

DIEBOLD

ELECTION SYSTEMS

Customer Service Trip Report for Tipppecanoe, IN

REASON FOR TRIP <i>Election Support</i>		DATE OF TRIP <i>5-3-04</i>	Report Number	Page 1 of 1
Name: <i>Nora</i>	Product: <i>GEMS VTS</i>	<i>AccuVote OS</i>	<i>AccuVote TS</i>	
Street:	Date work Started: <i>5-3-04</i>	Time: <i>2:00pm</i>		
City, State/Zip: <i>Lafayette, IN</i>	Date work Completed: <i>5-5-04</i>	Time: <i>10:00am</i>		
Attn: <i>Nora</i>	Diebold Representative: <i>Cory Dukarski</i>			
Phone:	Email: <i>Cory@Dieboldes.com</i>			
GEMS vers: <i>1.17.17</i>	AVOS firmware vers: <i>1.947c</i>	P.O. Number:		
AVTS vers: <i>4.1.1</i>	AVTS operating system vers: <i>Vince 3.0</i>	Card Encoder vers: <i>1.1.9</i>		

SERVICE REPORT

DESCRIPTION	DATE	DIEBOLD REP.	HOURS	\$/HR
SERVICE RENDERED				
ELECTION DAY SUPPORT	<i>5-4-04</i>	<i>Cory</i>	<i>20</i>	
GEMS - TRAINING				
GEMS - COMPUTER INSTALLATION /TESTING				
GEMS - DATABASE CONSTRUCTION				
GEMS - BALLOT LAYOUT/ELECTION PREP				
ACCUVOTE-OS/TS TRAINING				
ACCUVOTE OS/BBOXES - TESTING /SETUP				
ACCUVOTE TS - SETUP /TESTING				
POLL SITE/MODEM TESTING				
POLLWORKER TRAINING				
PRE ELECTION SUPPORT / L & A TESTING				
Expense report #:			TOTAL \$	

SPECIAL NOTES:
There were many concerns that the TS units would not upload correctly. Come Election night, we could only upload 92 cards the rest were manually entered. To circumvent this in the future, they need to be aware of what database they download from and make sure all machines have red down arrows for every precinct. Also, they should NOT reset the election after downloading a batch of cards, unless they re-download all cards.

FOLLOW-UP:
They would like us to do everything for the next election

Customer Signature: <i>Signature below acknowledges receipt of service</i> <i>Linda Phillips</i>	Date: <i>5/5/04</i>	Print Name: <i>Linda Phillips</i>
Diebold Signature: <i>Cory Dukarski</i>	Date: <i>5-5-04</i>	Print Name: <i>Cory Dukarski</i>