



August 13, 2018

Chabot-Las Positas Comm Coll Dist  
Jeanine Methe  
7600 Dublin Blvd, 3rd Floor  
Dublin, CA 94568

Dear Valued Client:

It's been our pleasure to be your partner as you work to build connections, drive efficiencies, and elevate performance in order to best serve your constituents. Likewise, we make it our mission to best serve our constituents—you.

To provide you with the best possible service, we would like to take the opportunity to thank you for your business and provide you with some useful information about your maintenance programs for which you will soon be invoiced. The attached schedule contains a list of your current product maintenance which will be invoiced to you in September along with important information about invoicing and payment.

To ensure the invoices we provide you are accurate and complete, please provide the following to [cseenablement@ellucian.com](mailto:cseenablement@ellucian.com) by no later than 08/31/2018:

- Purchase Order (PO) number or other information if required on your invoice in order to remit payment
- Any changes to the contact information as it appears on this letter

Additionally, please ensure that the Ellucian maintenance in the attached schedule is incorporated in your annual budget.

If you have any questions, you may reach us at [cseenablement@ellucian.com](mailto:cseenablement@ellucian.com), (610) 578-5750, or the address below:

Ellucian  
4 Country View Road  
Malvern, PA 19355  
**Attention: Joseph Vukson**

We look forward to continuing our partnership and serving your maintenance needs. Please contact us if you have questions, need further assistance, or have suggestions for how we can enhance our services to you.

Questions? Visit <http://www.ellucian.com/Solutions/Ellucian-Client-Support/> or contact us at [cseenablement@ellucian.com](mailto:cseenablement@ellucian.com).

Sincerely,

A handwritten signature in black ink, appearing to read 'Joseph Vukson', written in a cursive style.

Joseph Vukson  
Accounts Receivable Manager



**Ellucian Confidential and Proprietary Information**

Ellucian Maintenance Notice  
Chabot-Las Positas Comm Coll Dist

**Current Maintenance**

Below is a list of your current product maintenance components with payment coming due on November 1, 2018 for the Contract Year December 1, 2017 to November 30, 2018. You will receive a separate invoice for each of the Sales Orders listed below.

<b>THIS IS NOT AN INVOICE</b>	<b>Contract Year December 1, 2017 to November 30, 2018</b>
<b><i>Maintenance Paid in Arrears</i></b>	
<b>Sales Order RX 9777</b>	
Maintenance Banner Employee Self-Service	\$11,938
Maintenance Banner Finance	\$43,023
Maintenance Banner Financial Aid	\$33,665
Maintenance Banner Human Resources	\$39,904
Maintenance Banner Student	\$65,466
Maintenance Banner Student Self-Service	\$19,519
Maintenance Financial Aid FM Need Analysis	\$2,461
<b>Total Maintenance - Sales Order RX 9777</b>	<b>\$215,976</b>

**Invoicing and Payment**

The "Maintenance Paid in Arrears" listed above will be billed to your Institution in September, with payment due on November 1, 2018. **Please note, you will receive a separate notice if you have maintenance payments which are due on a date other than November 1, 2018.**

Your prompt payment allows us to focus on providing you with the highest level of quality service.