

Ronan K. McGovern
COVID-19 Response LLC
106 Cummings Park Drive
Woburn, MA 01801

Jeff Bezos
Amazon Corporate Office Headquarters HQ
1200 12th Avenue South, Suite 1200
Seattle, WA 98144 USA

Cc: Jeffrey Wilke; [Amazon Purchasing Representative]

Subject: Outstanding receivable of \$121,825 for hand sanitizer

Dear Mr. Bezos,

In June of this year, COVID-19 Response LLC sold hand sanitizer to Amazon. Seeing as hand sanitizer was a product urgently in need, Amazon provided COVID-19 RESPONSE LLC with 7-day payment terms instead of Amazon's standard 90-day payment terms.

Of the total invoiced, a sum of \$121,825 has not been paid. I am writing to request payment of \$121,825, which has been outstanding and overdue for over two months. My finance team - led by Mr. Chris Lazarte - raised this matter repeatedly with our contact, [Amazon rep], and - per their direction - filed a dispute, but to no avail. I understand that [Amazon rep] has now moved to another department and we have not been able to connect with Amazon's finance team, or receive information on when this payment will be made. You may find a copy of the detailed timeline below.

Thank you for providing this your prompt attention to this matter.

Best regards, *Ronan McGovern*

Ronan K. McGovern
Member, COVID-19 RESPONSE LLC.

About COVID-19 RESPONSE LLC.

COVID-19 Response LLC was formed in March 2020 by a group of MIT alums and friends to provide critical supplies during the period of COVID-19 – with a focus on hand sanitizer. Over the period of March to June 2020, the business was involved in the production of over 1.2M units of hand sanitizer, with profits directed to charities supporting low-income communities. As of August 2020, \$500k has been donated to five charities: Fathers Uplift Inc.; Y2Y Network; Fresno Barrios Unidos; My Stuff Bags Foundation; and Urban Revival Inc.. Further donations are planned once accounts receivable are paid in full.

Amazon Sales Summary Notes

Timeline

- June 1-June 16, 2020
 - Special payment terms of net-7 days from receipt were confirmed by [Amazon rep], owing to the urgent nature of supplies being provided.
 - Amazon collected products related to all purchase orders (6,240 cases), as evidenced by bills of lading.
- June 16 - July 11, 2020
 - Invoiced Amazon at \$75.20 per case totaling \$469,248. After Amazon fees of 14%, net proceeds expected is \$403,553
- June 11, 2020
 - Payment received for \$11,803
- June 22, 2020
 - Payment received for \$269,926
- July 13, 2020
 - [Issue 1 - PO 648EE8GF] C19 Response were informed by Amazon support that 68 items (@ \$75.20 / case = \$5,113.60) part of PO 648EE8GF were subject to cancellation as they could not be located at Amazon. In response, Mr. Lazarte filed a dispute (dispute ID DSPT11858282975) and notified [Amazon rep].
- July 17, 2020
 - [Issue 2 PO 6PYB1NZA] C19 Response were informed by Amazon support that 973 items part of PO 6PYB1NZA were subject to cancellation as they could not be located. [Amazon rep] suggested we submit a carrier signed bill of lading, which C19 Response did.
- July 20, 2020
 - [Issue 1 - PO 648EE8GF] Received notice that the dispute for PO 648EE8GF was resolved but shows an approved amount of only \$75.20.
 - “Following a detailed investigation of our warehouse data, we have been able to validate partial receipts for the short paid ASIN(s). As a result, we will repay all of the short-paid units we were able to identify as received in our warehouse. You will see the payment on your remittance in a few days. To see line item details for this case, please use the Search Disputes option on the Dispute Management page. You can also reach out to us through Contact US for additional questions since this dispute cannot be reopened. To help us respond to your inquiry faster, consolidate all ASINs into one Contact Us support case.”
 - **C19 Response have not since received this payment. Per [Amazon rep], it should be coming for the full amount.**
- August 4, 2020
 - [Issue 2 - PO 6PYB1NZA] C19 Response were informed that Amazon's system had recorded 4,291 cases received for PO 6PYB1NZA and that we needed to invoice for the difference between that amount (4,291) minus 2,560 for that

particular P.O.= 1,731 @ \$75.20 = \$130,171.20 to get things corrected in their system. Mr. Chris Lazarte sent the invoice to [Amazon rep] on August 6, 2020.

- August 12, 2020
 - [Issue 2 - PO 6PYB1NZA] C19 Response was informed by [Amazon rep] that Amazon will make payment for the latest invoice submitted for \$130,171 by September 5, 2020.
 - [Issue 1 - PO 648EE8GF] C19 Response have not received payment for the 5,113.60.
 - For issue 1 and 2 C19 Response will have to see what Amazon remit and Amazon they take off their 14% fees. C19 Response is owed **\$121,825**.
 - [Issue 3] C19 Response were informed by [Amazon rep] that Amazon has overstock of 8,700 cases (more than our shipments of 6,240 cases).

Commentary by Ronan McGovern:

COVID-19 RESPONSE LLC has:

1. Submitted original invoices matching the amounts for which Amazon issued Purchase Orders.
2. Bills of lading provided show that the amounts picked up by Amazon (Amazon was responsible for shipping) match the amounts for which the purchase orders were issued.

Issues involving receipt of inventory, tracking and order processing encountered above are outside of the control of COVID-19 Response LLC. Moreover, without being allowed a direct connection with Amazon's finance team, COVID-19 Response LLC is at a loss as to how the above issues can be resolved.

The sole interest of COVID-19 RESPONSE LLC is to be promptly paid out for the original invoices issued to Amazon, for which the outstanding amount (after Amazon fees) is \$121,825.

P.O. and Sales to Amazon History

Total cases shipped to Amazon: 6,240
P.O. price per case: \$75.20
Total amount invoiced to Amazon \$469,248
Amazon fees @ 14%: \$65,694
Net receivable from Amazon: \$403,554

Invoice / Payment History

- All invoices were sent to Amazon ([Amazon rep]) between June 16 and July 11, 2020 after shipments were completed totaling \$469,248.
- Payment received June 11, 2020 - \$11,803
- Payment received June 22, 2020 - \$269,926
- Total received through August 12, 2020: \$281,729. Outstanding receivable: \$121,825