Vendor Program Overview

SAP is the vendor for Crystal Reports, Crystal Server, SAP HANA, and Sybase IQ. SAP is the worldwide leader in data reporting and data analytics software.

Key Products

Crystal Reports 2013 – SAP® Crystal Reports® software is the de facto standard in reporting. With SAP Crystal Reports 2013, you can create powerful, richly formatted, dynamic reports from virtually any data source, delivered in dozens of formats, in up to 24 languages. A robust production reporting tool, SAP Crystal Reports turns almost any data source into interactive, actionable information that can be accessed offline or online, from applications, portals, and mobile devices.

SAP Crystal Server 2013 - Ease the strain on IT resources and put analytics directly into the hands of decision makers with SAP® Crystal Server. Deliver reports, dashboards, and data discovery for everyone – all within a managed, secure business intelligence (BI) server that's quick to deploy. The software enables business users of all levels to make informed decisions and helps IT reduce reporting backlogs, administrative complexity, and costs with configuration wizards, system monitoring, auditing, promotion management, and flexible licensing options. [Named user licenses are required for data discovery functionality.]

CrystalReports.com - Crystalreports.com is a service to distribute Crystal Reports files over the Web instead of by email or hard copy. Crystal Reports will host your files so you don't have to deploy anything or depend on IT.

Maintenance/Support

Crystal Reports Server Standard and Enterprise Support – Standard and Enterprise Support must be purchased with new server Licenses. Enterprise Support includes 24 x 7 Technical Support and software updates for one year from the date of purchase.

Media

All media is provided via free electronic download. When an order is processed, the customer will receive a license confirmation email containing a download link and login credentials for the media.

Authorization Requirements

There are no specific authorizations needed for Crystal Reports and Crystal Server. Authorized Reseller Program (ARP) is available for SAP HANA and Sybase IQ products.

Ordering Requirements
There are no minimums for SAP orders. To assure prompt processing of your 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)

Product Delivery
SAP normal processing time on orders is 2-3 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. The license confirmation email contains a download link for the media.

Renewals
Send renewal quote requests to the SAP team box with end user information.

Pricing Programs
Government/Education: Gov-Ed skus are reserved for: State, Local and Federal Government agencies; K-12; Higher Educational institutions; Non-Profit agencies. Proof of eligibility is required.
If purchasing products for a government end user on Click2License, please note your government pricing will not be visible to you. Your government discounted pricing will apply when your order is processed.

Corporate Desktop Product Pricing Levels:

Level 1 1-2 licenses
Level 2 3-9 licenses
Level 3 10-49 licenses
Level 4 50+ licenses

Important Notes
SAP does not support downgrades. SAP 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.

Returns Overview

SAP return policy is 30 days from the date of order with an offsetting/replacement order.

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion.

The vendor has to approve the RMA before further action can be taken.

If SAP approves the return, a completed letter of destruction is required.

The LOD form is at the bottom of this document and must be filled out by the end user and returned back to our desk.

We will request this from you once the vendor has approved the return.

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 vendor usually does not allow partial returns)
Reason for Return
Offsetting/replacement PO number

Please contact our licensing desk with any questions.

May 6, 2015

CERTIFICATION OF SOFTWARE KEY CODE DESTRUCTION

This Certification is made by **Insert Company Name**. (hereinafter "Customer") to the intellectual property owner, Business Objects, Inc.

The Customer hereby warrants, represents and certifies that it has taken the necessary measures to delete and destroy the key codes for the software licenses described below, including any copies of such key codes made by Customer, for use under the terms of Business Objects' software license agreement by **Insert date.**

SAP Product Name License Quantity

Product Name	SKU	Quantity

Customer acknowledges that any continued use of the key codes, or any copies made by Customer, will constitute willful copyright infringement for which Customer may be liable for civil damages of up to $100,000.

Business Objects will issue permanent or new (whichever is applicable) key codes for the applicable software products to Customer upon Business Objects' receipt of this Certification from Customer.

The signatory of this certification hereby swears and attests that the foregoing is true and correct, and that said signatory is duly authorized by Customer to make the foregoing certification.

By Customer: _____ Date: _____
(*Signature*)

_____
(*Please Print Name*)

Address: _____
_____

Email Address: _____