

**1-800-456-8000 ext 76488**  
**VMware-licensing@ingrammicro.com**

### **VMware Partner ID Policy**

VMware requires Ingram Micro to submit all orders with the reseller's VMware partner ID number. If you do not have a VMware partner ID and an order is submitted to our desk, the purchase order cannot be processed until you obtain a VMware partner ID number.

#### **To obtain a Partner ID:**

Visit the following link: <http://www.vmware.com/partners/vip/>

You must go to Solution Providers [Learn More>](#)

Then go to the Apply Now tab.

Click on [Solution Provider](#)

Fill out the form and submit it to obtain a partner ID.

### **VMware Authorization Policy**

VMware restricts the sale of product to VMware Partners only. VMware has different levels of authorization. This affects the products that can be purchased based off a reseller's authorization level.

Registered Partner's: This level is able to purchase: Workstation, Fusion, ACE, Essentials, Essentials Plus, Services and Renewals **ONLY**. To purchase, the reseller must have a VMware partner ID. If you need a partner ID, please see the above section on how to obtain.

Professional, Enterprise and Premier: These levels are able to purchase all VMware products.

### **VMware SNS (Support and Subscription) Policy**

VMware **requires** the purchase of SNS with all products except: Workstation and Fusion

### **VMware Order Requirements**

To assure prompt processing of your VMware Purchase, please be sure to include the following information when placing your order with us:

1. VMware Reseller Partner ID number
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
9. Support and Subscription is mandatory for each license (optional for VMware Workstation & Fusion products) purchased, select Basic or Production level support.

\*\* VMware's normal processing time on orders is 2-3 business days.

### **License upgrades VMware**

Serial key(s) of existing licenses are required for ALL VMware license upgrade orders. Please send the key(s) and reference your PO# to [vmware-licensing@ingrammicro.com](mailto:vmware-licensing@ingrammicro.com) to allow us to complete your Click2License order. Please reference your reseller PO number in your email.

### **VMware Academic Licensing Program**

**VMware provides Academic pricing under the following guidelines:**

1. A student or employee of an Educational Institution that has an .edu email address can be considered for VMware academic pricing.

If .edu is lacking from the email domain, the Institutions name should be clearly recognizable as academic or the name itself should be included in the email domain or some other recognizable abbreviation denoting the education affiliation (IE: sjusd.k12.ca.us) or a copy of a student ID should be presented at the time of purchase.

Training Centers that operate as a business for profit as well as individual students, teachers, lecturers, researchers or tutors affiliated with that training center are not eligible for academic pricing.

2. The use of the licenses must be for classroom purposes and education.

To summarize, VMware's academic pricing policy is geared for academic environments exclusively. Governmental or state agencies that are in the education field do not qualify for this pricing.

### **VMware Non-Profit Licensing Program**

#### **Definition and Requirements of a Non-Profit Entity for Eligibility to Participate in the VMware Academic Buying Program:**

The following U.S. Non-Profits under U.S. Tax Code 501(c) are eligible to participate in the VMware Academic Buying Program.

• **Non-Profits are defined under U.S. Tax Code 501(c)(3)** as an organization which is organized and operated exclusively for one of the following purposes:

- Religious
- Charitable
- Scientific
- Literary
- Educational
- In the prevention of cruelty to children or animals
- In the testing for public safety
- Fostering national or international amateur sports competition

• **Non-Profits under U.S. Tax Code 501(d)** Religious or Apostolic Organizations

• **Non-Profits under U.S. Tax Code 501(e)** Cooperative Health Services provided to Hospitals

• **Non-Profits under U.S. Tax Code 501(f)** Cooperative Service Organizations of Operating Educational Organizations providing cooperative investment services for Educational Organizations

• **Non-Profits under U.S. Tax Code 501(k)** Child Care Organizations which supply child care to children with working parents

• **Non-Profits under U.S. Tax Code 501(n)** Charitable Risk Pools which pools insurance risks of 501(c) (3) Organizations

**U.S. Non-Profit Institutions who file under U.S. Tax Code 509(a)** such as Publicly-Supported Charities, and Exempt Purpose Activity-Supported Charities may also qualify. U.S. Tax Code 509(a) Organizations are defined as:

- Organizations organized and at times thereafter operated exclusively for the benefit of, to perform the functions of, or, to carry out the purposes of one or more specified Organization.
- Organizations operated, supervised or controlled by or in connection with one or more Organizations
- Organization not under the control directly or indirectly by disqualified persons or organizations other than foundation managers or by one or more Organizations.

#### **U.S. Organizations NOT eligible to participate in the VMware Academic Buying Program:**

- **U.S. Tax Code 501(c) 1** Non-Profits as defined as Corporate Organization under Acts of Congress, or as Instrumentalities or the United States.
- **U.S. Tax Code 501(c) 2** Non-Profits as defined as Title Holding Corporations for Exempt Organizations, or those who hold title to property owned by Exempt Organizations.
- **Organizations filed under 501(c) (4 through 27).** This includes:
  - Teachers' Retirement Fund Associations
  - Domestic Fraternal Societies and Associations
  - Fraternal Beneficiary Societies and Associations
  - Social and Recreation Clubs
  - Business Leagues, Chambers of Commerce, Real Estate Boards, etc.
  - Labor, Agricultural, and Horticultural Organizations
  - Civic Leagues, Social Welfare Organizations, and Local Associations of Employees
  - Political organizations
  - Labor or fraternal organizations
- **Other Organizations NOT eligible:**
  - Organizations that are an integral part of local government or have governmental powers
  - Hospitals not wholly owned by a University
  - Health Management organizations (HM)
  - Preferred Provider organization (PPO)
  - Non-profits that are not charitable organizations or act as non-profit lobbying groups
  - Private Foundations
  - Academic facilities that qualify for Academic status.

#### **VMware Return Policy**

1. ALL RMA's are subject to VMware's discretion
2. ALL return requests must be made within 30 days of purchase date. NO EXCEPTIONS.
3. VMware requires the end-user sign a Software Destruction Agreement (SDA) document, which **MUST** be returned within 10 calendar days from date of issue by VMware for your RMA to be approved.
4. Return requests over 30 days will be denied. No exceptions granted.

#### **Additional VMware Resources**

Please feel free to contact our licensing team for assistance with pricing, quotes and configurations:

VMware Licensing Desk 1-800-456-8000 x76488

[VMware-licensing@ingrammicro.com](mailto:VMware-licensing@ingrammicro.com)

