



1-800-456-8000 x77919

Globalscape-licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

Market Development – Sarah Droney

1-800-456-8000 x

67315

Vendor Program Overview

Globalscape software is a market leader in managed file transfer (MFT). This product manages the secure transfer of data from one computer to another through a network. These products are aimed at helping businesses and individuals safely send sensitive information over the Internet, including corporate and financial data, medical records, and customer information. They are also intended to assist businesses in complying with data privacy regulations.

Key Products

Product A - EFT Secure File Transfer Platform

Product B - Mail Express

Product C - WAFS

Product D - DMZ Gateway

Product E – CuteFTP

Maintenance/Support

Maintenance is not required with all license purchases. Maintenance provides tech support and product updates. It is standard (8X5 local time) and Platinum (24 x 7 local time). One and Three year versions are available. Included with your active support plan is software maintenance, which provides all major upgrades and minor updates that are publicly released during the time of the agreement at no additional charge. Free upgrades must be requested or obtained while the maintenance and support plan remains in force.

Media

Licenses containing activation keys and electronic downloads are available.

Authorization Requirements

Authorization is managed via the Emerging Vendors licensing team.

Ordering Requirements

Globalscape Software does not have a minimum purchase requirement. To assure prompt processing of your Globalscape Software purchase, please be sure to include the following information when placing your order with us:

1. ABC Software Reseller Partner name and IM account #
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. Serial key(s) of licenses being upgraded

Product Delivery

Globalscape Software's normal processing time on orders is 2-3 business days. Licenses are delivered electronically via email. The delivery must go directly to the end user; however, the Ingram Micro Globalscape licensing team is copied on the license e-mails. Software download links are available at <http://www.globalscape.com/support/reg.aspx>.

Renewals

Renewals and upgrades must be purchased within 30 days of the renewal date of the license. Beyond 30 days from renewal date, new licenses must be purchased to use the software.

Pricing Programs

Pricing Levels

Level 1 1 - 9 licenses

Level 2 10 - 49 licenses

Level 3 50 - 99 licenses

Level 4 100 - plus licenses

Important Notes

Globalscape Software has a month end order cut off time of 5pm eastern standard time. Please have your orders in at least 4 hours prior to this cut off to ensure processing. Globalscape Software offers a Platinum Quick Start Service (ONSITE - USA) training program.

Returns Overview

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days are declined without exception per Globalscape software policy.

Globalscape Software

To request a return, please contact us with the following information:

Your Ingram account number

Your PO #

Ingram Order number

SKU of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

Please contact our licensing desk with any questions at Globalscape-licensing@Ingrammicro.com.

April 13, 2015