SERVICE PROCEDURES

YELLOW FOLDER, LLC

Yellow Folder, LLC, a Texas limited liability company *("YellowFolder")* is a full service provider of document management services to K-12 school districts throughout the United States. YellowFolder divides its services into three separate classes. The first, referred to herein as "Implementation Services", includes all services related to getting a school district set up and established on the YellowFolder electronic record management *("ERMS"*). The second, referred to herein as "On-Line Access Services" includes all services related to the management of a school districts' digital records *("Digital Records")* on the YellowFolder ERMS. The third, referred to herein as "Physical Records Services", includes all services related to the management of a school districts' hard-copy paper and other physical records *("Physical Records")*.

YellowFolder enters into a Master Services Agreement with each school district which references and incorporates these Service Procedures. YellowFolder signs a Proposal with each school district that details the specific services to be provided by YellowFolder. The purpose of this service procedures document *(the "Services Procedures")* is to describe and detail each of the YellowFolder services listed on such Proposals, YellowFolder's obligations and responsibilities with respect to such services, and the responsibilities of the school district receiving such services. YellowFolder will only provide the described service if such service is explicitly listed on a valid Proposal signed by the school district and YellowFolder. YellowFolder shall have no obligation or responsibility to provide services in excess of the description of such services below.

YellowFolder maintains a copy of the Service Procedures on its website *(www.yellowfolder.com)* and reserves the right to modify and amend the Service Procedures from time to time at its sole discretion. ALL TERMS AND CONDITIONS OF THE APPLICABLE MASTER SERVICES AGREEMENT SHALL APPLY TO THE PROVISION OF THESE SERVICES.

YellowFolder provides services for four (4) separate types of records for a school district: Student Records, Special Education Records, Human Resource Records, and Administrative Records. Each of these types of records is referred to herein as a "Record Series". "Student Records" includes all records related to individual students' academic and performance within the school district. "Special Education Records" includes all records related to the provision of services to individual students with special needs within the school district. "Human Resource Records" includes all records related to the hiring, administration and termination of individual staff members' within the school district, including individual payroll and benefits records. "Administrative Records" includes all other records kept by a school district, including system-wide records involving students, special education or human resource information not directly associated to an individual person. Each Proposal references a specific Record Series. YellowFolder will only provide the contracted services with respect to the contracted Record Series. The Service Procedures may be applied differently for each Record Series, as described below.

Each Proposal lists specific Services provided by YellowFolder. The following sections define the responsibilities of YellowFolder and the school district with respect to each of these Services.

Implementation Services

YellowFolder provides the following Implementation Services, if included on a school district Proposal, in order to set up and establish the YellowFolder ERMS for an applicable Record Series within a school district.

1. Set Up, Implementation, and Training

This service includes YellowFolder: A) assisting the school district to access rules, operations rules and retention rules for each folder to be stored on the YellowFolder ERMS. Together, the resulting product is referred to by YellowFolder as a File Architecture, Access, and Retention Plan, FAARP B) integrating the YellowFolder ERMS with the district's database of the applicable information routinely provided by the school district (SIS system, etc.) and, C) training the YellowFolder ERMS to automatically recognize and index the school districts records.

A. File Architecture Modification

YellowFolder maintains a "best practice" FAARP for each Record Series within each U.S. state, adhering to the privacy and retention laws, regulations and guidelines to the applicable state. YellowFolder will implement this "best practice" FAARP with the school district.

After your district is set up and using the YellowFolder system. Your district can choose to change how your digital file architecture is designed from the "best practice" FAARP.

YellowFolder will assist the school district in developing their desired digital file architecture. YellowFolder will host a web based meeting with the district to conduct changes and finalize your YellowFolder environment. Once digital file architecture changes are final, please allow YellowFolder two weeks to complete digital file architecture changes.

The school district agrees to require appropriate staff to be present throughout this web based meeting and participate in the development of the modified FAARP.

B. Integrating the YellowFolder ERMS with the School District's Student or Employee Database

For all Record Series other than Administrative Records, YellowFolder strongly encourages the school district to provide a database of its students (for Student Records and Special Education Records) or staff (for Employee Records) for its "Active" Records. YellowFolder refers to this database as the "Person .CSV

C. Training the YellowFolder ERMS

The YellowFolder ERMS is capable of recognizing school district documents and filing these records in the appropriate location in the school district's YellowFolder ERMS, all without added input by school district staff.

Once each district's users are given their login credentials, the YellowFolder PNE will reach out to each individual user to conduct web-based training to ensure each user is comfortable in using the YellowFolder system.

The school district agrees to require appropriate staff to be present throughout this web based meeting and participate in the development of the modified FAARP.

D. YellowFolder requires the school district to provide a database of its staff members.

YellowFolder refers to this database as the "Access Database". The Access Database will include the designation of a Role for each staff member that school district desires to have any access to the YellowFolder ERMS. YellowFolder uses the Access Database to create an individual username and password to the YellowFolder ERMS for each staff member with a designated Role. This username and password will allow the staff member to access the YellowFolder ERMS and gain access to Digital Records, as ascribed to the Role designated to the staff member.

2. Paperless Nation Implementation, Training & Support

YellowFolder's dedicated PNE's assist in the following:

A. System Implementation:

The Districts Paperless Nation Engineer will be assisting the district through implementation to ensure system use is available to the district within 5 days of purchasing.

B. Paperless Processes & Training

The Paperless Nation Engineer will spend time with your district during the first year with YellowFolder, implementing paperless processes and training your staff to use the YellowFolder system.

Your Paperless Nation Engineer will help you develop processes and procedures to help your school system move away from paper-based records. These include transferring forms to electronic format, changing printing habits, and implementing other best practices learned from hundreds of other implementations around the country.

Your Paperless Nation Engineer will also train your staff on the YellowFolder system. For some staffers, YellowFolder is simple, and training only takes 30 mintues. For others, old habits are hard to break. YellowFolder will hold hands, provide comforting words, and work with administrators one-on-one – whatever it takes to demonstrate the benefits of YellowFolder.

C. UserGroup & Advisory Panels

Each Paperless Nation Engineer also hosts a web-based user group on a quarterly basis to provide updates on software development, paperless processes and practices, and to seek input from school users on new features.

D. Unlimited SchoolSupport

Your staff will also have unlimited access to YellowFolder's school support hotline and web-based help tools. Computer systems can be frustrating. Help from YellowFolder is always just a click or call away.

On-Line Access Services

YellowFolder provides the following On-Line Access Services, included on a school district Proposal, to allow the school district's staff to gain on-line access to the YellowFolder ERMS for an applicable Record Series.

1. **Standard On-Line Access of Records (per active student/staff)**
   YellowFolder will store the school district's Digital Records on the YellowFolder ERMS. YellowFolder will automatically update the school district's YellowFolder ERMS when (i) YellowFolder receives an updated Container Database, (ii) YellowFolder receives an updated Person .CSV Database, or (iii) YellowFolder receives new Digital Records uploaded on behalf of the school district via the YellowFolder Droplet, Direct-Scan Upload or Print-to-YellowFolder products. YellowFolder will have no responsibility to update the school district's YellowFolder ERMS under any other circumstances.

   The school district is solely responsible for providing its own computer equipment to allow its staff to access the YellowFolder ERMS, and will be responsible for assuring that such equipment meets the minimum capability specified by YellowFolder. The school district is solely responsible for the transmission connections used by its staff to access the Internet and the YellowFolder ERMS.

   Each Proposal references a quantity of active students (as applicable) related to this service. This quantity is based on numbers filed by the appropriate state agency related to such school district. YellowFolder will conduct an annual review of the applicable quantity with the appropriate state agency and will increase or decrease the quantities for these services on all subsequent charges for these services.

   Additional obligations and responsibilities of YellowFolder, school district and each of school district's staff members accessing the YellowFolder ERMS are included (i) in the license agreements each staff member agrees to upon initially signing onto the YellowFolder system, and (ii) in the product manuals for the YellowFolder Droplet, Direct-Scan or Print-to-YellowFolder products downloaded by the school district's staff members from time to time.

YellowFolder Standard Pricing

On-Line access subscription

*per enrolled
student/month*

Student Records
$ .27
Cumulative Folder, Transcript Folder,
Grades and Testing, Miscellaneous Folder, etc.

Special Education
$ .09
IEP Folder, Evaluation Folder, Medical Folder,
Referral Folder, Legal Compliance Folder,
Miscellaneous Folder, etc.

Employee Records
$ .08
Human Resources Folder, Benefits
Folder, Personnel Folder, Payroll Folder,
Miscellaneous

Admin Records
$ .06
Finance Folder, Accounts Payable Folder,
Board Records Folder, Food Service Folder,
Construction Folder, etc.

Record Series Minimum
$ 450.00
Minimum cost for all schools to have
unlimited access to a record series
maintained on the YellowFolder system

One-time Set Up and Implementation Fee
$2990.00
Initial set up and implementation of the
YellowFolder electronic records management system

What's included

1. Set Up
- Initial set up of your YellowFolder system
- Integration with your existing information systems
- Implementation with your staff

2. On-Line Access
- Customized file architecture
- Individual files for active records
- Automated record retention
- Unlimited user accounts & access
- Unlimited upload rights
- Cloud support services
- Automated uploading with YellowFolder's proprietary droplets and apps

3. Paperless Nation Support Service*
- Dedicated Paperless Nation Engineer
- Unlimited *(On-Line)* training sessions
- Unlimited *(On-Line)* process improvement consulting
- Unlimited help desk support
- Complimentary bulk document uploads *(3 per year)*
- Paperless Nation membership

In-person training and support available at cost of $2000 a day