

TECHNICAL ACTION

WO# Pending

DATE: 7/18/96

SALESPERSON: Rick K.

SERVICE ORDER # 3818

CLIENT: Bioenvirotech

ADDRESS: 14615 FM 2920, Tomball, TX 77375

CONTACT: Tom Mercer

PHONE: 713/351-5594

SERVICE REQUESTED: 1) Reformat & load Win95 on President's machine using In-house (CDS) copy. Also load LTE 5300 specific drivers, downloadable from CPQ Web. 2) Load backup & Fax SW on President's machine. Demonstrate functionality. Turn off/reboot, ensure working. 3) Upgrade Server Memory, W/O 056744, ship via Tech.

CONTRACT: NO

ASSIGNED TECH: Louis Lopez

DISPATCH DATE: 7/18/96

DISPATCH TIME: 9:00 AM

ARRIVAL TIME: 9:30 AM

3:10 PM

SERVICE: Formatted HD - Installed 95 - OK - tested all applications. Configured for network, Docked & NOT DOCKED. Tested Network printer.

Customer is satisfied and happy. Installed Memory in the Compaq server & tested. Ran ECU & recognized memory. + 16 Meg of Memory 32 Meg total

PARTS USED: NONE.

ADDITIONAL ACTION: NONE.

We greatly appreciated the knowledge & professionalism shown by M. Lopez. Thanks. [Signature]

Client signature below indicates acceptance of above work as being satisfactory and that the equipment has been left in good condition. ALL SERVICE CALLS ARE BILLED OUT AT A MINIMUM OF TWO HOURS.

Closed N

[Signature] CLIENT APPROVAL

7.18.96 DATE

[Signature] TECH SIGNATURE