

MANAGER'S MEMO ITEM

ITEM: Collection Agency Services

DATE: January 28, 2003

PREPARED BY: Trisha G. Steele, Assistant Director of Financial Services
Terri Tarka, Purchasing Assistant

PURPOSE: To approve a renewable, yearly contract with Harvard Collection Services, Inc. for the collection of Village receivables over 90 days past due.

DISCUSSION:

The purpose of this discussion is to review the recommendation of contracting with Harvard Collection Services, Inc. to address the Village's receivables that are over 90 days past due.

Background. The Village Finance Department is revising several accounting procedures, including the collection procedures for receivables. A routine of sending out notices for outstanding receivables has been developed on a 30-day cycle so that late payers will receive three billing notices from the Village: the original, followed by a 1st notice and 2nd notice. At the December 17, 2002 meeting of the Council Finance Committee, the use of a collection agency was proposed to address unsuccessful collections at the 90-days past due point. A Request for Proposals (RFP) was developed and pursued, based on the Committee's favorable support of this approach for addressing these receivables. (Attachment #1 is a current aging summary of the current past-due receivables.)

The Village issued the RFP on December 6, 2002. It included details on the current outstanding receivables for delinquent False Alarm fees, Alarm Board fees, Charter services, Accident Claims, Storm Water fees and Elevator Inspections Services. Other items listed as possible additional collection items included fees for weed cutting and removal, unmetered water sales, Overweight Truck fees, and Police Parking violations. Experience in municipal collections was requested. Attachment #2 is the comparative list used to evaluate the proposals.

Completed proposals were received on December 31, 2002 from the following:

Harvard Collection Services, Inc.	Chicago, Illinois
KCA Financial Services, Inc.	Geneva, Illinois
Nationwide Credit & Collection, Inc.	Westchester, Illinois
Northwest Collectors	Rolling Meadows, Illinois
Tri County Accounts Bureau	Wheaton, Illinois

The Village also received a proposal from Wexler & Wexler of Chicago but their proposal was not completed, providing only a price and none of the requested descriptive material. While the price was better than two of the submissions, it was not better than the others so the proposal was not pursued. The Village has used two of the collection companies that responded. Nationwide Credit has handled our Police Parking violations. Police Dept staff report that they are unhappy with the current performance of this agency. Northwest Collectors Inc. is the Third Party Collector for the Village's ambulance billing service, Andres Medical Billing. Ltd., who reported satisfaction with the services provided by Northwest.

Harvard Collection Services, Inc.

Staff recommends that the Village contract with Harvard Collection Services, Inc. because it provided the lowest cost bid, proposed the best services, and was also supported by the highest recommendations.

Harvard Collection Services is located at 4839 North Elston Avenue, Chicago, Illinois and has represented local and state governments for over twenty years. Harvard Collection Services states that it provides a Municipal Collection Unit trained to collect past due receivables in a "citizen friendly" manner.

Each proposal specifies a fee for service based on the percent of the collected funds. Harvard Collection Services specified a fee of 23% of collections. The other proposals ranged from 25% to 50%, based on various criteria of the accounts placed with the agency.

Harvard Collection Services provided a detailed description of the collection procedures. This description includes:

- Acceptance of Village data in any format that is convenient to the Village, i.e. email or hardcopy lists.
- Received accounts will be loaded into their system within 24 hours.
- Village accounts will be crosschecked with a national change of address file through First Data Resources, Inc.
- Letters of notification, mandated by federal law, will be generated and delivered. (This letter specifies the bill recipient's rights and states that they have thirty days to dispute charges.)
- Letters are followed by phone calls within 1 day.
- The Village maintains the right to decide to report non-payers to the credit bureau or to take legal action.

(Please see Attachment #3, Section 3: HSC Operational Procedures, for more detail.)

The following references are included in those provided by Harvard Collection Services:

- Village Of Schaumburg has used them for 5 years. They collect Ambulance Billing, Police Tickets, NSF checks, Account Receivables and Fire Alarms. Ms. Susan Mortimer, of Schaumburg, highly recommends them.

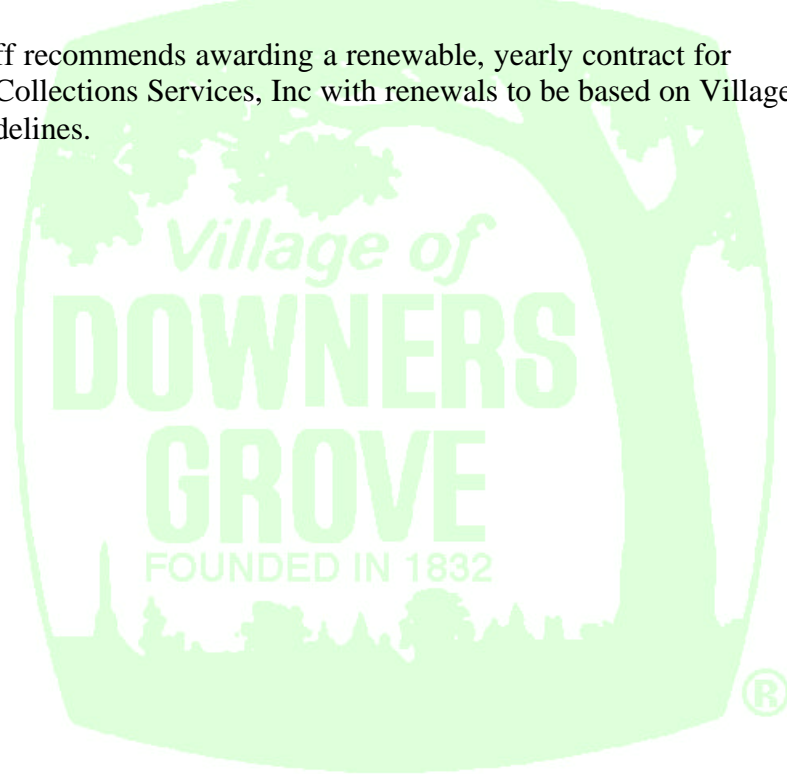
- Illinois Department of Revenue has used them for over 3 years. Mr. Larry Roberts, from the Illinois Department of Revenue, has used them for Consumer and Commercial Taxes and Receivables and reports that Harvard Collections has been very successful.

Other municipalities which use this service provider include: City of Des Plaines, City of Elgin, City of Chicago (Water) & City of Chicago (Dept. of Revenue).

ATTACHMENTS:

1. Current Aging Schedule of Village Receivables
2. Schedule of comparison for the submitted proposals
3. Sections of the Harvard Collections Services, Inc. proposal

RECOMMENDATION: Staff recommends awarding a renewable, yearly contract for collection services to Harvard Collections Services, Inc with renewals to be based on Village Council Purchasing Policy guidelines.



SUMMARY FOR MONTH OF:

JANUARY 2003

Receivables that are over 120 Days past due:	169,475
Receivables that are over 90 Days:	14,999
Amount to send to Collections:	184,474
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Receivables that are over 60 Days:	13,196
Receivables that are over 30 Days:	10,033
Current Outstanding Receivables:	146,842

AGING Schedule, by Customer

Collection RFP 2003 - Attachment 1

Customer Name	INV #	Invoice Date	Amount	Account Name
Receivables that are over 120 Days past due:				
1286 ABAGAIL FARRELL	6215	7/10/2002	140	WEED CUTTING AND REMOVAL
104 ACE REPROGRAPHICS	1437	3/14/2000	200	ALARM BOARD SERVICES
406 AIM REALTY GROUP	1180	2/8/2000	200	ALARM BOARD SERVICES
407 ALTER GROUP	4888	11/8/2001	1,996	COST REC-STORM WATER
1241 AMERICAN PARKLOT MAINTENANCE	5809	3/27/2002	2,148	CLAIM FOR LOSS/DAMAGE
363 AMERITECH	1791	4/14/2000	200	ALARM BOARD SERVICES
363 AMERITECH	1859	4/18/2000	70	ELEVATOR INSPECTION FEES
673 AMICA MUTUAL INSURANCE COMPA	1015	1/17/2000	7,085	MISCELLANEOUS REVENUES
185 AUTOMATED PRESORT	2761	10/20/2000	150	FALSE ALARM SVCS
185 AUTOMATED PRESORT	3385	1/31/2001	200	ALARM BOARD SERVICES
185 AUTOMATED PRESORT	3580	1/31/2001	150	FALSE ALARM SVCS
185 AUTOMATED PRESORT	6556	9/30/2002	600	FALSE ALARM SVCS
107 BAKERS SQUARE	1412	3/9/2000	200	ALARM BOARD SERVICES
107 BAKERS SQUARE	4553	10/3/2001	600	FALSE ALARM SVCS
834 BANK ONE	1693	4/13/2000	200	ALARM BOARD SERVICES
546 BED BATH AND BEYOND	3540	1/31/2001	200	ALARM BOARD SERVICES
1273 BEDDING EXPERTS	6077	5/31/2002	300	FALSE ALARM SVCS
122 BEST BUY #301	6182	6/27/2002	300	FALSE ALARM SVCS
122 BEST BUY #301	6558	9/30/2002	600	FALSE ALARM SVCS
122 BEST BUY #301	6557	9/30/2002	900	FALSE ALARM SVCS
211 BRANDING COURT OFFICES	2572	10/3/2000	140	ELEVATOR INSPECTION FEES
37 BRISTOL CLUB	6341	7/31/2002	2,957	BRISTOL CLUB CHARTER
803 C & M	1522	4/5/2000	2,030	UN-METERED WATER SALES
724 C RELJA	1197	2/8/2000	200	ALARM BOARD SERVICES
1059 CAPORALES CUSTOM JEWELRY	3585	1/31/2001	150	FALSE ALARM SVCS
1311 CARLOS CAMPAS	6418	8/26/2002	3,894	MISCELLANEOUS REVENUES
943 CARLOS FREGOSO	2375	8/16/2000	40	WEED CUTTING AND REMOVAL
943 CARLOS FREGOSO	2375	8/16/2000	80	WEED CUTTING AND REMOVAL
943 CARLOS FREGOSO	2745	10/19/2000	120	WEED CUTTING AND REMOVAL
783 CASS INFO SYSTEMS	3266	1/31/2001	200	ALARM BOARD SERVICES
783 CASS INFO SYSTEMS	5092	12/28/2001	200	ALARM BOARD SERVICES
783 CASS INFO SYSTEMS	6181	6/27/2002	300	FALSE ALARM SVCS
282 CB RICHARD ELLIS	1711	4/13/2000	200	ALARM BOARD SERVICES
282 CB RICHARD ELLIS	1711	4/13/2000	200	ALARM BOARD SERVICES
282 CB RICHARD ELLIS	1711	4/13/2000	200	ALARM BOARD SERVICES
282 CB RICHARD ELLIS	3486	1/31/2001	600	ALARM BOARD SERVICES
247 CB RICHARD ELLIS	3449	1/31/2001	200	ALARM BOARD SERVICES
123 CENTRAL ACCOUSTICAL	3321	1/31/2001	200	ALARM BOARD SERVICES
417 CHARTER ONE BANK	2542	9/26/2000	300	FALSE ALARM SVCS
417 CHARTER ONE BANK	2784	10/20/2000	750	FALSE ALARM SVCS
417 CHARTER ONE BANK	2929	12/4/2000	1,400	FALSE ALARM SVCS
417 CHARTER ONE BANK	6423	8/26/2002	900	FALSE ALARM SVCS
1168 CHASE MANHATTAN MTG	4615	10/10/2001	25	MISCELLANEOUS REVENUES
1312 COLLEGE CRAFT	6419	8/26/2002	1,160	MISCELLANEOUS REVENUES
797 COMMUNITY ADULT CARE	1416	3/13/2000	193	CHARTER REVENUES
886 CONGRA REFRIGERATED FOODS	6183	6/27/2002	600	FALSE ALARM SVCS
1240 CVS PHARMACY	5796	3/27/2002	150	FALSE ALARM SVCS
1050 DALIS CAFE	3544	1/31/2001	200	ALARM BOARD SERVICES
1013 DAN O'DRISCOLL	3083	1/8/2001	255	COST REC-STORM WATER
895 DAVID FREIDLAND	1996	5/10/2000	200	ALARM BOARD SERVICES
1171 DEBRA EUROPAS	4701	10/19/2001	280	ELEVATOR INSPECTION FEES
624 DHL AIRWAYS	6270	7/23/2002	300	FALSE ALARM SVCS
815 DIGITAL NETWORK DEVELOPMENT	1563	4/10/2000	200	ALARM BOARD SERVICES
513 DONALD GARVEY	440	8/26/1999	400	WEED CUTTING AND REMOVAL
483 DUPAGE PUBLIC WORKS	6224	7/12/2002	25	REFUNDS - SVC FEES

AGING Schedule, by Customer

Customer Name	INV #	Invoice Date	Amount	Account Name
483 DUPAGE PUBLIC WORKS	6357	8/8/2002		25 MISCELLANEOUS REVENUES
249 EASTERN ART ARCADE	1679	4/12/2000		200 ALARM BOARD SERVICES
249 EASTERN ART ARCADE	3454	1/31/2001		200 ALARM BOARD SERVICES
249 EASTERN ART ARCADE	5215	1/10/2002		200 ALARM BOARD SERVICES
717 EDDIE Z'S	5218	1/10/2002		200 ALARM BOARD SERVICES
1315 EN ENGINEERING	6508	9/25/2002		325 CHARTER REVENUES
704 ENVIROTEST ILLINOIS, INC	1171	2/8/2000		200 ALARM BOARD SERVICES
1203 EXTENDED STAY	5226	1/10/2002		200 ALARM BOARD SERVICES
732 EXTENDED STAY AMERICA	4729	10/19/2001		70 ELEVATOR INSPECTION FEES
186 EXTREME PROP LLC	3386	1/31/2001		200 ALARM BOARD SERVICES
820 EXTREME PROPERTIES	1617	4/11/2000		200 ALARM BOARD SERVICES
530 FAIRVIEW/OGDEN SHELL	1200	2/8/2000		200 ALARM BOARD SERVICES
859 FEDERAL REALTY INVEST TRUST	3188	1/31/2001		200 ALARM BOARD SERVICES
859 FEDERAL REALTY INVEST TRUST	5236	1/10/2002		200 ALARM BOARD SERVICES
859 FEDERAL REALTY INVEST TRUST	5236	1/10/2002		200 ALARM BOARD SERVICES
187 FIRST STAR PORTFOLIO	22	6/23/1999		150 FALSE ALARM SVCS
187 FIRST STAR PORTFOLIO	1039	1/24/2000		600 FALSE ALARM SVCS
187 FIRST STAR PORTFOLIO	3387	1/31/2001		200 ALARM BOARD SERVICES
187 FIRST STAR PORTFOLIO	5460	1/24/2002		600 FALSE ALARM SVCS
158 FIRST UNITED METHODIST CHURCH	5775	3/21/2002		150 FALSE ALARM SVCS
562 FIRSTAR BANK	412	8/25/1999		450 FALSE ALARM SVCS
562 FIRSTAR BANK	752	10/21/1999		200 FALSE ALARM SVCS
562 FIRSTAR BANK	2646	10/6/2000		70 ELEVATOR INSPECTION FEES
562 FIRSTAR BANK	2912	12/1/2000		300 FALSE ALARM SVCS
562 FIRSTAR BANK	3027	12/28/2000		300 FALSE ALARM SVCS
562 FIRSTAR BANK	3885	3/27/2001		600 FALSE ALARM SVCS
562 FIRSTAR BANK	4093	5/29/2001		350 FALSE ALARM SVCS
562 FIRSTAR BANK	4205	6/25/2001		150 FALSE ALARM SVCS
562 FIRSTAR BANK	4309	7/26/2001		200 FALSE ALARM SVCS
562 FIRSTAR BANK	4784	10/19/2001		70 ELEVATOR INSPECTION FEES
562 FIRSTAR BANK	4830	10/24/2001		200 FALSE ALARM SVCS
562 FIRSTAR BANK	4947	11/21/2001		400 FALSE ALARM SVCS
562 FIRSTAR BANK	5243	1/10/2002		200 ALARM BOARD SERVICES
136 FLAVORCHEM	3274	1/31/2001		200 ALARM BOARD SERVICES
563 FORD MOTOR COMPANY	833	11/30/1999		200 FALSE ALARM SVCS
857 FOREST HILLS APTS	4761	10/19/2001		70 ELEVATOR INSPECTION FEES
545 FOUNDERS HILL	835	11/30/1999		150 FALSE ALARM SVCS
545 FOUNDERS HILL	1778	4/14/2000		200 ALARM BOARD SERVICES
545 FOUNDERS HILL	2913	12/1/2000		150 FALSE ALARM SVCS
545 FOUNDERS HILL	3046	12/28/2000		150 FALSE ALARM SVCS
545 FOUNDERS HILL	3537	1/31/2001		200 ALARM BOARD SERVICES
545 FOUNDERS HILL	3603	1/31/2001		150 ALARM BOARD SERVICES
545 FOUNDERS HILL	4206	6/25/2001		150 FALSE ALARM SVCS
545 FOUNDERS HILL	4449	9/7/2001		150 FALSE ALARM SVCS
545 FOUNDERS HILL	4559	10/3/2001		150 FALSE ALARM SVCS
545 FOUNDERS HILL	4832	10/24/2001		150 FALSE ALARM SVCS
545 FOUNDERS HILL	4948	11/21/2001		150 FALSE ALARM SVCS
757 FUN IN MOTION - FIM	2392	8/22/2000		450 FALSE ALARM SVCS
757 FUN IN MOTION - FIM	2911	12/1/2000		200 FALSE ALARM SVCS
757 FUN IN MOTION - FIM	6563	9/30/2002		300 FALSE ALARM SVCS
967 GARFIELD MANAGEMENT	2557	9/29/2000		140 ELEVATOR INSPECTION FEES
945 GENERAL TIRE	2378	8/22/2000		35 MISCELLANEOUS REVENUES
1207 GEORGE SWIMMER	5258	1/10/2002		200 ALARM BOARD SERVICES
507 GERBER AUTO BODY	6566	9/30/2002		600 FALSE ALARM SVCS
626 GMRI, INC	739	10/21/1999		450 FALSE ALARM SVCS
626 GMRI, INC	822	11/30/1999		450 FALSE ALARM SVCS
306 GOLDEN CUP	1719	4/13/2000		200 ALARM BOARD SERVICES

AGING Schedule, by Customer

Customer Name	INV #	Invoice Date	Amount	Account Name
306 GOLDEN CUP	3494	1/31/2001	200	ALARM BOARD SERVICES
306 GOLDEN CUP	5263	1/11/2002	200	ALARM BOARD SERVICES
738 GOLDEN DUCK	2773	10/20/2000	150	FALSE ALARM SVCS
738 GOLDEN DUCK	2916	12/1/2000	150	FALSE ALARM SVCS
738 GOLDEN DUCK	3213	1/31/2001	200	ALARM BOARD SERVICES
738 GOLDEN DUCK	5264	1/11/2002	200	ALARM BOARD SERVICES
738 GOLDEN DUCK	6273	7/23/2002	600	FALSE ALARM SVCS
738 GOLDEN DUCK	6567	9/30/2002	300	FALSE ALARM SVCS
1173 GREENEY LAND SERVICES	4636	10/12/2001	2,400	UN-METERED WATER SALES
796 HAL HAWKINS	1409	3/9/2000	200	ALARM BOARD SERVICES
796 HAL HAWKINS	3292	1/31/2001	200	ALARM BOARD SERVICES
847 HAL HAWKINS	3528	1/31/2001	200	ALARM BOARD SERVICES
242 HARLEM FURNITURE	2184	6/30/2000	150	FALSE ALARM SVCS
242 HARLEM FURNITURE	2381	8/22/2000	150	FALSE ALARM SVCS
557 HET BATTERIES	1692	4/13/2000	200	ALARM BOARD SERVICES
1163 HILARIO TRVINO	4549	10/3/2001	158	WEED CUTTING AND REMOVAL
731 HILLCREST PROPERTY MANAGEME	1358	3/3/2000	200	ALARM BOARD SERVICES
149 HOME DEPOT #1916	6274	7/23/2002	1,200	FALSE ALARM SVCS
345 HOME FINISHERS	1741	4/13/2000	200	ALARM BOARD SERVICES
345 HOME FINISHERS	3510	1/31/2001	200	ALARM BOARD SERVICES
257 HOSPITAL PROFESSIONAL BUILDING	1686	4/12/2000	200	ALARM BOARD SERVICES
73 J DOWLING	1112	1/27/2000	64	O/SIDE VILL FIRE PROTECTN
930 J F HAULING CO	2268	7/21/2000	830	UN-METERED WATER SALES
930 J F HAULING CO	4370	8/8/2001	75	OVER-WEIGHT TRUCK PERMIT
805 JAMES D FIALA PAVING CO INC	5978	4/30/2002	3,702	UN-METERED WATER SALES
789 JAY BERWANGER	1379	3/3/2000	200	ALARM BOARD SERVICES
547 JEN REALTY	1782	4/14/2000	200	ALARM BOARD SERVICES
547 JEN REALTY	1937	4/20/2000	70	ELEVATOR INSPECTION FEES
547 JEN REALTY	2334	9/29/2000	70	ELEVATOR INSPECTION FEES
547 JEN REALTY	2598	10/3/2000	70	ELEVATOR INSPECTION FEES
547 JEN REALTY	3543	1/31/2001	200	ALARM BOARD SERVICES
547 JEN REALTY	4743	10/19/2001	70	ELEVATOR INSPECTION FEES
547 JEN REALTY	5419	1/21/2002	200	ALARM BOARD SERVICES
1304 JENNA A MCMAHON	6331	7/30/2002	232	MISCELLANEOUS REVENUES
940 JERRY NICHOLS	2327	8/9/2000	180	WEED CUTTING AND REMOVAL
792 JET LITHO COLOR INC	1395	3/9/2000	200	ALARM BOARD SERVICES
792 JET LITHO COLOR INC	3278	1/31/2001	200	ALARM BOARD SERVICES
1181 JF HAULING CO INC	4854	10/31/2001	75	OVER-WEIGHT TRUCK PERMIT
1181 JF HAULING CO INC	4854	10/31/2001	125	OVER-WEIGHT TRUCK PERMIT
711 JOE MADDEN FORD PARTS WAREH	3182	1/31/2001	200	ALARM BOARD SERVICES
1019 JOE WEDDLE	3141	1/31/2001	200	ALARM BOARD SERVICES
1036 JOHN FALCO	3179	1/31/2001	200	ALARM BOARD SERVICES
599 KATHY DES MARTEAU	1392	3/8/2000	11	MISCELLANEOUS REVENUES
599 KATHY DES MARTEAU	4630	10/10/2001	10	MISCELLANEOUS REVENUES
1319 KENTUCKY FRIED CHICKEN	6570	9/30/2002	300	FALSE ALARM SVCS
335 KINDERCARE	1732	4/13/2000	200	ALARM BOARD SERVICES
183 KINDERCARE	3506	1/31/2001	200	ALARM BOARD SERVICES
183 KINDERCARE	3383	1/31/2001	200	ALARM BOARD SERVICES
146 L & B HIGHLAND OAKS	3586	1/31/2001	800	FALSE ALARM SVCS
716 LASALLE PARTNERS	3187	1/19/2001	200	ALARM BOARD SERVICES
400 LAURIE MCNAMARA	2204	7/11/2000	25	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	2204	7/11/2000	4	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	2204	7/11/2000	3	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	2204	7/11/2000	30	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	2439	9/7/2000	12	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	2439	9/7/2000	18	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	3644	2/7/2001	14	PROPERTY RENTAL INCOME

AGING Schedule, by Customer

Collection RFP 2003 - Attachment 1

Customer Name	INV #	Invoice Date	Amount	Account Name
400 LAURIE MCNAMARA	3644	2/7/2001	184	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	3644	2/7/2001	134	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	3881	3/27/2001	17	PROPERTY RENTAL INCOME
400 LAURIE MCNAMARA	3881	3/27/2001	166	PROPERTY RENTAL INCOME
1320 LEATHER COLLECTIONS	6571	9/30/2002	600	FALSE ALARM SVCS
696 LOS BURRITOS TAPATIOS	1163	2/7/2000	200	ALARM BOARD SERVICES
750 LOVEJOY	1333	3/1/2000	200	ALARM BOARD SERVICES
591 LUXURY MOTORS	548	9/30/1999	450	FALSE ALARM SVCS
591 LUXURY MOTORS	3608	1/31/2001	600	ALARM BOARD SERVICES
591 LUXURY MOTORS	3159	1/31/2001	200	ALARM BOARD SERVICES
535 M HAUSMAN	1546	4/10/2000	200	ALARM BOARD SERVICES
535 M HAUSMAN	3319	1/31/2001	200	ALARM BOARD SERVICES
807 M ZAP WIRE	1525	4/5/2000	10	UN-METERED WATER SALES
1034 MAIN DOWNERS CORP	3169	1/31/2001	200	ALARM BOARD SERVICES
675 MARIA VELEZ	1017	1/17/2000	2,800	MISCELLANEOUS REVENUES
641 MAYFLOWER TOURS	6275	7/23/2002	900	FALSE ALARM SVCS
641 MAYFLOWER TOURS	6428	8/26/2002	300	FALSE ALARM SVCS
776 MCDONALDS EAST	1361	3/3/2000	200	ALARM BOARD SERVICES
776 MCDONALDS EAST	5397	1/21/2002	200	ALARM BOARD SERVICES
642 MCDONALDS WEST	3609	1/31/2001	350	ALARM BOARD SERVICES
278 MCI	3563	1/31/2001	200	ALARM BOARD SERVICES
278 MCI	3563	1/31/2001	200	ALARM BOARD SERVICES
278 MCI	3563	1/31/2001	200	ALARM BOARD SERVICES
278 MCI	3563	1/31/2001	200	ALARM BOARD SERVICES
278 MCI	3563	1/31/2001	200	ALARM BOARD SERVICES
278 MCI	5398	1/21/2002	200	ALARM BOARD SERVICES
278 MCI	5398	1/21/2002	200	ALARM BOARD SERVICES
278 MCI	5398	1/21/2002	200	ALARM BOARD SERVICES
278 MCI	5398	1/21/2002	200	ALARM BOARD SERVICES
278 MCI	5398	1/21/2002	200	ALARM BOARD SERVICES
660 MEARS CPG/SUBSITE SERVICES INC	951	12/28/1999	5,543	SALE OF WATER
669 MEINEKE MUFFLER	973	1/5/2000	300	FALSE ALARM SVCS
674 MICHELLE MULLOZZI	1016	1/17/2000	145	MISCELLANEOUS REVENUES
492 MICROSTAR COMPUTERS	2918	12/1/2000	150	FALSE ALARM SVCS
492 MICROSTAR COMPUTERS	3610	1/31/2001	150	ALARM BOARD SERVICES
250 MIDWESTERN UNIVERSITY	3084	1/9/2001	1,430	COST REC-STORM WATER
1147 MINIMED	4442	9/5/2001	291	CHARTER REVENUES
1148 MINOLTA	4950	11/21/2001	150	FALSE ALARM SVCS
1148 MINOLTA	5142	1/8/2002	750	FALSE ALARM SVCS
1148 MINOLTA	5465	1/24/2002	600	FALSE ALARM SVCS
248 MOLEX	5404	1/21/2002	200	ALARM BOARD SERVICES
248 MOLEX	5404	1/21/2002	200	ALARM BOARD SERVICES
248 MOLEX	5404	1/21/2002	200	ALARM BOARD SERVICES
782 MORNINGSIDE EQUITIES	1368	3/3/2000	200	ALARM BOARD SERVICES
396 MORTON ARBORETUM	3823	3/19/2001	662	CHARTER REVENUES
396 MORTON ARBORETUM	3857	3/20/2001	621	CHARTER REVENUES
794 MOVING SOLUTIONS INC	1397	3/9/2000	200	ALARM BOARD SERVICES
794 MOVING SOLUTIONS INC	3280	1/31/2001	200	ALARM BOARD SERVICES
774 NEDGO	3256	1/22/2001	200	ALARM BOARD SERVICES
124 NORTHERN BUILDERS	3381	1/31/2001	200	ALARM BOARD SERVICES
1248 NORTHERN ILLINOIS HYDROSEEDIN	5946	4/26/2002	170	UN-METERED WATER SALES
1160 OAK LAWN CNN	4536	9/25/2001	246	CHARTER REVENUES
316 ONCE UPON A CHILD	3500	1/31/2001	200	ALARM BOARD SERVICES
621 OSCO	727	10/21/1999	300	FALSE ALARM SVCS
621 OSCO	816	11/30/1999	200	FALSE ALARM SVCS
621 OSCO	930	12/28/1999	150	FALSE ALARM SVCS
621 OSCO	1041	1/24/2000	1,000	FALSE ALARM SVCS

AGING Schedule, by Customer

Customer Name	INV #	Invoice Date	Amount	Account Name
621 OSCO	1336	3/1/2000	200	ALARM BOARD SERVICES
621 OSCO	3240	1/31/2001	200	ALARM BOARD SERVICES
873 OSCO DRUGS	1866	4/19/2000	35	ELEVATOR INSPECTION FEES
1239 PANDA EXPRESS	5795	3/27/2002	450	FALSE ALARM SVCS
1032 PANERA BREAD	3157	1/31/2001	200	ALARM BOARD SERVICES
1217 PANERA BREAD	5432	1/23/2002	200	ALARM BOARD SERVICES
1041 PARK INVESTORS	3289	1/31/2001	200	ALARM BOARD SERVICES
415 PEPPER CONSTRUCTION	6244	7/22/2002	836	SALE OF WATER
727 PETSMART	1201	2/8/2000	200	ALARM BOARD SERVICES
727 PETSMART	3199	1/31/2001	200	ALARM BOARD SERVICES
727 PETSMART	5441	1/23/2002	200	ALARM BOARD SERVICES
998 PLAY IT AGAIN SPORTS	2924	12/4/2000	150	FALSE ALARM SVCS
763 PLYCRAFT PRODUCTS	5444	1/23/2002	200	ALARM BOARD SERVICES
1022 PRIME FLOORING	3145	1/31/2001	200	ALARM BOARD SERVICES
1022 PRIME FLOORING	5450	1/23/2002	200	ALARM BOARD SERVICES
684 PRO STAR SECURITY	1071	1/25/2000	300	FALSE ALARM SVCS
701 PRODUCT SAVER	5452	1/23/2002	200	ALARM BOARD SERVICES
646 PROSTAR	831	11/30/1999	300	FALSE ALARM SVCS
646 PROSTAR	924	12/28/1999	150	FALSE ALARM SVCS
960 R CARLSON AND SONS	2514	9/26/2000	726	UN-METERED WATER SALES
965 RADIO SHACK	2541	9/26/2000	150	FALSE ALARM SVCS
965 RADIO SHACK	3028	12/28/2000	150	FALSE ALARM SVCS
787 REAL ESTATE OPPTY CO.	3273	1/31/2001	200	ALARM BOARD SERVICES
331 RED ROOF INN	5482	1/29/2002	200	ALARM BOARD SERVICES
1242 REYNOLD A PANIKKUTHARA	5814	3/28/2002	180	CLAIM FOR LOSS/DAMAGE
1055 RR DONELLEY AND SONS	5784	3/27/2002	140	CHARTER REVENUES
1055 RR DONELLEY AND SONS	5935	4/26/2002	224	CHARTER REVENUES
39 SCHOOL DISTRICT #58	3781	2/23/2001	383	AP - FUEL
39 SCHOOL DISTRICT #58	3781	2/23/2001	886	AP - FUEL
39 SCHOOL DISTRICT #58	3781	2/23/2001	35	FUEL SYSTEM REPLACEMENT
791 SCOTT KABAT	2207	7/12/2000	407	PROPERTY RENTAL INCOME
791 SCOTT KABAT	2437	9/7/2000	36	PROPERTY RENTAL INCOME
791 SCOTT KABAT	3060	12/28/2000	55	PROPERTY RENTAL INCOME
791 SCOTT KABAT	3646	2/7/2001	226	PROPERTY RENTAL INCOME
791 SCOTT KABAT	3646	2/7/2001	160	PROPERTY RENTAL INCOME
1014 SCOTTSBARRY HOMES, INC -TERRY	3085	1/9/2001	1,041	COST REC-STORM WATER
1014 SCOTTSBARRY HOMES, INC -TERRY	3124	1/16/2001	280	COST REC-STORM WATER
1014 SCOTTSBARRY HOMES, INC -TERRY	3972	4/19/2001	1,217	COST REC-STORM WATER
420 SPORTS AUTHORITY	4211	6/25/2001	600	FALSE ALARM SVCS
1324 SPRINT	6578	9/30/2002	300	FALSE ALARM SVCS
661 SUBSITE SERVICES INC	952	12/28/1999	2,130	SALE OF WATER
251 SUBURBAN ASSEMBLY OF GOD	1680	4/12/2000	200	ALARM BOARD SERVICES
398 SUE ANN DALTON	2440	9/7/2000	5	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	2440	9/7/2000	18	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	3645	2/7/2001	5	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	3645	2/7/2001	184	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	3645	2/7/2001	134	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	3878	3/27/2001	6	PROPERTY RENTAL INCOME
398 SUE ANN DALTON	3878	3/27/2001	135	PROPERTY RENTAL INCOME
728 SUPERIOR BANK	5529	1/30/2002	200	ALARM BOARD SERVICES
981 TACO BELL	3039	12/28/2000	150	FALSE ALARM SVCS
981 TACO BELL	3622	1/31/2001	600	ALARM BOARD SERVICES
471 TACO BELL - 7451 LEMONT	2930	12/4/2000	450	FALSE ALARM SVCS
471 TACO BELL - 7451 LEMONT	3059	12/28/2000	150	FALSE ALARM SVCS
644 TCF BANK	828	11/30/1999	150	FALSE ALARM SVCS
644 TCF BANK	929	12/28/1999	950	FALSE ALARM SVCS
644 TCF BANK	1038	1/24/2000	400	FALSE ALARM SVCS

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Customer Name	INV #	Invoice Date	Amount	Account Name
644 TCF BANK	2075	5/26/2000	150	FALSE ALARM SVCS
644 TCF BANK	2183	6/30/2000	150	FALSE ALARM SVCS
644 TCF BANK	2286	7/25/2000	500	FALSE ALARM SVCS
644 TCF BANK	2383	8/22/2000	200	FALSE ALARM SVCS
644 TCF BANK	2785	10/20/2000	200	FALSE ALARM SVCS
644 TCF BANK	2932	12/4/2000	800	FALSE ALARM SVCS
644 TCF BANK	3623	1/31/2001	200	FALSE ALARM SVCS
644 TCF BANK	4954	11/21/2001	300	FALSE ALARM SVCS
644 TCF BANK	5468	1/24/2002	300	FALSE ALARM SVCS
424 TCF NATIONAL	202	7/22/1999	150	FALSE ALARM SVCS
424 TCF NATIONAL	926	12/28/1999	200	FALSE ALARM SVCS
424 TCF NATIONAL	1044	1/24/2000	400	FALSE ALARM SVCS
1224 THE GALLERIA	5533	1/30/2002	200	ALARM BOARD SERVICES
639 TJ MAXX AND MORE	809	11/30/1999	150	FALSE ALARM SVCS
706 TONY'S DETAIL SHOP	3172	1/31/2001	200	ALARM BOARD SERVICES
706 TONY'S DETAIL SHOP	5537	1/30/2002	200	ALARM BOARD SERVICES
1228 TWEETER	6582	9/30/2002	600	FALSE ALARM SVCS
916 UNIQUE EMBOSSING	2172	6/30/2000	300	FALSE ALARM SVCS
916 UNIQUE EMBOSSING	2276	7/24/2000	300	FALSE ALARM SVCS
916 UNIQUE EMBOSSING	2404	8/22/2000	150	FALSE ALARM SVCS
964 UNITED LIQUORS	2540	9/26/2000	300	FALSE ALARM SVCS
594 UTILX CORP FLOWMOLE	558	9/30/1999	346	SALE OF WATER
255 VICTORIA CENTER PLAZA	5553	1/31/2002	200	ALARM BOARD SERVICES
304 VILLAGE LAW	1718	4/13/2000	200	ALARM BOARD SERVICES
156 WALGREENS	3352	1/31/2001	200	ALARM BOARD SERVICES
156 WALGREENS	4213	6/25/2001	150	FALSE ALARM SVCS
1119 WALGREENS	5147	1/8/2002	300	FALSE ALARM SVCS
694 WALGREENS DRUG STORE - 413	1162	2/7/2000	200	ALARM BOARD SERVICES
311 WENDYS	1721	4/13/2000	200	ALARM BOARD SERVICES
311 WENDYS	3496	1/31/2001	200	ALARM BOARD SERVICES
1255 WILD BORE	5975	4/30/2002	165	UN-METERED WATER SALES
1268 WILLIAM LILLY	6047	5/21/2002	2,251	MISCELLANEOUS REVENUES
806 WIRE, INC	1524	4/5/2000	10	UN-METERED WATER SALES
1230 WIRELESS WAREHOUSE	5571	1/31/2002	200	ALARM BOARD SERVICES
1069 WORK N GEAR	3890	3/27/2001	150	FALSE ALARM SVCS
950 ZABLER JEWELERS	6542	9/26/2002	3,000	FALSE ALARM SVCS
	over 120 days		169,475	

AGING Schedule, by Customer

Customer Name	INV #	Invoice Date	Amount	Account Name
Receivables that are over 90 Days:				
185 AUTOMATED PRESORT	6740	10/31/2002	2,100	FALSE ALARM SVCS
417 CHARTER ONE BANK	6742	10/31/2002	300	FALSE ALARM SVCS
1240 CVS PHARMACY	6743	10/31/2002	300	FALSE ALARM SVCS
34 DOWNERS GROVE PARK DISTRICT	6745	10/31/2002	600	FALSE ALARM SVCS
1327 ELISA BERGIN	6588	10/1/2002	4,043	MISCELLANEOUS REVENUES
757 FUN IN MOTION - FIM	6748	10/31/2002	300	FALSE ALARM SVCS
1339 GEORGE HARTE	6739	10/31/2002	14	LIFE INS RETIREE CONTRIB-FIRE PEN
11 GORDON RONDEAU	6733	10/30/2002	2	LIFE INS RETIREE CONTRIB-IMRF
11 GORDON RONDEAU	6733	10/30/2002	680	HEALTH INS - RETIREE CONTRIB-IMRF
930 J F HAULING CO	6597	10/1/2002	125	OVER-WEIGHT TRUCK PERMIT
641 MAYFLOWER TOURS	6752	10/31/2002	600	FALSE ALARM SVCS
492 MICROSTAR COMPUTERS	6753	10/31/2002	300	FALSE ALARM SVCS
248 MOLEX	6754	10/31/2002	300	FALSE ALARM SVCS
1130 S SCHROEDER TRUCKING	6592	10/1/2002	125	OVER-WEIGHT TRUCK PERMIT
39 SCHOOL DISTRICT #58	6677	10/21/2002	71	CHARTER REVENUES
608 ST ANDREWS SR MINISTRY	6712	10/24/2002	202	CHARTER REVENUES
1340 T J WALSH	6758	10/31/2002	100	FALSE ALARM SVCS
1335 THOMAS MITCHELL	6679	10/21/2002	2,442	MISCELLANEOUS REVENUES
1336 THOMAS WEISS	6680	10/21/2002	2,056	MISCELLANEOUS REVENUES
1134 TOM DORAN	6661	10/16/2002	340	HEALTH INS - RETIREE CONTRIB-COBRA
		90 days old	14,999	

AGING Schedule, by Customer

Customer Name	INV #	Invoice Date	Amount	Account Name
Receivables that are over 60 Days:				
122 BEST BUY #301	6933	11/26/2002		600 FALSE ALARM SVCS
1351 BP AMOCO	6880	11/20/2002		256 COST REC FROM FIRE
1352 CASS AUTOMOTIVE	6881	11/20/2002		307 COST REC FROM FIRE
417 CHARTER ONE BANK	6934	11/26/2002		600 FALSE ALARM SVCS
34 DOWNERS GROVE PARK DISTRICT	6916	11/21/2002		690 COST REC FROM CATV
34 DOWNERS GROVE PARK DISTRICT	6938	11/27/2002		900 FALSE ALARM SVCS
422 DOWNERS GROVE SOUTH HIGH SC	6786	11/8/2002		200 ELEVATOR INSPECTION FEES
625 DYNAGEAR	6941	11/27/2002		600 FALSE ALARM SVCS
562 FIRSTAR BANK	6785	11/8/2002		100 ELEVATOR INSPECTION FEES
545 FOUNDERS HILL	6814	11/12/2002		100 ELEVATOR INSPECTION FEES
1361 FRITZ LANDSCAPING COMPANY INC	6921	11/21/2002		5,790 UN-METERED WATER SALES
1343 JACK BAJOR	6771	11/6/2002		28 DENTAL INS MANAGED COST - COBRA
547 JEN REALTY	6826	11/13/2002		100 ELEVATOR INSPECTION FEES
1319 KENTUCKY FRIED CHICKEN	6943	11/27/2002		600 FALSE ALARM SVCS
1321 MAX MADSEN MITSUBISHI	6945	11/27/2002		1,800 FALSE ALARM SVCS
278 MCI	6783	11/8/2002		200 ELEVATOR INSPECTION FEES
248 MOLEX	6792	11/11/2002		100 ELEVATOR INSPECTION FEES
804 NICKOLSON CONSTRUCTION INC	6900	11/20/2002		26 UN-METERED WATER SALES
739 REST HAVEN WEST NURSING HOME	6832	11/13/2002		200 ELEVATOR INSPECTION FEES
		60 days old		13,196

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Customer Name	INV #	Invoice Date	Amount	Account Name
Receivables that are over 30 Days:				
185 AUTOMATED PRESORT	7035	12/20/2002	1,200	FALSE ALARM SVCS
834 BANK ONE	7037	12/20/2002	300	FALSE ALARM SVCS
37 BRISTOL CLUB	6959	12/17/2002	2,688	BRISTOL CLUB CHARTER
618 COLLEGE OF DUPAGE	6964	12/18/2002	251	CHARTER REVENUES
34 DOWNERS GROVE PARK DISTRICT	7040	12/20/2002	300	FALSE ALARM SVCS
1002 JEFF WAXMAN	7057	12/20/2002	259	CHARTER REVENUES
1364 JIFFY LUBE	7042	12/20/2002	300	FALSE ALARM SVCS
1319 KENTUCKY FRIED CHICKEN	7043	12/20/2002	600	FALSE ALARM SVCS
1321 MAX MADSEN MITSUBISHI	7044	12/20/2002	2,200	FALSE ALARM SVCS
1148 MINOLTA	7045	12/20/2002	900	FALSE ALARM SVCS
39 SCHOOL DISTRICT #58	6978	12/18/2002	71	CHARTER REVENUES
39 SCHOOL DISTRICT #58	6971	12/18/2002	70	CHARTER REVENUES
39 SCHOOL DISTRICT #58	6967	12/18/2002	70	CHARTER REVENUES
39 SCHOOL DISTRICT #58	6966	12/18/2002	140	CHARTER REVENUES
39 SCHOOL DISTRICT #58	6965	12/18/2002	71	CHARTER REVENUES
39 SCHOOL DISTRICT #58	6979	12/19/2002	71	CHARTER REVENUES
39 SCHOOL DISTRICT #58	7028	12/20/2002	70	CHARTER REVENUES
39 SCHOOL DISTRICT #58	7021	12/20/2002	71	CHARTER REVENUES
845 ST JOSEPH'S CHURCH	6955	12/6/2002	100	ELEVATOR INSPECTION FEES
644 TCF BANK	7048	12/20/2002	300	FALSE ALARM SVCS
		30 days old	10,033	

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Customer Name	INV #	Invoice Date	Amount	Account Name
Current Outstanding Receivables:				
818 728 OGDEN PARTNERSHIP	7451	1/27/2003	200	ALARM BOARD SERVICES
175 ACCESS HEALTH	7457	1/27/2003	200	ALARM BOARD SERVICES
104 ACE REPROGRAPHICS	7378	1/24/2003	200	ALARM BOARD SERVICES
709 ACXIONM	7255	1/23/2003	200	ALARM BOARD SERVICES
1025 ADAMS FLOWERS	7230	1/22/2003	200	ALARM BOARD SERVICES
812 AERIAL GYMNASTICS	7396	1/27/2003	200	ALARM BOARD SERVICES
351 AIM REALTY	7212	1/22/2003	200	ALARM BOARD SERVICES
1388 AIR SAFETY CORPORATION	7206	1/21/2003	200	ALARM BOARD SERVICES
1405 AMERICAN LAND GROUP	7434	1/27/2003	200	ALARM BOARD SERVICES
1194 AMERICAN LEGION	7217	1/22/2003	200	ALARM BOARD SERVICES
363 AMERITECH	7327	1/24/2003	200	ALARM BOARD SERVICES
167 AMKUS	7446	1/27/2003	200	ALARM BOARD SERVICES
190 ARBORETUM OFFICE BUILDING	7472	1/27/2003	200	ALARM BOARD SERVICES
190 ARBORETUM OFFICE BUILDING	7492	1/29/2003	200	ALARM BOARD SERVICES
767 ARROW GEAR	7323	1/24/2003	200	ALARM BOARD SERVICES
766 ARROW GEAR - PLANT 2	7322	1/24/2003	200	ALARM BOARD SERVICES
352 ARUN ENTERPRISES	7300	1/23/2003	200	ALARM BOARD SERVICES
352 ARUN ENTERPRISES	7294	1/23/2003	200	ALARM BOARD SERVICES
352 ARUN ENTERPRISES	7324	1/24/2003	200	ALARM BOARD SERVICES
504 ARUN ENTERPRISES	7369	1/24/2003	200	ALARM BOARD SERVICES
1021 AUTO ZONE	7182	1/21/2003	200	ALARM BOARD SERVICES
1021 AUTO ZONE	7227	1/22/2003	200	ALARM BOARD SERVICES
1403 AUTOBODY UNLIMITED	7422	1/27/2003	200	ALARM BOARD SERVICES
185 AUTOMATED PRESORT	7144	1/17/2003	1,600	FALSE ALARM SVCS
185 AUTOMATED PRESORT	7467	1/27/2003	200	ALARM BOARD SERVICES
720 AUTOMATIC APPLIANCE PARTS	7268	1/23/2003	200	ALARM BOARD SERVICES
36 AVERY COONLEY SCHOOL	7298	1/23/2003	200	ALARM BOARD SERVICES
36 AVERY COONLEY SCHOOL	7511	1/31/2003	236	CHARTER REVENUES
36 AVERY COONLEY SCHOOL	7503	1/31/2003	140	CHARTER REVENUES
1399 BABCOCK AND WILCOX	7368	1/24/2003	200	ALARM BOARD SERVICES
107 BAKERS SQUARE	7384	1/27/2003	200	ALARM BOARD SERVICES
180 BELDEN CONDOS	7462	1/27/2003	200	ALARM BOARD SERVICES
122 BEST BUY #301	7146	1/17/2003	300	FALSE ALARM SVCS
122 BEST BUY #301	7406	1/27/2003	200	ALARM BOARD SERVICES
122 BEST BUY #301	7398	1/27/2003	200	ALARM BOARD SERVICES
764 BILL STILLWELL BUICK	7308	1/24/2003	200	ALARM BOARD SERVICES
906 BLOCKBUSTER VIDEO	7147	1/17/2003	300	FALSE ALARM SVCS
1020 BLUE SKY BUILDERS	7226	1/22/2003	200	ALARM BOARD SERVICES
1196 BRAIN SNACKS	7426	1/27/2003	200	ALARM BOARD SERVICES
37 BRISTOL CLUB	7060	1/6/2003	2,822	BRISTOL CLUB CHARTER
1383 BROWNS CHICKEN	7195	1/21/2003	200	ALARM BOARD SERVICES
1044 BUONA BEEF	7209	1/22/2003	200	ALARM BOARD SERVICES
435 BURBANK PARK DISTRICT	7499	1/31/2003	202	CHARTER REVENUES
592 BURNSIDE CONSTRUCTION	7316	1/24/2003	200	ALARM BOARD SERVICES
724 C RELJA	7272	1/23/2003	200	ALARM BOARD SERVICES
1197 CALLAWAYS PINT HOUSE	7148	1/17/2003	300	FALSE ALARM SVCS
1348 CANCER CARE CENTER	7192	1/21/2003	200	ALARM BOARD SERVICES
106 CARLSONS PAINT	7383	1/27/2003	200	ALARM BOARD SERVICES
783 CASS INFO SYSTEMS	7145	1/17/2003	600	FALSE ALARM SVCS
783 CASS INFO SYSTEMS	7344	1/24/2003	200	ALARM BOARD SERVICES
1219 CASTROL BUILDING	7443	1/27/2003	200	ALARM BOARD SERVICES
1172 CB RICHARD ELLIS	7235	1/22/2003	200	ALARM BOARD SERVICES
1172 CB RICHARD ELLIS	7235	1/22/2003	200	ALARM BOARD SERVICES
123 CENTRAL ACCOUSTICAL	7399	1/27/2003	200	ALARM BOARD SERVICES

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Customer Name	INV #	Invoice Date	Amount	Account Name
417 CHARTER ONE BANK	7204	1/21/2003	200	ALARM BOARD SERVICES
417 CHARTER ONE BANK	7278	1/23/2003	200	ALARM BOARD SERVICES
1174 CIRCUIT CITY	7149	1/17/2003	300	FALSE ALARM SVCS
618 COLLEGE OF DUPAGE	7507	1/31/2003	201	CHARTER REVENUES
968 CORRIDORS III	7208	1/21/2003	200	ALARM BOARD SERVICES
968 CORRIDORS III	7208	1/21/2003	200	ALARM BOARD SERVICES
213 CROSAVE AUTO SUPPLY	7497	1/29/2003	200	ALARM BOARD SERVICES
883 CURTISS CONDO ASSOC	7234	1/22/2003	200	ALARM BOARD SERVICES
1240 CVS PHARMACY	7200	1/21/2003	200	ALARM BOARD SERVICES
1402 CYBOR FIRE PROTECTION	7389	1/27/2003	200	ALARM BOARD SERVICES
413 DARIEN PARK DISTRICT	7510	1/31/2003	242	CHARTER REVENUES
1369 DAVID BILLISH	7090	1/10/2003	90	HEALTH INSURANCE - EMPLOYEE
1369 DAVID BILLISH	7090	1/10/2003	15	HEALTH INSURANCE - EMPLOYEE
1369 DAVID BILLISH	7090	1/10/2003	4	VISION INS-EMPLOYEES
710 DEKA-IMMOBILIENEUROP	7258	1/23/2003	200	ALARM BOARD SERVICES
188 DELPHI MECHATRONIC SYSTEMS	7470	1/27/2003	200	ALARM BOARD SERVICES
1384 DG ANIMAL HOSPITAL	7196	1/21/2003	200	ALARM BOARD SERVICES
748 DG ORTHOPEDICS	7305	1/23/2003	200	ALARM BOARD SERVICES
150 DGY MOTORSPORTS	7427	1/27/2003	200	ALARM BOARD SERVICES
624 DHL AIRWAYS	7362	1/24/2003	200	ALARM BOARD SERVICES
815 DIGITAL NETWORK DEVELOPMENT	7224	1/22/2003	200	ALARM BOARD SERVICES
430 DIVINE SAVIOR	7194	1/21/2003	200	ALARM BOARD SERVICES
1406 DK REALTY PARATNERS LLC	7468	1/27/2003	200	ALARM BOARD SERVICES
134 DOMINICKS	7152	1/17/2003	600	FALSE ALARM SVCS
134 DOMINICKS	7279	1/23/2003	200	ALARM BOARD SERVICES
637 DOMINICKS	7413	1/27/2003	200	ALARM BOARD SERVICES
219 DOUBLETREE GUEST SUITES	7061	1/6/2003	370	CHARTER REVENUES
1409 DOWNERS GROVE DOWNTOWN MA	7498	1/31/2003	884	AP - SSA#2
98 DOWNERS GROVE LIBRARY	7372	1/24/2003	200	ALARM BOARD SERVICES
677 DOWNERS GROVE NATIONAL BANK	7450	1/27/2003	200	ALARM BOARD SERVICES
423 DOWNERS GROVE NORTH HIGH SC	7084	1/10/2003	358	COST RECOV: POLICE OVERTIME
423 DOWNERS GROVE NORTH HIGH SC	7084	1/10/2003	179	COST RECOV: POLICE OVERTIME
423 DOWNERS GROVE NORTH HIGH SC	7084	1/10/2003	2,326	SPEC POLICE -COUNSELING
423 DOWNERS GROVE NORTH HIGH SC	7084	1/10/2003	2,386	SPEC POLICE -COUNSELING
423 DOWNERS GROVE NORTH HIGH SC	7084	1/10/2003	1,610	SPEC POLICE -COUNSELING
423 DOWNERS GROVE NORTH HIGH SC	7380	1/24/2003	200	ALARM BOARD SERVICES
423 DOWNERS GROVE NORTH HIGH SC	7482	1/29/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7076	1/6/2003	-	VISION INS - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7076	1/6/2003	693	HEALTH INS - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7076	1/6/2003	56	DENTAL INS TRADITIONAL - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7076	1/6/2003	56	DENTAL INS MANAGED COST - COBRA
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	479	LIFE INS-PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	726	ADMIN FEE-PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	770	VISION INS - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	26,689	HEALTH INS - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	927	DENTAL INS TRADITIONAL - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7077	1/7/2003	1,506	DENTAL INS MANAGED COST - PARK DISTRICT
34 DOWNERS GROVE PARK DISTRICT	7219	1/22/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7277	1/23/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7328	1/24/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7364	1/24/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7404	1/27/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7382	1/27/2003	200	ALARM BOARD SERVICES
34 DOWNERS GROVE PARK DISTRICT	7504	1/31/2003	251	CHARTER REVENUES
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	362	AP - FUEL
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	571	AP - FUEL
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	100	AP - FUEL

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Customer Name	INV #	Invoice Date	Amount	Account Name
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	626	UNCLAIMED PROPERTY (CHKS PAYABLE)
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	46	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	7	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	51	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7094	1/10/2003	35	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7086	1/10/2003	75	MISCELLANEOUS REVENUES
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	216	AP - FUEL
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	347	AP - FUEL
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	748	AP - FUEL
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	21	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	26	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7121	1/16/2003	67	FUEL SYSTEM REPLACEMENT
35 DOWNERS GROVE SANITARY DISTR	7359	1/24/2003	200	ALARM BOARD SERVICES
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	380	COST RECOV: POLICE OVERTIME
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	514	COST RECOV: POLICE OVERTIME
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	313	COST RECOV: POLICE OVERTIME
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	1,908	SPEC POLICE -COUNSELING
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	2,147	SPEC POLICE -COUNSELING
422 DOWNERS GROVE SOUTH HIGH SC	7085	1/10/2003	2,251	SPEC POLICE -COUNSELING
422 DOWNERS GROVE SOUTH HIGH SC	7428	1/27/2003	200	ALARM BOARD SERVICES
43 DOWNERS GROVE TOWNSHIP	7447	1/27/2003	200	ALARM BOARD SERVICES
1404 DRAGON'S LIFE SYSTEMS	7431	1/27/2003	200	ALARM BOARD SERVICES
735 DREAM INTERIORS	7285	1/23/2003	200	ALARM BOARD SERVICES
822 DUKE REALTY INVEST	7460	1/27/2003	200	ALARM BOARD SERVICES
822 DUKE REALTY INVEST	7478	1/29/2003	200	ALARM BOARD SERVICES
734 DUNKIN DONUTS	7284	1/23/2003	200	ALARM BOARD SERVICES
483 DUPAGE PUBLIC WORKS	7092	1/10/2003	9	AP - CNG FUEL
483 DUPAGE PUBLIC WORKS	7092	1/10/2003	13	AP - CNG FUEL
483 DUPAGE PUBLIC WORKS	7092	1/10/2003	2	CNG FUEL SYSTEM REPLACEMENT
483 DUPAGE PUBLIC WORKS	7092	1/10/2003	3	CNG FUEL SYSTEM REPLACEMENT
483 DUPAGE PUBLIC WORKS	7087	1/10/2003	25	MISCELLANEOUS REVENUES
483 DUPAGE PUBLIC WORKS	7124	1/16/2003	24	AP - CNG FUEL
483 DUPAGE PUBLIC WORKS	7124	1/16/2003	26	AP - CNG FUEL
483 DUPAGE PUBLIC WORKS	7124	1/16/2003	5	CNG FUEL SYSTEM REPLACEMENT
483 DUPAGE PUBLIC WORKS	7124	1/16/2003	6	CNG FUEL SYSTEM REPLACEMENT
625 DYNAGEAR	7365	1/24/2003	200	ALARM BOARD SERVICES
97 EAGLE STORAGE	7354	1/24/2003	200	ALARM BOARD SERVICES
155 ECONOTEMP	7433	1/27/2003	200	ALARM BOARD SERVICES
717 EDDIE Z'S	7266	1/23/2003	200	ALARM BOARD SERVICES
128 EDWARDS HINES LUMBER	7407	1/27/2003	200	ALARM BOARD SERVICES
788 ELITE ELECTRONICS	7352	1/24/2003	200	ALARM BOARD SERVICES
1023 ENTERPRISE INFORMATION SOLUT	7229	1/22/2003	200	ALARM BOARD SERVICES
704 ENVIROTEST ILLINOIS, INC	7249	1/22/2003	200	ALARM BOARD SERVICES
870 EPI REALTY	7489	1/29/2003	200	ALARM BOARD SERVICES
870 EPI REALTY	7489	1/29/2003	200	ALARM BOARD SERVICES
1203 EXTENDED STAY	7280	1/23/2003	200	ALARM BOARD SERVICES
151 FAIRVIEW VILLAGE APTS	7429	1/27/2003	200	ALARM BOARD SERVICES
725 FAMILY HOME MEDICAL EQUIPMENT	7273	1/23/2003	200	ALARM BOARD SERVICES
719 FAMILY VIDEO	7267	1/23/2003	200	ALARM BOARD SERVICES
859 FEDERAL REALTY INVEST TRUST	7265	1/23/2003	200	ALARM BOARD SERVICES
859 FEDERAL REALTY INVEST TRUST	7363	1/24/2003	200	ALARM BOARD SERVICES
361 FIRST METHODIST CHURCH	7438	1/27/2003	200	ALARM BOARD SERVICES
749 FIRST BAPTIST CHURCH	7314	1/24/2003	200	ALARM BOARD SERVICES
466 FIRST CONGREGATIONAL CHURCH	7302	1/23/2003	200	ALARM BOARD SERVICES
187 FIRST STAR PORTFOLIO	7469	1/27/2003	200	ALARM BOARD SERVICES
136 FLAVORCHEM	7449	1/27/2003	200	ALARM BOARD SERVICES
136 FLAVORCHEM	7415	1/27/2003	200	ALARM BOARD SERVICES

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Customer Name	INV #	Invoice Date	Amount	Account Name
628 FLEXIBLE STEEL	7310	1/24/2003		200 ALARM BOARD SERVICES
179 FLORAL NETWORK	7461	1/27/2003		200 ALARM BOARD SERVICES
191 FOR PLAX LOS ANGELES	7474	1/29/2003		200 ALARM BOARD SERVICES
1282 FOREST PRESERVE OF DUPAGE CO	7093	1/10/2003		62 AP - CNG FUEL
1282 FOREST PRESERVE OF DUPAGE CO	7093	1/10/2003		82 AP - CNG FUEL
1282 FOREST PRESERVE OF DUPAGE CO	7093	1/10/2003		11 CNG FUEL SYSTEM REPLACEMENT
1282 FOREST PRESERVE OF DUPAGE CO	7093	1/10/2003		8 CNG FUEL SYSTEM REPLACEMENT
1282 FOREST PRESERVE OF DUPAGE CO	7125	1/16/2003		68 AP - CNG FUEL
1282 FOREST PRESERVE OF DUPAGE CO	7125	1/16/2003		43 AP - CNG FUEL
1282 FOREST PRESERVE OF DUPAGE CO	7125	1/16/2003		10 FUEL SYSTEM REPLACEMENT
1282 FOREST PRESERVE OF DUPAGE CO	7125	1/16/2003		6 CNG FUEL SYSTEM REPLACEMENT
234 FUDDRUCKERS	7154	1/17/2003		300 FALSE ALARM SVCS
757 FUN IN MOTION - FIM	7312	1/24/2003		200 ALARM BOARD SERVICES
741 FUSIBOND	7293	1/23/2003		200 ALARM BOARD SERVICES
23 GAY LINDER	7129	1/16/2003		3 LIFE INS RETIREE CONTRIB-IMRF
23 GAY LINDER	7129	1/16/2003		340 HEALTH INS - RETIREE CONTRIB-IMRF
1407 GEORGE NICHOLAOU	7473	1/28/2003		43 MISCELLANEOUS REVENUES
1207 GEORGE SWIMMER	7222	1/22/2003		200 ALARM BOARD SERVICES
507 GERBER AUTO BODY	7155	1/17/2003		300 FALSE ALARM SVCS
778 GH PUBLISHING	7339	1/24/2003		200 ALARM BOARD SERVICES
1031 GIORDANO'S OF DOWNERS GROVE	7236	1/22/2003		200 ALARM BOARD SERVICES
200 GLORIA DEI LUTHERAN CHURCH	7484	1/29/2003		200 ALARM BOARD SERVICES
626 GMRI, INC	7483	1/29/2003		200 ALARM BOARD SERVICES
738 GOLDEN DUCK	7289	1/23/2003		200 ALARM BOARD SERVICES
713 GOLFSMITH	7261	1/23/2003		200 ALARM BOARD SERVICES
697 GOOD SAM FITNESS CENTER	7243	1/22/2003		200 ALARM BOARD SERVICES
432 GOOD SAMARITAN HOSPITAL	7358	1/24/2003		200 ALARM BOARD SERVICES
140 GOOD SHEPERD LUTHERAN CHURC	7419	1/27/2003		200 ALARM BOARD SERVICES
113 GROVE TERRACE CONDOS	7390	1/27/2003		200 ALARM BOARD SERVICES
773 H LANGTIES	7331	1/24/2003		200 ALARM BOARD SERVICES
1042 HAL HAWKINS	7370	1/24/2003		200 ALARM BOARD SERVICES
135 HALLOWELL & JAMES FUNERAL HO	7414	1/27/2003		200 ALARM BOARD SERVICES
1035 HAMILTON PARTNERS	7191	1/21/2003		200 ALARM BOARD SERVICES
1035 HAMILTON PARTNERS	7252	1/23/2003		200 ALARM BOARD SERVICES
1035 HAMILTON PARTNERS	7252	1/23/2003		200 ALARM BOARD SERVICES
197 HAMILTON PARTNERS	7480	1/29/2003		200 ALARM BOARD SERVICES
707 HAPPINESS IS PETS	7253	1/23/2003		200 ALARM BOARD SERVICES
722 HAPPY DAZE	7270	1/23/2003		200 ALARM BOARD SERVICES
242 HARLEM FURNITURE	7156	1/17/2003		300 FALSE ALARM SVCS
10 HARVEY FRIEDL	7110	1/15/2003		2 LIFE INS RETIREE CONTRIB-IMRF
10 HARVEY FRIEDL	7110	1/15/2003		340 HEALTH INS - RETIREE CONTRIB-IMRF
1372 HAUSER ROSSI INSTITUTE	7157	1/17/2003		300 FALSE ALARM SVCS
737 HENDRICKS MUSIC	7288	1/23/2003		200 ALARM BOARD SERVICES
40 HENRY PUFFER SCHOOL	7099	1/15/2003		70 CHARTER REVENUES
40 HENRY PUFFER SCHOOL	7301	1/23/2003		200 ALARM BOARD SERVICES
40 HENRY PUFFER SCHOOL	7505	1/31/2003		70 CHARTER REVENUES
163 HEUFT USA	7442	1/27/2003		200 ALARM BOARD SERVICES
884 HIGHLAND OAKS	7292	1/23/2003		200 ALARM BOARD SERVICES
884 HIGHLAND OAKS	7425	1/27/2003		200 ALARM BOARD SERVICES
731 HILLCREST PROPERTY MANAGEME	7333	1/24/2003		200 ALARM BOARD SERVICES
721 HINSBROOK BANK AND TRUST	7269	1/23/2003		200 ALARM BOARD SERVICES
193 HOLIDAY INN EXPRESS	7475	1/29/2003		200 ALARM BOARD SERVICES
149 HOME DEPOT #1916	7158	1/17/2003		1,000 FALSE ALARM SVCS
149 HOME DEPOT #1916	7286	1/23/2003		200 ALARM BOARD SERVICES
1392 HOME DEPOT EXPO	7214	1/22/2003		200 ALARM BOARD SERVICES
784 HOMEMAKERS	7345	1/24/2003		200 ALARM BOARD SERVICES
174 HOOTERS	7456	1/27/2003		200 ALARM BOARD SERVICES

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779 HSR PROPERTY SERVICES LLC	7340	1/24/2003	200	ALARM BOARD SERVICES
436 IMMANUEL LUTHERAN CHURCH	7330	1/24/2003	200	ALARM BOARD SERVICES
712 IN TOWN SUITES	7260	1/23/2003	200	ALARM BOARD SERVICES
712 IN TOWN SUITES	7506	1/31/2003	300	FALSE ALARM SVCS
369 INDIAN BOUNDARY YMVA	7290	1/23/2003	200	ALARM BOARD SERVICES
1395 INLAND COMERCIAL PROPERTY MA	7263	1/23/2003	200	ALARM BOARD SERVICES
1395 INLAND COMERCIAL PROPERTY MA	7263	1/23/2003	200	ALARM BOARD SERVICES
1210 INTERNAL MEDICINE CENTER	7203	1/21/2003	200	ALARM BOARD SERVICES
1400 IPSCO	7373	1/24/2003	200	ALARM BOARD SERVICES
789 JAY BERWANGER	7353	1/24/2003	200	ALARM BOARD SERVICES
819 JBC INTERNATIONAL	7458	1/27/2003	200	ALARM BOARD SERVICES
110 JET LITHOCOLOR	7387	1/27/2003	200	ALARM BOARD SERVICES
524 JEWEL	7346	1/24/2003	200	ALARM BOARD SERVICES
1364 JIFFY LUBE	7159	1/17/2003	600	FALSE ALARM SVCS
154 JK PONTIAC	7432	1/27/2003	200	ALARM BOARD SERVICES
172 JOE MADDEN FORD	7453	1/27/2003	200	ALARM BOARD SERVICES
711 JOE MADDEN FORD PARTS WAREH	7259	1/23/2003	200	ALARM BOARD SERVICES
1377 JOE PEPITONE REALTORS	7184	1/21/2003	200	ALARM BOARD SERVICES
195 JOHNSON C & E	7477	1/29/2003	200	ALARM BOARD SERVICES
208 JOHNSON PRINTERS	7408	1/27/2003	200	ALARM BOARD SERVICES
1211 JOINT MANAGEMENT	7202	1/21/2003	200	ALARM BOARD SERVICES
115 JONES & JONES	7391	1/27/2003	200	ALARM BOARD SERVICES
751 KBS PARTNERS	7320	1/24/2003	200	ALARM BOARD SERVICES
814 KIMCO REALTY CORP	7405	1/27/2003	200	ALARM BOARD SERVICES
183 KINDERCARE	7465	1/27/2003	200	ALARM BOARD SERVICES
824 KOHL'S	7491	1/29/2003	200	ALARM BOARD SERVICES
119 LAMEX	7395	1/27/2003	200	ALARM BOARD SERVICES
168 LANDRYS SEAFOOD	7448	1/27/2003	200	ALARM BOARD SERVICES
716 LASALLE PARTNERS	7264	1/23/2003	200	ALARM BOARD SERVICES
1379 LIBERTY PUB	7186	1/21/2003	200	ALARM BOARD SERVICES
111 LIBERTY SUBURBAN CHICAGO NEW	7388	1/27/2003	200	ALARM BOARD SERVICES
723 LINAS REAL ESTATE	7271	1/23/2003	200	ALARM BOARD SERVICES
781 LIXI	7342	1/24/2003	200	ALARM BOARD SERVICES
696 LOS BURRITOS TAPATIOS	7242	1/22/2003	200	ALARM BOARD SERVICES
750 LOVEJOY	7315	1/24/2003	200	ALARM BOARD SERVICES
591 LUXURY MOTORS	7239	1/22/2003	200	ALARM BOARD SERVICES
176 M & M ORTHOPEDICS	7459	1/27/2003	200	ALARM BOARD SERVICES
121 M HAUSMAN	7397	1/27/2003	200	ALARM BOARD SERVICES
1393 M SHINDERMAN	7232	1/22/2003	200	ALARM BOARD SERVICES
743 MAGNETROL	7296	1/23/2003	200	ALARM BOARD SERVICES
1034 MAIN DOWNERS CORP	7248	1/22/2003	200	ALARM BOARD SERVICES
1390 MAIN STREET APARTMENTS	7211	1/22/2003	200	ALARM BOARD SERVICES
825 MANAGEMENT MARKETING SERVIC	7495	1/29/2003	200	ALARM BOARD SERVICES
777 MARQUETTE MANOR BAPTIST SCHO	7337	1/24/2003	200	ALARM BOARD SERVICES
714 MASONIC TEMPLE	7262	1/23/2003	200	ALARM BOARD SERVICES
776 MCDONALDS EAST	7336	1/24/2003	200	ALARM BOARD SERVICES
1380 MEC ENTERPRISES INC	7188	1/21/2003	200	ALARM BOARD SERVICES
780 MID AMERICA FEDERAL SAVINGS BA	7341	1/24/2003	200	ALARM BOARD SERVICES
210 MIDWEST DAY SURGERY	7494	1/29/2003	200	ALARM BOARD SERVICES
1349 MIDWEST SURGICAL	7351	1/24/2003	200	ALARM BOARD SERVICES
1148 MINOLTA	7162	1/17/2003	300	FALSE ALARM SVCS
1043 MKG INVESTMENTS	7400	1/27/2003	200	ALARM BOARD SERVICES
793 MOLDTRONICS	7356	1/24/2003	200	ALARM BOARD SERVICES
248 MOLEX	7332	1/24/2003	200	ALARM BOARD SERVICES
813 MORGAN BLDG FUND	7401	1/27/2003	200	ALARM BOARD SERVICES
184 MORGAN PROPERTIES	7466	1/27/2003	200	ALARM BOARD SERVICES
1213 MORNINGSIDE SQUARE CONDOMIN	7215	1/22/2003	200	ALARM BOARD SERVICES

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Customer Name	INV #	Invoice Date	Amount	Account Name
794 MOVING SOLUTIONS INC	7357	1/24/2003	200	ALARM BOARD SERVICES
800 MXL INDUSTRIES	7371	1/24/2003	200	ALARM BOARD SERVICES
774 NEDGO	7334	1/24/2003	200	ALARM BOARD SERVICES
144 NEUCO	7423	1/27/2003	200	ALARM BOARD SERVICES
181 NORTHERN BUILDERS	7463	1/27/2003	200	ALARM BOARD SERVICES
765 NORWODD MARKING SYSTEMS	7309	1/24/2003	200	ALARM BOARD SERVICES
1411 OAK LAWN LIBRARY	7512	1/31/2003	281	CHARTER REVENUES
576 OAK LAWN PARK DISTRICT	7500	1/31/2003	442	CHARTER REVENUES
1215 OAK PROPERTIES	7282	1/23/2003	200	ALARM BOARD SERVICES
460 OAK TREE TOWERS	7366	1/24/2003	200	ALARM BOARD SERVICES
460 OAK TREE TOWERS	7366	1/24/2003	200	ALARM BOARD SERVICES
1389 OAKWOOD DEVELOPMENT	7207	1/21/2003	200	ALARM BOARD SERVICES
698 OCCUPANT	7244	1/22/2003	200	ALARM BOARD SERVICES
775 OFFICE DEPOT	7335	1/24/2003	200	ALARM BOARD SERVICES
1038 OLD NAVY	7329	1/24/2003	200	ALARM BOARD SERVICES
203 OMEGA	7487	1/29/2003	200	ALARM BOARD SERVICES
705 ONE SMOOTH STONE	7250	1/22/2003	200	ALARM BOARD SERVICES
1345 OPUS NORTH CORP	7197	1/21/2003	200	ALARM BOARD SERVICES
1345 OPUS NORTH CORP	7197	1/21/2003	200	ALARM BOARD SERVICES
165 ORCHARD BROOK CLUBHOUSE	7444	1/27/2003	200	ALARM BOARD SERVICES
621 OSCO	7318	1/24/2003	200	ALARM BOARD SERVICES
745 PACKARD INSTRUMENTS	7299	1/23/2003	200	ALARM BOARD SERVICES
1032 PANERA BREAD	7237	1/22/2003	200	ALARM BOARD SERVICES
1032 PANERA BREAD	7218	1/22/2003	200	ALARM BOARD SERVICES
137 PARK GROVE CONDOS	7416	1/27/2003	200	ALARM BOARD SERVICES
171 PARKERS OCEAN GRILL	7452	1/27/2003	200	ALARM BOARD SERVICES
1410 PAT NAGY	7509	1/31/2003	142	CHARTER REVENUES
1410 PAT NAGY	7502	1/31/2003	142	CHARTER REVENUES
693 PAVILICK RESIDENCE	7181	1/21/2003	200	ALARM BOARD SERVICES
160 PEACE MEMORIAL MANOR	7439	1/27/2003	200	ALARM BOARD SERVICES
727 PETSMART	7276	1/23/2003	200	ALARM BOARD SERVICES
1386 PHIL CULLEN	7198	1/21/2003	200	ALARM BOARD SERVICES
1381 PHIL CULLEN	7189	1/21/2003	200	ALARM BOARD SERVICES
763 PLYCRAFT PRODUCTS	7307	1/24/2003	200	ALARM BOARD SERVICES
785 PRECISION BRAND	7348	1/24/2003	200	ALARM BOARD SERVICES
1218 PREMIER CATERING	7164	1/17/2003	300	FALSE ALARM SVCS
1218 PREMIER CATERING	7210	1/22/2003	200	ALARM BOARD SERVICES
1022 PRIME FLOORING	7228	1/22/2003	200	ALARM BOARD SERVICES
733 PRIVATE LABEL TRAVEL	7281	1/23/2003	200	ALARM BOARD SERVICES
701 PRODUCT SAVER	7223	1/22/2003	200	ALARM BOARD SERVICES
157 PRODUCT SERVICE CRAFT	7436	1/27/2003	200	ALARM BOARD SERVICES
1394 PROGRESSIVE CONTRACTING	7256	1/23/2003	200	ALARM BOARD SERVICES
888 PROS PROPERTY MGMT	7313	1/24/2003	200	ALARM BOARD SERVICES
162 PRP PROPERTIES, LLC	7347	1/24/2003	200	ALARM BOARD SERVICES
1046 PUGI OF CHICAGOLAND	7488	1/29/2003	200	ALARM BOARD SERVICES
1033 RED BARN AT FAIRVIEW	7238	1/22/2003	200	ALARM BOARD SERVICES
117 REED RITE	7393	1/27/2003	200	ALARM BOARD SERVICES
1216 REGAL POINT CONDO ASSOC	7201	1/21/2003	200	ALARM BOARD SERVICES
118 REM BUILDERS	7394	1/27/2003	200	ALARM BOARD SERVICES
1391 RENTAL MAX	7213	1/22/2003	200	ALARM BOARD SERVICES
473 RESOURCE COMMUNICATIONS	7165	1/17/2003	300	FALSE ALARM SVCS
1396 REST HAVEN	7274	1/23/2003	200	ALARM BOARD SERVICES
739 REST HAVEN WEST NURSING HOME	7291	1/23/2003	200	ALARM BOARD SERVICES
768 REXNORD - DURALAN PLANT	7311	1/24/2003	200	ALARM BOARD SERVICES
605 REXNORD INC	7325	1/24/2003	200	ALARM BOARD SERVICES
1028 RICHMAR ELECTRONICS	7233	1/22/2003	200	ALARM BOARD SERVICES
786 RIP ROCK	7349	1/24/2003	200	ALARM BOARD SERVICES

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Customer Name	INV #	Invoice Date	Amount	Account Name
14 ROBERT SMITH	7136	1/16/2003		3 LIFE INS RETIREE CONTRIB-IMRF
14 ROBERT SMITH	7136	1/16/2003		510 HEALTH INS - RETIREE CONTRIB-IMRF
1401 ROBERTS, EXKER & MOCK CORP	7379	1/24/2003		200 ALARM BOARD SERVICES
708 ROCCO AND ROCCO SALON	7254	1/23/2003		200 ALARM BOARD SERVICES
1278 ROSE MILKA	7120	1/15/2003		347 HEALTH INS - RETIREE CONTRIB-COBRA
1278 ROSE MILKA	7120	1/15/2003		28 DENTAL INS TRADITIONAL - COBRA
699 ROSIN EYECARE	7245	1/22/2003		200 ALARM BOARD SERVICES
682 ROSSI BROTHERS	7338	1/24/2003		200 ALARM BOARD SERVICES
142 ROTHBART REALTY	7421	1/27/2003		200 ALARM BOARD SERVICES
702 ROYAL OGDEN PARTNERSHIP	7247	1/22/2003		200 ALARM BOARD SERVICES
700 RUBY TUESDAY	7246	1/22/2003		200 ALARM BOARD SERVICES
145 SAFE T STORE	7424	1/27/2003		200 ALARM BOARD SERVICES
1374 SARA LEE	7166	1/17/2003		300 FALSE ALARM SVCS
198 SAVITT AUTOMOTIVE	7481	1/29/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7095	1/10/2003		375 AP - FUEL
39 SCHOOL DISTRICT #58	7095	1/10/2003		562 AP - FUEL
39 SCHOOL DISTRICT #58	7095	1/10/2003		46 FUEL SYSTEM REPLACEMENT
39 SCHOOL DISTRICT #58	7095	1/10/2003		36 FUEL SYSTEM REPLACEMENT
39 SCHOOL DISTRICT #58	7083	1/10/2003		70 CHARTER REVENUES
39 SCHOOL DISTRICT #58	7081	1/10/2003		70 CHARTER REVENUES
39 SCHOOL DISTRICT #58	7079	1/10/2003		71 CHARTER REVENUES
39 SCHOOL DISTRICT #58	7122	1/16/2003		578 AP - FUEL
39 SCHOOL DISTRICT #58	7122	1/16/2003		69 AP - FUEL
39 SCHOOL DISTRICT #58	7122	1/16/2003		246 AP - FUEL
39 SCHOOL DISTRICT #58	7122	1/16/2003		52 FUEL SYSTEM REPLACEMENT
39 SCHOOL DISTRICT #58	7122	1/16/2003		6 FUEL SYSTEM REPLACEMENT
39 SCHOOL DISTRICT #58	7122	1/16/2003		24 FUEL SYSTEM REPLACEMENT
39 SCHOOL DISTRICT #58	7126	1/16/2003		70 CHARTER REVENUES
39 SCHOOL DISTRICT #58	7179	1/17/2003		71 CHARTER REVENUES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
39 SCHOOL DISTRICT #58	7381	1/27/2003		200 ALARM BOARD SERVICES
182 SCOT INC	7464	1/27/2003		200 ALARM BOARD SERVICES
101 SCOTT PRICE	7375	1/24/2003		200 ALARM BOARD SERVICES
38 SEASPAR	7078	1/7/2003		76 LIFE INS-SEASPAR
38 SEASPAR	7078	1/7/2003		186 ADMIN FEE-SEASPAR
38 SEASPAR	7078	1/7/2003		180 VISION INS - SEASPAR
38 SEASPAR	7078	1/7/2003		5,415 HEALTH INS - SEASPAR
38 SEASPAR	7078	1/7/2003		354 DENTAL INS TRADITIONAL - SEASPAR
38 SEASPAR	7078	1/7/2003		270 DENTAL INS MANAGED COST - SEASPAR
102 SERVICEMASTER	7303	1/23/2003		200 ALARM BOARD SERVICES
102 SERVICEMASTER	7376	1/24/2003		200 ALARM BOARD SERVICES
131 SERVITECH	7410	1/27/2003		200 ALARM BOARD SERVICES
189 SEVENTH DAY ADVENTIST CHURCH	7471	1/27/2003		200 ALARM BOARD SERVICES
532 SIDNEY HALL	7319	1/24/2003		200 ALARM BOARD SERVICES
1398 SIDNEY HALL CORP	7355	1/24/2003		200 ALARM BOARD SERVICES
209 SIEVERS ENTERPRISES	7187	1/21/2003		200 ALARM BOARD SERVICES

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Customer Name	INV #	Invoice Date	Amount	Account Name
1408 SIEVERS ENTERPRISES	7493	1/29/2003	200	ALARM BOARD SERVICES
109 SMALL BIZNESS CHILD CARE	7386	1/27/2003	200	ALARM BOARD SERVICES
1222 SPANNAGEL TOOL AND DIE COMPA	7216	1/22/2003	200	ALARM BOARD SERVICES
817 SPECTRUM VOCATIONAL	7441	1/27/2003	200	ALARM BOARD SERVICES
420 SPORTS AUTHORITY	7361	1/24/2003	200	ALARM BOARD SERVICES
1375 SRALFORS INTERNATIONAL	7169	1/17/2003	600	FALSE ALARM SVCS
1067 ST ANDREWS EPISCOPAL CHURCH	7221	1/22/2003	200	ALARM BOARD SERVICES
742 ST JOSEPH'S SCHOOL	7295	1/23/2003	200	ALARM BOARD SERVICES
141 ST LUKE PRESBYTERIAN CHURCH	7420	1/27/2003	200	ALARM BOARD SERVICES
230 ST MARYS CHURCH/PARISH	7485	1/29/2003	200	ALARM BOARD SERVICES
744 ST MARY'S SCHOOL	7297	1/23/2003	200	ALARM BOARD SERVICES
116 ST PAULS UNITED CHURCH	7392	1/27/2003	200	ALARM BOARD SERVICES
138 STANTON ENTERPRISE	7417	1/27/2003	200	ALARM BOARD SERVICES
173 STEAK N SHAKE	7455	1/27/2003	200	ALARM BOARD SERVICES
567 STEVE RUFFOLO	7118	1/15/2003	26	HEALTH INS - RETIREE CONTRIB-COBRA
567 STEVE RUFFOLO	7118	1/15/2003	82	HEALTH INS - RETIREE CONTRIB-COBRA
1 STROBECK REAL ESTATE INC	7454	1/27/2003	200	ALARM BOARD SERVICES
756 SUBURBAN SELF STORAGE	7306	1/24/2003	200	ALARM BOARD SERVICES
1382 SUDSATIONAL	7190	1/21/2003	200	ALARM BOARD SERVICES
474 SYNGENTA SEED INC	7360	1/24/2003	200	ALARM BOARD SERVICES
644 TCF BANK	7170	1/17/2003	600	FALSE ALARM SVCS
644 TCF BANK	7350	1/24/2003	200	ALARM BOARD SERVICES
1224 THE GALLERIA	7231	1/22/2003	200	ALARM BOARD SERVICES
126 TIVOLI ENTERPRISES	7257	1/23/2003	200	ALARM BOARD SERVICES
126 TIVOLI ENTERPRISES	7402	1/27/2003	200	ALARM BOARD SERVICES
706 TONY'S DETAIL SHOP	7251	1/22/2003	200	ALARM BOARD SERVICES
99 TOON FUNERAL HOME	7374	1/24/2003	200	ALARM BOARD SERVICES
108 TOYS R US	7317	1/24/2003	200	ALARM BOARD SERVICES
108 TOYS R US	7385	1/27/2003	200	ALARM BOARD SERVICES
196 TRICON INDUSTRIES	7479	1/29/2003	200	ALARM BOARD SERVICES
1039 TUTOR TIME	7343	1/24/2003	200	ALARM BOARD SERVICES
1228 TWEETER	7172	1/17/2003	300	FALSE ALARM SVCS
1228 TWEETER	7205	1/21/2003	200	ALARM BOARD SERVICES
1229 TZR INC	7409	1/27/2003	200	ALARM BOARD SERVICES
1376 ULTA 3	7173	1/17/2003	300	FALSE ALARM SVCS
161 UNITED CHURCH RESIDENCES	7440	1/27/2003	200	ALARM BOARD SERVICES
212 UNIVERSAL POOL CO	7496	1/29/2003	200	ALARM BOARD SERVICES
125 US BANK CORP	7403	1/27/2003	200	ALARM BOARD SERVICES
103 US BRASS AND COPPER	7377	1/24/2003	200	ALARM BOARD SERVICES
103 US BRASS AND COPPER	7490	1/29/2003	200	ALARM BOARD SERVICES
1326 VERIZON WIRELESS	7174	1/17/2003	300	FALSE ALARM SVCS
132 VERSATILE CARD TECHNOLOGY	7411	1/27/2003	200	ALARM BOARD SERVICES
954 VILLAGE OF LISLE	7091	1/10/2003	13	AP - CNG FUEL
954 VILLAGE OF LISLE	7091	1/10/2003	3	CNG FUEL SYSTEM REPLACEMENT
954 VILLAGE OF LISLE	7091	1/10/2003	0	CNG FUEL SYSTEM REPLACEMENT
954 VILLAGE OF LISLE	7123	1/16/2003	23	AP - CNG FUEL
954 VILLAGE OF LISLE	7123	1/16/2003	16	AP - CNG FUEL
954 VILLAGE OF LISLE	7123	1/16/2003	5	CNG FUEL SYSTEM REPLACEMENT
954 VILLAGE OF LISLE	7123	1/16/2003	4	CNG FUEL SYSTEM REPLACEMENT
772 VISTA PROP MGMT	7326	1/24/2003	200	ALARM BOARD SERVICES
1040 VOLANT PRINTING	7367	1/24/2003	200	ALARM BOARD SERVICES
152 VYSIS	7430	1/27/2003	200	ALARM BOARD SERVICES
156 WALGREENS	7435	1/27/2003	200	ALARM BOARD SERVICES
694 WALGREENS DRUG STORE - 413	7240	1/22/2003	200	ALARM BOARD SERVICES
1198 WALTER BAIRD CARROLL	7225	1/22/2003	200	ALARM BOARD SERVICES
752 WANNEMAKERS	7321	1/24/2003	200	ALARM BOARD SERVICES
139 WARREN COURT CONDOS	7418	1/27/2003	200	ALARM BOARD SERVICES

AGING Schedule, by Customer

Collection RFP 2003 - Attachment 1

Customer Name	INV #	Invoice Date	Amount	Account Name
1378 WAY BACK INN	7185	1/21/2003	200	ALARM BOARD SERVICES
311 WENDYS	7175	1/17/2003	600	FALSE ALARM SVCS
166 WEST SUBURBAN BANK	7445	1/27/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
740 WESTBROOK WEST CONDOS - MGM	7287	1/23/2003	200	ALARM BOARD SERVICES
41 WESTMONT PARK DISTRICT	7180	1/17/2003	240	CHARTER REVENUES
555 WHEATON ACADEMY	7101	1/15/2003	417	CHARTER REVENUES
555 WHEATON ACADEMY	7501	1/31/2003	434	CHARTER REVENUES
159 WHITE CAP	7437	1/27/2003	200	ALARM BOARD SERVICES
1397 WHITE LAKE BUILDING	7304	1/23/2003	200	ALARM BOARD SERVICES
194 WHML-S REAL EST LP	7476	1/29/2003	200	ALARM BOARD SERVICES
1387 WICKLANDER-ZULAWSKI & ASSOC	7199	1/21/2003	200	ALARM BOARD SERVICES
133 WIEDEL HUDZIK & RUSS	7412	1/27/2003	200	ALARM BOARD SERVICES
1279 WIERCIOCH RESIDENCE	7176	1/17/2003	100	FALSE ALARM SVCS
1371 WILBUR GAGE	7128	1/16/2003	146	HEALTH INSURANCE - EMPLOYEE
1371 WILBUR GAGE	7128	1/16/2003	28	DENTAL INS-EMPLOYEES
1371 WILBUR GAGE	7128	1/16/2003	3	VISION INS-EMPLOYEES
575 WINFIELD MIDDLE SCHOOL	7508	1/31/2003	181	CHARTER REVENUES
949 WOMENS WORKOUT WORLD	7177	1/17/2003	300	FALSE ALARM SVCS
1045 WOODCREEK PROPERTIES	7486	1/29/2003	200	ALARM BOARD SERVICES
		Current	146,842	

RFP Collection Agency Bids						
	Harvard Collection Services	KCA Financial Services	Northwest Collectors	Tri County Accounts Bureau	Nationwide Credit	Wexler & Wexler
Bid Contact:	Tom Vaughan	David Gilbert	Adam Crawford	Robert Wydra	Frank Bertucci	
e-mail address:	tvaughan@harvardcollect.com	dgilbert@kcafs.com		tcawydra@aol.com	FABertucci@aol.com	
Phone number:	773-283-1475	800-232-2546 xt 241	847-255-8300	630-668-7177		
1. COST						
Monthly Fees	NA	NA	NA	NA	NA	NA
Commission on Regular Collections	23% of all dollars collected.	25% of all dollars collected for regular collections.	35% on all collections AFTER 1st 10 days of placement	30% on accounts w/ balances over \$100.00 balance at time of placement.	28% of all dollars collected	25% contingency
	Straight Commission on monies collected. Commissions only apply after payment (full or partial) is received on account.	Regular Collections are primary (1st time with an outside agency)	10% on all collections w/in 1st 10 days of placement	50% on accounts w/balances under \$100.00 at time of placement.		
			50% on any items previously placed by other agency or attorney referral.	50% on attorney referral accounts.		
Commission on Collections that go to Court (Legal)	Harvard will pay all suit and service charges, and those charges are added to the amount of the law suit.	40% on amounts collected through Legal actions	Court and legal fees paid by Northwest.	50% Includes attorney commission	36% on amounts collected through Legal actions	
Additional Attorney Fees?	None	None - Paid by the debtor or by KCA from their % of the judgment.	None	None	None, Maybe Court Costs	
Credit Bureau reporting fees:	None	None	None	None	None	
Any other potential fees or costs to Village:	None	None	None	Yes if we need an attorney based on court filing fees and the amount of claim.	None	
2. REMITTANCE & BILLING PROCEDURES						
Remit the amount due to the Village resulting from payments made directly to the agency by the 15th of each month	Harvard will remit to the Village on or before the 10th of each month.	15th the month	25th of the Month	15th of the month	Yes	

RFP Collection Agency Bids						
	Harvard Collection Services	KCA Financial Services	Northwest Collectors	Tri County Accounts Bureau	Nationwide Credit	Wexler & Wexler
Bid Contact:	Tom Vaughan	David Gilbert	Adam Crawford	Robert Wydra	Frank Bertucci	
e-mail address:	tovaughan@harvardcollect.com	dgilbert@kcafs.com		tcawydra@aol.com	FABertucci@aol.com	
Phone number:	773-283-1475	800-232-2546 xt 241	847-255-8300	630-668-7177		
Return to the Village no charge or billed commission any account that was placed in error, or any account previously.	There is No Charge for accounts recalled by the Village regardless of the reason. The Village may recall an account at any time and no costs would be incurred.	There is No Charge for accounts recalled. A charge only for litigation court cost and server fees.	There is no charge. Cancellations in writing.	There is no Charge.	Yes	
3. COLLECTION SERVICES INCLUDED						
A. Collection Procedures						
Telephone Contact	Yes	Yes	Yes	Yes	Yes	Unclear, No information provided
Mail Correspondence	Yes	Yes	Yes	Yes	Yes	
Skip Tracing	Yes	Yes	Yes	Yes	Yes	
Credit Bureau Reporting - (won't report anything less than \$50.)	Yes	Yes, Three credit bureau	Yes	Yes	Yes	
Procedure for pursuing legal action for collection, ie: # of days, notification to Village, or request for approval from Village?	180 days All Files are reviewed by the Director of Operations and the Chief Operating Officer prior to recommendation. The Village must authorize litigation.	Each account must have an individually signed suit-authorization before going legal.	Request For Authorization to litigate form is forward to the Village . Accounts up to \$250.00 are forward to an Attorney. Eligible suit is \$1,000.00	Generally \$1,000 min balance to sue. Must receive written permission to sue from Village.	Written authorization by the Village	
Limits on placement of accounts submitted to the agency, such as account amount or age of receivable.	No requirements ,but less than (5) years from date of service or it exceeds the statute of limitations. This does not apply to Parking Violations.	Accounts in excess of \$25 and no older than 5 years	No requirements. Will not accept accounts older than June, 1999 (four years).	Minimum balance is \$20, Maximum age of receivable is 4-years from date of debt origination, accounts with lien attached are not accepted.	No limits recommended. Industry standard is a minimum of \$25 per account.	
Use of 3rd Party Collector & cost:	No	They are a 'Third Party Collector'	This vender is a 'Third Party Collector'	No	No	
B. Collection Reporting						
Monthly Reports By detail by type of account	Yes	Yes	Yes	Yes	Yes	

RFP Collection Agency Bids						
	Harvard Collection Services	KCA Financial Services	Northwest Collectors	Tri County Accounts Bureau	Nationwide Credit	Wexler & Wexler
Bid Contact:	Tom Vaughan	David Gilbert	Adam Crawford	Robert Wydra	Frank Bertucci	
e-mail address:	tv Vaughan@harvardcollect.com	dgilbert@kcafs.com		tcawydra@aol.com	FABertucci@aol.com	
Phone number:	773-283-1475	800-232-2546 xt 241	847-255-8300	630-668-7177		
Acknowledgement of new accounts submitted	Yes	Yes	At the request of the Village, NCI will provide a status report of all accounts placed for collection .	Yes	Yes	
Status of all accounts submitted	Yes	Yes	Yes	Yes	Yes	
Accounts no longer being pursued and the reason why	Yes	Yes	Yes	Yes	Yes	
Active accounts showing the amount submitted, amount paid in the current period (30 days) amount paid to date, balance remaining on the account of commission resulting from any current payment	Yes	Yes	Yes	Yes	Remittance Report	
Summary report detailing by year the number of accounts and amounts placed in collection, average amount of account in collection, collection payments received to date, percentage of collection, and commission to date.	Yes	Historical analysis, which is a monthly batch-track that provides all the information requested plus shows the number and dollar mount of placements cancelled.	Yes	Yes	Yes	
Name & phone number of contact:	Tom Vaughan, Director of Marketing 773-7500 ext. 2209	David Gilbert , Vice President of Sales 630-232-2545 X 241	Cerise Ogg Director of Customer Service 847-255-8300	Bob Wydra 630-852-7243 Mike Gresk 630-668-7177	Sherrie Harris, Director of Customer Client Relations 708-786-3300 mExt.302	
4. COLLECTION SERVICES EXCLUDED						
Items not accepted for placement:	no comment	Dollar Amount & Age Amount Excess of \$ 25.00 and no older that 5 years	no comment	Items previously placed by other agency, bankruptcies, or accounts with civil judgments.	No limits on placement of accounts as an account age of receivable. They recommended \$25.00 per account. Credit Bureaus do not accept reporting of accounts less than \$ 50.00.	no comment
References: (scale: 1=Good, 2=fair, 3=unhappy)						

**Feb 11, 2003 Workshop: Collection Agency Services
ATTACHMENT #2**

RFP Collection Agency Bids						
	Harvard Collection Services	KCA Financial Services	Northwest Collectors	Tri County Accounts Bureau	Nationwide Credit	Wexler & Wexler
Bid Contact:	Tom Vaughan	David Gilbert	Adam Crawford	Robert Wydra	Frank Bertucci	
e-mail address:	tvaughan@harvardcollect.com	dgilbert@kcafs.com		tcawydra@aol.com	FABertucci@aol.com	
Phone number:	773-283-1475	800-232-2546 xt 241	847-255-8300	630-668-7177		
	1. Illinois Dept of Revenue	3.Village of Lombard	DG VILLAGE Fire Dept	na	3 DG VILLAGE: Police Dept. Tracy Adams	na
	1. Susan Mortimer Village of Schaumburg Susan Mortimer	1.City of Wheaton Mary Lou Hecklinger			3.City of Naperville	
	1. Illinois Dept. of Public Aid	1.City of Batavia, Lisa Cooper	1. Patti Baron, Glen Ellyn, Police Dept	3. Sandi Mueller-Village of Lisle	The City of Alsip	
	Plus: Others including City of Chicago, Des Plaines, Lake Forest, etc		1.Lisle/Woodridge Fire Protection District Barbara Beshears	2. Wheaton Sanitary District Bob Clavel	Town of Clarendon Hills	
			1. Rich Ferraro Addison Police Dept.	City of Wheaton has KCA now per Mary Lou	Town of Chicago Ridge	
			1.Village of Buffalo Grove Scott Anderson	2 State of Illinois Dept. of Children & Family Services, Tricia Hoffman	City of Chicago	
			Plus: Others including Village of Lake Zurich. Villa Park Police Dept etc	Plus : Others including Village of Woodridge, Adventist Health System s Midwest Region	Several Hospitals	

HARVARD COLLECTION SERVICES, INC.

Introduction

Harvard Collection Services, Inc. (HCS) is a twenty (20) year old professional financial recovery firm. HCS occupies a 25,000+ square foot facility with a state-of-the-art call center and employs a work force of over 300 highly skilled and ethnically diverse collection professionals.

The company has grown from a into a respected nationwide receivables management service by providing superior account recovery performance and quality customer service. HCS provides collection services nationally and is licensed where applicable to **collect in all 50 United States.**

HCS is a **certified WBE** with a client base that includes small business enterprises, Fortune 100 Companies and local & statewide municipal/government agencies. We are proud to represent clients such as MCI/Worldcom, Sprint, Qwest Communications, Commonwealth Edison, Bank One, Jewel Food Stores, the Illinois Debt Collection Board, the Illinois Department of Revenue and the Federal General Services Administration.

While planning dynamic growth, the company is still managed with the care and dedication of a family owned business. Ms. Kaiser, founder and President, is complimented by the expertise of her two sons, Marc Chibnik, company Vice President and Eric Chibnik, Director of operations. Tom Vaughan, Director/Marketing/Government Services has over 30 years of experience in the industry. Together, the group maintains an atmosphere and attitude of personalized client service.

HCS has built a reputation based upon quality collection programs while realizing the importance of public relations issues. Our staff is trained to be aggressive, strictly adhere to all collection laws and act as an extension of your municipality in resolving bad debt issues.

Collection Capabilities

HCS offers a truly unique approach to collection strategy. Operationally the company is divided into 12 separate collection units that specialize in handling the needs of specific client markets. The unit specialties are, 1) Commercial Telecommunications, 2) Residential Telecommunications, 3) Retail/Bank Card, 4) **Municipal and Governmental**, 5) Public Utility, 6) Consumer Collections, 7) Medical/Healthcare 8) Real Estate, 9) Banking, 10) Schools, 11) Income Tax/Child Support, and 12) NSF Check Recovery.

Each unit is accessible by a separate 800 number insuring that the caller will be immediately connected with a trained professional in the appropriate market category. This operational structure allows us to train our staff to handle specific client needs and challenges, build a true team environment within the unit and, most importantly, to maximize the recovery rate and customer service level for each client.

HCS has earned the distinction of becoming the number one ranked telecommunications collection firm in the country. We have consistently out-performed other well known national collection competitors and performance awards and trophies by major national clients.

HCS provides the same level of outstanding results and quality services for every client market that we represent. Whether your company is in healthcare, telecommunications, banking, utilities, education, government or any other product or service in between, you can expect the same commitment of performance and personalized service.

HCS would welcome an opportunity to visit with you to provide documented results of the services we can provide. Our goal is to become a trusted partner with your community.

Harvard Collection Services, Inc.

MUNICIPAL FINANCIAL RECOVERY PROGRAMS

False Alarm Response Charges:

HCS is experienced in recovering **False Alarm Response** charges from businesses and individual home owners. We fully explain the problems involved in dispatching an emergency vehicle to a false alarm and quickly resolve these accounts.

Municipal Water Collections:

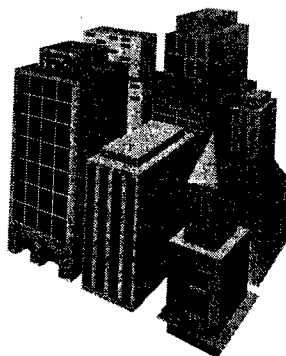
HCS collection systems maximize return on delinquent water bills and eliminate the need for lengthy and unproductive property liens. Our tracking systems take us directly to the property owner or responsible party, speeding resolution of the account.

Parking Ticket Enforcement:

HCS has been assisting major municipalities with programs designed to capture maximum return on parking ticket revenue. Custom designed notices and personal phone contact insure increased revenue on tickets dating back as far as 5 years. HCS utilizes state-of-the-art systems to locate ticket holders.

Ambulance Billing & Recovery:

HCS has developed unique, effective programs to assist in municipal ambulance/EMS billing and recovery. HCS can take the "run report" directly from the EMS unit and generate billing invoices within 24 hours. Utilizing sophisticated computer systems, HCS will coordinate billing and payments with Medicare, Public Aid, Commercial Insurance Carriers and Self-Pay customers and provide follow-up collection on bad debt.



Harvard Collection Services, Inc.

Municipal Financial Recovery Programs (con't)

NSF/Bad Check Collection:

Payments received for all municipal services, as well as collection notices can result in un-negotiable business & personal checks. HCS utilizes all of it's resources and all remedies provided by State Law to recapture funds lost to NSF/Bad checks.

Vehicle Sticker Enforcement:

HCS is the *first and only* collection agency to offer a vehicle sticker collection program. We conceived and developed the program to eliminate vehicle sticker program administration from the municipality.

This "no risk" program addresses the citizens who chose not to purchase a vehicle sticker. Working with the Secretary of State computer records we identify registered owners, send delinquent warning notices, make personal phone calls and recapture valuable "lost" vehicle sticker revenue.

Miscellaneous Municipal Services:

HCS also provides effective recovery of Municipal:

- Use Taxes
- Ordinance Violations
- Damage to Municipal Property
- Administrative Judgments

Municipal Training Programs:

HCS has designed educational seminars to enhance your image by improving municipal personnel/citizen interaction. These programs teach new ways to communicate that will let the citizen know they are "being heard" while providing your staff with a feeling of satisfaction in their public service role. We also offer a comprehensive program to set-up and maintain an "in house" municipal collections department.

Computer & Technical Assistance

HCS offers "no charge" MicroSoft based computer collection assistance to maintain bad debt accounts. We also provide specialized reporting and tracking systems to meet your exact requirements.

Average Municipal Collection Liquidation By Category

Parking Ticket Collections

(Prior years)

Liquidation:

High @ 25%

Low @ 18%

Explanations for variance

Prior year tickets would be tickets presented for collection from previous years. (Up to 5 years old is effective based upon our experience).

- Demographics are a factor in successful liquidation. Our experience shows that 40% to as high as 70% of un-paid tickets are issued to "non-residents". The motivation to pay the ticket diminishes if one lives several towns away from the municipality where the ticket was issued.
- Prior year tickets often require skip-tracing. Obviously, a lot can happen in 5 years. Debtors move, relocate, names change and deaths occur.

Parking Ticket Collections

(Current tickets - forward)

Liquidation:

High @ 38%

Low @ 28%

Current tickets would be tickets placed for collection immediately after all city efforts to collect are exhausted.

- Once again, demographic location of the ticket holder is a factor.
- Prompt placement with the collection agency is a factor. The sooner the uncooperative debtor receives notification from a "third-party" agency, the greater the "odds" of payment/resolution.
- Ticket copies are a necessity in resolving issues when a third party was driving the vehicle.

Ambulance/EMS Charges

Liquidation:

High @ 82 %

Low @ 39%

A number of factors influence liquidation of Ambulance charges:

- Demographics.
- Payor-Mix. This represents the statistical service users, ie: insured via commercial Insurance carrier, insured via Medicare, public aid recipients and self-pay customers.
- The age of the account, initial billing procedures and whether the municipality accepts assignments on Medicare.

Average Municipal Collection Liquidation By Category (con't)

False Alarm Fines

High @ 66%
Low @ 40%

Some common problems:

- Company out-of-business, cannot locate responsible party Liquidation:
- Disputes: "The wind caused the alarm to go off. The alarm company was doing repairs, set off the alarm, so it's their responsibility."

Water/Utility Bills

Liquidation:
High @ 62%
Low @ 38%

Some common problems:

- Tenant responsibility...tenant skipped, cannot locate.
- Commercial property...cannot identify (corporation).
- Disputes: Pipes broken, providers responsibility.

Suggestions For Improving Liquidation

General Suggestions

- Personal phone contact is the most effective means to resolving an account.
- Authority to negotiate "Payment Arrangements". If a debt is substantial, often the only method to resolve the account is to offer reasonable payment terms that the debtor can live with.
- Acceptance of reasonable "Settlement Offers". The trained negotiator may identify a situation where a compromised settlement or reduced charge is the only means of account resolution.

Parking Tickets:

- The language of the "opening letter" for past due parking tickets is a key to liquidation. Available remedies for non-payment need to be clearly addressed.
- Prompt handling of "ticket copy" (back-up) requests. Many debtors do not remember receiving tickets, or are unaware because a friend or family member received the ticket. Producing a copy of the original ticket can expedite and increase liquidation.
- Phone contact. HCS provides personal contact on all available phone numbers provided by our Fast Data Tracking system.

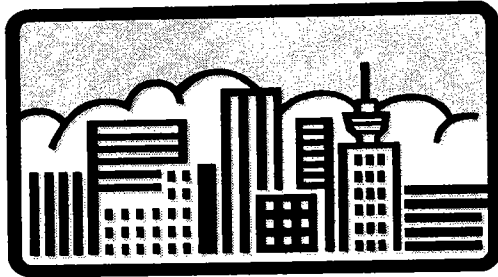
General Suggestions

Ambulance Charges:

- Prompt placement of accounts to facilitate re-billing of some insurance carriers. Many insurance companies will honor the charges up to 12 months after the date of service.
- Phone contact (particularly the elderly) to identify and assist in payment methods.

Water, Alarm & Ambulance Charges:

- As a service to our clients, HCS will assist in a review of all existing paperwork and information gathering techniques used by our client. We will work with you to determine any possible improvements for identifying responsible parties (corporations, parents/guardians of children). Thorough information is always a factor in improving account liquidation.



HCS Municipal/Government Clients

Public Sector

Federal

General Services Administration
1941 Jefferson Davis Highway
Arlington, VA 22202

State of Illinois

Illinois Department of Revenue
Administrative Services 5 NE
101 West Jefferson
Springfield, IL 62794

Illinois Department of Employment Security
401 South State Street
Chicago, IL 60605

State of Illinois Debt Collection Board
715 Stratton Office Building
Springfield, IL 62706

Including, but not limited to:

- The IL Dept. of Public Aid Div. of Child Support Enforcement
- The Illinois Department of Transportation
- The Illinois State Police
- Office of the Attorney General, Bureau of Consumer Fraud

-con't-

HCS Client References

Public Sector

Municipal

Municipality

Services Provided

City of Chicago -Department of Water

Collection, Consulting

City of Chicago -Department of Revenue

Consulting, Training

City of Des Plaines

Parking Ticket Collection
Compliance Ticket Collection
Water/Utility Billing Collection
Ambulance/EMS Services Collection
False Alarm Response Charges
Ordinance Violations
NSF Checks

City of DeKalb

Parking Ticket Collection
Water/Utility Billing Collection
Ambulance/EMS Services Collection
False Alarm Response Charges
Ordinance Violations
NSF Checks

City of Lockport

Parking Ticket Collection
Compliance Ticket Collection
Water/Utility Billing Collection
Ordinance Violations
NSF Checks

Village of Carpentersville

Parking Ticket Collection
Compliance Ticket Collection
Water/Utility Billing Collection
Ordinance Violations
NSF Check

-con't-

Public Sector

Municipal (con't.)

Municipality

Services Provided

Village of Lake In The Hills

Ambulance/EMS
Water/Utility
Municipal Services
Parking Tickets

Village of Bloomingdale

Water/Utility
Vehicle Sticker Program
Village Services

Village of Schaumburg

Parking Ticket Collection
Compliance Ticket Collection
Ambulance/EMS Services Collect

Village of Bartlett

Ambulance/EMS Services Collecti

City of Elgin

Ambulance/EMS Services Collecti

City of Lake Forest

Ambulance/EMS Services Collecti

Village of Riverside

Ambulance/EMS Services Collecti

Village of Romeoville

Ambulance/EMS Services Collecti

City of Ruston, LA

Ambulance/EMS Services Collecti

Public Sector

County

Cook County, Illinois

Ordinance Violations
Judgments

Will County, Illinois

Ordinance Violations
Judgments

Toulume County, California

Ordinance Violations
Judgements

SECTION THREE

HCS OPERATIONAL PROCEDURES

Collection strategy

New Business

Accounts are loaded to Harvard's Cubs Collector System on the day of receipt by using Harvard's proprietary software interface to update Harvard's collection system with all information supplied by Our Client on each account.

All new accounts received by Our Client are then matched against Harvard's database of 4.5 million records to search for matches on Harvard's systems with the new accounts just loaded. Matches are then referenced to the new debt to facilitate collection.

All new accounts are forwarded to Fastdata, in batch to update the demographic information on new accounts assigned. The demographic information that is returned is as follows:

NCOA-National change of address search and append. This search reviews the entire national change of address database for moves and updates the account with the new information.

COA-Change of address search and append. This search is of Fastdata's proprietary database of moves and changes. This database is comprised of the following resources: federal, state and local public information, magazine subscriptions, creditor databases and many other sources. This search also returns a phone number for the new address located that matches the debtor's name. If no name match is available, then a phone number of the residence is returned if the building has less than three units.

Address Standardization-Fastdata updates each account with the U.S Postal Services required address format. All information supplied to the accounts is returned to Harvard within four hours of transmission.

After the information is received from Fastdata the accounts are segregated using Harvard's proprietary method of account allocation to its collector queues. To begin, accounts are segregated and worked by specific collectors dedicated and trained on Bankcard or residential collections. The next step within each account type is to segregate the accounts by balance range. This ensures that the most experienced collectors who have success at collecting large balance accounts are assigned these accounts. The other balance ranges are mid-range and small balance.

Accounts are segregated by balance, size and placed in appropriate collector queues. Initially accounts are worked within Harvard's predictive dialer unit to segregate accounts with working phone numbers vs. accounts that do not have working numbers. Accounts that have working telephone numbers are kept within

Harvard's residential utility collection unit. These accounts that have working home numbers are set to be called at least 75% of the time during prime time calling hours of after 5 p.m. or weekends. Accounts with working employment numbers are called during daytime hours.

Accounts that do not have working numbers are set to new collector queues so that the collectors are able to work on accounts that have good numbers only. The accounts that do not have good numbers receive letters on a set schedule. Harvard's residential skip trace unit also works these accounts.

Harvard's residential skip trace unit utilizes many tools to locate debtors. Harvard is online with a direct connection to Experian's Metronet database as well as First Data's First Pursuit database. Both of these products are developed to assist collectors in locating individuals and businesses. These tools allow for the skip tracers to search by name or address or to do municipality searches to locate by move area as well. Social security searches are also available on both databases. The skip tracers access Credit Bureau reports and Internet searches are made. These tools allow for a cost effective in-house approach to locating debtors without losing the control to an outsource agency.

Another phase in the residential collection process is a front line back line approach to recovery. Front line collectors will typically be assigned the accounts for 90 days before the accounts are moved to a new back line collection unit if the accounts have not received payments on them. This approach insures that at least two collectors have made attempts on a non-paying account.

We at Harvard believe that these approaches to collect commercial and residential accounts will allow us to hit the target batch liquidation rates that are outlined in our pricing schedule that is part of this proposal.

Bad Debt Collection Methodologies

As required by law, an opening letter/notification is sent to the debtor by HCS within 24 hours of receipt of new account placements. Since the most effective method of collection is personal telephone communication, the account is queued for the first telephone attempt one (1) business day after the opening letter is sent. Accounts are prioritized in the collector's queue in the following order of importance:

New Accounts – Accounts appear as new business and are worked immediately in date order.

Today's Work – Generally, follow-up calls or calls set for contact from a previous day.

Prior Day's Work – Any accounts not worked as scheduled from the previous day's assignment.

Priority One – Broken promise accounts where a debtor committed to pay on that date.

Required Work – Accounts requiring special handling in accordance with client specifications.

Letters & Notices

An automated letter/notice series is established for each client. The notice series generates designated notices at scheduled intervals. Our client may select notice from a variety of those available in our inventory library. HCS can also customize notices and mailing frequency to accommodate our clients requirements. Collectors can also generate “situation specific” letters and all letters and notice may be cancelled or suppressed at our client’s request.

Telephone Communication Contact

All telephone communication including debtor contact and debtor location attempts are performed in full compliance with FDCPA and respective government regulations. Collectors are thoroughly trained and tested in government regulations and HCS collection policies which are continually monitored and supervised. The initial phone attempt is made within one (1) day of receipt of accounts. Follow-up calls are generated automatically by our system using a pre-determined interval or can be manually “time stamped” by the individual collector.

Allocation of Accounts by Balance Size

1. All accounts submitted for collection with balances **over \$ 250.00** would be assigned to our Large Balance Unit. Assigned accounts will be worked “cradle to grave”.

The opening letter/notification would be sent to the debtor within **24 hours receipt** of placement. A subsequent series of **Seven (7)** letters would be assigned to each account with verbiage harmonious with Our Clients policies. The letters would be sent at appropriate intervals depending upon debtor telephone contact, debtor response or collector command.

The first telephone attempt to the debtor will be made **one (1) day after receipt** of placement by Our Client. Subsequent follow-up calls will be automatically queued in **2 day** increments until the account is paid or a final disposition is made on the account.

2. All accounts submitted for collection with balances **under \$ 250.00** would be assigned to our Medium Balance Unit. Assigned accounts will be worked “cradle to grave”.

The opening letter/notification would be sent to the Debtor within **24 hours** of **receipt** of placement by Our Client. A subsequent series of **Five (5)** letters would be assigned to each account with verbiage harmonious with Our Client policies. The letters would be sent at appropriate intervals depending upon debtor telephone contact, debtor response or collector command.

The first telephone attempt to the debtor will be made **one (1) day after receipt** of placement by Our Client. Should placement volume require, the accounts would be loaded into our Predictive Dialing Systems for continuous Telephone attempts until the debtor is contacted. The Predictive Dialing System will recognize no answers and answering machines and re-queue the call for a different time of day (usually evening). Subsequent telephone attempts will be automatically queued in **2 day** increments until the account is paid or a final disposition is made on the account.

The Primary goal of both HCS Collection Units will be to secure **payment in full** or reach an agreed **settlement amount** (in accordance with The Village of Downers Grove guidelines) on the first contact. HCS representatives are trained in advising debtors of payment avenues such as second mortgages and various loan remedies.

Skip Tracing

Skip tracing and sources used to locate debtors

The HCS CUBS System performs an automatic information search on every account loaded into the system. HCS is "on-line" with the National Change of Address (NCOA) file through First Data Resources, Inc. This edit feature provides the most current address change and enters the information automatically into the debtor file in our system.

HCS maintains a separate Skip Tracing Department where collectors send files electronically to our experienced Skip Tracing Staff. Some of our Skip Tracing Procedures are:

- Reverse directories - Reverse Directories provide names and addresses for given phone numbers.
- Directory assistance
- Metro net
- Fast data
- National Business Directory - national listing of 11 million businesses updated quarterly
- Polk's Directory
- Certified Listings of Corporations
- Microfiche records of property owners
- Secretary of State for Corporation Information - Secretary of State gives us the officers of the corporation and the registered agent.
- **Experian, Trans Union, and Equifax** - Our system is on-line with all three agencies to receive credit reports by the following half-day.
- Nearbys - Our system is on-line to get the name, address, and phone numbers of the eight closest neighbors to the address listed in the account. We contact these neighbors to obtain information on the business.
- Post Office - The local post office can provide additional information on any change of address.
- Local library - Local libraries are contacted to obtain additional information from local phone directories.
- Tax Assessor Office - We can obtain information on who owns the property where business is located. We also use this contact to obtain asset search information.
- Local City Hall - In smaller towns this is often a valuable asset in obtaining information on a local business.
- Local Chamber of Commerce

- **Business hours**

HCS Hours of Operation:

	<u>Office</u>	<u>Collections</u>
Monday through Friday	<u>8:00 a.m. to 8:00 p.m.</u>	<u>8:00 a.m. to 9:00 p.m.</u>
Saturday	<u>8:00 a.m. to 5:00 p.m.</u>	<u>8:00 a.m. to 9:00 p.m.</u>
Sunday	<u>Office Closed</u>	<u>8:00 a.m. to 9:00 p.m.</u>

HCS operates on a "shift" basis, therefore, all collection stations are manned continuously from 8:00 a.m. to 9:00 p.m. allowing for maximum contact during prime calling hours.

Technical Capabilities

Harvard Collection Services is determined to utilize technology to deliver outstanding results to its clients. The information systems environment at Harvard is staffed by highly motivated professionals and is augmented by experienced consultants.

Harvard's collection center utilizes workstations integrated with our telephone management systems. Our staff utilizes the Cubs Collection System, predictive dialers, and automated call distribution systems to manage individual collection projects. Our systems are also supported with complete computer telephony integration supplying screen pop and outward dialing support. Reporting is available for all systems and is customized to meet our client's program objectives.

Collection System – Harvard's use of the Cubs Collection System since 1985 enabled management and staff to become experts on the use of this powerful system. The software has been customized to improve performance and to meet client reporting requirements.

Administrative Network – Rest assured that Harvard administration will be on a phone call or and email away. Harvard utilizes a powerful NT network for all administrative, support, and management personnel to support email, Excel, Word and other applications to improve service levels to its clients. A direct connect to the Internet is also on the network.

Information Exchange – Harvard Collection Services supports data exchange a variety of formats. Harvard supports, FTP, email, EDI, dial-up and many other exchange protocols. We also work with clients on creating secure reliable transmission methods that are compatible with their systems.

Predictive Dialing - Harvard Collection Services utilizes predictive dialing technology to increase debtor contact ratios. Account follow up is managed within the predictive dialing system and the Cubs Collection System. Information regarding the results of each call is stored on the debtor's permanent account record.

Disaster Recovery Plan – Harvard Collection Services has developed a disaster recovery plan in conjunction with its major vendors and consultants to ensure uninterrupted and data integrity in the event of a disaster. Daily data is backed up and stored off-site and facilities and systems have been made available to provide continual operation.

800 Service

Each collection unit at HCS has their own toll free number. Incoming calls are routed to the collectors that handle the specific account. Also, when a collector phones any of our 800 numbers, Caller ID automatically captures the caller's phone number. When a new number is obtained it is updated in our database with a single keystroke.

Voicemail

Each HCS collection unit has a separate voicemail box for the unit. Individual boxes for each collector where applicable.

Western Union Quick Collect

HCS maintains a Western Union terminal in our facility, which enables us to receive Western Union transmitted payments directly in our office.

Direct Check

The HCS Direct Check system allows us to write a check for the debtor over the phone. The debtor provides the necessary information from their checking account and we create and process the check in our office.

Visa/MasterCard

HCS accepts payments via Visa and MasterCard and is on-line for real-time verification.

Electronic Address Correction

HCS is also "on-line" with the National Change of Address (NCOA) service provided by First Data Resources, Inc. This edit feature provides the most current address change and enters the information automatically into the debtor file.

Reporting

The HCS CUBS System is capable of producing standard and client-specific reports. Most reports are transmitted to our clients electronically. At the HCS Client Services Department is in daily communication with our client contacts to ensure that all client requirements and requests are fulfilled.