

SALES ORDER PROCESSING & LICENSE MANAGEMENT PROCEDURES

28th March 2017

Revision 3

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General Considerations

This document describes the sales order processing procedures that enables the creation, modification and destruction of Four J's Development Tools licenses. When observed, these procedures will permit the timely turnaround of customer orders within 2 working days. Should any outstanding order take longer than this to process, it should be followed up with the World Wide Sales Order Processing centre from the 3rd day.

Most forms required to execute these procedures are available in electronic form, either in MS Word or Adobe Portable Document Format (.pdf). Most of the .pdf forms permit data-entry. Whenever possible, forms should be completed at the keyboard rather than by hand. Precious time is lost when poor handwriting prevent the forms from being properly interpreted.

Ensure all fields are completed. They are there for a purpose and any missing information will introduce delay.

All orders must be entered by sales order entry personnel. Exceptions to this require prior approval from the Chief Operating Officer.

Finally, if an outstanding order is taking a long time process, don't hesitate to contact the World Wide Sales Order Processing centre in Ireland +353 61 470 013 or contact your local sales representative.

1 – Request for an Evaluation License

1. DESCRIPTION

An evaluation license enables a prospect or customer to temporarily test one or several products for a pre-determined number of users.

N.B. This request concerns Development Licenses only. Under no circumstances can requests be made for Deployment Licenses (Runtimes).

By default, the time period is fixed for **4 weeks** and the number of users is limited to **6**. Nevertheless, with the appropriate approvals and justification, it may be possible to make the following adjustments:

- The time period may be extended to a maximum of **26 weeks** (6 months) with up to **34 users**
- The time period is fixed for **4 weeks** with up to **3,680 users**.

	Standard	Option 1	Option 2
Number of users	1 to 6	From 7 to 34 max.	From 35 to 3,680 max
Number of weeks	4	Limited to between 5 and 26 max	Limited to 4 max

The evaluation period takes effect when installing the license.

However you can also be provided with a license with a limitation date that will expire at a given date.

This license will expire at this date whatever date it is installed and will no more be usable after this date.

2. APPLICABLE FORM

No request will be accepted without a properly completed "**Demo Software Request Form**" (DSRF), which can be downloaded from the web site at www.4js.com. Use of any other form will introduce unnecessary delay. This form should be sent by email to mgtlic@4js.com.

One form is required per request, which must be duly signed.

3. REQUIRED INFORMATION

Each request should provide the following information:

Date	Request date
Reason for request	Tick the appropriate box
Requested product(s)	Tick the appropriate box
Request details	Operating system with version number Database version Requested Four Js product Number of users Number of weeks (or end date)
End-user	End-user or prospect name Requester's name Email address Telephone number
Channel partner: VAR, Distributor, OEM or Four J's subsidiary	Name Requester's name Email address Telephone number
Comments	If request is non standard

All of the above information is necessary to ensure prompt despatch of the evaluation license. Any variance from the above will introduce unnecessary delays.

4. SENDING THE REQUEST

- Who can request an Evaluation license?
 - An end-user can make a request directly
 - A VAR, distributor or subsidiary can make a request on behalf of an end-user
- Where should the request be sent?
 - To the license management team.
- How should it be sent?
 - By email to mgtlic@4js.com

5. **LICENSE SHIPMENT**

All license shipments are sent by default electronically via email.

6. **RENEWALS**

Once shipped, no evaluation license can be renewed, extended or modified in any way. If necessary, a new demand may be made on condition that the customer's motivation for the renewal is clearly explained.

This measure is to prevent abuse of the evaluation license; on occasions it has been known for customers or partners to use evaluation licenses in lieu of full development licenses to migrate or develop an application.

7. **MODIFICATION - CANCELLATION**

Once downloaded, an evaluation license cannot be modified. Since it is also limited in time, there is also no need to cancel it.

8. **COMPLIMENTARY INFORMATION**

All requests for complimentary information should be made to the World Wide Sales Order Processing Centre in Ireland.

All requests concerning technical problems such as downloading, installation or license usage should be made to the World Wide Technical Support Centre.

2 – Request to Modify a License

1. DESCRIPTION

A request to modify an existing license may be required in the following circumstances:

- 1.1.USER INCREASE** - A user count increases
- 1.2.UPGRADE** - An upgrade to an existing Four J's license (e.g. v2.50 to v3.00)
- 1.3.CANCEL** - A license is cancelled
- 1.4.SPLIT** - A license is split into two separate licenses
- 1.5.MERGE** - Two licenses are merged into a single license
- 1.6.REINSTALL** - A change of hardware or operating system platform is needed
- 1.7.REINSTALL** - A reinstallation after a system crash is needed
- 1.8.TRADE-UP** - An Informix license is exchanged
- 1.9.Other** (requires appropriate approval and justification)

2. APPLICABLE FORM

No request will be accepted without a properly completed "**New Activation Key Request Form**" (NAKRF), which can be downloaded from the web site at www.4js.com. Use of any other form will introduce unnecessary delay. This form should be sent by email to mgtlic@4js.com.

One form is required per request, which must be duly signed.

3. REQUIRED INFORMATION

Each request should provide the following information:

Date	Request date
Reason for request	Tick the appropriate box
Requested product(s)	Tick the appropriate box
Request details	Hardware Operating system with version number Database version Requested Four J's product Number of users
Existing user license number	Fill-in one character per box
End-user	End-user or prospect name Requester's name Email address Telephone number
Channel partner: VAR, Distributor, OEM or Four J's subsidiary	Name Address Requester's name

	Email address Telephone number
Comments	If request is non standard
Signature & customer stamp	In the reserved box

All of the above information is necessary to ensure prompt despatch of the license. Any variance from the above will introduce unnecessary delays and may even provoke the cancellation of the request.

4. SENDING THE REQUEST

- Who can request a modification to a license?
 - An end-user can make a request directly
 - A VAR, distributor or subsidiary can make a request on behalf of an end-user
- Where should the request be sent?
 - **If** the customer has no licenses in stock:
 - To the license management team
 - How? By email to mgtlic@4js.com
 - **Else** to your Sales Department

5. REQUEST TYPES

5.1. Authorized

- 5.1.1.** Reinstallation of a license due to hardware or operating system modification
- 5.1.2.** Reinstallation of a license after a system crash
- 5.1.3.** Increase the number of users on an existing license (order required if no stock)

5.2. Conditional

- 5.2.1.** Existing license **USER INCREASE**; the maintenance status of the license increase **MUST** be identical to the existing license. It is not possible to add users with maintenance, to a license without maintenance and vice versa.
- 5.2.2.** Existing license **UPGRADE**; the license **MUST** be under maintenance
- 5.2.3.** Existing license **CANCEL**; the license **MUST** never have been activated
- 5.2.4.** Existing license **SPLIT**; the license **MUST** be under maintenance and the end-user name **MUST** remain the same. This prevents end-user licenses from being transferred or traded between companies.
- 5.2.5.** Existing licenses **MERGE**; both licenses **MUST** be under maintenance and the end-user name **MUST** be the same. This prevents end-user licenses from being transferred or traded between companies.



5.2.6. Exchange existing INFORMIX license **TRADE-UP:**

- 5.2.6.1. The Informix license DOES NOT NEED to be under maintenance
- 5.2.6.2. The end-user MUST provide a **proof of purchase** (see appendices):
 - 5.2.6.2.1. Either an original **Informix License Card** or
 - 5.2.6.2.2. A copy of the **IBM/Informix/VAR invoice** to the end-user
 - 5.2.6.2.3. If neither of the above are forthcoming, then prior approval to submit a **Certificate of Ownership** must be sought from the Financial Director
- 5.2.6.3. The end-user MUST submit a **Certificate of Destruction** for the replaced Informix licenses.
- 5.2.6.4. All new Four J's licenses issued via a Trade-up must be ordered with maintenance.

5.3. Prohibited

- 5.3.1. If** license not under maintenance
 - 5.3.1.1.1. **Then** no modifications **except** reinstallation on the same hardware and operating system
- 5.3.2.** Decrease in the user count of a license
- 5.3.3.** Stock returns of activated (used) licenses

6. LICENSE SHIPMENT

All license shipments are sent by default electronically via email.

7. COMPLIMENTARY INFORMATION

All requests for complimentary information should be made to the World Wide Sales Order Processing Centre.

All requests concerning technical problems such as downloading, installation or license usage should be made to the World Wide Technical Support Centre.

3– Request to Withdraw a License from Stock

1. **DESCRIPTION**

A customer may wish to purchase a stock of licenses in order to benefit from lower pricing. The process for shipping licenses in this case is however different. License are withdrawn from the customer's stock and the request is made directly the license management team.

2. **APPLICABLE FORM**

No request will be accepted without a properly completed "**License Withdrawal Form**" (LWF), which can be downloaded from the web site at www.4js.com. Use of any other form will introduce unnecessary delay. This form should be sent via email to support@4js.com or through their local sales representative.

One form is required per request, which must be duly signed.

3. **REQUIRED INFORMATION**

Each request should provide the following information:

Date	Request date
Channel partner : VAR, Distributor, OEM or Four J's subsidiary	Name Address Requester's name Email address Telephone number
Stock references	Date of original order Original order number Number of Deployment licenses (runtimes) purchased
Requested product(s)	Tick the appropriate box
Request details	Customer name Operating system with version number Database version Version number of FourJs product Number of users requested
Notes	If request is non standard
Signature & customer stamp	In the reserved box

All of the above information is necessary to ensure prompt despatch of the license. Any variance from the above will introduce unnecessary delays.

4. **SENDING THE REQUEST**

- Who can request a stock withdrawal?
 - An end-user can make a request directly
 - A VAR, distributor or subsidiary can make a request on behalf of an end-user
- Where should the request be sent?
 - To the license management team.
- How should it be sent?
 - By email : mgtlic@4js.com

5. **LICENSE SHIPMENT**

All license shipments are sent by default electronically via email.

6. **COMPLIMENTARY INFORMATION**

All requests for complimentary information should be made to the World Wide Sales Order Processing Centre in Ireland.

All requests concerning technical problems such as downloading, installation or license usage should be made to the World Wide Technical Support Centre.

4 – Request for a Backup License

1. **DESCRIPTION**

A Backup license is a duplicate license installed on a 'mirror' machine for secure installations requiring fault-tolerant or fail-over configurations. Backup licenses are mirrors of each other and **MUST** have an equal number of users and be of the same version.

2. **APPLICABLE FORM**

No specific form is required for this request. The end-user **MUST** however make his request in writing and on company letterhead paper. The letter should be addressed to the World Wide Sales Order Processing centre in Ireland and specify that the license will only be used as a backup in the event of a system failure.

3. **REQUIRED INFORMATION**

Each request should provide the following information:

Date	Request date
Reason for request	Tick the appropriate box
Requested product(s)	Tick the appropriate box
Request details	Operating system with version number Database version Requested Four Js product Number of users
Existing user license number	Fill-in one character per box
End-user	End-user or prospect name Requester's name Email address Telephone number
Channel partner: VAR, Distributor, OEM or Four J's subsidiary	Name Requester's name Email address Telephone number
Comments	If request is non standard
Signature & customer stamp	In the reserved box

All of the above information is necessary to ensure prompt despatch of the license. Any variance from the above will introduce unnecessary delays.



4. SENDING THE REQUEST

- Who can request a Backup license?
 - An end-user can make a request directly
 - A VAR, distributor or subsidiary can make a request on behalf of an end-user
- Where should the request be sent?
 - To the license management team.
- How should it be sent?
 - By email to mgtlic@4js.com

5. LICENSE SHIPMENT

All license shipments are sent by default electronically via email.

6. MODIFICATION

Backup licenses are mirrors and as a result are identical in their user count and version number. No action can be made to evolve one license without the other.

7. CANCELLATION

Backup licenses may be cancelled with a written request to the World Wide Technical Support centre.

8. COMPLIMENTARY INFORMATION

All requests for complimentary information should be made to the World Wide Sales Order Processing Centre Ireland.

All requests concerning technical problems such as downloading, installation or license usage should be made to the World Wide Technical Support Centre.

5 – Lapsed Maintenance

Software maintenance is an optional sales item, which provides access to technical support and updates/upgrades to the Licensed Software. The fee is renewed annually. In the event that the end-user elects not to renew software maintenance or did not purchase it in the first place, then the license will be recorded as being without maintenance and will be given a 'Lapsed' status.

Should a customer wish to renew or 'True-up' a 'Lapsed' maintenance license, this is possible under the following conditions:

1. All maintenance arrears (indivisible years where no maintenance was purchased) must be settled. At the Regional Manager's discretion, the number of lapsed years can be negotiated as one year.
2. The current year must be purchased.

This measure is to encourage customers to purchase maintenance at the moment of the License sale and to reward those customers that see the value in doing this.

E.G.

An End-User purchased a 32 user license without maintenance four years ago and now wishes to enter maintenance. The True-up fee is as follows:

The maintenance has lapsed for 4 years, therefore the arrears are 4 x 32 x current rate card price less discount.

To this must be added the current maintenance year.

6 – Appendices

1. Demo Software Request Form (DSFR)
2. New Activation Key Request Form (NAKRF)
3. License Withdrawal Form (LWF)
4. Intervention Request Form (IRF)
5. Proofs of Purchase (PoP)
 - a. Certificate of Ownership (CoO)
 - b. Certificate of Destruction (CoD)

a. Sample Certificate of Ownership

COMPANY LETTER HEADED STATIONARY

AFFIDAVIT CERTIFICATE OF OWNERSHIP

To whom it may concern,

I the undersigned, being duly sworn upon oath, depose and say that COMPANY is the owner of software license(s) listed in the table below.

Licensed Product Description	License Key	<u>Licensee Company Name</u>
Ex: Informix 4GL Runtime	AAC#C179317	ACME Car Rentals
Informix Dynamic 4GL	FJC#K107327	ACME Car Rentals
BDS Deployment License	FAB#AAQ003XM	ACME Car Rentals

Said software license(s) was lawfully acquired and that at the date hereof, is clear and free of any claims, liens, or encumbrances upon or against the same or to COMPANY's ownership thereof.

COMPANY agrees to defend and indemnify Four J's Development Tools for any third party claims of ownership against it, whether actual or alleged, arising from this affidavit.

By signing this Certificate, I certify that the above statements are true and that I am duly authorized to represent COMPANY.

IN WITNESS WHEREOF, this instrument has been executed and delivered to Four J's Development Tools Ltd. on this _____ day of MONTH, YEAR.

Signature	
Print Name	
Title	
Company Name	
Company Address	
Phone Number	
Email	
Date	

b. Sample Certificate of Destruction

COMPANY LETTER HEADED STATIONARY

AFFIDAVIT CERTIFICATE OF DESTRUCTION

To whom it may concern,

I the undersigned, being duly sworn upon oath, depose and say that COMPANY has de-installed and destroyed all electronic media copies and backups of the software product(s) (Licensed Product(s)) owned by COMPANY and listed in the table below:

Licensed Product Description	License Key	<u>Licensee Company Name</u>
Ex: Informix 4GL Runtime	AAC#C179317	ACME Car Rentals
Informix Dynamic 4GL	FJC#K107327	ACME Car Rentals
BDS Deployment License	FAB#AAQ003XM	ACME Car Rentals

Said software license(s) was lawfully acquired and that at the date hereof, is clear and free of any claims, liens, or encumbrances upon or against the same or to COMPANY's ownership thereof.

COMPANY agrees to defend and indemnify Four Js Development Tools for any third party claims of ownership against it, whether actual or alleged, arising from this affidavit.

By signing this Certificate, I understand that I no longer have the right to use the aforementioned Licensed Product(s), nor receive service or maintenance on it, that the above statements are true and that I am duly authorized to represent COMPANY.

IN WITNESS WHEREOF, this instrument has been executed and delivered to Four Js Development Tools Ltd. on this _____ day of MONTH, YEAR.

Signature	
Print name	
Title	
Company Name	
Company Address	
Phone Number	
Email	
Date	

