

AGENDA
VILLAGE OF ROUND LAKE
COMMITTEE OF THE WHOLE MEETING
October 20, 2014
442 N. Cedar Lake Road
To Follow the Regular Board Meeting
The Regular Board Meeting is 7:00 P.M.

CALL TO ORDER

1. ROLL CALL

2. APPROVAL OF MINUTES

2.1 Approve the Minutes of the Committee of the Whole Meeting of October 6, 2014

3. PUBLIC COMMENT

4. COMMITTEE OF THE WHOLE

- Community Development
- Human Resources and Finance
 - Harris/MSI Software Maintenance Invoice
- Public Works, Facilities and Capital Assets, and Engineering
 - Truck 54 Turbo Charger Replacement
- Special Events
 - Tree Lighting
- Building and Zoning
- Police
- Administration
 - 545 W. Railroad Avenue Facility

5. SUGGESTED NEW TOPICS

6. EXECUTIVE SESSION

7. ADJOURN

DRAFT

MINUTES
VILLAGE OF ROUND LAKE
COMMITTEE OF THE WHOLE MEETING
October 6, 2014
442 N. Cedar Lake Road
To Follow the Regular Board Meeting
The Regular Board Meeting is 7:00 P.M.

CALL TO ORDER

THE COMMITTEE OF THE WHOLE MEETING OF THE VILLAGE OF ROUND LAKE WAS CALLED TO ORDER BY DAN MACGILLIS, VILLAGE PRESIDENT AT 7:35 P.M

1. ROLL CALL

Present: Trustees Kraly, Newby, Simoncelli, Triphahn
Absent: Trustees Frye, Wicinski

2. APPROVAL OF MINUTES

- 2.1 Approve the Minutes of the Committee of the Whole Meeting of September 15, 2014
Trustee Triphahn moved, Seconded by Trustee Newby to approve the Minutes of the Committee of the Whole Meeting of September 15, 2014. Upon a unanimous voice vote; the Mayor declared the motion carried

3. PUBLIC COMMENT
NONE

4. COMMITTEE OF THE WHOLE

- Community Development
- Human Resources and Finance
- Public Works, Facilities and Capital Assets, and Engineering
 - Tree Replacement Project Update
Public Works Director Ron Kroop gave a presentation regarding the Parkway Tree Replacement Program stating the results of Phase I and then what the Phase II efforts would be including possibly having some trees chemically treated instead. When asked by the Mayor how many trees are available to be treated PWD Kroop was unsure but it could be possibly 250. He also stated that with that many trees it could be as high as \$30k per treatment, with the trees needing several treatments over the years. He also suggested doing the larger trees in the Downtown area of the Village instead. All of which would need to be done by someone licensed to apply the treatments. The Mayor stated it is something that could be looked at and asked for a proposal by December in order to evaluate
 - Hot Box
Trustee Newby discussed the need to purchase a 2- Ton Trailer Mounted Hot Box to help address pot holes and other distresses in the Village, especially during the winter months. The item had been budgeted at \$17K but came in over budget at \$19,880. PWD Kroop stated the difference between the budgeted amount and the offered price would be taken from Regular Salaries as the Street Foreman Position remains vacant.

The Mayor cautioned PWD Kroop not to use that account as a slush fund due to the fact the position is still vacant.

Mayor MacGillis and the board agreed to move forward on this and bring it to the next Regular board meeting

○ Long Lake Road (East Half) Improvements

PWD Kroop stated that the East Half of Long Lake Road is Eligible to receive STP (Surface Transportation Program) funding through the Lake County Council of Mayors (LCCOM). The program requires a 30% local funding match. LCCOM will pay for construction of the improvement (administered by IDOT) and then request the 30% reimbursement from the Village. This will complete Long Lake Drive from Sunset to Fairfield Road.

Mayor MacGillis and the board agreed to move forward on this and bring it to the next Regular board meeting

- Special Events
- Building and Zoning
- Police
- Administration

5. SUGGESTED NEW TOPICS

6. EXECUTIVE SESSION

- 6.1 Motion by Trustee Newby, Seconded by Trustee Simoncelli, to Move to Executive Session to Discuss Collective Negotiating Matters Between the Village and Metropolitan Alliance of Police (MAP) 444 and 459 Pursuant to Section 2(c)(2) of the Illinois Open Meetings Act

The Committee of the Whole Meeting Recessed to Executive Session at 8:06 P.M.

The Board rejoined the Committee of the Whole meeting at 8:30 P.M.

ROLL CALL

Present: Trustees Kraly, Newby, Simoncelli, Triphahn

Absent: Trustees Frye, Wicinski

7. ADJOURN

Motion by Trustee Triphahn, Seconded by Trustee Simoncelli to adjourn the Committee of the Whole meeting at 8:30 P.M. Upon a unanimous voice vote, the Mayor declared the motion carried.

APPROVED:

Patricia C. Blauvelt
Village Clerk

Daniel MacGillis
Village President



VILLAGE OF ROUND LAKE

AGENDA ITEM SUMMARY

TITLE: HARRIS/MSI SOFTWARE MAINTENANCE INVOICE

Agenda Item No. COTW

Executive Summary

Annually the village receives a Harris/MSI maintenance invoice for software applications that the village purchased for use. The annual maintenance charges includes normal support from MSI representatives for the existing modules the village has purchased. Most descriptions/applications on the invoice are self explanatory. The following items include additional clarification for the maintenance charges.

Runtime is a third party product and is needed to run the MSI software applications across the village network. It assists the MSI programs in getting print jobs to the printer, having the programs shared across the network, and other such uses. The maintenance fee is included in case there is an error that develops between the MSI programs and the Runtime functioning on the network.

The laser gun maintenance is to be sure when a bar code (cash register) is read by the gun; it registers correctly in the MSI software. It is not maintenance on the laser gun itself, should the gun break or wears out for any reason, there would be a charge for a new laser gun.

Attached is a draft resolution, the Harris/MSI invoice, current maintenance costs versus the previous year, and a Software Support Maintenance Guidelines document. The 2013 guidelines are the same for the current year.

Recommended Action

Adopt a Resolution for the Continued Participation with Harris/MSI for Software at a Cost of \$11,016.73.

Committee: Human Resources & Finance		Meeting Date: October 20, 2014	
Lead Department: Administration		Presenter: Shane Johnson/Steve Shields	
Item Budgeted: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A			
If amount requested is over budget, a detailed explanation of what account(s) the overage will be charged to will be provided in the Executive Summary or attached detail.			
Account(s)	Budget	Expenditure	
01-20-91-99107	\$61,264.00	\$0.00	
Item Requested	\$8,371.00	\$8,262.55	
Y-T-D Actual		\$9,362.33	
Amount Encumbered		\$0.00	
Total	\$69,635.00	\$17,624.88	
50-60-91-99107	\$12,209.00	\$0.00	
Item Requested	\$2,791.00	\$2,754.18	
Y-T-D Actual		\$1,416.93	
Amount Encumbered		\$0.00	
Total	\$15,000.00	\$4,171.11	
Grand Total	\$84,635.00	\$21,795.99	
Request is over/under budget:			
Under		\$62,839.01	
Over		-	

Resolution 14-R-__

A Resolution Authorizing Continued Participation with Harris/MSI for Software Support

WHEREAS, the Village of Round Lake uses Harris/MSI financial software for its daily operations; and

WHEREAS, Harris/MSI Computer Systems provides software maintenance support for the financial programs currently utilized.

NOW, THEREFORE, BE IT RESOLVED by the Village President and Board of Trustees of the Village of Round Lake as follows:

1. The Harris/MSI Software maintenance invoice of \$11,016.73 for the period December 1, 2014 through November 30, 2015 is hereby approved. The invoice is attached hereto as Exhibit A.
2. The Mayor or his designee is authorized to execute all necessary documents to carry out the purposes of this resolution.

APPROVED:

Daniel A. MacGillis, Village President

ATTEST:

Patricia C. Blauvelt, Village Clerk

PASSED:

APPROVED:

AYES:

NAYS:

ABSENT:



Remit To: Harris Computer Systems
 62133 Collections Center Drive
 Chicago, IL 60693-0621

Invoice
 Date
 Page

MN00002562
 9/20/2014
 1 of 1

Bill To

Round Lake, Village of
 442 N. Cedar Lake Road
 Round Lake, IL 60073
 USA

Round Lake, Village of
 442 N. Cedar Lake Road
 Round Lake, IL 60073
 USA

PO Number	Customer No.	Salesperson ID	Shipping Method	Payment Terms
	ROU03		LOCAL DELIVERY	Net 30

Ordered	Item number	Description	Unit Price	Ext Price
1.00	NOTE	MSI Software Maintenance: Dec.1/14 - Nov.30/15	US\$0.00	US\$0.00
1.00	MA-12-SW	Accounts Payable	US\$942.11	US\$942.11
1.00	MA-12-SW	Purchase Orders	US\$565.27	US\$565.27
1.00	MA-12-SW	Budget Planning	US\$753.69	US\$753.69
1.00	MA-12-SW	Business Licensing	US\$942.11	US\$942.11
1.00	MA-12-SW	Cash Register	US\$830.77	US\$830.77
1.00	MA-12-SW	Fixed Assets	US\$900.10	US\$900.10
1.00	MA-12-SW	General Ledger	US\$942.11	US\$942.11
1.00	MA-12-SW	Payroll	US\$1,044.90	US\$1,044.90
1.00	MA-12-SW	Utility Billing	US\$2,355.27	US\$2,355.27
1.00	MA-12-SW	Runtime	US\$633.80	US\$633.80
1.00	MA-12-SW	Receipt Printers	US\$248.37	US\$248.37
1.00	MA-12-SW	Laser Gun	US\$248.37	US\$248.37
1.00	MA-12-SW	Accounts Receivable	US\$609.86	US\$609.86

VILLAGE OF ROUND LAKE
 APPROVAL FOR PAYMENT

Ck./Date: _____

Acct. No.: _____

Dept. Head: _____

Vendor No.: H 38

50-6091-99107-3754.18

01-20-91-99107-8262.55

RECEIVED
 SEP 25 2014

VILLAGE OF ROUND LAKE

Subtotal	US\$11,016.73
Misc	US\$0.00
Tax	US\$0.00
Freight	US\$0.00
Trade Discount	US\$0.00
Total	US\$11,016.73

Invoice Questions? Please call Ben Mulrooney, 613-226-5511 ext 2473 or e-mail
 bmulrooney@harriscomputer.com

**Harris Computer
MSI Software Maintenance
Period Covered: 12/1/14 - 11/30/15**

Description	Current Year	Previous Year	Dollar Increase	(A) Percent Change
Accounts Payable	\$942.11	\$888.79	\$53.32	6.00%
Purchase Orders	\$565.27	\$533.28	\$31.99	6.00%
Budget Planning	\$753.69	\$711.03	\$42.66	6.00%
Business Licensing	\$942.11	\$888.79	\$53.32	6.00%
Cash Register	\$830.77	\$783.74	\$47.03	6.00%
Fixed Assets	\$900.10	\$849.16	\$50.94	6.00%
General Ledger	\$942.11	\$888.79	\$53.32	6.00%
Payroll	\$1,044.90	\$985.76	\$59.14	6.00%
Utility Billing	\$2,355.27	\$2,221.95	\$133.32	6.00%
Accounts Receivable	\$609.86	\$575.34	\$34.52	6.00%
Runtime	\$633.80	\$597.92	\$35.88	6.00%
Receipts Printers	\$248.37	\$234.31	\$14.06	6.00%
Laser Gun	\$248.37	\$234.31	\$14.06	6.00%
Total	\$11,016.73	\$10,393.17	\$623.56	6.00%

Notes

A - With respect to the rationale for the increases, they are usually commensurate with Harris annual costs, the majority of which revolve around maintaining internal support tools, ensuring that the Harris research and development group continues to receive proper funding, and making sure that they retain an experienced and knowledgeable support team. Past five year increases were:

Period Covered: 12/1/13 - 11/30/14	6.00%
Period Covered: 12/1/12 - 11/30/13	5.00%
Period Covered: 12/1/11 - 11/30/12	5.50%
Period Covered: 12/1/10 - 11/30/11	6.00%
Period Covered: 12/1/09 - 11/30/10	7.00%
Period Covered: 12/1/08 - 11/30/09	8.00%

Schedule A



2013 Harris Annual Software Support
Maintenance Guidelines

Purpose

The purpose of this document is to provide our customers with information on our standard coverage, the services which are included as part of your annual software support, a listing of call priorities, an outline of our escalation procedures, and details on our current service rates. This document will serve as a guideline for the support department but may be superseded by an existing, signed software support contract where applicable.

Harris Local Government (“Harris”) reserves the right to make modifications to this document as required.

Standard Support and Maintenance Services

The services listed below are services that are included as part of your software support contract:

- 800 # toll free telephone support;
- Technical troubleshooting includes assessment, diagnosis, documentation, and ultimate resolution of issues that pertain specifically to the customer’s software. (troubleshooting does not extend to any hardware or operating system components);
- E-mail support call logging and notification of status and resolution;
- Free Harris e-Support access 24 x 7 with the following on-line benefits: e-Support is a 24x7 online portal for Harris customers, allowing them to log support issues, check for status updates on their open calls and to check for updates on open development trackers. Access to published documentation which pertains to a customer’s particular software line (if available) may be contained in the Knowledge Base article section within Clientele (which is Harris’s proprietary customer database). e-Support also enables the customer to log their own support issues and assign a specific priority based on the specific level of urgency for a particular circumstance. A support issue may be logged 24 hours a day, 7 days a week. In summary, e-Support benefits include access to the following:
 - Ability to log & close calls
 - Ability to view & update existing calls
 - Ability to update contact information
 - Ability to access published documentation
 - Ability to access available downloads
 - Access to support knowledge base;
- Standard software releases and updates
 - Defect corrections (as warranted)
 - Planned enhancements
 - Payroll regulated changes
 - Release notes;

- Limited training questions (15 minutes) – Questions pertaining to a customer’s software line that Harris deems as training related i.e.: information that has already been covered and/or reviewed with the customer will be considered training related in scope and are usually limited to a span of 15-25 minutes. Anything falling outside the aforementioned time frame may be classified as a billable service for which the customer will receive a quotation prior to the service being administered;
- Database tuning / optimization – Database tuning may include such services as insertion of rate codes/tax, custom report changes, customer file changes or anything involving global changes throughout the software maybe be considered a billable service for which a customer will receive a quotation prior to service being delivered;
- Customer Care Program
 - Technical support bulletins
 - Communication on new products and services;
- Outstanding Calls Report – Outstanding calls and the respective status of those calls are documented in Clientele, Harris’ priority customer database, to which the customer has 24x7 access;
- Design review for potential enhancements or custom modifications – Based on the customers needs and requests Harris will determine, document and program changes as needed. Customer will receive a quotation prior to service. Modifications that result from an inherent flaw in the customer’s software package will be rectified at no additional charge to the customer. Modifications which are performed as a result of a customer request and are not determined to be a result of an inherent flaw will be considered a billable service for which the customer will receive a quotation prior the to service being delivered; and
- Invitation to annual Customer Conferences – Harris will invite customers to any scheduled annual customer conference which pertain to the customer’s product line. Attendance, which includes registration, and/or travel and lodging, will be at the customer’s expense.

Billable Support Services

The services listed below are services that are outside the scope of your software support contract and are therefore considered billable services:

- Extended telephone training;
- Forms redesign or creation;
- Setup & changes to handheld interface or creation of new interface;
- Setup of new services or changes to services (PAP, ACH, etc.);
- File imports/exports - Interfaces to other applications;
- Setting up test areas, database refreshes, backups, restores;
- Setup of new printers, printer setup changes;
- Custom modifications (reports, bills, forms, software customizations);
- Reversal of custom code;
- Setting up new General Ledgers;
- Data conversions / global modification to setup table data;
- Integrity issues due to database updates by non-Harris personnel;
- Hardware & Operating System support;
- Upgrades of third party software; and
- Installations / re-installations (workstations, servers).

Rates

Our current standard hourly rate is \$150.00 / hour. Rates are subject to change on an annual basis; quotations will be provided for all billable services.

Our rates for non-maintenance clients are as follows:

\$500.00 / Call (Provides ability to log a support call & includes 1st hour)

\$400.00 / each subsequent hour (for the same issue)

HelpDesk Hours

Our standard hours of support across all product lines, are from 8:00 a.m. EST to 5:00 p.m. CST, Monday to Friday, excluding designated statutory company holidays. Support calls/issues may be logged via the toll-free support line between the hours of 8:00 a.m. and 8:00 p.m. EST or 24 hours day/7 days a week via e-Support.

Response Times

Response times will vary and are dependant on the priority of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response times are as follows:

- Priority 1: 1 - 4 hours
- Priority 2: 1 - 8 hours
- Priority 3: 1 - 24 hours

Holiday Schedule

Below is a listing of US Statutory Holidays. Please note that our US offices will be closed on designated days as outlined below. However, our call center will remain open in some cases to receive incoming calls where noted.

New Year's Day	Closed
President's Day	Closed
Memorial Day	Closed
Fourth of July	Closed
Labor Day	Closed
Columbus Day	Closed
Thanksgiving Day	Closed
Day After Thanksgiving	Closed
Christmas Day	Closed
Boxing Day (December 26 th)	Closed (Call Center open)

Call Priorities

In an effort to assign our resources to incoming calls as effectively as possible, Harris has identified three types of call priorities, 1, 2 & 3. A Priority 1 call is deemed by our support staff to be an Urgent or High Priority call, Priority 2 is classified as a Medium Priority and Priority 3 is deemed to be a Low Priority. The criteria used to establish guidelines for these calls are as follows:

Priority 1 – High

- System Down (Hardware, Operating System, Database, Application)
- Inability to process Payroll checks
- Inability to process Accounts Payable checks
- Inability to process bills
- Program errors without workarounds
- Incorrect calculation errors impacting a majority of records
- Aborted postings or error messages preventing data integration and update
- Performance issues of severe nature impacting critical processes
- Hand-held interface issues preventing billing

Priority 2 - Medium

- System errors that have workarounds
- Calculation errors impacting a minority of records
- Reports calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- Security issues
- Hand-Held interface issues not preventing billing
- Performance issues not impacting critical processes
- Usability issues
- Workstation connectivity issues (Workstation specific)

Priority 3 - Low

- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Issues with workarounds for large majority of accounts
- Recommendations for enhancements on system changes
- Questions on documentation

Call Process

All issues or questions reported to Support Services are tracked via a Support Call; our analysts cannot provide assistance unless a support call is logged. Our current process for logging calls is as follows.

Place a support call through one of the following methods:

- 1) e-Support at <http://support.harriscomputer.com>
- 2) Email to: support@harriscomputer.com
- 3) Phone to: 866-450-6696
- 4) Fax to: 613-226-3377

- Your call must contain: Your company name, contact person, software product & version, module and/or menu selection, nature of issue, detailed description of your question or issue, Batch #, Journal #, Account # (if applicable), support call reference #
- Harris e-Support or one of our Administrative Support Call Coordinators will provide you with a Call ID to track your issue and your call will be logged into our support tracking database (Clientele).
- Your call will be stored in a queue and the first available support representative will be assigned to deal with your issue.
- As the support representative assigned to your call investigates your issue, you will be contacted and advised as to where the issue stands and the course of action that will be taken for resolution. If we require additional information, you will be contacted by the assigned support representative to supply the information required.
- All correspondence and actions associated with your call will be tracked against the call in our support database. At any time, you may log onto e-Support to see the status of your call.
- Once your issue has been resolved, you will receive an automated notification by email that your call has been closed. This email will contain the entire event history of the call from the time the call was created leading up to the resolution of the call. You also have the option of viewing both your open and closed calls on-line through e-Support.
- If the issue needs to be escalated to a programmer, your issue will be logged into our Development database and you will be provided with a Tracker # to track the progress of your development issue. At this time, your support call will be closed and the Tracker # provided will become your new reference #; your Tracker will remain open until your issue has been completely resolved. Issues escalated to Development will be scheduled for resolution and may not be resolved immediately based on the nature and complexity of the issue.

- Contact the support department at your convenience for a status update on your Development Tracker, or log onto e-Support to view your Trackers on-line.

Escalation Procedures

Our escalation process is defined below. This process has been put into place to ensure that issues are being dealt with appropriately. If at any time you not satisfied with the resolution of your issue or the response to your call, please contact our Support Coordinator and we will have the appropriate individual follow up.

Escalation Process

Your call is logged with Harris Support



If your call is a Priority 1 and it has not been responded to within 4 hours, the support resources responsible for your call are notified by email and your call is escalated internally to a level 1. Priority 2 calls will be escalated if not responded to within 8 hours and Priority 3 calls not responded to within 12 hours will be escalated.



If your Priority 1 call has not been responded to 4 hours after the designated timeframe, product line managers are notified and your call is escalated to a level 2.



If your Priority 1 call has not been responded to after 5 hours from the designated timeframe, the Vice President of Support Services is notified and your call is escalated to a level 3.



If your Priority 1 call has not been responded to after 6 hours from the designated timeframe, the Executive Vice President and President for Harris is notified and your call is escalated to a level 4.



If your Priority 1 call has not been responded to after 7 hours from the designated timeframe, senior members of the executive Management Team are notified and your call is escalated to a level 5, our final level of escalation.

Connection Methods

To ensure we can effectively support our clients, we ask that a communication link is established and maintained between our two sites. It is the client's responsibility to ensure the connection is valid at your location so that Harris can connect to your site and resolve the issue at hand. Our supported methods of connection are:

- VPN
- RAS
- Direct Connection (Modem)
- Remote Desktop Connection

Maintenance Contract Pricing and Terms

Annual maintenance fees are non-refundable. In order to keep pace with the annual costs of doing business within the industry (including but not limited to increased operating costs and research and development costs) Harris, as a standard practice, reviews the software maintenance of each client, every year. Harris reserves the right to raise annual maintenance charges in accordance with industry standards and resource utilization which may vary from year to year. Customers may review and voice any related concerns or disagreements with a senior member of the Harris management team. Maintenance agreements are renewable each year. Should any customer coming up for renewal choose not to renew their annual software maintenance with Harris, ***Harris requires at least 90 days written notice (prior to the new annual renewal date). This notice must be provided to our corporate office in Ottawa, Ontario.***



VILLAGE OF ROUND LAKE

AGENDA ITEM SUMMARY

TITLE: REPLACE TRUCK 54 ENGINE TURBO CHARGER

Item COTW

Executive Summary:

1. Truck 54, a 2008 International "Five Yard" Dump Truck purchased new, has approximately 16,000 miles on it, most of those hours coming in the Winter Months. The Engine is equipped with a "Turbo Charger"; the purpose of which is to increase engine horsepower and fuel combustion efficiency. The engine performance on this Truck has degraded to the point where we requested A-Tire to evaluate it. Their diagnosis concluded the Turbo Charger had a significant build up of "Carbon" inside, would need to be removed from the engine and sent out to a Specialty Vendor for cleaning, parts replacement. At the time, no Rebuilt nor Remanufactured Turbo Chargers were available for this Model Truck and therefore, I requested a quote for a new Turbo Charger (see attached Estimate of \$3,913.62).
2. As this Truck will be needed for Winter Operations, we need to move forward to "repair the Truck". A-Tire did inquiry again as to the availability of a rebuilt or remanufactured unit and has reserved remanufactured unit pending our decision of what to do. Pls see the attached E-Mail describing the difference of rebuilding versus remanufacturing.
3. Given the \$1356.00 difference between a new Turbo Charger and a remanufactured unit, my recommendation is to go with the remanufactured unit based on the limited use this Truck has and the provision of a 12 month warranty.

Recommended Action:

Concur with A-Tire obtaining and installing a remanufacture Turbo Charger for Truck 54.

Committee: PW/FAC/ENGR		Meeting Date: October 20, 2014	
Lead Department: Public Works		Presenter: Ron Kroop	
Item Budgeted: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA			
If amount requested is over budget, a detailed explanation of what account(s) the overage will be charged to will be provided in the Executive Summary or attached detail.			
	Account No(s):	Budget:	Expenditures
	01-60-84-88404	\$25,000.00	\$3,244.82
	This Request		\$1,278.91
	05-60-84-88404	\$17,000.00	\$2,947.30
	This Request		\$1,278.91
	Total:	\$42,000.00	\$8,749.94
	Request is over/under budget:		
	Under		\$33,250.06
	Over	-	

RMK
10 OCT, 14

Kroop, Ronald

From: Rob Meister <atirecountyservice@gmail.com>
Sent: Thursday, October 16, 2014 11:02 AM
To: Kroop, Ronald
Subject: Truck #54
Attachments: Turbo Invoice.pdf

Ron,

Here is what I found from Jasper, they didn't have any literature I could find but as the Jasper rep stated to me, they will replace any defective parts and replace bearings and seals where applicable. The warranty is 12 months or 12,000 miles

REBUILT ENGINES, TRANSMISSIONS AND DIFFERENTIALS

To rebuild is to recondition by cleaning, inspecting and replacing severely worn or broken parts. Serviceable parts are reused within the manufacturer's acceptable wear limits. The quality of rebuilt components varies widely and many come with only a limited warranty.

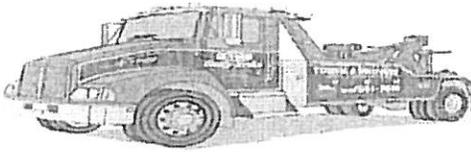
REMANUFACTURED ENGINES, TRANSMISSIONS AND DIFFERENTIALS

To remanufacture is to make as close to new as possible. Most wearable parts are automatically replaced. All core material is closely inspected and checked against original equipment specifications for correct dimensional tolerances. Replacement parts are new or requalified. If new, parts are made in the same production processes as original equipment. Testing is performed to manufacturer specifications and original production standards.

We have used Jasper for many years and they stand behind their products and we have used their products in our company vehicles

--

Rob Meister
A-Tire County Service Inc.
363 N Cedar Lake Rd
Round Lake, IL 60073
847-546-7491



A-TIRE COUNTY SERVICE

363 N. Cedar Lake Road
Round Lake, IL. 60073
Phone: 847-546-7491 Fax: 847-546-7663
"Friendly, Dependable Service Since 1959"

RHR
16 OCT, 14

REPAIR ORDER #

066009

Federal Tax ID 362895528

REPAIR ORDER - RO

Print Date : 10/16/2014

VLG ROUND LAKE PUBLIC WORKS

442 N CEDAR LAKE RD
ROUND LAKE, IL 60073
Spouse: 847-980-7795 RON Cellular: 224-406-0976 CRAI
Cust ID : 1233
Last Service : 02/22/2014 Current Odometer : 0

2008 INTERNATIONAL - WORKSTAR 7400 - MAXX FORC

Lic # : M163269 - IL
Unit # : 54
VIN # : 1HTWDAAR4 8J657006
MFG Date :
Previous Odometer : 16,689 Elapsed Mileage : 0

Labor Requested / Part Description	Qty	Parts List	Extended
REPLACE TURBO			209.85
REMANUFACTURED TURBO	1.00	1,794.00	1,794.00
REPLACE TURBO INTAKE PIPE, OIL FEED AND DRAIN TUBE SEALS			104.93
OIL FEED AND DRAIN SEALS	2.00	7.82	15.64
TURBO CLAMP	1.00	32.94	32.94
TURBO INTAKE PIPE	1.00	206.51	206.51
TURBO INSTALL GASKET KIT	1.00	193.75	193.75

Parts: 2,242.64 Labor: 314.78

Total: \$ 2,557.62

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise. Save all Parts ___. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE

Authorized By _____ Date _____ Time _____

Service Advisor Rob M



A-TIRE COUNTY SERVICE
 363 N. Cedar Lake Road
 Round Lake, IL. 60073
 Phone - 847-546-7491 Fax - 847-546-7663
 "Friendly, Dependable Service Since 1959"

RHR
26 AUG
14

REPAIR ORDER #
 066009

Federal Tax ID 362895528

REPAIR ORDER - RO

Print Date : 08/26/2014

VLG ROUND LAKE PUBLIC WORKS

442 N CEDAR LAKE RD

ROUND LAKE, IL 60073

Spouse 847-980-7795 RON --- Cellular 224-406-0976 CRAI

Cust ID : 1233

Ref #

Hat #

Last Service : 02/22/2014

Current Odometer : 0

2008 INTERNATIONAL - WORKSTAR 7400 - MAXX FOF

Lic # : M163269 - IL

Unit # : 54

Vin # : 1HTWDAAR48J657006

MFG Date :

Previous Odometer : 16,689

Elapsed Mileage : 0

Labor Requested / Part Description	Parts		Total	Labor	Extended
	Qty	Sale			
REPLACE TURBO				209.85	209.85
NEW TURBO	1.00	3,150.00			3,150.00
REPLACE TURBO INTAKE PIPE, OIL FEED AND DRAIN TUBE SEALS			104.93		104.93
OIL FEED AND DRAIN SEALS	2.00	7.82			15.64
TURBO CLAMP	1.00	32.94			32.94
TURBO INTAKE PIPE	1.00	206.51			206.51
TURBO INSTALL GASKET KIT	1.00	193.75			193.75

Parts: 3,598.84 Labor: 314.78 0.00 Total: \$ 3,913.62

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Authorized By _____

Date _____ Time _____