

## **EXHIBIT A**

# ARNSTEIN & LEHR LLP

*Accomplished lawyers who understand your goals.*

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Chicago, Illinois 60606  
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Kevin H. Morse  
312.876.7122  
khmorse@arnstein.com

January 21, 2016

## **TEN (10) DAY NOTICE OF TERMINATION OF ALL DATA, STORAGE, ACCOUNTING AND E-MAIL SERVICES**

VIA ELECTRONIC MAIL (ejanczak@freeborn.com)  
AND MESSENGER SERVICE

Elizabeth L. Janczak, Esq.  
Freeborn & Peters LLP  
311 South Wacker Drive, Suite 3000  
Chicago, IL 60606

Re: *In re Gulf Packaging, Inc.* (the “Debtor”)  
Case No. 15-15249 (Bankr. N.D. Ill.)  
**FRE 408 Protected Settlement Communication**

Dear Ms. Janczak:

We are counsel for Xsys, Inc. (“Xsys”), the sole provider of the Debtor’s data, storage, accounting, and e-mail services, and the recipient of your January 6, 2016 letter. Your letter demonstrates an absolute disregard for the services Xsys continues to provide to the Creditor Trustee and Debtor, and the Debtor’s almost daily communication with Xsys’ technology support services.

Through January 15, 2016, the Debtor and Creditor Trustee have an outstanding post-petition balance of \$55,616.10 owed to Xsys for services provided. A copy of all outstanding post-petition invoices is attached as **Exhibit A**. The majority of these invoices (\$35,032.50) have been incurred since the appointment of the Creditor Trustee. Notwithstanding that Xsys has not been paid since August 2015, Xsys has continued to provide the Debtor and Creditor Trustee with its critical technology services.

This letter provides the Debtor and Creditor Trustee notice that **XSYS WILL TERMINATE ALL SERVICES TO THE DEBTOR, THE CREDITOR TRUSTEE, AND ITS SUCCESSORS ON FEBRUARY 1, 2016 AT 12:01 A.M. UNLESS THE CREDITOR TRUSTEE IMMEDIATELY AND IRREVOCABLY WITHDRAWS ITS DEMAND AND PAYS THE FULL BALANCE OWED**. For the avoidance of doubt, upon termination of services, the Debtor, the Creditor Trustee, and you will permanently lose all access to the

CHICAGO MIAMI FORT LAUDERDALE WEST PALM BEACH BOCA RATON SPRINGFIELD

Arnstein & Lehr LLP is a member of the International Lawyers Network

**ARNSTEIN & LEHR LLP**

Elizabeth L. Janczak, Esq.

January 21, 2016

Page 2

Debtor's accounting, operations, and e-mail services that are stored and maintained at Xsys' facilities. This notice is a courtesy.

Nothing in this letter should be taken as a waiver of Xsys' defenses to the allegations in your January 6, 2016 letter and Xsys reserves all of its rights to assert those defenses should litigation commence with the Creditor Trustee. Furthermore, nothing in this letter or the subsequent withdrawal of your demand constitutes Xsys' waiver to assert its post-petition claims against the Debtor, Creditor Trustee and/or Trust.

Please contact me at the information above to discuss this matter. Thank you and I look forward to hearing from you.

Respectfully yours,



Kevin H. Morse

cc: Konstantinos Armiros

**A**



## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

Phone: (219) 477-4816  
Fax: (219) 531-1411  
Website: [www.xsysinc.com](http://www.xsysinc.com)

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Gulf Packaging, Inc. (GPIS)  
1040 Maryland Avenue  
Dolton, IL 60419

**Date:** January 15, 2016  
**Invoice:** 1601025  
**Terms:** Upon Receipt

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per Attached Detail

Amount Due This Invoice: \$ 1,425.00

**Gulf Packaging, Inc.**  
**Support Detail**

**001-00-036984** Kevin Eckley 1/2/2016 1.50 Hrs

Description: User reported exchange down.

Resolution: Reviewed exchange assessed licensing issues. Reset licensing, rebooted server and tested access.  
Notified users service was back up and operational.

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**001-00-036784** Kevin Eckley 1/4/2016 1.25 Hrs

Description: Steve Anhalt reported issues with faxing documents to email.

Resolution: Reviewed all services on MB01, CAS01 and HUB01 at GGL location. Started all stopped services. Moved all pending faxes, emails and notifications to outbox within CIC server. Verified pending items were processed properly

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**001-00-036853** Khris Beever 1/11/2016 1.50 Hrs

Description: User contacted Xsys to review issues with wireless not working.

Resolution: Reviewed issues with user and assisted user with power cycle of wireless access point. Reviewed that access point has been offline since 15:15. Reviewed access point with user and reviewed servers. Found that AD02 server is not on. Attempted boot of AD02 and reviewed that Windows updates is failing and reverting back causing a loop of the system rebooting. Resolved issues with AD02 trying to perform updates and verified that server is up and functional. Reviewed that DHCP service is up and running and that wireless access point is now connected. Issues with wireless and DHCP have been resolved. Reviewed and verified that user is now able to connect to wireless at location.

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**001-00-036864** John Buffenbarger 1/10/2016 5.25 Hrs

Description: Year End - Fiscal Period Adjustment

Resolution: Year End - Fiscal Period Adjustment

Worked on ERP to prepare for year-end tax requirements and reporting.

Made the following changes to the Fiscal Year

Migrated data.

Adjusted Fiscal Year 2014 to a "8" Period Year - 11/1/2013 to 6/30/2014

Adjusted Fiscal Year 2015 to a "12" Period Year - 07/01/2014 to 06/30/2015

Adjusted Fiscal Year 2016 to a "12" Period Year - 07/01/2015 to 06/30/2016

Ran roll ups and maintenance to reset balances to the new fiscal calendars

Checked reset totals to match.

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# Invoice

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Website: www.xsysinc.com

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru December 30, 2015**

**Date:** December 30, 2015  
**Invoice:** 1512046  
**Terms:** Net 10 Days

Ticket ID	Created By	Date	Time
<b>001-00-036726</b>	Patrick Burns	12/18/15	1.25 Hrs
Description: Fix Windows Activation issue on TS01			
Resolution: Fixed Windows Activation issue on TS01			
<b>001-00-036749</b>	John Buffenbarger	12/26/15	4.00 Hrs
	John Buffenbarger	12/27/15	8.00 Hrs
	John Buffenbarger	12/28/15	4.00 Hrs
			<b>16.00 Hrs</b>

Description: GPI - November 2015 - Accounts Receivable Collateral Roll Forward Review - \$33,563.76 Variance

Resolution: Compared the October to the November A/R Aging Detail reports to locate the Variance.

- I was able to locate Invoice that had been dated with a November Invoice Date but were already posted in October.

- Invoices updated for December were on the aging report.

I had to write a Crystal Report to report the Monthly Sales as the Standard Report could not be used due to the issue were the Period Ends had been changed and then corrected.

<b>001-00-036752</b>	Khris Beever	12/29/15	3.50 Hrs
	Khris Beever	12/29/15	1.00 Hrs
			<b>4.50 Hrs</b>

Description: Ticket for resolving issues due to power outage on 12/28/2015 and power being restored on 12/29/2015

Resolution: Reviewed issues with users not being able to connect to internet, MAS, or email. Reviewed with user that location had lost power day previous. Review equipment with user and connected to Xenservers. Started needed servers and resolved issues with user to get access to internet, MAS and email corrected. Review issues with user not able to print. Corrected issues with virtual server not functioning properly. Reviewed and verified that users had access to printers and file shares. Reviewed issues with outbound calling and corrected issues. Reviewed and verified that users are up and functioning.

Amount Due This Invoice: \$ 3,262.50



# Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

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Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** December 29, 2015  
**Invoice:** 1512096  
**Terms:** Upon Receipt

Ticket ID	Created By	Date	Time
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December 18, 2015 – December 28, 2015

T.Bonnell	3.25 Hrs
K. Eckley	4.00 Hrs
	<b>7.25 Hrs</b>

Interacted with Dell to get warranty recertification on equipment for Gulf to allow for collection. Verified the materials and worked to get approved as Dell was not going to approve the transfer. Worked with each part to confirm acceptance and get documentation in place.

Amount Due This Invoice: \$ 1,087.50





# Invoice

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Website: www.xsysinc.com

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru December 18, 2015**

**Date:** December 18, 2015  
**Invoice:** 1512050  
**Terms:** Net 10 Days

Ticket ID	Created By	Date	Time
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**Weekly Budgetary Support Week of December 11, 2015 – December 17, 2015**

<b>001-00-036616</b>	Brian Bonnell	12/14/2015	3.25 Hrs
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Description: Weekly Reports for J. VanEtten - 12/14/2015  
Resolution: Generated reports and submitted to client as requested.

<b>001-00-036652</b>	John Buffenbarger	12/12/2015	4.75 Hrs
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Description: Roll forward reconciliation for discrepancy  
Resolution: Worked on reconciliation of cash discrepancy for roll forward. Advised management about time it might take to complete it. Directed to submit as is and for recipient to determine if more time should be spent or if balance was material.

<b>001-00-036716</b>	Kevin Eckley	12/14/2015	1.75 Hrs
	Kevin Eckley	12/15/2015	3.50 Hrs
	Brian Bonnell	12/16/2015	2.25 Hrs
			<b>7.50 Hrs</b>

Description: Worked to wipe all information off of equipment relocated from Colocation.  
Resolution: Cleared all data from servers and SANS. Second phase review to verify the removal of data

Amount Due This Invoice: \$ 2,325.00



## Invoice

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---

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** December 15, 2015  
**Invoice:** 1512815  
**Terms:** Upon Receipt

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
December 10-13, 2015	P.Burns	6.50 Hrs	
	P.Burns	4.25 Hrs	
		10.75 Hrs	

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Archive of entire Systems including Sans and systems prior to sale.  
Utilities to clear and confirm data wipe and information clean on all systems.

Amount Due This Invoice: \$ 1,612.50



## Invoice

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Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru December 11, 2015**

**Date:** December 11, 2015  
**Invoice:** 1512012  
**Terms:** Upon Receipt

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per Attached Detail

Weekly Budgetary Support Invoice December 4, 2015 – December 10, 2015

Amount Due This Invoice: \$ 3,412.50

**Gulf Packaging, Inc.  
Support Detail**

**001-00-036576** Brian Bonnell 12/07/15 3.25 Hrs

Description: Weekly Reports for J. VanEtten - 12/7/2015

Resolution: Compiled reports and submitted to client for review.

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**001-00-036602** Brian Bonnell 12/05/15 1.75 Hrs

Kevin Eckley 12/06/15 2.00 Hrs

**3.75 Hrs**

Description: Service & Support print issues

Resolution: modified printer routing and removed devices no longer a part of the system

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**001-00-036627** John Buffenbarger 12/08/15 4.75 Hrs

Description: GPI - November 2015 Period End

Resolution: GPI - November 2015 Period End

- Printed the Month End Reports and provided to Joe Rabensteine

- Processed the Period End for AR, AP, IM, SO, and PO

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**001-00-036630** John Buffenbarger 12/08/15 3.25 Hrs

Description: GPI - BBC #170 as of November 30th, 2015 - Month End Report

Resolution: Produced and provided GPI - BBC #170 as of November 30th, 2015 - Month End Report

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**001-00-036633** John Buffenbarger 12/08/15 4.50 Hrs

Description: GPI - November 2015 - Accounts Receivable Collateral Roll Forward

Resolution: Produced and provided GPI - November 2015 - Accounts Receivable Collateral Roll Forward

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**001-00-036653** John Buffenbarger 12/10/15 3.25 Hrs

Description: GPI - BBC #171 as of December 10th, 2015

Resolution: Produced and Provided GPI - BBC #171 as of December 10th, 2015

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## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

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Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru December 4, 2015**

**Date:** December 4, 2015  
**Invoice:** 1512032  
**Terms:** Upon Receipt

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per Attached Detail

Weekly Support Budget November 27, 2015 through December 3, 2015

Amount Due This Invoice: \$ 1,987.50

**Gulf Packaging, Inc.**  
**Support Detail**

**001-00-036487** Brian Bonnell 11/30/2015 3.25 Hrs

Description: Weekly Reports for J. VanEtten - 11/30/2015

Resolution: Produced requested reports and provided to client via email.

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**001-00-036521** Brian Bonnell 11/28/2015 0.75 Hrs

Kevin Eckley 11/28/2015 0.75 Hrs

Brian Bonnell 11/29/2015 0.75 Hrs

Kevin Eckley 12/01/2015 1.25 Hrs

**3.50 Hrs**

Description: VOIP and SIP Trunking redeployment and usage analysis.

Resolution: Reviewed and tracked usage, put together metrics and needs on usage and DID and interacted  
With provider to get bill reduced and services without penalty.

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**001-00-036536** Kevin Eckley 11/30/2015 0.75 Hrs

Patrick Burns 11/30/2015 0.25 Hrs

**1.00 Hrs**

Description: Phones and Fax down

Resolution: Reviewed and assessed problems, could not find service. Contacted Comcast and determined  
Comcast bill had not been paid. Requested bill be paid so phone service could be restored.

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**001-00-036566** Dale Lambert 12/1/2015 1.50 Hrs

Description: Users reported that MAS was unusable and locking up.

Resolution: Restarted the service and the issue still occurred. Was unable to launch MAS. Restarted the  
server and the issue remained. Appisure was running, advised to pause the base image, issue  
resolved.

---

**001-00-036577** Brian Bonnell 12/2/2015 0.75 Hrs

Description: Client reported being unable to invoice 3 serialized items from whse 310.

Resolution: Reviewed items. Found that two items appeared to be okay. The other item had no qty on hand.  
Entered the first two items into an Invoice batch without issue. Advised client to review.  
SO Invoice batch # 02791 in company code GPI.

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**001-00-036473** John Buffenbarger 12/3/2015 3.25 Hrs

Description: GPI - BBC #169 as of December 3, 2015

Resolution: Produced and provided GPI - BBC #169 as of December 3, 2015

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## Invoice

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Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru November 25, 2015**

**Date:** November 25, 2015  
**Invoice:** 1511050  
**Terms:** Net 10 Days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per Attached Detail

Weekly Budget November 19, 2015 through November 26, 2015

Amount Due This Invoice: \$ 2,587.50

**Gulf Packaging  
Support Detail**

**001-00-036425** Brian Bonnell 11/23/2015 3.50 Hrs

Description: Weekly Reports for J. VanEtten - 11/23/2015

Resolution: Processed reports and submitted to client via email.

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**001-00-036474** Kevin Eckley 11/25/2015 1.00 Hrs

Dale Lambert 11/23/2015 0.75 Hrs

Brian Bonnell 11/24/2015 1.50 Hrs

Khris Beever 11/23/2015 0.50 Hrs

Brian Bonnell 11/23/2015 1.50 Hrs

Brian Bonnell 11/25/2015 0.75 Hrs

Brian Bonnell 11/25/2015 1.00 Hrs

**7.00 Hrs**

Description: Support and Services

Resolution: 2015.11.20 - Assisted users with printing issues post move

Fax issues from CIC server and at e-mails.

Change smarthost on server exchange server to use new addressing scheme.

Added exception in In profiles to allow emails from cicadmin@gulfpackaging.com and released all messages that were Held

2015.11.25 - Email issues reported by several Gulf users worked to resolve all issues.

Exported and isolated completed move as per hold.

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**001-00-036477** Brian Bonnell 11/23/2015 1.25 Hrs

Description: Service & Support

Resolution: Provided resolution to small issues from Mas access and report access along with Credit card relink

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**001-00-036489** Patrick Burns 11/23/2015 0.50 Hrs

Description: Joe Rabbenstein needs the G: remapped

Resolution: Remapped the G: drive for Joe which fixed his accounting drive mapping access

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**001-00-036507** Brian Bonnell 11/24/2015 1.50 Hrs

Description: User was unable to access Mas to perform bank reconciliation for GPI.

Resolution: Reviewed Mas and network securities. Reset mappings and securities.

Reviewed client's RDP connection and did not find an issue. Deleted and reset up RDP and

Confirmed client was able to access the Terminal Server and Mas. Issue resolved.

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**001-00-036520** John Buffenbarger 11/25/2015 3.50 Hrs

Description: GPI - BBC #168 as of November 25th, 2015

Resolution: Produced and provided GPI - BBC #168 as of November 25th, 2015

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## Invoice

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Valparaiso, IN 46385**

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Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru November 20, 2015**

**Date:** November 20, 2015  
**Invoice:** 1511040  
**Terms:** Net 10 Days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per attached Detail

Weekly Budget November 13, 2015 through November 19, 2015

Amount Due This Invoice: \$ 2,475.00

**Gulf Packaging, Inc.**  
**Support Detail**

**001-00-036357** Brian Bonnell 11/16/2015 3.50 Hrs

Description: Weekly Reports for J. VanEtten - 11/16/2015

Resolution: Processed reports and submitted to client via email.

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**001-00-036359** Brian Bonnell 11/14/2015 1.50 Hrs

Kevin Eckley 11/14/2015 1.25 Hrs

Dale Lambert 11/15/2015 1.50 Hrs

**4.25 Hrs**

Description: Preparation to relocate systems,

Resolution: Assessed and prepared for credit card processing, list of entitlements and identifications and Notifications or staff that currently access systems.

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**001-00-036403** John Buffenbarger 11/12/2015 3.25 Hrs

Description: BBC #166 as of November 12th, 2015

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**001-00-036434** John Buffenbarger 11/16/2015 2.25 Hrs

Description: GPI - Fiscal Periods

Resolution: Restored the GPI - Fiscal Periods to the 11/2/2015 settings.

- GPI Periods were changed on 11/2/2014 by user

- Restored periods, check balances for validation of reversal when rerunning to recalculate Bucket and opening balances

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**001-00-036473** John Buffenbarger 11/19/2015 3.25 Hrs

Description: GPI - BBC #167 as of November 19th, 2015

Resolution: Produced and provided GPI - BBC #167 as of November 19th, 2015

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# Invoice

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Valparaiso, IN 46385**

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Fax: (219) 531-1411  
Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
1100 Maryland Avenue  
Dolton, IL 60419

**Date:** November 20, 2015  
**Invoice:** 1510041  
**Terms:** Net 10 Days

Ticket ID	Created By	Date	Time
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Completion Invoice: 29.75 Hours

Colocation software relocation and re-provisioning

- Deleted Export VM Files
- Copied and reimported Exchange
- Copied and set up new Mas GPIS Framework
- Monitored completion
- Brought up on line 10:00 am 11-19-15
- Pointed external RDP and email traffic to Xsys' office. Created appropriate policies to allow external access within firewall. Completed internal testing of MAS and email. Opened access to external.
- Resolved issues with printing and email access.

Amount Due This Invoice: \$ 4,462.50

**Gulf Packaging, Inc.  
Support Detail**

**001-00-035884** Brian Bonnell 9/26/2015 0.75 Hrs  
Kevin Eckley 10/01/2015 5.75 Hrs  
**6.50 Hrs**

Description: Telx at Colocation notification on a 17 hour electrical maintenance at site and what to expect.

**TELX MAINTENANCE NOTIFICATION - INITIAL - MTST# 00313213 - CHI1.**

Resolution: Reviewed A side and b side electrical support and reorganized electrical to b side and made Changes to prevent hard shut down during 17 hour and prepare for tolerance in the event of A spike or loss of both sides.

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**001-00-035897** Josh Houghland 9/28/2015 1.25 Hrs

Description: Users at Gulf reported that when printing, MAS would become nonresponsive.

Resolution: Cleared jobs and locks from Sage PDF Converter, restarted print spooler, issue resolved.

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**001-00-035898** Josh Houghland 9/28/2015 2.50 Hrs

Description: Running weekly requested reports for J. VanEtten.

Resolution: Ran reports, exported data to excel and PDF formats, provided data to the client.

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**001-00-035950** John Buffenbarger 10/1/2015 4.75 Hrs

Description: GPI - September 2015 - Month End

Resolution: GPI - September 2015 - Month End

- Reviewed and updated September Batches
- Made month end backup - GPI was copied to M01
- Printed and provided Month End Reports
- Processed September Module Close for AR, AP, IM, SO and PO

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**001-00-035951** John Buffenbarger 10/2/2015 3.25 Hrs

Description: GPI - BBC #159 as of September 30th, 2015 - Final Report for September 2015

Resolution: Produced and provided GPI - BBC #159 as of September 30th, 2015 - Final Report for September 2015

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**001-00-035952** John Buffenbarger 10/1/2015 3.00 Hrs

Description: GPI - September 2015 - Accounts Receivable Collateral Roll Forward

Resolution: Produced and provided GPI - September 2015 - Accounts Receivable Collateral Roll Forward

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---

Gulf Packaging, Inc.  
1100 Maryland Avenue  
Dolton, IL 60419

**Date:** November 20, 2015  
**Invoice:** 1512019  
**Terms:** December 1, 2015

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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System Hosting Exchange/Mas Gulf Packaging, Inc. December 1, 2015 through December 31, 2015

Amount Due This Invoice: \$ 645.00

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# Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

Phone: (219) 477-4816  
Fax: (219) 531-1411  
Website: [www.xsysinc.com](http://www.xsysinc.com)

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** November 12, 2015  
**Invoice:** 1511029  
**Terms:** Net 10 Days

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Ticket ID	Created By	Date	Time
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Re-location of software systems for Gulf Packaging Inc.

- Disable External RDP and IPSEC Tunnels to the Colo.
- Process and complete final replication and archive of the systems.
- Import VHD's into XEN server at new host site.
- Config IP Addressing to new VM's
- Test and authenticate connectivity
- Update External DNS for TS.Gulfpackaging.com and monitor re-population
- Open appropriate RDP and new IP and new IP WAN if necessary
- Notify users to test
- Make final changes and release system access and software into production
- Snapshot and archive colo prior to termination on site.

Total Projected Quote @ 65 Hours

Amount Due this Invoice: \$ 9,750.00



## Invoice

Phone: (219) 477-4816

Fax: (219) 531-1411

Website: [www.xsysinc.com](http://www.xsysinc.com)

**653 Steele Drive**  
**Valparaiso, IN 46385**

Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** September 25, 2015

**Invoice:** 1509044

**Terms:** Net 10 Days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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Colocation Hosting Fees October 1, 2015 through October 31, 2015.

Amount Due This Invoice; \$ 6,959.25



## Invoice

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Website: [www.xsysinc.com](http://www.xsysinc.com)

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Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** September 18, 2015  
**Invoice:** 1509045  
**Terms:** Net 10 Days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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Weekly Support from 9-11-2015 through 9-17-2015

Amount Due this Invoice: \$ 3,112.50



**Gulf Packaging Inc.  
Support Detail**

<b>001-00-035763</b>	Brian Bonnell	9/15/2015	1.75 Hrs
	Khris Beever	9/15/2015	1.75 Hrs
	Patrick Burns	9/16/2015	1.25 Hrs
			<b>4.75 Hrs</b>

Description: Service & Support on Colo relocation process and plan  
Resolution: Developed plan and hosting implications for the same

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<b>001-00-035766</b>	John Buffenbarger	9/11/2015	3.25 Hrs
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Description: GPI - BBC #156 as of September 11th, 2015

Resolution: Produced and provided GPI - BBC #156 as of September 11th, 2015

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<b>001-00-035772</b>	Josh Houghland	9/11/2015	0.50 Hrs
	Josh Houghland	9/15/2015	0.75 Hrs
	Josh Houghland	9/17/2015	0.25 Hrs
			<b>1.50 Hrs</b>

Description: MAS becoming nonresponsive when printing.

Resolution: Cleared errors. Issue resolved.

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<b>001-00-035775</b>	Patrick Burns	9/14/2015	2.50 Hrs
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Description: Equallogic firmware updates from 6.x to 7.x

Resolution: Per Dell support's recommendation to resolve the battery controller errors I upgraded the firmware from 6.0.11 to the first release of version 7. So far the battery controller alerts are gone but will monitor because they often clear temporarily after a reboot.

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<b>001-00-035778</b>	Josh Houghland	9/14/2015	3.25 Hrs
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Description: Running requested custom reports for J. VanEtten.

Resolution: Ran reports, exported data to PDF and Excel formats, provided information to client.

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<b>001-00-035791</b>	Khris Beever	9/14/2015	0.25 Hrs
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Description: Jeff Cutshall needed access to Humble MICR Check.

Resolution: Reviewed printers current security settings. Added Jeff Cutshall to printers security group.

Advised that request has been completed and that user would need to logoff and back on to see changes.

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<b>001-00-035800</b>	John Buffenbarger	9/16/2015	0.50 Hrs
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Description: Invoice: PH05723 - Liberty Lumber

Resolution: Invoice: PH05723 - Liberty Lumber

Responded to Maggie inquiry regarding Invoice PH05723.  
Provide a copy of the original Invoice

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<b>001-00-035804</b>	Patrick Burns	9/16/2015	0.25 Hrs
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Description: Email forward for mrutherford

Resolution: Set up email forward for mrutherford

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<b>001-00-035822</b>	John Buffenbarger	9/18/2015	3.25 Hrs
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Description: GPI - BBC #157 as of September 18th, 2015

Resolution: Produced and provided GPI - BBC #157 as of September 18th, 2015

Page 1

**Gulf Packaging Inc.  
Support Detail**

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**001-00-035825** Brian Bonnell 9/14/2015 1.25 Hrs

Description: Client requested training on processing of AP checks.

Resolution: Trained client via telephone on process to enter AP Invoices, Select Invoices for Payment and Print checks.

---



## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

Phone: (219) 477-4816  
Fax: (219) 531-1411  
Website: [www.xsysinc.com](http://www.xsysinc.com)

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Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Date:** September 17, 2015  
**Invoice:** 1509040  
**Terms:** Upon Receipt

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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SIP Trunking and VOIP Provider Line Fees 4<sup>th</sup> Quarter 2015

Amount Due this Invoice: \$ 2,735.85

**Gulf Packaging, Inc.  
Support Detail**

**001-00-034082** Brian Bonnell 8/9/2015 1.25 Hrs

Description: Seattle & Portland Data - Part 2

Resolution: Inventory reporting and parsing of inventory class.

---

**001-00-035380** Khris Beever 8/5/2015 1.25 Hrs

Description: Mike Lively requested Xsys to review issues with Outlook security certificate showing.

Resolution: Reviewed issues with user and advised that user would need to contact Joe Fleck to review for issues.

---

**001-00-035432** Josh Houghland 8/10/2015 3.50 Hrs

Description: Running weekly reports for J. VanEtten.

Resolution: Ran reports, exported data to excel and PDF, provided files to client.

---

**001-00-035439** Josh Houghland 8/10/2015 0.25 Hrs

Dale Lambert 8/10/2015 0.25 Hrs

Josh Houghland 8/11/2015 0.50 Hrs

Dale Lambert 8/11/2015 1.25 Hrs

Josh Houghland 8/12/2015 1.25 Hrs

Josh Houghland 8/13/2015 0.25 Hrs

**3.75 Hrs**

Description: Users for GPI advised that MAS would become nonresponsive when attempting to print.

Resolution: Cleared jobs and locks folders from the Sage PDF Converter, restarted print spooler, force logged off any disconnected users, issue resolved.

---

**001-00-035466** Dale Lambert 8/12/2015 0.25 Hrs

Dale Lambert 8/13/2015 3.00 Hrs

Brian Bonnell 8/12/2015 0.75 Hrs

**4.00 Hrs**

Description: Slow Moving Inventory Report.

Resolution: Provided a listing of Vendors with receipt dates for slow moving inventory items.

---

**001-00-035471** Patrick Burns 8/13/2015 0.25 Hrs

Description: Houston printer changed and additional email forward

Resolution: Made the requested printer IP address change and set up the email forward

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**001-00-035482** John Buffenbarger 8/13/2015 3.25 Hrs

Description: GPI - BBC #151 as of Thursday August 13th, 2015

Resolution: Produced and provided GPI - BBC #151 as of Thursday August 13th, 2015

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**001-00-035485** Brian Bonnell 8/12/2015 1.50 Hrs

Description: B. Lange requested stock status reports for the AZ & LA warehouse codes in GPI. (200 & 250)

Resolution: Ran reports, exported to Excel and provided to client via email.

---



## Invoice

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Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Detail thru September 11, 2015**

**Date:** September 11, 2015  
**Invoice:** 1509009  
**Terms:** Net 10 Days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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Weekly Budgeted Support Invoice 9/4/2015 – 9/10/2015

Amount Due This Invoice: \$ 3,637.50

**Gulf Packaging, Inc.  
Support Detail**

**001-00-035686** Patrick Burns 9/2/2015 0.75 Hrs

Description: Greg cannot connect to Gulf's terminal server

Resolution: Worked with Greg over a remote session to troubleshoot the connection issue. Found that it only happened when connecting from his Mac. Greg said there was an update recently to the MS RDP client for Mac which is likely the problem.

---

**001-00-035702** Brian Bonnell 9/5/2015 1.25 Hrs

Kevin Eckley 9/5/2015 1.25 Hrs

Patrick Burns 9/5/2015 0.75 Hrs

**3.25 Hrs**

Description: Service & Support

Resolution: Met to develop list of items for CRO to consider for October 1 sale and move. Attempted to detail and secure an agreement for the sale to identify the implications to move. Sent on questions and information to GPI.

---

**001-00-035706** Josh Houghland 9/4/2015 1.25 Hrs

Description: Users at Gulf reported that when printing MAS would become nonresponsive and they would be unable to proceed.

Resolution: Removed jobs and locks folder from the Sage PDF Converter, restarted print spooler, logged off affected users, advised them to log back in and attempt printing, issue resolved.

---

**001-00-035710** John Buffenbarger 9/4/2015 3.25 Hrs

Description: GPI - BBC #154 as of August 31st, 2015 - Not the final report for August

Resolution: Produced and provided - GPI - BBC #154 as of August 31st, 2015 - Not the final report for August

---

**001-00-035719** Josh Houghland 9/8/2015 3.25 Hrs

Description: Running requested weekly reports for J. VanEtten in GPI.

Resolution: Ran reports, exported data to PDF and Excel formats, provided information to client.

---

**001-00-035726** Josh Houghland 9/8/2015 0.25 Hrs

Josh Houghland 9/9/2015 0.25 Hrs

Josh Houghland 9/10/2015 0.50 Hrs

**1.00 Hrs**

Description: Users at Gulf reported that MAS was becoming nonresponsive when printing.

Resolution: Cleared the jobs and locks from the Sage PDF Converter, restarted the print spooler, issue resolved.

---

**001-00-035727** John Buffenbarger 9/8/2015 5.25 Hrs

Description: GPI - August Month End

Resolution: GPI - August Month End

**Gulf Packaging, Inc.  
Support Detail**

I confirmed all the updates and updated required transactions (General Ledger Detail) and closed August for the following modules:

AR  
AP  
SO  
PO  
IM

The month end reports are located in the G:\Gulf Packaging Inc\GPI - July 2015 Month End Reports directory.

Additional required report can be printed from the month end backup company "M01"

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<b>001-00-035731</b>	John Buffenbarger	9/9/2015	3.25 Hrs
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Description: GPI - BBC #155 as of August 31st, 2015 - Final Report for August  
Resolution: Produced and provided GPI - BBC #155 as of August 31st, 2015 - Final Report for August

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<b>001-00-035732</b>	John Buffenbarger	9/9/2015	2.25 Hrs
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Description: GPI - August 2015 - Accounts Receivable Collateral Roll Forward  
Resolution: Produced and provided GPI - August 2015 - Accounts Receivable Collateral Roll Forward

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<b>001-00-035751</b>	Josh Houghland	9/10/2015	0.25 Hrs
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Description: C. McCumber requested access to Cash Receipts Entry in GPI and GGL.  
Resolution: Per M. Fleck's approval, access was given.

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## Invoice

**653 Steele Drive  
Valparaiso, IN 46385**

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Gulf Packaging, Inc.  
4774 Park 370 Blvd Suite 1B  
Hazelwood, MO 63042

**Support Week Ending May 1, 2015**

**Date:** May 1, 2015  
**Invoice:** 1505015  
**Terms:** Net 5 days

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<b>Ticket ID</b>	<b>Created By</b>	<b>Date</b>	<b>Time</b>
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As per Attached Detail

Amount Due This Invoice: \$ 4,138.50



**Gulf Packaging Inc.  
Support Detail May 1, 2015**

**001-00-034125** Patrick Burns 4/30/2015 2.50 Hrs

Description: Ran utilities on drive to take care of sector alarm issue.

Resolution: Solved alarm issue.

---

**001-00-034179** Brian Bonnell, J. Houghland 4/29/2015- 4/30/2015 18.75 Hrs

Description: Data analysis and reporting requests post filing for notifications and reports for courts

Resolution: Inventory Analysis, Inventory quantification, A/R, vendor Consolidation. Vendor listing  
ACME Analysis. Wrote reports, extracts and data dumps.

---

**001-00-034224** Kevin Eckley 4/30/2015 6.50 Hrs

Description: VOIP separation from GPI.

Resolution: Disabled phone access and VOIP integration for Gulf Packaging Inc for directive integration.

---

**001-00-034230** Josh Houghland 4/30/2015 0.50 Hrs

Description: S. Anhalt requested payroll access in order to process payroll for Sacramento.

Resolution: Per J. Buffenbarger's approval, access was given.

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**001-00-034182** Josh Houghland 4/30/2015 4.25 Hrs

Description: Credit card transaction issues for Gulf Packaging to take credit card payments  
stating, "Invalid Code Length. Credit Card CVV2 Number must be 4 characters in length." T.  
Valdes advised that the validation code was only 3 characters.

Resolution: Reviewed credit card payment types in MAS, found that the validation code length was set to four,  
changed the code to a length of 3, verified operations.

---

**001-00-034204** Patrick Burns 4/30/2015 2.00 Hrs

Description: Reconfigure Access for Gulf Packaging Inc relative to errors on termination of sites from the  
Network Map.

Resolution: Disabled remote access and reconfigured routing for Gulf Packaging Inc. as sites are removed.

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**001-02-034233** Josh Houghland 4/30/2015 0.25 Hrs

Patrick Burns 4/30/2015 4.25 Hrs

Kevin Eckley 4/30/2015 2.25 Hrs

**6.75 Hrs**

Description: Worked on documenting plant equipment and fixed asset valuation of IT and recollection of IT  
Owned by Gulf Packaging, Inc.

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**001-02-034204** Kevin Eckley 4/30/2015 5.25 Hrs

Description: Gulf Packaging, Inc. Main IT plant. Processed operating systems updates SUS month end for  
patches and updates.

Resolution: Applied updates and patches, fixed conflicts.