

# Catalyst Sales Order Processing

## How to place a sales order

- All purchase orders should be sent to [purchase.orders@clearswift.com](mailto:purchase.orders@clearswift.com)
- License queries should be sent to [licenses@clearswift.com](mailto:licenses@clearswift.com).

## 1. Sales order processing

With each purchase order you shall include the following information:

- 1.1** The name, address, contact person and e-mail address of the End User;
- 1.2** The number of Users;
- 1.3** The number of instances;
- 1.4** The type of license ( subscription/Perpetual)
- 1.5** A description of the Clearswift Product including version and edition where relevant;
- 1.6** Whether the license is new or a license upgrade or Renewal
- 1.7** If the license is a license upgrade, the number of current Users, license number and version / edition;
- 1.8** The number of PCS and PS required where applicable;
- 1.9** The address of the installation site/ Delivery address VAT number for gateway shipment out of the UK
- 1.10** The part code as per the Price List;
- 1.11** The hardware required (Gateways only);
- 1.12** The country in which the installation site will be (Gateways only);
- 1.13** If a Gateway is being sold to a military and/or Government entity, the name and address of the military and / or Government entity;
- 1.14** The price payable by the reseller you after partner discount;
- 1.15** Reseller - relevant contact e-mail for sending of licenses and / or certificates; and
- 1.16** Any other relevant notes or information that may reasonably be required by Clearswift.

**Clearswift shall issue a License Record which contains a License Key and serial number for the Clearswift Products direct to the reseller. The Reseller shall be responsible for issuing such License Key and License Record to the End User.**

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**With each Clearswift Support order you shall include the following information:**

- 1.17** The name, address and e-mail address of the End User;
- 1.18** The number of Users;
- 1.19** The number of instances;
- 1.20** The Quote number;
- 1.21** The support start date;
- 1.22** The support end date;
- 1.23** The Version and Clearswift Product description;
- 1.24** The part code as per the published Price List, and
- 1.25** Any other information as reasonably required by Clearswift.

**Clearswift will issue a support certificate for the Clearswift Support to the reseller.  
The reseller will be responsible for issuing such certificate to the End User.**

## 2. Delivery

- All Clearswift Products, any related materials and the License Record will be delivered to the reseller by Clearswift unless otherwise agreed between the parties.
- All deliveries shall be in accordance with the Clearswift General Terms and Conditions of Business. In the event of any conflict between the terms on any invoice issued by Clearswift and the General Terms and Conditions of Business on the Catalyst Partner Portal then the terms on the invoice shall prevail.
- Shipping / delivery charges shall be invoiced by Clearswift and payable by you in addition to the cost of the Clearswift Products or services.