

Expenses for Vocational Day 11/19/14

10/22/2014 Post office	stamps	\$	17.64
10/23/2014 AIM Mail Center	copies	\$	4.28
10/31/2014 Minuteman Press	Flyers	\$	172.80
11/18/2014 Minuteman Press	Posters & Brochure	\$	517.32
11/19/2014 Laguna Cliff Mariott	Breakfast	\$	5,871.44
Total		\$	<u>6,583.48</u>

John Coffman

11/11/2014

0645

194.72

Amer Sec- Charities F vocational day expenses reimb.

194.72

Monarch Beach Sunrise Rotary Club

John Coffman

11/11/2014

0645

194.72

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LAGUNA NIGUEL MPO APC 1
 29911 NIGUEL RD
 LAGUNA NIGUEL, CA 92607-9998

10/22/2014 03:24:00 PM

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AIM MAIL CENTER #19
 32565 B Golden Lantern
 Dana Point, CA 92629
 (949) 443-1192

Amer Sec- Char

Sales Receipt			
Product Description	Sale Qty	Unit Price	Final Price
Star Spangled ATM	2	\$8.82	\$17.64
Total:			=====
			\$17.64

SS-BW	44 @ 0.09	3.96 TX
SUBTOTAL		3.96
TAX		
Standard Station 3.96		0.32
TOTAL		4.28 ✓
TEND Cash		5.00
CHANGE		0.72

Paid by: ✓
 MasterCard \$17.64
 Account #: XXXXXXXXXXXXX2962
 Approval #: 80981P
 Transaction #: 316
 23-902500362-99

Customer: None selected
 STEVEN 10/23/2014
 #488074 10:39 AM

SSK Transaction #: 38
 USPS® # 054050-9550

THANK YOU FOR CHOOSING
 AIM MAIL CENTER
 DONT FORGET TO LEAVE US FEEDBACK ONLINE USING GOOGLE PLACES, YELP, YAHOO LOCAL, BING LOCAL OR CITYSEARCH. VISIT WWW.AIM-REVIEWS.COM

Thanks.
 It's a pleasure to serve you.

ALL SALES FINAL ON STAMPS AND POSTAGE.
 REFUNDS FOR GUARANTEED SERVICES ONLY.

US POSTAL RATES ARE SUBJECT TO A SURCHARGE

Minuteman Press
Aliso Creek
24051 Shelley Road
Laguna Niguel, CA 92677
Phone: 949-831-8211 Fax: 949-831-6217
Web: www.laguna.minutemanpress.com
E-mail: laguna@minutemanpress.com

Invoice

Invoice Number: 20059
Invoice Date: 10/31/2014

Bill To: Monarch Beach Rotary
P.O. Box 280
Dana Point CA 92629

Ship To: Monarch Beach Rotary
P.O. Box 280
Dana Point CA 92629

Phone: 949-493-2759
Fax: 949-248-9201

Phone: 949-493-2759
Fax: 949-248-9201

Thank you for your order

Description	Price
400 Flyers-Vocational Symposium (Job 38649)	\$160.00
8.00% Tax California	\$12.80
Invoice Total	\$172.80
Balance Due	✓ \$172.80

*PJ Clc
6205
10/31/14*

✓ TOTAL = 194.72

Salesperson: Al Soley

Terms: 2% interest per month on past-due invoices.

Please pay from this invoice. A 2% Late fee will be applied to past due invoices each month.

Title to all printing aids passes to customer prior to the printer's use.

Aliso Creek Printing / Minuteman Press: _____

Monarch Beach Sunrise Rotary Club

0650

Aliso Creek Printing

12/2/2014

vocational day costs

517.32

Amer Sec- Charities F

517.32

Monarch Beach Sunrise Rotary Club

0650

Aliso Creek Printing

12/2/2014

vocational day costs

517.32

Amer Sec- Charities F

517.32

PRODUCT SSLT103 USE WITH 91663 ENVELOPE

Minuteman Press
Aliso Creek
24051 Shelley Road
Laguna Niguel, CA 92677
Phone: 949-831-8211 Fax: 949-831-6217
Web: www.laguna.minutemanpress.com
E-mail: laguna@minutemanpress.com

Invoice

Invoice Number: 20138
Invoice Date: 11/18/2014

Bill To: Monarch Beach Rotary
P.O. Box 280
Dana Point CA 92629

Phone: 949-493-2759
Fax: 949-248-9201

Ship To: Monarch Beach Rotary
P.O. Box 280
Dana Point CA 92629

Phone: 949-493-2759
Fax: 949-248-9201

Thank you for your order

Description	Price
1 Design work for Poster and brochure (Job 38849)	\$100.00
3 Posters Vocational day 2014 (Job 38848) Note: @ 65.00 each	\$195.00
180 Vocational Day brochure 2014 (Job 38847)	\$184.00
Sub Total	\$479.00
8.00% Tax California	\$38.32
Invoice Total	\$517.32
Balance Due	\$517.32

Salesperson: Al Soley

Terms:

2% interest per month on past-due invoices.

Please pay from this invoice. A 2% Late fee will be applied to past due invoices each month.

Title to all printing aids passes to customer prior to the printer's use.

Aliso Creek Printing / Minuteman Press: _____

Monarch Beach Sunrise Rotary Club

0664

Laguna Cliffs Marriott Hotel

1/19/2015

5,871.44

Amer Sec- Charities F Nov. 19, 2014 bill less credit of 459.72 per Sand

5,871.44

Monarch Beach Sunrise Rotary Club

0664

Laguna Cliffs Marriott Hotel

1/19/2015

5,871.44

Amer Sec- Charities F Nov. 19, 2014 bill less credit of 459.72 per Sand

5,871.44

Laguna Cliffs Marriott Resort & Spa

(949) 661-5000

Check #: 577950
 Print #: 1
 Status: Open
 Business Type: Local
 Function Space: Dana I - IV
 Event Manager: Sandra Chiu

Monarch Beach Sunrise Rotary Club
 20 Pacific Crest
 Laguna Niguel, CA 92677
 (949) 661-3200

Page #: 1
 Folio #: 18846
 Bill Method: Direct Bill
 Event Order #: 342383

Contact: Alan Wickstrom
 Wednesday, November 19, 2014

Quantity	Item	Unit Price	Total Price
Food			
170	Sunshine Continental Breakfast	\$24.50	\$4,165.00 Tax/Svc Chg Inclusive
6	Freshly Brewed Starbuck Coffee, Decaffeinated and Specialty Teas (charges based on consumption)	\$50.00	\$300.00
10	Assorted Cookies and Brownies	\$30.00	\$300.00
Subtotal Food			\$4,765.00
Audio Visual			
1	Screen, Projector, Sound System, Microphones and 3 lavalier microphones	\$1,017.50	\$1,017.50
Subtotal Audio Visual			\$1,017.50
Service Charge 24%			\$388.20
State Sales Tax 8%			\$160.46
Grand Total:			\$6,331.16

SEE SANDY CHIU
 E-MAIL

① 459.72
 ✓ 5871.44

Signature: _____

GUEST COPY

Please note that the above prices for Food, Beverages, Audio Visual and Room Rental are subject to a 24% Taxable Service Charge and 8% State Sales Tax.

Marriott Proprietary and Confidential

Cc: McCormick Stephanie; Coffman John & Sylvia
Subject: Re: Adjustment from Vocational day

Sandy,

Stephanie and I were finally able to talk and we agreed to process your revised invoice for payment immediately. I have to say, however, that we are a little disappointed that a larger adjustment was not made in two areas.

As we discussed, we do not remember ever being told, either verbally or in writing, that the last estimate of headcount we gave to you was a guarantee. We knew at least a week before the event that attendance was going to fall significantly short of our earlier projections. That being said, even if you were to meet us half way on the two numbers, it's not a very large savings.

~~While we are pleased that you removed the charge for the two microphones that did not work,~~ there was no recognition of the very poor audio support component in the recalculation. As you know, we felt the support to be completely unacceptable.

All of this points to the need to ensure every detail is covered in writing if we do this event again this coming November.

We do have one additional issue where we would like clarification. The invoice charges us for coffee and tea. Our charge of \$24.50 per person included coffee. Most of the refills needed were actually part of the breakfast service, as we kept running out while people were still eating breakfast. Once the breakfast service was cleared, it did not seem that we required an additional 6 urns of coffee for the remainder of the morning. Can you confirm that the 6 urns of coffee on the invoice were actually requested after the breakfast service was cleared? Also, how many urns of coffee did we use in total?

Sandy, we are very appreciative of the support from you and the hotel. We know we meet in a premier location and we highly value our relationship with the hotel. Thank you for being willing to work through these issues.

John

On Dec 29, 2014, at 4:38 PM, Sandy Chiu <sandy.chiu@lagunacliffs.com> wrote:

Hi John and Stephanie,
I hope you had a wonderful holiday! It went by so quickly!

For the adjustment, I was able to get \$459.72 adjusted off your final invoice for this event.

This amount came from the 2 microphones that you had issues with (\$80 each) and 10 guests being adjusted off your final guarantee.

In regards to the coffee, because this meeting ran longer in duration than the regular weekly meetings, this is why we had to replenish the coffee. Please note we offered a \$36 per gallon discount from our normal pricing for the replenished coffee.

I hope you find this amount amenable and we look forward to a successful Vocational day next year!

Thank you both and Happy New Year!

Sandy Chiu

Director of Catering and Conference Services

25135 Park Lantern, Dana Point, California, 92629

P: 949.487.7563 F: 949.661.3688

www.lagunacliffs.com

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11/20/14
NOVEMBER 19, 2014
MR JOHN COFFMAN

LAGUNA CLIFFS RESORT AND SPA
GROUP MASTER ACCOUNT
FOR
MONARCH BEACH ROTARY CLUB

REFERENCE # 2
ACCOUNT: 18846
ARRIVE: 00/00/00
DEPART: 00/00/00

MASTER SUMMARY
=====

TOTAL ROOM, TAX, AND INCIDENTAL CHARGES: \$.00
TOTAL CATERING CHARGES: \$6331.16
MISCELLANEOUS CHARGES: \$.00

SUBTOTAL: \$6331.16

LESS CREDITS: \$.00
LESS ADVANCE DEPOSIT: \$.00

AMOUNT DUE: \$6331.16
=====

11/20/14
NOVEMBER 19, 2014
MR JOHN COFFMAN

LAGUNA CLIFFS RESORT AND SPA
GROUP MASTER ACCOUNT
FOR
MONARCH BEACH ROTARY CLUB

REFERENCE # 1
ACCOUNT: 18846
ARRIVE: 00/00/00
DEPART: 00/00/00

CATERING SUMMARY

=====

DATE	LINE#	DESCRIPTION	REFERENCE	AMOUNT
11/19/14	1	BANQUETS	577950	\$6331.16
			SUBTOTAL:	\$6331.16

TOTAL CATERING CHARGES: \$6331.16