

Insight Client Ops

#703281643

Ticket Details

Status	Priority	Source	Type
Open	Low	Email	CC Returns/Claims
Group	Agent	Type of PS General Request	If Other
Customer Care Central	Joel Joseph Herrera Dela Cruz		
Quote #	Manufacturer	Type of Management	Ticket Delay Reason
Line Of Business	POD	Quick Note	Quote 2 #
Hardware	CC POD 429		
Type of CC General Request	Sales Order #	Request Type (Transportaion/Delivery coordination)	Sales Order 2 #
Vendor/Partner Name	What Type of Order Follow Up		

by **Judy McKenna** on **Mon, May 4 at 12:28 PM** via **Email**

FW: PO 781926

Hi Team,

Can you please assist with the RMA of SO 0339975229

Thank you,

Dougie Lavigne



Dougie Lavigne | Client Operations Account Manager | Insight
 t. 1-480-687-6669 | Dougie.Lavigne@insight.com | insight.com

From: Judy McKenna (DHL Supply Chain) <Judy.McKenna@dhl.com>

Sent: Monday, May 4, 2026 11:26 AM

To: Dougie Lavigne <Dougie.Lavigne@insight.com>

Subject: PO 781926

External Message - Please be cautious when opening links or attachments in email

Hi,

Could you please provide an RMA for the return of the equipment per this PO 781926?

The incorrect model was requested and ordered.

Thank you,

Judy McKenna
DHL Supply Chain
360 Westar Blvd.
Westerville, OH 43082

Office: +1 614-948-1285

Judy.McKenna@dhl.com

DHL Supply Chain – Excellence. Simply delivered.

Comments

by **Joel Joseph Herrera Dela Cruz** on **Mon, May 4 at 12:48 PM** as **Outbound email**

Hi Judy,

Good day.

This is to acknowledge with thanks the receipt of your request. To assist you further, could you please confirm whether the packaging is still sealed?

Thank you.

Ticket # 703281643

Best Regards,

JOEL JOSEPH DELA CRUZ | Account Care Representative | Insight

d. 1-949-855-2563 | joeljoseph.delacruz@insight.com | insight.com

by **Joel Joseph Herrera Dela Cruz** on **Fri, May 8 at 10:03 AM** as **Outbound email**

Hi Judy,

Good day.

I hope you are doing well. I am writing to follow up on my previous message regarding your request.

To proceed further, may we kindly ask for your confirmation on whether the packaging is still sealed?

We would appreciate your response at your earliest convenience.

Thank you.

Ticket # 703281643

Best Regards,

JOEL JOSEPH DELA CRUZ | Account Care Representative | Insight

d. 1-949-855-2563 | joeljoseph.delacruz@insight.com | insight.com

by **Judy McKenna** on **Fri, May 8 at 10:54 AM** as **Incoming email**

Hi,

Yes the equipment is in the original packaging. It has not been opened.

Thank you,

Judy McKenna

DHL Supply Chain

360 Westar Blvd.

Westerville, OH 43082

Office: +1 614-948-1285

Judy.Mckenna@dhl.com

DHL Supply Chain – Excellence. Simply delivered.
