

JobOrder™ Sales Terms and Conditions

Evaluate before buying: Before purchasing JobOrder, please thoroughly test our demonstration version to verify that JobOrder is appropriate for your organization. Be informed of what JobOrder can do and how it works. Because we want you to be totally satisfied, we provide a functional, demonstration version of JobOrder, full documentation, and telephone and email access to our expert staff for your pre-sales questions.

Successful implementation: Experience has taught us that the deep examination of your organization's processes during the implementation of JobOrder requires careful thinking and some extra work. We will be accessible to you via on-site consultations, telephone support, or email correspondence whenever necessary to support your implementation of JobOrder.

Please note carefully that JobOrder is sold without a money-back guarantee. Such a guarantee would be impractical for two reasons. First, full commitment at all levels of your organization is required to make full use of JobOrder. For successful conversion to JobOrder you will need to determine that JobOrder is appropriate for your organization and fully commit to it before you purchase and implement it. Second, Management Software invests substantial time with each new customer; a casual and reversible purchase decision would be prohibitively expensive to us.

Hardware Requirements: A dedicated computer is strongly recommended to run the JobOrder Server. Please request or download the latest edition of "JobOrder_Optimization.pdf" for details of appropriate hardware for running JobOrder.

Operating Systems supported: On Macintosh, JobOrder runs on OS X 10.6.8 (Mac Intel only). On Windows, JobOrder runs on Windows 2003 Server, Windows 2008 Server, Windows XP, Vista, and Windows 7 with current service packs installed.

Windows Installation: We prefer to install JobOrder Server on Windows to optimize performance. We recommend that you select one of the following installation alternatives: you can send your Windows computer to our headquarters for JobOrder Server installation; or we will purchase a new Windows computer for you, install JobOrder Server, and ship the server to your location; or we will travel to your location and install and test JobOrder Server on your Windows computer. Our time for this installation service will be billed at our regular Technical Support rates.

OEM products included: JobOrder Solo includes the required 4D relational database engine. JobOrder for Workgroups and JobOrder Enterprise include the required 4D Server and 4D Client licenses.

License: Management Software grants to our end users a non-exclusive, non-transferable license to use JobOrder software and documentation pursuant to our standard JobOrder License Agreement. This license is not a sale. Title, copyrights and trade secrets in the software, including copies made by you, remain with Management Software. All software is delivered via the Internet or on CD, if necessary.

Digital Asset Management licenses, SSL Server license, and SSL Web Site Certificates: Please request our Professional Module Order Form to purchase licenses for these advanced features in JobOrder. The latest version of the free Apple QuickTime™ plug-in also required.

Sales Terms for initial purchase: Sales Terms for the initial purchase of all JobOrder products and services by a new JobOrder user are "Payment with Order".

Sales Terms for additional purchases: Sales Terms for additional purchases of JobOrder licenses and corresponding update contracts are "Payment with Order". Regular Sales Terms for additional purchases of other JobOrder products and services are "Net 30 Days", but Sales Terms for customers with outstanding balances more than 30 days overdue are "Payment with Order". Customer Support via open P.O. is billed monthly at \$175 per hour.

Software Update Contract: The price of the Software Update Contract for initial purchase is computed based upon the prices in effect at the time of the initial purchase. The price of Software Update Contract renewals is computed based upon the list prices in effect at the time of each renewal.

Sales Tax: We reserve the right to correct sales tax rates and collect sales taxes assessed by New York State or by additional states as required by law without notice.

Travel Expenses for on-site training: All travel and lodging expenses are billed at direct cost after on-site training is completed. Travel time to customer locations for on-site training is billed at \$100 per hour only for travel days that do not include on-site training.

Custom Programming: Custom Programming is billed at \$175 per hour.

Credit Cards: Management Software accepts VISA, MasterCard, and American Express credit cards when credit card information accompanies the order. We will send our credit card authorization form via fax or via Acrobat PDF for your signed approval before processing any credit card charges.

Automatic PDF generation: For automatic PDF generation on Windows, JobOrder includes PDF X-Change. This utility must be installed separately on each client computer.

QuickTime: JobOrder requires the latest version of the free Apple QuickTime™ plug-in.

Please Note: 'Sales Terms and Conditions' and prices are subject to change at any time. Please call or email for current prices. All product names are registered trademarks and trademarks of their respective owners.

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