Fill in this information to identify the case:

Debtor ___Eiger BioPharmaceuticals, Inc___

United States Bankruptcy Court for the: ___Northern___ District of ___Texas___
(State)

Case number ___24-80040___

Official Form 410

Proof of Claim

04/22

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to $500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) **that you received.**

Part 1:	Identify the Claim

1. Who is the current creditor?

___Jump Start Technology, Inc.___
Name of the current creditor (the person or entity to be paid for this claim)

Other names the creditor used with the debtor _____

2. Has this claim been acquired from someone else?

☑ No

☐ Yes.   From whom? _____

3. Where should notices and payments to the creditor be sent?

Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)

Where should notices to the creditor be sent?

Jump Start Technology, Inc.
2375 Gabriel Avenue
Mountain View, CA 94040

Contact phone ___6506193428___
Contact email ___sonya@jumpstarttech.com___

Where should payments to the creditor be sent? (if different)

Contact phone _____
Contact email _____

Uniform claim identifier for electronic payments in chapter 13 (if you use one):

__ __

4. Does this claim amend one already filed?

☑ No

☐ Yes.   Claim number on court claims registry (if known) _____   Filed on _____
MM / DD / YYYY

5. Do you know if anyone else has filed a proof of claim for this claim?

☑ No

☐ Yes. Who made the earlier filing? _____

2480040240718000000000003

Part 2:	Give Information About the Claim as of the Date the Case Was Filed

6. Do you have any number you use to identify the debtor?

☑ No

☐ Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: ___ ___ ___ ___

7. How much is the claim?

$ 17203.75 _____. **Does this amount include interest or other charges?**

☑ No

☐ Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim?

Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.

Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).

Limit disclosing information that is entitled to privacy, such as health care information.

Services performed _____

9. Is all or part of the claim secured?

☑ No

☐ Yes. The claim is secured by a lien on property.

Nature or property:

☐ Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.

☐ Motor vehicle

☐ Other. Describe: _____

Basis for perfection: _____

Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)

Value of property: $_____

Amount of the claim that is secured: $_____

Amount of the claim that is unsecured: $_____ (The sum of the secured and unsecured amount should match the amount in line 7.)

Amount necessary to cure any default as of the date of the petition: $_____

Annual Interest Rate (when case was filed)_____%

☐ Fixed

☐ Variable

10. Is this claim based on a lease?

☑ No

☐ Yes. **Amount necessary to cure any default as of the date of the petition.** $_____

11. Is this claim subject to a right of setoff?

☑ No

☐ Yes. Identify the property: _____

2480040240718000000000003

12. **Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?** A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.	☑ No ☐ Yes. *Check all that apply:*	**Amount entitled to priority**
	☐ Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	$_____
	☐ Up to $3,350* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	$_____
	☐ Wages, salaries, or commissions (up to $15,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	$_____
	☐ Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	$_____
	☐ Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	$_____
	☐ Other. Specify subsection of 11 U.S.C. § 507(a)(__) that applies.	$_____
	* Amounts are subject to adjustment on 4/01/25 and every 3 years after that for cases begun on or after the date of adjustment.	
13. **Is all or part of the claim entitled to administrative priority pursuant to 11 U.S.C. 503(b)(9)?**	☑ No ☐ Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim. $_____	

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to $500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

☑ I am the creditor.

☐ I am the creditor's attorney or authorized agent.

☐ I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

☐ I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 07/18/2024
                   MM / DD / YYYY

/s/Sonya DeAngelis
Signature

Print the name of the person who is completing and signing this claim:
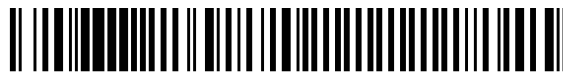
Name   Sonya DeAngelis
        First name   Middle name   Last name

Title   Controller

Company Jump Start Technology, Inc.
         Identify the corporate servicer as the company if the authorized agent is a servicer.

Address

Contact phone _____   Email _____

248004024071800000000000003

Verita (KCC) ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (888) 733-1544 | International (310) 751-2638

Debtor: 24-80040 - Eiger BioPharmaceuticals, Inc **District:** Northern District of Texas, Dallas Division	
Creditor: Jump Start Technology, Inc. 2375 Gabriel Avenue Mountain View, CA, 94040 **Phone:** 6506193428 **Phone 2:** 6506193429 **Fax:** **Email:** sonya@jumpstarttech.com	**Has Supporting Documentation:** Yes, supporting documentation successfully uploaded **Related Document Statement:** **Has Related Claim:** No **Related Claim Filed By:** **Filing Party:** Creditor
Other Names Used with Debtor:	**Amends Claim:** No **Acquired Claim:** No
Basis of Claim: Services performed	**Last 4 Digits:** No	**Uniform Claim Identifier:**
Total Amount of Claim: 17203.75	**Includes Interest or Charges:** No
Has Priority Claim: No	**Priority Under:**
Has Secured Claim: No **Amount of 503(b)(9):** No **Based on Lease:** No **Subject to Right of Setoff:** No	**Nature of Secured Amount:** **Value of Property:** **Annual Interest Rate:** **Arrearage Amount:** **Basis for Perfection:** **Amount Unsecured:**
Submitted By: Sonya DeAngelis on 18-Jul-2024 8:31:51 p.m. Eastern Time **Title:** Controller **Company:** Jump Start Technology, Inc.	

Jump Start Technology, Inc.
2375 Gabriel Avenue
Mountain View, CA 94040
(650) 949-0667

Bill To:		Date	Invoice
Eiger Biopharmaceuticals Attn: Invoices 2155 Park Blvd Palo Alto, CA 94306 United States		03/05/2024	JST-21604

Terms	Due Date	PO Number	Reference
Net 15 days	03/20/2024	PO #3106	Monthly Billing for March

Agreement Details	Quantity	Price (USD)	Amount (USD)
Monthly Services: Eiger Monthly Services			
IT support for up to 40 users	1.00	7,000.00	7,000.00
Advanced security bundle -24x7 Microsoft 365 Security Monitoring -Managed Cloud backups for Office 365, OneDrive and Sharepoint	30.00	15.00	450.00
Cloud Backup Service for Office 365 or G-Suite -number of licenses above and beyond those included with Advanced Security Bundle	32.00	7.50	240.00
Hosted Services: Eiger Hosted Services			
Sophos Central Intercept X Advanced Anti-Virus for workstations	30.00	4.00	120.00
Total Agreement Details:			**7,810.00**

Pay by ACH or check. Make checks payable to: Jump Start Technology, Inc.	**Invoice Subtotal:**	7,810.00
	Sales Tax:	0.00
	Invoice Total:	**7,810.00**
	Payments:	0.00
	Credits:	0.00
	Balance Due:	**7,810.00**

For billing questions, please contact accounting@jumpstarttech.com.

Thank you for your business!

Jump Start Technology, Inc.
2375 Gabriel Avenue
Mountain View, CA 94040
(650) 949-0667

Bill To:		Date	Invoice
Eiger Biopharmaceuticals Attn: Invoices 2155 Park Blvd Palo Alto, CA 94306 United States		03/15/2024	JST-21660

Terms	Due Date	PO Number	Reference
Net 15 days	03/30/2024	PO 3155	

Services	Hours	Rate	Amount
Billable Services			
Compliance Engineer	21.00	225.00	4,725.00
Non-Billable Services			
Compliance Engineer	0.25	225.00	0.00
	Total Services:		**4,725.00**

	Invoice Subtotal:	4,725.00
Pay by ACH (contact accounting@jumpstarttech.com for details) OR Make checks payable to: Jump Start Technology, Inc.	**Sales Tax:**	0.00
	Invoice Total:	**4,725.00**
	Payments:	0.00
	Credits:	0.00
	Balance Due:	**4,725.00**

For billing questions, please contact accounting@jumpstarttech.com.

Thank you for your business!

Invoice Number: JST-21660
Company: Eiger Biopharmaceuticals

Date: 2/1/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/01/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura Meet with RSM to discuss KPMG's follow-up questions. Will need another meeting tomorrow at 1130AM PT.	Y	0.50

Date: 2/2/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/02/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura Meet with RSM to discuss answers Formulate and boil down explanations into concise responses Share responses with Brad to send over to KPMG Reach out to Nikki for assistance undoing an edit that RSM accidentally made.	Y	0.75
02/02/2024	Trinh, Dan		**Service Ticket:**640585 **Summary:**[Netsuite] V0455 Mediant Communications Address Update **Contact:**Sutton, Nikki - Attached remittance address support into NetSuite Vendor. Hi Nikki, The address for V0455 has been updated and set to the primary on NetSuite and Coupa. Thanks, Dan	Y	0.25
02/02/2024	Trinh, Dan		**Service Ticket:**639934 **Summary:**[Coupa] Matthew Bys unable to see PO 3080 **Contact:**Bys, Matthew * Added permission * Added change into compliance log folder and email support Thanks Brad - Hi Matthew, I have granted your account access to 4100 Market Access. Let me know if you can see PO 3080 and are able to edit it too. Thanks, Dan	Y	0.25
02/02/2024	Trinh, Dan		**Service Ticket:**640594 **Summary:**[Netsuite] V1473 RegPath - 1099 Eligibility Correction **Contact:**Sutton, Nikki Hi Nikki,	Y	0.25

			Just checked the 1099 box for V1473 RegPath, LLC and uploaded that provided W9 to NetSuite. Thanks, Dan		
02/02/2024	Trinh, Dan		**Service Ticket:**640188 **Summary:**[Coupa] New SPA for V1419 ICON **Contact:**Sutton, Nikki Hi all, Just created the SPA for V1419 ICON and is now pending approval: [image] Based on Remit and Bank Info provided by Nikki earlier: [image] Thanks, Dan	Y	0.25
02/02/2024	Trinh, Dan		**Service Ticket:**640061 **Summary:**[Coupa] User List Snapshot from 12/31/23 **Contact:**Sutton, Nikki Hi Nikki, Great. In that case, please see attached. A users report list with each user's roles, including all CSP users too. Thanks, Dan	Y	0.25

Date: 2/5/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/05/2024	Trinh, Dan		**Service Ticket:**640624 **Summary:**[Coupa] Reactivate V0244 TRG Communications in Coupa **Contact:**Sutton, Nikki Hi Nikki, V0244 TRG Communications is active and enabled in Coupa and NS. W9 added into NS. [image] Thanks, Dan	Y	0.25

Date: 2/6/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/06/2024	Trinh, Dan		**Service Ticket:**640754 **Summary:**[SOX] Q423 Admin Review - Add Review Worksheet and Q323 Documents **Contact:**Lance, Laura - Appended admin review worksheet to admin review workbook. - Added the existing workbook to our Q323 admin review workbook. - Revised admin review worksheet to contain information referring to Jump Start and its compliance documentation. - Sent to Laura for review.	Y	0.50
02/06/2024	Trinh, Dan		**Service Ticket:**640188 **Summary:**[Coupa] New SPA for V1419 ICON **Contact:**Sutton, Nikki Hi Nikki,	Y	0.25

	I recreated the SPA request with USD. Supplier Payment Account (coupahost.com) [image] Not sure why it's showing up as rejected or deactivated by at least two other community members. But its status is still pending approval. Want to check my entries, Nikki? Thanks, Dan

Date: 2/7/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/07/2024	Trinh, Dan		**Service Ticket:**640911 **Summary:**[COUPA] Eiger's Custom Accounting Supervisor Role **Contact:**Lees, Brad - Received response from CCC - Due to accounting supervisor role - Advised Brad on role and noted to take away role from Nikki and Javier as he lacked the role, and Laura had it too. - Will await response and respond at scheduled date.	Y	0.25
02/07/2024	Trinh, Dan		**Service Ticket:**640624 **Summary:**[Coupa] Reactivate V0244 TRG Communications in Coupa **Contact:**Sutton, Nikki Hi Nikki, There was a small box that was set for inactive for TRG Communications on NS. I have since unchecked it; you're now able to search up and see it in the results. Thanks for waiting. [image] Best, Dan	Y	0.25
02/07/2024	Trinh, Dan		**Service Ticket:**640467 **Summary:**Removal of Ed Dy as a Delegate **Contact:**Bys, Matthew Hi Matthew, I wanted to follow up on this here -- we'll keep Ed Dy's mailbox open until we're ready to remove it. In a shared mailbox state, it doesn't consume any additional O365 license. Thanks, Dan	NC	0.25
02/07/2024	Trinh, Dan		**Service Ticket:**640838 **Summary:**[COUPA] V1474 Greenberg Traurig - Pending Pay To Account **Contact:**Sutton, Nikki - Checked SPA account -- is active and there. - Created CCC ticket to understand if we can create this pay to account or if we need the user to intervene.	Y	0.25

Date: 2/8/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/08/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura Prepare list of answers for call later today	Y	0.25

Date	Staff	Agreement	Notes	Bill	Hours
02/08/2024	Trinh, Dan		**Service Ticket:**640838 **Summary:**[COUPA] V1474 Greenberg Traurig - Pending Pay To Account **Contact:**Sutton, Nikki - Checked SPA - Noted approve spa group was available. - Issued approval request to Brad. - Updated CCC ticket.	Y	0.25

Date: 2/9/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/09/2024	Trinh, Dan		**Service Ticket:**640911 **Summary:**[COUPA] Eiger's Custom Accounting Supervisor Role **Contact:**Lees, Brad Hi Brad, These roles have been revoked from all users. However, the following role still remains for Nikki and Javier: Eiger Accounting Supervisor Custom: Adds ability to manage suppliers, financial setup, budgets and approve on-hold invoices. Removes ability to void invoices Sounds like a stripped-down version of the accounting supervisor role, but I am unsure if it also accounts for the initial vulnerability of being able to edit then approve invoices. Can you have Javier run a test and confirm? Thanks, Dan	Y	0.25

Date: 2/12/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/12/2024	Trinh, Dan		**Service Ticket:**640998 **Summary:**[COUPA] MA's SOD PBC request from Coupa and Equity Edge **Contact:**Lees, Brad - Reviewed spreadsheet and assessed each role in Coupa. - It appears that the roles don't have the privilege for any of the requisitions, purchase orders, payables that CCC is asking about. - Sent work to CCC for review and verification of analysis. Waiting on CCC.	Y	0.50
02/12/2024	Trinh, Dan		**Service Ticket:**641002 **Summary:**[Netsuite] Remove Payment Holds for 2/9/2024 **Contact:**Sutton, Nikki Hi Nikki and Brad, Confirming removal of payment holds on the following bills: JST-21372 JST-21359 86179 87180 86497 Thanks, Dan	Y	0.25

Date: 2/13/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours

02/13/2024 Trinh, Dan	**Service Ticket:**640998	Y	0.50
	Summary:[COUPA] MA's SOD PBC request from Coupa and Equity Edge		
	Contact: Lees, Brad		
	Joyce mentioned no permissions granted to the roles that were on the matrix: [image]		
	Reviewed spreadsheet and wrote a follow up to Brad.		
	``		
	Hi Brad,		
	I worked with CCC to evaluate my work and confirmed that the six roles in the SOD analysis do not have any interaction with the permissions listed on the matrix.		
	The one exception is the Contract Requester, which has the ability to create requisition headers from contracts, but only contracts.		
	Here's the updated spreadsheet with notes for each of those roles.		
	Thanks, Dan		
02/13/2024 Trinh, Dan	**Service Ticket:**641121	Y	0.25
	Summary:[Coupa] Eiger Accounting Managers Can't Void Invoices		
	Contact: Sutton, Nikki		
	Thanks Brad -		
	Hi Nikki,		
	I added the role Void Invoices that has the void invoice permissions present in Accounting Supervisor not seen in Eiger Accounting Supervisor.		
	Your and Javier's account has this permission.		
	Could you test out voiding the invoice to see if it works?		
	Thanks, Dan		
02/13/2024 Trinh, Dan	**Service Ticket:**640911	Y	0.50
	Summary:[COUPA] Eiger's Custom Accounting Supervisor Role		
	Contact: Lees, Brad		
	Reviewed Coupa Test Environment to see if I could act as Brad. Decided that it would be in our best interest to have Brad test himself in the test environment.		
	``		
	Hi Brad,		
	We are planning to walk KPMG through Coupa on Thursday. We need to have the roles updated before to make sure it's operating appropriately.		
	Got it. Can you log into the test environment here https://eiger-test.coupahost.com/ and evaluate the permissions are how they should be when interacting with invoices? Your account has the modified Eiger Accounting Supervisor on it.		
	Joyce, can you advise on how to act as a user for future reference? Is there also a test invoice that Brad can look at?		
	Thanks, Dan		

Date: 2/14/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/14/2024	Trinh, Dan		**Service Ticket:**641100 **Summary:**[COUPA] V1072 Leslie Gordon - Create SPA Request **Contact:**Sutton, Nikki Hi Nikki, Just created a SPA request for V1072 Leslie Gordon: [image] I'll keep the ticket open here until the SPA and its Pay-To Account is approved. I'll schedule myself to check back on Friday for updates. Thanks, Dan	Y	0.25
02/14/2024	Trinh, Dan		**Service Ticket:**641256 **Summary:**[Coupa] V0244 TRG Communications LLC - Create SPA Request **Contact:**Sutton, Nikki Hi Nikki, Just created a SPA for V0244 TRG: [image] I'll keep the ticket open here until the SPA and its Pay-To Account is approved. I'll schedule myself to check back on Friday for updates. Thanks, Dan	Y	0.25
02/14/2024	Trinh, Dan		**Service Ticket:**640911 **Summary:**[COUPA] Eiger's Custom Accounting Supervisor Role **Contact:**Lees, Brad - Made edits to Eiger's accounting supervisor role per Brad's directive to remove ability to approve edited invoices without going through approval chain again.	Y	0.25

Date: 2/15/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/15/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Prepared notes for today's meeting. - Shared with Carol from RSM to brief her on the questions they'll ask her. - Shared with Brad. - Received meeting link and shared with Carol.	Y	0.25
02/15/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Attended KPMG meeting with RSM to discuss automated journal entries. - Noted a few more follow up questions to be had about other types of automated journal entries. - Pending feedback from KPMG about follow up questions.	Y	0.75

Date: 2/16/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/16/2024	Trinh, Dan		**Service Ticket:**641100 **Summary:**[COUPA] V1072 Leslie Gordon - Create SPA	Y	0.25

			Request		
			Contact: Sutton, Nikki		
			- Reviewed SPA for Leslie Gordon, approved. - No need to submit for approval in any other areas, resolving ticket. - Report to Nikki on outcome. Hi Nikki, Looks like V1072 Leslie Gordon's SPA was approved. I think we should be good to go here. Let me know if you run into any other issues with invoices associated with Leslie Gordon, thanks! [image] Thanks, Dan		
02/16/2024	Trinh, Dan		**Service Ticket:**641256	Y	0.25
			Summary:[Coupa] V0244 TRG Communications LLC - Create SPA Request		
			Contact: Sutton, Nikki		
			- Check SPA request -- approved - Check supplier to see that account was listed - Reviewed invoices; none yet but will probably occur again soon. - Documented SPA creation into compliance log.		
02/16/2024	Trinh, Dan		**Service Ticket:**640598	Y	1.50
			Summary:[Coupa] Updating Coupa Approval Workflows		
			Contact: Sutton, Nikki		

			- Met with Nikki and Brad to discuss the workflows.
			- Proposed solution:
			  Add Nikki to the end of each workflow
			  Remove Javier's editing permission.
			- Troubleshoot adding Nikki to end of workflow:
			  Creating workflow.
			  Editing existing workflows to add Nikki at the end.
			- Workflows did not show Nikki at the end.
			- Inform team over Teams.
			- Request CCC's assistance for troubleshooting workflows.		

Date: 2/20/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/20/2024	Trinh, Dan		**Service Ticket:**640598	Y	0.25
			Summary:[Coupa] Updating Coupa Approval Workflows		
			Contact: Sutton, Nikki		
			Enabled the following setting to restart approvals upon the edit of an invoice. [image] What it does is it validates the invoice to check again when an approver edits a buyer-created invoice. When changes are made, the Approve and Reject buttons are disabled (see screenshot attached) until the invoice is saved and resubmitted. There was also an error message stating "You are not permitted to adjust price upwards" when I tried to edit the price and click approve button. Asked Nikki and Javier to test before today's KPMG meeting.		

Date: 2/21/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/21/2024	Trinh, Dan		**Service Ticket:**642083	Y	0.25
			Summary: Adobe Receipt in Concur		
			Contact: Bys, Matthew		

	Hi Matthew, I briefly reviewed our Adobe tenant and it looks like there's no receipt. Given that, I've arranged a call between myself and Shaan later this morning to see if he can provide a statement for the applied credits. I'll keep you posted as to how that turns out. Thanks, Dan (Aside: This scheduling link allows you to book a schedule with Shaan based on his calendar.)		
02/21/2024 Trinh, Dan	**Service Ticket:**642085 **Summary:**[EXTERNAL] OPEX and IT Updates **Contact:**Lance, Laura In response to: Do we have anything that shows who could delete an entry after it is posted? Apologies if we've already gone over this but I'd like to see that detail to address the Deleted Entries request below. Please let me know if we can walk through that tomorrow afternoon. Responded with the following: When I spoke to Carol earlier, she unfortunately noted that there's no log that can provide a distinction between a posted and unposted entry. The next best alternative she could give us was the transaction numbering audit log, since at least it shows the user-provided deletion reason behind a journal entry. However, I believe we saw only administrators could only delete posted journal entries (can you confirm that on your NS, since you and Laura have full make journal entry permissions?). Since our policy is that administrators shouldn't be interacting with any journal entry unless given explicit approval by Finance, I don't think it should matter if it's unposted or posted. Could we tell them that any deleted journal entry logged by an administrator is an issue if not approved by Finance first? Thanks, Dan	Y	0.25
02/21/2024 Trinh, Dan	**Service Ticket:**641720 **Summary:**[Coupa] Christopher Kurtz Access to Dept 2400 **Contact:**Kurtz, Chris Hi Chris, It looks like the role Eiger User gives you access to create and approve requisitions and invoices. So, it might just be a matter of making sure you have the right departments added to your account. I have just added you to Dept. 2400. Can you check the PO you reviewed with Nikki earlier? For the other departments you mentioned - MFG, SCM, QA, and Analytical, QC -- @Nikki can you help me identify the department numbers for these areas. Quality Assurance / QA: Dept. 2500 Quality Control / QC: Dept. 2550 SCM: ? MFG: ? Analytical: ? Thanks, Dan	Y	0.50
02/21/2024 Trinh, Dan	**Service Ticket:**642083 **Summary:**Adobe Receipt in Concur	Y	0.25

			Contact: Bys, Matthew		
			- Attended meeting with Shaan. - Acquired four credit memos detailing refund. - Sent to Matthew directly via Eiger mailbox. No further action necessary for now.		
02/21/2024	Trinh, Dan		**Service Ticket:**639824 **Summary:**[COUPA] Troubleshooting Vendor Setup - MONICA KLEINMAN, MD **Contact:**Lees, Brad Performed manual setup of vendor in Coupa, NetSuite, and Coupa SPA. Hi all, Monica Kleinman has been set up in Coupa and her SPA is pending approval. Her W9 and voided check are attached for your records. Nikki, feel free to check my work at the following links: 1] Coupa Listing: V1476 Monica Kleinman (coupahost.com) 2] NetSuite Listing: https://4527682.app.netsuite.com/app/common/entity/vendor.nl?id=17544 > Could you verify that the posting Payment Method (I set it to the default ACH) and the 1099 Eligible Field is correct? 2] SPA request: Supplier Payment Account (coupahost.com) Thanks, Dan Waiting for approval on the SPA before continuing. Need to ensure vendor active and not pending mapping before resolving.	Y	0.75

Date: 2/22/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
02/22/2024	Trinh, Dan		**Service Ticket:**640598 **Summary:**[Coupa] Updating Coupa Approval Workflows **Contact:**Sutton, Nikki Javier noted he was still able to edit invoices without needing to restart the approval, even after we enabled the option. Responded to Javier Hi Javier, Thanks for the report. I'll let Joyce know that the option she prescribed to restart approvals didn't work. As for your ability to edit, it looks like it stems from the Accounts Payable role on your account. We would need to create another custom role to prevent this. @Bradford Lees - can create a custom accounts payable role without editing invoices permission to assign to Javier? In the meantime I did investigate the approval chain and found that the workflow I created to put Nikki at the end of every approval chain still has issues. I think this might be due to the priority of the approval workflow, so I set it to the lowest number. Could you look out for any invoices for the rest of today to see if Nikki is at the end? Alternatively, if it's not too much of an inconvenience, you could try restarting the approval on this invoice. Thanks,	Y	0.50

Date	Staff	Agreement	Notes	Bill	Hours
			Dan		
			Escalated again to CCC for further assistance		
02/22/2024 Trinh, Dan			**Service Ticket:**642005 **Summary:**[COUPA] Investigate Notification: SVB Financial Account Updated **Contact:**Sutton, Nikki Hi Nikki, I followed the link to investigate its history and there doesn't appear to be anything from the date the notification was sent. From the screenshots below you can see the history that was recorded for any interactions with SVB. [1] [2] I wonder if it's something with one of the Coupa NetSuite integration scripts? I'll check with CCC. Thanks, Dan	Y	0.50
02/22/2024 Trinh, Dan			**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Worked with Brad to answer and record observations for the following questionnaire: OPEX and IT Updates Questionnaire.docx	Y	1.50

Date: 2/23/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
02/23/2024 Trinh, Dan			**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura Worked on and completed the KPMG questionnaire with the help of RSM's Carol. Sent the questionnaire to Brad.	Y	1.00
02/23/2024 Trinh, Dan			**Service Ticket:**642005 **Summary:**[COUPA] Investigate Notification: SVB Financial Account Updated **Contact:**Sutton, Nikki Hi Nikki, Good point. That notification had coincided with another system notification that Coupa successfully completed a scheduled update for R38 around 7PM PT: [image] We should be all clear, then. Thanks, Dan	Y	0.25
02/23/2024 Trinh, Dan			**Service Ticket:**642117 **Summary:**Regulatory Department Folders Access **Contact:**Franco (EST), Rich Hi Matthew and Rich, Thanks for waiting. I've provided Rich access to the highlighted folders: Progeria Project Team Folder Commercial Shipping Documents	Y	0.75

				Bill	Hours
			AAC Requests LNF in HDV Progeria Landscape Int EBE Operations Progeria CSRs for Eldon Also attached is a spreadsheet of the folders list for Anna Sedello, Sudesh Kamath, Tim O'Toole, and McCart Huddleston. The level of details we have for each of the users accounts varies based on the area we took the screenshot of their Box folders when we were offboarding them. Please review and let me know which folders we should add for your account. Thanks, Dan		
02/23/2024 Trinh, Dan			**Service Ticket:**642252 **Summary:**[Netsuite] Remove Payment Hold "90244091" **Contact:**Sutton, Nikki - Reviewed payment hold. - Reviewed other outstanding requests to see if there were any other payment holds to consolidate into this request; none. - Sent to Brad for review and approval.	Y	0.25
02/23/2024 Trinh, Dan			**Service Ticket:**639824 **Summary:**[COUPA] Troubleshooting Vendor Setup - MONICA KLEINMAN, MD **Contact:**Lees, Brad - Checked Monica Kleinman vendor status and invoice status in Coupa. Appears OK. - Nikki emailed me at my @eiger mailbox, stating OK to resolve since an invoice from Monica was received and approved.	Y	0.25
02/23/2024 Trinh, Dan			**Service Ticket:**642331 **Summary:**[COUPA] Approval Chain Stuck **Contact:**Sutton, Nikki Hi Nikki, The other change I was thinking that could have caused this was the recent option we enabled to force restart of approval upon editing an invoice. Since Brad edited the invoice earlier and added you manually into the chain, I wonder if it was waiting for you or Brad to restart. I triggered an approval restart and the chain reconstructed itself to the following order: [image] Is the approval all right or did we want to have you then Brad first? As an aside, the recent option we enabled doesn't seem sustainable so hopefully we have some actionable advice from CCC come Tuesday afternoon that doesn't involve using that option. Thanks, Dan	Y	0.25

Date: 2/26/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
02/26/2024 Trinh, Dan			**Service Ticket:**642252 **Summary:**[Netsuite] Remove Payment Hold "90244091" **Contact:**Sutton, Nikki - Removed payment hold on NS - Documented change into compliance log folder Hi Nikki,	Y	0.25

			Hope you had a good weekend! Confirming that Bill 90244091's payment hold has been removed. Thanks, Dan		

Date: 2/27/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/27/2024	Trinh, Dan		**Service Ticket:**642461 **Summary:**[NetSuite] V1475 FedEx Custom Critical: Tax ID Correction and Remit Address **Contact:**Sutton, Nikki Hi Nikki, Just removed the extra set of numbers: [image] Need any other assistance with this vendor on Coupa or NS? Thanks, Dan	Y	0.25
02/27/2024	Trinh, Dan		**Service Ticket:**642480 **Summary:**[Coupa] Generating Scheduled PO Close Reports with Extraction Times **Contact:**Lees, Brad Hi Nikki, I just set up a forwarding rule to send PO close reports to your email address from mines. In the meantime, I've copied over this month's PO close reports to this shared Box folder in case you were looking for one from a specific date: https://eigerbio.box.com/s/mg395hqov3xffw459vvkho8whlq094tk Let me know if I can help you find a specific PO close report. Thanks, Dan	Y	0.25
02/27/2024	Trinh, Dan		**Service Ticket:**642461 **Summary:**[NetSuite] V1475 FedEx Custom Critical: Tax ID Correction and Remit Address **Contact:**Sutton, Nikki Hi Nikki, Forgot that part, sorry. Remit has been updated on NS. Thanks, Dan	Y	0.25

Date: 2/28/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
02/28/2024	Trinh, Dan		**Service Ticket:**642480 **Summary:**[Coupa] Generating Scheduled PO Close Reports with Extraction Times **Contact:**Lees, Brad Hi Brad, Nikki mentioned that CCC was able to generate two reports on a monthly schedule that provides the PO close information you initially requested in the ticket: [image] Given that, is there anything left for us to do or take a look	Y	0.25

	at for this request? Thanks, Dan		
02/28/2024 Trinh, Dan	**Service Ticket:**642800 **Summary:**[Coupa] Onboarding for V1477 Alvarez & Marsal North America **Contact:**Sutton, Nikki Hi Nikki, I believe that the last time we ran into this issue it had to deal with a SIM response pending approval. This appears to be the case for this vendor given that their SIM is pending approval from the SPA Group: [image] Hi Brad - can you provide approval for Alvarez & Marsal North America LLC SIM form at this link here [External Supplier Update (F2-001) - Response #2315 (coupahost.com)] to complete their onboarding? Thanks, Dan	Y	0.25
02/28/2024 Trinh, Dan	**Service Ticket:**642720 **Summary:**[Coupa] [EXTERNAL]Approval Request for Lonza Bend, Inc. - Invoice #96144097 **Contact:**Kadam, Ashwini - Reviewed invoice in the attached screenshot. - Identified that as of now, the invoice had made its way up the approval chain without issues. - Checked in with user to see if any outstanding issues with invoices. Hi Ashwini, Nikki brought up that you ran into this issue earlier in the week: [image] Nikki, Brad, and I worked with CCC (Coupa Consultancy) yesterday and determined that the setting was likely due to an option that enforces restarting approvals / validation upon editing an invoice. We disabled the setting yesterday since it was doing more harm than good. Is the invoice working for you now? Thanks, Dan	Y	0.25
02/28/2024 Trinh, Dan	**Service Ticket:**642762 **Summary:**[Netsuite] KPMG Request: Wire Value Change in Netsuite **Contact:**Lees, Brad - Reviewed Brad's request - Unable to find associated journal entries from Q3 and Q4 from the wire payment. Noted the following, though: Wire * 500329 is all payments for V1437 NOVENTI Helathcare GmbH Wire * 500348 is all payments for V1438 Abrechnung - Asked Brad for availabilities to review the issue together over live call.	Y	0.50
02/28/2024 Trinh, Dan	**Service Ticket:**642760 **Summary:**[Netsuite] Remove Payment Holds **Contact:**Lees, Brad	Y	0.25

Hi Brad,

Permission to remove payment holds on the following invoices in NS?
JST-21358
JST-21481
1272024
75157
263
90248565

Thanks,
Dan

Date: 2/29/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
02/29/2024	Trinh, Dan		**Service Ticket:**642762	Y	0.25
			Summary:[Netsuite] KPMG Request: Wire Value Change in Netsuite		
			Contact: Lees, Brad		
			- Attended meeting with Brad and Nikki. - Sounds like it most likely is a misread from KPMG. - Brad will ask for more information from KPMG as to understand where they got the information and found the conclusion that the JE had a discrepancy.		

Invoice Time Total:		**Billable Hours:**	**21.00**
		No Charge Hours:	**0.25**

Jump Start Technology, Inc.
2375 Gabriel Avenue
Mountain View, CA 94040
(650) 949-0667

Bill To:		Date	Invoice
Eiger Biopharmaceuticals Attn: Invoices 2155 Park Blvd Palo Alto, CA 94306 United States		03/15/2024	JST-21684

Terms	Due Date	PO Number	Reference
Net 15 days	03/30/2024		

Service Ticket Number	640596
Summary	<Urgent> Onboarding - Consultant - Rich Franco
Amount	450.00
Company Name	Eiger Biopharmaceuticals
Contact	Rich Franco (EST)

Other Charges	Quantity	Price	Amount
Fixed Fee			450.00
		Total Other Charges:	**450.00**

	Invoice Subtotal: 450.00
Pay by ACH (contact accounting@jumpstarttech.com) OR Make checks payable to: Jump Start Technology, Inc.	**Sales Tax:** 0.00
	Invoice Total: **450.00**
	Payments: 0.00
	Credits: 0.00
	Balance Due: **450.00**

For billing questions, please contact accounting@jumpstarttech.com.

Thank you for your business!

Jump Start Technology, Inc.
2375 Gabriel Avenue
Mountain View, CA 94040
(650) 949-0667

Date	Invoice
04/03/2024	JST-21700

Bill To:

Eiger Biopharmaceuticals
Attn: Invoices
2155 Park Blvd
Palo Alto, CA 94306
United States

Terms	Due Date	PO Number	Reference
Net 15 days	04/18/2024		Coupa, Netsuite & SOX Compliance for March, 2024

Services	Hours	Rate	Amount
Billable Services			
Compliance Engineer	18.75	225.00	4,218.75
	Total Services:		**4,218.75**

Invoice Subtotal:	4,218.75
Sales Tax:	0.00
Invoice Total:	**4,218.75**
Payments:	0.00
Credits:	0.00
Balance Due:	**4,218.75**

Pay by ACH (contact accounting@jumpstarttech.com for details)
OR
Make checks payable to:
Jump Start Technology, Inc.

For billing questions, please contact accounting@jumpstarttech.com.

Thank you for your business!

Invoice Time Detail

Invoice Number: JST-21700
Company: Eiger Biopharmaceuticals

Date: 3/1/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/01/2024	Trinh, Dan		**Service Ticket:**642800 **Summary:**[Coupa] Onboarding for V1477 Alvarez & Marsal North America **Contact:**Sutton, Nikki - Checked SIM status in Coupa for V1477. Noted that the vendor had now been onboarded. - Checked invoice and noted that it had been posted for V1477 without issues, it's just pending an approval chain passage. - Resolved ticket.	Y	0.25
03/01/2024	Trinh, Dan		**Service Ticket:**640598 **Summary:**[Coupa] Updating Coupa Approval Workflows **Contact:**Sutton, Nikki - Reviewed latest updates in the CCC thread. - Noted that the test environment had been set up with the proper workflows and that the invoices showed the AP group as the final approver. - These looked good to me, so I updated the thread to see if Nikki had any other comments: ``` Hi Ruby, Thanks for the update. Brad will be the approver for the change. I also just finished reading the thread from yesterday, in which you and Nikki were reviewing the changes in the test environment. I also reviewed the test environment myself and the workflow looks good for the test invoices. What are your thoughts Nikki? Thanks, Dan ``` Now we're waiting on Nikki's comment and then Brad's approval.	Y	0.25

Date: 3/4/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/04/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura [OPEX and IT Updates Questionnaire from KPMG] - Acquired screenshots for all questions involving a NetSuite search. - Got screenshots demonstrating how the report was generated in addition to the outcome of the result. Waiting for response from KPMG.	Y	0.75

Date: 3/5/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/05/2024	Trinh, Dan		**Service Ticket:**642820 **Summary:**[Coupa] [Netsuite] V0303 Lonza Bend, Inc. - Bank and Address Update	Y	0.50

			Contact: Sutton, Nikki		
			Hi Nikki,		
			The remit address has been updated in NS and Coupa: [image]		
			[image]		
			The SPA request has been resubmitted and has the invoice attached to it. It is available here and pending approval now: Supplier Payment Account (coupahost.com)		
			I saw there was also a duplicate vendor for Lonza Bend, at V0430 Lonza Bend LLC. Any thoughts on deactivating this vendor?		
			Thanks, Dan		
03/05/2024	Trinh, Dan		**Service Ticket:**642821 **Summary:**[Coupa] [NetSuite] V0498 Fuji Diosynth - Bank and Address Update **Contact:**Sutton, Nikki Hi Nikki, I updated the remit address on NetSuite and Coupa for V0498 Fujifilm Diosynth Biotechnologies. I also updated payment information on NetSuite and attached invoice to Bank Payment information. For Coupa, I submitted a new SPA request for this updated payment information. I'll wait until that is approved before resolving. Thanks, Dan	Y	0.50
03/05/2024	Trinh, Dan		**Service Ticket:**642892 **Summary:**[NetSuite] V0636 Latham and Watkins LLP - Address & W-9 Update **Contact:**Sutton, Nikki Hi Nikki, The remit address and the TIN for V0636 Latham & Watkins LLP has been updated. [image] Let me know if anything else is needed, thanks. Best, Dan	Y	0.25
03/05/2024	Trinh, Dan		**Service Ticket:**642891 **Summary:**[NetSuite] - Address Update V0423 Accenture LLP **Contact:**Sutton, Nikki Hi Nikki, Accenture's remit address has been updated. [image] Let me know if anything else is needed, thanks. Best, Dan	Y	0.25

Date: 3/6/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
03/06/2024	Trinh, Dan		**Service Ticket:**642891 **Summary:**[NetSuite] - Address Update V0423 Accenture	Y	0.25

	LLP			
	Contact: Sutton, Nikki			
	Documented into audit log that we made changes to the following vendors:			
	V0498 Fuji Diosynth V0636 Latham and Watkins V0303 Lonza Bend V0423 Accenture			
	and that support through W9s or invoices were used to provide justification for the changes on the vendors. Additionally, Brad is CC'd on all of the emails.			
03/06/2024 Trinh, Dan	**Service Ticket:**643089 **Summary:**[NetSuite] V1354 Sharp Packaging Address Update **Contact:**Sutton, Nikki Hi Nikki, The remit address for V1354 Sharp Packaging has been updated. [image] Thanks, Dan	Y	0.25	
03/06/2024 Trinh, Dan	**Service Ticket:**643148 **Summary:**[Coupa] Invoice did not export to NetSuite **Contact:**Sutton, Nikki Hi Nikki, I received the following script error earlier in relation to the invoice RG-24-051084: \`\`\` Error Name: INVALID_FLD_VALUE Error Message: You have entered an Invalid Field Value 3 for the following field: subsidiary Error Type: error.SuiteScriptError Error Stacktrace: Error at RecordInvoker.setValue (suitescript/resources/javascript/record/serverRecordServi ce.js:443:5) at NetSuiteObject.thenableFunction() (suitescript/resources/javascript/record/proxy.js:115:24) at Object.createVendorBillFromInvoice (/SuiteBundles/Bundle 84306/Coupa-InvoiceIntegration-VBModule.js:161:38) at Object.reduce (/SuiteBundles/Bundle 84306/Coupa-InvoiceIntegration-MapReduce.js:302:54) \`\`\` I'll provide this error log to CCC to take a look at and then advise on next steps. Thanks, Dan	Y	0.50	
03/06/2024 Trinh, Dan	**Service Ticket:**643155 **Summary:**[NetSuite][Coupa][EXTERNAL]NetSuite Coupa SIM Integration Error **Contact:**Lance, Laura - Adjusted phone number to 9 digit US phone number from 9 digit EU number. - Pending sync to NetSuite, will evaluate later if any changes resolveed. Next steps: Check NetSuite Escalate to CCC if issue persists 30 minutes / Thurs.	Y	0.25	

Date: 3/7/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/07/2024	Trinh, Dan		**Service Ticket:**643148 **Summary:**[Coupa] Invoice did not export to NetSuite **Contact:**Sutton, Nikki - CCC identified an issue with the subsidiary missing from the vendor. - We added the subsidiary Eiger Bio Europe into the NS listing for the user. - I am now watching for scripting errors in our system.	Y	0.25
03/07/2024	Trinh, Dan		**Service Ticket:**643155 **Summary:**[NetSuite][Coupa][EXTERNAL]NetSuite Coupa SIM Integration Error **Contact:**Lance, Laura - Reviewed script errors log - Identified issue and changed phone number to US type. - Script errors seem to have quelled for now and been resolved. No further actions necessary for now. Watching for further errors until tomorrow.	Y	0.25

Date: 3/8/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
03/08/2024	Trinh, Dan		**Service Ticket:**643192 **Summary:**[Coupa] Access Issues to Coupa Testing Environment **Contact:**Sutton, Nikki - Modified email attribute for Nikki's profile. - Reassigned testing application. - Noted no other user had the Testing application assigned to their email. Asked Nikki to try one more time otherwise we'll default to using the default Coupa credentials.	Y	0.25
03/08/2024	Trinh, Dan		**Service Ticket:**643192 **Summary:**[Coupa] Access Issues to Coupa Testing Environment **Contact:**Sutton, Nikki - Nikki tested access again. Did not work. - Something is wrong with SSO. - Will attempt to fix in more depth later. - For now, pursuing Coupa Credentials as a solution to the issue. - Requested CCC assistance on coupa credentials configuration for Nikki.	Y	0.25
03/08/2024	Trinh, Dan		**Service Ticket:**643155 **Summary:**[NetSuite][Coupa][EXTERNAL]NetSuite Coupa SIM Integration Error **Contact:**Lance, Laura - Reviewed script errors log. No further issues from the SIM integration. - Spent remainder of scheduled time recording previously occurring script logs that were one-off errors from either a one-off API failure or temporary server outage overnight. Recorded these script errors into our compliance log for OPS4.	Y	0.50
03/08/2024	Trinh, Dan		**Service Ticket:**643157 **Summary:**[Coupa] V1376 Life Technologies Corporation - Update Banking Information **Contact:**Sutton, Nikki - Reviewed bank information. - Submitted as a SPA request. - Errored out due to existing account. - Searched up SPA accounts and found existing payment information for the bank account. - Deactivated the current account and resubmitted	Y	0.50

|					
			request. - Pending SPA approval. Hi Nikki, I just submitted a SPA request to update the bank information for V1376 Life Technologies Corporation. I'll check in on it next week to see if it's approved before resolving: Supplier Payment Account (coupahost.com) Thanks, Dan		
03/08/2024	Trinh, Dan		**Service Ticket:**642760 **Summary:**[Netsuite] Remove Payment Holds **Contact:**Lees, Brad Removed the following payment holds: JST-21358 JST-21481 1272024 75157 263 90248565	Y	0.25
03/08/2024	Trinh, Dan		**Service Ticket:**643214 **Summary:**[Coupa] [EXTERNAL]Coupa Upgrade: January 2024 Release 5.0 (38.5.0) - Reminder **Contact:**Lees, Brad Hi Brad, This is a minor release version which is centered around maintenance. No feature updates. We are OK to proceed without testing. The next one we'll have to worry about is the May 2024 Release (R39), which will be on May 3rd. Thanks, Dan	Y	0.25

Date: 3/12/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/12/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura KPMG follow-up on OPEX and IT Update Questionnaire: - Worked with Carol from RSM to answer questions on the follow-up that KPMG had for the OPEX and IT updates. - Answered most questions, but will require further time to clean up later. - Will take care of tomorrow morning in the string of Eiger tickets assigned to my day.	Y	0.75

Date: 3/13/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/13/2024	Trinh, Dan		**Service Ticket:**643352 **Summary:**[NetSuite] Invoices 2024/1013 and INV-0000008719 Did Not Export from Coupa **Contact:**Sutton, Nikki Hi Nikki, I just added Euro to the master vendor for V1478. Looks like the bill V2024/0013 just made it over: Bill - NetSuite (Eiger BioPharmaceuticals, Inc.) and for the other invoice, INV-0000008719 – V0040, looks like it made it to NetSuite on Monday without any intervention from my end:	Y	0.25

Date	Staff	Agreement	Notes	Bill	Hours
			Bill - NetSuite (Eiger BioPharmaceuticals, Inc.) Thanks, Dan		
03/13/2024 Trinh, Dan			**Service Ticket:**643354 **Summary:**[NetSuite] V0337 Newfront Insurance Services Address Update **Contact:**Sutton, Nikki Hi Nikki, I just updated the remit address for V0337 Newfront Insurance Services and attached the invoice with the new remit address onto the vendor entry in NetSuite: [image] Thanks, Dan	Y	0.25
03/13/2024 Trinh, Dan			**Service Ticket:**643355 **Summary:**[Coupa] Pay-To Account for CrossCountry Consulting LLC **Contact:**Sutton, Nikki Hi Nikki, I believe that this is tied in with the SPA Creator role. I was able to submit it for approval: [image] Thanks, Dan	Y	0.25
03/13/2024 Trinh, Dan			**Service Ticket:**643345 **Summary:**[NetSuite] Un-apply Vendor Credit Memo **Contact:**Sutton, Nikki Hi Nikki, Thanks for providing the clear instructions. I was able to un-apply the vendor credits; can you check the bill credit to see if anything else needs to be done for it? Link: Bill Credit - NetSuite (Eiger BioPharmaceuticals, Inc.) Thanks, Dan	Y	0.25
03/13/2024 Trinh, Dan			**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Answered OPEX and IT follow-up questions. - Sent to Brad and Carol for assistance on finishing up answers.	Y	0.50

Date: 3/14/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
03/14/2024 Trinh, Dan			**Service Ticket:**643355 **Summary:**[Coupa] Pay-To Account for CrossCountry Consulting LLC **Contact:**Sutton, Nikki - Checked statuses for the three payment account creation requests submitted this week on Coupa SPAs section - Continuing to wait for approval from Brad - Updated ticket statuses for each request	Y	0.25
03/14/2024 Trinh, Dan			**Service Ticket:**643748 **Summary:**[NetSuite] Remove Payment Hold **Contact:**Sutton, Nikki - Asked Brad for approval on payment hold removals for the following tickets that were submitted this week: * 643345	Y	0.25

* 643378 * 643748 [image]				

Date: 3/15/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/15/2024	Trinh, Dan		**Service Ticket:**640598	Y	0.25
			Summary:[Coupa] Updating Coupa Approval Workflows		
			Contact: Sutton, Nikki		
			From Ruby at CCC: I confirm I have moved the changes in Coupa Prod. 1. Removed Javier F. from Accounts Payable 2. Updated chain: CSP - AP Reviewto Remove conditions to apply it to all INV Priority = 100 Rename to 'Final Approval: AP Review' 3. Deactivated chain: Nikki - Final Approver for All Invoices EBI 4. Updated chain: Invoice line Amount overPO Unchecked "Skip all Approval Chains after this one.." I will keep this ticket open the next three days for hypercare. Let me know in case you encounter any issues. Note that for inflight INV, it will recalculate once the current approver approves. The workflow has been updated. No further action necessary from our side.		
03/15/2024	Trinh, Dan		**Service Ticket:**643345	Y	0.25
			Summary:[NetSuite] Un-apply Vendor Credit Memo		
			Contact: Sutton, Nikki		
			Hi Nikki, This payment hold has been removed: [image] Thanks, Dan		
03/15/2024	Trinh, Dan		**Service Ticket:**643748	Y	0.50
			Summary:[NetSuite] Remove Payment Hold		
			Contact: Sutton, Nikki		
			Removed the following payment holds: - JST-21467 - JST-21543 - JST-21584 - 21084656 - 2272024 - 86181 - 86547 - 86548 - 86549 - 031224 Documented the changes and stored a record of the email on the compliance log in Eiger's Box - Eiger Access Request folder. Let Nikki know.		

Date: 3/18/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/18/2024	Trinh, Dan		**Service Ticket:**629336	Y	1.75
			Summary:[SOX] Meet with KPMG, JST, and Eiger		
			Contact: Lance, Laura		
			Worked with Brad to review KPMG questions prior to		

	today's meeting. - Prepped NetSuite searches and tabs for each question alongside an explanation. - Determined acceptability of answer with Brad and were able to get through all questions. - Ready for call later today now.		
03/18/2024 Trinh, Dan	**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura KPMG meeting with Kenrick, Lindsey, and Brad - Follow-up questions: * Transaction numbering audit log? * Transaction audit log -- where are the deletions? * JE Approvers Group in case Brad is OOO. Who will approve JEs in his stead? - For Dan to answer next time (this is scheduled).	Y	1.00
03/18/2024 Trinh, Dan	**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura Post 3/18 meeting follow-up with RSM: Sent the following email to Carol for assistance with NetSuite queries: Hi Carol, Today's call was pretty productive and we were able to move closer to the finish line. There are some outstanding questions leftover from our KPMG meeting, though: 1. Transaction Audit Numbering Log: 2. KPMG asked if there were a way to filter out the noise from the audit numbering log to actual deletions from the user interacting with the UI? KPMG asked if we can explain how this deletion by Brad occurred? 1. The assumption is that the entry had not been posted yet. 2. It is difficult to tell since the entry is out of the system though post-deletion. 3. I think we can counter by referring to the basic JE workflow if we can show somehow the entry fell under that workflow. 4. Transaction Audit Log: 5. Notes 6. In that case, do you know why this was used historically at Eiger to audit admin transactions every quarter if the numbering log or deleted records audit log existed as well? Appreciate your insight as always. Thanks, Dan	Y	0.25
03/18/2024 Trinh, Dan	**Service Ticket:**643355 **Summary:**[Coupa] Pay-To Account for CrossCountry Consulting LLC **Contact:**Sutton, Nikki Hi Nikki, Certainly -- just re-submitted the request. Thanks, Dan - Recreated the request in Coupa. - Used screenshot of the community-provided banking information from the first request as support for the banking details on the second request. - Pending Brad approval.	Y	0.25

Date: 3/20/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
03/20/2024	Trinh, Dan		**Service Ticket:**644272 **Summary:**[Coupa] Setup of Vendor Stanford University, Dept. of Medicine - Endocrinology **Contact:**Sutton, Nikki Hi all, It looks like it would be due to this external supplier form being in draft mode: External Supplier Update (F2-001) - Response #2332 (coupahost.com) The form looks all filled out, given that it has a W9 and wire transfer information attached to it. Nikki or Brad, can you check if any of you have any ability to move it past the draft status? Alternatively, to make things efficient I can also set up the vendor manually in NetSuite and submit a SPA request to move this issue forward. Let me know if you would like that instead. Thanks, Dan	Y	0.25
03/20/2024	Trinh, Dan		**Service Ticket:**644375 **Summary:**[Coupa] Ezus Lyon Onboarding Issue - Manual Setup **Contact:**Sutton, Nikki Hi Nikki and Julian, I sent an external supplier update (F2-001) form to Ezus Lyon to complete. Upon completion they should be onboarded and mapped to NS. The form was sent to Florence Raffier florence.raffier@ezus.univ-lyon1.fr. Is this the correct resource at Ezus Lyon to provide supplier information or should it be Eric Bomel eric.bomel@ezus.univ-lyon1.fr? Thanks, Dan	Y	0.25
03/20/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura KPMG - The Last Round of Questions Followed up with Carol on the last round of questions, particularly about the configuration regarding a JE approval group.	Y	0.25

Date: 3/21/2024 Work Role: Compliance Engineer					
Date	**Staff**	**Agreement**	**Notes**	**Bill**	**Hours**
03/21/2024	Trinh, Dan		**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura From Brad: I've prepared the attached review of the deleted activity for 2023. Laura please review and add any additional support you may have. I've highlighted areas that need additional review/support. I don't believe we need to review any activity outside Admins so that's what has been included in this review. Do either of you have support for the request for the deletion of Journal #JE14273, Journal #JE14272, or Bill Credit #Qtr 4 22?	Y	0.25

@Dan Trinh: Please confirm that the filter types on column "Record" are appropriate. I believe that Journal Entry, Vendor Bill, and Vendor Credit are the only options that could have a financial impact so I filtered and reviewed those.

Responded to Brad:
- Provided support for the three requests
- Noted that we should check with Carol for JE, Vendor Bill, and Vendor Credits on the deleted record search.
- Asked if we need to clean up the provided answers from Carol regarding the KPMG questions provided to us earlier this week.

03/21/2024 Trinh, Dan	**Service Ticket:**644272	Y	0.25
	Summary:[Coupa] Setup of Vendor Stanford University, Dept. of Medicine - Endocrinology		
	Contact: Sutton, Nikki		
	Hi all,		
	I see that per the email thread, "Discuss Stanford-Eiger Invoice", from earlier today, that no manual creation of the vendor will be necessary as Rebekah from Stanford was able to submit the supplier form.		
	I also see that: * The supplier form is making its way up the approval chain. * There is an expectation of sending out a payment before end of day Friday to the vendor.		
	I will be on stand-by, keeping this ticket open to monitor the process and make sure things finish without issues.		
	Thanks, Dan		
03/21/2024 Trinh, Dan	**Service Ticket:**644375	Y	0.25
	Summary:[Coupa] Ezus Lyon Onboarding Issue - Manual Setup		
	Contact: Sutton, Nikki		
	- Made Florence the main point of contact for the Coupa vendor. Asked user to try link again. - Also requested financial documents to prepare for manual entry as a contingency given the user's time zone (EU).		
03/21/2024 Trinh, Dan	**Service Ticket:**629336	Y	0.50
	Summary:[SOX] Meet with KPMG, JST, and Eiger		
	Contact: Lance, Laura		
	Carol provided us the finished set of answers for KPMG but I need to finalize my findings on the transaction audit log before submitting to Brad:		
	Hi Carol,		
	I was reviewing the answers and need some further assistance on the transaction audit log question before I hand over the final draft to Brad. Where do you get date deleted to show up?		
	For example, on the deleted record audit log the date deleted column is present. Deleted Record Audit Log: Results - NetSuite (Eiger BioPharmaceuticals, Inc.)		
	I can see that Greg Alesandro deleted #JE14272 and #JE14273 on 1/5/2023 at 4:56 PM. I am unable to locate the same entries on: Transaction Audit Log: Results - NetSuite (Eiger BioPharmaceuticals, Inc.).		
	So at least for journal entries, I have arrived at the conclusion that you cannot see deleted journal entries on the transaction audit log. So I just need to know if that is		

accurate or not.	
Thanks, Dan	

Date	Staff		Notes	Bill	Hours
03/21/2024 Trinh, Dan			**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Send KPMG questionnaire for 3.21.2024 (finalized) to Brad.	Y	0.25

Date: 3/22/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/22/2024 Trinh, Dan			**Service Ticket:**644272 **Summary:**[Coupa] Setup of Vendor Stanford University, Dept. of Medicine - Endocrinology **Contact:**Sutton, Nikki - Switched vendor from onboarding to active in Coupa, skipping over the SIM form update. - Manually applied NetSuite vendor update using SIM information as support which was approved by Brad. - Confirmed mapping between two vendors. - Submitted SPA request for the vendor. - Reached out to Brad to expedite SPA request approval.	Y	0.50
03/22/2024 Trinh, Dan			**Service Ticket:**644475 **Summary:**[NetSuite] Remove Payment Holds, Week of 03 22 2024 **Contact:**Sutton, Nikki - Requested payment hold removals for the bills from Brad.	Y	0.25

Date: 3/25/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/25/2024 Trinh, Dan			**Service Ticket:**629336 **Summary:**[SOX] Meet with KPMG, JST, and Eiger **Contact:**Lance, Laura - Followed up with Brad and Carol regarding the audit transaction log and clarified its use in the FR-30 control.	Y	0.25

Date: 3/26/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/26/2024 Trinh, Dan			**Service Ticket:**644475 **Summary:**[NetSuite] Remove Payment Holds, Week of 03 22 2024 **Contact:**Sutton, Nikki Hi Nikki, Confirming the payment hold removal requests for last week, March 22, 2024 were removed. JST-21604 V0572 Jump Start Technology Inc JST-21684 V0572 Jump Start Technology Inc 75526 V1445 Caremark, LLC 271 V1319 Niche Quality INV_00018185 V1436 Danforth Advisors LLC FA00089450A V1335 Intsel Chimos FA00090547 V1335 Intsel Chimos FA00091955 V1335 Intsel Chimos Thanks, Dan	Y	0.25

Date: 3/27/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours

Date	Staff	Agreement	Notes	Bill	Hours
03/27/2024 Trinh, Dan			**Service Ticket:**644375 **Summary:**[Coupa] Ezus Lyon Onboarding Issue - Manual Setup **Contact:**Sutton, Nikki I reviewed the financial information and attached banking .pdf. I sent it over to Brad for review prior to creating the SPA request. Waiting for Brad.	Y	0.25
03/27/2024 Trinh, Dan			**Service Ticket:**644881 **Summary:**[NetSuite] Intsel Chimos Invoice Aging **Contact:**Sutton, Nikki Hi Nikki, I found the invoice on the AP aging report direct on NetSuite and submitted a case to RSM for further assistance. I'll keep you posted as to their advice. Thanks, Dan	Y	0.25
03/27/2024 Trinh, Dan			**Service Ticket:**644825 **Summary:**[Coupa] TRG Communications is Inactive **Contact:**Sutton, Nikki Hi Nikki, It appears to have been a bounced back payment. Looking at the payment information, it appears I added an extra digit in the bank account number. I've resubmit the SPA request again with the correct information and support: Supplier Payment Account (coupahost.com) @Brad can you review and approve this again? Apologies all for the inconvenience. Thanks, Dan	Y	0.25

Date: 3/29/2024   Work Role: Compliance Engineer

Date	Staff	Agreement	Notes	Bill	Hours
03/29/2024 Trinh, Dan			**Service Ticket:**644977 **Summary:**[NetSuite] Remove Payment Hold for V1436 Danforth Advisors LLC **Contact:**Sutton, Nikki - Asked Laura for permission to remove payment hold -- permission was granted. - Removed payment hold and let Nikki know through the same approval chain email. - Saved approval chain email into Eiger compliance folder on Box and recorded change.	Y	0.25
03/29/2024 Trinh, Dan			**Service Ticket:**644375 **Summary:**[Coupa] Ezus Lyon Onboarding Issue - Manual Setup **Contact:**Sutton, Nikki - Received approval from Laura to manually set up the vendor. - Created vendor in NetSuite and Coupa based on another French vendor, Intsel Chimos. - Added banking information and support int NetSuite. - Submitted SPA request in NetSuite. - Let the rest of the team know.	Y	0.75

Invoice Time Total:		**Billable Hours:**	**18.75**