

**RESOLUTION APPROVING AN INVOICE FROM, AND PAYMENT TO, SHI  
INTERNATIONAL CORPORATION IN THE AMOUNT OF TWENTY-NINE  
THOUSAND FOUR HUNDRED AND SIXTY-THREE DOLLARS (\$29,463.00)  
FOR A CUSTOMER SERVICE PLATFORM TO ENHANCE HELP DESK  
OPERATIONS FOR THE UNION COUNTY INFORMATION TECHNOLOGY  
DEPARTMENT**

WHEREAS, the Union County Information Technology Department authorized SHI INTERNATIONAL CORPORATION on 12/23/2024 to provide a customer service platform to enhance help desk operations; and

WHEREAS, SHI INTERNATIONAL CORPORATION performed such services on 12/23/2024; and

WHEREAS, although there were sufficient funds in the budget ordinance to cover the work performed by SHI INTERNATIONAL CORPORATION, there was no purchase order or agreement entered into to authorize the work and an associated payment obligation; and

WHEREAS, SHI INTERNATIONAL CORPORATION submitted an invoice for the work completed for a customer service platform to enhance help desk operations in the amount of Twenty-Nine Thousand Four Hundred and Sixty-Three Dollars (\$29,463.00) on December 23<sup>rd</sup>, 2024; and

WHEREAS, although the work was satisfactorily completed, the Union County finance officer appropriately disapproved payment under the invoice because there was no properly authorized contract or purchase order which allowed payment for this work under the encumbrance for the customer service platform to enhance help desk operations; and

WHEREAS, pursuant to N.C.G.S. 159-28(c), the Board of Commissioners (the "Board") may approve an invoice that has been disapproved by the finance officer so long as there is an appropriation in the associated budget or project ordinance and there is an unencumbered balance that is more than the amount to be paid under the disapproved invoice; and

WHEREAS, there is a greater amount unencumbered left in the appropriation for the customer service platform to enhance help desk operations than the amount of the invoice for work performed by SHI INTERNATIONAL CORPORATION; and

WHEREAS, the Board desires to approve the invoice to allow SHI INTERNATIONAL CORPORATION to be paid for work that was satisfactorily performed pursuant to direction from Union County.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Union County, North Carolina as follows:

- (1) The invoice from, and associated payment to, SHI INTERNATIONAL CORPORATION in the amount of Twenty-Nine Thousand Four Hundred and Sixty-Three Dollars (\$29,463.00) for work performed providing a customer service platform to enhance help desk operations for the Information Technology Department is approved.

(2) The Board is approving payment of this invoice for the following reasons:  
(i) SHI INTERNATIONAL CORPORATION satisfactorily performed the work associated with this invoice under the belief it was properly authorized to perform the work through authorization from the Union County Information Technology Department;  
(ii) staff acted in good faith in authorizing SHI INTERNATIONAL CORPORATION to perform the work; and (iii) there were sufficient funds in the budget ordinance to pay for the work performed.

(3) The Chair shall sign the certificate on the check or draft given in payment of the invoice.

(4) This resolution shall take effect immediately upon its passage.

Adopted the [DAY] day of [MONTH], [YEAR].

Attest:

\_\_\_\_\_  
Lynn West, Clerk

\_\_\_\_\_  
Melissa Merrell, Chair  
Union County Board of Commission

\_\_\_\_\_ moved the passage of the foregoing resolution, which was included on the Consent Agenda, and the resolution was passed as follows:

AYES: [Commissioners voting in the affirmative]

NAYS: [Commissioners voting in the negative]

.....  
I hereby verify that the foregoing resolution was duly adopted at a meeting of the Union County Board of Commissioners duly called and held on [MONTH] [DAY], [YEAR], and that a quorum was present and acting throughout such meeting.

Dated this [DAY] day of [MONTH], [YEAR].

[SEAL]

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Lynn West,  
Clerk to the Board of Commissioners  
Union County, North Carolina