

Labor Law Poster Service

5859 W. Saginaw Hwy #343

Lansing, MI 48917

August 7, 2013

Stamps.com
CUSTOMER RELATIONS
Acct#: 5140902
ATTN: Gloria Z
1990 E Grand Ave
El Segundo, CA 90245

Re: Unused postage - reimbursement

Dear Gloria.

I am writing in regards to our account being charged for postage that we found was never used. On May 5th, 2013, our data base systems completely shut down and had to be completely restored. Our IT department worked on bringing things on line and we were able to begin doing credit card transactions again on May 7th. We had a few bugs that were worked out over the next day following. At that time, we believed that all systems were functioning properly. We began getting customer complaints of not receiving their orders and noticed that they seem to be all from May 7th and May 8th. Upon further investigation, we found that we had multiple labels that were generated internally in our system through our postage account but that were not ever used. Many had multiple labels for the same company and address. When you search tracking on these extra labels, you will find that the label has no tracking. There were a total of 1201 transactions over the 2 days and only about 900 of those actually went out. There were also another 40 transactions that went out but were all sent to Henryetta, Oklahoma (none of which were to be sent there). Enclosed is the documentation that supports all of these findings. I would appreciate any help you could provide us to request reimbursement for the unused postage labels. Please feel free to contact me with any questions or concerns regarding this matter. Your prompt attention is appreciated!

Sincerely,



Michael Bishop
LLPS Operations Manager