Xsys, Inc. - Administrative Claim Summary

Invoice Date:	Invoice No.	Amount:
2/15/2016	1602024	$150.00
2/12/2016	1602035	$225.00
2/10/2016	1602031	$225.00
2/10/2016	1602026	$750.00
2/10/2016	1602024	$150.00
2/10/2016	1602011	$225.00
2/9/2016	1602038	$1,125.00
2/9/2016	1602010	$300.00
2/9/2016	1602009	$450.00
2/6/2016	1602024	$750.00
1/25/2016	1602001	$645.00
1/22/2016	1601064	$750.00
1/15/2016	1601025	$1,425.00
12/30/2015	1512046	$3,262.50
12/29/2015	1512096	$1,087.50
12/18/2015	1512051	$645.00
12/18/2015	1512050	$2,325.00
12/15/2015	1512815	$1,612.50
12/11/2015	1512012	$3,412.50
12/4/2015	1512032	$1,987.50
11/25/2015	1511050	$2,587.50
11/20/2015	1511040	$2,475.00
11/20/2015	1510041	$4,462.50
11/20/2015	1512019	$645.00
11/12/2015	1511029	$9,750.00
9/25/2015	1509044	$6,959.25
9/18/2015	1509045	$3,112.50
9/17/2015	1509040	$2,735.85
9/11/2015	1509009	$3,637.50
5/1/2015	1505015	$4,138.50
	TOTAL:	**$62,006.10**

Invoice

653 Steele Drive
Valparaiso, IN 46385

WBE #: 0000009849
Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc. (GPIS)
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 15, 2016
Invoice 1602024
Upon Receipt

Ticket ID	Created By	Date	Time
001-00-037177	Kevin Eckley	2/15/2016	0.50 Hrs
	Brian Bonnell	2/15/2016	0.50 Hrs
			1.00 Hr

Description: IT call with Eric and Mike O'Brien at Freeborn and Peters

Resolution: Completed call to discuss MAS software and system configurations as well as data export options.

Amount Due This Invoice: $ 150.00

Invoice

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Valparaiso, IN 46385

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Gulf Packaging, Inc. (GPIS)
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 12, 2016
Invoice 1602035
Upon Receipt

Ticket ID	Created By	Date	Time
001-00-037169	Brian Bonnell	2/12/2016	0.50 Hrs
	Kevin Eckley	2/12/2016	0.50 Hrs
	Kevin Eckley	2/12/2016	0.50 Hrs
			1.50 Hr

Description: Termination of outside access and shutdown of GPI Servers

Resolution: Disabled firewall rules for all external access to GPI servers. Ensured final backup processes completed and shutdown servers to ensure data integrity

Amount Due This Invoice: $ 225.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

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Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 10, 2016
Invoice 1602031
Net 10 Days

Ticket ID	Created By	Date	Time	
001-00-037136	Kevin Eckley	2/10/2016	0.75	Hrs
	Brian Bonnell	2/10/2016	0.75	Hrs
			1.50	**Hr**

Description: Call with Trustee technical support personnel

Resolution: Completed call with Steven Konecny and David Thompson from EisnerAmper LLP regarding movement of virtual servers and data

Amount Due This Invoice: $ 225.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

Certified WBE Women's Business Enterprise
WBE #: 0000009849

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 10, 2016
Invoice 1602026
Net 10 Days

Ticket ID	Created By	Date	Time
001-00-037117	Kevin Eckley	2/8/2016	1.00 Hrs
	Brian Bonnell	2/8/2016	2.00 Hrs
	Kevin Eckley	2/9/2016	2.00 Hrs
			5.00 Hr

Description: Test Exports of GPI servers for benchmarking export times

Amount Due This Invoice: $ 750.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

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Gulf Packaging, Inc. (GPIS)
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 10, 2016
Invoice 1602024
Upon Receipt

Ticket ID	Created By	Date	Time
001-00-037138	Khris Beever	2/10/2016	1.00 Hrs

Description: User requested Xsys to review issues with printing at Dolton location.

Resolution: Reviewed virtual servers onsite and reviewed issues with FS01 server being off. Reviewed issues with Citrix Licensing issues. Applied licensing to servers and started FS01 server. Reviewed that server is applying updates and verified that server has completely booted. Advised Nicole to reboot and attempt printing. Nicole advised that there are still issues and network drives are not accessible. Reviewed further and found that AD04 is in hung state, rebooted server and advised user to complete final reboot. User advised that files are accessible and printing is working properly.

Amount Due This Invoice: $ 150.00

Notes:

Invoice

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Valparaiso, IN 46385

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 10, 2016
Invoice 1602011
Net 10 Days

Ticket ID	Created By	Date	Time
001-00-037043	Khris Beever	2/1/2016	1.50 Hrs

Description: User requested Xsys to assist Steve Anhalt with possible infection on computer related to opening strange email. Steve is doing AR for Gulf Packaging

Resolution: Reviewed issues with user and assisted with getting remote session started on computer. Once connected, reviewed system with user. Reviewed installed applications on computer and removed unneeded applications from system. Reviewed Windows startup items and disabled any unneeded. Reviewed and removed Task that are not needed from Task Manager. Purged temp files from computer. Downloaded and installed Malwarebytes on computer and ran full scan of system. Removed infected items and performed needed reboot. Reviewed system once reboot completed and verified with user that computer is working properly at this time.

Amount Due This Invoice: $ 225.00

Invoice

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 09, 2016
Invoice 1602038
Net 10 Days

Ticket ID	Created By	Date	Time	
Customer PO #: WIND DOWN				
001-00-037020	Kevin Eckley	1/29/2016	1.50	Hrs
	Kevin Eckley	1/27/2016	0.50	Hrs
	Brian Bonnell	1/29/2016	1.50	Hrs
	Kevin Eckley	1/29/2016	1.00	Hrs
	Kevin Eckley	2/1/2016	1.25	Hrs
	Brian Bonnell	2/1/2016	1.25	Hrs
	Kevin Eckley	2/2/2016	0.50	Hrs
			7.50	**Hr**

Description: Meeting to discuss GPI Data and configuration move
Resolution: Conference calls and work completed to determine support of the trustee

Amount Due This Invoice: $ 1,125.00

Invoice

653 Steele Drive
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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 09, 2016
Invoice 1602010
Net 10 Days

Ticket ID	Created By	Date	Time	
001-00-037105	Kevin Eckley	2/5/2016	1.00	Hrs
	Kevin Eckley	2/9/2016	1.00	Hrs
			2.00	**Hr**

Description: Offsite Data replication of GPI servers for February
Resolution: Monitored process to ensure offsite replication was functioning properly

Amount Due This Invoice: $ 300.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

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WBE #: 0000009849
Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: February 09, 2016
Invoice 1602009
Net 10 Days

Ticket ID	Created By	Date	Time
001-00-037120	Kevin Eckley	2/9/2016	1.00 Hrs
	Brian Bonnell	2/9/2016	2.00 Hrs
			3.00 Hr

Description: Counsel call to discuss data movement

Resolution: Discussion with Melissa & Kevin. Conf call with our attorneys. Documentation of the method if they are going to send someone in to get data.

Amount Due This Invoice: $ 450.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

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Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc. (GPIS)
1040 Maryland Avenue
Dolton, IL 60419

Date: February 06, 2016
Invoice 1602024
Net 10 Days

Ticket ID	Created By	Date	Time
001-00-037104	Kevin Eckley	1/1/2016	1.00 Hrs
	Kevin Eckley	1/8/2016	1.00 Hrs
	Kevin Eckley	1/15/2016	1.00 Hrs
	Kevin Eckley	1/22/2016	1.00 Hrs
	Kevin Eckley	1/29/2016	1.00 Hrs
			5.00 Hr

Description: Offsite Data replication of GPI servers for January
Resolution: Monitored process to ensure offsite replication was functioning properly

Amount Due This Invoice: $ 750.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
1040 Maryland Avenue
Dolton, IL 60419

Date: January 25, 2016
Invoice: 1602001
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

System Hosting February 1 – February 29, 2016

Amount Due This Invoice: $ 645.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Support Detail thru January 22, 2016

Date: January 22, 2016
Invoice: 1601064
Terms: Net 10 Days

Ticket ID	Created By	Date	Time
001-00-036970	Brian Bonnell	1/21/2016	1.25 Hrs

Description: Record " is missing from 'D:\Apps\....\SY_Workstation.M4T" while trying to open Mas200
Resolution: Identified users who reported the issue. Found the user key. Removed records associated with those user keys from SY_Workstation.

001-00-036470	Kevin Eckley	1/20/2016	3.75 Hrs

Description: Appasure replication interruption.
Resolution: Reset parameters, reset and started replication again required taking a new base image.

Amount Due This Invoice: $ 750.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc. (GPIS)
1040 Maryland Avenue
Dolton, IL 60419

Date: January 15, 2016
Invoice: 1601025
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

As per Attached Detail

Amount Due This Invoice: $ 1,425.00

Gulf Packaging, Inc.
Support Detail

001-00-036984 Kevin Eckley 1/2/2016 1.50 Hrs
Description: User reported exchange down.
Resolution: Reviewed exchange assessed licensing issues. Reset licensing, rebooted server and tested access. Notified users service was back up and operational.

001-00-036784 Kevin Eckley 1/4/2016 1.25 Hrs
Description: Steve Anhalt reported issues with faxing documents to email.
Resolution: Reviewed all services on MB01, CAS01 and HUB01 at GGL location. Started all stopped services. Moved all pending faxes, emails and notifications to outbox within CIC server. Verified pending items were processed properly

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001-00-036853 Khris Beever 1/11/2016 1.50 Hrs
Description: User contacted Xsys to review issues with wireless not working.
Resolution: Reviewed issues with user and assisted user with power cycle of wireless access point. Reviewed that access point has been offline since 15:15. Reviewed access point with user and reviewed servers. Found that AD02 server is not on. Attempted boot of AD02 and reviewed that Windows updates is failing and reverting back causing a loop of the system rebooting. Resolved issues with AD02 trying to perform updates and verified that server is up and functional. Reviewed that DHCP service is up and running and that wireless access point is now connected. Issues with wireless and DHCP have been resolved. Reviewed and verified that user is now able to connect to wireless at location.

001-00-036864 John Buffenbarger 1/10/2016 5.25 Hrs
Description: Year End - Fiscal Period Adjustment
Resolution: Year End - Fiscal Period Adjustment
Worked on ERP to prepare for year-end tax requirements and reporting.
Made the following changes to the Fiscal Year
Migrated data.
Adjusted Fiscal Year 2014 to a "8" Period Year - 11/1/2013 to 6/30/2014
Adjusted Fiscal Year 2015 to a "12" Period Year - 07/01/2014 to 06/30/2015
Adjusted Fiscal Year 2016 to a "12" Period Year - 07/01/2015 to 06/30/2016
Ran roll ups and maintenance to reset balances to the new fiscal calendars
Checked reset totals to match.

Invoice

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Support Detail thru December 30, 2015

Date: December 30, 2015
Invoice: 1512046
Terms: Net 10 Days

Ticket ID	Created By	Date	Time
001-00-036726	Patrick Burns	12/18/15	1.25 Hrs

Description: Fix Windows Activation issue on TS01
Resolution: Fixed Windows Activation issue on TS01

001-00-036749	John Buffenbarger	12/26/15	4.00 Hrs
	John Buffenbarger	12/27/15	8.00 Hrs
	John Buffenbarger	12/28/15	4.00 Hrs
			16.00 Hrs

Description: GPI - November 2015 - Accounts Receivable Collateral Roll Forward Review - $33,563.76 Variance
Resolution: Compared the October to the November A/R Aging Detail reports to locate the Variance.

- I was able to locate Invoice that had been dated with a November Invoice Date but were already posted in October.

- Invoices updated for December were on the aging report.

I had to write a Crystal Report to report the Monthly Sales as the Standard Report could not be used due to the issue were the Period Ends had been changed and then corrected.

001-00-036752	Khris Beever	12/29/15	3.50 Hrs
	Khris Beever	12/29/15	1.00 Hrs
			4.50 Hrs

Description: Ticket for resolving issues due to power outage on 12/28/2015 and power being restored on 12/29/2015
Resolution: Reviewed issues with users not being able to connect to internet, MAS, or email. Reviewed with user that location had lost power day previous. Review equipment with user and connected to Xenservers. Started needed servers and resolved issues with user to get access to internet, MAS and email corrected. Review issues with user not able to print. Corrected issues with virtual server not functioning properly. Reviewed and verified that users had access to printers and file shares. Reviewed issues with outbound calling and corrected issues. Reviewed and verified that users are up and functioning.

Amount Due This Invoice: $ 3,262.50

Invoice

653 Steele Drive
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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: December 29, 2015
Invoice: 1512096
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

December 18, 2015 – December 28, 2015

T.Bonnell	3.25 Hrs
K. Eckley	4.00 Hrs
	7.25 Hrs

Interacted with Dell to get warranty recertification on equipment for Gulf to allow for collection. Verified the materials and worked to get approved as Dell was not going to approve the transfer. Worked with each part to confirm acceptance and get documentation in place.

Amount Due This Invoice: $ 1,087.50

Invoice

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Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
1040 Maryland Avenue
Dolton, IL 60419

Date: December 18, 2015
Invoice: 1512051
Terms: Upon Receipt

Ticket ID	Created By	Date	Time
System Hosting	January 1 2016 through January 31, 2016		

Amount Due This Invoice: $ 645.00

Invoice

653 Steele Drive
Valparaiso, IN 46385

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Support Detail thru December 18, 2015

Date: December 18, 2015
Invoice: 1512050
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Weekly Budgetary Support Week of December 11, 2015 – December 17, 2015

001-00-036616	Brian Bonnell	12/14/2015	3.25 Hrs

Description: Weekly Reports for J. VanEtten - 12/14/2015
Resolution: Generated reports and submitted to client as requested.

001-00-036652	John Buffenbarger	12/12/2015	4.75 Hrs

Description: Roll forward reconciliation for discrepancy
Resolution: Worked on reconciliation of cash discrepancy for roll forward. Advised management about time it might take to complete it. Directed to submit as is and for recipient to determine if more time should be spent or if balance was material.

001-00-036716	Kevin Eckley	12/14/2015	1.75 Hrs
	Kevin Eckley	12/15/2015	3.50 Hrs
	Brian Bonnell	12/16/2015	2.25 Hrs
			7.50 Hrs

Description: Worked to wipe all information off of equipment relocated from Colocation.
Resolution: Cleared all data from servers and SANS. Second phase review to verify the removal of data

Amount Due This Invoice: $ 2,325.00

Invoice

653 Steele Drive
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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: December 15, 2015
Invoice: 1512815
Terms: Upon Receipt

Ticket ID	Created By	Date	Time
December 10-13, 2015	P.Burns	6.50 Hrs	
	P.Burns	4.25 Hrs	
		10.75 Hrs	

Archive of entire Systems including Sans and systems prior to sale.
Utilities to clear and confirm data wipe and information clean on all systems.

Amount Due This Invoice: $ 1,612.50

Invoice

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Hazelwood, MO 63042

Support Detail thru December 11, 2015

Date: December 11, 2015
Invoice: 1512012
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

As per Attached Detail

Weekly Budgetary Support Invoice December 4, 2015 – December 10, 2015

Amount Due This Invoice: $ 3,412.50

Gulf Packaging, Inc.
Support Detail

001-00-036576 Brian Bonnell 12/07/15 3.25 Hrs
Description: Weekly Reports for J. VanEtten - 12/7/2015
Resolution: Compiled reports and submitted to client for review.

001-00-036602 Brian Bonnell 12/05/15 1.75 Hrs
Kevin Eckley 12/06/15 2.00 Hrs
3.75 Hrs
Description: Service & Support print issues
Resolution: modified printer routing and removed devices no longer a part of the system

---

001-00-036627 John Buffenbarger 12/08/15 4.75 Hrs
Description: GPI - November 2015 Period End
Resolution: GPI - November 2015 Period End
- Printed the Month End Reports and provided to Joe Rabensteine
- Processed the Period End for AR, AP, IM, SO, and PO

001-00-036630 John Buffenbarger 12/08/15 3.25 Hrs
Description: GPI - BBC #170 as of November 30th, 2015 - Month End Report
Resolution: Produced and provided GPI - BBC #170 as of November 30th, 2015 - Month End Report

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001-00-036633 John Buffenbarger 12/08/15 4.50 Hrs
Description: GPI - November 2015 - Accounts Receivable Collateral Roll Forward
Resolution: Produced and provided GPI - November 2015 - Accounts Receivable Collateral Roll Forward

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001-00-036653 John Buffenbarger 12/10/15 3.25 Hrs
Description: GPI - BBC #171 as of December 10th, 2015
Resolution: Produced and Provided GPI - BBC #171 as of December 10th, 2015

Invoice

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Hazelwood, MO 63042

Support Detail thru December 4, 2015

Date: December 4, 2015
Invoice: 1512032
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

As per Attached Detail

Weekly Support Budget November 27, 2015 through December 3, 2015

Amount Due This Invoice: $ 1,987.50

Gulf Packaging, Inc.
Support Detail

001-00-036487 Brian Bonnell 11/30/2015 3.25 Hrs
Description: Weekly Reports for J. VanEtten - 11/30/2015
Resolution: Produced requested reports and provided to client via email.

001-00-036521	Brian Bonnell	11/28/2015	0.75 Hrs
	Kevin Eckley	11/28/2015	0.75 Hrs
	Brian Bonnell	11/29/2015	0.75 Hrs
	Kevin Eckley	12/01/2015	1.25 Hrs
			3.50 Hrs

Description: VOIP and SIP Trunking redeployment and usage analysis.
Resolution: Reviewed and tracked usage, put together metrics and needs on usage and DID and interacted With provider to get bill reduced and services without penalty.

001-00-036536	Kevin Eckley	11/30/2015	0.75 Hrs
	Patrick Burns	11/30/2015	0.25 Hrs
			1.00 Hrs

Description: Phones and Fax down
Resolution: Reviewed and assessed problems, could not find service. Contacted Comcast and determined Comcast bill had not been paid. Requested bill be paid so phone service coudl be restored.

001-00-036566 Dale Lambert 12/1/2015 1.50 Hrs
Description: Users reported that MAS was unusable and locking up.
Resolution: Restarted the service and the issue still occurred. Was unable to launch MAS. Restarted the server and the issue remained. Appisure was running, advised to pause the base image, issue resolved.

001-00-036577 Brian Bonnell 12/2/2015 0.75 Hrs
Description: Client reported being unable to invoice 3 serialized items from whse 310.
Resolution: Reviewed items. Found that two items appeared to be okay. The other item had no qty on hand. Entered the first two items into an Invoice batch without issue. Advised client to review. SO Invoice batch # 02791 in company code GPI.

001-00-036473 John Buffenbarger 12/3/2015 3.25 Hrs
Description: GPI - BBC #169 as of December 3, 2015
Resolution: Produced and provided GPI - BBC #169 as of December 3, 2015

Invoice

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Hazelwood, MO 63042

Support Detail thru November 25, 2015

Date: November 25, 2015
Invoice: 1511050
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

As per Attached Detail

Weekly Budget November 19, 2015 through November 26, 2015

Amount Due This Invoice: $ 2,587.50

Gulf Packaging
Support Detail

001-00-036425 Brian Bonnell 11/23/2015 3.50 Hrs
Description: Weekly Reports for J. VanEtten - 11/23/2015
Resolution: Processed reports and submitted to client via email.

001-00-036474	Kevin Eckley	11/25/2015	1.00 Hrs
	Dale Lambert	11/23/2015	0.75 Hrs
	Brian Bonnell	11/24/2015	1.50 Hrs
	Khris Beever	11/23/2015	0.50 Hrs
	Brian Bonnell	11/23/2015	1.50 Hrs
	Brian Bonnell	11/25/2015	0.75 Hrs
	Brian Bonnell	11/25/2015	1.00 Hrs
			7.00 Hrs

Description: Support and Services
Resolution: 2015.11.20 - Assisted users with printing issues post move
Fax issues from CIC server and at e-mails.
Change smarthost on server exchange server to use new addressing scheme.
Added exception in In profiles to allow emails from cicadmin@gulfpackaging.com and released all messages that were Held
2015.11.25 - Email issues reported by several Gulf users worked to resolve all issues.
Exported and isolated completed move as per hold.

001-00-036477 Brian Bonnell 11/23/2015 1.25 Hrs
Description: Service & Support
Resolution: Provided resolution to small issues from Mas access and report access along with Credit card relink

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001-00-036489 Patrick Burns 11/23/2015 0.50 Hrs
Description: Joe Rabbenstein needs the G: remapped
Resolution: Remapped the G: drive for Joe which fixed his accounting drive mapping access

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001-00-036507 Brian Bonnell 11/24/2015 1.50 Hrs
Description: User was unable to access Mas to perform bank reconciliation for GPI.
Resolution: Reviewed Mas and network securities. Reset mappings and securities.
Reviewed client's RDP connection and did not find an issue. Deleted and reset up RDP and Confirmed client was able to access the Terminal Server and Mas. Issue resolved.

001-00-036520 John Buffenbarger 11/25/2015 3.50 Hrs
Description: GPI - BBC #168 as of November 25th, 2015
Resolution: Produced and provided GPI - BBC #168 as of November 25th, 2015

Invoice

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Hazelwood, MO 63042

Support Detail thru November 20, 2015

Date: November 20, 2015
Invoice: 1511040
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

As per attached Detail

Weekly Budget November 13, 2015 through November 19, 2015

Amount Due This Invoice: $ 2,475.00

Gulf Packaging, Inc.
Support Detail

001-00-036357 Brian Bonnell 11/16/2015 3.50 Hrs
Description: Weekly Reports for J. VanEtten - 11/16/2015
Resolution: Processed reports and submitted to client via email.

001-00-036359 Brian Bonnell 11/14/2015 1.50 Hrs
Kevin Eckley 11/14/2015 1.25 Hrs
Dale Lambert 11/15/2015 1.50 Hrs
4.25 Hrs
Description: Preparation to relocate systems,
Resolution: Assessed and prepared for credit card processing, list of entitlements and identifications and Notifications or staff that currently access systems.

001-00-036403 John Buffenbarger 11/12/2015 3.25 Hrs
Description: BBC #166 as of November 12th, 2015

001-00-036434 John Buffenbarger 11/16/2015 2.25 Hrs
Description: GPI - Fiscal Periods
Resolution: Restored the GPI - Fiscal Periods to the 11/2/2015 settings.
- GPI Periods were changed on 11/2/2014 by user
- Restored periods, check balances for validation of reversal when rerunning to recalculate Bucket and opening blances

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001-00-036473 John Buffenbarger 11/19/2015 3.25 Hrs
Description: GPI - BBC #167 as of November 19th, 2015
Resolution: Produced and provided GPI - BBC #167 as of November 19th, 2015

Invoice

653 Steele Drive
Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
1100 Maryland Avenue
Dolton, IL 60419

Date: November 20, 2015
Invoice: 1510041
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Completion Invoice: 29.75 Hours

Colocation software relocation and re-provisioning

Deleted Export VM Files
Copied and reimported Exchange
Copied and set up new Mas GPIS Framework
Monitored completion
Brought up on line 10:00 am 11-19-15
Pointed external RDP and email traffic to Xsys' office. Created appropriate policies to allow external access withinfirewall. Completed internal testing of MAS and email. Opened access to external. Resolved issues with printing and email access.

Amount Due This Invoice: $ 4,462.50

Gulf Packaging, Inc.
Support Detail

001-00-035884	Brian Bonnell	9/26/2015	0.75 Hrs
	Kevin Eckley	10/01/2015	5.75 Hrs
			6.50 Hrs

Description: Telx at Colocation notification on a 17 hour electrical maintenance at site and what to expect.
TELX MAINTENANCE NOTIFICATION - INITIAL - MTST# 00313213 - CHI1.
Resolution: Reviewed A side and b side electrical support and reorganized electrical to b side and made Changes to prevent hard shut down during 17 hour and prepare for tolerance in the event of A spike or loss of both sides.

001-00-035897 Josh Houghland 9/28/2015 1.25 Hrs
Description: Users at Gulf reported that when printing, MAS would become nonresponsive.
Resolution: Cleared jobs and locks from Sage PDF Converter, restarted print spooler, issue resolved.

001-00-035898 Josh Houghland 9/28/2015 2.50 Hrs
Description: Running weekly requested reports for J. VanEtten.
Resolution: Ran reports, exported data to excel and PDF formats, provided data to the client.

001-00-035950 John Buffenbarger 10/1/2015 4.75 Hrs
Description: GPI - September 2015 - Month End
Resolution: GPI - September 2015 - Month End

- Reviewed and updated September Batches
- Made month end backup - GPI was copied to M01
- Printed and provided Month End Reports
- Processed September Module Close for AR, AP, IM, SO and PO

001-00-035951 John Buffenbarger 10/2/2015 3.25 Hrs
Description: GPI - BBC #159 as of September 30th, 2015 - Final Report for September 2015
Resolution: Produced and provided GPI - BBC #159 as of September 30th, 2015 - Final Report for September 2015

001-00-035952 John Buffenbarger 10/1/2015 3.00 Hrs
Description: GPI - September 2015 - Accounts Receivable Collateral Roll Forward
Resolution: Produced and provided GPI - September 2015 - Accounts Receivable Collateral Roll Forward

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Invoice

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Gulf Packaging, Inc.
1100 Maryland Avenue
Dolton, IL 60419

Date: November 20, 2015
Invoice: 1512019
Terms: December 1, 2015

Ticket ID	Created By	Date	Time

System Hosting Exchange/Mas Gulf Packaging, Inc. December 1, 2015 through December 31, 2015

Amount Due This Invoice: $ 645.00

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Invoice

653 Steele Drive
Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: November 12, 2015
Invoice: 1511029
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Re-location of software systems for Gulf Packaging Inc.

Disable External RDP and IPSEC Tunnels to the Colo.
Process and complete final replication and archive of the systems.
Import VHD's into XEN server at new host site.
Config IP Addressing to new VM's
Test and authenticate connectivity
Update External DNS for TS.Gulfpackaging.com and monitor re-population
Open appropriate RDP and new IP and new IP WAN if necessary
Notify users to test
Make final changes and release system access and software into production
Snapshot and archive colo prior to termination on site.

Total Projected Quote @ 65 Hours

Amount Due this Invoice: $ 9,750.00

Invoice

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Valparaiso, IN 46385

Phone: (219) 477-4816
Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: September 25, 2015
Invoice: 1509044
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Colocation Hosting Fees October 1, 2015 through October 31, 2015.

Amount Due This Invoice; $ 6,959.25

Invoice

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Fax: (219) 531-1411
Website: www.xsysinc.com

Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: September 18, 2015
Invoice: 1509045
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Weekly Support from 9-11-2015 through 9-17-2015

Amount Due this Invoice: $ 3,112.50

Gulf Packaging Inc.
Support Detail

001-00-035763	Brian Bonnell	9/15/2015	1.75 Hrs
	Khris Beever	9/15/2015	1.75 Hrs
	Patrick Burns	9/16/2015	1.25 Hrs
			4.75 Hrs

Description: Service & Support on Colo relocation process and plan
Resolution: Developed plan and hosting implications for the same

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001-00-035766 John Buffenbarger 9/11/2015 3.25 Hrs
Description: GPI - BBC #156 as of September 11th, 2015
Resolution: Produced and provided GPI - BBC #156 as of September 11th, 2015

001-00-035772	Josh Houghland	9/11/2015	0.50 Hrs
	Josh Houghland	9/15/2015	0.75 Hrs
	Josh Houghland	9/17/2015	0.25 Hrs
			1.50 Hrs

Description: MAS becoming nonresponsive when printing.
Resolution: Cleared errors. Issue resolved.

001-00-035775 Patrick Burns 9/14/2015 2.50 Hrs
Description: Equallogic firmware updates from 6.x to 7.x
Resolution: Per Dell support's recommendation to resolve the battery controller errors I upgraded the firmware from 6.0.11 to the first release of version 7. So far the battery controller alerts are gone but will monitor because they often clear temporarily after a reboot.

001-00-035778 Josh Houghland 9/14/2015 3.25 Hrs
Description: Running requested custom reports for J. VanEtten.
Resolution: Ran reports, exported data to PDF and Excel formats, provided information to client.

001-00-035791 Khris Beever 9/14/2015 0.25 Hrs
Description: Jeff Cutshall needed access to Humble MICR Check.
Resolution: Reviewed printers current security settings. Added Jeff Cutshall to printers security group. Advised that request has been completed and that user would need to logoff and back on to see changes.

001-00-035800 John Buffenbarger 9/16/2015 0.50 Hrs
Description: Invoice: PH05723 - Liberty Lumber
Resolution: Invoice: PH05723 - Liberty Lumber
Responded to Maggie inquiry regarding Invoice PH05723.
Provide a copy of the original Invoice

001-00-035804 Patrick Burns 9/16/2015 0.25 Hrs
Description: Email forward for mrutherford
Resolution: Set up email forward for mrutherford

001-00-035822 John Buffenbarger 9/18/2015 3.25 Hrs
Description: GPI - BBC #157 as of September 18th, 2015
Resolution: Produced and provided GPI - BBC #157 as of September 18th, 2015

Gulf Packaging Inc.
Support Detail

001-00-035825 Brian Bonnell 9/14/2015 1.25 Hrs
Description: Client requested training on processing of AP checks.
Resolution: Trained client via telephone on process to enter AP Invoices, Select Invoices for Payment and Print checks.

Invoice

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Date: September 17, 2015
Invoice: 1509040
Terms: Upon Receipt

Ticket ID	Created By	Date	Time

SIP Trunking and VOIP Provider Line Fees 4th Quarter 2015

Amount Due this Invoice: $ 2,735.85

Gulf Packaging, Inc.
Support Detail

001-00-034082 Brian Bonnell 8/9/2015 1.25 Hrs
Description: Seattle & Portland Data - Part 2
Resolution: Inventory reporting and parsing of inventory class.

001-00-035380 Khris Beever 8/5/2015 1.25 Hrs
Description: Mike Lively requested Xsys to review issues with Outlook security certificate showing.
Resolution: Reviewed issues with user and advised that user would need to contact Joe Fleck to review for issues.

001-00-035432 Josh Houghland 8/10/2015 3.50 Hrs
Description: Running weekly reports for J. VanEtten.
Resolution: Ran reports, exported data to excel and PDF, provided files to client.

001-00-035439	Josh Houghland	8/10/2015	0.25 Hrs
	Dale Lambert	8/10/2015	0.25 Hrs
	Josh Houghland	8/11/2015	0.50 Hrs
	Dale Lambert	8/11/2015	1.25 Hrs
	Josh Houghland	8/12/2015	1.25 Hrs
	Josh Houghland	8/13/2015	0.25 Hrs
			3.75 Hrs

Description: Users for GPI advised that MAS would become nonresponsive when attempting to print.
Resolution: Cleared jobs and locks folders from the Sage PDF Converter, restarted print spooler, force logged off any disconnected users, issue resolved.

001-00-035466	Dale Lambert	8/12/2015	0.25 Hrs
	Dale Lambert	8/13/2015	3.00 Hrs
	Brian Bonnell	8/12/2015	0.75 Hrs
			4.00 Hrs

Description: Slow Moving Inventory Report.
Resolution: Provided a listing of Vendors with receipt dates for slow moving inventory items.

001-00-035471 Patrick Burns 8/13/2015 0.25 Hrs
Description: Houston printer changed and additional email forward
Resolution: Made the requested printer IP address change and set up the email forward

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001-00-035482 John Buffenbarger 8/13/2015 3.25 Hrs
Description: GPI - BBC #151 as of Thursday August 13th, 2015
Resolution: Produced and provided GPI - BBC #151 as of Thursday August 13th, 2015

001-00-035485 Brian Bonnell 8/12/2015 1.50 Hrs
Description: B. Lange requested stock status reports for the AZ & LA warehouse codes in GPI. (200 & 250)
Resolution: Ran reports, exported to Excel and provided to client via email.

Invoice

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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Support Detail thru September 11, 2015

Date: September 11, 2015
Invoice: 1509009
Terms: Net 10 Days

Ticket ID	Created By	Date	Time

Weekly Budgeted Support Invoice 9/4/2015 – 9/10/2015

Amount Due This Invoice: $ 3,637.50

Gulf Packaging, Inc.
Support Detail

001-00-035686 Patrick Burns 9/2/2015 0.75 Hrs
Description: Greg cannot connect to Gulf's terminal server
Resolution: Worked with Greg over a remote session to troubleshoot the connection issue. Found that it only happened when connecting from his Mac. Greg said there was an update recently to the MS RDP client for Mac which is likely the problem.

001-00-035702	Brian Bonnell	9/5/2015	1.25 Hrs
	Kevin Eckley	9/5/2015	1.25 Hrs
	Patrick Burns	9/5/2015	0.75 Hrs
			3.25 Hrs

Description: Service & Support
Resolution: Met to develop list of items for CRO to consider for October 1 sale and move. Attempted to detail and secure an agreement for the sale to identify the implications to move. Sent on questions and information to GPI.

001-00-035706 Josh Houghland 9/4/2015 1.25 Hrs
Description: Users at Gulf reported that when printing MAS would become nonresponsive and they would be unable to proceed.
Resolution: Removed jobs and locks folder from the Sage PDF Converter, restarted print spooler, logged off affected users, advised them to log back in and attempt printing, issue resolved.

001-00-035710 John Buffenbarger 9/4/2015 3.25 Hrs
Description: GPI - BBC #154 as of August 31st, 2015 - Not the final report for August
Resolution: Produced and provided - GPI - BBC #154 as of August 31st, 2015 - Not the final report for August

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001-00-035719 Josh Houghland 9/8/2015 3.25 Hrs
Description: Running requested weekly reports for J. VanEtten in GPI.
Resolution: Ran reports, exported data to PDF and Excel formats, provided information to client.

001-00-035726	Josh Houghland	9/8/2015	0.25 Hrs
	Josh Houghland	9/9/2015	0.25 Hrs
	Josh Houghland	9/10/2015	0.50 Hrs
			1.00 Hrs

Description: Users at Gulf reported that MAS was becoming nonresponsive when printing.
Resolution: Cleared the jobs and locks from the Sage PDF Converter, restarted the print spooler, issue resolved.

001-00-035727 John Buffenbarger 9/8/2015 5.25 Hrs
Description: GPI - August Month End
Resolution: GPI - August Month End

Gulf Packaging, Inc.
Support Detail

I confirmed all the updates and updated required transactions (General Ledger Detail) and closed August for the following modules:
AR
AP
SO
PO
IM

The month end reports are located in the G:\Gulf Packaging Inc\GPI - July 2015 Month End Reports directory.

Additional required report can be printed from the month end backup company "M01"

001-00-035731 John Buffenbarger 9/9/2015 3.25 Hrs
Description: GPI - BBC #155 as of August 31st, 2015 - Final Report for August
Resolution: Produced and provided GPI - BBC #155 as of August 31st, 2015 - Final Report for August

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001-00-035732 John Buffenbarger 9/9/2015 2.25 Hrs
Description: GPI - August 2015 - Accounts Receivable Collateral Roll Forward
Resolution: Produced and provided GPI - August 2015 - Accounts Receivable Collateral Roll Forward

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001-00-035751 Josh Houghland 9/10/2015 0.25 Hrs
Description: C. McCumber requested access to Cash Receipts Entry in GPI and GGL.
Resolution: Per M. Fleck's approval, access was given.

Invoice

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4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

Support Week Ending May 1, 2015

Date: May 1, 2015
Invoice: 1505015
Terms: Net 5 days

Ticket ID	Created By	Date	Time

As per Attached Detail

Amount Due This Invoice: $ 4,138.50

Gulf Packaging Inc.
Support Detail May 1, 2015

001-00-034125 Patrick Burns 4/30/2015 2.50 Hrs
Description: Ran utilities on drive to take care of sector alarm issue.
Resolution: Solved alarm issue.

001-00-034179 Brian Bonnell, J. Houghland 4/29/2015- 4/30/2015 18.75 **Hrs**
Description: Data analysis and reporting requests post filing for notifications and reports for courts
Resolution: Inventory Analysis, Inventory quantification, A/R, vendor Consolidation. Vendor listing ACME Analysis. Wrote reports, extracts and data dumps.

001-00-034224 Kevin Eckley 4/30/2015 6.50 Hrs
Description: VOIP separation from GPI.
Resolution: Disabled phone access and VOIP integration for Gulf Packaging Inc for directive integration.

001-00-034230 Josh Houghland 4/30/2015 0.50 Hrs
Description: S. Anhalt requested payroll access in order to process payroll for Sacramento.
Resolution: Per J. Buffenbarger's approval, access was given.

001-00-034182 Josh Houghland 4/30/2015 4.25 Hrs
Description: Credit card transaction issues for Gulf Packaging to take credit card payments stating, "Invalid Code Length. Credit Card CVV2 Number must be 4 characters in length." T. Valdes advised that the validation code was only 3 characters.
Resolution: Reviewed credit card payment types in MAS, found that the validation code length was set to four, changed the code to a length of 3, verified operations.

001-00-034204 Patrick Burns 4/30/2015 2.00 Hrs
Description: Reconfigure Access for Gulf Packaging Inc relative to errors on termination of sites from the Network Map.
Resolution: Disabled remote access and reconfigured routing for Gulf Packaging Inc. as sites are removed.

001-02-034233 Josh Houghland 4/30/2015 0.25 Hrs
Patrick Burns 4/30/2015 4.25 Hrs
Kevin Eckley 4/30/2015 2.25 Hrs
6.75 Hrs
Description: Worked on documenting plant equipment and fixed asset valuation of IT and recollection of IT Owned by Gulf Packaging, Inc.

001-02-034204 Kevin Eckley 4/30/2015 5.25 Hrs
Description: Gulf Packaging, Inc. Main IT plant. Processed operating systems updates SUS month end for patches and updates.
Resolution: Applied updates and patches, fixed conflicts.