



IBM Corporation
1 New Orchard Road
Armonk, New York 10504-1722
United States

Doing Business with IBM for North America What Sterling Commerce customers need to know

On August 27, 2010, IBM completed its acquisition of Sterling Commerce, a leading global provider of e-commerce, fulfillment and business-to-business integration capabilities. And, on July 1, 2011, Sterling Commerce will begin conducting business as IBM.

The enclosed “Doing Business with IBM” guide describes changes to expect and actions needed to maximize the benefits of your relationship with IBM. It will also ensure a smooth transition to IBM’s business systems and processes. Most of your contacts in sales, service delivery, support and education will remain the same.

As a customer of IBM, you’ll continue to have access to Sterling Commerce offerings, now under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you’ve come to expect from both Sterling Commerce and IBM.

We anticipate that you and your organization will experience a smooth transition to IBM over the next several months. During this process, the IBM team and your IBM and Sterling Commerce representatives are available to answer any questions and to address your ongoing software and service needs.

**Please watch for this very important
IBM welcome letter
for important links and key actions**



Table of contents

| | |
|---|-----------|
| IMPORTANT ACTIONS FOR STERLING COMMERCE CUSTOMERS | 3 |
| <i>Create an IBM profile – why it’s important.....</i> | <i>3</i> |
| <i>Create an IBM registration – why it’s important.....</i> | <i>3</i> |
| IMPORTANT INFORMATION FOR LICENSED SOFTWARE AND SERVICES CUSTOMERS | 4 |
| IMPORTANT INFORMATION FOR NETWORK CUSTOMERS | 5 |
| <i>Sterling Commerce Software as a Service (SaaS) solutions</i> | <i>5</i> |
| ACCOUNTS PAYABLE AND PURCHASING..... | 6 |
| <i>Important actions for Sterling Commerce customers</i> | <i>6</i> |
| <i>Tax ID Exemption Certificates and Change Requirements</i> | <i>6</i> |
| <i>Electronic Software Delivery Tax Exception for U.S. customers.....</i> | <i>6</i> |
| <i>Table of changes for Accounts Payable and Purchasing.....</i> | <i>6</i> |
| PASSPORT ADVANTAGE..... | 8 |
| <i>Passport Advantage online enrollment.....</i> | <i>8</i> |
| <i>Recent Passport Advantage announcements.....</i> | <i>9</i> |
| SOFTWARE SUPPORT | 9 |
| <i>What does not change on July 1, 2011</i> | <i>9</i> |
| SOFTWARE SUBSCRIPTION AND SUPPORT RENEWALS..... | 10 |
| <i>Table of renewal dates and actions.....</i> | <i>10</i> |
| PROFESSIONAL SERVICES AND EDUCATION | 12 |
| <i>Changes in Professional Services as of July 1, 2011</i> | <i>12</i> |
| <i>Changes in Education as of July 1, 2011</i> | <i>12</i> |

Important actions for Sterling Commerce customers

Create an IBM profile – why it's important

| Why an IBM profile | Website |
|---|---|
| <p>With an IBM profile, you can view, update or add personal contact details, job title or registration settings.</p> <p>Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.</p> | <p>Create or update your IBM profile here:</p> <p>https://www.ibm.com/account/profile/us?</p> |

Create an IBM registration – why it's important

| Why an IBM registration | Website |
|--|--|
| <p>Your IBM registration ID is your single point of access to IBM web applications.</p> <p>You need just one IBM ID and one password to access any IBM registration-based application.</p> | <p>Create or update your IBM registration here:</p> <p>https://www.ibm.com/account/profile/us?page=reg</p> |
| <p>IBM profile and IBM registration FAQs</p> | <p>https://www.ibm.com/account/profile/us?page=faqhelp#13</p> |
| <p>Worldwide IBM registration helpdesk</p> | <p>https://www.ibm.com/account/profile/us?page=helpdesk</p> |

Important information for Licensed Software and Services customers

Effective July 1, 2011, Sterling Commerce customer numbers will be replaced with IBM customer numbers (ICNs). Please look for a welcome letter in the next few weeks with your IBM customer number.

All purchase documentation, such as invoices, will be sent to the primary contact listed in your IBM profile associated with your IBM customer number unless specified otherwise in your order.

The vendor name will change from Sterling Commerce to the applicable local/regional IBM operation covering your location.

You will need to reissue Tax Exemption Certificates from your company to IBM. Prior to your first order, please submit your Tax Exemption Certificate to the Sterling Commerce Sales Administration team at: sterlss@us.ibm.com.

Sterling Commerce support may be accessed through existing channels until the migration of support to IBM systems is complete. Continue to use your Sterling Commerce customer number and Sterling Commerce support ID for access until further notice.

If the renewal date for your current support is before July 1, 2011, you should have received a quote from your Sterling Commerce Software subscription and support renewal representative, and you should proceed with confirming your renewal by your current renewal date or July 1, 2011, whichever is earlier, to ensure that there are no disruptions in service. Any renewals not confirmed by that date will be re-quoted using IBM's terms and conditions.

Important information for Network customers

Sterling Collaboration Network customers in the United States and Canada will continue to transact business with Sterling Commerce as they do today. In September, you will receive further information from IBM detailing additional changes as we complete the transition to IBM processes.

Sterling Commerce Software as a Service (SaaS) solutions

Although the majority of Sterling Commerce business will be transferred to IBM on July 1, 2011, this will not yet include Sterling Commerce Software as a Service (SaaS) offerings, including:

- Sterling Collaboration Network
- Sterling Managed Services
- Transportation Management Service
- Supply Chain Visibility
- and all other Sterling Commerce SaaS offerings

The SaaS suite of offerings will continue to be operated by Sterling Commerce, an IBM Company, for a few more months. We will notify you nearer the time when Sterling Commerce SaaS solutions business will transfer to IBM.

In the meantime, your Sterling Commerce contract will remain with and continue to be managed by Sterling Commerce, and you should continue to call Sterling Commerce for support.

Accounts Payable and Purchasing

Effective July 1, 2011, Sterling Commerce processes will migrate to IBM. This will create a common process for you to acquire software products and services from IBM.

The quotes and invoices you receive may change in format after July 1, 2011, and they will be issued from an IBM location as appropriate. All outstanding quotes expire on June 30, 2011, unless stated otherwise in the quote. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today. Please check the following items on your internal vendor records.

Important actions for Sterling Commerce customers

Tax ID Exemption Certificates and Change Requirements

You will need to reissue Tax Exemption Certificates from your company to IBM. Prior to your first order, please submit your Tax Exemption Certificate to Sterling Commerce Sales Administration team at this website: sterlss@us.ibm.com.

If applicable, your vendor Tax Identification Number will change.

Electronic Software Delivery Tax Exception for U.S. customers

For U.S. customers, if applicable, electronic software delivery (ESD) tax exceptions require enablement prior to ordering. Please check with your sales representative for processing details.

Table of changes for Accounts Payable and Purchasing

| What is changing | Description |
|-------------------------------|---|
| Vendor name | Vendor name will change from Sterling Commerce to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the IBM operation). |
| Vendor remit-to addresses | Vendor remit-to addresses for checks, wire transfers and overnight payments will change for all new business after July 1, 2011. The new details will appear on your invoices issued from IBM after that date. |
| Vendor standard payment terms | In most countries, Vendor standard payment terms of "due upon receipt" may be applicable. You can find this information on either your invoice or quote. |

| What is changing | Description |
|---------------------------------------|---|
| Currency | In some countries, the currencies used by Sterling Commerce are different than those used by IBM, thus you may be transacting in a different currency with IBM. |
| Languages | In some countries, the correspondence you will receive from IBM may be in the local language. |
| Customer numbers | <p>Effective July 1, 2011, Sterling Commerce customer numbers will be replaced with IBM customer numbers (ICNs). In a few weeks, you will receive your ICN in a welcome letter from IBM.</p> <p>Please note that your ICN will be used with all order-related communication.</p> |
| Purchase documentation | All purchase documentation, such as invoices, will be sent to the contact(s) listed in your IBM profile associated with your IBM customer number unless specified otherwise in your order. |
| Software downloads | <p>As we complete the migration to IBM systems, you will be provided with an IBM website to download software.</p> <p>Software downloads through the IBM website are accessed using an SAP ID and password, which will be communicated to you after July 1, 2011.</p> <p>Before July 1, 2011, Sterling Commerce products will continue to be available through the existing Sterling Commerce download location.</p> <p>You will have the opportunity to sign up for electronic notification of new releases.</p> <p>Physical media is shipped, upon request, at time of order.</p> |
| Part numbers and product descriptions | <p>New part numbers and product descriptions for the Sterling Commerce portfolio will replace the pre-existing Sterling Commerce product descriptions.</p> <p>These new part numbers and descriptions will appear on quotes and invoices you may receive from IBM.</p> <p>Product descriptions will be similar to the original Sterling Commerce product descriptions.</p> |

| What is changing | Description |
|-----------------------|--|
| Document formats | The format of documents (quotes, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location. |
| Shipping and delivery | The shipping point, delivery options and freight charges will be aligned with IBM manufacturing and delivery standards. |
| PO requirements | <p>If your company requires issuing a purchase order to facilitate payment for any goods or services (“Customer PO Requirements”), you may be required to provide additional documentation to IBM.</p> <p>If you have Customer PO Requirements, unless you provide written instructions to exclude purchases of Sterling Commerce licensed software and services from your Customer PO Requirements, your current instructions to IBM regarding Customer PO requirements will apply to such purchases.</p> <p>Additionally, unless you provide written instructions to exclude invoices for Sterling Commerce licensed software and services from your Customer PO Requirements, your current instructions to IBM regarding Customer PO requirements will apply to such invoices.</p> <p>Contact your Sterling Commerce representative with any questions.</p> |

Passport Advantage

As a customer of IBM, you will begin to see references to [Passport Advantage](#) and [Passport Advantage Express](#).

Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings for new software licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools.

Passport Advantage online enrollment

This process enables you to become a Passport Advantage customer and take advantage of volume pricing. Enrollment forms should be completed by both new customers enrolling in Passport Advantage, and current customers enrolling new sites under their existing Passport Advantage agreement.

Prior to enrolling in Passport Advantage, you must sign in using your IBM registration user ID.

As an example, Passport Advantage Online is a web tool that helps manage your licensed software, buy new licenses, renew subscriptions, download entitled software, and more.

Most of the current IBM Sterling Commerce products and support are available under the IBM Passport Advantage program.

Recent Passport Advantage announcements

In April, IBM announced the availability of some Sterling Commerce products in Passport Advantage. Please see the following announcement letters for more information. You will be informed as additional Sterling Commerce products are added to IBM Passport Advantage.

[IBM WebSphere Commerce V7.0 Feature Pack 3.0](#)

[IBM Sterling Business Integration Suite](#)

[IBM Sterling Business Integration Suite products for the z/OS platform](#)

In future communications, you will receive more detailed information on the latest Sterling Commerce products and support integrated into this program.

Software Support

The Sterling Commerce support team will continue to focus on delivering customer satisfaction without compromise.

Existing Sterling Commerce support offerings and systems will continue to be offered and used after July 1, 2011.

As we work to integrate Sterling Commerce and IBM support, we will offer Sterling Commerce customers expanded capabilities through the existing IBM support infrastructure.

For the most current information on IBM Sterling Commerce technical support visit: <http://www-01.ibm.com/software/commerce/support/>.

What does not change on July 1, 2011

- Support is provided per your existing Sterling Commerce support agreements.
- Sterling Commerce support is accessed through existing channels. Continue to use your Sterling Commerce customer number and Sterling Commerce support ID for access.
- Sterling Commerce support cases continue to be logged on the Sterling Commerce Technical Support web site.

- Sterling Commerce patches continue to be available on the Sterling Commerce Technical Support web site.

Note: As we complete the migration to IBM systems, the above items will be changing and you will be notified of the changes through future communications.

Software Subscription and Support Renewals

Sterling Commerce Software Maintenance and Renewals for licensed software products will be integrated into the IBM Software Subscription and Support Renewals process in a phased approach.

Extension of your commitment period for Sterling Collaboration Network Managed Services or SaaS offerings will be confirmed in a future communication.

Your Software Subscription and Support Renewal is determined by the date your support contract expires.

The following table outlines the key dates associated with the transition to the IBM Software Subscription and Support process.

Table of renewal dates and actions

| Renewal date | What will happen |
|--------------------------------|--|
| <p>Before July 1, 2011</p> | <p>You should have received or will be receiving communications from Sterling Commerce, and you should proceed to confirm your renewal by your current renewal date or by June 30, 2011, whichever is earlier, to ensure no service disruptions.</p> <p>Please note, all purchase orders addressed to Sterling Commerce must arrive no later than June 30, 2011.</p> <p>All purchase orders sent after June 30, 2011, must be addressed to IBM, with agreement to be invoiced by IBM with IBM terms and conditions.</p> <p>Please note that all outstanding quotes expire on June 30, 2011, unless stated otherwise in the quote.</p> <p>Contact your IBM and Sterling Commerce representatives if you have questions.</p> |

| Renewal date | What will happen |
|--|---|
| <p>During July and August 2011</p> | <p>Sterling Commerce will be invoicing expirations 60 days in advance with net 60 payment terms, business as usual.</p> <p>These invoices will be sent prior to transfer of business, therefore your contract and payment terms will remain unchanged.</p> <p>If you are paying by purchase order, all POs sent after June 30, 2011, must be addressed to IBM at the address found on your most recent invoice or quote, with agreement to be invoiced by IBM with IBM terms and conditions.</p> <p>Please continue to use your current invoice or quote address.</p> |
| <p>During September 2011</p> | <p>Sterling Commerce will send these invoices by June 30, 2011, a little earlier than usual, to help facilitate a smooth transition into IBM and ensure no disruption to your services.</p> <p>Your contract and payment terms will remain unchanged, to be paid before your coverage period ends.</p> <p>If you are paying by purchase order, all POs received after June 30, 2011, must be addressed to IBM with agreement to be invoiced by IBM with IBM terms and conditions.</p> |
| <p>After September 30 2011</p> | <p>Your Software Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your renewal representative.</p> <p>This quote will be subject to standard IBM terms and conditions, and the renewal end date will be extended to the last day of the month.</p> <p>For early renewal, please contact your Sterling Commerce representative.</p> |

In the future, Software Subscription and Support renewals will transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew your Sterling Commerce Software Subscription and Support Renewal under IBM Passport Advantage for your IBM Sterling Commerce product. Notices will be generated from IBM systems and provided to you by your Software Subscription and Support Renewal representative.

Professional Services and Education

Sterling Commerce Professional Services and Education will continue to operate within the IBM Software Group.

Professional Services

Sterling Commerce Professional Services will continue to serve as your implementation and configuration partner with the same professional staff we have always deployed.

Changes in Professional Services as of July 1, 2011

Sterling Commerce will continue to operate within the IBM Software Group. IBM will assume any open Sterling Commerce Professional Services engagements and statements of work (SOW) and will perform as originally contracted.

While there are several process changes regarding the way contracts and SOWs are developed, there are virtually no changes to the overall Sterling Commerce services business model. Customers continue to engage Sterling Commerce services for their implementations and configurations.

One exception is customers requiring a purchase order between their organization and IBM to facilitate payment for existing Sterling Commerce services, in that case, the customer must provide their Sterling Commerce services contact with a new purchase order, which references to the original SOW.

All new services orders will be contracted using standard IBM services agreements, rate structure and SOWs. The IBM services agreements, SOWs, and service order systems are separate from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

Professional Services will operate within the IBM Software Services Group.

Education

Changes in Education as of July 1, 2011

- IBM Sterling Commerce training, certification, training paths, course search and registration information are available at:
www.ibm.com/software/sw-training
- Sterling Commerce courses will continue to be delivered by Sterling Commerce authorized instructors.
- Until its expiration date, prepaid training will be honored by IBM. Sterling Commerce discount programs will be migrated to IBM discount programs.
- Students enrolling in courses taking place prior to July 1, 2011, will mail to:
sterling_education@vnet.ibm.com to receive a course enrollment confirmation from Sterling Commerce systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after July 1, 2011. No action is required from the student.

For further information or inquiries, please contact your Sterling Commerce training representative at: www.ibm.com/training/global.