

**From:** Jeannette Sori  
**Sent:** Monday, May 20, 2024 9:04 AM  
**To:** Thalriana Urdaneta  
**Cc:** AP Acura  
**Subject:** Napleton Palm Beach Acura - dispute Inv PBA412  
**Attachments:** PBA412.pdf

Good afternoon,

Regarding invoice PBA412 billed to Napleton Palm Beach Acura, we will not be paying this invoice.

For the 2024 Hyundai Genesis, that vehicle must be billed to Napleton's West Palm Beach Hyundai. The 2024 Acura Integra, the email below describes the circumstances, but the customer was not satisfied with the roof wrap job done and requested for the roof wrap to be removed.

Thank you,



**Jeannette Sori**  
Accounts Payable  
Napleton Autopark CDJR  
Napleton North Palm Hyundai  
Northlake Kia/Collision Center  
Napleton Palm Beach Acura  
Direct Line (561) 209-6986  
Extension 29877  
jsori@napleton.com

Acura, Aston Martin, Chrysler, Dodge, Honda, Hyundai, Infiniti, Jeep, Kia, Nissan, Porsche, Ram, Volkswagen  
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**From:** Rylan Schwab <[rylan.schwab@napleton.com](mailto:rylan.schwab@napleton.com)>  
**Sent:** Friday, May 17, 2024 1:43 PM  
**To:** Jeannette Sori <[jsori@napleton.com](mailto:jsori@napleton.com)>  
**Subject:** Re: ACURA - Autowax invoices need POs

Hey Jeannette,

I've been looking into inv# PBA412 Spoke with Zeek about the Integra. The \$600 charge was for a roof wrap. Auto wax did it but the customer wasn't satisfied because it was peeling and not done properly. The customer wanted it taken off since they weren't capable of installing it correctly. So not sure how we are going to handle that.

The 24 Genesis isn't in our inventory and I believe it's Samatha Coles vehicle. Please have the bill sent over to the store she purchased the vehicle from.

Rylan Schwab  
Supervisor/ Loaner Coordinator





**Auto Wax of South Florida INC**

**Napleton's Acura of Palm Beach**

9100 Belvedere Rd #213

687 Okeechobee Blvd

West Palm Beach Florida 33411

West Palm Beach Florida 33411

(561) 814-5178 - accounting@autowaxsf.com

Period: 03/06/24 to 03/06/24

**Service - WINDOWS TINT REMOVE & INSTALL**

Invoice# PBA412

Date	WO#	Vin#	Stock#	Year#	Make#	Model#	Color#	RO#	PO#	Price
03/06/24	PBA4917	19UDE4H63RA014521	RA014521	2024	Acura	Integra	White			\$600.00
03/06/24	PBA4914	KMTG54SE4RU139006		2024	Génesis	G70				\$100.00
									<b>TOTAL</b>	<b>\$700.00</b>





**Napleton Palm Beach Acura - dispute inv PBA412**

3 messages

Jeannette Sori <jsori@napleton.com>  
To: Thairiana Urdaneta <turdaneta@autowaxsf.com>  
Cc: AP Acura <apacura@napleton.com>

Mon, May 20, 2024 at 9:04 AM

Good afternoon,

Regarding invoice PBA412 billed to Napleton Palm Beach Acura, we will not be paying this invoice.

For the 2024 Hyundai Genesis, that vehicle must be billed to Napleton's West Palm Beach Hyundai. The 2024 Acura Integra, the email below describes the circumstances, but the customer was not satisfied with the roof wrap job done and requested for the roof wrap to be removed.

Thank you,



**Jeannette Sori**  
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Napleton Autopark CDJR  
Napleton North Palm Hyundai  
Northlake Kia/Collision Center  
Napleton Palm Beach Acura  
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**From:** Rylan Schwab <rylan.schwab@napleton.com>  
**Sent:** Friday, May 17, 2024 1:43 PM  
**To:** Jeannette Sori <jsori@napleton.com>  
**Subject:** Re: ACURA - Autowax invoices need POs

Hey Jeannette,

I've been looking into inv# PBA412 Spoke with Zeek about the Integra. The \$600 charge was for a roof wrap. Auto wax did it but the customer wasn't satisfied because it was peeling and not done properly. The customer wanted it taken off since they weren't capable of installing it correctly. So not sure how we are going to handle that.

The 24 Genesis isn't in our inventory and I believe it's Samatha Coles vehicle. Please have the bill sent over to the store she purchased the vehicle from.

Rylan Schwab  
Supervisor/ Loaner Coordinator  
rylan.schwab@napleton.com  
561-295-3153



**From:** Jeannette Sori <jsori@napleton.com>  
**Sent:** Thursday, May 16, 2024 3:57 PM  
**To:** Rylan Schwab <rylan.schwab@napleton.com>  
**Subject:** Re: ACURA - Autowax invoices need POs

All good, thanks for update! 😊



**Jeannette Sori**  
Accounts Payable  
Napleton Autopark CDJR  
Napleton North Palm Hyundai  
Northlake Kia/Collision Center

Napleton Palm Beach Acura  
Direct Line (561) 209-6986  
Extension 29877  
jsori@napleton.com

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**From:** Rylan Schwab <rylan.schwab@napleton.com>  
**Sent:** Thursday, May 16, 2024 3:33 PM  
**To:** Jeannette Sori <jsori@napleton.com>; Anthony Monserrate <anthony.monserrate@napleton.com>  
**Cc:** AP Acura <apacura@napleton.com>  
**Subject:** Re: ACURA - Autowax invoices need POs

Work in progress... Need to figure out who's paying for the invoices.

Rylan Schwab  
Supervisor/ Loaner Coordinator  
rylan.schwab@napleton.com  
561-295-3153



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**From:** Jeannette Sori <jsori@napleton.com>  
**Sent:** Thursday, May 16, 2024 2:39 PM  
**To:** Rylan Schwab <rylan.schwab@napleton.com>; Anthony Monserrate <anthony.monserrate@napleton.com>  
**Cc:** AP Acura <apacura@napleton.com>  
**Subject:** ACURA - Autowax invoices need POs

Thank you,



**Jeannette Sori**  
Accounts Payable  
Napleton Autopark CDJR  
Napleton North Palm Hyundai  
Northlake Kia/Collision Center  
Napleton Palm Beach Acura  
Direct Line (561) 209-6986  
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 **PBA412.pdf**  
92K

Thalriona Urdaneta <turdaneta@autowaxsfl.com>  
To: JORGE MELHADO <jmelhado@autowaxsfl.com>

Mon, May 20, 2024 at 9:12

Hola Jorge buenos dias, lee este correo por favor.

PBA412 03/06/24 03/06/24 Service WINDOWS TINT REMOVE & 700.00  
Napoleon's Pa. Beach  
Acura INSTALL

INVOICE #PBA412												
WO #	WO Date	Vin #	Stock #	RO #	PO #	Department	Service	Price	Check #	Amount	Date Check	
<input type="checkbox"/> PBA4914	03/06/24	KMTG54SE4RU139006				Service	WINDOWS TINT REMOVE & INSTALL	\$ 100.00				<input type="checkbox"/>
<input type="checkbox"/> PBA4917	03/06/24	19UDE4H63RA014521	RA014521			Service	WINDOWS TINT REMOVE & INSTALL	\$ 600.00				<input type="checkbox"/>
TOTAL: 2												

[Quoted text hidden]

Thairiana Urdaneta  
Accounting Department  
Auto Wax of South Florida  
(561) 8145178

 PBA412.pdf  
92K

Thairiana Urdaneta <turdaneta@autowaxsf.com>  
To: JORGE MELHADO <jmelhado@autowaxsf.com>

Fri, Jul 5, 2024 at 11:32 AM

Hola Jorge,

De este servicio en disputa del pago, no obtuviste información al respecto? ¿Qué hago? ¿Lo remuevo de la cuenta?

[Quoted text hidden]

