



[Guide] Understanding Order Communications from the new Bevi online store.

Overview

This document summarizes the communications you will receive from Bevi pertaining to orders placed on our online store. At this time there are 4 emails that will be sent to you once you place an order. These communications are listed below in the order in which you will receive them.

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Order Reference Numbers

- VTX Number:
 - Received in initial order confirmation; Prefixed with VTX
 - Appears on subsequent communications including order approval, shipping confirmations and invoice
- Sales Order Number:
 - Prefixed with "SO-"
 - Received in order approval email and all subsequent communications including shipping confirmations and invoices



1. Order Confirmation


The order confirmation is sent immediately after you place your order from orders@bevi.co

Order Subject: **Your Bevi order [Order Number] was successful**

This email contains your VTX order number, a summary of your order, estimated shipping dates, and your total invoice amount.

The VTX order number can be used as a reference when inquiring about your order and will be found on all subsequent communications.

Email example:




Thank you for your order!


Order #VTX500373-01

SUMMARY

Hi, KrisBevi. Your order is currently being processed. Please contact Bevi with questions about your order.

Subtotal (19 items)	\$ 855.00
Shipping	\$ 190.00
Order Total	\$ 1,045.00

 Black Cherry
15 unit(s), \$ 45.00

 Grapefruit
4 unit(s), \$ 45.00

Comments: [comments related to order](#)

DELIVERY
john smith
100 Main Street
HOPKINTON, MA
01748

Shipping
Estimated Ship date 12/17/2021




2. Bevi Order Approval Email

When an order has been approved and pending fulfillment, you will receive an email from orders@bevi.co that contains your Bevi Sales Order Number & VTX Number. Both of these numbers can be used as reference when contacting Bevi about your order.

Subject: Bevi Order #[Sales Order Number]/[VTX Number]

Email Example:


Bevi Order #SO-059996 / VTX500647-01
Thanks for placing an order with Bevi! Please find your order confirmation below.

Date: 1/6/2022
Status: Confirmed
Webstore Order #VTX500647-01
Customer ID: C-100537 Coffee Unlimited
Ship To Address:
Coffee Unlimited Coffee Unlimited
1408 S Clinton St
Chicago IL 60607
United States

PO: HM123021
Order Notes:

SKU	Unit Price	Quantity	Amount
740-0097 Black Cherry	\$45.00	2	\$90.00
740-0099 Peach White Tea	\$55.00	2	\$110.00
Shipping	\$0.00	1	\$0.00

If you have any questions about your order, please email us at orders@bevi.co.

Kind regards,

Bevi Orders Team



3. Order Shipped

When an item has shipped, you will receive an email from orders@bevi.co with shipping information. The email contains tracking information, both the VTX & Sales order number for reference, and a list of shipped items.

Subject: Bevi Order Shipped [Sales Order Number]

Email Example:

Hi Partner,

Your Bevi order has shipped!

You can track its progress with the tracking number at the link below:
[\[Tracking Link\]](#)

VTX Order Number: #VTX090909-01
Sales Order Number: SO-999999

SKU	Description	Quantity
740-0083	Peach Mango (Unsweetened)	5
740-0085	Lime Mint (Unsweetened)	5
740-0086	Cucumber (Unsweetened)	7
740-0087	Lemon (Unsweetened)	5
740-0089	Blackberry Lime	5
740-0091	Strawberry Lemongrass (Unsweetened)	5
740-0093	Watermelon (Unsweetened)	4
740-0095	Grapefruit (Unsweetened)	5
740-0099	Peach White Tea	5
740-0096	Key Lime	2
740-0097	Black Cherry	2

Please let us know if you have any questions.

Thank you,
Bevi Orders Team

Questions? Please contact us at orders@bevi.co.




4. Invoice

Invoices are sent via email as an attachment. The email will contain a summary of the invoice including Invoice number, amount due, due date and instructions for making payments.

Email Subject: Bevi Invoice [Invoice Number]

Example Email:



Dear Customer,

Attached please find a copy of your invoice.

Invoice Summary:

Invoice #: **INV-999999**
Amount Due: \$363.78
Due Date: 1/5/2021

For Credit Card or ACH payment please follow the link on the invoice.

For check payment, Please kindly mail to:

Hydration Labs Inc
BOX 83472
WOBURN MA 01813-3472

Please remit payment at your earliest convenience.

Thank you!

Hydration Labs, Inc DBA Bevi
529 Main St., Suite 3304
Charlestown, MA 02129

Questions? Please contact us at billing@bevi.co or 617-315-4715.

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