

LABOR MANAGEMENT SYSTEM TERMS

These terms are an agreement between the Solutions and Support Center (the “**S&SC**”) and customer (the “**Customer**”) identified on the proposal issued by S&SC and accepted by Customer (the “**Order**”) and govern Customer’s subscription to and use of one or more units of the Labor Management System (together with the Documentation, Services and Software associated therewith, the “**Product**”):

These terms were last updated on July 2, 2021 and are effective as between S&SC and Customer as of the effective date of the Order (the “**Effective Date**”).

The parties therefore agree as follows:

1. **The Product.**

(a) S&SC shall provide the Product to Customer on the pricing and other terms specified in the Order and subject to this agreement. It is Customer’s responsibility to ensure that it has the information systems (e.g., internet connectivity, network infrastructure) specified in the Documentation or otherwise reasonably necessary in order for Customer to use the Product. Customer’s noncompliance with the preceding sentence will not relieve Customer of its payment obligations hereunder.

(b) Software. S&SC hereby grants Customer a limited, non-exclusive, non-transferable license, without the right to sublicense, to use the Software solely as necessary for Customer to use the Product for its own internal business purposes in the United States (the “**Permitted Purpose**”). “**Software**” means all computer programs, whether in object code, script or other form, provided by or on behalf of S&SC as a component of the Product, subsequent minor changes, fixes or patches thereto (“**Updates**”) and new versions that add new features, functionality or enhancements beyond the minor changes found in an Update (“**Upgrades**”). Customer shall not, and shall not permit others to: (1) sell, lease, rent, timeshare or distribute the Software; (2) disassemble, decompile, reverse engineer or otherwise attempt to derive the Software’s source code; (3) publish, provide or otherwise make available to any non-party, any competitive, performance or benchmark tests or analysis relating to the Software; or (4) remove, alter or obscure any proprietary notices thereon. During each Product unit subscription, as the term is identified in the Order, Customer shall receive, without charge, all Updates that S&SC makes commercially available. Customer acknowledges that Updates might be installed without notice to Customer. S&SC may make Upgrades available, the use of which might be contingent upon Customer’s agreement to additional terms or payment of additional fees.

(c) Documentation. S&SC hereby grants Customer a non-exclusive, non-transferable license, without the right to sub-license, to use any information, whether provided in written or electronic form, distributed or otherwise made available by S&SC with the Product (the “**Documentation**”) solely for the Permitted Purpose. Customer may make a reasonable number of copies of the Documentation for back-up or archival purposes only but shall not remove, alter or obscure any proprietary notices thereon.

(d) Cloud Services.

(1) S&SC hereby grants Customer a non-exclusive, non-transferable right to enable any Customer-authorized user (“**Authorized User**”) to access and use the online, web-based services made available to Customer in connection with the Product (the “**Cloud Services**”) solely for the Permitted Purpose. Customer shall not, and shall ensure that Authorized Users do not: (A) remove, alter or obscure any copyright, trademark or other proprietary notices; (B) use or access any Cloud Service to provide service bureau, time-sharing or other services to non-parties or make any Cloud Service available to non-parties as a managed or network provisioned service; (C) reverse engineer, decompile, disassemble or otherwise attempt to derive any Cloud Service source code; (D) modify or create derivative works based on the Cloud Services; (E) attempt to undermine the security or integrity of the Cloud Services or attempt to gain unauthorized access to any Cloud Service; (F) attempt to view, access or copy any material or data other than that which Customer is authorized to access; (G) transmit, input or store any information or data into the Cloud Services that breaches any non-party right (including any rights by copyright, trademark, trade secret or patent or any moral right or other intellectual or proprietary right recognized by any jurisdiction, whether now existing or hereafter arising (collectively, “**Intellectual Property**”)); (H) attack, disrupt or perform a penetration test on any Cloud Service; or (I) access the Cloud Services in order to build a similar or competitive product.

(2) Customer shall use reasonable efforts to prevent and terminate unauthorized access and use of any Cloud Service. Customer shall promptly notify S&SC of any known or reasonably suspected unauthorized use of, or access to, any Cloud Service.

(3) Customer acknowledges that S&SC may on one or more occasions change, discontinue or deprecate Cloud Services or change, add, or remove features or functionality of the Cloud Services.

(4) S&SC shall have the right to immediately suspend any portion of Customer’s access to and use of the Cloud Services, including any Authorized User, if S&SC determines that Customer’s or any Authorized User’s access to or use of the Cloud Services (A) is prohibited by law or this agreement; (B) poses a security threat to the Cloud Services, S&SC or any non-party; or (C) may adversely impact the integrity of the Cloud Services or the content of any non-party. S&SC shall provide Customer with prior notice of any suspension; provided, however, if prior notice is not possible or is otherwise unreasonable, S&SC shall notify Customer as soon as reasonably possible. Any suspension hereunder will not excuse Customer’s payment obligations.

(5) S&SC shall provide the Cloud Services to Customer in accordance with the terms set forth in exhibit 2 (the “**SLA**”). The service credits, as calculated in the SLA, are Customer’s exclusive remedy and S&SC’s sole liability for a breach of the SLA.

(e) Support Services.

(1) S&SC shall provide the maintenance and support offering as provided in the Order and exhibit 1 (the "**Support Services**"). S&SC shall supply all personnel, materials and equipment necessary to complete the Support Services, unless otherwise stated in the Order. S&SC shall have the right to hire or engage one or more subcontractors to perform the Support Services; provided, however, S&SC shall remain solely responsible for its subcontractors' compliance with the terms of this agreement.

(2) S&SC is not liable for any software or any other items or services provided to Customer by persons other than S&SC or its representatives. Customer shall promptly notify S&SC of any anticipated delays or deficiencies in Customer's responsibilities and shall provide prompt assistance in resolving any such delays or deficiencies to S&SC's reasonable satisfaction. S&SC reserves the right to stop work until such delays or deficiencies are remedied to S&SC's reasonable satisfaction.

(3) Customer shall (A) stay current with updates, fixes and releases to software not provided under this agreement; (B) perform routine maintenance of software not provided under this agreement; (C) promptly install and test Updates; (D) train key personnel on the Product; (E) describe a problem completely and accurately; (F) supply copies of screens, program errors or both, as requested by the Help Desk (defined in exhibit 1); (G) assist the Help Desk in replicating the problem; (H) inform the Help Desk of any non-S&SC modifications and third party installations; (I) provide notice of business acceptance on fixes to problems reported; and (J) if requested, provide (at Customer's expense) an S&SC-approved modem-VPN for remote access, wireless network and cellular signal for communication

(f) Professional Services. S&SC shall provide the consultation, configuration and training services (collectively, "**Professional Services**", together with the Cloud Services and Support Services, the "**Services**") to the extent included in the Order. Customer acknowledges that any Professional Services ordered, but unused, as of the expiration or termination of the Order are forfeited and otherwise nonrefundable.

(g) Customer Content.

(1) Customer is solely responsible for the content and preservation of all data (A) entered into, and stored in, the Cloud Services by or on behalf of Customer; or (B) generated through Customer's use of the Product (collectively, "**Customer Content**"). Customer has and shall maintain the legal bases and right to share Customer Content with S&SC and its service providers. Customer shall secure and maintain all rights in Customer Content necessary for the provision of the Cloud Services without violating the rights of any third party or otherwise obligating S&SC or service providers. S&SC does not assume any obligations with respect to the Customer Content other than as expressly set forth in this agreement or as required by applicable law.

(2) To the extent S&SC Processes any Personal Information (as those terms are defined in the DPA) on Customer's behalf in the provision of the Product, the Data Processing Addendum at <https://www.raymondcorp.com/terms-of-use/iwarehouse-terms-and-conditions-archive> ("**DPA**"), as may be updated on one or more occasions and is hereby incorporated by reference, will apply. In the event of any conflict between this agreement, the Order and the DPA, the DPA will prevail with regard to the Processing of Personal Information.

2. Price and Payments.

(a) Customer shall pay the amounts invoiced to Customer. Subject to section 7(a)(2), all sales are final and non-refundable. In addition to any other remedies it may have, S&SC shall have the right to suspend Customer's access to and use of any Cloud Service during such time as any amount owed by Customer is past due.

(b) Customer shall pay all taxes and fees imposed upon the provision of the Product. The amounts set forth in the Order may not include any tax, excises, duties, tariffs, fees or other governmental charges.

(c) Customer shall have no right to withhold, offset, recoup or debit any amounts that S&SC owes to Customer.

3. Term and Termination.

(a) This agreement commences on the Effective Date and will expire on the expiration or termination of the Order (the "**Term**"). Either party may terminate this agreement and the Order without cause upon 60 days' prior notice to the other party.

(b) Effect of Termination. Upon termination of the Order, all amounts owed by Customer under the Order as of the termination effective date, including applicable subscription cancellation fees, are immediately due and payable to S&SC.

4. Intellectual Property.

(a) S&SC and its licensors and service providers are and shall remain the owner of all Intellectual Property rights in and to the Product. The granting of access to any Cloud Service by S&SC should not be construed as granting or conferring any rights by license or otherwise in the Cloud Services. Customer shall not, during the Term or at any time thereafter, attack the Intellectual Property rights of S&SC or its licensors or service providers in and to the Product.

(b) Customer retains all Intellectual Property rights in and to the Customer Content. Customer hereby grants S&SC a worldwide, non-exclusive, paid-up, transferable, perpetual and irrevocable license for S&SC and its service providers and sub-processors to use, store, copy, transfer, modify, make available and communicate the Customer Content (1) as reasonably necessary to provide the ordered Product to Customer; (2) to improve and develop Raymond and S&SC products and services; and (3) to aggregate deidentified Customer Content with that of others to use for any business purpose during or after the Term, provided that Customer is not identifiable as the source of any such data.

5. Representations and Warranties.

(a) S&SC represents and warrants that it has the full power, capacity and authority to enter into and perform this agreement and to make the grant of rights contained herein, and its performance hereunder does not violate or conflict with any other agreement to which S&SC is a party.

(b) Customer represents and warrants that Customer has the full power, capacity and authority to enter into and perform this agreement and to make the grant of rights contained herein, and its performance hereunder does not violate or conflict with any other agreement to which Customer is a party. Customer further represents and warrants that Customer has the sole responsibility to accept or reject any recommendations made by S&SC in providing the Services and, except as otherwise set forth in this agreement, Customer assumes all risk and liability resulting from use of the Services and information delivered thereunder.

(c) EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT OR THE ORDER, S&SC MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, QUIET ENJOYMENT, QUALITY OF INFORMATION, OR TITLE/NONINFRINGEMENT AND ALL SUCH WARRANTIES ARE HEREBY SPECIFICALLY DISCLAIMED. ANY EMPLOYEES, REPRESENTATIVES, AGENTS, OR DISTRIBUTORS OF S&SC ARE NOT AUTHORIZED TO MODIFY OR MAKE ADDITIONS TO THIS WARRANTY THAT ARE BINDING ON S&SC. ANY SUCH STATEMENTS, WHETHER WRITTEN OR ORAL, DO NOT CONSTITUTE ADDITIONAL WARRANTIES.

6. Confidentiality.

(a) “**Confidential Information**” means any information, whether oral or written, received by the Receiving Party from Disclosing Party that a reasonable person, given the nature and circumstances of disclosure, would know to be confidential; provided, however, Confidential Information does not include any information that is: (i) already public when the Disclosing Party discloses it to Receiving Party or becomes public (other than as a result of breach of this agreement by Receiving Party) after the Disclosing Party discloses it to the Receiving Party; (ii) lawfully obtained, after it is disclosed under this agreement, from a third-party who is not otherwise bound by a confidentiality agreement with Disclosing Party; (iii) already in the possession of the Receiving Party or any of its Representatives on a non-confidential basis prior to Disclosing Party’s disclosure; (iv) independently developed by the Receiving Party without use or reference to the Disclosing Party’s Confidential Information and without violating any obligation under this agreement; or (v) released without restriction by Disclosing Party.

(b) The party, its affiliates or agents that receives Confidential Information (the “**Receiving Party**”) of the other party, its affiliates or agents (the “**Disclosing Party**”) shall: (1) treat the Disclosing Party’s Confidential Information as confidential; (2) use the same degree of care as it maintains the confidentiality of its own confidential information, but in no event will the Receiving Party use less than a reasonable degree of care to maintain the confidentiality of Disclosing Party’s Confidential Information; (3) not use the Disclosing Party’s Confidential Information for any purpose other than as expressly permitted by or in connection with its obligations under this agreement; and (4) prevent disclosure of the Disclosing Party’s Confidential Information to third parties; provided, however, disclosure may be made on a confidential basis to Receiving Party’s parent, subsidiary and affiliate companies, and their officers, directors, employees and contract employees, agents, consultants, financing sources and advisors (collectively, “**Representatives**”) who need to know in connection with this agreement, so long as the Representatives are aware of the confidential nature and are bound to preserve the Confidential Information’s confidentiality. The Receiving Party shall be responsible for ensuring that its Representatives keep the Confidential Information confidential, do not disclose or divulge the same to any unauthorized person or entity and abide by the use restrictions contained herein. If either party or any of its Representatives loses or makes an unauthorized disclosure of the Confidential Information, it shall promptly notify the other party, provide a description of the circumstances of the loss or unauthorized disclosure and use reasonable efforts to retrieve the lost or wrongfully disclosed Confidential Information.

(c) Notwithstanding anything in this section 6 to the contrary, Customer Confidential Information does not include any feedback, suggestion or idea provided by Customer. S&SC and Raymond shall have the right to use, profit from, disclose, publish and otherwise exploit any feedback, suggestion or idea, without compensation to Customer. Customer hereby relinquishes and waives any Intellectual Property right it might have in any feedback, suggestion or idea.

(d) The Disclosing Party’s Confidential Information, and all permitted copies, will remain the property of the Disclosing Party, and the Disclosing Party shall have the right to demand its return, in whole or in part, at any time, upon giving written notice to the Receiving Party. Upon receipt of notice, the Receiving Party shall return the Confidential Information and all copies in its possession to the Disclosing Party as soon as is reasonably practical, but in no more than 30 days. Confidential Information incorporated in documents will be destroyed by Receiving Party. If the Receiving Party has destroyed any copies of Disclosing Party’s Confidential Information, Receiving Party shall confirm the destruction in the letter accompanying the return of any documents or copies. Notwithstanding the foregoing sentences, (1) the Receiving Party shall not be obligated to return or destroy any Confidential Information the Receiving Party is retaining pursuant to a document retention hold established in connection with any civil or criminal investigation or litigation for the period the document retention hold is in effect, at which time the Confidential Information will be returned to the Disclosing Party or destroyed as aforesaid; and (2) to the extent Receiving Party’s computer back-up procedures create copies of the Confidential Information, the Receiving Party may retain such copies in its archival or back-up computer storage for the period the Receiving Party normally archives backed-up computer records.

(e) The Receiving Party may disclose the Disclosing Party's Confidential Information that it is obligated, on the advice of legal counsel, to produce by law or under order of a court of competent jurisdiction or other similar requirement of a government agency, for the limited purpose required by the court or government agency, so long as the Receiving Party, to the extent legally permitted, provides the Disclosing Party with prompt written notice with sufficient time to permit the Disclosing Party to seek a protective order to protect its Confidential Information from disclosure.

(f) Each party recognizes that the Disclosing Party will have no adequate remedy at law if the Receiving Party does not comply with its obligations under this section 6. Therefore, the Disclosing Party shall have the right, in addition to any other rights it might have, to temporary, preliminary and permanent injunctive relief to restrain any breach, threatened breach, or otherwise to specifically enforce any obligations of Receiving Party under this agreement.

(g) The requirements imposed by this section 6 will continue for three years following the termination or expiration of this agreement or until the Confidential Information is no longer confidential as contemplated herein.

7. **Indemnification.**

(a) **S&SC Indemnification.**

(1) S&SC shall defend, indemnify, and hold harmless Customer against all losses, damages, penalties, judgments, liabilities, settlements and expenses, including reasonable attorney fees and other expenses of litigation, settlement or defense (collectively, "**Indemnifiable Losses**") arising out of or resulting from any claim, suit, proceeding or cause of action brought by a non-affiliated third party (each, a "**Claim**") in connection with an allegation that Customer's use of the Product infringes or misappropriates the Intellectual Property rights of any non-affiliated third party, provided that Customer gives S&SC prompt written notice of any Claim; allows S&SC to control the defense, settlement and all related negotiations; and fully cooperates with S&SC in the defense, settlement and all related negotiations. Notwithstanding the foregoing, S&SC shall have no defense or indemnity obligation for Claims arising from (A) Customer's use of the Product not in compliance with this agreement or the Documentation; (B) modification to any portion of the Product not approved in writing or performed by S&SC or its agents (C) S&SC's or any of its representatives' conformance with specifications provided by Customer; (D) any use of the Product in combination with other products, equipment, software or data not supplied by S&SC; or (E) Customer's failure to implement an update or enhancement provided by S&SC.

(2) If the Product becomes, or is likely to become, the subject of a Claim, then, in addition to defending the Claim and paying any damages as required in section 7(a)(1), S&SC may either (A) replace or modify the Product, providing not less than the functionalities specified in this agreement and the Order, to make them non-infringing or misappropriating; or (B) procure for Customer the right to continue using the Product. If S&SC determines that neither of the foregoing is feasible or otherwise reasonable, S&SC shall have the right to immediately terminate the Order and refund to Customer the prorated portion of any amounts paid thereunder.

(3) The remedies set forth in this section 7(a) will be Customer's sole remedy, and S&SC's sole liability, for any Claim.

(b) **Customer Indemnification.**

(1) Customer shall defend, indemnify and hold harmless S&SC, Raymond and the officers, directors, employees and agents of each against all Indemnifiable Losses arising out of or resulting from any Claim in connection with (A) Customer's or any of its contractor's, subcontractor's or agent's use of the Product not in accordance with the Documentation, the Permitted Purpose, this agreement or in any unlawful manner; (B) the negligence or willful misconduct of Customer or its employees, agents, servants, subcontractors or vendors; (C) any breach or alleged breach of this agreement by Customer; or (D) an allegation that any Customer Content infringes or misappropriates any Intellectual Property, privacy or other legal right of any non-party.

(2) S&SC shall notify Customer with reasonable promptness upon learning of any Claim for which S&SC seeks defense, settlement or indemnification from Customer, but S&SC's failure to do so will have no effect except to the extent Customer is prejudiced thereby. S&SC shall allow Customer to control the defense and settlement of the indemnified Claim and shall reasonably cooperate with the defense, but Customer shall use counsel reasonably experienced in the subject matter at issue and shall not settle a Claim without the written consent of S&SC.

8. LIMITATION OF LIABILITY. S&SC AND ITS SUPPLIERS, LICENSORS, SERVICE PROVIDERS AND AFFILIATES WILL NOT BE LIABLE TO THE CUSTOMER FOR INDIRECT, INCIDENTAL, BUSINESS INTERRUPTION OR CONSEQUENTIAL DAMAGES, WHETHER ARISING UNDER CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY. THESE EXCLUSIONS APPLY EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF THESE DAMAGES, AND EVEN IF ANY REMEDY FAILS OF ITS INITIAL PURPOSE. IN NO EVENT WILL THE CUMULATIVE LIABILITY OF S&SC, TOGETHER WITH ITS SUPPLIERS, SERVICE PROVIDERS, LICENSORS AND AFFILIATES, ARISING OUT OF OR RELATED TO THIS AGREEMENT, EXCEED THE TOTAL PAYMENTS RECEIVED BY S&SC FROM CUSTOMER UNDER THE ORDER, WHETHER ARISING UNDER WARRANTY/GUARANTEE, CONTRACT, NEGLIGENCE, STRICT LIABILITY, INDEMNIFICATION, DEFENSE OR ANY OTHER CAUSE OR COMBINATION OF CAUSES.

9. Force Majeure. S&SC shall not be liable or responsible to Customer, nor be deemed to have defaulted or breached this agreement, for any failure or delay in fulfilling or performing any term of this agreement when and to the extent the failure or delay is caused by or results from any event or circumstance, whether or not foreseeable, beyond the reasonable control of S&SC.

10. **Third Party Beneficiary.** Raymond is an intended third party beneficiary of this agreement, and shall be entitled to directly enforce and rely upon, each provision of this agreement that confers a right or remedy in its favor.
11. **Assignability.** Except with S&SC's prior written consent, Customer shall not assign its interest in, or delegate any of its duties under, this agreement. Any unauthorized assignment or delegation will be null, void and of no force or effect and will constitute a material breach of this agreement.
12. **Governing Law.** The laws of the State of New York govern the validity, interpretation and performance of this agreement as well as all adversarial proceedings arising out of this agreement, without giving effect to any laws, rules or provisions that would cause application of the laws of any jurisdiction other than the State of New York. If either party brings against the other party any proceeding arising out of this agreement, that party shall bring that proceeding only in a state court located in Chenango County, New York or a federal court located in the Northern District of New York. The application of the United Nations Conventions on Contracts for the International Sale of Goods is excluded.
13. **Notice.** All notices, consents, communications or transmittals under this agreement will be in writing and will be deemed received on the day of delivery if personally hand delivered or sent by facsimile or electronic transmission (with written confirmation of the completed transmittal); or within two business days if mailed as certified or registered mail with return receipt, postage prepaid addressed to the party to whom notice is given at the address of the party stated above.
14. **Entire Agreement; Waivers.** This agreement, together with the Order and, if applicable, the DPA, contains the entire agreement between the parties and supersedes and cancels all prior agreements, whether oral or written, regarding the relating to the subject matter herein. There are no understandings, inducements, commitments, conditions, representations or warranties, whether direct, indirect, collateral, express or implied, oral or written, from either party to the other, other than as contained in this agreement. No waiver or satisfaction of a condition or nonperformance of an obligation under this agreement will be effective unless it is in writing and signed by the party granting the waiver.
15. **Independent Contractors.** The parties are independent contractors only and are not partners, master/servant, principal/agent or involved herein as parties to any other similar legal relationship with respect to the transactions contemplated under this agreement or otherwise, and no fiduciary, trust, or advisor relationship, nor any other relationship imposing vicarious liability shall exist between the parties under this agreement or otherwise at law.
16. **Severability.** If a dispute between the parties arises out of this agreement or the subject matter of this agreement, the parties desire that the court interpret this agreement as follows: (a) with respect to any provision that the court holds to be unenforceable, by modifying that provision to the minimum extent necessary to make it enforceable or, if that modification is not permitted by law, by disregarding that provision; and (b) if an unenforceable provision is modified or disregarded in accordance with this section, by holding that the rest of the agreement will remain in effect as written; and (c) if modifying or disregarding the unenforceable provision would result in a failure of an essential purpose of this agreement, by holding the entire agreement unenforceable.
17. **Publicity.** S&SC and Raymond may identify Customer as a customer for any marketing or advertising purposes.
18. **Right to Audit.** Upon no less than 30 days written notice, S&SC and its representatives may audit Customer's use of the Product to verify Customer's compliance with this agreement. Customer shall cooperate with S&SC's audit and provide reasonable assistance and access to information and its facilities. Audits will be conducted during normal business hours and in such a manner as to not unreasonably interfere with or disrupt Customer's normal business operations. Notwithstanding the foregoing three sentences, S&SC and its service providers shall have the right, at any time, on one or more occasions and with no prior notice, to audit any use of the Cloud Services to verify Customer's compliance with this agreement. If any audit reveals any noncompliance with the terms of this agreement, Customer shall promptly correct any noncompliance.

EXHIBIT 1

Support Services

1. Standard Maintenance Services.

(a) Help Desk. A help desk for Product support issues (the "**Help Desk**") will be available to Customer. Unless specified in an Order, Customer should contact 800.365.7865 to receive a telephone number for the applicable supporting Solutions & Support Center. Customer will appoint one Product administrator and one backup administrator to serve as the primary point of contact regarding maintenance services.

(b) Customer Responsibilities.

(1) S&SC is not liable for any software or any other items or services provided to Customer by persons other than S&SC, Raymond or their representatives. Customer shall promptly notify S&SC of any anticipated delays or deficiencies in Customer's responsibilities and shall provide prompt assistance in resolving any such delays or deficiencies to S&SC's reasonable satisfaction. S&SC reserves the right to stop work until such delays or deficiencies are remedied to S&SC's reasonable satisfaction.

(2) Customer shall (A) stay current with updates, fixes and releases to software not provided under this agreement; (B) perform routine maintenance of software not provided under this agreement; (C) promptly install and test Updates; (D) train key personnel on the Product; (E) describe a problem completely and accurately; (F) supply copies of screens, program errors or both, as requested by the Help Desk; (G) assist the Help Desk in replicating the problem; (H) inform the Help Desk of any non-S&SC modifications and third party installations; (I) provide notice of business acceptance on fixes to problems reported; and (J) if requested, provide (at Customer's expense) an S&SC-approved modem-VPN for remote access, wireless network and cellular signal for communication

2. Issue Resolution.

(a) S&SC addresses incidents based on the severity of the incident. S&SC shall use reasonable efforts to respond to Customer within the timeframes specified herein. S&SC shall consider Customer input when assigning a severity level to individual incidents.

(b) S&SC incident severity levels are defined as follows:

(1) Severity 1 - Error renders the Product inoperable. The Product cannot be used and no usable work-around exists. The resulting situation is critical to the operation of Customer's business and the situation is an emergency. For Severity 1 errors, S&SC telephonic response time is 60 minutes from receipt of Customer's initial call during Help Desk hours. S&SC shall promptly commence corrective action but actual repair time will depend on the scope of effort required to correct, test and release the fix.

(2) Severity 2 - A Product function cannot be used or significantly affects Customer operations, but a usable work-around exists. Resulting situation has some material and adverse impact on operation of Customer's business and the work-around allows Customer's business to continue with restrictions. For Severity 2 errors, S&SC telephonic response time will be four hours from the receipt of Customer's initial call during Help Desk hours. S&SC shall take corrective action and a fix will be delivered in a scheduled timeline depending on the scope of effort required to correct, test and release the fix.

(3) Severity 3 - The Product causes Customer minimal impact to its business operations, yet is desirable to resolve the failure because of restrictions to operations or usability issues to Customer personnel. For Severity 3 errors, S&SC telephonic response time shall be one business day from receipt of Customer's initial call during Help Desk hours. S&SC may take corrective action as necessary and, if applicable, a fix will be scheduled on a priority basis for a further release of the Software at S&SC's sole discretion.

(c) Problem resolution will depend on Customer's maintaining its responsibilities set forth herein. Whenever a call is placed by Customer to S&SC for support, Customer shall provide the following information:

- (1) Customer contact name, identification number, e-mail address, and telephone and fax numbers (including area code);
- (2) Detailed information about the nature and location of the incident;
- (3) Any error messages associated with the incident and the events leading up to incident; and
- (4) Detailed description of the incident, including tentative severity.

(d) Any additional services that Customer requests and S&SC agrees to perform will be billed on a time and materials basis subject to S&SC's then-current applicable rates, with a one hour minimum charge for services provided from S&SC's offices and an eight hour minimum charge for services performed at Customer's site. Associated actual and reasonable expenses include travel, lodging and project expenses incurred in the performance of the additional services.

EXHIBIT 2

Service Levels

(a) S&SC will ensure that the Cloud Services achieve a monthly uptime percentage of at least 99.7% (the “**Service Level**”), where such uptime is calculated as the total number of minutes in a calendar month minus the number of minutes of unavailability suffered in a calendar month, as such unavailability is limited in subsection (b), divided by the total number of minutes in the calendar month. If the Service Level is not met during any calendar month, then Customer, as its exclusive remedy, may, upon written request to S&SC in accordance with subsection (c) (a “**Service Level Claim**”), request a service credit calculated as follows:

Service Level	Service Credit
99.7% network availability of the Cloud Service as averaged over any given calendar month	5% monthly fees attributable to the Remote Cloud during the affected calendar month

Upon approval of Customer’s Service Level Claim, S&SC shall provide the service credit on a future amount owing from Customer. All Service Level Claims are subject to review and verification by Raymond. All service credits will be based on Raymond’s or its sub-processor’s measurement of its performance and will be final.

(b) A Cloud Service will not be considered unavailable, even if the Cloud Service is not actually accessible to an individual user or equipment, if such inaccessibility is due to: (1) Scheduled or emergency maintenance; (2) Customer’s Internet or cellular connectivity; (3) Internet traffic outages, delays or problems not under S&SC’s, Raymond’s or Raymond’s sub-processor’s reasonable control; (4) Customer’s failure to meet minimum hardware or software requirements set forth in this agreement or the Product specifications; (5) hardware, software or services not provided by or on behalf of S&SC; (6) issues with Customer’s network infrastructure; (7) Denial of Service (“**DoS**”) or Distributed DoS attacks; or (8) any acts or omissions of the Customer, its representatives, contractors or subcontractors, other than the acts or omissions of S&SC or its representatives, or any use or user of the service authorized thereby.

(c) Customer shall submit all Service Level Claims within 30 days of the end of the month during which S&SC did not meet the Service Level and provide the following information:

- (1) Customer name and locations affected;
- (2) Name, email address and telephone number of a Customer designated contact; and
- (3) Date, time and description of the downtime.