

Aug 19, 2025

Kootenai County Sheriff's Office
Attn: Undersheriff Nelson
5500 N. Government Way
Coeur d'Alene, ID. 83815

RE: Formal Explanation Regarding 2024 Flex Maintenance Invoice on Customer
Account #1000250217

Dear Undersheriff Nelson,

As requested in your August 13th email, we are providing this statement to clarify the circumstances surrounding Kootenai County Sheriff's Office's 2024 invoice for services. This explanation is intended for your review and presentation to the County Commissioners.

The absence of a standard invoice for 2024 stemmed from an administrative oversight within Motorola Solutions' billing system. Specifically, your account's billing status was inadvertently configured as "cancelled" rather than correctly designated for "manual billing," as required by your agreement. This configuration error prevented the automatic generation and timely dispatch of your 2024 invoice, thereby causing an unknown and undue delay.

We fully acknowledge the inconvenience and disruption this has caused for your office's budgetary planning and financial reconciliation. To rectify this situation, our Finance Department has manually generated the attached invoices. for both the 2024 and 2025 service periods. These invoices reflect the appropriate charges for the services rendered during those respective periods.

Motorola Solutions is committed to upholding the highest standards of billing accuracy and transparency. We have implemented internal measures to prevent recurrence of this specific administrative error.

We appreciate your understanding as we finalize these corrections and anticipate a continued, collaborative partnership.

Sincerely,

Deborah Thomas
Deborah Thomas

Account Sales Executive, No. Idaho
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