

## RE: Invoice Inquiry

Lauren Campbell &lt;LCampbell@nitelusa.com&gt;

Mon 7/20/2020 4:34 PM

To: Bavely Tawfik &lt;Bavely.Tawfik@repharmacy.com&gt;

Cc: Hany Ibrahim &lt;Hany.Ibrahim@repharmacy.com&gt;

Thank you Bavely. I have submitted this change request to our Orders team via ticket #389915.

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100

350 N Orleans St. #1300N



Chicago, IL 60654

[nitelusa.com](http://nitelusa.com)**From:** Bavely Tawfik <Bavely.Tawfik@repharmacy.com>**Sent:** Friday, July 17, 2020 6:53 PM**To:** Lauren Campbell <LCampbell@nitelusa.com>**Cc:** Hany Ibrahim <Hany.Ibrahim@repharmacy.com>**Subject:** Re: Invoice Inquiry

Hi Lauren,

I have signed it. File attached

Thank You,

**Bavely Tawfik**  
Systems Administrator II [Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com) **Tel:** (949) 783-7011  
**Cell:** (949) 933-1797 [www.repharmacy.com](http://www.repharmacy.com)

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**From:** Lauren Campbell <LCampbell@nitelusa.com>**Sent:** Friday, July 17, 2020 4:25 PM**To:** Bavely Tawfik <Bavely.Tawfik@repharmacy.com>**Cc:** Hany Ibrahim <Hany.Ibrahim@repharmacy.com>**Subject:** RE: Invoice Inquiry

Hi Bavely,

We will still need that signed form back when you have a chance, please.

Thank you!

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100

350 N Orleans St. #1300N

Chicago, IL 60654

[nitelusa.com](http://nitelusa.com)**From:** Bavely Tawfik <Bavely.Tawfik@repharmacy.com>**Sent:** Thursday, July 16, 2020 7:03 PM**To:** Lauren Campbell <LCampbell@nitelusa.com>**Cc:** Hany Ibrahim <Hany.Ibrahim@repharmacy.com>**Subject:** Re: Invoice Inquiry


Hi Lauren,

I double-checked all the data are accurate. Thank you so much.



**Bavely Tawfik**  
Systems Administrator II

 [Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)

 **Tel:** (949) 783-7011  
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**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Sent:** Wednesday, July 15, 2020 3:29 PM  
**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Cc:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Bavely,

Thank you for the confirmation. Please see attached service order form that we will need signed to remove the SD-WAN. I filled out the information as best I could from the original order, but please double check all information is still accurate and up to date.

Please note: The Customer Requested Due Date is the earliest date you will accept the updated billing. If you'd like this changed, please feel free to update that information on page 2.

If you have any questions, please don't hesitate to reach out.

Thanks again,

**Lauren Campbell**  
Strategic Account Manager

**office** 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100  
350 N Orleans St. #1300N  
Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



**From:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Sent:** Tuesday, July 14, 2020 3:11 PM  
**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Cc:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** Re: Invoice Inquiry


Hello Lauren,

Yes, We would like to move forward. Thank you so much for your help.



**Bavely Tawfik**  
Systems Administrator II

 [Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)

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**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Sent:** Tuesday, July 14, 2020 12:45 PM  
**To:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>; Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Bavely,

As a follow up to our call, I received approval to waive the ETL (early term liability) \$6,953.77 related to the SD WAN product.

This means your site will only have 20M DIA remaining. The cost for the 20M DIA will be \$517.67 per month (prior to taxes and fees), with a 3 year contract required.

Please let me know if you'd like to move forward.

Thank you!

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

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Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** Lauren Campbell  
**Sent:** Tuesday, June 16, 2020 11:36 AM  
**To:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>; Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi all,

Please see attached signed SOF with the attached latest invoice. You will see that you are being charged exactly what you signed for (SD WAN, plus 20M services at the San Diego location).

I have to delay our call until later this week because I am waiting on approval to waive \$6,953.77 in ETL (Early Term Liability) charges. Once I have approval, I will schedule another call for us to discuss.

Thank you,

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100  
350 N Orleans St. #1300N  
Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** Lauren Campbell  
**Sent:** Wednesday, June 3, 2020 5:27 PM  
**To:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>; Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Hany,

Your plan details would remain the same, a standard 20M DIA circuit, we'd just disconnect the SD WAN portion. There are no overages charges or anything like that. If you'd like to schedule a call to discuss, I am happy to do so, just let me know what date/time works best.

Thank you,

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100  
350 N Orleans St. #1300N  
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[nitelusa.com](http://nitelusa.com)



---

**From:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Sent:** Tuesday, June 2, 2020 2:53 PM

To: Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>; Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
Subject: RE: Invoice Inquiry

Hi Lauren,

You are saying if we renew for 3 years, our monthly will be \$517.50? what is the plan details?



### Hany Ibrahim

Director of Information Technology & Process Improvement

[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)

Tel: (949) 242-7166

[www.repharmacy.com](http://www.repharmacy.com)

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From: Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
Sent: Wednesday, May 6, 2020 9:02 AM  
To: Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
Subject: RE: Invoice Inquiry

Hi Bavely,

Thank you for your patience. There is a \$6953.77 Early Term Liability charge associated with disconnecting the SD WAN. However, I can seek approval to waive that because you are keeping the DIA with us. As a result of disconnecting the SD-WAN, your 20M DIA price has increased from \$492.50 to \$517.50. If you agree to this, this will also renew your contract for 3 years at \$517.50.

Please let me know if you'd like to move forward with this option and I will send over all necessary paperwork.

Thank you,

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

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[nitelusa.com](http://nitelusa.com)



From: Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
Sent: Friday, May 1, 2020 4:59 PM  
To: Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
Subject: Re: Invoice Inquiry

Hello Lauren,

Waiting for your update. Thank you so much for your efforts.

Regards,



### Bavely Tawfik

Systems Administrator II

[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)

Tel: (949) 783-7011  
Cell: (949) 933-1797

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From: Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
Sent: Friday, May 1, 2020 2:50 PM

**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Bavely,

I've gotten approval to quote out just DIA services for you. I am waiting on that to come back and as soon as it's ready I will let you know.

Please know that this could mean Early Term Liability charges for the SD WAN portion. I'll have all those numbers as soon as the DIA quotes come back. Please look for another update from me on Tuesday before COB at the latest.

Thank you,

**Lauren Campbell**  
Strategic Account Manager

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

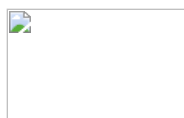
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Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Sent:** Friday, April 24, 2020 4:40 PM  
**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** Re: Invoice Inquiry

Thank you Lauren



**Bavely Tawfik**  
Systems Administrator II

[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)

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---

**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Sent:** Friday, April 24, 2020 2:37 PM  
**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Bavely,

I just wanted to let you know that I've escalated this request. As soon as I have an update I will share it with you.

Thank you,

**Lauren Campbell**  
Senior Elite Partner Advocate

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100  
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Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** Lauren Campbell  
**Sent:** Wednesday, April 15, 2020 7:01 PM  
**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Bavely,

Our Executive team is still reviewing. I hope to have an answer for you by end of the week. As soon as I have an update, I will let you know.

Thank you,

**Lauren Campbell**  
Senior Elite Partner Advocate

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

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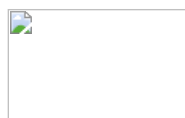
---

**From:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Sent:** Wednesday, April 15, 2020 12:11 PM  
**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>; Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Subject:** Re: Invoice Inquiry

Hi Lauren,


Are there any updates on this request, Please?


Thank You,



**Bavely Tawfik**  
Systems Administrator II

 [Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)

 **Tel:** (949) 783-7011  
**Cell:** (949) 933-1797

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---

**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Sent:** Thursday, April 9, 2020 4:30 PM  
**To:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>; Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi Hany,

This is being reviewed by management. We are working to see what can be done and I will provide an update as soon as I have one.

Thank you,

**Lauren Campbell**  
Senior Elite Partner Advocate

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

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350 N Orleans St. #1300N  
Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>  
**Sent:** Thursday, April 9, 2020 12:17 PM  
**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Subject:** RE: Invoice Inquiry

Hi Lauren,


My name is Hany Ibrahim I am the director of IT at REpharmacy. This request is important for us, and I hope you can help us address it ASAP.

Looking forward to hearing from you.

Thank you,

**Hany Ibrahim**

Director of Information Technology &amp; Process Improvement

 [Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com) **Tel:** (949) 242-7166 [www.repharmacy.com](http://www.repharmacy.com)

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**From:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>**Sent:** Wednesday, April 8, 2020 1:26 PM**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>**Cc:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>**Subject:** Re: Invoice Inquiry



Hi Lauren,

I hope all is well. I wondering if I can get any updates on my request a couple of days ago for downgrading our services to be only just basic internet access. I tried to call you and left a VM.

Thank You,

**Bavely Tawfik**

Systems Administrator II

 [Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com) **Tel:** (949) 783-7011  
**Cell:** (949) 933-1797 [www.repharmacy.com](http://www.repharmacy.com)

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**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>**Sent:** Wednesday, April 1, 2020 2:13 PM**To:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>; John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>**Cc:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>**Subject:** RE: Invoice Inquiry

Hi Bavely,

As a follow up to my call earlier, in reviewing your invoice, I echo what John and team has shared. While it's higher than normal because of some back billing (12/16-12/31, 1/1-1/31, 2/1-2/29) of the SD WAN equipment and services, plus taxes and surcharges. I do show that the monthly costs are correct.

Below you will find a copy of the services on the SOF and a screenshot below of the Service Order Form. Once you've had a chance to review, please feel free to contact me with any further questions.





Thank you,

**Lauren Campbell**  
Senior Elite Partner Advocate

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

888.450.2100

350 N Orleans St. #1300N

Chicago, IL 60654

[nitelusa.com](http://nitelusa.com)



**From:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>

**Sent:** Wednesday, April 1, 2020 1:51 PM

**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>; John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>

**Cc:** Hany Ibrahim <[Hany.Ibrahim@repharmacy.com](mailto:Hany.Ibrahim@repharmacy.com)>

**Subject:** Re: Invoice Inquiry

Hello,

Can you please provide me the status of this request?

Thank You,



**Bavely Tawfik**

Systems Administrator II



[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)



**Tel:** (949) 783-7011

**Cell:** (949) 933-1797



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---

**From:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Sent:** Tuesday, March 31, 2020 3:58 PM  
**To:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>  
**Cc:** Bavely Tawfik <[Bavely.Tawfik@repharmacy.com](mailto:Bavely.Tawfik@repharmacy.com)>  
**Subject:** RE: Invoice Inquiry

Hi John,

Thank you for reaching out. I will gladly review this inquiry and account. Please look for another email from me with an update before COB tomorrow.

Thanks again,

**Lauren Campbell**  
Senior Elite Partner Advocate

office 773.770.1358

[lcampbell@nitelusa.com](mailto:lcampbell@nitelusa.com)

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Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



---

**From:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>  
**Sent:** Tuesday, March 31, 2020 11:56 AM  
**To:** Lauren Campbell <[LCampbell@nitelusa.com](mailto:LCampbell@nitelusa.com)>  
**Cc:** [bavely.tawfik@repharmacy.com](mailto:bavely.tawfik@repharmacy.com)  
**Subject:** FW: Invoice Inquiry

Hi Lauren,

Please see email chain below. I spoke to Bavley from Han Sam Corp earlier today and he was concerned with the amount they were getting billed monthly since it was much higher than what they were quoted. I have copied Bavley on this email for clarity.

Please review and reach out to Bavely to review any disputes.

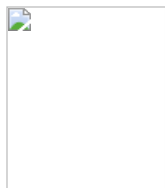
Thanks,

**John Pitsas**  
Accounts Receivable Analyst

office 773.770.1370  
fax 773.442.0821

[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)

888.450.2100  
350 N Orleans St. #1300N  
Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



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made simple

---

**From:** Deanne Costanzo <[DCostanzo@nitelusa.com](mailto:DCostanzo@nitelusa.com)>  
**Sent:** Tuesday, March 31, 2020 11:48 AM  
**To:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>  
**Subject:** RE: Invoice Inquiry

We wont be applying a refund at this time. If we find that we have billed something incorrectly, we will then apply any credits that are approved. This should be forwarded to the AM to review with them.

Thanks,

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**From:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>  
**Sent:** Tuesday, March 31, 2020 11:46 AM  
**To:** Deanne Costanzo <[DCostanzo@nitelusa.com](mailto:DCostanzo@nitelusa.com)>  
**Subject:** RE: Invoice Inquiry

Hi Deanne,

He is wanting information on why his monthly bills are twice the quoted amount. He is also asking why there are monthly reoccurring charges for the Loop and Port on February invoice that don't appear on March invoice. He said if they are reoccurring they should be showing up on the March invoice as well and is insisting there are some errors in billing. Therefore, he wants March refunded until this is figured out.

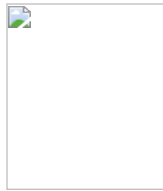
Regards,

**John Pitsas**  
Accounts Receivable Analyst

office 773.770.1370  
fax 773.442.0821

[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)

888.450.2100  
350 N Orleans St. #1300N  
Chicago, IL 60654  
[nitelusa.com](http://nitelusa.com)



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**From:** Deanne Costanzo <[DCostanzo@nitelusa.com](mailto:DCostanzo@nitelusa.com)>

**Sent:** Tuesday, March 31, 2020 11:38 AM

**To:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>

**Subject:** RE: Invoice Inquiry

John,

Is he disputing the SOS date or the fact that they were back billed?

Thanks,

---

**From:** John Pitsas <[JPitsas@nitelusa.com](mailto:JPitsas@nitelusa.com)>

**Sent:** Tuesday, March 31, 2020 11:34 AM

**To:** Deanne Costanzo <[DCostanzo@nitelusa.com](mailto:DCostanzo@nitelusa.com)>

**Subject:** FW: Invoice Inquiry

Hi Deanne,

I just got off the phone with the customer from the email below, Han Sam Corp. They were asking why monthly reoccurring charges that were on the February invoice do not show up again on the March invoice. They also mentioned that they monthly charges were quoted at about \$700 and monthly invoices have been double that.

The customer requested that we refund them March until this is figured out. Please review the account/attached invoices and let me know how I should proceed.

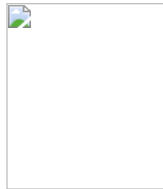
Thanks,

**John Pitsas**  
Accounts Receivable Analyst

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fax 773.442.0821

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**From:** Melanie Simmons <[MSimmons@nitelusa.com](mailto:MSimmons@nitelusa.com)>

**Sent:** Tuesday, March 31, 2020 9:57 AM

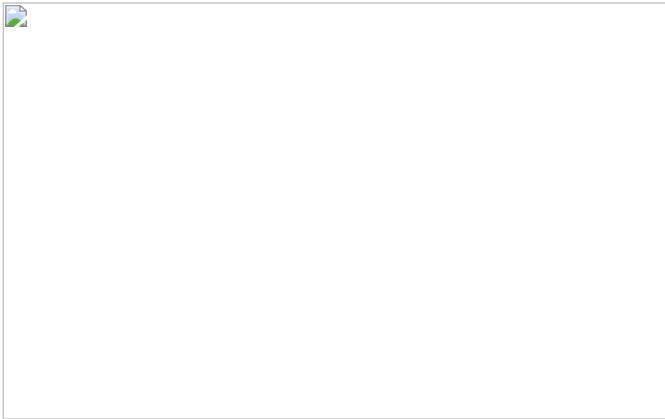
**To:** ARNitel <[ARNitel@nitelusa.com](mailto:ARNitel@nitelusa.com)>

**Cc:** [bavely.tawfik@repharmacy.com](mailto:bavely.tawfik@repharmacy.com); Treasury <[Treasury@nitelusa.com](mailto:Treasury@nitelusa.com)>

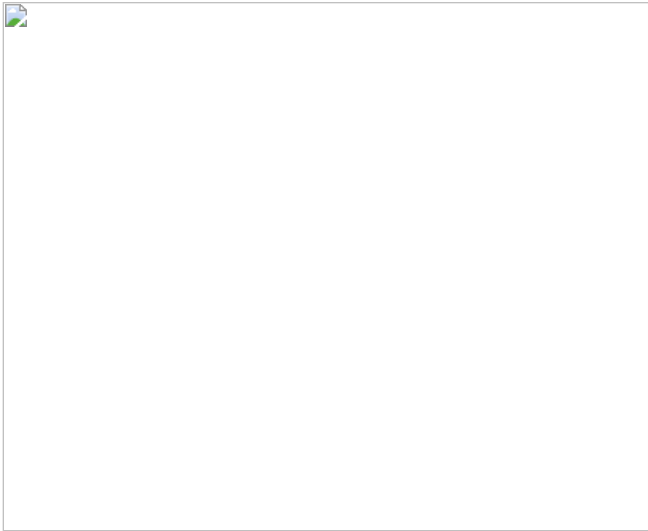
**Subject:** Invoice Inquiry

Hi Billing Team,

Can someone please reach out to Bavely regarding his February and March invoices? He had questions about the recurring charges from December, January and February on his Feb and March Invoices. Here are some screenshots from the February Invoice?:



Here are the charges Bavely was referring to from March's Invoice:



Can someone please give Bavley a call at 626.626.5854? He is requesting a refund if these charges are not valid.

Thanks!

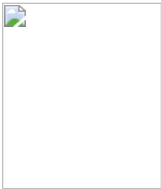
Mel

**Melanie Simmons**  
Treasury Manager, Corporate  
Finance

office 773.770.1376  
fax 773.442.0821

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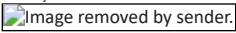
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