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.
BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe:

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

BMC – Bring IT to Life