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## Vendor Program Overview

Adobe Systems Incorporated offers business, creative and mobile software solutions that revolutionize how the world engages with ideas and information. Adobe customers include enterprises, knowledge workers, creative' s and designers, OEM partners, and developers worldwide.

## Key Products

Adobe Acrobat 10- helps you communicate the way you've always wanted to using PDF

Creative Suites CS6 – Is a collection of graphic design, video editing and web development applications

## Maintenance/Support

### Academic & Government program only

The Upgrade Plan helps ensure that your employees have the latest technology to maximize their productivity. It also lets organizations manage their upgrade strategy and technology versions inexpensively, easily, and with low administrative overhead. This option is ideal for creative agencies, businesses, educational institutions, government agencies, and not-for-profit organizations that want to use up-to-date Adobe software, while reducing both unit and overhead costs. (Sold separately)

Adobe support program offers technical programs to help you speed deployment, reduce downtime, and accelerate adoption of your Adobe products. . (Sold separately)

## Media

ESD media is provided free for all new and upgrades licenses. Physical media is also available for purchase.

**Authorization Requirements Adobe** licensing is open to all reseller for corporate and government pricing

only. In order to become authorized for the Adobe NFP or Academic program you will have to become authorized, you must first apply for and become authorized by Adobe Systems. This information can be found at [adobe.com](http://adobe.com), the online application you will need. Only applications submitted online will be considered. Once you have completed and submitted your application, it will be processed. A select group of reseller applicants will be invited to become Adobe Authorized Academic Resellers

## Ordering Requirements

Adobe licensing minimum purchase is 1 license. To assure prompt processing of your Adobe license Purchase, please be sure to include the following information when placing your order with us:

1. Reseller po#
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code (no PO Boxes accepted)
4. End-user contact name - first and last name required
5. End-user contact phone number (optional)
6. End-user contact email address (email domain must match business name)
7. End-user contact email address (email domain must match business name)
8. Reseller email address is needed

## **Product Delivery**

Adobe's normal processing time on orders is 24-48 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied in on the license e-mail. Physical media is delivered to the end user or reseller via UPS ground from Utah 2-5 business days. ESD media is available for free on the Adobe website with the purchase of a license. Unable to expedite orders (cannot overnight media)

## **Renewals**

### **Academic & Government program only**

Adobe has changed its renewal policy. The end-user maintenance agreement is valid for 1 or 2 full year(s) from the date of purchase. For example, if you enroll a product in maintenance on 10/21/2009, the coverage will begin that day and expire on 10/20/2010 (2011).

## **Pricing Programs** Adobe's Transactional Licensing Program (TLP) version 5, one of the Adobe Volume Licensing

(AVL) programs, makes it easy to get volume pricing with no membership requirements and no agreements to sign. TLP 5 orders Adobe provides a single serial number per product (per platform) across your entire organization, so IT staff can build a standard image for installation on each machine to get users up and running quickly. By ordering your software through TLP 5 and using Adobe's LWS to manage your licenses,

### Pricing Levels

Level 1: 1-2499 pts

## **Important Notes**

Adobe requires end-user email address for all orders

Pre-sales assistance is available at 1-800-447-3577 option 1 & 1 (resellers only)

Post-sales assistance is available at 1-800-847-9853 (reseller only)

Adobe customer care is available at 1-800-443-8158 (end-user/reseller can call)