

Falk Culinair Europe

EQK-517-88898: Statement

Department: Neil's Email

Owner: Neil Corke

Type: Admin

Status: Open

Priority: Normal

Created: 14 November 2016 10:35 AM **Updated:** 03 December 2016 07:27 AM

Posts

Charlotte Pike Hi Neil

(User) Please see attached above a copy of your up to date statement.

If you have any queries or need any copies please let me know.

Kind Regards

Charlotte Pike
Credit Controller
Eye to Eye Media Ltd
01733 207327 (Telephone)
01733 332630 (Fax)

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Posted on: 14 November 2016 10:35 AM

Neil Corke Thank you Charlotte,
Director

(Staff) Can you check why there are 2 invoices for October?

We don't have either of these, just a Novemeber invoice from you.

Kind Regards,

Neil

Posted on: 14 November 2016 10:51 AM

Charlotte Pike Hi Neil

(User) Please see attached above copies of the 2 October invoices.

If you have queries with them let me know and I will investigate into this for you.

Kind Regards

Charlotte Pike
Credit Controller
Eye to Eye Media Ltd
01733 207327 (Telephone)
01733 332630 (Fax)

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Posted on: 15 November 2016 04:18 PM

Neil Corke
Director

Thank you Charlotte,

(Staff)

Invoice number ETE3291 has a different date to that displayed on the statement you emailed over yesterday (26/09/16 vs 06/10/16). We have previously received, and paid, invoice ETE3254 also dated 26/09/16 for the September advert.

Regardless of its date, invoice number ETE3291 refers to the same advert (October) as ETE3297.

Kind regards,

Neil Corke
Operations Director
Direct Dial: +44 (0)203 637 2940

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Posted on: 15 November 2016 04:28 PM

Charlotte Pike

Hi Neil

(User)

I have looked into this for you and it seems that you have been billed twice from us and Immediate, they have confirmed to me that they emailed you on 18/11/16 with a credit note to cancel their invoice and just leaves our outstanding.

Have you received this?

Kind Regards

Charlotte Pike
Credit Controller
Eye to Eye Media Ltd
01733 207327 (Telephone)
01733 332630 (Fax)

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Posted on: 23 November 2016 08:42 AM

Neil Corke
Director

Good Morning Charlotte,

(Staff)

We have received a credit note from Immediate Media, a copy of which I have attached to this email.

I am unable to understand why this has come from Immediate as the invoices for Delicious are issued by Eye to Eye Media. Consequently we do not have the invoice number 476411 referred to in the credit note and have not therefore entered this into our accounts, or it will reduce the balance payable to Immediate Media by £150 for other advertising.

What is required here is a credit note issued by Eye to Media to cancel your invoice ETE3291, which was the one we have received and issued in error. In the meantime, kindly note that invoice has not been accepted and will not be paid.

Kind regards,

Neil Corke
Operations Director
Direct Dial: +44 (0)203 637 2940

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Posted on: 23 November 2016 11:00 AM

Neil Corke
Director

(Staff)

Good Morning Charlotte,

We have still not received a credit note for the duplicate invoice.

Would you please deal with this without further delay.

Kind regards,

Neil Corke
Operations Director
Direct Dial: +44 (0)203 637 2940

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Posted on: 03 December 2016 07:24 AM