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Introduction

Introducing Points North's LSTouchData

LSTouchData is a suite of software applications which provide manufacturing companies the ability to track jobs, work orders, maintenance and other data using touch screen computers on the shop floor or personal desktop PCs. The touch screen computers are typically located on the shop floor where production line employees can enter job information for what they're working on and the desktop PCs are generally used by engineers or designers to track the work they do on jobs and work orders.

The LSTouchData system is a self-contained production data tracking system. It can run completely independent of other systems or in conjunction with ERP, MRP, time and attendance or other systems. It uses a Microsoft SQL Server backend for data storage and manipulation. Transactions are recorded in real-time and are instantly available for reporting or updating to other systems. LSTouchData was designed to be a user-configurable system that the client can setup and determine the operational processes that will be tracked.



LSTouchData Concepts

This details the concepts of the LSTouchData system. LSTouchData collects time information according to parameters that have been setup in the system. All information is collected in real-time as it is entered and is stored in a SQL database. This information is immediately available for reporting or sending on to other systems.

Here are the core basics of the LSTouchData system:

- Microsoft SQL backend database.
- LSTouchData can run totally independent from other systems or integrated into systems such as time and attendance, HR, ERPs and MRPs.
- The client can configure the [prompts](#) they want employees to see when entering information and define valid data responses.
- The SQL database and LSTouchData Server application reside on a network server.
- Touch screens and desktops are attached to the same LAN or WAN where the LSTouchData Server and database are located.
- The LSTouchData system is designed for minimal network traffic which means that the touch screens or desktops can be wireless on the network.
- SQL stored procedures are used for almost all data processing so that Microsoft SQL Server performs most of the work.
- Touch screen terminals can be self-contained touch screen computers running Microsoft Windows(tm) 2000 or higher, a regular computer with a touch screen monitor or a Citrix thin client.
- All LSTouchData applications are Windows(tm) 32-bit programs and specifically designed as such for efficiency. While some software solutions are web-based, the demand for instant data retrieval and manipulation is just too slow for a web-based application.
- A transaction in the LSTouchData system is defined as a data record which includes:
 - Employee ID
 - Start Date and time of the transaction
 - End date and time of the transaction
 - Total time for transactions that are Suspended, Stopped or Completed
 - The Slice Percentage which is a percentage of the elapsed time between start and end that determines the Total Time recorded (typically 100%)
 - The computer or touch screen network name where the transaction was created
 - [Transaction status](#) such as Started, Suspended, Stopped and others
 - [Level values](#) 1 through 9. LSTouchData can store up to nine(9) pieces of identifying data for each transaction. These are referred to as Levels in the LSTouchData system. Levels are defined in detail after this list.
- Points North provides the LSVirtualKeyboard with the LSTouchData system for the touch screen computers and monitors. Since touch screens do not typically have a physical keyboard for employees to type on, the Virtual Keyboard is a software keyboard that is displayed on the screen that employees can type just by touching the keys on the screen. This is a full alpha-numeric keyboard and will work with any Windows(tm) program.
- All LSTouchData applications reside on the network server. The only LSTouchData application that is typically installed on the actual touch screen is the Virtual keyboard. This means that the LSTouchData system does not require many IT resources. If the LSTouchData applications are updated, they will instantly be available for the network without having to upgrade or maintain each computer or touch screen on the network.

Definition of Levels

Levels are one of the most important basics of the LSTouchData system and it is **very important** to understand their function. Levels are fundamental to all aspects of the system and the flexibility of the system relies very heavily on the Level definitions and values.

What is a Level?

A Level is a storage place for a particular type of data associated with a transaction. LSTouchData can store up to nine(9) Levels of data for each transaction. Levels are also the term used when determining the *prompts* employees will see when using the LSTouchData system. All manufacturers track their data by these Levels but may use a different terminology for them. Think of Levels as the data you want to collect for each time transaction.

NOTE: Levels 1 through 9 are also referred to as Level Tiers 1 through 9 in parts of LSTouchData Server.

Here are some examples of Level usage:

- Level 1 - *Job Number* or *Work Order Number*
- Level 2 - *Operation*
- Level 3 - *Line Number*
- Level 4 - *Machine Number*
- Level 5 - *Quantity*
- Level 6 - *Scrap Quantity*

You define what you want to call each Level in the LSTouchData Server application. These Level *prompts* can be configured differently by Terminal, by Job or globally. This means that you can prompt for different information on different touch screen or computer, when a specific Job is entered or everyone on every touch screen and computer will always be prompted for the same information.

NOTE: Most systems will only have ONE set of Level prompts that the entire company will use for entering information. This would be referred to as Global Prompts.

What are Level prompts?

The Level *prompts* are the actual text that employees will see for each Level when they enter information. These prompts are configured in LSTouchData Server in the *Job* section under *Configure Job Prompts*. When a set of prompts are configured, you will also be able to define when those prompts will be seen by the employee.

Here are some typical prompts and when they are displayed:

- Level 1 - *Job Number* or *Work Order Number* (prompt when a job is Started or Restarted)
- Level 2 - *Operation* (prompt when a job is Started or Restarted)
- Level 3 - *Line Number* (prompt when a job is Started or Restarted)
- Level 4 - *Machine Number* (prompt when a job is Started or Restarted)
- Level 5 - *Quantity* (prompt when a job is Suspended or Stopped)
- Level 6 - *Scrap Quantity* (prompt when a job is Suspended or Stopped)

The purpose in defining when to display the prompt makes it much easier for the employee so they are only prompted for information when needed. A good example is that you would not typically want to prompt for a *Quantity* when *Starting* or *Restating* a job but you would when ending a job such as a *Suspend* or *Stop* function. Prompts will ONLY be displayed for the defined function and will otherwise be hidden from the employee when they are not required.

NOTE: Supervisors who edit their employees' data will have ALL prompts and information available to edit regardless to the status of the transaction.

Job Operations

Job operations are the physical process of tracking time at the touch screen terminals or computers. All job operations are written in real-time to the SQL database.

The available operations are:



Start a new job - This starts a completely *new* job for the employee.

NOTE: If you have configured LSTouchData (in the Server application) to only allow one job to be worked at a time, LSTouchData will display a message to the employee that they will be "*closed out*" of the current job before it will start the new job. If the previous job required any information to be entered on *Stopping* (such as *Quantity*), the employee will be prompted for that information before starting the new job.



Suspend the currently selected job - This is used to *suspend* an *active* job that the employee will *Restart* later. An example would be suspending a currently active job when going on a break. A suspension is designed to stop the time on a job but keep it available to be *Restarted*. This is designed to reduce the amount of information that the employee will need to enter when returning to the job and greatly reduces if not eliminating duplicate data entry.



Restarting a Suspended job - This would be used to *Restart* a job, that has been *Suspended*, when coming back from a break or returning the next day or sometime later to work on the job again. When restarting a suspended job, LSTouchData automatically copies the Level information to the job restart so the employee does not need to re-enter the information.

NOTE: This actually creates a **new** transaction for the job and *Stops* the suspended job in the database. Therefore items such as *Quantities* should be prompted for when jobs are *Suspended* and that transaction will actually be marked as *Stopped*. LSTouchData does this so that items such as *Quantities* are attached to the actual transaction in which they occurred.



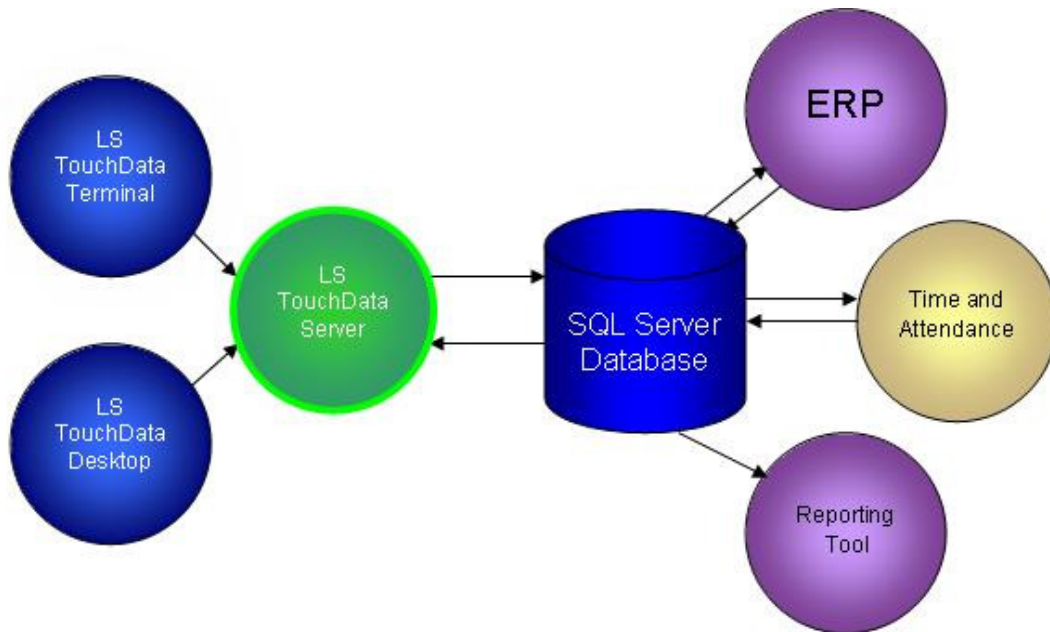
Stopping a current job - This is used to "*close out*" a currently active or suspended job. Once a job is marked as *Stopped*, it will disappear from the employee's job window. A job is typically stopped when the employee will not be working on it anymore.

Getting Started

Overview

The LSTouchData Suite is comprised of the following applications:

- **LSTouchData Server** - This application is the control center for the system. It controls behavior and processes for the touch screens and desktop PCs.
- **LSTouchData Terminal** - This application runs on the touch screen computers which are located on the shop floor. It is specifically designed for use on a touch screen so employees can record their job activity on the touch screen.
- **LSTouchData Desktop** - Designed for use by engineers and designers who perform their work at their desks. It provides them a way to record job data on the PC. It is intended to only be accessed by the person sitting at the desk and does not require them to enter an Employee ID or login.



LSTouchData is a suite of Windows 32-bit applications which are designed for manufacturing and uses Microsoft SQL Server as the backend database.

LSTouchData Terminal/Desktop

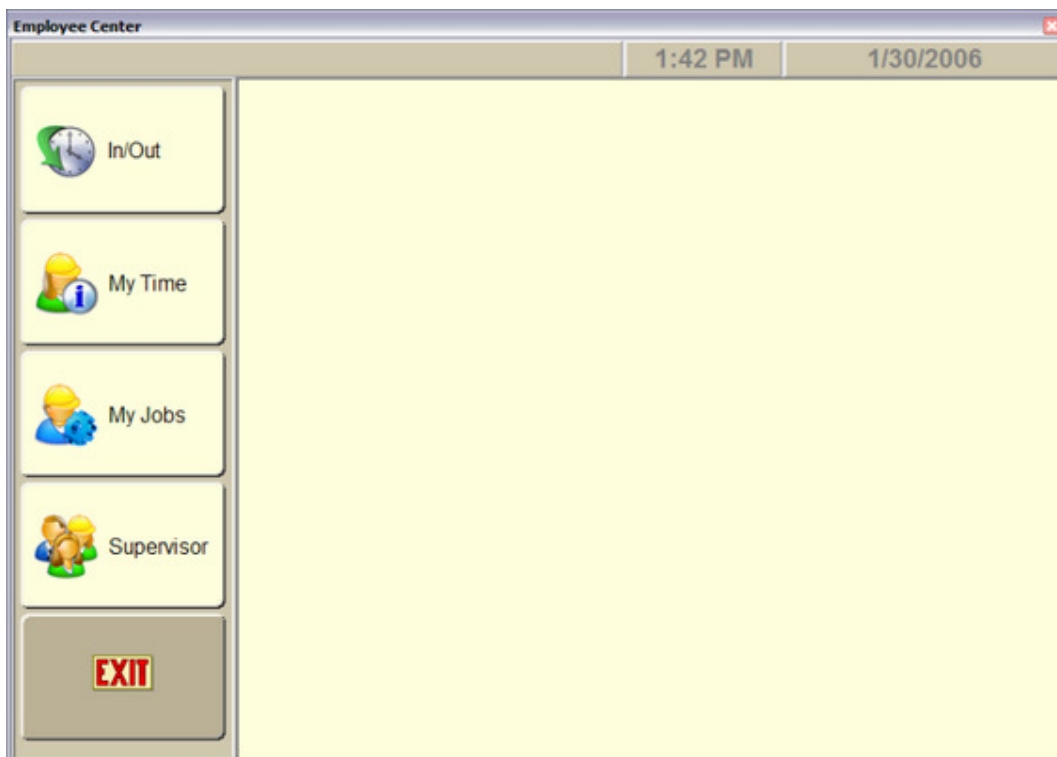
LSTouchData Terminal (TDT) is a software application that is designed to operate on a touch screen terminal. Its purpose is to capture production data for jobs, work orders and/or projects. It allows employees on the shop floor to view and update job information that they're working on in real-time and have that data available for instant reporting and integration to other systems.



The LSTouchData Desktop is identical to the Terminal version except that more information can be displayed on the screen and each Desktop is only used by the one employee who's desktop it's running on.

LSTouchData Terminal/Desktop is used to:

- View employee messages at login
- View Employee Schedule (optional)
- View Employee Timecard (optional)
- View Employee Accrual Balances (optional)
- View all currently active jobs for the employee
- Start new jobs
- Suspend currently active jobs
- Restart jobs that are suspended
- Stop a currently active job
- Mark a currently active job for completion
- View and enter notes for a specific job work period
- View and enter serial numbers for equipment worked on during a job work period
- View and enter part numbers for specific serial number worked on during a job work period



When an employee logs into LSTouchData, the currently "Active" jobs for that employee will be displayed in the grid. The selected job's detail will be displayed below the grid. The employee can then Start a new job or perform an operation on one of the currently "Active" jobs. The employee will be viewing **their** jobs only.

All job operations are performed in this one window. Maintenance personnel can also track machine *serial numbers* and *part numbers* used to repair equipment.

Employee Center - [Jobs]

Wolfe, Warren 3:45 PM 2/11/2006

Current Jobs

▶▶	W004	Work Order 004
	W005	Work Order 005

MO Number: W004 Work Order 004

Machine: OP001 Assembly

Activity: M03 Mill

Material:

Begin Qty:

End Qty:

Scrap Qty:

Start/End DateTime/Total: 1/31/2006 9:58:56 AM 2/1/2006 14.0177

Start/Stop

Notes

Specs

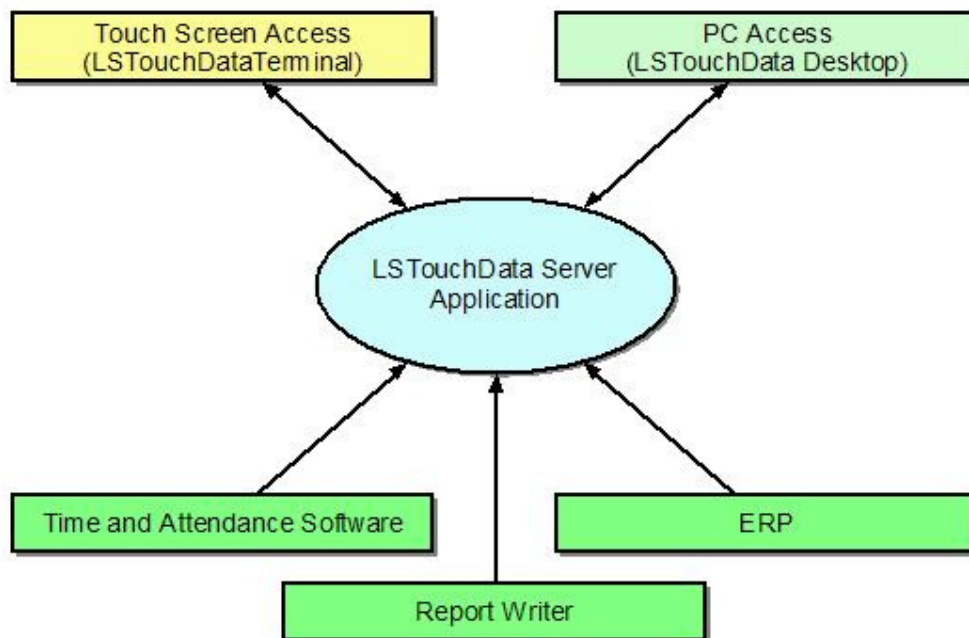
More

EXIT

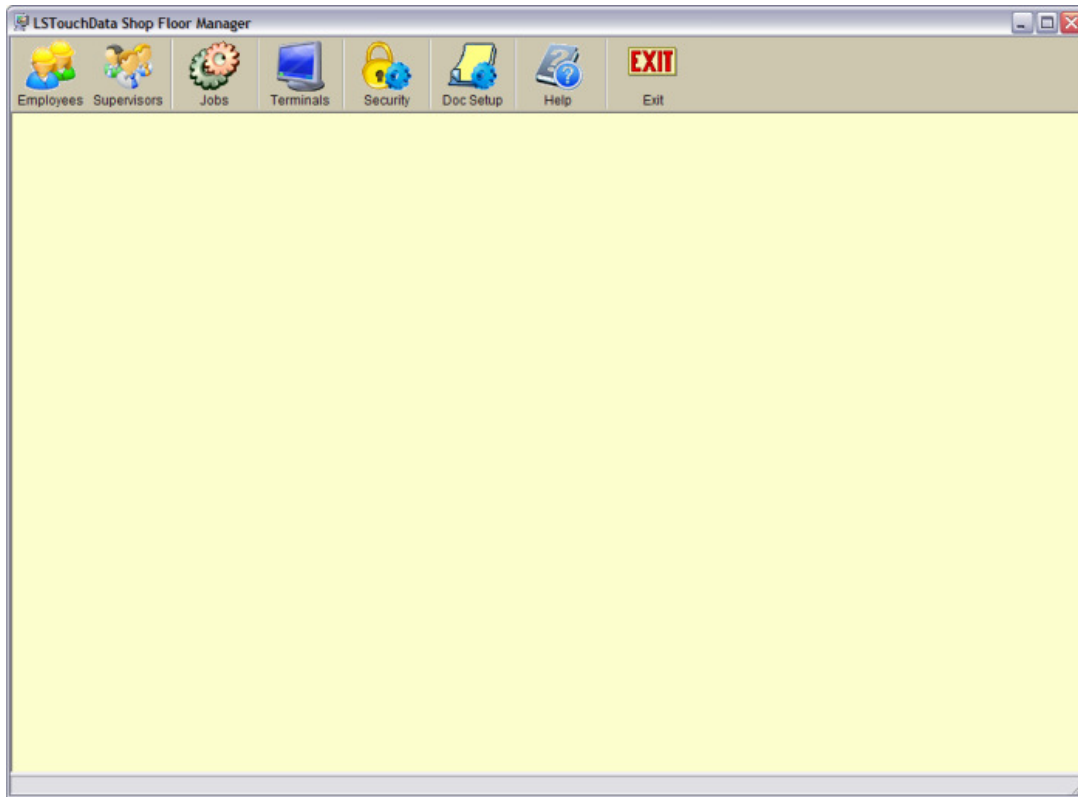
LSTouchData Server

LSTouchData Server (TDS) is the controlling software application that determines how the entire LSTouchData Suite operates. It is the central controller for the LSTouchData system. It is not a computer server but is a program that is used to:

- Add, edit, view and set parameters specific to employees using LSTouchData.
- Add, edit, view and set parameters specific to jobs that employees can work.
- Perform synchronization of employees between LSTouchData, Legiant Timecard and other systems.
- Add, edit, view and set parameters specific to supervisors using LSTouchData.
- Perform synchronization of supervisors between LSTouchData and other systems.
- Assign delegates for supervisors when their employees need to be covered when the supervisor is not present.
- Add, edit and view data entry level values (like job numbers, operation code and others).
- Perform synchronization of data entry level values.
- Configure LSTouchData Terminal and Desktop functionality.
- Configure data entry prompts, validation and edit types for terminals and jobs.
- Configure security profiles for access to various operations in the LSTouchData Suite.
- Assign external documents for viewing by job.



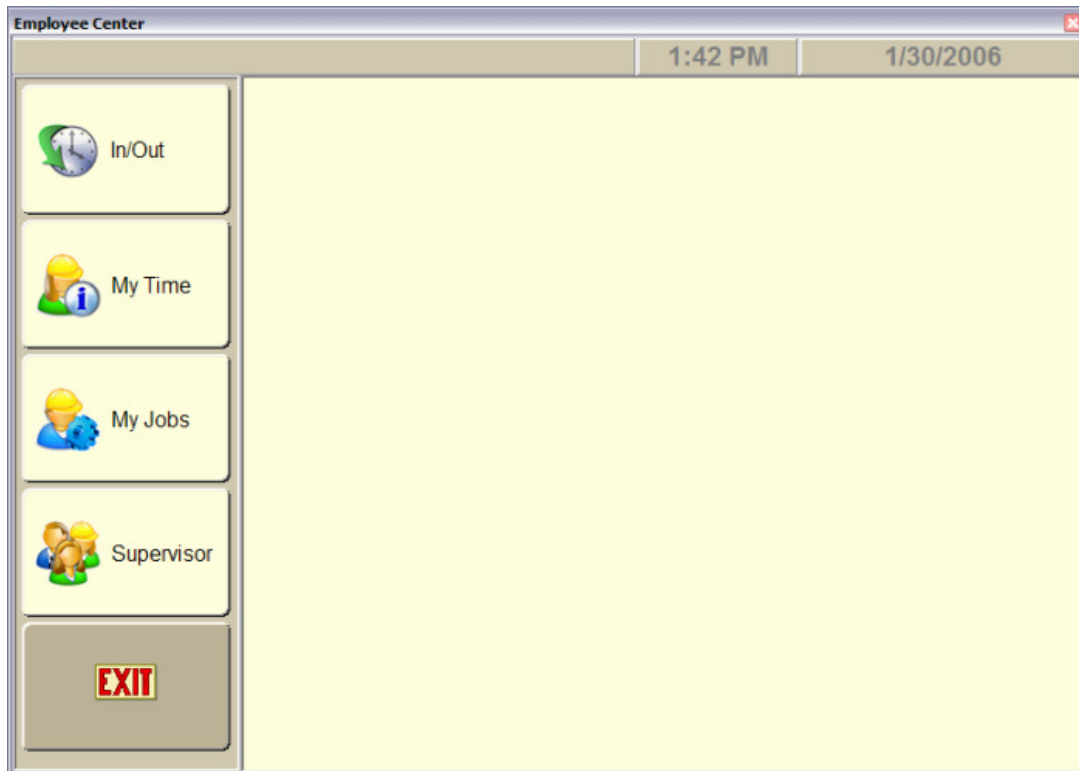
This is the actual main window for the LSTouchData Server application.



Menus and Buttons

LSTouchData Terminal/Desktop

The Terminal/Desktop main menu provides easy access of information for the currently logged in employee. The menu buttons will appear or disappear depending on purchased options, terminal configuration and security access.



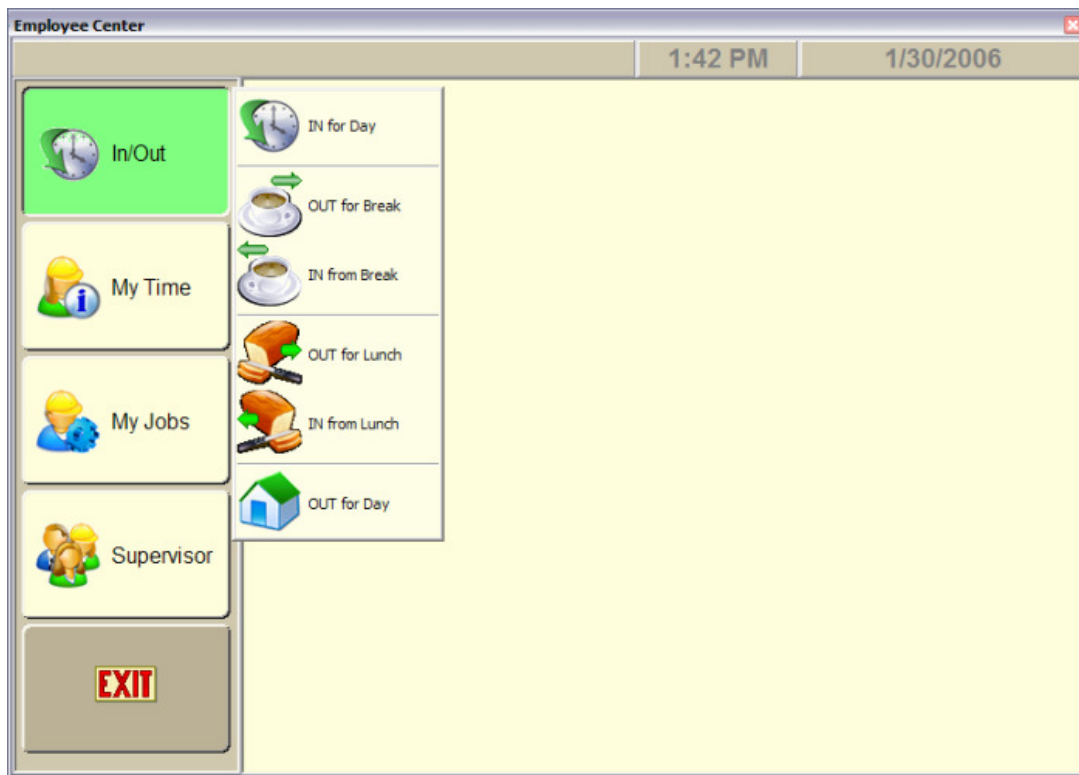
These are the available buttons:

- [In/Out Punching](#) - This button activates a popup menu which allows the employee to punch In and Out just like they would on a timeclock.
- [My Time](#) - This displays a popup menu for viewing the Schedule, Timecard and Accrual Balances.
- [My Jobs](#) - Displays the Job Activities window for the current employee. This is where employees record their job activity.
- [Supervisor](#) - Options for supervisors for viewing and editing employee job data.

In/Out Punching

LSTouchData can be used by employees to log their In/Out punches just like a timeclock. This eliminates the need to have actual timeclocks and also makes sure that the employee is at a touch screen or their desk when punching In or Out. Any of these buttons can be turned On or Off via the LSTouchData Server application.

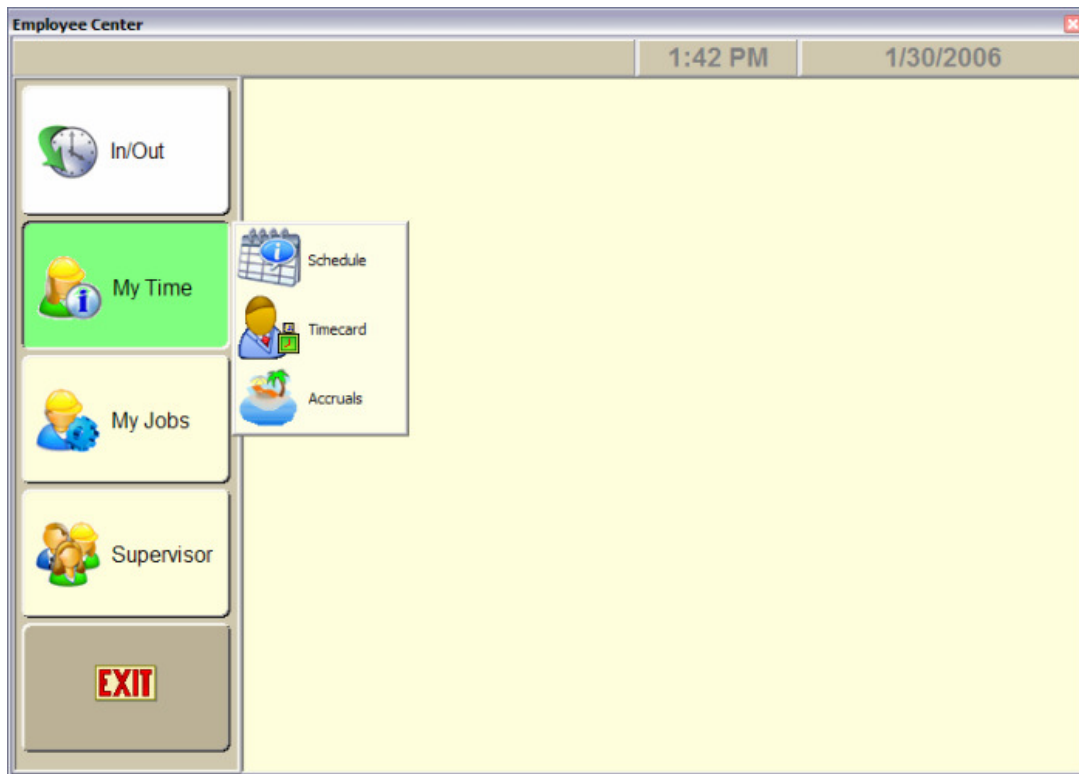
☞ Note: These punches are typically written directly to the time and attendance software.



My Time

This popup menu is used to allow employees to view their *Schedules*, *Timecards* and *Accrual Balances*.

Note: These features require connection to a time and attendance software system. LSTouchData does not track Schedules, Timecards or Accrual Balances. It can however display this data for supported time and attendance systems. These are also *optional* features and are purchased as such.



My Jobs

This is the main window used for job/ work order tracking by the employees. All job operations can be performed from this one screen. You determine whether an employee can work on only one job at a time or more than one job at the same time.

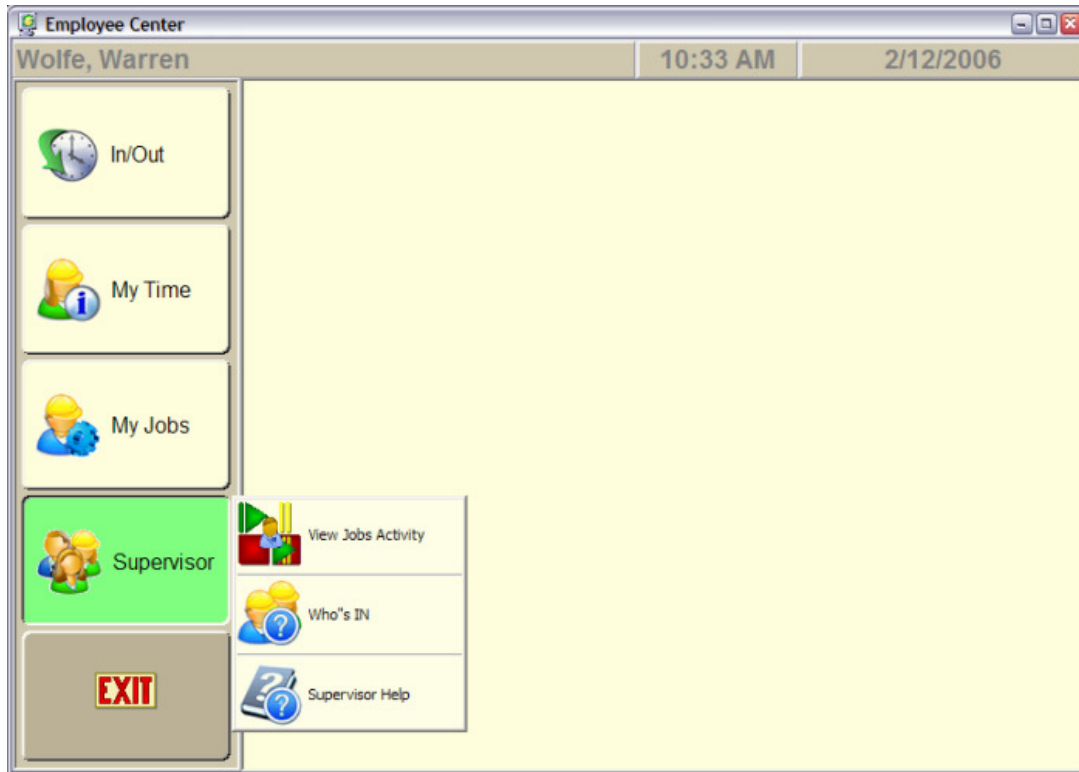
When an employee logs into LSTouchData, the currently "Active" jobs for that employee will be displayed in the grid. The selected job's detail will be displayed below the grid. The employee can then *Start* a new job or perform an operation on one of the currently "Active" jobs. The employee will be viewing **their** jobs only.

Employee Center - [Jobs]		3:45 PM	2/11/2006
Wolfe, Warren			
Current Jobs			
▶ ▶	W004	Work Order 004	▲
	W005	Work Order 005	▼
MO Number: W004 Work Order 004			
Machine: OP001 Assembly			
Activity: M03 Mill			
Material:			
Begin Qty:			
End Qty:			
Scrap Qty:			
Start/End DateTime/Total: 1/31/2006 9:58:56 AM 2/1/2006 14.0177			

Supervisor

Supervisors have additional capabilities to help manage their employees' data. This allows supervisors to view job information, modify the job data and see who's logged in.

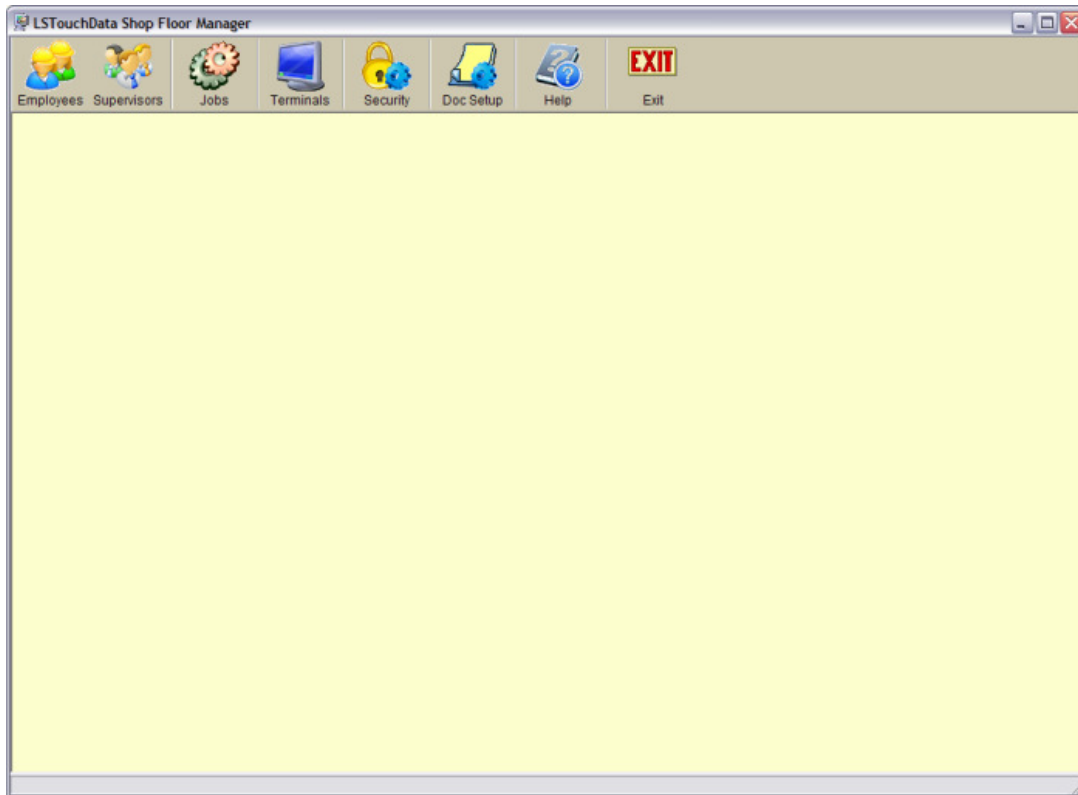
📌 Note: Supervisors are setup and defined in the LSTouchData Server application.



- **View Jobs Activity** - Displays all jobs to the supervisor for all jobs associated with their employees. They can select job status to view and also edit any of the jobs for their employees.
- **Who's In** - This is a quick view of all employees who currently have an "In" status and the date/time of the last In.

LSTouchData Server

The LSTouchData Server application is very easy to use with the straight-forward graphical main menu. All maintenance and operations are accessed via this menu.



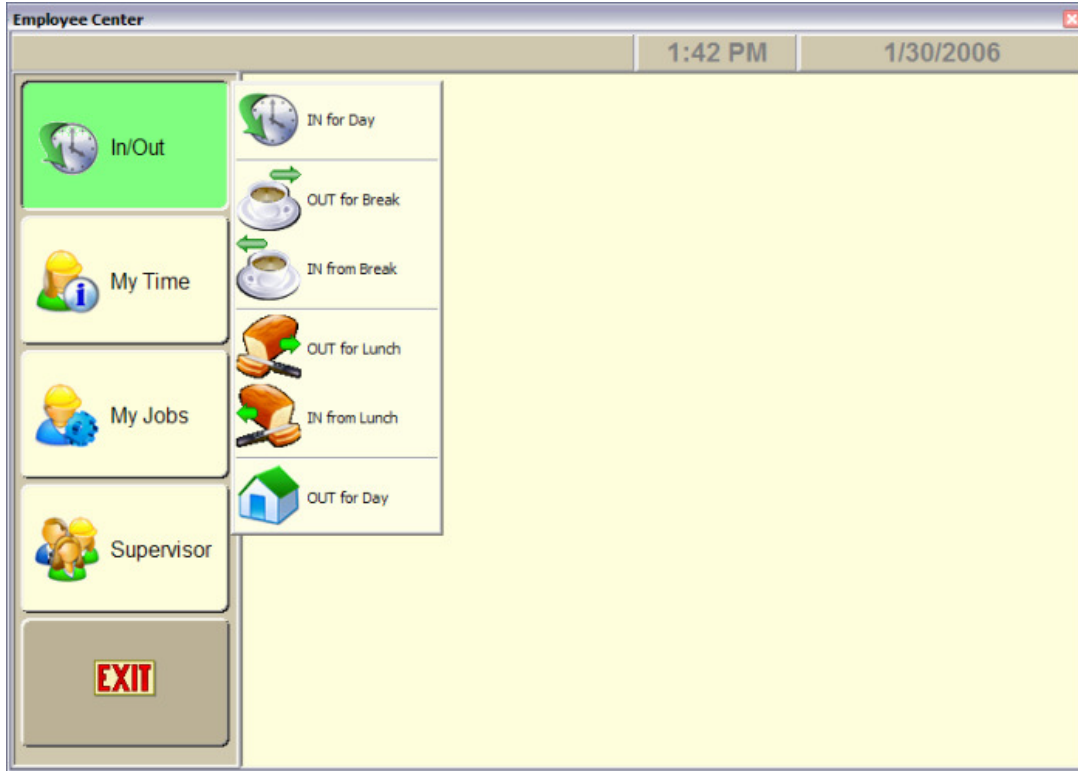
- **Employees** - This section is where you can add, edit and delete employees in the LSTouchData system. The employees can also be imported from other systems or directly accessed in real-time from other SQL Server based systems. Employees can also be assigned to specific jobs during specific timeframes using this function.
- **Supervisors** - This is where supervisors are setup for the system. Supervisors can be assigned to view employees in specific departments and delegates can also be assigned for a supervisor when they are out.
- **Jobs** - This will display a popup menu with options for viewing *current job activity* and *jobs setup*.
- **Terminals** - This displays a popup menu with options for viewing *current terminal status* and *terminal configuration*.
- **Security** - This is where you create *Security Profiles* which can be assigned to supervisors to determine system access and options.
- **Doc Setup** - Is where *document references* are configured for documents that will be available for viewing at the touch screen or desktop.

Terminal/Desktop Features

In/Out Punching

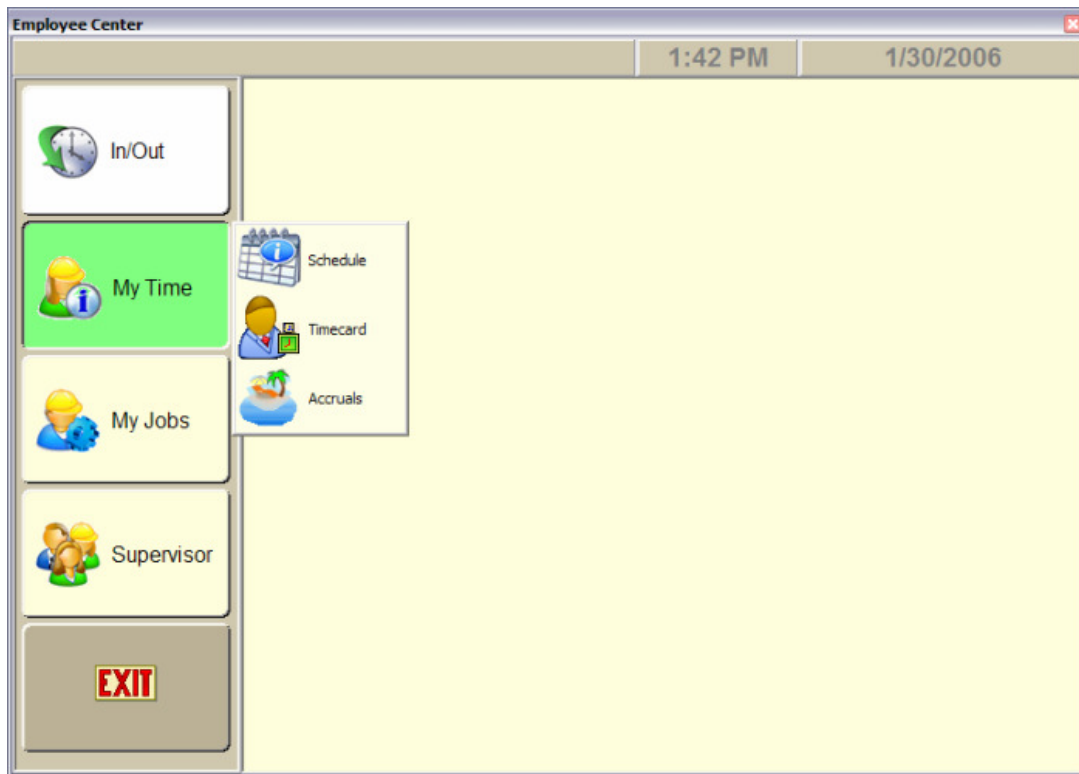
LSTouchData can be used by employees to log their In/Out punches just like a timeclock. This eliminates the need to have actual time clocks and also makes sure that the employee is at a touch screen or their desk when punching In or Out. Any of these buttons can be turned On or Off via the LSTouchData Server application.

Note: These punches are typically written directly to the time and attendance software. Turning buttons On or Off is determined by the Terminal settings in the LSTouchData Server application.



My Time

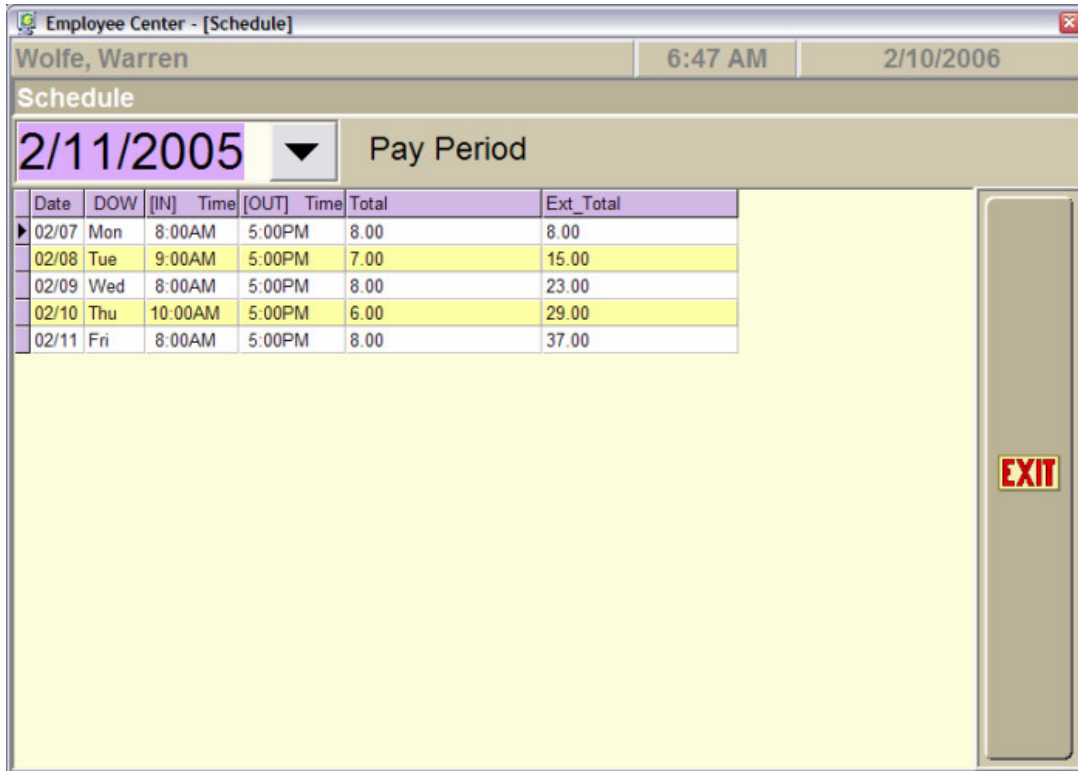
This is used to allow employees to view their [Schedules](#), [Timecards](#) and [Accrual Balances](#).



Schedule

Employees can view their schedules (stored in the time and attendance software). They can use the popup calendar to select the date they wish to view (the default is the current pay period).

⚡ Note: This is an optional feature and is purchased as a separate feature. It also requires a time and attendance or another application to that stores and maintains the schedules.



Employee Center - [Schedule]

Wolfe, Warren 6:47 AM 2/10/2006

Schedule

2/11/2005 Pay Period

Date	DOW	[IN] Time	[OUT] Time	Total	Ext_Total
02/07	Mon	8:00AM	5:00PM	8.00	8.00
02/08	Tue	9:00AM	5:00PM	7.00	15.00
02/09	Wed	8:00AM	5:00PM	8.00	23.00
02/10	Thu	10:00AM	5:00PM	6.00	29.00
02/11	Fri	8:00AM	5:00PM	8.00	37.00

EXIT

Timecard

Employees can view their timecards (stored in the time and attendance software). They can use the popup calendar to select the date they wish to view (the default is the current pay period).

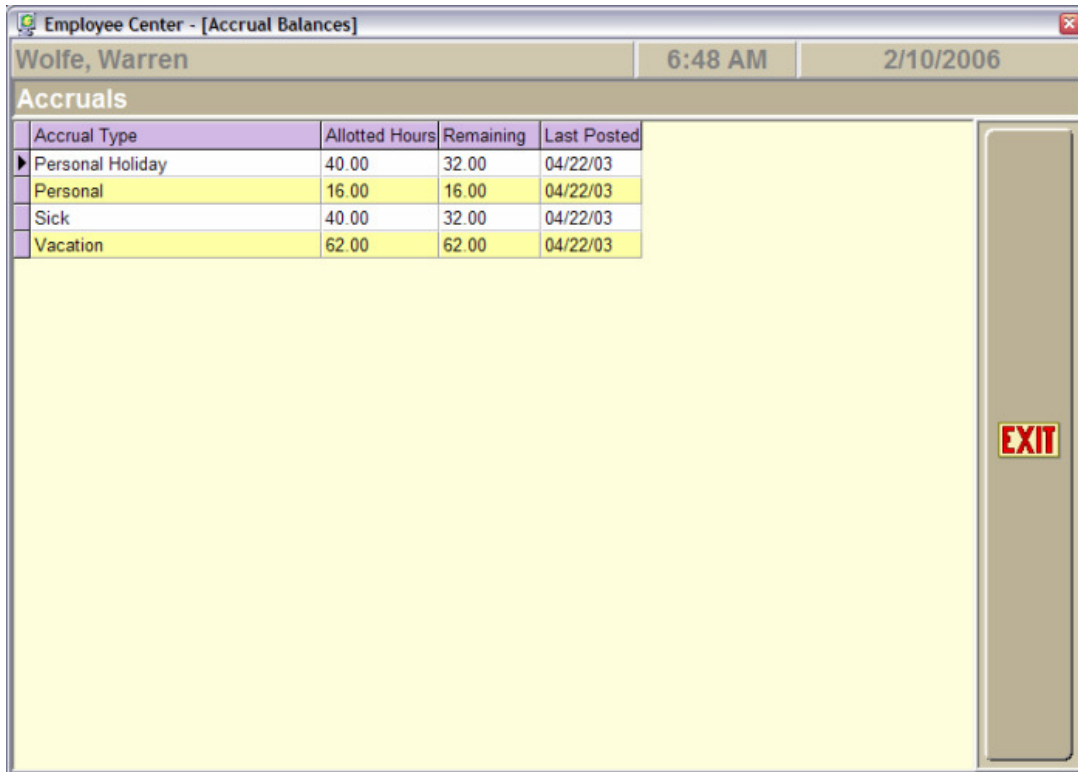
Note: This is an optional feature and is purchased as a separate feature. It also requires a time and attendance or another application to that stores and maintains the timecard data.

Date	DOW	[IN] Pun	[IN] Paid	[OUT] Pun	[OUT] Paid	Total	Ext_Total
02/07	Mon	8:00AM	8:00AM	1:00PM	1:00PM	5.00	5.00
02/07	Mon	2:00PM	2:00PM	5:00PM	5:00PM	3.00	8.00
02/08	Tue	8:02AM	8:00AM	3:10PM	3:10PM	7.17	15.17
02/08	Tue	3:35PM	3:35PM	5:00PM	5:00PM	1.42	16.58
02/09	Wed	8:00AM	8:00AM	5:00PM	5:00PM	9.00	25.58

Accruals

Employees can view their Accrual Balances (stored in the time and attendance, payroll or HR software).

Note: This is an optional feature and is purchased as a separate feature. It also requires a time and attendance or another application to that stores and maintains the accrual information.



Accrual Type	Allotted Hours	Remaining	Last Posted
Personal Holiday	40.00	32.00	04/22/03
Personal	16.00	16.00	04/22/03
Sick	40.00	32.00	04/22/03
Vacation	62.00	62.00	04/22/03

My Jobs

When an employee logs into LSTouchData, the currently "Active" jobs for that employee will be displayed in the grid. The selected job's detail will be displayed below the grid. The employee can then Start a new job or perform an operation on one of the currently "Active" jobs. The employee will be viewing **their** jobs only.

All job operations are performed in this one window. Maintenance personnel can also track machine *serial numbers* and *part numbers* used to repair equipment.

Available operations are:

- Start, Restart, Suspend, Stop and Complete jobs
- Enter notes for a specific job
- View a document associated with the job
- View all jobs regardless of their status
- Record serial numbers for equipment
- Record part numbers used on equipment or jobs

The screenshot shows a software interface titled "Employee Center - [Jobs]". At the top, it displays the user name "Wolfe, Warren", the time "3:45 PM", and the date "2/11/2006". Below this is a section labeled "Current Jobs" containing a table with two rows:

Status	MO Number	Work Order
▶▶	W004	Work Order 004
	W005	Work Order 005

Below the grid is a detailed view for the selected job, Work Order 004:

MO Number:	W004	Work Order 004
Machine:	OP001	Assembly
Activity:	M03	Mill
Material:		
Begin Qty:		
End Qty:		
Scrap Qty:		

At the bottom, a summary row shows: Start/End DateTime/Total: 1/31/2006 9:58:56 AM | 2/1/2006 | 14.0177

On the right side of the interface, there is a vertical toolbar with several icons and buttons: Start/Stop, Notes, Specs, More, and a red EXIT button.

Start/Stop Jobs

Touching the "Start/Stop" button will display a popup menu for available operations for the currently selected job. These options will appear or disappear depending on the status of the current job. For instance, if a job is *active* then the options will be *Start a new job*, *Suspend the current job* or *Stop the current job*. If the current job is *Suspended*, the options would be to *Start a new job*, *Restart the Suspended job* or *Stop (close out) the currently Suspended job*.

Job operations use icons similar to a CD player so that it's easy for employees to use. The different statuses are also color coded with each operation having it's own color.

The screenshot displays the 'Employee Center - [Jobs]' window. At the top, it shows the user 'Wolfe, Warren', the time '3:45 PM', and the date '2/11/2006'. Below this is a 'Current Jobs' section with a table:

Icon	Job ID	Description	Action
▶	W004	Work Order	▶ Start
	W005	Work Order	Suspend

A popup menu is visible over the 'Start' button, showing three options: 'Start' (green play button), 'Suspend' (yellow pause button), and 'Stop' (red stop button). To the right of the table is a vertical toolbar with buttons for 'Start/Stop', 'Notes', 'Specs', 'More', and 'EXIT'. Below the table is a form for job details:

MO Number:	W004	Work Order 004
Machine:	OP001	Assembly
Activity:	M03	Mill
Material:		
Begin Qty:		
End Qty:		
Scrap Qty:		

At the bottom, there is a summary row: 'Start/End DateTime/Total: 1/31/2006 9:58:56 AM 2/1/2006 14.0177'.

Job Notes

Notes can also be entered for a specific job. Many companies currently make handwritten notes on timesheets for particular jobs. LSTouchData can attach a note to a job transaction which is written in real-time to the LSTouchData database. Each note can have a priority attached to it as well.

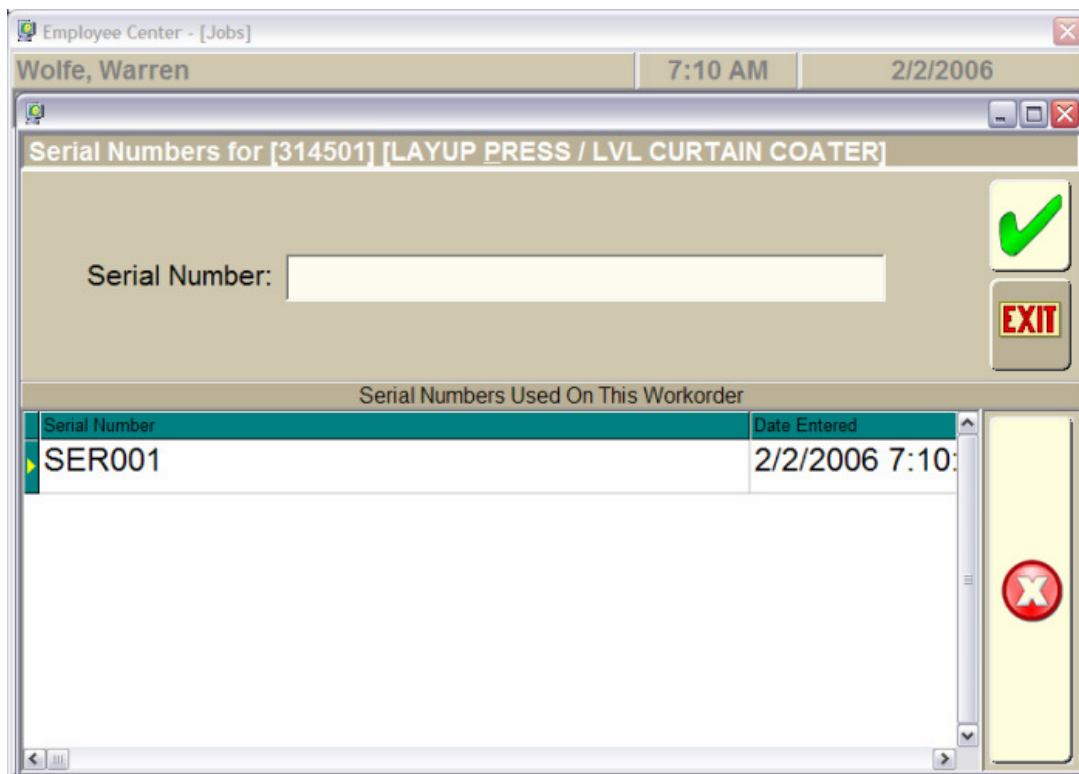
The screenshot shows a software window titled "Employee Center - [Jobs]". The window has a status bar at the top with the time "1:42 PM" and the date "1/30/2006". Below the status bar is a header for "Job Notes" with a notepad icon. The main area is titled "Notes for [W005] [Work Order 005]" and contains a text input field with the text "CNC HAS a 20 second pause for material check". To the right of the text field are two buttons: "Ok" with a green checkmark icon and "Cancel" with a red X icon. At the bottom of the window is a "Priority" section with three radio buttons: "Low", "Medium", and "High". The "High" radio button is selected.

Job Specs/Documents

Touching the *Specs* button will retrieve a document that has been associated with the current job so the employee can view it. The document association is setup in the LSTouchData Server application. These are typically documents that have been saved in an Adobe PDF format.

Job Serial Numbers

Serial Numbers can be recorded for a specific job. This is most often used to record machine serial numbers when a maintenance person works on equipment. These do NOT have to be machine numbers and can be product IDs as well of the product that the employee worked on.



The screenshot shows a software interface titled "Employee Center - [Jobs]". The user is identified as "Wolfe, Warren" and the time is "7:10 AM" on "2/2/2006". The main window title is "Serial Numbers for [314501] [LAYUP PRESS / LVL CURTAIN COATER]".

There is a text input field labeled "Serial Number:" with a green checkmark icon to its right. Below this is a red "EXIT" button.

A table titled "Serial Numbers Used On This Workorder" is displayed. It has two columns: "Serial Number" and "Date Entered".

Serial Number	Date Entered
SER001	2/2/2006 7:10:

At the bottom right of the interface, there is a red "X" icon.

Job Part Numbers

Part Numbers can be recorded for a specific job. This is most often used to record part numbers used to repair a machine by maintenance personnel. These do NOT have to be associated with a specific *serial number* but can be if you wish.

Employee Center - [Jobs]
Wolfe, Warren 7:11 AM 2/2/2006

Part Numbers for [314501] [LAYUP PRESS / LVL CURTAIN COATER]

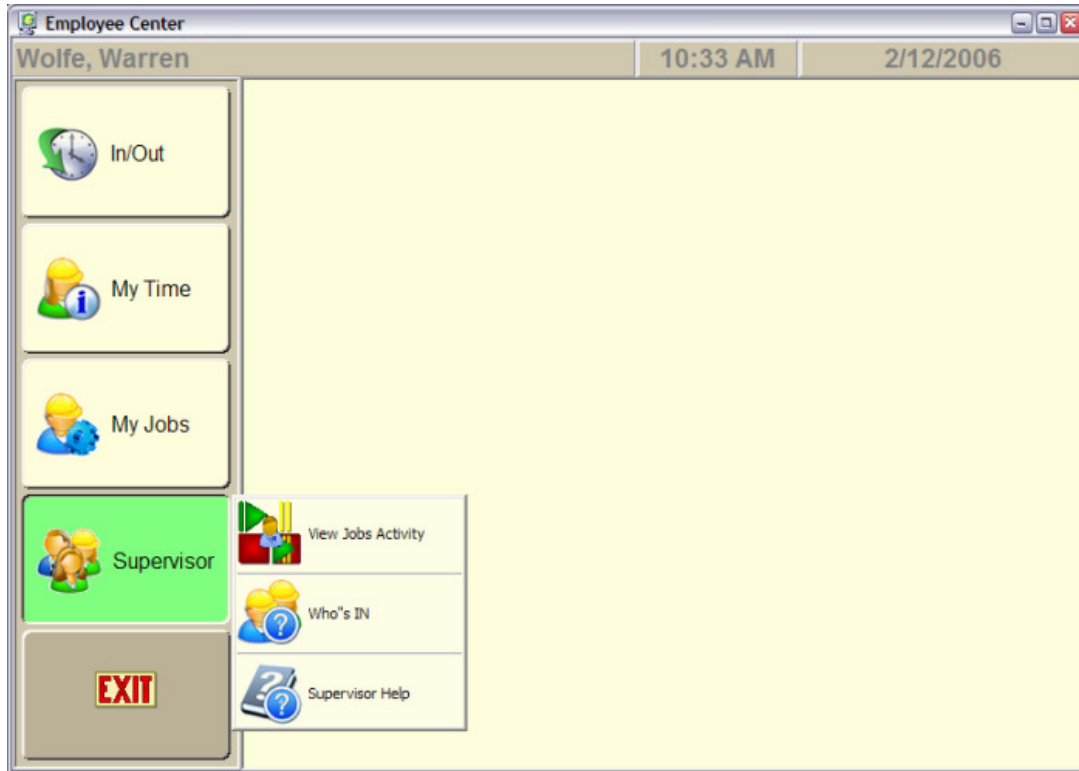
Serial Number: SER001
Part Number:
Qty: 1

Part Numbers Used On This Workorder

Part Number	Date Entered
ABC123	2/2/2006 1:41:00

Supervisor

Supervisors have additional capabilities to help manage their employees' data. This allows supervisors to view job information, modify the job data and see who's logged in. The currently logged in supervisor will only see **their** employees' data.



- [View Jobs Activity](#) - Displays all jobs to the supervisor for all jobs associated with their employees. They can select job status to view and also edit any of the jobs for their employees.
- [Who's In](#) - This is a quick view of all employees who currently have an "In" status and the date/time of the last In.

View Jobs Activity

Supervisors can view and edit their employee job data on this screen. They can also filter on transaction status to view only the status types they're interested in. A supervisor only needs to touch the transaction in the grid and the edit window will be displayed for them to edit.

Employee Center - [Job/Work Order Stats]

Wolfe, Warren 3:43 PM 2/11/2006

Job/Work Order Statistics

Transaction Types Selected

Sort Order: Employee Name Ascending

Employees and Jobs

StatusID	Note	Employee	Level_1
▶▶		Good, Johnny B. 333	Work Order 001
		Good, Johnny B. 333	Work Order 001
▶▶		Good, Johnny B. 333	Work Order 002
		Wolfe, Warren 123	Work Order 005
▶▶		Wolfe, Warren 123	Work Order 004

EDIT Opts

Notes

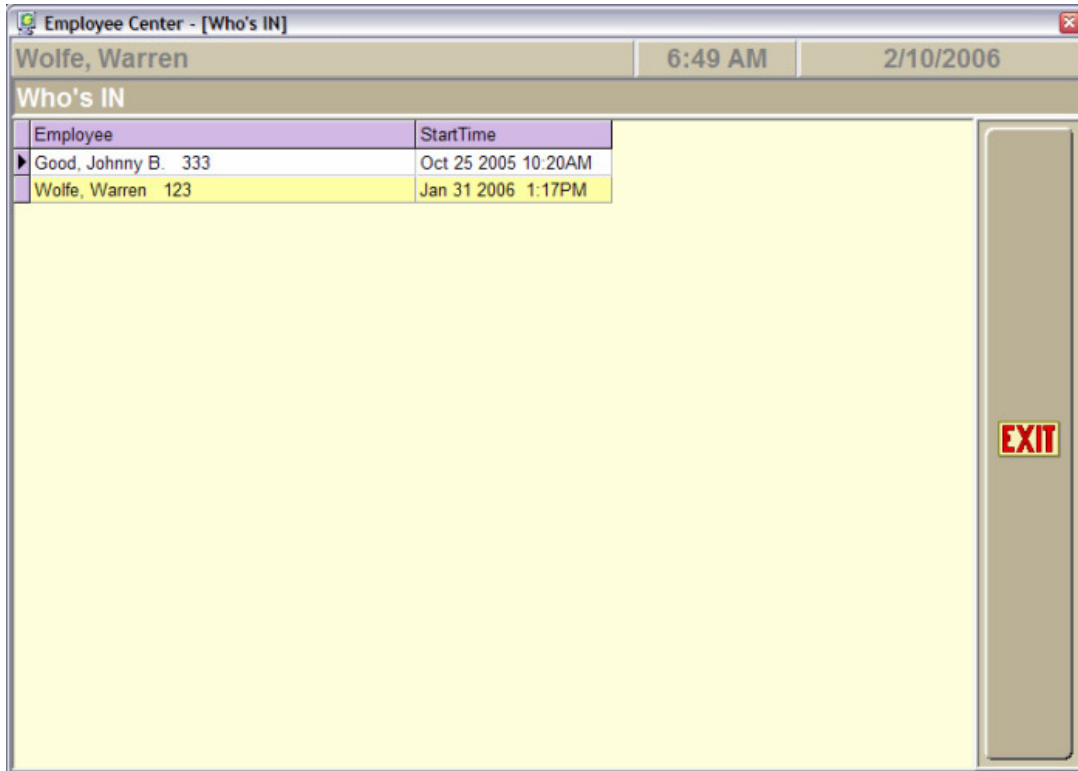
More

Chg Stat

EXIT

Who's In

This is a quick view of employees that are currently logged in. This uses a SQL stored procedure the acquire the data the same way that the rest of LSTouchData does. This provides the ability to modify the stored procedures to retrieve specific data according to special requirements.



The screenshot shows a window titled "Employee Center - [Who's IN]". The window has a header bar with the name "Wolfe, Warren", the time "6:49 AM", and the date "2/10/2006". Below the header, the title "Who's IN" is displayed. A table lists the following data:

Employee	StartTime
▶ Good, Johnny B. 333	Oct 25 2005 10:20AM
Wolfe, Warren 123	Jan 31 2006 1:17PM

The table is set against a light yellow background. On the right side of the window, there is a vertical bar with a red "EXIT" button.

Sales Agreement Terms

1. This sales agreement incorporates the entire agreement between Points North LLC and Purchaser named on reverse side of this agreement. Any modification of the terms herein must be evidenced in writing and signed by each party. By its signature on the reverse side of this agreement, Purchaser accepts the terms and provisions of this agreement, insofar as such terms may conflict with any other form or document used in this transaction.
2. All orders are subject to the approval of Points North LLC, and are non-cancelable.
3. The cost of shipping will be the responsibility of the Purchaser. Shipments will be FOB shipper's address. The acceptance of shipment by a common carrier shall constitute a delivery and identification of the goods, or in the absence of shipping instruments, the mailing of an invoice shall constitute a delivery upon shipment of this order from Points North LLC. At such time, the risk of loss passes to Purchaser.
4. Title to the merchandise passes to the Purchaser upon delivery. Purchaser hereby grants to company a "purchase money security interest" in the merchandise and agrees to execute and deliver any instrument reasonably requested by Points North LLC to perfect such purchase money security interest.
5. Points North LLC shall have no liability for delays in delivery due to causes beyond its control. No omission or delay by Points North LLC at any time in enforcement of its rights hereunder shall be a waiver of such rights, nor affect the right of Points North LLC to enforce such rights thereafter. Purchaser agrees that delay in delivery or installation of goods in excess of 90 days, except for delays that are unavoidable in accordance with this paragraph, shall entitle the Purchaser only to cancel that portion of the goods which is so delayed in delivery or installation.
6. Purchaser agrees that delivery of goods not in accordance with this contract or defective in quality shall entitle Purchaser only to refuse to accept such nonconforming goods. If Purchaser claims goods are not in accordance with this contract or are defective in quality, they must be promptly offered to Points North LLC for examination; if they are not, Purchaser shall not be entitled to any allowance or claim as to such goods. No returns will be accepted without Points North's LLC written authorization. Any claim shall be specifically barred unless they are made in writing by registered mail within 30 days after receipt of nonconforming goods. Points North LLC may remedy any claimed defect, replace any goods not in accordance with this contract or refund the price thereof, and in such event, Purchaser may make no other claim.
7. Points North LLC warrants that all products supplied by Points North LLC shall be free from defects in materials and workmanship for a period of 90 days from the date of installation. This warranty is extended to the original end-user purchaser only, and is subject to all the conditions and limitations set forth below.
8. Any part or parts found to be defective (except as specifically excluded below) shall be replaced or repaired at Points North' LLC or its authorized representative's option, without charge to the end-user for the parts or labor, provided that the Points North LLC product has been used in accordance with the user manual and has not been subject to abuse, tampering, or act of God.
9. Repairing or replacements under this warranty may be made only by Points North LLC or an authorized representative, and will be made only after Points North LLC or the authorized representative is notified of a problem and determines that it results from defective material or workmanship under this warranty.
10. **THE ABOVE WARRANTY SHALL NOT APPLY TO ANY PRODUCTS OR PARTS THEREOF IN THE EVENT OF:**
 - Damage, defects or malfunctions resulting from misuse, accident, neglect, tampering, unusual physical or electrical stress or causes other than normal and intended use (including modification or replacement of any Points North LLC components on any boards supplied with the products); or
 - Failure of end-user to provide and maintain a suitable installation environment; or
 - Failure due to improper cabling, telephone line problems, customer supplied computer equipment problems or network problems.
11. **EXCEPT AS HEREIN STATED, THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, MADE OR AUTHORIZED TO BE MADE WITH RESPECT TO ANY ITEMS FURNISHED HEREUNDER, POINTS NORTH LLC DISCLAIMS ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL POINTS NORTH LLC BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THIS SALES AGREEMENT OR THE EXISTENCE, FURNISHING, FUNCTIONING OR CUSTOMER'S USE OF, OR INABILITY TO USE, ANY PRODUCTS OR SERVICES PROVIDED FOR IN THIS SALES AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS CAUSED BY DEFECTIVE MATERIAL OR BY UNSATISFACTORY PERFORMANCE OF THE PRODUCTS OR SERVICES, CUSTOMER'S SOLE REMEDY FOR POINTS NORTH' LLC LIABILITY OF ANY KIND, INCLUDING NEGLIGENCE AND BREACH OF THIS SALES AGREEMENT, IN CONNECTION WITH OR ARISING OUT OF THIS SALES AGREEMENT AND LABORSYSTEMS LLC PRODUCTS AND SERVICES SOLD HEREUNDER SHALL BE LIMITED TO THE REMEDIES PROVIDED ABOVE.**
12. Any controversy or claim arising out of or relating to this contract shall be asserted within one year after the accrual of such claim or controversy, and at the sole discretion of Points North LLC, may be settled by arbitration in the city of Austin, Texas or at such other place as Points North LLC may determine, in accordance with the rules of the American Arbitration Association. Notwithstanding the forgoing, Points North LLC may choose to bring an action against Purchaser, its heirs, successors and assigns in any court of law having jurisdiction of the courts of the State of Texas and such other state or federal court in which Points North LLC may bring suit, for all purposes, including enforcement of the arbitration agreement and proceedings and entry or any judgment on any award, and further consents that any process or notice of motion may be served whether personally or by registered mail outside the State of Texas, provided a reasonable time for appearance is allowed.
13. This shall be construed and interpreted according to the laws of the State of Texas.

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This Agreement is effective from the date of your signing of the Agreement and shall remain in force until terminated. Should Points North LLC terminate this Agreement because of your failure to comply, you will return to Points North LLC the original and any and all copies, including partial copies, in any and all forms.

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Support Maintenance Agreement

1. To obtain service under this agreement, call Points North' LLC service department and place a service request. Points North' LLC telephone number is (512) 301-2990. This number may change, and customer will be notified of such change. Please have your Company Name, Telephone Number, Name and Address available before you call. Please be prepared to describe the issue in detail.
2. Points North LLC provides service between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday, excluding business holidays. Average response of less than 8 business hours is guaranteed under this agreement.
3. Under this agreement, Points North LLC will repair or replace without charge any defective equipment, using new parts or comparable used parts that have been fully reconditioned. Customer shall be responsible for any shipping costs incurred.
4. Points North LLC will correct software errors by providing Manufacturer supplied software patches, adjusting installation parameters, or reinstallation of the executable programs. This agreement excludes database corruption or entering data into the system.
5. Points North LLC specifically excludes coverage under this agreement errors caused by: the computer hardware or operating system, communications or network cabling, network server or operating system, power related problems, telephone service or line problems, customer supplied media, tapes or diskettes, third party software, other software loaded after the installation of this system, or payroll software and file transfer errors. Points North LLC excludes coverage caused by user or operator error, flood, lightning strikes and physical damage due to mishandling, accident, or Acts of God.
6. Any coverage is subject to initial inspection of the system and equipment. All coverage of the system and equipment shall cease upon: the equipment, software or system being moved by anyone other than Points North LLC personnel, Installation or transfer of the software to a different computer, or a change in communication cabling.

7. Points North LLC will provide software support via telephone and remote diagnostic software. This requires that you have an internet connection to the computer, and that you will allow access and initiate the program upon direction from Points North LLC. Software support may be provided on site, at the election of Points North LLC.
8. Customer will provide the system operator and other appropriate staff during the service call, and they must be available to describe the error condition, assist, access the system, follow instruction, and confirm operation and resolution of the problem. Points North LLC may request that you fax or e-mail examples, time cards, reports or computer files to investigate any errors.
9. Customer will provide free and safe access to the location of the equipment, including accommodation for any equipment and tools required, available work area, and access to all communications equipment, rooms or areas required for the service of the system.
10. Programming changes required as a result of changes in policy, changes to the payroll system, or elective changes by company are not covered under this agreement.
11. Training of personnel is not covered under this agreement.
12. Points North LLC shall not be liable for any damage, including the loss of data, customer supplied equipment, other expenses or inconvenience, lost payroll, lost profits, or other consequential or incidental damages arising out of the service or use of products supplied under this agreement.

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