



Contact: [EVA-TEAM@Ingrammicro.com](mailto:EVA-TEAM@Ingrammicro.com)  
Desk hours - 8:30-8:00 Eastern

## Vendor Program Overview

FileMaker, Inc. is the worldwide leader in easy-to-use database software. Millions of customers, individuals, small businesses, teams in education and government, workgroups in Fortune 100 companies - manage, analyze, and share information with FileMaker database software.

## Key Products

FileMaker Pro  
FileMaker Pro Advanced  
FileMaker Server

## Maintenance/Support

FileMaker Maintenance assures that customers will automatically get the latest FileMaker upgrades released throughout the period of their FileMaker Maintenance agreement. (FileMaker Maintenance does not include Technical Support)

## Media

Customers can purchase physical media for an additional fee; the SLA Media sku is listed on the MEDIA\_Tech SUPPORT tab. The number of media sets ordered cannot exceed the number of seats for which you are licensed.

## Authorization Requirements

No authorization is needed to purchase FileMaker

## Ordering Requirements

FileMaker initial purchase is 5 licenses. To assure prompt processing of your Software Purchase, please be sure to include the following information when placing your order with us:

- End-user PO number
- End-user agency/organization name
- End-user shipping street address, city, state and zip code
- End-user contact name - first and last name required
- End-user contact phone number
- End-user contact email address (email domain must match business name)
- Serial key(s) or Volume License
- Agreement Number of licenses being upgraded

## Product Delivery

Electronic Delivery

## Renewals

VLA/ENPVLA Maintenance customers must renew their Maintenance prior to its expiration to take advantage of the "Renewal" Maintenance price. Once renewed, the new Maintenance expiration date will be one or two years from the original Maintenance renewal expiration date (depending on the renewal SKU ordered).

Once the Maintenance expires, an "Expired" Maintenance price is available for VLA/ENPVLA customers who want to reinstate their expired Maintenance contract.

The new Maintenance expiration date will be set to one or two years from the date of the expired maintenance order (based on the maintenance SKU's ordered).

If a customer's Maintenance expires and FileMaker announces the availability of an upgrade, the customer is no longer eligible for the Expired Maintenance price. The customer must purchase the product upgrade or (if they don't qualify for the upgrade version) new licenses.

## **Pricing Programs**

Corporate/Government receives the same pricing structure. Education/Non-Profit receive the same pricing structure.

### Pricing Levels

1-4 SEATS (REORDERS ONLY)  
5-24 SEATS  
25-49 SEATS  
50-99 SEATS  
100-249 SEATS  
250-499 SEATS  
500-999 SEATS  
1,000-4,999 SEATS

## **Important Notes**

FileMaker does support downgrades.

FileMaker has a month end order cut off at 5:30 pm eastern Please have your orders in at least 4 hours prior to this cut off to ensure processing.

May 6, 2015