Clare Pillsbury

From:	Velo, Rose <rvelo@wm.com></rvelo@wm.com>
Sent:	Friday, April 28, 2023 9:41 AM
То:	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

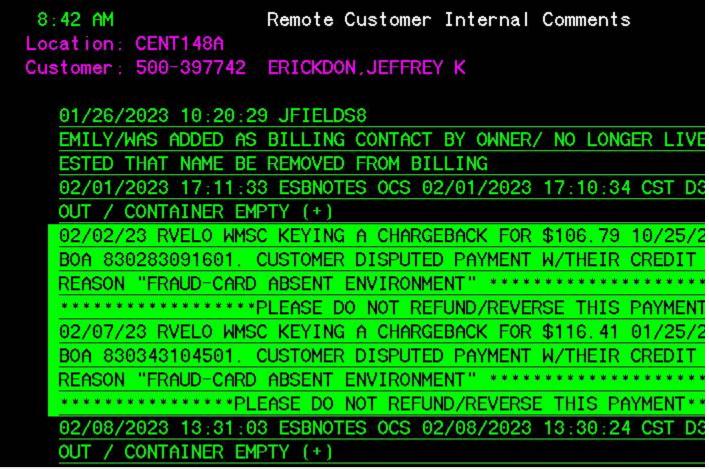
Thanks

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

Hello, The debits are <u>not reversals</u>; 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 800 Capitol Street, Suite 3000 Houston, TX 77002 866-834-2080 Fax 866-761-8525



From: Patch, Mary <<u>mpatch@wm.com</u>> Sent: Thursday, April 27, 2023 6:03 PM To: Velo, Rose <<u>RVelo@wm.com</u>> 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.

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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