



HASSLE-FREE SUPPORT

Lathem's Annual Support Plan

Designed for your peace of mind.

Lathem's Annual Support Plan is designed to provide your company with an easy way to maintain and protect your investment in your time and attendance system. Your time attendance system is a mission critical component of your payroll process. Our support plan ensures that you have the most comprehensive set of features available to keep your system up and running. With so much riding on your time and attendance system, a support plan that provides you with peace of mind could be the best feature you will ever purchase.



To order call
1-800-241-4990

BENEFITS

SOFTWARE SUPPORT

Free updates and version upgrades

While you are covered under the support plan, you will have availability to the latest versions of your software when they become available. New versions often have improved features designed to increase the functionality of the product, and make existing operations work easier.

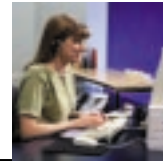


Without the support plan:

Software upgrades must be purchased individually.

Toll-free telephone support

If you have any questions with the operation or support of your system, you will have access to a trained factory support representative via our toll free number. Our knowledgeable representatives are trained to answer your questions quickly and effectively, so you won't waste your time unnecessarily.



Without the support plan:

Customer support calls will be billed on a per incident basis.

HARDWARE SUPPORT

Next day shipping of exchange clock

If your clock goes down, or is damaged, you can rest assured knowing that with a simple phone call, an exchange unit will be shipped out to you the next business day. This will dramatically reduce your "down time", allowing you to get back to business as usual, and process payroll on schedule.



Without the support plan:

You must send in your clock for repair to be returned upon completion.

Extended Warranty

The support plan will extend the standard warranty that came with your product. While under warranty or this plan, your time clock will be covered for parts and labor to repair defects in materials or workmanship. If the problem with your clock is covered under this extended warranty, you can simply keep the exchange clock.



Without the support plan:

Parts & Labor are billed at standard rates.

PRICING

The price of a Lathem Annual Support Plan is dependent on the products being supported. For example, a system with one clock and basic software is priced less than a system with two or three clocks and software with optional modules installed. The support plan is billed annually, and can be renewed by payment, or automatically deducted from a credit card if so desired. Although this plan may be purchased at anytime, support plans purchased beyond 30 days from the initial purchase of your time and attendance system are billed at a higher rate. You may elect to purchase support for just your software, just your hardware, or both.



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