

Cunningham, Melinda J.

From: Klie, Debbie
Sent: Wednesday, November 19, 2014 9:23 AM
To: Popp, Susan J.; Cunningham, Melinda J.
Subject: FW: \$28,875.00 Bill Payment

Deborah L. Klie
City Treasurer
90 West Broad Street, 1st Floor
Columbus, OH 43215
Tel: 614-645-7737
Fax: 614-645-3874

From: Crystal Causey [<mailto:Crystal.Causey@huntington.com>]
Sent: Wednesday, November 19, 2014 9:20 AM
To: Klie, Debbie
Subject: FW: \$28,875.00 Bill Payment

Here is the information for this bill payment issue.

From: Adrienne Johnson
Sent: Tuesday, November 18, 2014 6:00 PM
To: Crystal Causey
Cc: Sylvella Davis; Christine Cregar
Subject: \$28,875.00 Bill Payment

Crystal,

Our mutual clients referenced below inadvertently issued bill a payment in the amount of \$28,875.00, dated October 10, 2014. Once our client identified the error, bill pay research case 6311-14OCT14 was launched. We conducted a conference call with our client and City of Columbus customer service department on October 15, 2014. We discovered that it would take approximately four weeks to refund the payment back to the client. Our client was dissatisfied with the proposed action to rectify payment. Therefore, we attempted an ACH transaction reversal on October 17, 2014. Because the payment was included in our daily Bill Pay EDI file, ACH was unable to reverse the single transaction from the batch total. In the meantime, instructions in our ACH reversal request were misconstrued, and consequently our account was debited \$28,875.00. We are requesting assistance in recovering funds.

Should you have additional questions, please feel free to contact me at 614-331-9179

DENISE L SKINGLE
NICHOLAS L MCKAY

7071 GREENLAND PL
DUBLIN OH 43016-7846

Client account debited for bill payment, and later credited.

THST		TRANSACTION HISTORY					
ACCOUNT:		9250	AMT:		28,875.00	C	
STARTING POST DATE:		T/C:		R			
PRODUCT:		DDA	SHORT NAME:		SKINGLE DENISE		
SEL	POST DATE	T/C	D/C	TRAN AMOUNT	CHK#	RE	
—	10/10/2014	5569	D	28,875.00		028	
	COLUMBUS CITY	PAYMENT		1410101031246-1314830			
—	10/17/2014	5531	C	28,875.00		029	
	COLUMBUS CITY	REVERSAL		1410101031246-1314830			

Our internal account debited for to offset credit to client's account

THST		TRANSACTION HISTORY					
ACCOUNT:		7468	AMT:		28,875.00	C	
STARTING POST DATE:		T/C:		R			
PRODUCT:		DDA	SHORT NAME:		OPERATIONS HUNT		
SEL	POST DATE	T/C	D/C	TRAN AMOUNT	CHK#	RE	
—	10/20/2014	5719	D	28,875.00		1017	
	ACH SETT 14283000291						

Bill Pay Data on file for City of Columbus

RPMI P1SP

MERCHANT INQUIRY SCREEN

GO TO:

Fields with "*" are required.

* MERCH #:	SPECIAL	ACH NAME:	COLUMBUS CITY
STATUS :	ADD:	1992-08-06	14:47 LAS
MTH TOT:	6,381	AMT:	\$1,211,703.07 LAST PAYE
YTD TOT:	60,044	AMT:	\$10,148,029.47 NUM

ROUTE TRANS NO: 044000024 HUNTINGTON NATIONAL BANK,
ACCOUNT TYPE : DDA

BANK ACCT NO : 0079

* MERCH NAME: COLUMBUS CITY TREASURER UTILITIES

ATTN LINE : ATTN WATER PYMNT MICHELLE

* ADDR LINE : (RPDCOLWATERRPT)

* CITY : * ST: *

BAD ADDR : ELECTRONIC PAYMENTS

ADDR NOTE1: 1

ADDR NOTE2: MAY HAVE TO ADD ZEROS TO THE BEGINNING

* PHONE NUM : EXTN/CONTACT (OPTIONAL)

F01=HELP F07/F08=PREV/NEXT FF10=RP01 F11=REFR F12=
MERCHANT INFORMATION DISPLAYED

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Adrienne Johnson | Process Team Leader | The Huntington National Bank | Phone: 614.331.9179 | huntington.com



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