SYSTECH

INVOICING

The Definitive Guide to Reading a Systech Invoice
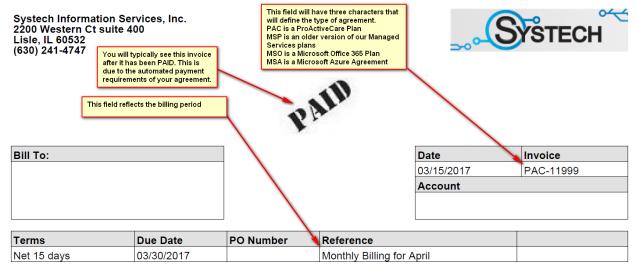
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INTRODUCTION

This document is intended to make you familiar with the invoicing procedures and instruct you on how to read and understand your invoice from Systech.
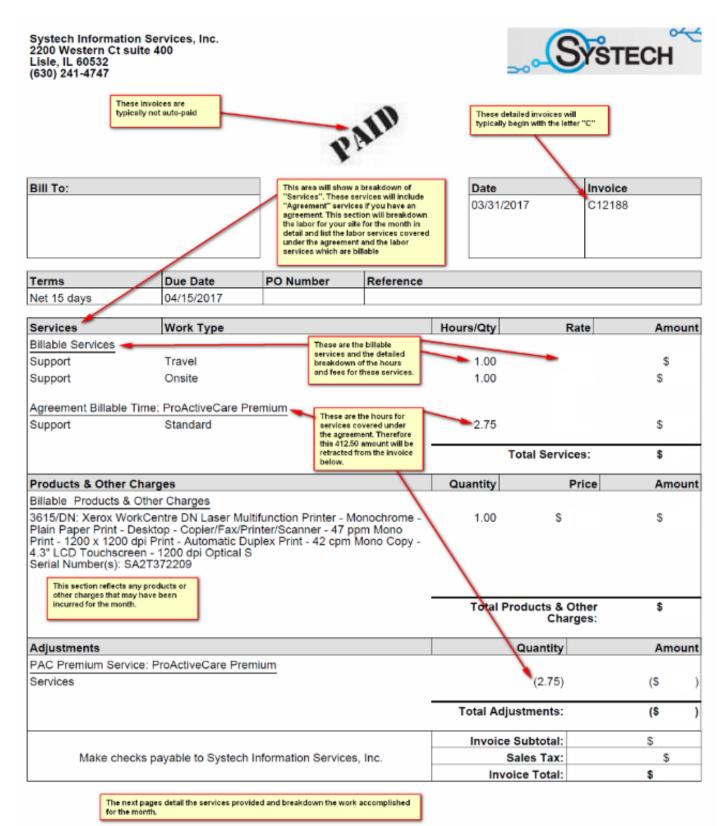
AGREEMENT INVOICING

The first thing to note, if you have an agreement with Systech you will be billed once a month for that agreement. The invoice will be billed prior to the usage period in most cases. This means you will receive a, "PAID" invoice sometime between the 15th and the end of the month, for services that will be provided in the next month, due to agreements requiring pre-payment. We process these invoices automatically between the 15th and the end of the month and then we send the, "PAID" invoice for your records. An example of this is shown on the next page.
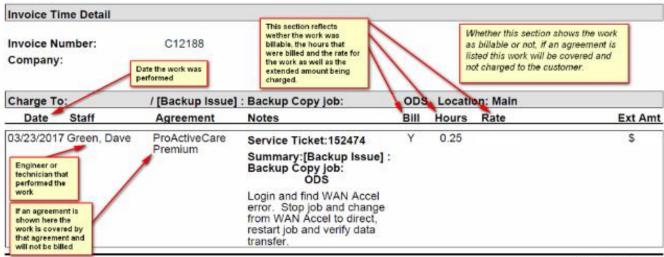
Systech Information Services, Inc.
2200 Western Ct suite 400
Lisle, IL 60532
(630) 241-4747

SYSTECH

PAID

Date	Invoice
03/15/2017	PAC-11999
Account	

Bill To:

Terms	Due Date	PO Number	Reference	
Net 15 days	03/30/2017		Monthly Billing for April	

Managed Services Details	Quantity	Price	Amount
Agreement: ProActiveCare Premium			
ProActiveCare Premium Plan User	16.00		
ProActiveCare Gateway Protection Add-On	1.00		
ProActiveCare Onsite BDR SRV Add-On	1.00		
ProActiveCare Cloud Storage Monthly Add-On	2.00		
HAAS Dual Server Vmware Virtualization bundle for 60 month rental, including: Qty. 2 - Hewlett Packard ProLiant DL360 G9 1U rack Servers with 2 x Intel Xeon E5-2650 v3 Deca-core (10 core) 2.30 GHz processors. 96 GB of Dual Rank DDR4-2133 Registered memory per server.HP H241 12Gb -2port Smart Host BusAdapter per server. 8GB microSDHC card per server. HP 1.0m MiniSAS HD extension cable, 2 per server. Qty. 1 Hewlett Packard 2040 SAN DAS Array with: Qty. 11 Hewlett Packard 600GB Internal SAS Hard Drive. Qty. 2 Hewlett Packard Internal Solid State SAS Drive. Hewlett Packard Performance auto tiering license. HP Foundation Care Service 5 year, 24x7x4 hour Onsite Parts and Labor, maintenance.	1.00		
Windows 8.1 pro 64bit - Starting 01/01/2014 Intel Core i5-4430 3.0GHZ 8GB DDR3-1600MHZ SDRAM 500GB Hard Disk SATA DVDRW 300W Power Supply MSP Three Year warranty with Logitech mouse and keyboard with Microsoft Office 2013	1.00		
Asus 19" LCD monitor- Starting 01/01/2014	1.00		
03/01/2015 Windows 8 pro 64bit Intel Core i5-4590 3.30 GHZ 8GB DDR3-1333MHZ SDRAM 500GB Hard Disk SATA DVDRW 400W Power Supply	1.00		

We invoice two times per month for our standard billing. These dates are the 1st and the 15th of each month. Typically, you will receive your agreement invoice per the parameters noted previously in this document. At the end of the monthly billing period we send another invoice. An example of this invoice is shown below. Please review the notes carefully as they will explain how to understand our detailed billing.

Systech Information Services, Inc.
2200 Western Ct suite 400
Lisle, IL 60532
(630) 241-4747

SYSTECH

PAID

These invoices are typically not auto-paid

These detailed invoices will typically begin with the letter "C"

Bill To:		Date	Invoice
	This area will show a breakdown of "Services". These services will include "Agreement" services if you have an agreement. This section will breakdown the labor for your site for the month in detail and list the labor services covered under the agreement and the labor services which are billable	03/31/2017	C12188

Terms	Due Date	PO Number	Reference
Net 15 days	04/15/2017		

Services	Work Type	Hours/Qty	Rate	Amount
Billable Services		*These are the billable services and the detailed breakdown of the hours and fees for these services.*		
Support	Travel	1.00		$
Support	Onsite	1.00		$
Agreement Billable Time: ProActiveCare Premium		*These are the hours for services covered under the agreement. Therefore this 412.50 amount will be retracted from the invoice below.*		
Support	Standard	2.75		$
			Total Services:	$

Products & Other Charges	Quantity	Price	Amount
Billable Products & Other Charges			
3615/DN: Xerox WorkCentre DN Laser Multifunction Printer - Monochrome - Plain Paper Print - Desktop - Copier/Fax/Printer/Scanner - 47 ppm Mono Print - 1200 x 1200 dpi Print - Automatic Duplex Print - 42 cpm Mono Copy - 4.3" LCD Touchscreen - 1200 dpi Optical S Serial Number(s): SA2T372209	1.00	$	$
This section reflects any products or other charges that may have been incurred for the month.			
		Total Products & Other Charges:	$

Adjustments	Quantity	Amount
PAC Premium Service: ProActiveCare Premium		
Services	(2.75)	($)
	Total Adjustments:	($)

	Invoice Subtotal:	$
Make checks payable to Systech Information Services, Inc.	Sales Tax:	$
	Invoice Total:	$

The next pages detail the services provided and breakdown the work accomplished for the month.

Invoice Time Detail

Invoice Number: C12188
Company:

Charge To: / [Backup Issue] : Backup Copy job: ODS   **Location: Main**

Date	Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/23/2017	Green, Dave	ProActiveCare Premium	Service Ticket:152474 Summary:[Backup Issue] : Backup Copy job: ODS Login and find WAN Accel error. Stop job and change from WAN Accel to direct, restart job and verify data transfer.	Y	0.25		$

Subtotal: $

Charge To: / Comcast down - AT&T Fiber failover active   **Location: Main**

Date	Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/20/2017	Van Mill, Randall	ProActiveCare Premium	Service Ticket:152251 Summary:Comcast down - AT&T Fiber failover active Contact Frank, request review of Comcast modem equipment after storm last night. not able to ping gateway device x.170 (ping monitor for x.169 failed through it). Power lights on, Online light is not. Request power cycle of modem as first point. Same result after power cycle. Contact Comcast. While getting bounced around within support, service healed and can now ping modem/firewall. Create second monitor to track gateway device .170 as well. Verified services now showing .169 for public IP. Power cycle resolved issue. Ticket complete.	Y	0.25		$

Subtotal: $

Charge To: / LT - Agents No Checkin for More Than 7 Days (Sys):90249 - SYS-2C   1206S 715 3/19/2017
9:47:29 PM   **Location:** - Main office

Date	Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/27/2017	Van Mill, Randall	ProActiveCare Premium	Service Ticket:152828 Summary:LT - Agents No Checkin for More Than 7 Days (Sys):90249 - SYS-2(1206S 715 3/19/2017 9:47:29 PM (laptop) This machine(name in the title of the ticket email and last captured logged in user at the end of this email) has been offline for over 7 days, Please ensure it is powered	Y	0.25		$

on and connected to the Internet (not in standby or sleep) so it can check in with our servers.

PLEASE NOTE: If you do not want to be notified starting at the 7-day alert for this machine, please let me know, so we can suppress this machine from the alert. Additional alerts will generate at greater than 14, 21, and 30 days. Those alerts can also be suppressed for this machine individually. This may be desired for machines that are typically expected to be offline for that amount of time. Also note, during the offline period, updates and virus definitions and scans will fall behind. Other alerts and ticket notifications may also be invalid or impacted for systems that are offline frequently.

Thanks,

Randy

Machine currently showing standby mode?: YES
LAST LOGGED IN USER CAPTURED WHEN THE SYSTEM WAS REPORTING IN:frank

Date	Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/27/2017	Van Mill, Randall	ProActiveCare Premium	**Service Ticket:152828** **Summary:LT - Agents No Checkin for More Than 7 Days (Sys):90249 - SYS-2(1206S 715 3/19/2017 9:47:29 PM** You are the user. And I put (laptop) at the top so you knew it was a laptop machine that was the issue.	Y	0.25		$

Subtotal: $

Charge To:		/ Quarter 1 Review Meeting	Location: Main				
Date	Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/16/2017	Prager, Jack	ProActiveCare Premium	**Service Ticket:138827** **Summary:Quarter 1 Review Meeting** Check reports and create overview.	Y	0.75		$
03/21/2017	Prager, Jack	ProActiveCare Premium	**Service Ticket:138827** **Summary:Quarter 1 Review Meeting** Call for Frank. Review the reporting. Still getting used to the RDS. Carlas report still. Frank would ask us to lead frontline a bit regarding the upgrade. A spare thin client is requested. Shipping computers will be ready to go soon. Frank would like a new printer for Juan, He would like Xerox. He mainly prints reports and scan.	Y	0.50		$

Subtotal: $

Charge To: Mauritzon - Main office		/ UPTIME - SVR 1 Mo. Since Reboot* (Sys):184226 - VAULTSRV 1229 VAULTSRV Location:					
Date Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/28/2017 Razo, Roger	ProActiveCare Premium	Service Ticket:152720 Summary:UPTIME - SVR 1 Mo. Since Reboot* (Sys):184226 - VAULTSRV 1229 VAULTSRV Install patches and reboot server	Y	0.50		$

In this example the agreement is not listed because a new printer was installed. This is not covered by an agreement and therefore was charged to the customer. These 2 hours are shown in the page 1 details section.

Subtotal: $

Charge To:		/ Xerox 3550 for Juan Location: Main				
Date Staff	Agreement	Notes	Bill	Hours	Rate	Ext Amt
03/30/2017 Green, Dave		Service Ticket:152629 Summary:Xerox 3550 for Juan	Y	1.00		$
03/30/2017 Green, Dave		Service Ticket:152629 Summary:Xerox 3550 for Juan Setup printer, review functions with Juan, test scanning and printing. Share printer and install to Salvador's PC.	Y	1.00		$

Subtotal: $

Invoice Time Total: **Billable Hours:**   4.75