



✉ P. O. Box AN 5602, Accra-North

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The Director of IT Service,  
Ghana Institute of Journalism,  
P. O. Box GP 667,  
Accra

6<sup>th</sup> April 2024.

Dear Sir,

### **REPORT ON HP PAVILION LAPTOP**

#### **Introduction:**

We were called to attend to a trouble with the HP Pavilion Laptop (SN: 5CD7310NKC) belonging to the Head of Internal Audit Unit, UniMAC-GIJ.

#### **Observation:**

During our troubleshooting we observed that the laptop touch screen display is not responding and displays poor quality desktop due to the faulty screen display panel of the laptop monitor.

#### **Recommendation:**

1. Replacing the faulty 15.6 inches FHD IPS LCD Display Touch Screen with a new one will resolve the problem.

#### **Conclusion:**

The laptop cannot function properly unless the necessary repair work is done to remedy the situation.

Please find attached a pro-forma invoice for your approval.

Thank you very much for your cooperation. Please do not hesitate to contact us for further clarification.

Yours Faithfully,

.....  
Director, Technical Support

0277385957





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The Director of IT Service,  
Ghana Institute of Journalism,  
P. O. Box GP 667,  
Accra

6<sup>th</sup> May 2024.

Dear Sir,

### **REPORT ON CANON IMAGERUNNER 2530i**

#### **Introduction:**

We were called to attend to a trouble with the Canon imageRUNNER 2530i at the Graduate School Secretariat on 3<sup>rd</sup> May 2024.

#### **Observation:**

During our troubleshooting we observed that the printer jams in the Fuser area with the first printout attempt after which the remaining printed papers may come out crumpled due to the malfunctioning of the Fuser Assembly Unit.

#### **Recommendation:**

1. Replacing the faulty Fuser Assembly Unit with a new one will resolve the issue.
2. Quarterly Servicing and Maintenance of the Canon imageRUNNER 2530i to achieve optimum performance.

#### **Conclusion:**

The Photocopier at the Graduate School Secretariat cannot function normally until the necessary repair work is taken to remedy the situation.

Please find attached a pro-forma invoice for your approval.

Yours Faithfully,

.....  
**Director, Technical Support**  
**0277385957**





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The Director of IT Service,  
Ghana Institute of Journalism,  
P. O. Box GP 667,  
Accra

3<sup>rd</sup> May 2024.

Dear Sir,

### **REPORT ON HP LAPTOP 15**

#### **Introduction:**

We were called to attend to a trouble with the HP Laptop 15 (SN: CND02109DP) from the Counselling Unit, UniMAC-GIJ.

#### **Observation:**

During our troubleshooting we observed that the

1. laptop runs slowly due to the Fragmented Hard Disk Drive (HDD).
2. laptop turns on and then turns off after unplugging the power cable from the power source due to weak backup battery.

#### **Recommendation:**

1. Replacing the traditional Hard Disk Drive (HDD) with Solid State Drive (SSD) will increase the computer system running speed.
2. Replacing the weak backup battery with a new one to expand the backup battery running time.
3. Quarterly Servicing and Maintenance of the HP Laptop 15 to achieve optimum performance and longevity.

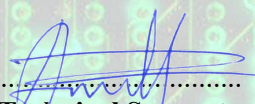
#### **Conclusion:**

The laptop problems will still persist unless the necessary repair works are done to resolve the issue.

Please find attached a pro-forma invoice for your approval.

Thank you very much for your cooperation. Please do not hesitate to contact us for further clarification.

Yours Faithfully,

.....  
  
**Director, Technical Support**  
**0277385957**



# Proforma-Invoice

## PRIME IT SOLUTIONS

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Contact #: +233244913427

DATE: 06/05/2024

INVOICE #: 1915A-151062405

TIN #: P000179308X

SUPPLY TO: UniMAC-GIJ  
Accra

| QUANTITY | DESCRIPTION                                                  | UNIT PRICE (GH¢)        | TOTAL (GH¢) |
|----------|--------------------------------------------------------------|-------------------------|-------------|
|          | <b>HP Laptop 15 (Internal Auditor)</b>                       |                         |             |
| 1 piece  | 15.6 inches FHD IPS LCD Display Touch Screen                 | 2,500.00                | 2,500.00    |
|          | <b>Canon imageRUNNER 2530i (Graduate School Secretariat)</b> |                         |             |
| 1 piece  | Fuser Assembly Unit                                          | 2,100.00                | 2,100.00    |
|          | <b>HP Laptop 15 (Counselling Unit)</b>                       |                         |             |
| 1 piece  | Internal Solid-State Drive (SSD) 500GB                       | 1,600.00                | 1,600.00    |
| 1 piece  | HP Internal Backup Battery                                   | 900.00                  | 900.00      |
|          |                                                              |                         |             |
|          |                                                              |                         |             |
|          |                                                              |                         |             |
|          |                                                              |                         |             |
|          |                                                              | Sub-Total               | 7,100.00    |
|          |                                                              | VAT/NHIL Flat Rate @ 3% | 213.00      |
|          |                                                              | COVID-19 Levy @ 1%      | 71.00       |
|          |                                                              | Total Amount Payable    | 7,384.00    |

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