

Roy Rubin

From: Gil Vizconde [gil@knockknock.biz]
Sent: Wednesday, February 09, 2005 10:09 AM
To: 'Roy Rubin'
Cc: 'Jamie H. Cohen'; 'Roy Rubin'
Subject: FW: Knock Knock Order #12-205640 via

Follow Up Flag: Follow up
Flag Status: Red

Roy,

The customer below contacted me about the authorization placed on his card. The amount Auth.net shows for this order is \$94.20, not \$76.70 that's on the order confirmation.

Same thing with order 12-205641, which also has a discount. Order confirmation shows \$37.63 but Auth.net shows \$43.93.

It's not properly calculating the discount amount. These numbers are the sum of the sub-total and shipping, no discount.

I'm concerned that when these orders ship, the customers will be charged the higher amounts. And we have quite a few orders with discounts this month due to a promo with one of the magazines. When we settle transactions, do we submit a dollar amount to be settled or just the authorization number?

Thanks.

--Gil

Gil Vizconde
Sales, Fulfillment, & Operations
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Venice, CA 90291
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f: 310.396.4385
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w: www.knockknock.biz

-----Original Message-----

From: Knock Knock [mailto:sales@knockknock.biz]
Sent: Tuesday, February 08, 2005 2:04 PM
To: sales@knockknock.biz
Subject: Knock Knock Order #12-205640 via

Dear Jeremy,

Rumor has it you just placed an order with Knock Knock.

Here's what you got:

25 x Wild Drunken Binge (21171) = \$87.50

Sub-Total: \$87.50
Discount: -\$17.50
United Parcel Service (UPS Ground): \$6.70

Total: \$76.70

Here's where it's going:

Jeremy Dathe
408 Pensacola Drive
Gaithersburg, MD 20878
United States

Here's who's paying for it:

Jeremy Dathe
408 Pensacola Drive
Gaithersburg, MD 20878
United States
703-899-8864

You placed the order on
Your order number is: 12-205640
A detailed invoice can be viewed at:

https://www.knockknock.biz/commerce/account_history_info.php?order_id=205640

If you have any questions about how long your order will take, please peruse our shipping policies.

Thank you for flying Knock Knock.

***** FOR GLOBAL FULFILLMENT *****
Order Number: 205640(12-205640)
Shipping Method:
Name: Jeremy Dathe
Address (line 1): 408 Pensacola Drive
Address (line 2):
City: Gaithersburg
State: Maryland
Zip: 20878
Country: United States
Phone: 703-899-8864
***** FOR GLOBAL FULFILLMENT *****