

Sample Loan Emails

When a sample order is first placed, an email is sent to the customer detailing what they've borrowed and when they are due to be returned. It looks like this:

Samples Loaned from Mr. Carpet Head Office  Inbox x



noreply@mr-carpet.co.uk via sendgrid.me
to me ▾

19:47 (0 minutes ago) ☆

Thank you for your interest. The following samples are on loan to you:

- 1x **Cotswold Bourton**, size: **18x9**
- 1x **Salzburg SZB-101**, size: **18x18**
- 1x **non-debranded sample**, size: **Other**

Please note that these samples are due back no later than 05 Feb 2020

If you have any questions, please don't hesitate to contact the Head Office branch on 020 8879 0485 or headoffice@mr-carpet.co.uk

Opening hours: Weekdays 9AM-5PM, Saturdays 9AM-4PM, Sundays Closed.

 Reply

 Forward

4 days after the sample loan is added, the customer is sent an email reminding them that the samples are due to be returned. It looks like this:

Samples are due to be returned to Mr. Carpet Head Office  Inbox x



noreply@mr-carpet.co.uk via [sendgrid.me](#)
to me ▾

19:51 (0 minutes ago)

Hello, please note that the following samples are due to be returned to Mr. Carpet Head Office:

- 1x **Cotswold Bourton**, size: **18x9**
- 1x **Salzburg SZB-101**, size: **18x18**
- 1x **non-debranded sample**, size: **Other**

These samples are due back within 24 hours.

Note: This is an automated message. If you have already returned them please email the branch on headoffice@mr-carpet.co.uk

 Reply

 Forward

A similar email gets sent to the branch at the same time. It looks like this:

Samples are due to be returned by Mr Josh Guyan  Inbox x



noreply@mr-carpet.co.uk via [sendgrid.me](#)
to me ▾

19:51 (0 minutes ago)

The following samples are due to be returned to Mr. Carpet by Mr Josh Guyan
The customer has been emailed. If they have already been returned please make sure you update the system




- 1x **Cotswold Bourton**, size: **18x9**
- 1x **Salzburg SZB-101**, size: **18x18**
- 1x **non-debranded sample**, size: **Other**

 Reply

 Forward

7 days after the sample loan is added (3 days after the previous email), the customer is sent an email notifying them that the samples are now overdue to be returned. It looks like this:

Samples are now overdue to be returned to Mr. Carpet Head Office  Inbox x



 **noreply@mr-carpet.co.uk** via [sendgrid.me](#) 20:01 (0 minutes ago) 
to me 

Hello, please note that the following samples are now overdue to be returned to Mr. Carpet Head Office:


- 1x **Cotswold Bourton**, size: **18x9**
- 1x **Salzburg SZB-101**, size: **18x18**
- 1x **non-debranded sample**, size: **Other**




Please return them immediately.

Note: This is an automated message. If you have already returned them please email the branch on headoffice@mr-carpet.co.uk

 Reply  Forward



A similar email gets sent to the branch at the same time. It looks like this:

Samples are now overdue to be returned by Mr Josh Guyan  Inbox x

 **noreply@mr-carpet.co.uk** via [sendgrid.me](#) 19:54 (3 minutes ago) 
to me 

The following samples are overdue to be returned to Mr. Carpet by Mr Josh Guyan
The customer has been emailed. Please contact the customer directly to get these returned.
If they have already been returned please make sure you update the system.

- 1x **Cotswold Bourton**, size: **18x9**
- 1x **Salzburg SZB-101**, size: **18x18**
- 1x **non-debranded sample**, size: **Other**

 Reply  Forward

After the first overdue email, the customer and the branch is sent this email **every 3 days** until the samples are returned.

If some (but not all) samples are returned, future emails will only list the sample loans which are outstanding. For example, if this is the first overdue email...

Samples are now overdue to be returned to Mr. Carpet Head Office Inbox x



noreply@mr-carpet.co.uk via sendgrid.me
to me ▾

20:01 (0 minutes ago) 

Hello, please note that the following samples are now overdue to be returned to Mr. Carpet Head Office:

1x **Cotswold Bourton**, size: **18x9**
1x **Salzburg SZB-101**, size: **18x18**
1x **non-debranded sample**, size: **Other**

Please return them immediately.

Note: This is an automated message. If you have already returned them please email the branch on headoffice@mr-carpet.co.uk

 Reply

 Forward

...and then Cotswold Bourton is returned to the shop (**and the system is updated**), the next email will look like this:

Samples are now overdue to be returned to Mr. Carpet Head Office Inbox x



noreply@mr-carpet.co.uk via sendgrid.me
to me ▾

20:04 (0 minutes ago) 

Hello, please note that the following samples are now overdue to be returned to Mr. Carpet Head Office:

1x **Salzburg SZB-101**, size: **18x18**
1x **non-debranded sample**, size: **Other**

Please return them immediately.

Note: This is an automated message. If you have already returned them please email the branch on headoffice@mr-carpet.co.uk

 Reply

 Forward

Once all samples have been returned and the system is updated, no more emails will be sent to either the customer or the branch.

Every Tuesday, each branch will be emailed an overview of what sample loans are currently overdue. It looks like this:

Weekly Sample Loan Overview for Head Office Inbox x




noreply@mr-carpet.co.uk via sendgrid.me
to me ▾


Sun, 2 Feb, 22:42 (3 days ago) ☆

Below are the currently outstanding shop loans:

Mr Josh Guyan - 5 days overdue
1x **Berkeley BER-214**, size: **18x9**

Mr Josh Guyan - 2 days overdue
1x **Belgrave Twist 50 BEL-5143**, size: **18x9**
1x **Kutina T&C KUT-PL208**, size: **18x18**
1x **custom sample**, size: **Other**

 Reply

 Forward

You will still get an email even if there are no loans currently overdue. It looks like this:

Weekly Sample Loan Overview for Head Office Inbox x




noreply@mr-carpet.co.uk via sendgrid.me
to me ▾

Sun, 2 Feb, 22:43 (3 days ago) ¶

There are no outstanding sample loans for Head Office this week.

 Reply

 Forward