

## SFDC Ticket Example

Ticket Owner	EU - Credit [Change]	SLA Status	
Ticket Number	61860676 [View Hierarchy]	Status	Closed
Caller's Name		Priority	Medium
Contact Name		Ticket Type	
Name 1		Symptom Code	
Patient		Ticket Origin	Email (EU-Credit)
Doctor ID		Ticket Record Type	Business Operations [Change]
Patient ID		Parent Ticket	
Duplicate	<input type="checkbox"/>	Contact Phone	
Order Type	invisalign	Contact Email	
Spam Ticket	<input type="checkbox"/>		

**Subject:** Batch credit Benelux / DID 1816649

**Description:** Hi team,

Please process the following batch credit request for DID 1816649.

Reason provided by TM:

"Dr mistakenly signed an APEX agreement assuming it was the CuCo (Custom Contract) and approved cases counting on the CuCo discount. Please credit out of goodwill as he communicated the CuCo Pricing to his patients in regards to the invoices in the attached file. Invisalign Comprehensive 3x3 55% discount Invisalign Moderate 54% discount Invisalign First 52% discount"

Let me know if additional information is needed.

Thank you!

Rupert Tweeboom Manager, Customer Success France, Benelux & Nordics

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## Attachment

SO #	D/LID	Sold to Name	Requestor	Product affected	INV Date	INV Number	INV Amount (exc. VAT)	Currency
246282244	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Wednesday, 3 December 2025	9298095140	1086	EUR
246370781	1816649	Sanitas	Gabriel Akutei	Moderate	Monday, 24 November 2025	9298093619	1086	EUR
246451929	1816649	Sanitas	Gabriel Akutei	Invisalign First - Comprehensive	Friday, 5 December 2025	9298095282	807	EUR
246452012	1816649	Sanitas	Gabriel Akutei	Invisalign First - Comprehensive	Monday, 5 December 2025	9298093548	807	EUR
246524667	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Comprehensive 3AA / 3YR	Tuesday, 25 November 2025	9298093751	1428	EUR
246524777	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Friday, 21 November 2025	9298093337	1086	EUR
246528395	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Comprehensive 3AA / 3YR	Thursday, 27 November 2025	9298093959	1428	
246692184	1816649	Sanitas	Gabriel Akutei	Moderate	Wednesday, 3 December 2025	9298095107	1086	EUR

246692211	1816649	Sanitas	Gabriel Akutei	Comprehensive 3AA / 3YR	Saturday, 29 November 2025	9298094228	1428	EUR
246744958	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Tuesday, 2 December 2025	9298094923	1086	EUR
246752463	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Comprehensive 3AA / 3YR	Monday, 1 December 2025	9298094815	1428	EUR
246752640	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Thursday, 27 November 2025	9298094041	1086	EUR
246802768	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Monday, 1 December 2025	9298094784	1086	EUR
246837372	1816649	Sanitas	Gabriel Akutei	Moderate	Monday, 1 December 2025	9298094814	1086	EUR
246845078	1816649	Sanitas	Gabriel Akutei	Moderate	Tuesday, 2 December 2025	9298094922	1086	EUR
246945444	1816649	Sanitas	Gabriel Akutei	Moderate	Wednesday, 3 December 2025	9298095108	1086	EUR
246947104	1818943	Sanitas Tandheelkunde	Gabriel Akutei	Moderate	Saturday, 6 December 2025	9298095366	1086	EUR

**Reason for Credit:**

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