

Clare Pillsbury

From: Velo, Rose <RVelo@wm.com>
Sent: Friday, April 28, 2023 9:41 AM
To: Patch, Mary
Subject: RE: 500-397742 ERICKDON,JEFFREY K Cust Id 00020-80783-73008
Attachments: 20-80783-73008 80063964543 04282023.docx; 20-80783-73008 80058377135 04282023.docx

Hi Mary,

Please see the attachments. The reason is listed as "Fraud-Card Absent Environment". The funds should have been returned to the Visa ending in 4755. If the customer claims the money was not returned they can provide these documents to their bank so they can research their claim. Let me know if you have questions.

Thanks,

Rose Velo

Accounts Receivable Senior Clerk/WMSC
rvelo@wm.com

Waste Management

800 Capitol Street, Suite 3000
Houston, TX 77002
866-834-2080
Fax 866-761-8525

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, April 28, 2023 8:49 AM
To: Velo, Rose <RVelo@wm.com>
Subject: RE: 500-397742 ERICKDON,JEFFREY K Cust Id 00020-80783-73008

Yes please

Thanks

From: Velo, Rose <RVelo@wm.com>
Sent: Friday, April 28, 2023 8:47 AM
To: Patch, Mary <mpatch@wm.com>
Subject: RE: 500-397742 ERICKDON,JEFFREY K Cust Id 00020-80783-73008

Hello,

The debits are not reversals; they are **chargebacks**.

The customer disputed two payments with their credit card co. so our bank returned the funds back to the customer's credit card. Do you need the backup?

Rose Velo

Accounts Receivable Senior Clerk/WMSC
rvelo@wm.com

Waste Management

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8:42 AM Remote Customer Internal Comments
Location: CENT148A
Customer: 500-397742 ERICKDON,JEFFREY K

01/26/2023 10:20:29 JFIELDS8
EMILY/WAS ADDED AS BILLING CONTACT BY OWNER/ NO LONGER LIVE
ESTED THAT NAME BE REMOVED FROM BILLING
02/01/2023 17:11:33 ESNOTES OCS 02/01/2023 17:10:34 CST D3
OUT / CONTAINER EMPTY (+)
02/02/23 RVELO WMSC KEYING A CHARGEBACK FOR $106.79 10/25/2
BOA 830283091601. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT
REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****
*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT
02/07/23 RVELO WMSC KEYING A CHARGEBACK FOR $116.41 01/25/2
BOA 830343104501. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT
REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****
*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT**
02/08/2023 13:31:03 ESNOTES OCS 02/08/2023 13:30:24 CST D3
OUT / CONTAINER EMPTY (+)
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From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, April 27, 2023 6:03 PM
To: Velo, Rose <RVelo@wm.com>
Subject: 500-397742 ERICKDON,JEFFREY K Cust Id 00020-80783-73008

Can you help me out here - between the City of St Paul and the resident – they are driving me crazy
This is for account 500-397742 (148A)Jeffrey K Erickson - can you tell me who it was that actually called for the reversal
and they are stating they show anything on their CC that looks like a reversal.

These are your notes

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02/01/2023 17:11:33 ESNOTES OCS 02/01/2023 17:10:34 CST D3XN NOT
OUT / CONTAINER EMPTY (+)
02/02/23 RVELO WMSC KEYING A CHARGEBACK FOR $106.79 10/25/22 80058377135
BOA 830283091601. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT CARD CO.
REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****
*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT*****
02/07/23 RVELO WMSC KEYING A CHARGEBACK FOR $116.41 01/25/23 80063964543
BOA 830343104501. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT CARD CO.
REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****
*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT*****
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Thanks so much for your help

Mary Patch

Sales Coordinator
Public Sector

mpatch@wm.com

1901 Ames Dr
Burnsville, MN 55306

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