

IF SUPPLIER IS SUBJECT TO PROMPT PAYMENT put an X in the box		Fiscal Year <b>2012 - 13</b>
IF INVOICE IS DISPUTED put an X in the box		
DISTRIBUTION (Check Box):		
HOLD FOR PICK-UP	X	
ATTACHMENT		
MAIL		

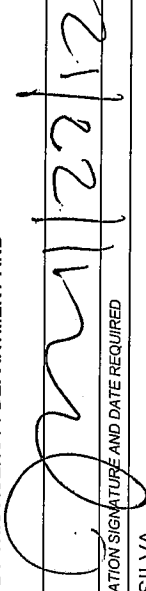
**City of Oakland  
ENCUMBRANCE LIQUIDATION**

SUPPLIER NUMBER	<b>105778</b>
SUPPLIER NAME	<b>Viewu</b>
ADDRESS	<b>105 W John St</b>
CITY, STATE, ZIP	<b>Seattle, WA 98119</b>

**TOTAL INVOICE AMOUNT \$903.00**

I HEREBY CERTIFY THE ARTICLES OR SERVICES DESCRIBED BY THE INVOICE(S) ATTACHED AND LISTED BELOW WERE NECESSARY FOR USE BY THIS AGENCY / DEPARTMENT AND HAVE BEEN DELIVERED OR PERFORMED AND THAT NO PRIOR CLAIM HAS BEEN PRESENTED FOR SAID ARTICLES OR SERVICES:

OPD - FISCAL SERVICES	11/27/12	Michele Austin
AGENCY/DEPARTMENT	DATE	PAYMENT REQUEST PREPARED BY
		510-238-6973
		PHONE NUMBER (REQUIRED)

	
AUTHORIZATION SIGNATURE AND DATE REQUIRED	
FELICIA SILVA	
PRINTED NAME OF AUTHORIZATION SIGNATURE	

#	Date Invoice Received MM/DD/YY	Invoice Number	Invoice Date MM/DD/YY	Invoice Amount	Customer or Account Number	Description (45 Characters Maximum)	PO #	Release	Line	Amount	CA BOE Sales Tax
1	10/23/12	4203	10/11/12	539.00		Camera repair	2013005002		1	525.00	
2						shipping			2	14.00	
3											
4	11/13/12	4348	10/30/12	364.00		Camera repair	2013005760		1	364.00	
5											
6											
7											
Invoiced Total										903.00	
DETAILED DESCRIPTION										Total	-
1.1010.106410.54611.0.PS02										903.00	-

ORIGINAL INVOICE(S) MUST BE ATTACHED

FMA 03/28/12

# MSSING/LOST ORIGINAL INVOICE AFFIDAVIT

## Invoice Information

Vendor Name: Viewu

Vendor No: 105778

Invoice No.: 4348 Date: 10/30/12

Invoice Amount: 364.00

## Justification for Submitting a Copy of Invoice:

Original invoice not received

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## Check List

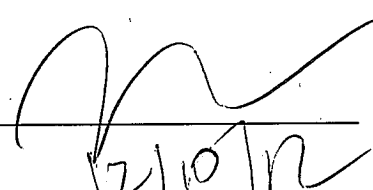
Payment has not been made for the missing/lost invoice and checked the payment status by:

Invoice No. ☒

Invoice Amount ☐

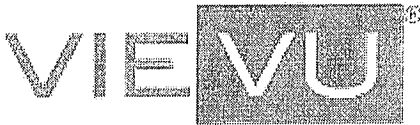
Invoice Date ☐

Preparer: Michele Austin

Approver: 

Michele Austin 11-28-12  
Name & Date

12/10/12  
Name & Date



105 W John St  
Seattle WA 98119  
USA  
888-285-4548  
Fax 206.299.3380

# Invoice



# ORIGINAL

## Bill To

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

## Ship To

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

Date  
Invoice #

10/30/2012  
4348

Balance Due

5,533.00

Terms

Net 30

Due Date

11/29/2012

PO #

RMA101667

Sales Rep

Partner

Shipping Method

UPS Ground

Ship Date

10/30/2012

Tracking #

1Z6459Y80398036777

Item	Quantity	Serial/Lot Numbers	Description	Unit Price	Amount
PVR-LE2	3	LE2-015090 LE2-015091 LE2-015095	PVR-LE2 Body Worn Video Camera	899.95	0.00
Camera Repair	2		Repair of camera.	175.00	350.00
Recovered Video Disc	1		LE2-005820 LE2-005971	0.00	0.00

Subtotal 350.00  
Shipping Cost (UPS Ground) 14.00  
Total 364.00  
Amount Due \$364.00

Thank you for your business.

Thank you for your belief in our products. Please visit [www.viewu.com](http://www.viewu.com) for software and product documentation.

105778  
PO 2013005760  
10/10  
106410  
54611  
PS01



4348

# **MSSING/LOST ORIGINAL INVOICE** **AFFIDAVIT**

## **Invoice Information**

Vendor Name: Viewu

Vendor No: 105778

Invoice No.: 4203

Invoice Date: 10/11/12

Invoice Amount: 539.00

## **Justification for Submitting a Copy of Invoice:**

Original invoice not received

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## **Check List**

Payment has not been made for the missing/lost invoice and checked the payment status by:

Invoice No. ☒

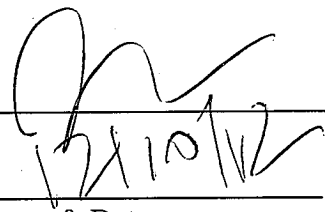
Invoice Amount ☐

Invoice Date ☐

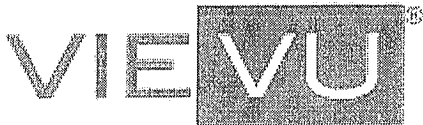
Preparer: Michele Austin

M Austin

Name & Date

Approver: 

12/10/12  
Name & Date



105 W John St  
Seattle WA 98119  
USA  
888-285-4548  
Fax 206.299.3380

# Invoice ORIGINAL

## Bill To

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

## Ship To

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

Date 10/11/2012  
Invoice # 4203  
Balance Due 5,533.00  
Terms Net 30  
Due Date 11/10/2012  
PO # RMA101583  
Sales Rep  
Partner  
Shipping Method UPS Ground  
Ship Date 10/11/2012  
Tracking # 1Z6459Y80393680526

Item	Quantity	Serial/Lot Numbers	Description	Unit Price	Amount
PVR-LE2	3	LE2-014616 LE2-014617 LE2-014618	PVR-LE2 Body Worn Video Camera	899.95	0.00
Camera Repair	3		Repair of camera.	175.00	525.00
Recovered Video Disc	2		LE2-004974 LE2-005845	0.00	0.00

Subtotal 525.00  
Shipping Cost (UPS Ground) 14.00  
Total 539.00  
Amount Due \$539.00

Thank you for your business.

Thank you for your belief in our products. Please visit [www.viewu.com](http://www.viewu.com) for software and product documentation.

105778  
702013005002  
1010  
106410  
54611  
PSD1



4203

**Lim, Victor**

**From:** Stephanie Curtis <Stephanie@Viewu.com>  
**Sent:** Thursday, October 11, 2012 3:01 PM  
**To:** PDRD - Camera System  
**Subject:** VIEWU: Invoice #4203



105 W John St  
Seattle WA 98119  
USA  
888-285-4548  
Fax 206.299.3380

**Bill To**

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

**Ship To**

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

**Invoice**

Date 10/11/2012  
Invoice # 4203  
Balance Due 6,975.16  
Terms Net 30  
Due Date 11/10/2012  
PO # RMA101583  
Sales Rep  
Partner  
Shipping Method UPS Ground  
Ship Date 10/11/2012  
Tracking # 1Z6459Y80393680526

Item	Quantity	Serial/Lot Numbers	Description	Unit Price	Amount
PVR-LE2	3	LE2-014616 LE2-014617 LE2-014618	PVR-LE2 Body Worn Video Camera	899.95	0.00
Camera Repair	3		Repair of camera.	175.00	525.00
Recovered Video Disc	2		LE2-004974 LE2-005845	0.00	0.00
Subtotal					525.00
Shipping Cost (UPS Ground)					14.00
Total					539.00
Amount Due					\$539.00

Thank you for your business.

Thank you for your belief in our products. Please visit [www.viewu.com](http://www.viewu.com) for software and product documentation.

*OK to pay*  
*Needs my invoice*

10/11/2012 12:42:01

**Lim, Victor**

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**From:** Josh Ellis <josh@viewu.com> on behalf of Support@viewu.com  
<support@VIEVU.onmicrosoft.com>  
**Sent:** Thursday, October 11, 2012 1:13 PM  
**To:** PDRD - Camera System  
**Subject:** VIEVU RMA 101583 - RESULTS

Hello Victor,

We have evaluated your camera(s) under RMA 101583. The results are as follows:

LE2-006050: Clip or screw thread damage due to failure to loosen screw before clip rotation or blunt trauma

LE2-004974: Broken USB due to incorrect insertion of cable or other foreign object

LE2-005845: Broken USB due to incorrect insertion of cable or other foreign object

We have determined that your camera(s) is(are) outside our warranty terms and that the repair costs will be \$525.00 plus shipping. Per our previous agreement we are automatically sending some replacements and invoicing you for them. We appreciate your understanding that we cannot repair cameras for free that are not covered by a warranty. If you would like to review our warranty terms, please click here:

<http://www.viewu.com/termsandpolicies/>

Best regards,  
VIEVU Customer Support

## Lim, Victor

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**From:** Josh Ellis <josh@viewu.com> on behalf of Support@viewu.com  
<support@VIEVU.onmicrosoft.com>  
**Sent:** Tuesday, September 25, 2012 7:30 AM  
**To:** Lim, Victor  
**Subject:** RE: RMA

Hello Victor,

I've created RMA 101583 for you. You should be receiving a separate email confirming the RMA and shipping information soon. Please send the cameras back at your convenience. Let us know if you have any further questions or concerns!

Thank you,  
Josh Ellis, Senior Technical Support Analyst



**Address:** 105 W. John St, Seattle WA 98119

**Phone:** 888-285-4548

**Email:** [support@viewu.com](mailto:support@viewu.com)

[www.viewu.com](http://www.viewu.com)

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**From:** Lim, Victor [<mailto:VLim@oaklandnet.com>]  
**Sent:** Tuesday, September 25, 2012 7:16 AM  
**To:** [Support@viewu.com](mailto:Support@viewu.com)  
**Subject:** RMA

Good morning,

Please issue an RMA for the following 3 PDRDs:

PDRD#	Video	Reason
LE2-004974	yes	Damaged USB Port
LE2-005845	yes	broken usb
LE2-006050	no	stripped clip screw

## Lim, Victor

**From:** Stephanie Curtis <Stephanie@Viewu.com>  
**Sent:** Tuesday, October 30, 2012 1:48 PM  
**To:** PDRD - Camera System  
**Subject:** VIEVU: Invoice #4348



105 W John St  
Seattle WA 98119  
USA  
888-285-4548  
Fax 206.299.3380

**Bill To**

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

**Ship To**

Information Technology Services  
Oakland Police Department  
455 7th St. Room #900  
Oakland CA 94607

## Invoice

Date 10/30/2012  
Invoice # 4348  
Balance Due 6,251.16  
Terms Net 30  
Due Date 11/29/2012  
PO # RMA101667  
Sales Rep  
Partner  
Shipping Method UPS Ground  
Ship Date 10/30/2012  
Tracking # 1Z6459Y80398036777

Item	Quantity	Serial/Lot Numbers	Description	Unit Price	Amount
PVR-LE2	3	LE2-015090 LE2-015091 LE2-015095	PVR-LE2 Body Worn Video Camera	899.95	0.00
Camera Repair	2		Repair of camera.	175.00	350.00
Recovered Video Disc	1		LE2-005820 LE2-005971	0.00	0.00
				Subtotal	350.00
				Shipping Cost (UPS Ground)	14.00
				Total	364.00
				<b>Amount Due</b>	<b>\$364.00</b>

Thank you for your business.

Thank you for your belief in our products. Please visit [www.viewu.com](http://www.viewu.com) for

*Need orig  
invoice*

*OK to pay*

## Lim, Victor

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**From:** Support@viewu.com <support@VIEVU.onmicrosoft.com>  
**Sent:** Friday, October 19, 2012 8:45 AM  
**To:** Lim, Victor  
**Subject:** RE: RMA

Good Morning Victor,

Your Return Authorization number is 101667.

Best,  
Jordan Grier  
Technical Support Analyst



**a:** 105 W John St, Seattle WA 98119

**p:** 1-888-285-4548

**e:** [jordan@viewu.com](mailto:jordan@viewu.com)

**w:** <http://www.viewu.com>



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**From:** Lim, Victor [<mailto:VLim@oaklandnet.com>]  
**Sent:** Friday, October 19, 2012 8:28 AM  
**To:** [Support@viewu.com](mailto:Support@viewu.com)  
**Subject:** RMA

Good morning,

Can you please issue an RMA for the following 3 PDRDs

PDRD#	Video	Reason
LE2-006041	no	LEDs dim, charging issues
LE2-005820	yes	broken usb
LE2-005971	yes	broken usb

Thank you,

Victor Lim  
IT Unit

**Lim, Victor**

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**From:** Josh Ellis <josh@viewu.com> on behalf of Support@viewu.com  
<support@VIEVU.onmicrosoft.com>  
**Sent:** Monday, October 29, 2012 12:39 PM  
**To:** PDRD - Camera System  
**Subject:** VIEVU RMA 101667 - RESULTS

Hello Victor,

We have evaluated your camera(s) under RMA 101667. The results are as follows:

LE2-006041: Failure of internal component (battery)  
LE2-005820: Broken USB due to incorrect insertion of cable or other foreign object  
LE2-005971: Broken USB due to incorrect insertion of cable or other foreign object

We have determined that your camera(s) is(are) outside our warranty terms and that the repair costs will be \$350.00 plus shipping. Per our standing agreement we are automatically sending you replacements and invoicing you for the damage fees. We appreciate your understanding that we cannot repair cameras for free that are not covered by a warranty. If you would like to review our warranty terms, please click here: <http://www.viewu.com/termsandpolicies/>. A copy of the videos recovered from the cameras will be included.

Best regards,  
VIEVU Customer Support

**Austin, Michele**

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**To:** Lim, Victor  
**Subject:** Viewu

- Hi Victor,

I have two request to pay for Viewu, but the request are not invoices and I can only pay from invoice, I had already requested the company to send invoice for one and now I received another, maybe you have someone you can contact to send the originals so that I can pay them. The invoices are 4203 \$539.00 and 4348 \$364.00.

Thanks,

Michele