

Insight Client Ops

#703227387

Ticket Details

Status	Priority	Source	Type
Pending	Low	Email	CC Return/Credit Request
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 **Flavio Leno** on **Tue, Apr 21 at 9:29 AM** via **Email**

Xerox Print Suggestions

Hi Catherine,

We would like to return 1 of the 2 iPads that we purchased recently.

Comments

by **Joel Joseph Herrera Dela Cruz** on **Tue, Apr 21 at 9:45 AM** as **Outbound email**

Hello Flavio,

Good Day.

This is to acknowledge with thanks the receipt of your request. To assist you further, could you please provide the following.

1. Sales Order # or Purchase Order #:
2. Condition of the packaging (Sealed, Opened with Original Packaging or Opened without Original Packaging)
3. Reason for returning
4. Serial Number
5. Pictures of the item.

Thank you.

Ticket # 703227387

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, Apr 24 at 10:15 AM** as **Outbound email**

Hello Flavio,

Good day.

May I kindly follow up on the required information for your RMA request?

We would greatly appreciate receiving your response at your earliest convenience so we can proceed accordingly.

Thank you.

Ticket # 703227387

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 **Mon, Apr 27 at 4:51 PM** as **Outbound email**

Hello Flavio,

Good day.

May I kindly follow up on the required information for your RMA request?

We would greatly appreciate receiving your response at your earliest convenience so we can proceed accordingly.

Thank you.

Ticket # 703227387

Best Regards,

JOEL JOSEPH DELA CRUZ | Account Care Representative | Insight
d. 1-949-855-2563 | joeljoseph.delacruz@insight.com | insight.com

by **Flavio Leno** on **Mon, Apr 27 at 4:51 PM** as **Incoming email**

I will be out of office with minimal e-mail, please reach out to Daniel Lynch daniel.lynch@knitwellgroup.com for any questions.

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by **Flavio Leno** on **Tue, Apr 28 at 6:55 AM** as **Incoming email**

Good morning,

1. PO# 306289
2. Sealed, iPad never taken out. We are returning only 1 and keeping the other.
3. Exec decided on return and is using another device, due to how long it took to come in.
4. GX42LXXQNO



5.