IBM Customer Agreement

Statement of Work for Project Support Services

Scope of Services, Completion Criteria, Charges, and other applicable terms:

Forms Verification Resources

1.0 SCOPE OF SERVICES

IBM Application Solution Group (ASG) will create the Form verification Barcode(s) plus modify or create the form defintion(s) as needed for the Form Identification System Feature (#4464) available for the IBM Infoprint 4000 printers. The ASG will provide the Barcode(s) resources only with installation support available under separate Professional Services Contract.

1.1 ASSUMPTIONS

- Resources are created in English only.
- Coding Barcode(s):
    - Customer using numbers only direct translation (decimal to hexadecimal). Decimal form number can be from 0 to 65,535
    - Customer using alpha characters (A,B,C,D,E,F) no translation (assumed to be hexadecimal). Hexadecimal form number can be from 0000 to FFFF.
    - The Form Verification Barcode location is .8" from the perforation +/- 1/6" (.1666), on top front edge of form.
    - There can be NO print on the back side of the page behind the barcode.
- The "Assign Form Definition" in the printer uses both decimal and hexadecimal inputs. The "setupID" field is decimal and the "BarcodeID" field is hexadecimal.
- The Form Identification number must be in both fields.
- The Form Identification number in the "FORM DEF SETUPID" must be hexadecimal.
- The customer will send a list of form names to be used in the Barcode(s)
- The customer will send a list of form names to be used in the Form Definitions.
- The customer will be provided the Barcode Resource in TIFF format. The Bar code(s) will be sent to the customer unless otherwise advised.
- For bar codes printed with color ink the customer will provide IBM a sample for each different colored form. This is to verify the color is readable under the Form Identification System optical sensor.
- No travel is required to complete this project.

If any of these assumptions change or become invalid, the Charges, Estimated Schedule, and/or other terms and conditions may change through invocation of the Project Change Control Procedure.

2.0 IBM ASG RESPONSIBILITIES

1. Provide and deliver the resource(s) requested on the Form Verification Order Form.
2. Send the finished resources either by e-mail or on diskette using overnite express mail.

3.0 CUSTOMER RESPONSIBILITIES

1. Provide a Project Coordinator to:
    a. Act as technical contact with the IBM ASG.
    b. Ensure that all assumptions are met.
    c. Provide approriate "sign off", where necessary
2. Complete the Form Verification Barcode Order Form
3. Provide the necessary resources to facilitate the services.
4. Install and test the provided resources.