

Subject: Important Information Regarding your Lawson Maintenance & StreamServe Invoice

Dear Lawson/StreamServe Customer:

On behalf of StreamServe, we wish to thank you for continuing to be a valued customer of Lawson and StreamServe. **Movex Output Management** is an integral part of your Lawson M3 solution. As the solution's developer, StreamServe is continually working with Lawson to improve our product and service to our customers.

Over the last several months StreamServe has worked with Lawson to improve our partnership, customer support, and value to customers. In addition we've heard from many of you that you would prefer the ability to work directly with StreamServe to receive support on StreamServe specific issues.

**Beginning January 1, all customers registered and current on their maintenance contract will have:**

- Access to the StreamServe Support web site, 24 hours a day, seven days a week
- Access to search a comprehensive Solutions Knowledge Database
- The ability to submit and track incidents via the StreamServe Support web site
- The ability to request support via e-mail or by telephone

**Processing your Invoice**

Please process the enclosed invoice according to the amount and due date noted on the invoice. This will ensure there is no interruption or suspension of support of your Lawson and StreamServe products.

*Please ask your company's technical representative to register for StreamServe support or to get further information at [www.streamserve.com/M3](http://www.streamserve.com/M3).*

**Questions?**

Should you have any questions regarding the enclosed invoice, please contact StreamServe at +46.8.686.85.01 or email us at [customerservice@streamserve.com](mailto:customerservice@streamserve.com).

StreamServe is excited about the opportunity to support you directly and believes these changes will provide superior service and turnaround times for your business-critical issues.

We look forward to working with you and thank you for your business.

Sincerely,

Kaj Jonsson  
StreamServe Global Support Manager

**P.S.** Did you know that you can drive down *your* invoicing costs with StreamServe? To learn more go to <http://www.streamserve.com/save>.