PLG Desk
Acronis
ActivePDF
Adobe
Adobe
Adobe
Adobe
Adobe
Adobe
Adobe

Adobe
Adobe
AirMagnet
Attachmate
AutoDesk
Blackberry
CA Technologies
CA Technologies
Check Point

Citrix
Citrix
ComTrade
Condusiv
Corel
Datacore
Dell Software
EVA
EVA
EVA

EVA
EVA
EVA
EVA
EVA
EVA
EVA
EVA
EVA
EVA
F5
Filemaker (EVA desk)
Fortinet
Globalscape
IBM Software
iGel
Juniper

Kaspersky
LANDesk
LifeSize
McAfee
Meraki
Meru Networks
Microsoft
Microsoft
Microsoft

Microsoft
Microsoft
Microsoft-Campus/School
Microsoft-Campus/School
Microsoft-Open Value
Microsoft-Open Value
Microsoft-SPLA
Milestone
NetIQ
Netscout
Novell
Novell
Novell
Nuance

Open Text

Ops Desk

Ops Desk

Ops Desk

Ops Desk

Red Hat

RES Software

Retrospect

RSA
SAP
Shavlik
ShoreTel
SonicWALL
Swiftpage
Symantec
Tenable
Trend Micro

Veeam
VMWare
WANdisco
WD Arkeia
Websense
X1 Discovery

Program Name
Acronis
activePDF
CLP Corporate
CLP Education
CLP Government
TLP Corporate
TLP Education/NFP
TLP- Government
VIP Corporate

VIP Education (NFP qualifies)
VIP Government
AirMagnet Licensing
Open VPA
Autodesk
BlackBerry Reseller Program
GLP
OLP
Volume Licensing

Easy Licensing
ELA / Education / Non-Profit Licensing
ComTrade
Volume Licensing
Corel Transactional Licensing Program (CTL)
DataCore
Dell Software
Appsense
ARRAY
CASTELLE

CHIP PC
Cortado
Dialogic
DRAGON MEDICAL
EMBARCADERO
ESKER
Marathon Technologies
NETMANAGE
PTC
Quark Volume Licensing Program (QVLP)
F5
Volume Licensing
Fortinet
Globalscape
Passport Advantage & Passport Advantage Express
IGel Thin Clients
Juniper J-Partner Program

Kaspersky
LANDesk
LifeSize Communications
McAfee Protect Plus Licensing Program, McAfee Licensing Program
Meraki
Meru Networks
Open Academic
Open Business
Open Business 500+ Points

Open Charity
Open Government
Campus/School
Microsoft OVS-ES
Open Value
Open Value Subscription
Service Provider License Agreement (SPLA)
Milestone Systems
Net IQ
Netscout
MLA - Master License Agreement
Novell - ALA/SLA
VLA - Volume License Agreement [corp, acad, NPG pricing available]
OLP

OpenText Licensing
ADTRAN
AVG Cloud Care Program
AVG Partner Program
BMC
Red Hat Enterprise Linux
RES
Retrospect

Volume Licensing
Crystal Reports
Shavlik
ShoreTel
SonicWALL
Corporate License Program
Express & Rewards Program. There is government and acad pricing available Enterprise Program - Re
Tenable
Volume Licensing Program

Veeam
VMware Licensing
wandisco
WD Arkeia
Websense Licensing
X1 Discovery

Program Type (Transactional; Contractual; Cumulative)
Transactional
Transactional
Cumulative
Cumulative
Cumulative
Transactional
Transactional
Transactional
Subscription

Subscription

Subscription

Transactional

Transactional

Transactional

Transactional

Transactional

Transactional

Transactional

Transactional
Transactional
Transactional
Transactional
Transactional
Transactional
Transactional
Transactional
Contractual
CONTRACTUAL
CONTRACTUAL

CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
Transactional
CONTRACTUAL
CONTRACTUAL
Transactional
Transactional
Transactional
Transactional
Transactional
Passport Advantage Price Band level BL through J and Gov't and Acad is Contractual. Passport Express
Transactional
Transactional

transactional/cumulative
Transactional
Transactional
Transactional
Transactional
Transactional
Transactional
Transactional
Transactional

Transactional
Transactional
Contractual
Contractual
contractual
contractual
Contractual
Transactional, Contractual for top tier products
Transactional
Transactional
Contractual
Contractural
Transactional
transactional

Transactional
CONTRACTUAL
Transactional
Transactional
Transactional; Contractual
Transactional
Transactional
Transactional

Primarily Transactional, some Contractual
Transactional
Transactional, Contractual
Contractual
Transactional
Transactional
Express is Transactional & Rewards is Points based
Transactional
Transactional

Transactional
Transactional
Transactional
Transactional
Cumulative
Transactual

License Term (Perpetual or Contractual length of term)
Perpetual
Perpetual
Contractual - 2Y
Contractual - 2Y
Contractual - 2Y
Perpetual
Perpetual
Perpetual
Annual (12 MO)

Annual (12 MO)
Annual (12 MO)
Perpetual
Perpetual
Contractual length of term
Perpetual
Perpetual
Perpetual
Perpetual

Perpetual
Minimum order required for each level: Based off of Full MSRP
Perpetual
LICS - Perpetual
Perpetual
Perpetual
Perpetual and Contract Term
Perpetual
CONTRACTUAL
CONTRACTUAL

CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
CONTRACTUAL
PERPETUAL
CONTRACTUAL
Perpetual
CONTRACTUAL
CONTRACTUAL
Perpetual
Perpetual
Perpeptual & Annual Licensing Options
1 to 3 years
Perpetual
1 yr.
Perpetrual
Perpetual

Contractual length of term
Perpetual
Perpetual
Perpetual and subscription licensing, hardware appliances, hardware support, consulting and services
Contractual - 1-10 years
Perpetual
Perpetual (except Office 365 subscription/ Azure)
Perpetual (except O365 subscription or Azure)
Perpetual

Perpetual
Perpetual (except Office 365 subscription / Azure)
Contractual 1year
Contractual 1year
Perpetual 3years (except O365 subscription / Azure)
Non perpetual
3 years
Perpetual
Perpetual
Contractual
1 or 3 years
Annual, 1 year
1 or 3 years
Perpetual

Perpetual
CONTRACTUAL
Contractual length
1,2 & 3 years
Perpetual
N/A no licenses
Perpetual for most, some are Contractual length of term
Perpetual

Most software is perpetual, but some products have term contract offerings
Perpetual
Perpetual Licenses and 1 and 3-year Term licenses
Contractual
Perpetual
Perpetual
License is good for the life of machine, subscription needs to be renewed at the end of term
Perpetual
Perpetual

Perpetual
Perpetual and Contractual length of term
Perpetual
Perpetual, 1 month/1 year
Contractual
Perpetual

Vendor Required Authorization
No Authorization Required
No
YES
YES
YES
YES
Yes
YES
YES

YES
YES
None (approval is needed per opportunity on Enterprise products only)
No
Yes
Yes-Contact BlackBerry Licensing for details
No
No
No

Yes
Yes
Yes
No
No authorization required for Corporate; Reseller authorization required for Academic
Certification Required For Installation Above a Certain License Level Only.
No
Yes
CONTRACTUAL
NOT REQUIRED

NOT REQUIRED
NOT REQUIRED
NOT REQUIRED
REQUIRED
NOT REQUIRED
NOT REQUIRED
Yes
NOT REQUIRED
NOT REQUIRED
No
Yes
No
Yes
Yes
Certifications required for new SVP program starting 1/25/10 Reseller required to have a " Reseller Pa
Yes
Yes

no
No
Yes
Federal Specialization, Content-Sec-Web and Mail, Data Protection, Endpoint Sec - System Security, N
Yes
Yes
Yes
No
No

Yes
No
Yes
Yes
No
No
Yes
Yes for top tier products only
No
YES
Must select a distributor of choice for contract: www.novell.com/partners
YES
No
only for DNS Medical

No authorization required
NOT REQUIRED
no
No
Yes
No
Yes
No Athorization Required

Authentication products: No | Security Management products: Yes
No Authorization unless trying to Buy from the GSA schedule
No
Yes
Yes
No
Although there are no auth for Academic and Government endusers, there are authorizations require
No
No

Yes
Yes - Professional Level Partner or higher
yes
Yes
No
Yes

License Types Available
New, Support, Renewals, Co-term
Perpetual
New and Upgrade
NEW
New and Upgrade
New and Upgrade
New
New and Upgrade
New and renewal

New & Renewal
New & Renewal
License, Maintenance
New, Upgrade and Maintenance-Support
New seats, upgrades, subscription and renewals
New, Upgrades, CALs, Support and Hosted
New/upgrade/renewal -1yr and 3 yr options on all
New/upgrade/renewal -1yr and 3 yr options on all
New, Renewal and Upgrades

New Licenses / Upgrade Licenses / Hardware / Accessories
New Licenses / Upgrade Licenses / Hardware / Accessories
New Licenses and Support
New and Upgrades
New and Upgrades (no upgrades for academic)
New, Renewal and Upgrade
New, Support, Renewals, Co-term
new and renewal
NEW, SUPPORT, WARRANTIES, RENEWAL
NEW, SUPPORT, WARRANTIES, RENEWAL

NEW
NEW, SUPPORT, WARRANTIES, RENEWAL
NEW, SUPPORT, WARRANTIES, RENEWAL
NEW, SUPPORT, WARRANTIES,UPGRADES,RENEWAL
NEW, SUPPORT, UPGRADES, RENEWAL
NEW, SUPPORT, WARRANTIES
New, Renewal and Upgrades
NEW, SUPPORT, WARRANTIES
NEW, SUPPORT, WARRANTIES,
New/upgrade
New and Service
New and Upgrades
Support
Electronic
New, Renewal & Reinstatement, FTL
Base and Enterprise
New, Upgrade, Renewal

corp/govt/acad
New and renewal
Software and Support
New, renewal, migrations, upgrades, and competitive displacements
Enterprise or Advanced Security
New
New
New
New

New
New
New, Renewals
New, Renewals
New
New
-
New, Renewal
New and Renewal
Media, Hardware
New and Upgrade; Maintenance required on all products and must be prorated to coinside with yearl
SLA, ALA (Subscription for use of products)
New, Upgrade, Maintenance renewals. Support is manditory and must be prorated to coinside with y
Full Licenses - Upgrade Licenses -Renewal Contracts

New / Renewals
NEW, SUPPORT, WARRANTIES, RENEWAL, INSTALLATION
new, renewal
New, Upgrade, Renewal
New, Renewal, Add-Ons
No licenses but subscriptions for support. New and renewals offered
New, Upgrade, Support, Renewals, Annual Subscription, Hosted
New, Upgrade, Renewal

	SecurID Base Edition or Enterprise Edition, Risk-Based Authentication; Archer; DLP; enVision; Security
	New and Upgrades
	Perpetual or Term
	New, Upgrade, Renewal
	New, Renewal
	New, Upgrade, Migrate and Add-on; Upgrade Assurance and Tech Support
	Full Licenses - Upgrade Licenses - Competitive Upgrade Licenses - Crossgrade Licenses - Renewal Licen
	License and Maintenance
	New, Competitive Upgrade, Renewal

New, Maintenance, Renewal and Upgrades
New & Upgrade / Professional Services/ Training
electronic
Perpetual and Subscription
New, Renewal, Seat Upgrade
New, Upgrades, Renewals

Renewal/Maintenance term
1 year
1 year
Covers contract term to end
Covers contract term to end
Covers contract term to end
N/A
1 or 2 year at renewal time
1 year or 2 year
Annual (12 MO)

Annual (12 MO)
Annual (12 MO)
1 or 3 year
Attachmate offers a 1 year maintenance that includes upgrade protection and free tech support. Mai
12 months
1 year
1yr and 3yr options. Enterprise- 24x7;
1yr and 3yr options. Enterprise- 24x7
Enterprise Based Support Program (EBS)

Yearly renewals taken Direct by Citrix
Yearly renewals taken Direct by Citrix
1 or 3 years
1 and 2 year Maintenance
Maintenance option offered; 1 and/or 2 year term (length offered varies with each sku)
1, 2, and 3 years
1,2, and 3 years
1,2, 3, 4 or 5 years
1 YEAR
1 YEAR

NONE
1 YEAR
1 year
1 YEAR
1 YEAR
DIRECT TO THE VENDOR
1, 2, and 3 years available. All licenses are bundled with 1 year of maintenance.
1 YEAR
1 YEAR
1 or 2 year options for both ServicePlus (Upgrades, TS & Onsite Training) as well as Assurance (Upgra
Sold mostly as yearly service. Resellers must be Platinum, Gold, or Silver level partners for renewals.
1 and 2 year Subscriptions for Corp/Gov Program. 1 and 2 year for Acad.
1 to 3 years
1 or 3 year
Subscription/Support-1year or cotermed to anniversary date
Unknown
1 year support contracts and renewals. ******renewals can be co-termed for more or less than one

1, 2, or 3 year
1 year
1, 2 or 3 Year
24x7 telephone (Priority) or assigned technician (Enterprise)
n/a
1, 3, 5 years
2 year Software Assurance
2 year Software Assurance
2 year Software Assurance

2 year Software Assurance
2 year Software Assurance
1 year contract renewal
1 year contract renewal
3 year Software Assurance
3 year Software Assurance
SKU's are based off of a monthly usage report
1 - 5 yr term
1 year maintenance required on almost all products
1,2,3 year - customizable
Required for all orders
Annual, 1 year
Maintenance is available in 1 or 3 year increments, Required.
Maintenace is available (Tech Support and Upgrade Assurance) 1 yr terms only

1 year of maintenance (including upgrades and tech support). We also offer renewals for all products.
1 AND 3 YEARS
1 or 2 yrs
1, 2 & 3 years
1 Year or More
1 year & 3 year maintenance subscriptions & renewals. Operating system is open source
1-6 years available
1 year

24 x 7 x 365 - No additional discount for multiple years of support
1 year Support is a mandatory add on for all Server purchases; Maintenance is no longer offered for typically 1-year; multi-year options can be worked with Vendor
1, 3, 5yrs
1, 2, or 3 years
1 Year Upgrade Assurance / Business Care
Annual Maintenance Renewal -Can renew up to 30 days prior to or after expiration date -1,2 and 3 ye
1, 2 or 3 Year
Annual

1,2 and 3 years
1 and 3 years
1 year
1-5 Years
12, 24 or 36 months
1 Year

Minimum Order Level (point/seat/user etc)
User
1 user/ 1 office
8,000 Points to enroll for first order minimum.
5,000 Points to enroll for first order minimum.
8,000 Points to enroll for first order minimum.
No minimum
No minimum
No minimum
1 seat

1 seat
1 seat
No minimum
No minimum if adding same product to VPA.
No Minimum Order required
1, 100, 500 and 1000 user minimum requirements for software.
No minimum
No minimum
No minimum

For Licenses: Minimum of at least 5 units per order. Some exclusions apply (Sharefile, App DNA, VPX units) For Hardware: No minimum is required
ELA 1: Valid only if the EU had an ELA 2+ agreement that was not renewed and was downgraded to ELA 1. Otherwise the EU ***must*** purchase under Easy. ***ELA 2 :*** End user must purchase a minimum of $150,000 MSRP to qualify for a new ELA 2 contract, or have a valid ELA 2 ***ELA 3 :*** End user must purchase a minimum of $300,000 MSRP to qualify for a new ELA 3 contract, or have a valid ELA 3 contract ***ELA 4 :*** End user must purchase a minimum of $600,000 MSRP to qualify for a new ELA 4 contract, or have a valid ELA 4 contract ***ELA 5:*** End user must purchase a minimum of $1,000,000 MSRP to qualify for a new ELA 5 contract, or have a valid ELA 5 contract ***ELA 6 :*** End user must purchase a minimum of $1,500,000 MSRP to qualify for a new ELA 6 contract, or have a valid ELA 6 contract ***Education Non-Profit:*** End user must be eligible for Academic/Non-Profit contract/pricing. This is at the sole discretion of Citrix; for verification please call 1-800-424-8749. They must also purchase a minimum of $20,000.00 MSRP for a new contract, ***GSA Quote Request :*** If buying GSA, end user must procure via Immix/Citrix GSA schedule and use GSA contract # GS-35F-0511T. Reseller must also be GSA authorized
None
None
1 user minimum for Corel. 2 user minimum for WinZip 5 user minimum for Roxio
1
Minimum purchase requirements apply for certain products but not all.
No minimum
USER
USER

USER
USER/Server
USER
USER
USER
USER
Varies - some products have no minimum and some have a minimum of 2.
USER
USER/CONCURRENT LICENSE
2 seats
No minimum
5 unit minimum. Subscriptions and support do not count towards minimum purchase.
1
None
Passport Advantage Express No minimum/No points Passport Advantage requires enrollment into program prior to placing order. No minimums/point system for better tiers
None
No minimum

10 user minimum for licensing3 user for consumer license
none
Depends on product.
Product specific - varies
1 seat
1 point
5 users/ 1 seat for Office 365 or Azure
5 users/ 1 user if new Office 365/ Azure
500 points within a product pool (Applications/Systems/Servers)

5 users
5 users/ 1 user for Office 365 / 1 credit Azure
300 unit minimum for Level A, 3000 for Level B
Institution FTE 5 or greater
5 users/ 1 user for Office 365 / Azure Credits
5 desktop minimum
$100 min after first 6 months.
1 camera
No minimum
None
- US $1M minimum to join program - Maintenance on all products - Contract signature
Per FTE or Workstation. defined in contract.
No minimum
50 points level A= 50-399 b= 400-1999 C= 2000-3999 D= 4000-9999 E= 10,000+

Minimum purchase of 5 for volume license pricing
Renewal opportunities and qty 5 or greater requires a quote from the vendor before IM can quote
USER
1 user
No Minimum
New Customer Instance requires a Base License SKU (QQ2223) Then Techs, users, audits and remote control licenses can be added a la carte. Maintenance is calculated as a percentage of the license value. There is a quoting tool built into the price list for easy calculation.
No minimum
None
1 seat

10 User
No Minimum to order. Pricing breaks do not begin until Qty 3 for desktop. No discounts given on Server licenses.
10 device (Workstation, and Server) 1 (Console)
NA
1 user
1 User
1 license minimum for Express and min 2000 points for Rewards. 5 license minimum for Government & Academic.
None
Enterprise - 5 licenses; SMB - 2 licenses

No minimum
No minimum
Nione
1 License
25 users
None

Minimum Reorder point/seat/user etc.
User
1
1 seat
1 seat
1 seat
1 seat
1 seat
1 seat
1 seat

1 seat
1 seat
No minimum
1 user
No minimum reorder required
1 user
None
None
1 user

5 users (Licenses Only) For Hardware: No minimum is required
ELA 2- ELA 6: $5k MSRP EDU/Non-Profit: $2K MSRP
None
Match original order or quatity owned
1 user for Corel, 2 user for WinZip, 5 user for Roxio
1
no
No minimum
USER
USER

USER
USER/Server
USER
USER
USER
USER
1 user
USER
USER/CONCURRENT LICENSE
2 seats
1 seat
5, unless end user can verify current VLA agreement # to us.
1
None
none
None
1 user

10 user minimum / 3 user for consumer product
none
Depends on product.
5 for perpetual protect plus products; other products vary
1 seat
1 point
1 user
1 user
1 point

1 User
1 user
No reorders
No reorders
1 user
1 user
1 seat
1 camera
1 user
None
1 user
Per FTE or Workstation.
1 user
20 points

5 minimum for volume licensing
USER
1 user
1 or 2 users depending upon product type
None
1 unit
None
1 seat

5 User minimum for existing clients
1 seat
1 license
NA
1 user
1 seat
1 license in Express and once in Rewards as little as one can be ordered
At least 1 year unless co-term
5 or 2

No minimum
1 seat
none
1
25 users
None

Concurrency Y or N?
N
Y
N
N
N
No
No
No
N

N
N
No
Only for existing customers prior to April 2007
No
No
No
No
Depends on the product

Yes
Yes
Varies by program
No
No
No
Yes
yes
N
N

N
N
N
N
N
N
No
N
N
No
No
No
N
No
Some products
Yes
No

y
Yes
Yes. On some products
No
Yes
y
No
No
No

No
No
No
No
No
No
n
Y
No
No
No
y
No
No

No
N
yes
No
Yes
No
Varies by program
N

All User Named License, except for Archer Software
Yes, for Server products only
No
N
N
No
No
No
No

N
No
no
N
No
Yes

Technical Support Option
24x7 support
Through Vendor
Available
Available
Available
Available
Available
Available
2 calls per license

2 calls per license
Available
Included with maintenance
Maintenance includes 1 year of free tech support
websupport which is part of subscription/reseller provides tech support
Support is available and recommended
included with Maintenance
included with Maintenance
Yes

Yes, Premier Support / Maintenance
Yes, Premier Support / Maintenance
Support required with licenses
No
Premium Support packs are available in 10, 25, 50, and 200 packs. One Premium Support incident is i
Yes
Standard (8x12) - Premium (24x7)
yes- required maintance
N
N

N
N
N
N
N
N
Bundled with all license purchases and extended maintenance is always available.
N
N
Service Plus includes Upgrades, Tech Support and Onsite Training
Premium 24x7 or Standard 8x5 Service
Yes
Y
Yes
7/24 telephone support
Yes
Yes

direct through Kaspersky
Yes-maintance is required
Included
Most include 1 year support, can also purchase additional years up front
Yes - through vendor/partial through IM (ext 76152)
Yes, w maitenence contract
No
No
No

No
No
No
No
No
No
n/a
Y
Required
Yes
Support is manditory and and must be prorated to coinside with yearly renewal date
Customers purchase incident based support.
Standard 12x5 or Premium 24x7. One year Included with licensing, Support there after must be prorat
Not required, included with Mainteance

Maintenance skus available for all products
Y
no
go direct to AVG upon purchasing licenses
Yes
Bundles w/entitlement
Included with required Support
8x5

Enhanced Maintenance (24 x 7)
Server Support includes Tech Support; Server Support is a mandatory purchase
Tech Support through Shavlik; required with license purchase
Yes included with Maintance only
Yes, only with purchase of maintenance
1 year Tech Support (optional)
All Symantec Security and Availability licenses come with phone support and Upgrades for 1yr. All oth
No
Standard support is included with all maintenance. Enhanced support available as an additional purch

Y
Available as separate sku. Mandatory for all except workstation and Fusion
no
Through Vendor
Yes, 24x7 and Platinum are available
Yes

Orderable via Click2License®
No
N
Yes
Yes
Yes
Yes
Yes
Yes
Yes

Yes
Yes
Yes
No
No
Yes
Yes
Yes
No

Yes
Yes
No
Yes
Yes
No
no
no
N
N

N
N
N
N
N
N
Yes
N
N
Yes
No
Yes
N
No
No
No
No

yes
No
No
Yes
Yes
no
Yes (except Office 365)
Yes (except Office 365)
Yes

No
Yes
No
No
Yes
Yes
yes
Y (with restrictions)
No
No
No
NO
no
No

No
N
no
yes except for oem,box product, special pricing and cloud
No
Yes
No
Yes

No
Yes
No
N
Yes
yes
Yes
No
Yes

Y
YES
no
No
Only Websense Express
No

Order Requirements

PO#
End User Company Name
End User Address
End User Contact (email, phone #)

End user name, address, phone number, and email.
Reseller name, phone number, and email.
Quote number.

CLP Contract #.
End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

CLP Contract #.
End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

CLP Contract #.
End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

VIP Contract #.
End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.

VIP Contract #. End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.
VIP Contract #. End User Company Name, Street Address, Contact Name, Phone # and Email address is required to place order.
End user company name, address. End user contact name, e-mail, and phone number. Serial numbers on maintenance renewals. Shipping account with billing zip code on physical product.
There is a qty 5 min for adding a license if they would like to purchase maintenance.
Serial numbers needed for upgrades and crossgrades. End user info for every order. Capture codes needed on every order except pricing exceptions. Contract numbers needed for renewals.
End user information: Company name, address, contact name, phone # and email address. New Support orders require BlackBerry server SRP ID# and user count. Renewal Support orders require end user TCode and user count.   Deliveries in the US, in US territories and to APO and FPO addresses.
Must provide complete end-user information: name, address, contact name, phone & email, sku, qty, and price. Provide their existing OL# if renewing.
Must provide complete end-user information: name, address, contact name, phone & email, sku, qty, and price. Provide their existing CA OL# if renewing.
Must provide complete end-user information: name, address, contact name, phone, email & User Center account number

Contact Citrix Team x76484
Contact Citrix Team x76484
End user company name, address. End user contact name, e-mail and phone number.
End User Company Name, Address, Point of Contact Name, Phone Number and Email Address.
End User Company Name, Street Address, Contact Name, Contact Phone and E-mail Address. Contract numbers required for existing Universal and Freedom contract holders. CRM# required for WinZip upgrades and maintenance renewals. Corel order # required for Corel product maintenance renewals. Start/End dates for Roxio product maintenance renewals.
End User Company Name Street Address Contact Name Phone # & Email Address
Enduser name, address, contact, contact email address, phone number Reseller PO# - Reseller contact and email address
end user name contact info address
END USER INFORMATION
END USER INFORMATION AND HARDWARE SERIAL#

END USER INFORMATION
END USER INFORMATION & RESELLER INFORMATION
END USER INFORMATION AND HARDWARE SERIAL#
END USER INFORMATION
END USER INFORMATION
END USER INFORMATION
Reseller and End-User's company name, complete mailing address, contact name, phone number, and e-mail address along with Ingram's Marathon# and the resellers Marathon#.
END USER INFORMATION
END USER INFORMATION
2 seats
authorization required; complete end-user information: company name, address, contact name, phone & email
Contact name, phone number, email address and contract number/install key code for all new seats under qty 5, renewals and upgrades.
Enduser Company Name Enduser Address Enduser Contact Name/Phone#/E-mail
None
End User Passport Agreement(not needed if passport express), Company Name, Street Address, Contact Name , Contact Phone # and email address **For orders over $500k a copy of the end user PO is required or a release form filled out for IBM.
End User information including email address
New orders: EU Company info, contact name, reseller email for all orders. Certain service also requires serial#, contact phone# and email address. Renewal orders: Company, contact, contact email and contact phone #, renewal quote from Juniper, reseller email

all end user information including company name address contact name & email
end user name address contact info LANDesk quote number
Must be an authorized Ingram reseller. Support must be purchased with everything.
End user company name, address, contact, phone and email address. Grant numbers and start dates on renewals. Ingram Micro quote number which includes McAfee approved quote ID or promo for special pricing orders.
• Your Reseller Account Number • Reseller Po number • Ingram Micro quote number • Please note if the order is a Bill Only (Invoice Only) order or product will be shipping • The End User info: Contact Name, Physical Address, Phone Number, Email Address • Please note the Ship To address • Please provide the shipping method (ground, overnight, etc.) • If paying with credit card, provide card number, expiration date and billing zip code • If this order is for internal use, an approval will need to come from Meraki. Otherwise, an End User will need to be provided. Order will be rejected by Meraki if internal usage is not approved • Please make sure your request is with good instructions for the person placing your order
End user contact info serial numbers Valid renewal quote from vendor for renewals
Complete end user information
need end-user company name, address, contact name. If sending waft, need email address and phone number. Need reseller email for license confirmation
Complete end user details

Complete end user information.
Complete end user information
need end-user company name, address, contact name. If sending waft, need email address and phone number. Need reseller email for license confirmation
MUST PURCHASE ONE OR MORE OF THE QUALIFYING PRODUCT AT FULL FTE TO START AN OVS-ES AGREEMENT. Must also send in an OVS-ES cover sheet with reseller PO.
Need end-user company name, address, contact name, phone # and email.
Need end-user company name, address, contact name, phone # and email.
Agreement Number
SLC number (for add ons and renewals)
EU Contact information
Reseller and End-User's company name, complete mailing address, contact name, phone number, and e-mail address.
End User Info (Name, Address, Telephone, Email Address, Netscout Quote, Ingram Micro Quote #.
Reseller must sign with Distributor of choice www.novell.com/partners; Customer must have current contract with Novell. Novell needs end user name, physical address, email address, point of contact, & phone #
ALA/ SLA contract required by customer
Reseller must sign up with Novell.
Novell needs end user name, physical address, email address, point of contact, & phone # now requires renewal term dates all renewals will be prorated to a set date for each customer as of 8/2011
End user name, address, phone number and email.

End User Name, address, phone number, email, Ingram Micro quote number (includes License S/N)
END USER INFORMATION AND HARDWARE SERIAL#
end user: company name, address, contact name, phone number, email address, license key
End User Information: Company Name, address, contact name, phone # and email address. License key for renewals
End-User Company Name End-User Company Address End-User Company Contact Name End-User Company Contact E-mail End-User Company Contact Phone Existing Customer should provide Customer # or Support Contract Number if known.
Must provides complete end user company name ,address, city, state and zip. Tech POC includes ph # and email. End user Red Hat login ID or account number required For renewals EU Red Hat contract number and contract expiration date is required.
End user company name, address. End user contact name, e-mail and phone number.
PO# End user company name End user address

Must Provide complete End-User Information including: Name, Address, Contact Person w/ phone# and email address, End-User PO#. Also if they are upgrading or renewing or changing their License in anyway - we will need the Serial Numbers) for their current installation.
Must provide complete end-user information: name, address, contact name, phone & email; All Server PO's must have Support.
End User Name, Address, phone number, contact name, phone number, quote number/renewal number
All End User and Reseller Informaiton
All licensing orders go through the resellers Ingram Micro Sales Team.
End user company name, address. End user contact name, e-mail and phone number. Along with Reseller information- such as company name and the reseller's po number
End User company name, street address (no PO Box) ship to address with email if available-Express and Rewards. In Rewards, a SAN number is also required.
End user company name, address. End user contact name, e-mail, and phone number.
End-User company name, physical address, contact person's name, and the contact's phone number and email.

• Ingram Micro Quote# •PO# • End user company name • End user address • End user contact • End user contact phone number • Email Address downloading/maintaining the licenses
End User company name, physical address, contact name, phone number, email and end-user EA number. Reseller company name, address, contact name and phone number. If upgrade must have serial numbers from existing license. If renewal must provide Ingram quote that contains Vmware list pricing PDF quote
none
End user name, address, phone number, and email. Reseller name, phone number, and email. Ingram Micro quote number.
Reseller point of contact, phone, email. End user point of contact, phone, email. Quote from Ingram Micro is required for co-terms, NSP and Registered Deals
End User info Required

License Delivery Method
Email
Electronic
Email for license/Download media or UPS Ground ONLY on physical media - free shipping
Email for license/Download media or physical media ships from IM Warehouse
Email for license/Download media or UPS Ground ONLY on physical media - free shipping
Email for license/Download media or UPS Ground ONLY on physical media - free shipping
Email for license/Download media or UPS Ground ONLY on physical media - free shipping
Email for license/Download media or UPS Ground ONLY on physical media - free shipping
End user console via Adobe

End user console via Adobe
End user console via Adobe
Physical and Electronic shipment options for license and maintenance.
Licenses are emailed to the end user. Media is shipped FedEx Ground from Attachmate.
Electronic delivery, media is optional for a fee.
Email
everything is delivered via email
license keys sent via email/electronic download
Licenses attached to end-user's online User Center account

Electronic and direct ship hardware ground
Electronic and direct ship hardware ground
Email keys and downloaded software
E-Mail
Licenses: sent via e-mail
Electronic
electronic
email
ESD
ESD

ESD & BOX
ESD/MEDIA
ESD
MEDIA
ESD
ESD
Email
ESD
ESD/MEDIA
Email
Email if purchased by itself. If purchased w/ hardware, it is put right on the unit.
Electronic
Hardware is physical shipment, support renewals are e-mailed
Electronic
Licenses email; Media send via FedEX
Electronic /Physical
Email

email
email
Email
Licenses - Electronic delivery; Hardware - ground.
electronically via e-mail
e-mail
Email
Email to Reseller
Email

Email
Email
Email to Reseller
Email to Reseller
Email to end user & reseller is cc'd
Email to end user & reseller is cc'd
Volume Licensing Service Center
e-mail
Emailed to end-user. IM and reseller are copied.
Emailed to end-user. IM and reseller are copied.
Email to Reseller & End-user; media via UPS ground
Email
Email to Reseller & End-user; media via UPS ground
Esd delivery on the PDF, Dragon Naturally Speaking Products

ESD / or Physical for qty 4 or less
ESD
electronic
Email delivery
Electronic
Subscription information is emailed to end user. Media can be purchased and it's shipped directly fron
Emailed Keys, downloaded software
Email

Download or via CD
Welcome letter with log in & password for website emailed with keycode in body of email
Electronic
Electronic
Electronic
Email for license keys
e-mail or via UPS 2 day delivery
Electronic Delivery
Email (if no media kit is ordered) or FedEx Ground (if a media kit is ordered - direct ship from Trend M

Eail/virtual
Email delivery on licenses
electronic
License-Electronic Hardware-Shipped from Ingram Warehouse
Email
Electronic

License Delivery Turn Around Time
24-48 hours
1 Day
1-2 Days. Unable to expedite orders (cannot overnight media)
1-2 Days. Unable to expedite orders
1-2 Days. Unable to expedite orders (cannot overnight media)
1-2 Days. Unable to expedite orders (cannot overnight media)
1-2 Days. Unable to expedite orders. (cannot overnight media)
1-2 Days. Unable to expedite orders (cannot overnight media)
End user adds seat via console, pays for it within 30 days

End user adds seat via console , pays for it within 30 days
End user adds seat via Adobe console, pays for it within 30 days
2 to 10 business days. Can be longer-they build to order.
Licenses and maintenance are emailed within 24-48 hours, and media is shipped 5-7 business days
24 hours
24 hours
1-2 Business days
1-2 Business Days
72 hrs

Licenses: 3-5 Business days Hardware: 7-10 Business Days
Licenses: 3-5 Business days Hardware: 7-10 Business Days
24-48 hours
3-5 business days
license certificate (electronic): 5-7 business days.
24 to 48 hours
1-3 business days
48 hours
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS

3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
2-3 Business days
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
1-2 business days
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
1-5 business days
Hardware and associated software/options - 2 - 4 Weeks. Software only orders - 2-3 business days. S
2-3 Business Days
24-48 hours for support 5-7 business days for hardware
2 - 5 days
2-3 business days
2 - 5 business days
Licenses: 24-48 hours, Welcome Letters: 7-10 Business Days, E-Certificates: 5-7 Business Days, EMEA

48-72 hours
24 hours
2-4 business days
1-3 business days
24-48 hours after PO is processed
48-36 hours
24-48 hours
1-2 business days
24-48 hours

24-48 hours
24-48 hours
1-2 business days
1-2 business days (End user dependent)
1-2 business days once the eagreement is accepted
1-2 business days once the eagreement is accepted
NA
24 hours
2-3 business days
15-30 Days
2-3 business days for e-license and e-media orders
24-48 hours
2-3 business days for e-license and e-media orders Hardware by UPS ground 7-10 days
7-9 turnaround days

3-5 business days
up to 30 Business Days
24-48 hours
24-48 hours
24-48 hours
48-72 hours
24-48 hours
24-48 hours

3-5 business days for all electronic transactions. If there is Media there would be a 5-10 day turn-arou
3-5 business days
2-3 business days
24hrs
1-2 business days
3-4 business days
48 hours
24 Hours
2-3 business days

24-48 hours
3 business days for renewals / 2-3 business days for new licenses
2 - 5 days
Varies by product and availablity
24-48 hours
2 - 5 Days

Return Policy

Return Policy
None
Case by case
Within 75 days of invoice date. Exceptions are reviewed on a case by case basis.
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Within 75 days of invoice date. Exceptions are reviewed on a case by case basis.

Within 75 days of invoice date. Exceptions are reviewed on a case by case basis.
Within 75 days of invoice date. Exceptions are reviewed on a case by case basis
No returns.
No returns policy.
30 days from the date of purcahse . COD is needed for product returns.
For software: Within 30 days - must have a replacement order of equal or greater value for the same end user For support: No returns.
60 days no question asked. LOD required.
60 days no question asked. LOD required.
Exception Only / Must be approved by Checkpoint

No return policy, By Exception Only
No return Policy, Exception only
30 days at Vendor's approval. Software must not work in end-users environment and ComTrade must not have a solution to fix.
with-in 30 days, with exception with-in 60 days
No returns allowed
No return policy
no returns policy. Will review on Case to Case Basis, have seen returns happen, but it is rare.
case by case situation
NO RETURN POLICY
30 Days FROM THE DATE OF PURCHASE

30 days
No RMAs on licenses unless ThinPrint Support or Consulting made incorrect recommendations. Licenses could be stocked by Ingram and resold to another enduser if license wasn't activated. LOD is required and will be sent by TP. NO RMA for activated licenses
No returns allowed; by exception approval only
All returns are exceptions.
NO RETURN POLICY
NO RETURN POLICY
None. Always one-off approved.
NO RETURN POLICY
NO RETURN POLICY
Exception only, must be approved by Quark
None; vendor discretion only
No Returns
30 days
30 days
No returns policy for Passport Advantage 30 days for Passport Advantage Express
No Returns
No returns unless a reorder is being placed for similar product or an exception has been obtained from Juniper.

must have a re-order = or great to original order Or tech Support case number
case by case
No Returns
McAfee Licensing team will submit all request to McAfee. McAfee considers each request an exception.
Please note Meraki takes all returns directly. The URL is listed below: http://meraki.com/rma
No returns
No partial returns. Have 60 days to return licenses w/out penalty. A 10% cancellation fee will be applied for orders returned between 60 & 90 days. No returns after 90 days. No returns for activated Office 365.
No partial returns. Have 60 days to return licenses w/out penalty. A 10% cancellation fee will be applied for orders returned between 60 & 90 days. No returns after 90 days. No returns for any Office 365/ Azure with activated licenses.
No partial returns. Have 60 days to return licenses w/out penalty. A 10% cancellation fee will be applied for orders returned between 60 & 90 days. No returns after 90 days.

No partial returns. Have 60 days to return licenses w/out penalty. A 10% cancellation fee will be applied for orders returned between 60 & 90 days. No returns after 90 days.
No partial returns. Have 60 days to return licenses w/out penalty. A 10% cancellation fee will be applied for orders returned between 60 & 90 days. No returns after 90 days. No returns for activated Office 365 licenses / Azure Credits.
No partial returns, returns within 90 days of issue date
No partial returns, returns within 90 days of issue date
Non-returnable program. Every return request is considered an exception and we cannot guarantee a return request will be approved.
Non-returnable program. Every return request is considered an exception and we cannot guarantee a return request will be approved.
30 day return policy
30 day return policy
Case by case basis 30 days & with a direct replacement order
No Return Policy - Exception only
None - only by Novell exception
By exception only. Novell will usually NOT accept RMAs under this program.
RMA on exception basis - TOT estimated at 3-5 weeks
NO RETURNS

No Returns Policy
NO RETURN POLICY
30 days
Within 30 days
BY OPENING THE PACKAGE, INSTALLING, PRESSING "AGREE" OR "YES" OR USING THE PRODUCT, THE ENTITY OR INDIVIDUAL ENTERING INTO THIS AGREEMENT AGREES TO BE BOUND BY THE FOLLOWING TERMS. IF YOU REJECT THIS AGREEMENT OR ARE NOT SATISFIED WITH THE SOFTWARE, YOU MAY (I) OBTAIN A REFUND OF THE PURCHASE PRICE OF THE SOFTWARE OR THE SOFTWARE UPGRADE (AS APPLICABLE), OR (II) REQUEST REPLACEMENT SOFTWARE IN THE EVENT YOU IDENTIFY THAT THE SOFTWARE IS DEFECTIVE, PROVIDED THAT, IN EACH CASE, YOU RETURN TO THE POINT OF PURCHASE THE SOFTWARE, ANY ACCOMPANYING DOCUMENTATION AND DATED PROOF OF PURCHASE WITHIN THIRTY (30) DAYS FROM THE DATE OF PURCHASE OF THE SOFTWARE.
No returns. Red Hat has a strict No Return Policy. If a customer needs a date change, Red Hat can do this if it's within 30 days from the PO date.
No-Return Policy; may approve on a case-by-case basis.
Replacement order required, 30 days

Returns are by exception from RSA only, and 15% returns fee will apply to any approved returns.
30 days with offsetting po
Case-by-case at vendor discression
NONE - Strick no return policy
No returns policy. If the license key has not been activated, we ask that the reseller reach out to their Ingram Micro Sales team. The Ingram Micro sales team will then reach out to cusomer service in regards to an RMA. If the license key has been used/activated, the reseller is asked to please reach out to SonicAWALL directly in regards to a return. SonicWALL Customer Service: (888)793-2830
30 days with vendor approval
Vendor discretion. Returns with a net deficit of 5K or more with no replacement need a Symantec reps esta approval.
Returns on case by case, no return policy
Within 30 days without a replacement order. Within 90 days with a replacement order. For rrder over $5,000 and/or over 51users, please inquire.

No RMA policy- exceptions made on a case by case basis
By exception only - must be within 45 days from purchase with a replacement order of equal or greater value and software destruction agreement signed by end-user and returned to VMWare within 10 calendar days. Only non-registered licenses are eligible for return. Renewals and ELA's are not returnable
pending
Case by Case
Exception only
Unknown For Now

Renewal Policy / Program
1 year renewal
After 1 year customer must renew
limited products (CS products not offered)
SA is renewable if purchased. Limited products (CS products not offered)
SA only - limited products (CS products not offered)
No renewals. Adobe disco'd upgrade SA coverage = CLP only for limited products(CS products not offered)
Upgrade Plan expires exactly tow years for order processing date, can be renewed in 1 or 2 year terms. Can specify a start date for upgrade plan if customer wishes. Upgrade plans offered on limited products.
Upgrade Plan expires exactly one year from order processing date (There is also a two year option), can be renewed in 1 or 2 year terms. Can specify a start date for upgrade plan if customer wishes.
60 day window. 30 days prior & 30 days after anivers. date Renew is annual (12 MO)

60 day window.
30 days prior & 30 days after anivers. date
Renew is annual (12 MO)

60 day window.
30 days prior & 30 days after anivers. date
Renew is annual (12 MO)

Support can be renewed early. AirMagnet backdates coverage to last support expiration.

Customer must renew all licenses at the time of the renewal date.   Any licenses they dont wish to maintain must be surrendered.   If customer wishes to renew at a later date, they must upgrade all licenses and then purchase maintenance.

45 days to renewal once expired. After the 45 days a late is incurred. If not renewed within 364 days, upgrade is required and placed back on subscription.

Support renewable annually using the same part numbers as a new purchase.

60 day grace period to place renewal after which a version upgrade is required.
Licenses are perpetual. 1 or 3 year period for renewals. RMDM (includes Erwin, Arcserve) only offers 24x7 (enterprise is phone and web technical support, version upgrades, DAT files). No authorization/license/grant numbers needed. Product upgrades limited to 2 prior versions then new product required. Resellers can request co-terms through CA Customer Care.

60 day grace period to place renewal after which a version upgrade is required.
 Licenses are perpetual. 1 or 3 year period for renewals. RMDM (includes Erwin, Arcserve) only offers 24x7 (enterprise is phone and web technical support, version upgrades, DAT files). No authorization/license/grant numbers needed. Product upgrades limited to 2 prior versions then new product required. Resellers can request co-terms through CA Customer Care.

Check Point Support Offer is required

All renewals go direct to Citrix. 1-800-424-8749 option 2
Customer must purchase additional year of support before current term expires.
*30 day extention on existing maintenace for renewal. *Early renewal allowed and added to the end of current maintenance. *Re-instatement fee calculated by Diskeeper (special pricing) for expired (several months outdated) maintenance.
Maintenance is for 1 and 2 year terms and is renewable after the term is up.
On the date it is due. If renewed after expiration date there will be a reinstatement charge.
1,2,and 3 year renewals as well as co-terms
approval by Appsense
1 YEAR
1 year

NONE
Customer need to provide the license key and we will forward it toMaintenance@cortado.com to provide us the renewal parts and pricing.
1 year
1 YEAR
1 YEAR
NONE
-
NONE
NONE
minimum orders for 2 new license.
Sold mostly as yearly service. Resellers must be Platinum, Gold, or Silver level partners for renewals. Any level for federal govt.
Filemaker does not have a grace period for maintenance renewals. Exceptions can be requested through vendor desk. Product is similar to Microsoft Access. Maintenance renewed each year as a 1 or 2 year subscription; renewals includes upgrade protection.
Support can be renewed early. Fortinet backdates coverage to last support expiration.
optional
IBM sends renewal out to EU 70 days, Ingram gets notified 65 days out.
Unknown at this time
Renewal quoting & pricing is handled by Juniper's renewal team. Order fulfillment is hanlded by Distribution. Resellers requesting service renewal quotes need to contact the Juniper Renewals Quote desk at 415-901-4431. A quote will then be generated and sent to the reseller and Juniper Service Desk to process here at Ingram Micro. Juniper Service can also be reached at renewals@juniper-service.net. Please allow the team 24-48 hours to create the quote.

before they expire must renew
renewals come from LANDesk
60 day grace period. After the grace period, a recertification fee is needed.
Perpetual Licenses - Support is renewed mostly on a yearly basis. Only one option for support, 24x7. Support expires date on of expiration but product can still be used, there will be no technical, web/phone support, upgrade protection or DAT files without active, current support. McAfee backdates all support to last day of expired support, no limit on how far back it can be backdated. McAfee allows for a 90 day future start date period.
n/a
Valid renewal quote from vendor for renewal POs30 day grace period for expired contractsParital amnesty for expired contracts on a case by case basis
Software Assurance is for 2 years. Open Academic is 90 day grace period for renewals, after 90 days needs an exception.After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights. Office 365 subscriptions renewed yearly. Azure based on consumption.
Software Assurance is for 2 years. Open Business is 90 day grace period for renewals, after 90 days needs an exception.After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights. Office 365 subscriptions are renewed yearly. Azure is based on consumption.
Software Assurance is for 2 years. Open Business 500+ is 90 day grace period for renewals, after 90 days needs an exception.After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights.

Software Assurance is for 2 years. Open Charity is 90 day grace period for renewals, after 90 days needs an exception.After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights.
Software Assurance is for 2 years. Open Government is 90 day grace period for renewals, after 90 days needs an exception.After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights. Office 365 subscriptions renewed yearly.
Licenses are renewable.
Licenses are renewable.
Software Assurance is for 3 years. Open Value is only 30 day grace period. After expiration customer must either buy new license or get exception. Can change programs when renewing. Licenses are perpetual. SA is upgrade protection, chat support, trainings, work-at-home rights. Office 365 licenses are renewed yearly.
Can start a new 3 year subscription or can buy the licenses out and renew under Open Value
Agreements renewed every 3 years
60 day grace period If after grace period, customer must by 3 yr SUP opt in, no penalites or reinstatement fees, but they must committ to three year term
Renewals require quote from vendor, before being quoted out by Ingram.
Customized
Manditory for all licensing in use. Must declare licensing to be retired if they want to drop the support.
Annual renewal reqired for continued use. Failure to renew removes the right to use product.
Mandatory support renewal to have access to updates or support. as of 8/1/2011 this must be prorated to coinside with yearly renewal date
Nuance will backdate expired maintenance unless a new version of the prodcut has been announced.

Open Text will configure all renewal requests which would include any late/reinstatement fees if applicable.

1 AND 3 YEARS

subscription based

30 days from expiration

Maintenance that lapses can be bought back without reinstatement fees.

Red Hat is subscription based for either 1 or 3 years. Renewals are to extend support for the product as the software itself is open source. There are two options for support, 8x5 or 24x7. Red Hat allows Renewals to be purchased up to 90 days in advance. If the end user's support has lapsed, Red Hat will back date up to 90 days. Past 90 days, a new subscription must be purchased and support begins the day Red Hat processes the order. There is no penalty for not renewing on time.   Red Hat sends renewal notifications to the end user which includes all information from the support contract and refers the end user to renew through the incumbent reseller. The notices go out at 30, 60 and 90 days before the current subscription expires.

Customer must renew and co-term entire environment. Late Fees apply if support has lapsed.

If maintenance was purchased they only need the renewal. If maintenance was not purchased the competitive upgrade must be purchased.

Maintenance is not mandatory for most RSA products, but highly suggested. Reinstatement fees may apply if customer wants to renew lapsed support.
Renewals only available on Server licenses. Will need to send an email with complete end user info, so we can request an MSRP quote from Business Objects
Must renew at end of support term to keep updates for perpetual license; term licenses must be renewed before term expires to continue using licenses
Renewals are all co-termed Re-instatement fee if expired no grace period
Need S/N of appliance to look up customers support level on SonicWALL's portal. Dell SonicWALL requires continuous coverage for support contracts. Generally, new contracts are retroactively applied to the expiration date of the most recent warranty or support agreement. Dell SonicWALL Support Services Reinstatement enables customers with expired warranties or support to purchase a new support contract and receive the full term of the support contract from date of activation. Also included in Dell SonicWALL Support Services Reinstatement is a single software or firmware update, providing customers with access to the most current features. Dell SonicWALL Support Services Reinstatement is waived with the purchase of a two-year or three-year Dynamic Support or Comprehensive Gateway Security Suite contract.
Support and Maintenance renewals on a yearly basis. Tech support can be renewed at any time. Maintenance must be purchased before expiration.
-
Can renew for 1, 2 or 3 years. Co-terming available. If license is lapsed for more than 1 year, license becomes void
1, 2 and 3 year options for support (year 2 gets 10% off, year 3 gets 15%). Can renew up to 6 months after expiration, after that new product license is required. Always keep original expiration date. 30 day grace period then lose updates/upgrades/tech support. Perpetual license, support renewed on an annual basis. All renewals are standard 12x5 support and can upgrade to 24x7 enhanced supprt. NFRs are available for Trend reseller partners through the Trend Micro Partner Plus Portal

90 day grace period
Renewals have no grace period. expired contracts get a 20% reinstatement fee. all renewal requests are submitted by reseller or Ingram through renewal portal. SLA is 1 business days for response from VMware
within 30 days of expiration
Must renew support by 1 year. Subscriptions to be renewed at end of contract.
All licenses are subscription and will stop working day of expiration. No grace period for expired support. Can renew early up to 3 months prior to expiration. Multi-year options are available, 1 or 3 year. 3 years for price of 2 promo valid up through EOY. Renewals are not allowed for expiration more than 6 months, will require new product purchase. Support comes with subscription is 8x5 but can upgrade to 24x7.
Unknown For Now

Media & Doc Delivery Availability
None
Yes
Disks ship UPS Ground, download media free with purchase of license (only viewable by end user)
Download media free with purchase of license (only viewable by end user) & Disks ship from IM Ware
Media & Doc Delivery AvailabilityDisks ship UPS Ground, download media free with purchase of licens
Disks ship UPS Ground, download media free with purchase of license (only viewable by end user)
Disks ship UPS Ground, download media free with purchase of license (only viewable by end user)
Disks ship UPS Ground, download media free with purchase of license (only viewable by end user)
No media

No media
o media
Included with license
Can only be ordered if the vpa is at current version
Yes
Download only
no physical media is sent. email delivery/electronic download of keys.
licenses are emailed/electronic downloads
Will ship media upon request

All media can be downloaded off of the end-users mycitrix.com account. Most licenses carry an optio
All media can be downloaded off of the end-users mycitrix.com account. Most licenses carry an optio
Documents will be emailed
Download only
Media is required for all Corel products except WinZip; Media doc kits available for purchase with lice
No Media
1-4 business days
No
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS

3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
2-3 Business days
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
Available through license desk and download. Not required.
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
Media ships free direct from Vendor
Media not available
Yes
Not applicable
No
Available through license desk and download.
None
No media

na
no
Electronic download
Download. Media can be downloaded from McAfee's website.
No
NA
No
No
No

No
No
Must be placed at the same time as the license order. Quantity must be less than or equal to the num
Must be placed at the same time as the license order. Quantity must be less than or equal to the num
No
No
-
Y
n/a
No physical media available.
No physical media available. After 12/17/2008 Download only
EMail / Web portal
No physical media available. After 12/17/2008 Download only
1 free media with every order. Additional media sold direct.

Quantities less than 5 will ship with license
up to 30 Business Days
n/a
Download available on AVG website
N/a
OS is downloadable; media kit can be ordered for latest version and must be on same PO as the subsc
Available on Partner portal, documnets can also be emailed from Vendor.
None

HW and SW Tokens only available with physical media.
Media will ship free with license purchase via Fed Ex 2nd day; Additional or replacement media can o
Documents can be requested from the vendor
shippable
No
CD and user guide ships automatically at no charge for every license order
Physical CD available, but main method is download.
None
Separate media sku available for direct ship from Trend Micro - all products available from web for fre

no
No Media for purchase. All media can be downloaded for free.
no
Yes
No physical media available. Download
N/A

Media & Doc Turnaround Time
None
1-2 buisness days
3-5 business days, download available as soon as Adobe closes order.
3-5 business days, download available as soon as Adobe closes order.
3-5 business days, download available as soon as Adobe closes order.
3-5 business days, download available as soon as Adobe closes order.
3-5 business days
3-5 business days
N/A

N/A
N/A
10 business days(sooner if "G" sku-fulfilled electronically)
2-3 business days
24 hours
N/A
N/A
N/A
Varies (stocked - can be shipped overnight upon request)

3-5 business days
3-5 business days
24-48 hours
n/a
5-7 Business Days
No Media
1-4 business days
No
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS

3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
2-3 Business days
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
5-7 Business Days
3-5 BUSINESS DAYS
3-5 BUSINESS DAYS
3-5 Business Days
Media not available
2-3 business days.
Not Applicable
NA
As POE (proof of entitlement) is available
None
No media available

na
no
2-4 business days
Media only available now through download on McAfee's website.
n/a
NA
free download - or direct from MS
free download - or direct from MS
free download - or direct from MS

free download - or direct from MS
free download - or direct from MS
As license is available
As license is available
n/a
n/a
-
1 week
n/a
15-30 days
Hardware by UPS ground, 7-10 days. Media is download only.
24-48 hours (download only)
Hardware by UPS ground, 7-10 days. Media is download only.
As license is available

3-5 business days
up to 30 Business Days
n/a
n/a
n/a
ships ground, 5-7 days
Immediate on portal, 24-48 hours by email
None

3-5 Business Days
3-5 business days
2-3 business days
5-7bus days
N/A
Fed-EX 2-day for media
-
N/A
2-3 business days + FedEx Ground shipping time from Chicago.

na
As license is available
na
1-3 Business days
As license is available
N/A

License Emails- who gets them? R=Reseller, E=End User, I=Ingram. List which entity is mandatory (M
E, I
RM, EM, and IM
Who gets them = E   List which entity is mandatory = EM & RM
Who gets them = E   List which entity is mandatory = EM & RM
Who gets them = E   List which entity is mandatory = EM & RM
Reseller and End User
Reseller and End User
Reseller and End User
No emails deployed (Console updated by Adobe as paid)

No emails deployed (Console updated by Adobe as paid)
No emails deployed (Console updated by Adobe as paid)
E
EU, IM
Email is sent to the end user and reseller. End user is mandatory.
E and I. Available to R on request.
R or E, I / EM,RM
R or E, I / EM,RM
R

E=only
E=only
EM, IM
EM, IM, R
EM, RM
REI
EM
E
EM AND RM
E

EM AND RM
EM AND RM
EM AND RM
EM AND RM
EM AND RM
EM AND RM
EM, RM, IM
E
EM AND RM
EM, IM, RM
E - end user
EM,IM
ERM
End user or Reseller
EM,IM
R/E/I
Reseller & Ingram

r, e, i
E
I and E
Ingram Micro, End User, Reseller
I, E, R
R, E, I
Reseller
Reseller and End User
Reseller

Reseller and End User
Reseller and End User
End User, Reseller and Ingram receive fulfillment notices
End User, Reseller and Ingram receive fulfillment notices
RM, EM, I
RM, EM, I
R
R, I
RM, EM, I
REI
REI
REI
REI
Enduser

E, I

R,E,I, EM, RM

e

End User, Reseller and Ingram receive fulfillment notices

E

End User, Reseller and Ingram receive fulfillment notices

EM, IM

E,I

EM
EM , IM
EM, IM, R
I
R, E, I
I
End-user and/or Reseller
R, E, I
RM, EM, I

r,e,i

licenses: RM, EM, IM

r or e and I

RM, IM, EM

Reseller and Enduser

R, E, I

End User Type
ALL
Corporate
Corporate
Education (Higher Ed / K12) - NFP does not qualify
Government
Corporate
K-12, Higher Ed or NFP
Government
Corporate

Education (Higher Ed / K12) - NFP does Qualify
Government
All
Corp, Acad & Govt
Commerical/Government
Academic, Government, Corporate
Government/Education/Charity Sometimes referred to as FED/SLED (Federal, State, Local, Education)
Corporate
n/a

Easy (Corporate), GSA, Education/Non-Profit
Easy (Corporate), GSA, Education/Non-Profit
All
Corporate, Education, Goverment, Charity/Non-Profit
Corporate, Academic (non-profit falls under academic), Government
Corporate, Education, Government(except Federal)
Commercial pricing only - but can quote all customers
Corporate and Academic
ALL
ALL

ALL
ALL
ALL
ALL
ALL
ALL
Corp, Acad & Govt
ALL
ALL
Corporate, government
Any
Corporate, Education, Goverment/Non-Profit
all
commercial Only
Commerical, Academic & Government
All
Commercial; Government; Academic

corp/govt/acad/nfp
Corp, Academic and Government
Any
CORP, GHE, GSA
All
ALL
Academic
Corporate
Corporate

charity
Government
Academic, Gov't. Corporate
Academic
corporate and Government
corporate and Government
Corporate and Academic
ALL
Corp, Acad & Govt
Academic, Government, Corporate
contract
Education
all
corp, acad. state / local

E
ALL
all
Academic, Gov't/Non Profit Corporate
Commercial Only
Corporate Pricing only
All
ALL

Corp, Edu, & Govt (no Edu or Govt discount)
Commercial; Government; Academic
All types
All
All
Government, Education, Non-Profit
-Corp---Acad---Gov---Non-profit(Acad pricing)
Corp, Academic, Gov't
Corporate, Acad, Gov, Non Profit

commercial, gov't, edu
Corporate, state and local government, academic and non-profit
gov/corp/academic
Corporate, Government, and Educational
Corp, Acad & Federal Government
All

Price Levels
Tiered pricing 1-9 10-24 25-49 50-99 100-249
  Vaires by product
Based on points: 8K to 99,999 = Level 1 100K to 299,999 = Level 2 300L to 999,999 = Level 3 1Mil + = Level 4
Based on points: 5K to 49,999 = Level 1 50K to 99,999 = Level 2 100K + = Level 3
Based on points: 8K to 299,999 = Level 1 300K + = Level 2
  One no Mininum
  One no Mininum
  One
By Quantity: Level 1 1 - 49 Level 2 50 - 249 Level 3 250 - 999 Level 4 1000+

Two Options: Named user = Faculty and staff (Person) Device user = Computer running software (Student) By Quantity: Level 1 1 - 49 Level 2 50 - 249 Level 3 250 - 999 Level 4 1000+
By Quantity: Level 1 1 - 49 Level 2 50 - 249 Level 3 250 - 999 Level 4 1000+
  None
Single Level QTY 1-9 Level A QTY 10-59 Level B QTY 60-299 Level C QTY 300-999 Level D QTY 1000+
  None
  N/A
  2 Program pricing levels: GLP - government, non-profit, academic OLP - Corporate
  2 Program pricing levels: GLP - government, non-profit, academic OLP - Corporate
Partner Levels with Check Point determine pricing (NIP,BRONZE,SILVER,GOLD,PLATINUM))

Easy Pricing applies (no discounting off of MSRP)
Large orders qualify for various Enterprise Level Pricing programs (termed for three years). Educational entities and 501c3 qualify for Education pricing as long as order minimums are met
One-Off, Authorized, Preferred, or Premier
Tiered
Volume price tiers
Corpoprate, Educational and Government (Except Federal). Lead Registration for all Market Segments
Registered-Preferred-Premier. Pricing is based on Dell Partner Direct Partner Program. discounts based on reseller competencies.
na
NONE
NONE

NONE
NONE
NONE
NONE
NONE
NONE
None
A,B,C,D,E,F
NONE
tier level
No pricing tiers.
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
none
Deal reg
BL thru J Govt ACAD PAX
Standard and Platinum
Pricing is determined by Reseller Partner Level with Juniper. Pricing Reseller Discount Elite 40% off list on hardware   16% off list on Support Select 35% off list on Hardware   16% off list on Support Reseller 30% off list on Hardware   16% off list on Support

different levels depending on the bands
vendor discretion
Depends on authorization level.
A-J
Elevate Partner Pricing, pricing will also depend on VARs level with Cisco (registered, gold, etc)
Authorized Gold Platinum
none
none
minimum 500 points must qualify in the specific pool (server,applications, operating system)

5-999 Level E; 1000+ Level F

OV, OV Level C - 250 plus desktops company wide, OV Government for State and local end users

OVS and OVS Level C - 250 plus desktops company wide

monthly pricing

20% off list, 25% off list, 30% off list, 35% off list depending on partner level

None

None

discount specified by contract. annually reviewed in february by Novell.

Contract pricing. catalog specific to ALA or SLA.

Corporate
Academic
Non profit/Goverment

Program Level	Point Range
A	50-399
B	400-1,999
C	2,000-3,999
D	4,000 - 9,999
E	10,000 +

Minimum Re-Order   =   20

Quantity Levels:
(1-4)
(5-19)
(20-49)
(50-99)
(100-199)
(200-499)
(500-999)
(1000-2499)
(2500-4999)
(5000-7499)
(7500+)

NONE

1-250 User Pricing
251-500 User Pricing
501-1000 User Pricing
1001+ User Pricing

Silver and Gold

No pricing tiers for *Track-It!* products.

All other BMC BSM products have tiers. They vary by product and use suffixes of A-H to designate each tier.

Red Hat has reseller programs available to quailfide resellers. Red Hat Ready Partners, Advanced Business Partners and Premier Partners do receive a discount off MSRP . this is loaded into Ingram's as an Acop. Red Hat does not have volume level pricing.   Resellers who are not in the program do not receive any discount off MSRP.

Bronze, SIlver, Gold, or Platinum

1

10-25 30-100 105-150 155-250 255-500 505-750 755-1500 1505-2500 2505-5000 5005-10000
1 to 2 3 to 9 10 to 49 50+
vary by product
Authorized, Silver, Gold
n/a
No pricing levels for licenses
Corp---A-F Acad--A and H Gov---A and H Rewards--A-E
Tiered Pricing, set margins
Volume price levels. Discounts available for academic/government/non profit

none
n/a
none
Varies by product and installation size
Pricing based on reseller Partner level with Websense.
None

Payment Method (upfront, annual, etc)	LAST UPDATED / REVIEWED
Upfront	2/19/2014
Upfront	2/19/2014
Upfront	10/1/2014
Upfront	10/1/2014
Upfront	10/1/2014
Upfront	10/1/2014
Upfront	10/1/2014
Upfront	10/1/2014
Upfront	10/1/2014
Payment Method (upfront, annual, etc)	LAST UPDATED / REVIEWED

Upfront	10/1/2014
Upfront	10/1/2014
Upfront	2/24/2014
up front	2/24/2014
upfront	1/2/2015
Upfront	2/21/2014
Standard upfront payment -normal Ingram payment requirements	1/2/2015
Standard upfront payment -normal Ingram payment requirements	1/2/2015
Upfront	4/2/2014

Upfront	4/1/2014
Upfront	4/1/2014
Upfront	4/3/2014
upfront	4/1/2014
upfront	2/19/2014
Upfront	2/19/2014
upfront	7/1/2014
upfront	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014

UPFRONT	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014
upfront	4/3/2014
UPFRONT	4/3/2014
UPFRONT	4/3/2014
na	4/3/2014
Upfront	2/19/2014
Annual	2/19/2014
upfront	2/19/2014
Billing	2/24/2014
Annual	4/1/2014
Up front	2/24/2014
upfront	4/7/2014

upfront	2/20/2014
upfront	4/3/2014
Hardware and 1, 2 or 3 year support upfront	2/19/2014
upfront	10/6/2014
Upfront	7/7/2014
Upfront	2/19/2014
upfront	1/5/2015
upfront	1/5/2015
up front	1/5/2015

upfront	1/5/2015
up front	1/5/2015
Up front	2/24/2014
annual	1/5/2015
annuity or full pay	1/5/2015
annuity	1/5/2015
monthly	2/20/2014
upfront	2/19/2014
upfront	5/12/2014
Upfront	5/12/2014
annual	2/20/2014
Annual	2/20/2014
upfront	2/20/2014
Upfornt	2/21/2014

Upfront	4/4/2014
UPFRONT	4/1/2014
annual	4/1/2014
Upfront	3/31/2014
Upfront	4/1/2014
Annual and 3 years payment up front	10/17/2014
Upfront	4/3/2014
Upfront	2/24/2014

upfront	2/19/2014
upfront for orders then annual for support renewals	2/24/2014
upfront	3/4/2014
upfront	2/19/2014
Upfront	4/1/2014
Upfront	2/21/2014
-	4/1/2014
Upfront	2/19/2014
Upfront	4/2/2014

upfront	2/21/2014
upfront for orders then annual for support renewals	1/3/2014
upfront	2/24/2014
Upfront	2/19/2014
Upfront	2/21/2014
Up Front	2/24/2014

Complementary Vendors
Microsoft;Red Hat;Citrix;VMWare;
Adobe;

Microsoft;Novell;VMWare;
Microsoft;Novell;VMWare;
Fortinet;SonicWALL;Tenable;

Microsoft;Datacore;RSA;
Microsoft;Datacore;RSA;
Microsoft;Citrix;
VMWare;Veeam;Citrix;
Citrix;Microsoft;VMWare;
SonicWALL;

VMWare;Microsoft;
Acronis;
Citrix;Red Hat;
Websense;Kaspersky;VMWare;Sophos;

Citrix;Adobe;Veeam;
Novell;

Adobe;Attachmate;AVG;AutoDesk ;Acronis;Condusiv;General Licensing;Microsoft;Microsoft-Campus/School;Microsoft-SPLA;Symantec;Shavlik;SAP;

Citrix;VMWare;Microsoft;

Microsoft;VMWare;

VMWare;Microsoft-Open Value