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Doing Business with IBM for Asia - Pacific

What Sterling Commerce Network Partners need to know

On August 27, 2010, IBM completed its acquisition of Sterling Commerce, a leading global provider of e-commerce, fulfillment and business-to-business integration capabilities. And, on July 1, 2011, Sterling Commerce will begin conducting business as IBM.

This document includes important information about the integration of Sterling Commerce into IBM on July 1, 2011. Whether you are new to doing business with IBM, or have an established partner relationship, we look forward to working with you to meet your customers' needs.

This document is designed to provide you with important information that will help guide you in conducting business with IBM. Although processes are changing, most of your contacts in sales, service delivery, support and education will remain the same.

As an IBM Business Partner, you will continue to have access to Sterling Commerce offerings as well as IBM's extensive portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you've come to expect from both Sterling Commerce and IBM.

We anticipate that you and your organization will experience a smooth transition to IBM during the next several months. During this process, the IBM team and your IBM and Sterling Commerce representative are available to answer questions and to address your ongoing product and service needs.

Table of contents

ACCOUNTS PAYABLE AND PURCHASING	3
<i>Table of changes for Accounts Payable and Purchasing</i>	3
CREDIT	5
CLOUD SUPPORT	5
<i>What does not change on July 1, 2011</i>	6
PROFESSIONAL SERVICES AND EDUCATION	6
<i>Changes in Professional Services as of July 1, 2011</i>	6
<i>Changes in Education as of July 1, 2011</i>	7
IBM PARTNERWORLD	7
AP CURRENCY TABLE	8

Accounts Payable and Purchasing

Effective July 1, 2011, Sterling Commerce 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 may change in format after July 1, 2011, and they will be issued from an IBM location as appropriate. All outstanding quotes expire on June 30, 2011, unless stated otherwise in the quote. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today. Please check the following items on your internal vendor records.

Table of changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name change	The vendor name will change from Sterling Commerce to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the IBM operation).
VAT or taxes exemption	If applicable local IBM will charge a VAT/GST or Business tax at the applicable rate and this will be in addition to the prices quoted by local IBM. Local IBM will issue the relevant invoice containing the indirect tax.
Vendor remit-to addresses	<p>Vendor remit-to addresses for cheques, wire transfers, and overnight payments will change for all new business after July 1, 2011.</p> <p>The new details will appear on your invoices issued from IBM after that date.</p>
Vendor standard payment terms	<p>The payment terms in your existing Sterling Commerce contract will apply until such time as that contract expires, is terminated or replaced.</p> <p>Any new agreements entered into with IBM in the future will be subject to the IBM standard payment terms applicable at the time of the new agreement.</p> <p>You can find this information on either your invoice or quote.</p>
Currencies	In some countries, the currencies used by Sterling Commerce are different than those used by IBM, thus you may be transacting in a different currency with IBM. Refer to the currency table at the end of this document.

What is changing	Description
Correspondence languages	In some countries, the correspondence you will receive from IBM may be in the local language.
IBM customer number	<p>Effective July 1, 2011, Sterling Commerce customer numbers will be replaced with IBM customer numbers (ICN).</p> <p>You will receive your ICN in a separate communication from Sterling Commerce. Please note that your ICN will be used with all order-related Sterling Commerce 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 IBM customer number unless specified otherwise in your order.
New part numbers and descriptions	<p>New part numbers and product descriptions for the Sterling Commerce Cloud portfolio will replace the pre-existing Sterling Commerce Cloud product description for the most current Sterling Commerce offerings.</p> <p>These part numbers and product descriptions will appear on any invoices you may receive from IBM.</p> <p>Product descriptions will be similar to the original Sterling Commerce Cloud product descriptions.</p>
New format of documents	<p>The format of documents (services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.</p> <p>All Sterling Commerce Network partners:</p> <ul style="list-style-type: none"> • The invoice your company will receive from IBM beginning in July will reflect line items billed net of your contract discount. • Where your company has received detailed invoices from Sterling Commerce (e.g. mailbox detail), you will continue to receive this detailed information separate from the invoice, but at net price only.

What is changing	Description
Purchase Order requirements	<p>If your company requires issuing a purchase order to facilitate payment for any goods or services (“Customer PO Requirements”), you may be required to provide additional documentation to IBM.</p> <p>If you have Customer PO Requirements, unless you provide written instructions to exclude purchases of Sterling Commerce licensed software, Network and Services from your Customer PO Requirements, your current instructions to IBM regarding Customer PO Requirements will apply to such purchases.</p> <p>Additionally, unless you provide written instructions to exclude invoices for Sterling Commerce licensed software, Network and Services from your Customer PO Requirements, your current instructions to IBM regarding Customer PO Requirements will apply to such invoices.</p> <p>Contact your Sterling Commerce representative with any questions.</p>
Order submission	Details regarding order submission will be communicated separately.

Credit

Every IBM Business Partner operating in a direct purchasing relationship with IBM requires credit approval to enjoy deferred invoice payment terms.

Credit granted by IBM, such as the value of invoices that can be outstanding at any one time, is commensurate with historical revenue generation (commonly 30%-40% of annual), payment history, and your company’s size and financial strength.

Credit must be applied for on a periodic basis. IBM will consider the above mentioned factors when assessing your company’s suitability for credit.

In addition to purchase credit, IBM Global Finance offers other programs that may be applicable, such as credit lines and end user financing. If interested, please contact your IBM sales representative.

Cloud Support

The Sterling Commerce Support team will continue to focus on delivering customer satisfaction without compromise.

Existing Sterling Commerce Support offerings and systems will continue to be offered and used after July 1, 2011.

What does not change on July 1, 2011

- Support is provided per your existing Sterling Commerce Support agreements.
- Sterling Commerce Support will be accessed through existing channels. Continue to use your Sterling Commerce customer number and Sterling Commerce Support ID for access until further notice.
- Sterling Commerce support cases continue to be logged on the Sterling Commerce Technical Support web site.

Note: As we complete the migration to IBM systems, the above items will be changing and you will be notified of the changes through future communications.

For information about IBM Support, please refer to the online IBM Support portal at: [IBM Support Overview](#).

Professional Services and Education

Sterling Commerce Professional Services and Education will continue to operate within the IBM Software Group.

Professional Services

Sterling Commerce Professional Services will continue to serve as your implementation and configuration partner with the same professional staff we have always deployed.

Changes in Professional Services as of July 1, 2011

Sterling Commerce will continue to operate within the IBM Software Group. IBM will assume any open Sterling Commerce 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 virtually no changes to the overall Sterling Commerce services business model. Customers continue to engage Sterling Commerce services for their implementations and configurations.

One exception is customers requiring a purchase order between their organization and IBM to facilitate payment for existing Sterling Commerce services> In that case, the customer must provide their Sterling Commerce services contact with a new purchase order, which references to the original 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 are separate from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

Professional Services will operate within the IBM Software Services Group.

Education

Changes in Education as of July 1, 2011

- IBM Sterling Commerce training, certification, training paths, course search and registration information are available at: www.ibm.com/software/sw-training.
- Sterling Commerce courses will continue to be delivered by Sterling Commerce authorized instructors.
- Until its expiration date, prepaid training will be honored by IBM. Sterling Commerce discount programs will be migrated to IBM discount programs.
- Students enrolling in courses taking place prior to July 1, 2011, will mail to: sterling_education@vnet.ibm.com to receive a course enrolment confirmation from Sterling Commerce systems. IBM will generate a similar course enrolment confirmation from IBM systems for courses offered after July 1, 2011. No action is required from the student.

For further information or inquiries, please contact your Sterling Commerce training representative at: www.ibm.com/training/global.

IBM PartnerWorld

We encourage you to find out more about IBM and register your company in IBM PartnerWorld. Registration in PartnerWorld is free and is required when doing business with IBM.

If you are not a member of the IBM PartnerWorld program you could be missing out on some key channel support tools.

As a member of the PartnerWorld program, you will have the ability to access a wide variety of tools, technology and resources for you to grow your business and market share. You can join PartnerWorld by following the easy steps outlined in our online: [1-2-3 Guide to Join PartnerWorld](#).

We welcome you to IBM and expect a strong relationship to continue between our companies for our mutual success, and the success of our customers.

AP CURRENCY TABLE

Currency	Country
AUD	Australia, Cocos Islands, Christmas Island, Norfolk Island, Papua New Guinea, Solomon Islands, Samoa
NZD	New Zealand, Cook Islands, Fiji, Niue, Tokelau
KRW	Korea
RMB	China
INR	India
USD or SGD	Singapore
USD	Bangladesh, Bhutan, Brunei, Cambodia, Hong Kong, Indonesia, Laos, Sri Lanka, Myanmar, Mongolia, Macao, Maldives, Malaysia, Nepal, Philippines, Singapore, Taiwan, Thailand, Vietnam