

# Laura Wright / Bo Metzler EMAIL CHAIN

This is the email chain I had with Laura Wright beginning in September of 2015 – up to, and including, the last email message I sent to her on February 29<sup>th</sup> of this year (which went unanswered because she “no longer works at Infinity publishing”).

The attachments mentioned here are now attached to the direct email I sent to Marc on 3/2/16 – for easy access.

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9/17/2015

Hi Bo,

Sara passed your email on to me regarding your royalty statements. I have attached an updated life-to-date statement here for you. The large check you are owed is from the most recent reporting month of June 2015. Those checks have not yet been sent, but they will be sent out next week.

I have also attached the single statement from August that you did not receive. Our system shows that it was sent out to you on 9/1/15 at 11:20 pm, so I'm not sure why you did not receive it.

Occasionally the royalty numbers look confusing depending on when the report is pulled and what distributor information has been entered into our system at that particular time. However, this life-to-date statement shows everything up until the most recent reporting month of June 2015, so this is the most accurate info possible on your account. Please let me know if you still have questions.

Thank you,

**Laura Wright**

Services Manager—Infinity Publishing

**2 Attachments : 2 Life-to-Date.pdf**

**3 Metzler August Statement.pdf**

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9/22/15

Laura,

First of all - do I know you?

Are you from the new regime or a hold over from the Mark Gregory regime?

Anyway -

Thanks for the "Life-to-date" statement. Very interesting.

You state that it is "the most accurate info possible on [my] account."

Well, I did a little off-the-cuff audit of all the numbers, for the years 2013 and 2014, and I came up with some discrepancies.

Before you dismiss me out-of-hand as just an author, I would like to inform you that I have a Bachelor's Degree in Math from Kent State University. I have produced and or managed many theatre events and a couple of road company tours of plays over the years, where I was in charge of everything from logistics, transportation, accommodations, scheduling and salary payments, among other things.

Budgets, expenses, line items and payroll are not foreign subjects to me.

I have been tallying the sales life of my book since it was first printed - month by month.

And, since my book sales are not great, it is more noticeable when numbers don't seem to add up. So

I have attached 2 documents for you to peruse, which are a consolidation of numbers for my book sales for 2013-2014.

One is a spreadsheet summary of the INFINITY Monthly Statements and the other is a flash look at the discrepancies in the INFINITY accounting.

ALL of the numbers are taken directly from your INFINITY statements - easy to check (let me know if I made an error in copying or my calculator made an error in adding.)

I have also included my bank deposits for the two years, as well.

Enjoy

and get back to me with a plan on how to deal with all of this.

Thanks

Bo

**2 Attachments: 4 Metzler Spreadsheet.doc ;  
5 Accounting Discrepancies.doc**

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9/29/15

Hi Bo,

I apologize for the delayed response. I have been with Infinity for over 8 years, so I have weathered all of the changes.

I am looking into your royalty concerns. Thank you for providing the spreadsheet and other information. As soon as I can gather the appropriate info, I will provide you with an explanation that hopefully clarifies everything.

Thank you,

**Laura Wright**

Services Manager—Infinity Publishing

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10/28/15

Laura,

I am still waiting for my royalty check for \$615.25 in book sales from June.

What is the time frame between authors receiving their Royalty Statements and authors receiving their royalty checks?

Bo

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11/15/15

Laura,

It is now getting weird.

1) You said you would analyze my mini-audit that I sent to you on Sept 29th. Have you had a chance to analyze it?

2) I still have seen no royalty check from sales on June 15th. I asked you about this a week ago.

3) Today I received my Royalty Statement for August 2015 (attached).

It is confusing.

It looks like Infinity has changed their mind about my June sales and put a line item with all the numbers in parenthesis - indicating a debit. And it appears you are re-casting these sales as "Wholesale" which cuts my royalty in half.

This requires an explanation.

Waiting to hear from you.

Bo

**Attachment: 6 Roy\_Stat\_7522\_7705.pdf**

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11/7/15

Hi Bo,

I did look over your mini-audit and have had to pull some reports of my own to be able to compare. I am still working on getting that comparison together and getting you an answer.

As for the check from June and the negative amount on your statement, we did not issue that check because, upon review, we found an error with the way the order was processed. As an author, you receive 30% of retail sales, meaning any order that purchases your book at full price. If a customer orders your book at a discount, then the order is considered wholesale, and you receive 15%. A large order placed in June by a school was entered with a discount, but the royalty was not adjusted to wholesale percentages, meaning the system overpaid you for that invoice. In order to remedy the error, we had to reverse the order in our system, and then re-enter the order with the correct wholesale percentage paid.

I am now in the process of voiding that original check and re-running your earnings to reflect accurately. Once that is complete, I will mail out the new check and send over an updated royalty statement for your reference.

We do apologize for that error and the confusion it caused. Please let me know if you need any further clarification.

Regards,  
Laura Wright

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11/11/15

Laura,

I am hoping to find out what school ordered the 125 copies of my book.

If you don't know - my book is not a novel. It is a book written expressly for theatre students.

I hope I can contact the purchaser and open a dialogue pertaining to my book and theatre in general.

Bo

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11/14/15

Hi Bo,

We do not normally give out customer information for privacy reasons, however because this is not an individual, I can tell you that the order was from the School District of Springfield in Springfield, MO. They did not specify which school within that district.

I completed the correction of your royalties. Attached here is your updated statement for the year to date. I sent the corrected check out in today's mail.

(NOTE: This is NOT true – no check was sent. And this is the last I heard from Laura!)

Please let me know if you need anything else.

Laura Wright

**Attachment: 7 Metzler YTD statement.pdf**

(NOTE: This statement did NOT correct the problems!)

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12/5/15

Laura,

After receiving my new statement for September, I have taken the time to analyze things again.

And, again, there are problems.

Attached are copies of my June, July, Aug & Sept. statements with notes written on them.

Please clear this up.

Still waiting for your analysis of my mini-audit submitted a few months ago

Bo

**4 Attachments: 8 Metzler - JUNE 2015.jpg**  
**9 Metzler - JULY 2015.jpg**  
**10 Metzler - AUGUST 2015.jpg**  
**11 Metzler - SEPTEMBER 2015.jpg**

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**1/6/16**

Laura.

Happy New Year

But . . .

The problems still exist with my account.

I just received my new statement - call "December Statement" for October 2015.

There is still a deficit payment line on the statement.

This is getting deep, Laura. Another month passes.

When will we get it all cleared up so the numbers add up and I know what the TRUE picture is?

You never even responded to my email last month.

And you still have not responded to my mini-audit.

Bo

(NOTE: By this time I did receive a Royalty Check from Infinity, in the amount of \$263.85.  
However – the accounting problems still remain. The statements are a mess.)

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Feb 29, 2016

TO: Laura Wright

CC: Arthur Gutch

RE: Account statement analysis and editing

Laura,

I have been waiting.

The last time I heard from you was on 11/14/15 when you sent a Year-to-Date statement, in an attempt to answer my accounting questions.

It did not solve the accounting issues.

I wrote to you on 12/5/15 - alerting you to problems on my June, July, August & September Statements.

You did not bother to reply.

I wrote to you on 1/6/2016 - adding the October statement to the list of Statements with new accounting errors. And reminding you that you HAVE YET to

respond to my Mini-Audit from back in September of last year.  
You did not bother to reply.

YOU may THINK the subject is closed, but I DO NOT.

Attached are two PDF files - the first is a copy of all of the statements that INFINITY sent to me for sales/royalties going back to June when the 125 Book Fiasco started.  
The second is the edited versions of those statements, or how the Statements SHOULD have looked if the Infinity Accounting Department was doing their job correctly.

There are also NEW QUESTIONS on the October and November Statements.

These edited statements bring my account up to date as of the November 2015 statement.  
They correct the mis-categorization of "wholesale" sales as "retail."  
They eliminate the entries for payments that were never made.  
They eliminate the deficit line created based on an imaginary over payment that was never made.  
They re-total all books sold since the 125 book fiasco began. (Some earnings were deducted from the bogus deficit line.)

All of this was error on top of error spanning 6 MONTHS! I tried to get you to correct things ALL ALONG THE WAY. But you chose to ignore me.

Numbers do not lie. But people dealing with numbers can AND DO make egregious errors.  
And when the errors are stupid, then this is inexcusable.  
How, in heavens name, does an order for 125 books (wholesale) get labeled and accounted for as retail???

It is time that YOU do YOUR job, and FIX the accounting errors.

Don't tell me "Things happen."  
Don't tell me "We've been very busy."  
Your job is accounting which includes FIXING mistakes - NOT letting them get to be BIGGER mistakes month after month.  
Don't fix things according to your acceptability level.  
Fix things according to the authors acceptability and satisfaction.

If it is too big of a job for you (6,000+ titles) then hire more staff or, at least, stop adding more new authors to the Infinity roster.

I can't wait to see the December Statement - Because I am sure it will be replete with failure.

Bo

**2 Attachments: 12 Infinity account statements 1.pdf**  
**13 Infinity account statements 2 edited.pdf**