

Purchase Order Requirements

US and Canada Orders

02 March 2015



TO AVOID A DELAY IN PROCESSING YOUR ORDER, PLEASE MAKE SURE THE PURCHASE ORDER INCLUDES (BUT IS NOT NECESSARILY LIMITED TO) THE FOLLOWING:

Purchase Order Number and Date

- Support Order must be dated within the last 3 months.

Printed on company letterhead with company name

“Bill To” and “Ship To” addresses clearly identified

- Include installation address if different from “Ship-to”.
- Installation addresses cannot be PO boxes.
- Installation address not required for support only POs.
- Contact email address must be stated on the PO (not required for support only POs).

PO made out to correct BMC entity

- US = BMC Software, Inc.
- Canada = BMC Software Canada Inc.

Quotes

- If referenced on PO, quote must accompany PO.
- Support Renewal quote number must be stated on the PO.

Total extended dollar amount of the order

- USD only for US Sales (must be clearly stated for Non-US POs).
- Canadian dollars only for Canadian customers.
- Product description, quantity and price of each product must be clearly stated on PO if quote not attached (support tier must be included if support only order).

Taxes

- Applicable sales tax for US CUSTOMER will be applied unless PO indicates order is exempt.
- Applicable local taxes for Canadian customers will be applied unless PO indicates order is exempt.
- Exempt Orders – Valid Tax Exemption Certificate must be on file with BMC.

Customer signature required if signature block is present on PO

- If Electronic Data Interchange (EDI) customer, then no signature is required.
- If signature is not required by customer, an email from the customer is needed.

Payment Terms

- Due upon receipt of invoice (existing valid contractual terms will be honored, but SLA must be referenced in a PO).

Delivery Terms

- FCA Origin.

Agreements/Contracts

- License/Support PO with end-user must reference a BMC license agreement.
- Professional Services PO must reference a BMC services agreement.

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- **Technology is the heart of every business**
- **IT drives business to the digital age**

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