**Resolution of Dow Jones Account:** 01/27/20xx 2:56 AM

**Billing and Ad Placement Problems**

**Margaret Mathibe** to: Joy Wilmot

Dear Joy,

As you know, for some time we have been having problems with the billing on our Dow Jones account; consequently, we have had trouble placing ads. This is to advise you of how these problems are being resolved, through suggestions I have made and through additional steps taken by Dow Jones.

I made two suggestions to the service representative, Rachelle Lovelady, and the account representative, Roberta Greene, when I met with them in mid-December:

* Dow Jones could assign a separate account number for each of the departments/divisions of the Bank.
* Each department or division from the Bank could be required to indicate its respective purchase order numbers, account numbers, and contact person each time it places an ad.

Dow Jones has accepted these suggestions and is taking additional steps, according to Debra de Sevo, the Supervisor for Credit and Collection. When I spoke with her last week, she informed me that Dow Jones has already assigned separate account numbers and has informed everyone concerned. She has gone even further by instructing her accounting staff to take two additional steps:

* + They will put a flag on our division’s account. This will entitle us to a $10,000 revolving credit.
* They will indicate “General Services Department, Material Management Division, Room L4-5OO” on all of our division’s billing statements. This will aid in sorting out the advertising bill for the Bank.

I will let you know if any problems arise from these new procedures. In the meantime, you might want to update Amsale Belaye on them.

Thanks,

Margaret

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