



EXHIBIT 1 – CUSTOM REPORT

Request Form for Custom Report/Format/Financial Table

(To be completed by Customer's Owner or Key Operator)

Customer Information:

Company Name: _____ Account #: _____ Date: _____

Contact Name: _____ Phone #: _____

Fax #: _____ Email: _____

Custom Request: Report Invoice Ticket Statement
(Check one) Label Financial Table Other _____

Additional Information: _____

Printer to be used: Brand _____ Model # _____

Service Terms:

- All custom work is billed at a minimum of \$200.00 an hour with a one-hour minimum plus Shipping & Handling charges.
- Allow for _____ to _____ weeks for custom project requests.
- A priority request will be processed within _____ weeks with a ___% surcharge added to the total price.
- All custom project quotes are valid for 30 days from the date received. After 30 days a new request must be submitted.
- Customer is responsible to pay for the actual hours worked.
- Customer will have 30 days of support from the received date of the project. Customer agrees to install, implement the form and report any errors in a timely manner. After 30 days, Customer will be billed for support at ECi DDMS standard rates.
- If the project does not work correctly due to incorrect or incomplete keystrokes, incorrect passwords or other inaccurate information provided by Customer's representative, ECi DDMS reserves the right to re-code the project for an additional charge.
- ECi DDMS is not responsible for the failure of projects due to items outside of ECi's control, such as improper use, inadequate space on systems, bad tapes, electrical problems, or operator error.

Please sign and fax this Agreement and Form to:

ECi DDMS Custom Reports & Procs Group
Fax#: 682-831-9915
Attn: Custom Report Request

ECi² Rep. Signature: _____ Date: _____

Customer Signature: _____ Date: _____

Customer's signature indicates that Customer is requesting custom work to be done by ECi DDMS as indicated on this Form. Customer has been informed of all costs relating to this request and agrees to the terms, as specified.

ECi Use Only	
# of Est. hours for Completion: _____	Quote Amount \$: _____
Job Start Date: _____	Job Completed Date: _____
Custom Job #: _____	Tech #: _____