



Doing Business with IBM in North America

What UrbanCode customers need to know

IBM recently acquired UrbanCode, Inc., which provides continuous release and deployment solutions, enabling greater business agility by rapidly and more frequently delivering applications at reduced cost and risk. Beginning September 1, 2013, UrbanCode business systems and processes related to the acquisition of UrbanCode solutions and support will be integrated with IBM.

The following “Doing Business with IBM” guide describes changes to expect and actions needed to maximize the benefits of your relationship with IBM. It will also ensure a smooth transition to IBM’s business systems and processes. Most of your contacts in sales, services delivery, support and education will remain the same.

As a customer of IBM, you’ll continue to have access to UrbanCode offerings, now under the IBM brand. You will also have access to the extensive IBM portfolio of solutions and services offerings, while enjoying the high-quality, responsive service you’ve come to expect from both UrbanCode and IBM.

We anticipate that you and your organization will experience a smooth transition to IBM over the next several months. During this process, the IBM team and your IBM UrbanCode representatives are available to answer any questions and to address your ongoing software and service needs.

**Please watch for this very important
IBM welcome letter
for important links and key actions**



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Important actions for UrbanCode customers

Create an IBM Registration ID – why it's important

Why an IBM Registration ID	Website
<p>IBM Registration is a central location for user information used throughout IBM web sites.</p> <p>Your IBM Registration ID (IBM ID) is your single point of access to all IBM registration-based web applications. Click on the link in the next column for registration instructions.</p> <p>As part of the registration process, you can create an IBM profile.</p> <p>With an IBM profile, you can set up and manage preferences and interests to tailor ibm.com content to suit your specific business needs</p> <p>Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.</p>	<p>Register for an IBM ID and Create your IBM profile</p>
<p>Need more information? Review the IBM profile and IBM registration Frequently Asked Questions (FAQs)</p>	<p>IBM profile FAQs</p>
<p>Having problems registering? Contact the Worldwide IBM registration helpdesk</p>	<p>Contact the IBM registration helpdesk</p>

I. Accounts Payable and Purchasing

Effective September 1, 2013, UrbanCode processes will migrate to IBM. This will create a common process for you to acquire software products and services from IBM.

The quotes and invoices you receive will change in format after September 1, 2013, and they will be issued from an IBM location as appropriate. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today. If you are being billed in advance under a monthly recurring billing model today, this will change to a monthly billing model in arrears under IBM letterhead. Please check the following items on your internal vendor records:

Important actions for UrbanCode customers:

Tax ID Exemption Certificates and Change Requirements

Vendor name will change from UrbanCode to the applicable local/regional IBM entity covering your location (the term “Vendor” below represents the applicable IBM entity).

Vendor applicable Tax Identification Number will change.

If you are currently exempt from Sales and Use tax, or local VAT or taxes, you will need to reissue **Tax Exemption Certificates** from your company to IBM. Please check with your sales representative for processing details.

Electronic Software Delivery Tax Exception for U.S. customers

Vendor applicable E-Delivery Tax Exception for US customers only – if applicable, please check with your sales representative for processing details.

Table of changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name	Vendor name will change from UrbanCode to the applicable local/regional IBM operation covering your location (the term “Vendor” below represents the applicable IBM entity).
Vendor remit-to addresses	Vendor remit-to addresses for checks, wire transfers and overnight payments will change for all new business after September 1, 2013. The new details will appear on your invoices issued from IBM after that date.
Vendor Standard Payment terms	In most countries, Vendor standard payment terms of “due upon receipt” may be applicable. You can find this information on either your invoice or quote.

What is changing	Description
Currency	In some countries, the currencies used by UrbanCode are different than those used by IBM, thus you may be transacting in a different currency with IBM.
Languages	In some countries, the correspondence you will receive from IBM may be in the local language.
Customer numbers	<p>Effective September 1, 2013, UrbanCode customers will be assigned IBM customer numbers (ICNs). Beginning the week of September 9th, you will receive your ICN in a welcome letter from IBM.</p> <p>Please note that your ICN will be used with all order-related communications.</p>
Purchase documentation	All purchase documentation, such as invoices, will be sent to the contact(s) listed in your IBM profile associated with your ICN unless specified otherwise in your order.
Part numbers and product descriptions	<p>New part numbers and product descriptions for the IBM UrbanCode portfolio will replace the pre-existing UrbanCode product descriptions.</p> <p>These new part numbers and descriptions will appear on quotes and invoices you may receive from IBM.</p> <p>Product descriptions will be similar to the original UrbanCode product descriptions.</p>
Document formats	The format of documents (ie: quotes, services statements of work, invoices, etc.) that you receive, will change based on the local/regional IBM operation covering your location.
PO requirements	If your company requires issuing a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your UrbanCode representative with any questions.
Licensing Process	IBM UrbanCode offerings are governed by a software license agreement

II. Software Support

UrbanCode Support offerings will continue to be used after September 1, 2013 and supported by the IBM UrbanCode Support team. IBM UrbanCode will continue to focus on delivering customer satisfaction without compromise.

As we work to integrate UrbanCode and IBM Support, we will offer IBM UrbanCode customers expanded capabilities through the existing IBM Support infrastructure. For the most current information on IBM UrbanCode Technical Support read the [Acquisitions: Making the transition web site](#) , and refer to the section for UrbanCode, for more information.

You are also encouraged to visit the [IBM UrbanCode Transition website](#) for the most recent news, updates and FAQs.

What does not change on September 1, 2013:

Support is provided per your existing UrbanCode support agreements. IBM UrbanCode Support is accessed through existing channels. Refer to the [UrbanCode Support website](#), for more information. Please ensure the primary support contact within your organization is aware that they should continue to access IBM UrbanCode Support in the same way they always have.

Additional communications will be sent as UrbanCode support processes are fully migrated into IBM systems. These will also be referenced on the [IBM UrbanCode Transition website](#).

As part of the transition into IBM Support, UrbanCode will be contacting you to validate the correct Primary and Technical Contacts. **Below are informational highlights to help you understand the definition of those future roles in IBM Customer Support.**

- The **IBM Primary Contact** is a specific individual who will manage access to the IBM software download site for their organization's IBM UrbanCode software contract(s). The Primary Contact approves IBM download site access requests from their organization and will receive all download account management and communications. This person will also be the primary contact for annual subscription and support renewal invoices for IBM UrbanCode software and services at your organization. The Primary Contact must be a single individual.
- Only a **single** Primary Contact can be designated per Company in the IBM systems.
- The **Site Technical Contact** is a specific individual from the Customer's company who will manage access to IBM's Technical Support services and grant the authority to open Technical Support Requests on behalf of their organization. The Site Technical Contact approves IBM Support access requests from their organization's employees and business partners and will receive all IBM Support access instructions and communications. Visit the [IBM electronic support website](#) for more information regarding IBM's electronic Support.

- ☑ Only a single Site Technical Contact can be designated per company in the IBM systems. However the Site Technical Contact can register up to nine (9) Administrators, who can also grant the authority to open Technical Support Requests on behalf of their organization. Additional Users can be added to the system by both the Primary Contact and the Administrator(s) or through self registration.

IBM will also make available to IBM UrbanCode clients, an enhanced level of support through the IBM Accelerated Value Program (AVP). This program provides pro-active and preventative support through the assignment of specific support staff to assist you with all aspects of operating your IBM UrbanCode software.

Visit the [IBM electronic support website](#) for more information.

III. Software Subscription and Support Renewals

UrbanCode Support Renewals will be integrated into the IBM Software Subscription and Support Renewals process in a phased approach. Your Software Subscription and Support Renewal is determined by the date your current UrbanCode support contract expires.

The following outlines the key dates associated with the transition to the IBM Software Subscription & Support process:

Table of renewal dates and actions

Renewal date	What will happen
Renewal date before September 1, 2013	You should have received a quote from your UrbanCode Renewal contact and you should have proceeded with confirming your renewal by your current renewal date or September 1, 2013, whichever is earlier, to ensure that there are no disruptions in service. Any renewals not confirmed by that date will be re-quoted under IBM's terms and conditions. If you have not yet received a quote, please contact your UrbanCode Renewal contact.

Renewal date	What will happen
Renewal date between September 1, 2013 and October 1, 2013	If your renewal falls within these dates, you should have received a quote from your UrbanCode Renewal contact with an opportunity to renew early. If you elected not to take advantage of this opportunity by September 1, 2013, the original renewal quote will still be valid until October 1, 2013. However, any orders received after September 1, 2013, will need to be addressed to IBM and will be subject to IBM's terms and conditions. Invoicing, part numbers and payment terms will change to IBM standard conditions and the renewal end date will move out to the last day of the month. If you have not yet received a quote, please contact your UrbanCode Renewal contact.
Renewal date after September 1, 2013	Your Software Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your Subscription and Support Renewal contact. This quote will be subject to standard IBM terms and conditions, and the renewal end date will move out to the last day of the month.

Renewal notices will be generated from IBM Systems with options for renewal, and provided to you by your Software Subscription and Support Renewal representative

IV. Passport Advantage

As a customer of IBM, you will begin to see references to [Passport Advantage](#) and [Passport Advantage Express](#). Passport Advantage and Passport Advantage Express are comprehensive IBM offerings for new software licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools. As an example, Passport Advantage Online is a Web tool that helps you manage your licensed software, buy new licenses, renew subscriptions, download entitled software and more.

In the future, some IBM UrbanCode products and support will be available under the IBM [Passport Advantage](#) program. Watch your mail for further details.

V. Professional Services and Training

UrbanCode Professional Services, including consulting and education, will be integrated into IBM Rational Services.

IBM Rational Services will continue to support customers with the deployment and adoption of the IBM UrbanCode portfolio. Customer support for deployment and adoption in the form of both consulting and training courses will be provided by the integrated IBM Rational (and IBM

UrbanCode) Services team. This team will manage customer engagements and provide consultants and training instructors as required. Where applicable the team will also make use of authorized IBM Services Business Partners.

<http://www-01.ibm.com/software/rational/services/>
or: ratlsvcs@us.ibm.com

Changes in Professional Services as of September 1, 2013

IBM will assume any ongoing UrbanCode Professional Services engagements and statements of work (SOW) and will perform as originally contracted. While there are several process changes regarding the way contracts and SOWs are developed, there are no fundamental changes to the overall UrbanCode services business model. Customers will engage IBM Rational Services to support the IBM UrbanCode portfolio of products. One exception is customers requiring a purchase order between their organization and IBM to facilitate payment for existing UrbanCode services. In that case, the customer must provide their Rational Services contact with a new purchase order, which references to the original contract or SOW.

All new services orders will be contracted using standard IBM services agreements, rate structure and SOWs. The IBM services agreements, SOWs, and service order systems may be a separate system separate from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

As part of the acquisition, personal information may be transferred from UrbanCode to IBM.
[Read IBM's privacy policy](#)