

EXHIBIT A

ARNSTEIN & LEHR LLP

Accomplished lawyers who understand your goals.

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Kevin H. Morse
312.876.7122
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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

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

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

Ticket ID	Created By	Date	Time
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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.

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

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.

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.



Invoice

**653 Steele Drive
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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
001-00-036726	Patrick Burns	12/18/15	1.25 Hrs
Description: Fix Windows Activation issue on TS01			
Resolution: Fixed Windows Activation issue on TS01			
001-00-036749	John Buffenbarger	12/26/15	4.00 Hrs
	John Buffenbarger	12/27/15	8.00 Hrs
	John Buffenbarger	12/28/15	4.00 Hrs
			16.00 Hrs

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.

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

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



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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
	7.25 Hrs

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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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

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

001-00-036652 John Buffenbarger 12/12/2015 4.75 Hrs
 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.

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

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

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

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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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

Ticket ID	Created By	Date	Time
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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.

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

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

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

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

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



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 4, 2015

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

Ticket ID	Created By	Date	Time
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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.

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.

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.

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.

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



Invoice

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Website: 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

Ticket ID	Created By	Date	Time
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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.

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.

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

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

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.

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



Invoice

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Fax: (219) 531-1411
Website: 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

Ticket ID	Created By	Date	Time
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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.

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.

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

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

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

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



Invoice

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Website: 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.

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.

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.

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

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

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



Invoice

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

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

Ticket ID	Created By	Date	Time
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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

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

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

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

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

Ticket ID	Created By	Date	Time
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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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Gulf Packaging, Inc.
4774 Park 370 Blvd Suite 1B
Hazelwood, MO 63042

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

Ticket ID	Created By	Date	Time
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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**

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

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

001-00-035766	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

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

Description: MAS becoming nonresponsive when printing.
Resolution: Cleared errors. Issue resolved.

001-00-035775	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.

001-00-035778	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.

001-00-035791	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.

001-00-035800	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

001-00-035804	Patrick Burns	9/16/2015	0.25 Hrs
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Description: Email forward for mrutherford
Resolution: Set up email forward for mrutherford

001-00-035822	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**

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

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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

Ticket ID	Created By	Date	Time
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SIP Trunking and VOIP Provider Line Fees 4th 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

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

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

**653 Steele Drive
Valparaiso, IN 46385**

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

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

Ticket ID	Created By	Date	Time
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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"

001-00-035731	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

001-00-035732	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

001-00-035751	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.



Invoice

**653 Steele Drive
Valparaiso, IN 46385**

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

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

Ticket ID	Created By	Date	Time
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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.

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.

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.

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.