

INVOICE

TimeKeeping Systems, Inc.
 30700 Bainbridge Road
 Suite H
 Solon, Ohio 44139
 Ph: 216-595-0890
 Fax: 216-595-0991
 Tax ID: 34-1530120

INVOICE NO	PAGE
377162	1

INVOICE DATE
12/8/2021

BILL TO: Collin County Auditor
 2300 Bloomdale Rd Ste 3100
 Attn: Accounts Payable
 McKinney, TX 75071
 USA

SHIP TO: Collin County Detention Facility
 4300 Community Ave
 Attn: Lt. Stephen Smart
 McKinney, TX 75071
 USA

ORDER NO	ORDER DATE	CUSTOMER NO	LOC	SALES REP	TERMS
1144826	12/7/2021	COL060	TKS	MW	Net 30 Days

CUSTOMER PO NUMBER	JOB NUMBER	SHIP VIA	FOB
RMA #63330		UPS Ground	

ITEM NUMBER DESCRIPTION	QTY ORDERED	QTY SHIPPED/RETURNED QTY BACKORDERED	UNIT PRICE	UOM DISC%	EXTENDED PRICE
MISC-REPAIR Repair and Evaluation - Other IP Downloader - 3900121B	1.0000	1.0000 0.0000	0.000	EA 0.00	0.00
MISC-REPAIR PIPE Out of Warranty Repair PIPE II - A183F2	1.0000	1.0000 0.0000	125.000	EA 0.00	125.00
MISC-REPAIR Could Not Duplicate Problem PIPE II - A17C29	1.0000	1.0000 0.0000	0.000	EA 0.00	0.00
MISC-REPAIR Repair and Evaluation - Other IP Downloader - 39001225	1.0000	1.0000 0.0000	0.000	EA 0.00	0.00
MISC-REPAIR Repair and Evaluation - Other IP Downloader - 3900121A	1.0000	1.0000 0.0000	0.000	EA 0.00	0.00

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TOTAL AMOUNT	125.00		
MISC CHARGES	0.00		
SHIPPING	0.00		
SALES TAX	0.00		
TOTAL INVOICE	125.00	USD	

Shipped on: 12/08/2021
 Tracking#: 1Z30F57Y0355591748
 Service: UPS Ground
 Total Weight: 3.9
 Number of Packages: 1
 Billing Option: Prepaid
 End Shipment(s)

THIS IS THE ONLY INVOICE YOU WILL RECEIVE. PLEASE ADVISE US IMMEDIATELY IF YOU RECEIVED THIS IN ERROR.

All sales are subject to TimeKeeping Systems' Terms and Conditions of Sale, available at www.guard1.com/about/privacy-policy/#terms-and-conditions-of-sale



Protecting lives
and reputations

TimeKeeping Systems, Inc.
30700 Bainbridge Road
Solon, Ohio 44139
Phone 216-595-0890
Fax 216-595-0991

Evaluation Results for RMA #63330

Tuesday, December 07, 2021

Collin County Detention Facility
4300 Community Ave
Attn: Stephen Smart
McKinney, TX 75071

Here are the results for the equipment you returned to us:

Item	Status	Notes
PIPE II - A183F2	Repaired	Replaced the battery, grip and reprogrammed the PIPE.
IP Downloader - 3900121B	Repaired	Replaced the clock battery. IP DL is up to date.
IP Downloader - 3900121A	Repaired	Replaced the clock battery. IP DL is up to date.
IP Downloader - 39001225	Repaired	Replaced the clock battery. IP DL is up to date.
PIPE II - A17C29	Returned	We could not duplicate the problem you reported. The unit functions normally.

Thank you for choosing Guard1!

The TimeKeeping Systems Support Team



Collin County Detention Facility
 4300 Community Ave.
 McKinney, TX 75071

PURCHASE ORDER

Date	P.O. No.
12/16/2021	418

Vendor	Equipment
TimeKeeping Systems	Collin County Detention Facility 4300 Community Ave. McKinney, TX 75071

PAID
12/16/2021

INMATE COMMISSARY
Seperate Account from Collin County
Government

E-mail
 commissary@collincountytx.gov

Item	Description	Qty	Rate	Amount
TimeKeep-R...	Repairs Made to downloader / pipe	1	125.00	125.00

Please send invoices to:
 Commissary@collincountytx.gov or
 4300 Community Ave., McKinney, Texas 75071

Total \$125.00

Katie Elder

From: TimeKeeping Systems Support <support@guard1.com>
Sent: Wednesday, December 8, 2021 6:17 AM
To: Stephen A. Smart
Subject: Your RMA #63330 at TimeKeeping Systems

***** WARNING: External Email. Do not click links or open attachments that are unsafe. *****

Dear Customer:

We shipped RMA #63330 to you today.

Shipped via: Ground
Repair charges: \$125.00

Item	Cost	Action	Repair Description
-----		-----	-----
-		-----	
PIPE II - A17C29		Returned	Could Not Duplicate Problem
\$ 0.00			
IP Downloader - 39001225		Repaired	Repair and Evaluation - Other
\$ 0.00			
IP Downloader - 3900121A		Repaired	Repair and Evaluation - Other
\$ 0.00			
IP Downloader - 3900121B		Repaired	Repair and Evaluation - Other
\$ 0.00			
PIPE II - A183F2		Repaired	PIPE Out of Warranty Repair
\$125.00			

Thank you for choosing Guard1!

The Customer Support Team
TimeKeeping Systems, Inc.

30700 Bainbridge Road
Solon, Ohio 44139

216-595-0695 (tech support)
216-595-0890 (main number)
216-595-0991 (fax)

Katie Elder

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-		-----	
PIPE II - A17C29		Returned	Could Not Duplicate Problem
\$ 0.00			
IP Downloader - 39001225		Repaired	Repair and Evaluation - Other
\$ 0.00			
IP Downloader - 3900121A		Repaired	Repair and Evaluation - Other
\$ 0.00			
IP Downloader - 3900121B		Repaired	Repair and Evaluation - Other
\$ 0.00			
PIPE II - A183F2		Repaired	PIPE Out of Warranty Repair
\$125.00			

Thank you for choosing Guard1!

The Customer Support Team
TimeKeeping Systems, Inc.

30700 Bainbridge Road
Solon, Ohio 44139

216-595-0695 (tech support)
216-595-0890 (main number)
216-595-0991 (fax)

Christopher Perepiczka

From: Christopher Perepiczka
Sent: Wednesday, December 22, 2021 9:05 AM
To: Linda Riggs; Michelle Charnoski
Cc: Katie Elder
Subject: Purchase Order - Detention - Commissary
Attachments: Purchase Order - Detention - Commissary.pdf

An audit of the outstanding detention purchase orders involving commissary funds was completed approximately two weeks ago. During this audit, one outstanding purchase order involving commissary funds was not located. This purchase order involved the TimeKeeping system that was mailed to the company in November, 2021 and returned after the audit with an outstanding purchase order.

I have attached the documents describing this outstanding purchase order and how it was missed during the audit for outstanding commissary purchases.

Can you please provide information on how we are to proceed with this remaining purchase order?

Respectfully

C. Perepiczka



Christopher Perepiczka,
Commander
Detention Operations
Collin County Sheriff's Office
4300 Community Ave.
McKinney, TX 75071
972.547.5200 Main
972.547.5216 Direct
cperepiczka@collincountytx.gov



OFFICE OF THE SHERIFF
COLLIN COUNTY, TEXAS

JIM SKINNER, SHERIFF

Date: December 20, 2021
To: Commander Chris Perepiczka
From: Lieutenant Stephen Smart *SS*
RE: Process for TimeKeeping Return Merchandise

On November 5, 2021 at approximately 1206 hrs. I received a return merchandise authorization from TimeKeeping Systems to return several items that I was not sure would be covered under warranty or not as the items were not functional. As I normally do, I did not enter the purchase order into QuickBooks at this time because most items are in fact covered under warranty and repaired at no cost.

On December 15, 2021 I received a phone call from Christie Sifuentes in Purchasing advising that an invoice had been sent to their office with regards to a return merchandise prior authorization that had been sent to them from TimeKeeping for me. I asked her to send the invoice to me so that I could take a look. I learned that this was regarding a RMA that I had sent to them on November 5, 2021.

On December 16, 2021 I received the items back from TimeKeeping Systems and all but one item was repaired at no cost. At this time I entered a P.O. into QuickBooks because there was a \$125.00 charge to repair one of the items.

Because of the time delay, this one outstanding P.O. was missed when the auditing of the QuickBooks was completed.

I respectfully ask for your approval to pay this final invoice from this vendor in order to stay in good standings with them.

Stephen A. Smart

From: Mike Mulqueen <support@guard1.com>
Sent: Friday, November 5, 2021 12:06 PM
To: Stephen A. Smart
Subject: Your RMA Request
Attachments: RMA #63330 - Information Form, Stephen Smart, Collin County Detention Facility.doc

***** WARNING: External Email. Do not click links or open attachments that are unsafe. *****

Stephen -

Your Return Merchandise Authorization instructions are attached.

Please read thoroughly, then print Page 1 and fill it out. Place a copy of the completed page in the box with the item(s) you are returning.

To request additional RMAs please use the following link:

<https://www.guard1.com/support/rma/>

Thanks for choosing Guard1!

Regards,
Mike Mulqueen
Customer Support Team

GUARD1 by TimeKeeping Systems

30700 Bainbridge Road
Solon, Ohio 44139
Phone 216-595-0890
Fax 216-595-0991
support@guard1.com