tracker

Reference	Status	Next action	Owner	Deadline
DEMO-1042	Awaiting carrier	Check carrier reply and update customer	Isabel	13 Jan 2027 17:00

Next steps

When the carrier replies, I will share the confirmed information with the customer and update the tracker. If there is no reply, I will send an interim update by the promised time and record the next agreed review. The business decides on complaints, compensation and exceptions.

Closing the case

I will mark the enquiry as resolved once the necessary actions are complete and the customer has received a final update. Correspondence will be retained under the business's agreed process.

This document demonstrates a working approach and communication style. It does not describe real client work or measured results.