Vendor Program Overview
Novell is a leading provider of infrastructure software. Our vision is helping people and technology to work as one. Our mission is to help customers reduce the cost, complexity and risk of computing on any platform

Key Products
OES2 and SUSE – Network operating systems.
GroupWise, Teaming, Conferencing – Email and collaboration tools
Zenworks – line of software management tools
Managed Objects – Information management tools
Platespin – System virtualization tools

Maintenance/Support
Maintenance is required with all license purchases. Maintenance provides tech support and product updates. It is available as Priority (24X7) or Standard (12X5) levels. One and Three year versions are available.

As of April 2011 Novell's policy is to have a set renewal term date for each customer. Renewals for products purchased outside of the term will be prorated at the time of the annual renewal.

Media
Media is available via download at Download.novell.com

Authorization Requirements
No authorization is needed to purchase under the VLA program. However Novell requires authorization for resellers to service MLA, ALA or SLA customers. This affects the products that can be purchased based off a reseller's authorization level.

For further questions please contact Novell-licensing@ingrammicro.com for details.

Ordering Requirements
To assure prompt processing of your Novell Purchase, please be sure to include the following information when
placing your order with us:
1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
8. Maintenance is mandatory for each license Standatrd or Production level support.
9. Renewal term dates.

Product Delivery
Novell's normal processing time on orders is 24-48 business hours. 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 product (Platespin Forge) is delivered to the end user via UPS ground unless an alternative account number is provided.

Renewals
Renewals must be purchase within 30 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 30 day renewal period.

Pricing Programs
Government/Education: Large government agencies typically have contracts with Novell, please call our desk at 1(800) 456-8000, ext. 66936 so that we can look up your customer and provide you with correct costs as the price is contractually assigned. Government entities who do not have a contract can order under the Government VLA program.

If purchasing products for a Government end user on Click2License, please note your order will be reviewed and rejected if the customer has contract with Novell. You will be provided with a notice, and pricing under that contract.

Important Notes
Novell has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.

Novell does offer product training. Please visit their site for details http://www.novell.com/training/

Returns Overview
Novell will only accept returns under the VLA program with a valid business case. The request must come within 45 days of purchase, and you must return an entire line item; no partial returns per line are accepted. ex. If you are order 100 GroupWise licenses and you only need 75, you have to return all 100 and then reorder the 75 you need. Turn-around time is approximately 3 weeks..

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.

April 27, 2015