

Information:

Drawer: Accounts Payable - Invoices
Vendor Number: 1533528
Vendor Name: Micro Center Sales Corporation
Invoice Number: 4429617
Invoice Date: 04/20/18
PO Number: B0354260
Check Number: 0234942
Check Amount: \$ 385.97
Check Date: 04/11/2018
Department ID: 16765
Reviewer Name: Debbie Henderson
Voucher Number: V0507196
Redaction Type: None
Document Type: AP Invoice

Document Below

MICRO CENTER
THE ULTIMATE COMPUTER STORE
80 E OGDEN AVE
WESTMONT, IL 60559
(630) 371-5500

REMIT PAYMENT TO:
MICRO CENTER A/R
P.O. BOX 848
HILLIARD, OH
43026-0848

DATE: 03/22/18 11:09 A
REFERENCE: 025-PO-4429617
CASHIER: HOYTT LOYAL
ASSOCIATE: HOYTT LOYAL
STATION: wtsel-02

I N V O I C E I N V O I C E I N V O I C E I N V O I C E I N V O I C E

BILL TO ACCOUNT: COLLDU
COLLEGE OF DUPAGE
ACCOUNTS PAYABLE
425 FAWELL BLVD
GLEN ELLYN, IL 60137

SHIP VIA: Pick-up
APPROVED
04/02/18 - KEITH ZEITZ

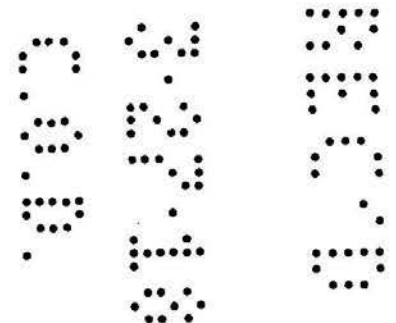
INVOICE#: 4429617 TERMS: NET 30 DAYS DUE: 04/20/18 P.O.: 354260

1 BNCHPROMO SERVICE BENCH FEE PROMO	354100	39.99	39.99
	SUBTOTAL:		39.99
	TAX:		0.00
	TOTAL:		39.99
	COMMERCIAL CHARGE:		39.99
	COMM ACCT NET DUE:		39.99

UNLESS STATED ABOVE YOUR PURCHASE MAY BE RETURNED WITHIN
30 DAYS OF PURCHASE.

Printed Name: Douglas Green

Phone Number: (630) 942-4041



Signature

N o t O n F i l e

Signature

A 1.50 PERCENT LATE
FEE IS DUE AND PAYABLE
ON PAYMENTS RECEIVED BY
MICRO CENTER AFTER
04/20/18

A/R INQUIRIES TO:
(614) 850-3400

Information:

Drawer: Accounts Payable - Invoices
Vendor Number: 1533528
Vendor Name: Micro Center Sales Corporation
Invoice Number: 4435599
Invoice Date: 03/30/18
PO Number: B0354260
Check Number: 0234942
Check Amount: \$ 385.97
Check Date: 04/11/2018
Department ID: 16765
Reviewer Name: None
Voucher Number: V0507964
Redaction Type: None
Document Type: AP Invoice

Document Below

MICRO CENTER
THE ULTIMATE COMPUTER STORE
80 E OGDEN AVE
WESTMONT, IL 60559
(630) 371-5500

REMIT PAYMENT TO:
MICRO CENTER A/R
P.O. BOX 848
HILLIARD, OH
43026-0848

DATE: 03/30/18 1:14 P
REFERENCE: 025-PO-4435599
CASHIER: CUNNINGHAM JOEL
ASSOCIATE: CUNNINGHAM JOEL
STATION: wtsel-02

I N V O I C E I N V O I C E I N V O I C E I N V O I C E I N V O I C E

BILL TO ACCOUNT: COLLDU
COLLEGE OF DUPAGE
ACCOUNTS PAYABLE
425 FAWELL BLVD
GLEN ELLYN, IL 60137

SHIP VIA: Pick-up

INVOICE#: 4435599 TERMS: NET 30 DAYS DUE: 04/28/18 P.O.: dougreen

1 MC GIFT CARD GCXXXXX973000	GC	345.98	345.98
SUBTOTAL:			0.00
TAX:			0.00
GIFT CARDS:			345.98
TOTAL:			345.98
COMMERCIAL CHARGE:			345.98
COMM ACCT NET DUE:			345.98

UNLESS STATED ABOVE YOUR PURCHASE MAY BE RETURNED WITHIN
30 DAYS OF PURCHASE.

APPROVED
04/06/18 - KEITH ZEITZ

Printed Name: Doug Green

Phone Number: (630) 942-4041

Signature

N o t O n F i l e

Signature

A 1.50 PERCENT LATE
FEE IS DUE AND PAYABLE
ON PAYMENTS RECEIVED BY
MICRO CENTER AFTER
04/28/18

A/R INQUIRIES TO:
(614) 850-3400

000
0144

0.034

From: cruseb199@cod.edu
Sent: Fri Apr 06 14:47:31 CDT 2018
To: invoicing@cod.edu
CC:
Subject: FW: Micro Center Sales Corporation

From: Zeitz, Keith
Sent: Friday, April 6, 2018 2:30 PM
To: Cruse, Bethany <cruseb199@cod.edu>
Subject: FW: Micro Center Sales Corporation

Bethany, please see attached additional receipts. After talking to Doug the clerk at the repair center had to ring it up this way to get it through their system.

The charge is for a service parts and service labor to replace a dead battery in Robert Plank's MacBook.

Please let me know if you have additional questions.

From: Cruse, Bethany
Sent: Friday, April 6, 2018 12:27 PM
To: Zeitz, Keith <zeitzk@cod.edu>
Subject: Micro Center Sales Corporation

Hi Keith,
Can you advise what the gift card purchase was for?

Thanks

Bethany Cruse
AP Lead
College of DuPage
Room SRC 2132
425 Fawell Boulevard
Glen Ellyn, IL 60137
630-942-4294
cruseb199@cod.edu

Micro Center

80 East Ogden Avenue
Westmont, IL 60559
General Manager Layda Cardoso Duris
(630) 371-5500

Reference: 025-SE-4435601
Date: 03/30/18 1:16 PM
Customer: COLLEGE OF DUPAGE
DOUGLAS GREEN
CSR: DYLAN T.

SALES RECEIPT

1 LABOR SERVICE LABOR CHARGE	0.00
Sales ID: ---	
1 PARTS SERVICE PARTS CHARGE	195.99
Sales ID: ---	
1 LABOR SERVICE LABOR CHARGE	149.99
Sales ID: ---	
RP1803220144031 ASTER WORK ORDER #	

SUBTOTAL:	345.98
TAX:	0.00
TOTAL:	345.98

GCXXXXX9/3000 GIFT CARD REDEMPTION:	345.98
BALANCE REMAINING:	0.00

Servicing Parts are not returnable

UNLESS STATED ABOVE YOUR PURCHASE MAY BE RETURNED WITHIN
30 DAYS OF PURCHASE.



Please Keep Your Receipt.

Thank you for shopping at Micro Center
Please visit our website at www.microcenter.com

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Micro Center

80 East Ogden Avenue
Westmont, IL 60559
(630) 371-5500

Gift Card Receipt

Gift Card #: GCXXXXX9/3000
Gift Card Amount: \$345.98



To: _____

From: _____

MICRO CENTER
computers & electronics

Nicolas Carran

Knowledge Manager

ncarranza@microcenter.com

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www.microcenter.com/servicesurvey

80 E Ogden,
Westmont, IL 60559
(630) 371-5500

Retail: microcenter.com / Service: microcenterservice.com / Tech Support: microcentertech.com

Micro Center

80 East Ogden Avenue
Westmont, IL 60559
General Manager Layda Cardoso Duris
(630) 371-5500

Reference: 025-SE-4435601

Date: 03/30/18 1:16 PM

Customer: COLLEGE OF DUPAGE
DOUGLAS GREEN

CSR: DYLAN T.

SALES RECEIPT

1 LABOR SERVICE LABOR CHARGE	0.00
Sales ID: ---	
1 PARTS SERVICE PARTS CHARGE	195.99
Sales ID: ---	
1 LABOR SERVICE LABOR CHARGE	149.99
Sales ID: ---	
RP1803220144091 ASTER WORK ORDER #	

SUBTOTAL:	\$345.98
TAX:	0.00
TOTAL:	\$345.98

6CXXXXX973000 GIFT CARD REDEMPTION:	\$345.98
BALANCE REMAINING:	0.00

Service Parts are not returnable

UNLESS STATED ABOVE YOUR PURCHASE MAY BE RETURNED WITHIN
30 DAYS OF PURCHASE.



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Micro Center

80 East Ogden Avenue
Westmont, IL 60559
(630) 371-5500

Gift Card Receipt

Gift Card #: 6CXXXXX973000

Gift Card Amount: \$345.98



To: _____

From: _____

MICRO CENTER
computers & electronics

Nicolas Carranza

Knowledge Manager

ncarranza@microcenter.com

Your opinion matters!

Tell us about your visit @

www.microcenter.com/servicesurvey

80 E Ogden Ave

Westmont, IL 60559

(630) 371-5502

Retail: microcenter.com / Service: microcenterservice.com / Tech Support: microcentertech.com



Micro Center - 025-Westmont Retail Store
80 East Ogden Avenue

Westmont, IL 60559
630-371-5500

Repair Order # RP1803220144@@1

Open Date March 22, 2018
Receive Date March 22, 2018
Completed Date March 29, 2018
Customer Service Rep Purnell Hoytt
Technician Reed Steele

Ship To: COLLEGE OF DUPAGE
425 FAWELL BLVD

GLEN ELLYN, IL 60137
6309422800

Email: ramsey@cod.edu

Bill To: COLLEGE OF DUPAGE
425 FAWELL BLVD

GLEN ELLYN, IL 60137
6309422800

Warranty: "X" - Diagnostic and repair/installation service
Tag #:
POP Date:

PO Number

Problem Description

Our phone # 630 371 5502
did the customer opt in to Expedited Service \$39.99 Sku 707745 (Y/N): n
Paper check in form completed and signed - both sides (Y/N): y
Data protection form completed and signed (Y/N): y
Customer name: Douglas Green
BEST Phone number: 630 942 4041
Alt. phone number: 630 942 2554
Email: greend@cod.edu
Preferred contact method: call
Time Checked in: 11:15am
CUSTOMER WILL BE GIVEN STATUS UPDATE BY (time and date): 3/26/18
Password: Customer is going to call back with info
TIME DATA WAS BACKED UP BY THE CUSTOMER: na
CUSTOMER'S Data Backup DECISION (with price quote and destination): n
Unit problem: Battery will not hold a charge
Customer requests:
Bench fee transaction number: y-39.99-PO-4429617
Warranty/Service plan transaction number: n
Physical damage/ missing screws / Missing components?: n
power cable provided?: n
CSR: Purnell H.

Equipment Checked In:

Item Description	Serial Number	SKU	Tag #
Apple_Laptop	c02p72acg3qp	Apple_laptop	

Parts

Type	Description	Price	Qty	Dis.	Billing Type	Total Price
generic	Apple_Laptop	0.00	1	0.00	Policy	0.00
Total Parts						0.00

Labor

Type	Description	Price	Qty	Dis.	Billing Type	Total Price
Labor	Laptop (PC) Flat rate repair	149.99	1	0.00	Billable	149.99
Total Labor						149.99

Parts

Type	Description	Price	Qty	Dis.	Billing Type	Total Price
661-01929	Top Case with Battery, OOW	195.99	1	0.00	Billable	195.99
Total Parts						195.99

Subtotal	345.98
Sales Tax	14.70
Total	360.68

Work Notes

Date	Comments	Created By
3/24/2018 7:09:38 PM	Authorized by: Reed Steele Creation Date: 2018-03-24 7:05:38 PM Ran MRI. All components passed. I did how ever notice that the battery went from full charge to dead in less than an hour and a half.	Reed Steele
3/24/2018 7:08:24 PM	Authorized by: Reed Steele Creation Date: 2018-03-24 7:08:24 PM Left a voicemail for the customer and quoted \$348 plus tax for the battery repair.	Reed Steele
3/24/2018 7:08:50 PM	Authorized by: Reed Steele Creation Date: 2018-03-24 7:08:50 PM Moving to "2AB" while I wait for customer contact.	Reed Steele
3/26/2018 11:16:42 AM	Authorized by: Reed Steele Creation Date: 2018-03-28 11:16:42 AM Customer called back and approved the repair.	Reed Steele
3/28/2018 2:09:05 PM	Authorized by: Vithawat Hukhan Creation Date: 2018-03-28 2:09:05 PM Customer called in for explanation of the bench fee (\$40) and requested an update on the parts order. I informed him that I would follow up with the part order.	Vithawat Hukhan
3/28/2018 2:35:11 PM	Authorized by: Vithawat Hukhan Creation Date: 2018-03-28 2:35:11 PM The part has been ordered via GSX with the confirmation ID of G314538915.	Vithawat Hukhan
3/28/2018 2:38:29 PM	Authorized by: Vithawat Hukhan Creation Date: 2018-03-28 2:38:29 PM Left customer a VM letting him know his parts have been ordered and will take 2-3 business days to arrive and assured him an update by Monday. Emailing tech.	Vithawat Hukhan
3/29/2018 10:28:18 AM	Authorized by: Wesley Slagter Creation Date: 2018-03-29 10:28:18 AM Part arrived. Informing tech.	Wesley Slagter
3/29/2018 9:12:15 PM	Authorized by: Reed Steele Creation Date: 2018-03-29 9:12:15 PM Part installed. Ran MRI to verify integrity. All tests passed.	Reed Steele
3/29/2018 9:12:34 PM	Authorized by: Reed Steele Creation Date: 2018-03-29 9:12:34 PM All requested work complete, unit ready for customer pick up. Unit moved to "A5".	Reed Steele