

**DeRita Mason**

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**From:** Zan Fedorak  
**Sent:** Thursday, November 17, 2022 7:46 AM  
**To:** DeRita Mason  
**Cc:** Robert Vandebroek; Olivia Tanner  
**Subject:** FW: Okaloosa County Thompson Tractor Co C21-3039-PW (Account Number 2230514, CAT Contract Number 70015870)

DeRita,

We are set up with Electronic Invoice Statement Notification with CAT Financial for the Thompson Tractor Company contract C21-3039-PW. We pull a monthly statement from the CAT website and submit it through Finance for payment. Previously when we accessed our account we downloaded a "Customer Invoice". The document that is currently provided by the CAT website is titled "Customer Statement". Our County policy states that an invoice is required to request payment. Finance has brought this to our attention and stated they can no longer issue payment unless we can provide an invoice. This different wording was a company-wide change in how CAT provides their invoicing so the "statement" is what they now provide. To ensure we have an explanation of why we paying based on a statement and not an invoice, could we please upload this email as support in the contract file C21-3039-PW?

Thanks,  
Zan

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**From:** NABC Customer Service <nabc.customerservice@cat.com>  
**Sent:** Wednesday, November 16, 2022 3:43 PM  
**To:** Zan Fedorak <zfedorak@myokaloosa.com>  
**Cc:** Robert Vandebroek <rvandebroek@myokaloosa.com>  
**Subject:** RE: Okaloosa County Account Number 2230514 (Contract Number 70015870)

Good afternoon Zan,

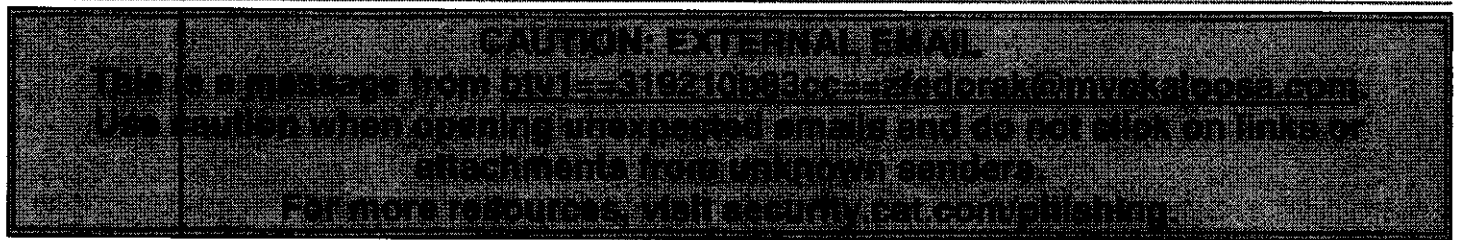
We made a companywide change where we no longer print invoices, we print statements. It is the same thing just with different wording. I apologize for the inconvenience here.

Thank you,

**Allie ElGomayel**  
Customer Relations Representative  
North America Business Center  
Caterpillar Financial Services Corporation  
Toll Free 1-800-651-0567 | Fax 629-204-5066

**Learn about what we offer:** [Financing](#) | [Cat Card](#) | [Customer Value Agreements](#) | [Extended Protection](#)  
**Manage your account online or apply for a Cat Card:** [MyCatFinancial](#)

**From:** Zan Fedorak <[zfedorak@myokaloosa.com](mailto:zfedorak@myokaloosa.com)>  
**Sent:** Wednesday, November 16, 2022 3:09 PM  
**To:** NABC Customer Service <[nabc.customerservice@cat.com](mailto:nabc.customerservice@cat.com)>  
**Cc:** Robert Vandebroek <[rvandebroek@myokaloosa.com](mailto:rvandebroek@myokaloosa.com)>  
**Subject:** Okaloosa County Account Number 2230514 (Contract Number 70015870)



Good Afternoon,

Okaloosa County is set up with your Electronic Invoice Statement Notification. The notification is sent to Rob Vandebroek within the County organization. He pulls a monthly statement from your website and submits it through our Clerk's Financial Department for payment. Previously when we accessed our account we downloaded a "Customer Invoice". The document that is currently provided on your website is titled "Customer Statement". Our County policy states that an invoice is required to request payment. Clerk's Finance has brought this to our attention and stated they can no longer issue payment unless we can provide an invoice. We are assuming that the title change was a result of a software upgrade. Is there a way we can obtain an invoice instead of a statement?

Thanks,

Zan Fedorak  
Property & Finance Manager  
Okaloosa County Public Works  
1759 S Ferdon Blvd  
Crestview, FL 32536  
850-423-4897

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

Inv# - 33141809 Type - Ven # - 22100082 Ven Name - CATERPILLAR FINANCIAL SERVICES CORP - PO# - Projec



USA-R-0005

PRIN

**CUSTOMER STATEMENT**

**OKALOOSA COUNTY BOARD OF  
COUNTY COMMISSIONERS**  
STATEMENT NUMBER: 33141809  
CUSTOMER NUMBER: 2230514

**D  
AMO**

*Taking care of your needs is our top priority. We truly appreciate the oppor  
and look forward to our continued relationship.*  
**Manage your account online at [mycatfinancial.com](http://mycatfinancial.com) or on MyCatFin**

CONTRACT NO.	MODEL/SERIAL NO.	DESCRIPTION	DUE DATE	PRINCI
001-70015870	140-13 / N9400411, 140-13 / N9400406, 140-13 / N9400405, 140-13 / N9400410, 140-13 / N9400409, 140-13 / N9400407, 140-13 / N9400408	Motor Grader, Motor Grader, Motor Grader, Motor Grader, Motor Grader, Motor Grader, Motor Grader		
		Payment	04-Dec-2022	
<b>AMOUNT DUE ON CONTRACT 001-70015870</b>				
Last Payment Received Date		02-Nov-2022	\$14,533.33	



**CUSTOMER INVOICE**

**OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS**

INVOICE NUMBER: 32021951

CUSTOMER NUMBER: 2230514

**DUE AMOUNT**

*The address to which you mail your payments may have changed as of August 1. Please review the Remit To address at the bottom of your statement prior to making your next payment. For more information visit [catfinancial.com/upgrade](http://catfinancial.com/upgrade).*

*Taking care of your needs is our top priority. It is our opportunity to serve you and look forward to our future. Visit our web site for online account services at [catfinancial.com](http://catfinancial.com).*

CONTRACT NO.	MODEL/SERIAL	DESCRIPTION	DUE DATE	PRINCIPAL
001-70015870	140-13-N9400406,	Motor Grader		
	140-13-N9400409,	Motor Grader		
	140-13-N9400407,	Motor Grader		
	140-13-N9400411,	Motor Grader		
	140-13-N9400408,	Motor Grader		
	140-13-N9400405,	Motor Grader		
	140-13-N9400410	Motor Grader		

Payment March 04, 2022

**AMOUNT DUE ON CONTRACT 001-70015870**

Last Payment Received Date 19-Jan-2022

For Contract Balance Information please refer to your Amortization Schedule. Contract Balance does not equal Amount. To request a payoff please visit [mycatfinancial.com](http://mycatfinancial.com) or email us at [NABC.Payoffs@cat.com](mailto:NABC.Payoffs@cat.com)

From: Caterpillar <[caterpillar@documentdna.com](mailto:caterpillar@documentdna.com)>  
Sent: Wednesday, November 9, 2022 12:35 AM  
To: Robert Vandebroek <[rvandebroek@myokaloosa.com](mailto:rvandebroek@myokaloosa.com)>  
Subject: Caterpillar Financial Electronic Invoice Statement Notification

Thank you for choosing electronic billing! Your Cat Financial payment invoice is ready to view.

Account Number: 2230514  
Due Date: 12/04/2022  
Contract Number: 70015870  
Invoice Number: 33141809

Zan Fedorak  
Property & Finance Manager

Okaloosa County Public Works  
1759 S Ferdon Blvd  
Crestview, FL 32536  
850-423-4897

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