

### 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
<b>TOTAL:</b>		<b>\$62,006.10</b>



653 Steele Drive  
Valparaiso, IN 46385

## Invoice



Phone: (219) 477-4816  
Fax: (219) 531-1411  
Website: [www.xsysinc.com](http://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
			<b>1.00 Hr</b>

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



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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
			<b>1.50 Hr</b>

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



653 Steele Drive  
Valparaiso, IN 46385

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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
			<b>1.50 Hr</b>

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



653 Steele Drive  
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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

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

Description: Test Exports of GPI servers for benchmarking export times

Amount Due This Invoice: \$ 750.00



**653 Steele Drive  
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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
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001-00-037138	Khris Beever	2/10/2016	1.00 Hrs
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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:**



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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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



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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
Customer PO #: WIND DOWN			
<b>001-00-037020</b>	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
			<b>7.50 Hr</b>

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





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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

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

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



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

**Date:** February 09, 2016  
**Invoice** 1602009  
Net 10 Days

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

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



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

**Date:** February 06, 2016  
**Invoice** 1602024  
Net 10 Days

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
<b>001-00-037104</b>	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
			<b>5.00 Hr</b>

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](http://www.xsysinc.com)

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

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

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Ticket ID	Created By	Date	Time
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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](http://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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
<b>001-00-036970</b>	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.			
<b>001-00-036470</b>	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

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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
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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.

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**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.

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**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.

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## 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
			<b>16.00 Hrs</b>

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
			<b>4.50 Hrs</b>

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

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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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December 18, 2015 – December 28, 2015

T.Bonnell	3.25 Hrs
K. Eckley	4.00 Hrs
	<b>7.25 Hrs</b>

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

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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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System Hosting	January 1 2016 through January 31, 2016		
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Amount Due This Invoice: \$ 645.00



## Invoice

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

<b>001-00-036616</b>	Brian Bonnell	12/14/2015	3.25 Hrs
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Description: Weekly Reports for J. VanEtten - 12/14/2015

Resolution: Generated reports and submitted to client as requested.

<b>001-00-036652</b>	John Buffenbarger	12/12/2015	4.75 Hrs
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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.

<b>001-00-036716</b>	Kevin Eckley	12/14/2015	1.75 Hrs
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	Kevin Eckley	12/15/2015	3.50 Hrs
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	Brian Bonnell	12/16/2015	2.25 Hrs
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**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

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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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.

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**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

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**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

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**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

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Hazelwood, MO 63042

**Support Detail thru December 4, 2015**

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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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.

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**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.

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**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 could be restored.

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**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.

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**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.

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**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

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## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

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

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

**Support Detail thru November 25, 2015**

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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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.

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<b>001-00-036474</b>	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
			<b>7.00 Hrs</b>

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

**Support Detail thru November 20, 2015**

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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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

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**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 balances

---

**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

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## Invoice

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Website: [www.xsysinc.com](http://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
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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 within firewall. 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**

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

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.

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<b>001-00-035897</b>	Josh Houghland	9/28/2015	1.25 Hrs
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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.

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<b>001-00-035898</b>	Josh Houghland	9/28/2015	2.50 Hrs
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Description: Running weekly requested reports for J. VanEtten.

Resolution: Ran reports, exported data to excel and PDF formats, provided data to the client.

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<b>001-00-035950</b>	John Buffenbarger	10/1/2015	4.75 Hrs
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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

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<b>001-00-035951</b>	John Buffenbarger	10/2/2015	3.25 Hrs
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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

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<b>001-00-035952</b>	John Buffenbarger	10/1/2015	3.00 Hrs
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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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System Hosting Exchange/Mas Gulf Packaging, Inc. December 1, 2015 through December 31, 2015

Amount Due This Invoice: \$ 645.00

d



## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

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

Amount Due This Invoice; \$ 6,959.25



## Invoice

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Website: [www.xsysinc.com](http://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
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Weekly Support from 9-11-2015 through 9-17-2015

Amount Due this Invoice: \$ 3,112.50

**Gulf Packaging Inc.  
Support Detail**

<b>001-00-035763</b>	Brian Bonnell	9/15/2015	1.75 Hrs
	Khrris Beever	9/15/2015	1.75 Hrs
	Patrick Burns	9/16/2015	1.25 Hrs
			<b>4.75 Hrs</b>

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

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<b>001-00-035766</b>	John Buffenbarger	9/11/2015	3.25 Hrs
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Description: GPI - BBC #156 as of September 11th, 2015

Resolution: Produced and provided GPI - BBC #156 as of September 11th, 2015

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

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

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<b>001-00-035775</b>	Patrick Burns	9/14/2015	2.50 Hrs
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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.

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<b>001-00-035778</b>	Josh Houghland	9/14/2015	3.25 Hrs
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Description: Running requested custom reports for J. VanEtten.

Resolution: Ran reports, exported data to PDF and Excel formats, provided information to client.

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<b>001-00-035791</b>	Khrris Beever	9/14/2015	0.25 Hrs
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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.

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<b>001-00-035800</b>	John Buffenbarger	9/16/2015	0.50 Hrs
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Description: Invoice: PH05723 - Liberty Lumber

Resolution: Invoice: PH05723 - Liberty Lumber  
Responded to Maggie inquiry regarding Invoice PH05723.  
Provide a copy of the original Invoice

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<b>001-00-035804</b>	Patrick Burns	9/16/2015	0.25 Hrs
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Description: Email forward for mrutherford

Resolution: Set up email forward for mrutherford

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<b>001-00-035822</b>	John Buffenbarger	9/18/2015	3.25 Hrs
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Description: GPI - BBC #157 as of September 18th, 2015

Resolution: Produced and provided GPI - BBC #157 as of September 18th, 2015

Page 1

**Gulf Packaging Inc.**  
**Support Detail**

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**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
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SIP Trunking and VOIP Provider Line Fees 4<sup>th</sup> 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** Khrris 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

**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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Hazelwood, MO 63042

**Support Detail thru September 11, 2015**

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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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

---

**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"

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<b>001-00-035731</b>	John Buffenbarger	9/9/2015	3.25 Hrs
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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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<b>001-00-035732</b>	John Buffenbarger	9/9/2015	2.25 Hrs
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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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<b>001-00-035751</b>	Josh Houghland	9/10/2015	0.25 Hrs
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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

<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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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.