



Bob Uttl <uttlbob@gmail.com>

## Decision on your manuscript

**A/P Frontiers** <accpaych@frontiersin.org>

Wed, Feb 21, 2024 at 6:47 AM

To: Lia Noce <lia.noce@frontiersin.org>

Cc: "uttlbob@gmail.com" <uttlbob@gmail.com>, Fred Fenter <Frederick.Fenter@frontiersin.org>

Dear Prof. Uttl,

We have now refunded you the amount of CAD 126 to your credit card used for the transaction.

Please note that you received a refund of USD 188.00 (CAD 253.97), as I initially reversed the refund for 94 USD (126 CAD), and so it was deducted again from your card. I apologies for this and the system should have blocked this payment before. If there is anything wrong with the refunds you received by credit card, please let me know and I'm happy to sort it out for you. On our side, I can see all payments have gone through:

<input type="checkbox"/>	Authorization Date	State	Amount	Reference number	Payment means	Payment means details
	21.02.2024 14:28	● Payment (Credit)	USD -188.00	2023-1036084-3	MasterCard	xxxx xxxx xxxx 3320 (CA) ⓘ
	21.02.2024 14:21	● Payment (Debit)	USD 94.00	2023-1036084-3	MasterCard	xxxx xxxx xxxx 3320 (CA) ⓘ
	12.02.2024 13:46	● Payment (Credit)	USD -3'295.00	2023-1036084-3	MasterCard	xxxx xxxx xxxx 3320 (CA) ⓘ
	22.01.2024 05:58	● Payment (Debit)	USD 3'295.00	2023-1036084-3	MasterCard	xxxx xxxx xxxx 3320 (CA) ⓘ ✓

If there are still some fees applied to this payment, please let me know and we will refund you the difference.

Best regards,  
Sara Egger

Frontiers | Accounts Payable Switzerland  
Avenue du Tribunal-Fédéral 34  
CH-1005 Lausanne, Switzerland

[www.frontiersin.org](http://www.frontiersin.org)

On Wed, 21 Feb 2024 at 13:46, Lia Noce <lia.noce@frontiersin.org> wrote:

Dear Accounting team,

Could you please make sure that CAD 125.55 gets reimbursed to Prof. Uttl (in copy)? The article processing charges have already been refunded on his credit card, but we would need to reimburse him for the exchange rate fees he paid. This has been approved by Fred, as you can see in the email below. Could you please confirm once this has been done?

Let us know if you need any additional information to process this request.

Thank you very much for your help and have a lovely day,

Lia

Lia Noce (she/her)

EA to the Chief Executive Editor | Frederick Fenter, Ph.D.

Frontiers | Lausanne Office

Avenue du Tribunal-Fédéral 34, 1005 Lausanne, Switzerland

[www.frontiersin.org](http://www.frontiersin.org)<<http://www.frontiersin.org/>>

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From: Fred Fenter <[Frederick.Fenter@frontiersin.org](mailto:Frederick.Fenter@frontiersin.org)>

Sent: Wednesday, February 21, 2024 11:30 AM

To: Bob Uttl <[uttlbob@gmail.com](mailto:uttlbob@gmail.com)>

Cc: Frontiers in Psychology - Peer Review <[psychology.editorial.office@frontiersin.org](mailto:psychology.editorial.office@frontiersin.org)>; Mirjam Eckert <[mirjam.eckert@frontiersin.org](mailto:mirjam.eckert@frontiersin.org)>; Kamila Markram <[kamila.markram@frontiersin.org](mailto:kamila.markram@frontiersin.org)>; Daniel Petrariu <[Daniel.Petrariu@frontiersin.org](mailto:Daniel.Petrariu@frontiersin.org)>; Giovanni Lippi <[giovanni.lippi@frontiersin.org](mailto:giovanni.lippi@frontiersin.org)>; axcleer@ulb.ac.be <[axcleer@ulb.ac.be](mailto:axcleer@ulb.ac.be)>; [psychology@frontiersin.org](mailto:psychology@frontiersin.org) <[psychology@frontiersin.org](mailto:psychology@frontiersin.org)>; [sjaswal@cus.ac.in](mailto:sjaswal@cus.ac.in) <[sjaswal@cus.ac.in](mailto:sjaswal@cus.ac.in)>; [e.davelaar@bbk.ac.uk](mailto:e.davelaar@bbk.ac.uk) <[e.davelaar@bbk.ac.uk](mailto:e.davelaar@bbk.ac.uk)>; Lia Noce <[lia.noce@frontiersin.org](mailto:lia.noce@frontiersin.org)>

Subject: Re: Decision on your manuscript

You don't often get email from [frederick.fenter@frontiersin.org](mailto:frederick.fenter@frontiersin.org). Learn why this is important<<https://aka.ms/LearnAboutSenderIdentification>>

Dear Prof. Uttl,

I am sorry to hear that you think a call would not have been useful, I am confident we could have resolved the matter.

Now that your paper has been submitted elsewhere, we will ask our accounting department to make the requested transfer to your credit card. My assistant Lia (in copy) will coordinate the reimbursement for you.

Very best regards,

Fred Fenter

Frederick Fenter, Ph.D.  
Chief Executive Editor

Frontiers

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1005 Lausanne, Switzerland

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From: Bob Uttl <[uttlbob@gmail.com](mailto:uttlbob@gmail.com)>

Sent: Monday, February 19, 2024 7:24 PM

To: Fred Fenter <[Frederick.Fenter@frontiersin.org](mailto:Frederick.Fenter@frontiersin.org)>

Cc: Frontiers in Psychology - Peer Review <[psychology.editorial.office@frontiersin.org](mailto:psychology.editorial.office@frontiersin.org)>; Mirjam Eckert <[mirjam.eckert@frontiersin.org](mailto:mirjam.eckert@frontiersin.org)>; Kamila Markram <[kamila.markram@frontiersin.org](mailto:kamila.markram@frontiersin.org)>; Daniel Petrariu <[Daniel.Petrariu@frontiersin.org](mailto:Daniel.Petrariu@frontiersin.org)>; Giovanni Lippi <[giovanni.lippi@frontiersin.org](mailto:giovanni.lippi@frontiersin.org)>; Lia Noce <[lia.noce@frontiersin.org](mailto:lia.noce@frontiersin.org)>; axcleer@ulb.ac.be <[axcleer@ulb.ac.be](mailto:axcleer@ulb.ac.be)>; [psychology@frontiersin.org](mailto:psychology@frontiersin.org) <[psychology@frontiersin.org](mailto:psychology@frontiersin.org)>; [sjaswal@cus.ac.in](mailto:sjaswal@cus.ac.in) <[sjaswal@cus.ac.in](mailto:sjaswal@cus.ac.in)>; [e.davelaar@bbk.ac.uk](mailto:e.davelaar@bbk.ac.uk) <[e.davelaar@bbk.ac.uk](mailto:e.davelaar@bbk.ac.uk)>

Subject: Re: Decision on your manuscript

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Dear Dr. Fenter:

Thank you for your response to my Feb 15, 2024 email. The time for talking about this article has passed.

I have been very clear that you had a chance to reverse Dr. Davelaar's actions but that you would have to act promptly