State Library of Iowa

Sustaining A
State of Learners

State Library of Iowa
Ola Babcock Miller Bldg.
1112 East Grand Avenue
Des Moines, IA 50319
(515) 281-4105
(800) 248-4483
Fax: (515) 281-6191
www.statelibraryofiowa.org

Mary Wegner
State Librarian
(515) 281-4105
webmaster@lib.state.ia.us

Communications
(515) 281-7574
webmaster@lib.state.ia.us

Library Development
(515) 281-4105
webmaster@lib.state.ia.us

Library Services
(515) 281-4102
is@lib.state.ia.us

Patent & Trademark Depository
(515) 281-4102
is@lib.state.ia.us

State Data Center
(515) 281-4102
census@lib.state.ia.us

State Documents
(515) 281-4102
is@lib.state.ia.us

State Medical Library
(515) 281-4102
is@lib.state.ia.us

State Law Library
Capitol Building
1007 East Grand Avenue
Des Moines, IA 50319
(515) 281-5124
Fax: (515) 281-5405
law@lib.state.ia.us

8/13/2009

To: Malcolm Huston
DAS-ITE, IOWAccess
Hoover Building

RE: IOWAccess Project Reimbursement Request

IOWAccess Project:
Ask a Question, Live Helper

Software renewal from Cybercon for Live Helper software
See attachment for details

Costs to be reimbursed to State Library of Iowa:

Cybercon	Live Helper Pro Plus Package 07/09 - 07/10	$407.88
	Total	$407.88
I/3 coding to transfer funds	0001-282-6180-0301	$407.88

To the best of the State Library of Iowa's knowledge, all Code of Iowa and Department of Administrative Services procurement rules and policies were followed for this IOWAccess project we are seeking reimbursement.

If you have any questions, please contact me at 281-8947 or steve.cox@lib.state.ia.us

Thank you,

Steve Cox
Accounting Tech. II
State Library of Iowa

Cybercon Invoice

Tel: 1.314.621.9991, 1.800.932.2354
Invoice No: 532097
Support: support@livehelper.com
Web: http://www.livehelper.com

Fax: 1.314.241.17777
Due Date: 8/1/2009
Billing: billing@cybercon.com
Customer ID: IOWALIBRARY

Purchaser: **Iowa State Library**
Attn: Marie Harms
400 E 14th St., Room 203
Des Moines , IOWA 50319
UNITED STATES

Services:

From Date	To Date	Rate	Qty	Disc	BillingCycle	Subtotal
1. 7/23/2009	7/22/2010	39.99	1	$6.00	Annually	$407.88

Live Helper Pro Plus Package

SID: 1099892
All of the features of our Basic Package +
Preset HTML
Chat Transcripts
Basic Stats
Preset Text Messages
Real Time Spell Check
Transfer
Push Pages
Visitor Profile and Info
Customizable Chat Interface (Skins)
Pull and Live Interaction
Survey
SSL Secure Chat

P.O.# SD0922401

Total Charges: US$407.88

Payment(s) Received:

Date Received	Amount	Paid By	Exp. Date	Owner Name
8/13/2009	$407.88	Visa	9/2012	Rosemary Hefty

Balance Due: $0.00

Your invoice has been paid.

THANK YOU! We appreciate your business.