

Information:

Drawer: Accounts Payable - Invoices
Vendor Number: 1086883
Vendor Name: Josten's Inc
Invoice Number: 28777403
Invoice Date: 5/7/2022
PO Number: P0002222
Check Number: E0093292
Check Amount: \$ 24,818.00
Check Date: 01/20/2023
Voucher Number: V0767510
Document Type: AP Invoice

Document Below



INVOICE

Please Pay From This Invoice

Remit to:
JOSTENS INC.
21336 NETWORK PLACE
CHICAGO IL 60673-1213

Ship To:	No: 1016455	Sold To:	No: 1016455
MATT RAHN, FOOTBALL COLLEGE OF DUPAGE CHAMP 425 FAWELL BLVD GLEN ELLYN IL 60137		COLLEGE OF DUPAGE CHAMP	
Bill To:		No: 1016455	
FOOTBALL MATT RAHN COLLEGE OF DUPAGE CHAMP 425 FAWELL BLVD GLEN ELLYN IL 60137			

Invoice Number	Date	Page
28777403	07-MAY-22	1 of 1
Terms	Order Number	
NET 30	32639458	
Customer P.O. Number		
P0002222		
Date Shipped	Shipped Via	
06-MAY-22	UPS-2D	
Shipping Ref Num.		
1Z7515030124120732		
Due Date	FOB	
06-JUN-22	FOB Shipping Point	
Sales Agent	Sales ID	
SCINTO JOANN	7627	

**For Customer Service Call
1-800-854-7464**

Line No.	Description	Quantity Ordered	To Follow	Quantity Shipped	Unit Price	Extended Price	Total Tax
1	White Lustrum National Championship Rings	130	0	130	215.00	27,950.00	
2	Complimentary Coach (10), AD and President Championship Ring	12	0	12	215.00	-2,580.00	
3	Complimentary Coach (10), AD and President Championship Ring Box	12	0	12	-46.00	-552.00	
N		Total Charges Less Discount		Total Tax		Total Deposits	Please Pay This Amount
		+		+		-	=
		24,818.00		.00		.00	24,818.00

Please Detach and Return This Portion With Your Payment. Thank You For Your Order.

Customer P.O. Number	Customer Num.	Invoice No.	Invoice Date	Amount	Payment
P0002222	1016455	28777403	07-MAY-22	24,818.00	

Remit to: JOSTENS INC.
21336 NETWORK PLACE
CHICAGO IL 60673-1213

FOOTBALL MATT RAHN
COLLEGE OF DUPAGE CHAMP
425 FAWELL BLVD
GLEN ELLYN IL 60137

"Kaiser, Ryan" <kaiserr2964@cod.edu>

FW: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

"Kaiser, Ryan" <kaiserr2964@cod.edu>

Fri, Jan 6, 2023 at 02:56 PM UTC

CC: Marek, Bobby <marekr@cod.edu>

BCC:

Please find invoice attached.

Bobby, we finally got the invoice.

rk

Ryan Kaiser

Director, Athletics and Recreational Programs

College of Dupage

(630)-942-2895 *Phone*

(630)-942-3601 *Fax*

From: Rahn, Matthew <rahnmat@cod.edu>

Sent: Friday, January 6, 2023 8:44 AM

To: Kaiser, Ryan <kaiserr2964@cod.edu>; Dawkins, Richard <dawkinsr@cod.edu>

Subject: FW: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Can one of you guys send this to where it needs to go? Please include me on the process so I don't have to bother you guys with this next time.

Thanks,

Matthew Rahn

Head Football Coach

2021 & 2022 NJCAA National Champions

2021 & 2022 NJCAA Coach of the Year

Office: (630) 942-4367

Fax: (630) 942-3601

Twitter: @FBCOACH_RAHN

www.gochapsgo.com

From: Slade, Jan <Jan.Slade@jostens.com>
Sent: Thursday, January 5, 2023 3:22 PM
To: Rahn, Matthew <rahn@cod.edu>
Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>
Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Coach Rahn:

Good afternoon, and thank you for your patience. Please see the attached and let me know if you need anything else from Jostens. Thank you, Coach!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Rahn, Matthew <rahn@cod.edu>
Sent: Wednesday, January 4, 2023 8:33 AM
To: Slade, Jan <Jan.Slade@jostens.com>
Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>
Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

I don't know what you want me to do with the credit memo... If you guys want to be paid, **I need an invoice/bill for the total of \$24,818.00.** Where is the confusion coming from? I feel I have been completely clear and thorough with explaining this...

Can I please speak to someone in upper management with Jostens? Please include their name, position and contact information on your reply.

Again, the only thing I need is an invoice/bill for \$24,818.00

Matthew Rahn

Head Football Coach

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Twitter: @FBCOACH_RAHN

www.gochapsgo.com

From: Slade, Jan <Jan.Slade@jostens.com>

Sent: Tuesday, January 3, 2023 12:25 PM

To: Rahn, Matthew <rahnmat@cod.edu>

Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>

Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Happy New Year, Coach Rahn! Hope you're doing well.

Attached is the credit memo I received from our credit department for \$2,580. Please let me know if there is anything else you need to get this squared away, and I will take care of it as soon as possible. Thank you, Coach!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Slade, Jan

Sent: Friday, December 30, 2022 2:06 PM

To: Rahn, Matthew <rahnrm@cod.edu>

Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>

Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Coach:

Good afternoon, Coach. Wanted to touch base as I have not received the rebill and credit memo from our credit department for your Football rings. Jostens will be fully staffed from the holidays next week, so I am anticipating receiving them then and will send to you as soon as possible. Thank you, and happy new year!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Slade, Jan
Sent: Wednesday, December 21, 2022 3:47 PM
To: Rahn, Matthew <rahnmat@cod.edu>
Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>
Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Matt:

FYI—wanted to let you know I am still waiting on the credit and re-bill from our credit department, and will send them to you as soon as I receive them. Hopefully it will be soon. Thank you!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Slade, Jan
Sent: Monday, December 19, 2022 3:17 PM
To: Rahn, Matthew <rahnmat@cod.edu>
Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>
Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Good afternoon, Coach! Thank you for taking the time to speak with me on Friday. Wanted to let you know the credit and re-bill requests have been submitted. As soon as I receive them, I will send them to you. Thank you, and I will be in touch.

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Slade, Jan

Sent: Friday, December 16, 2022 8:49 AM

To: Rahn, Matthew <rahnm@cod.edu>

Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>

Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Coach Rahn:

Good morning! I sincerely apologize for all the complications you have had trying to get the incorrect invoice credited and a correct invoice issued and paid for your football rings. I have reached out to multiple people on Jostens end and am requesting this to be corrected by Monday if at all possible. I left you a voicemail this morning--please feel free to reach out to discuss. I will be in touch. Thank you, Matt!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Rahn, Matthew <rahnm@cod.edu>

Sent: Thursday, December 15, 2022 12:40 PM

To: Slade, Jan <Jan.Slade@jostens.com>

Cc: Koch, Bob <bob.koch@jostens.com>; Lamontagne, Sean <Sean.Lamontagne@jostens.com>; Albert, Greg <greg.albert@jostens.com>; Dawkins, Richard <dawkinsr@cod.edu>; Kaiser, Ryan <kaiserr2964@cod.edu>

Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Jan,

Thanks for looking into this. I will say that I'm a little frustrated that we have the money ready for Jostens, however you are now the 4th person (as you were on some of the previous email chains) that I am now connecting with regarding our account with the 2021 National Championship rings and the 3rd person that has giving me different and inaccurate information regarding our bill. Joann Scinto was our rep from Jostens (we worked with her numerous times over the years) and retired shortly after the deal was finalized and put through. Attached is the quote that we agreed to with Joann. It was really important that we stayed under 25k as if it went a cent over that it would require board approval which can delay processes sometimes for up to 6 months to a year. We ordered 130 rings total (pendants are included in that 130 unit number) at \$215 each with 12 rings and 12 boxes being comp'd. The quote has us tax exempt (as I sent Joann our form) which brought the total to \$24,818.00, which worked for us and we wouldn't need board approval.

On 4/27/2022 (email attached), I emailed Greg albert (as he was introduced at our contact for Joann until further notice) to ask about eta of the rings and to address and issue about receiving an invoice for the 12 ring boxes that we were told would be comp'd.

On 4/28/2022 (email attached), Greg responded to me saying to disregard the invoice for the ring boxes as they were being credited to us.

On 8/10/2022 (attached) we received and invoice from Jostens for \$29,882.82.

On 8/26/2022 (email attached), I emailed Greg with the invoice that was dated on 8/10/2022 along with the quote from Joann and told him there is roughly a 5k difference and made mention of how Joann knew the number needed to be under 25k to avoid board approval.

On 8/26/2022 via phone, Greg called me about this issue. I verbally filled him in on everything and we think (outside of the invoices being different than the quote) that Jostens was billing the wrong department at the College. He said he would take care of the pricing errors on the invoice, but needs out Tax Exempt form just in case Joann didn't have it saved anywhere. I emailed Greg the form as soon as we got off the phone.

On 8/26/2022 (email attached), Greg responded to me after receiving the tax exempt form and "that we will get it credited and re-billed."

On 10/25/2022 (email attached, on email chain from attached email "10-25 Lamontagne to Rahn..."), Sean Lamontagne reached out to me with 2 different invoices (attached). Invoice 1 was for 122 rings with tax included for \$27,869.38 and Invoice 2 was for 8 pendants with tax included for \$1,827.50 for a complete total of \$29,696.88 (again including tax and not reflecting the 12 comp'd rings). I responded back (on email chain from attached email "10-25 Lamontagne to Rahn...") to Sean giving him the run-down of the issues. He responded back (on email chain from attached email "10-25 Lamontagne to Rahn...") saying that he will connect with Greg to see if the credit memos have been process and get the tax exempt status applied while also acknowledging the error.

On 10/25/2022 (email attached), My Athletic Director Ryan Kaiser responded to all that we have the ability to pay \$24,818 (the amount of the quote) and we just need an invoice to be submitted.

I have not heard anything back from Jostens on this issue until this past week. On December 3rd, we won our second and back-to-back National Championship in football. We just started the process of looking into ring for the accomplishment and have learned we cannot do anything until Jostens is paid. I honestly do not know what more I can do from my end to help anyone with Jostens correct this issue. This is the third time I have gone in-depth with a representative from Jostens with details, emails, invoices explaining what is incorrect and what it needs to be. We want to pay Jostens the \$24,818.00 that was quoted to us for last year's championship rings. We need someone to send us a correct invoice reflecting the correct information. Please let me know what you need from me to help facilitate this being corrected and paid as soon as possible.

Matthew Rahn

Head Football Coach

2021 & 2022 NJCAA National Champions

2021 & 2022 NJCAA Coach of the Year

Office: (630) 942-4367

Fax: (630) 942-3601

Twitter: @FBCOACH_RAHN

www.gochapsgo.com

From: Slade, Jan <Jan.Slade@jostens.com>

Sent: Wednesday, December 14, 2022 11:07 AM

To: Rahn, Matthew <rahnmat@cod.edu>

Subject: FW: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Importance: High

Good morning, Coach! I have contacted our accounting department (see below). Is your business office able to reach out to Bob Koch in Jostens Accounting to get payment squared away? Thank you!

Bob Koch

Jostens Accounts Receivable

800-854-7464 Ext. 56135

Bob.koch@jostens.com

Thank you!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Koch, Bob <bob.koch@jostens.com>

Sent: Wednesday, December 14, 2022 10:58 AM

To: Slade, Jan <Jan.Slade@jostens.com>

Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Importance: High

Hi Jan,

We still have the attached three invoices open with the balance due below.

I am unaware of any issues here in receiving payment. Let me know what we can do.

Thanks,

Bob

From: Slade, Jan
Sent: Wednesday, December 14, 2022 9:54 AM
To: Koch, Bob <bob.koch@jostens.com>
Subject: FW: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Good morning, Bob! Please let me know how College of DuPage can pay for their champ football rings from last season. Thank you!

Jan Slade

Jostens, Inc. | Territory Sales & Account Manager – Chicago

jan.slade@jostens.com | 563-340-2276

From: Rahn, Matthew <rahnmat@cod.edu>
Sent: Tuesday, December 13, 2022 12:30 PM
To: #Jostens College <college@Jostens.com>; Slade, Jan <Jan.Slade@jostens.com>
Subject: RE: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

Jan,

We would love to speak about potentially ordering this year's rings through Jostens. However I have been told that we've been trying to pay Jostens since last year and our business office is having issues with Jostens taking payment. Please see what the holdup is so that we can get you guys paid.

Matthew Rahn

Head Football Coach

2021 & 2022 NJCAA National Champions

2021 & 2022 NJCAA Coach of the Year

Office: (630) 942-4367

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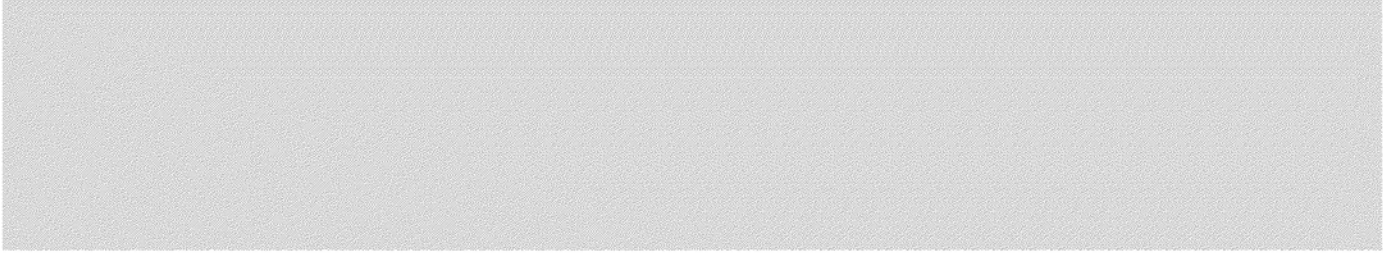
From: Jostens College <college@jostens.com>

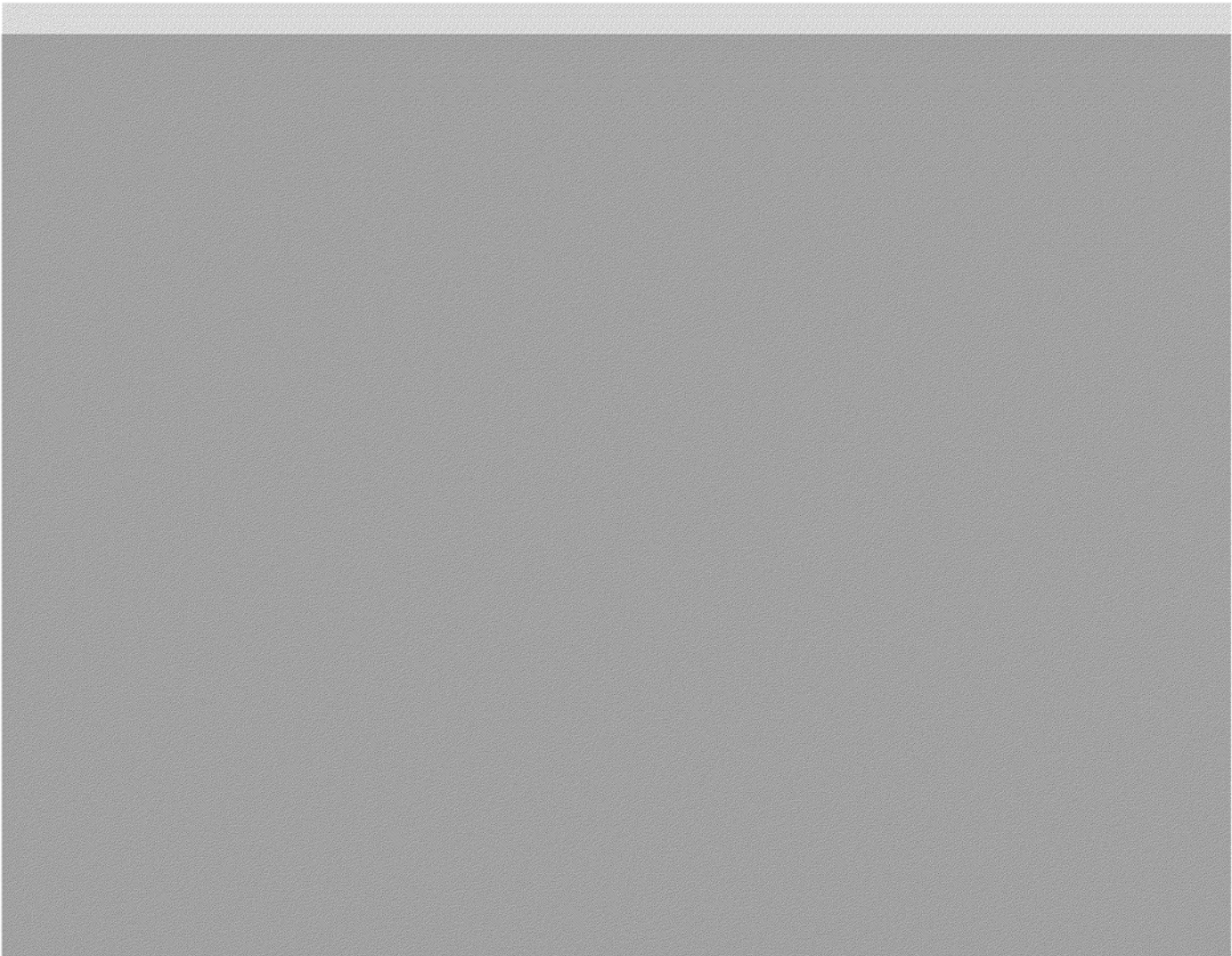
Sent: Monday, December 5, 2022 10:45 AM

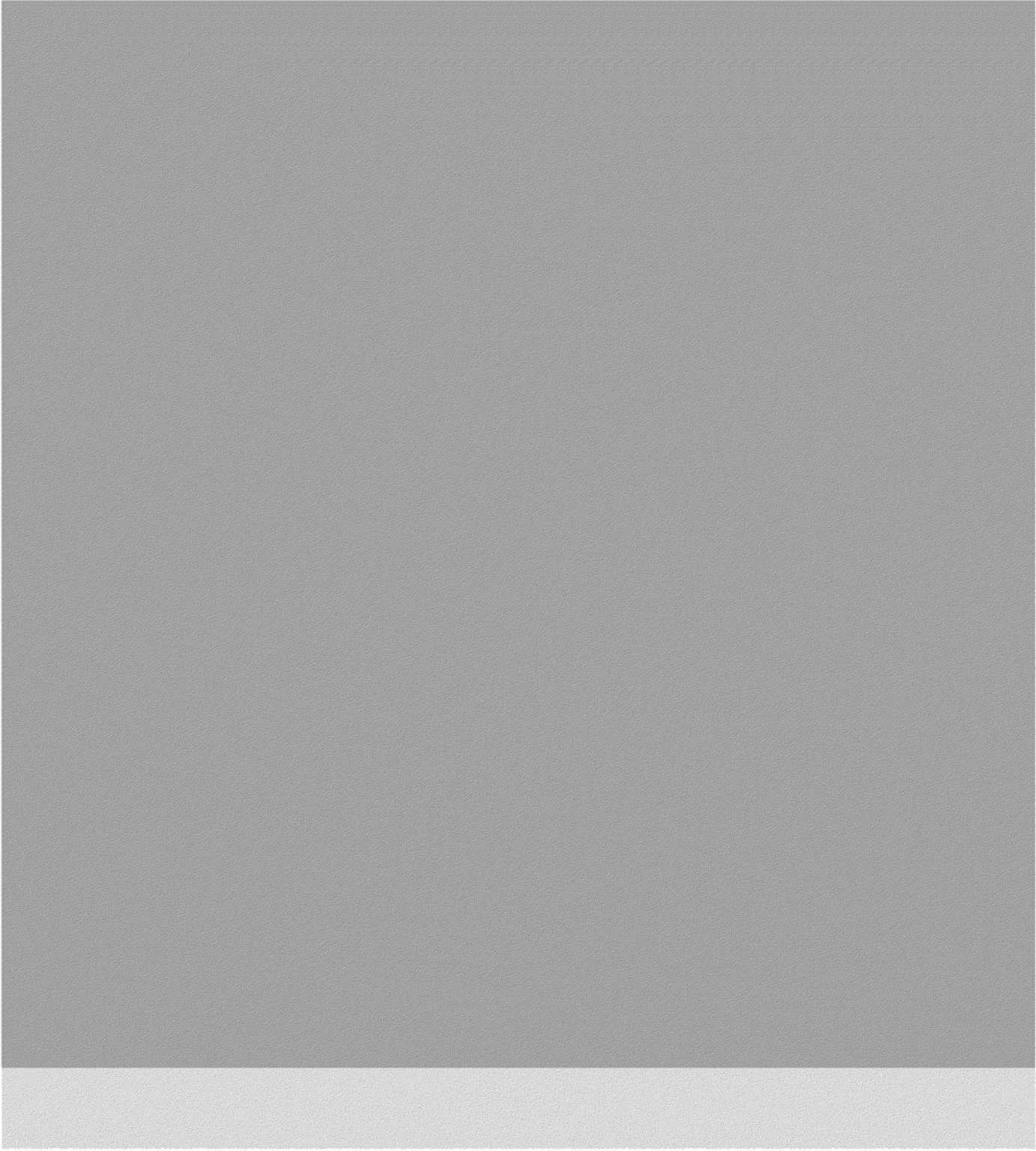
To: Rahn, Matthew <rahnmat@cod.edu>

Subject: [External] NJCAA Football National Champions – Congrats, Coach Rahn!

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ring are nearly limitless.
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deserve one-of-a-kind designs.

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THE STORY

Your team at Jostens
works with you to personalize
every element of your ring,
illustrating the spectacular
story of your journey.

[SEE THE DESIGN PROCESS](#)

Work with the best. Jostens
told the stories of more
championship teams than
other ring company over
past 60 years.

YOUR JOSTENS REP

Jan Slade, Sales Representative
jan.slade@jostens.com

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