Doing Business with IBM

A guide for WDG Automation Customers

Welcome to IBM!

As you know, IBM acquired WDG Soluções Em Sistemas E Automação De Processos LTDA (referred to as "WDG Automation" throughout this document) in July 2020. On **January 1, 2021**, WDG Automation will begin migrating to IBM systems and processes.

This "Doing Business with IBM" guide describes the operational changes to expect and resources available to help ensure a smooth transition to IBM's business systems and processes. Please review the details provided in this guide and share this information with the appropriate individual(s) in your company who are also engaged with WDG Automation and IBM.

Thank you for your business. Our goal is to make this transition as smooth and seamless as possible. We look forward to our continued relationship as we further our transition and integration activities together.

What's changing?

Beginning with the January 2021 billing cycle, you will receive an IBM invoice generated from IBM billing systems. These invoices will look different than the previous WDG Automation generated invoices. This guide will provide you with detailed information about the billing and invoicing changes to expect.

What's not changing?

Your existing WDG Automation contract and payment terms will continue to apply until you move to an IBM agreement. However, new purchases from IBM will be made under an IBM agreement.

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Getting Started

IBM offers the "My IBM" portal to make it easier for you to manage your account information. To access My IBM, you first must create an IBMid.

Step 1: Create an IBM account (IBMid)

When you create an IBMid, sometimes referred to as an IBM account, you establish an account with IBM which provides you with enhanced features, such as access to IBM applications, services, communities and support, to make your experience more personal and relevant.

Furthermore, your information is centralized so you can update it in a convenient and secure location. You can create or update your IBMid here: https://www.ibm.com/account.

Current IBM clients may use their existing ID and Profile.

There may be a delay of up to 15 minutes before you will be able to use your new IBMid.

Step 2: Create an IBM Profile

Once you have created your IBMid (Step 1), you can create an IBM Profile. With an IBM Profile, you can view, update or add personal contact details, job title or registration settings.

Create or update your IBM Profile here: https://myibm.ibm.com/profile.

Need assistance?

For additional information and guidance on your IBMid and Profile, please consult the IBMid worldwide help desk: https://www.ibm.com/ibmid/myibm/help/br/helpdesk.html.

Changes to Billing & Invoicing

On January 1, 2021, WDG Automation's billing, invoicing, and accounts receivable processes will begin migrating to IBM processes. Please update your vendor master records and POs, as necessary, to reflect the new vendor name and remit-to address. Details on these and other process changes can be found below.

Purchase orders

If your IBM invoice cannot be paid without a new purchase order issued to IBM, please take the necessary actions now to issue a new one. Please send the new purchase order along with your first payment to IBM after January 1, 2021.

Customer numbers

Effective January 1, 2021, all customers will be assigned an IBM Customer Number (ICN). Your IBM Customer Number will be printed on the first invoice you receive through the new IBM billing processes. You will need to reference your IBM Customer Number when communicating with IBM.

Taxes

WDG Automation's Tax Identification Numbers (federal, state and municipal) will change to IBM's. Applicable local taxes will be applied to your IBM invoice. If you need clarification on the tax applied, please visit the website referenced in the following "Invoice or payment questions" section and select the "Contact us" option. The address for this website will also be included on your invoices from IBM.

Invoices for software subscriptions will be issued from the IBM Brazil Hortolândia branch:
CNPJ: 33.372.251/0062-78
Address: Rod Jornalista Francisco Aguirre Proenca, S/N SP 101 KM 09, Chacara Assay
State: SP
Postal Code: 13186-525
State Registration: 748.000.503.112

NOTE: Invoices for professional services will be issued from the IBM Brazil branch closest to the location where the service is performed. Please refer to your invoice for the branch information for these services.

Invoice or payment questions

For IBM-issued invoice or payment questions, please visit our administrative support website which offers access to self-service online tools and provides the ability to email, call, or chat directly with an IBM representative.

In Brazil: https://www.ibm.com/support/customer/br/pt/overview.html
Or call us at: 0800-704-7371 (Opção 1)

All other countries (please select from list):
https://www.ibm.com/support/customer/zz/en/selectcountrylang.html

Invoice delivery and frequency

Beginning January 2021, invoices from IBM for WDG Automation software subscriptions will be emailed to the contact on file for your account. The frequency of these invoices will remain the same as it was under WDG Automation.

Invoices from IBM for WDG Automation professional services engagements and statements of work (SOW) will also be emailed to the contact on file. Note that professional services invoices will be emailed separately from any software subscription invoices.

Access your invoices online

"Invoices@IBM" is a tool that allows you to view your IBM invoices online, along with many additional features. You can view, print, route and download invoice information to a spreadsheet. If you view your invoice and have a question, there is an option to create an online inquiry so you can get help quickly without having to pick up the phone and call. At login, you can specify a customer number, invoice number, or date range to bring up a list of all invoices associated with your account and available to view. Whenever a new invoice is issued for your account, you will be sent an email notification so you can login and access immediately.

The "Invoices@IBM" portal can be found at: https://www.ibm.com/support/customer/invoices/welcome

Note: If you are a first-time user you will need to follow the simple sign-up registration process.

Invoice payments

The remit-to information for invoice payments will change with your **first IBM-issued invoice**. The preferred method of payment in Brazil is via bank slip. If payment cannot be via bank slip, please make payments to Banco Bradesco 237 - agencia 2373-6 Conta Corrente 11739-0, Favorecido IBM Brasil Ind Maqs e Svs ltda CNPJ 33.372.251/0001-56.

Important: For invoices issued from WDG Automation prior to January 1, 2021, continue to use the former remit-to address, payable to WDG Automation, as it appears on those invoices to ensure correct application of payment.

Standard payment terms

While IBM standard payment terms of "due upon receipt" will automatically appear on your IBM-issued invoices, **IBM will continue to honor the payment terms established in your WDG Automation contract(s)**.

If you are contacted by an IBM Accounts Receivable representative for late payment, please make them aware that you are a heritage WDG Automation customer with unique payment terms defined in your contract with WDG Automation.

Product names and descriptions

WDG Automation product names and descriptions will be replaced with IBM product names and descriptions. These new names and descriptions will appear on your invoices and quotes from IBM.

New Purchases & Contracts

New purchases from IBM will be made under an IBM agreement. IBM offerings are sold under either the Passport Advantage Program or the Cloud Services Agreement.

Passport Advantage

Passport Advantage is IBM's comprehensive program to acquire software licenses, both One Time Charge and Fixed Term, Software Subscription and Support, plus IBM Appliances and IBM Cloud Services offerings under a common set of Agreements, processes and tools.

For further information about the benefits of Passport Advantage please visit our website: https://www.ibm.com/software/passportadvantage.

For assistance with Passport Advantage, please contact IBM eCustomer Care.

Cloud Services Agreement

The IBM Cloud Services Agreement ("CSA") is available for use as a streamlined alternative to Passport Advantage. The CSA is a simple and concise contract available for your purchases of IBM Cloud Services, Software Subscription and Support, and Professional Services.

All IBM Standard IBM agreements, including the CSA, can be found here: https://www.ibm.com/support/customer/csol/terms.

Technical Support

The WDG Automation support phone, email and web portal interfaces will remain unchanged until further notice. Please ensure the Technical Support contacts within your organization are aware that they should continue to access the WDG Automation support team in the same way they always have, via their existing email, web portal and telephony routes. Your login credentials will remain unchanged.

Future updates

As we work to integrate WDG Automation and IBM Technical Support, we will offer WDG Automation customers expanded capabilities through the existing IBM infrastructure. This adoption of the IBM infrastructure is targeted to be done near the end of Q1 2021. **Please note that prior to any changes being made, a separate communication will be sent informing you of future modifications and the timeline for these changes.**

Renewals

Renewals will be integrated into IBM processes in the phased approach defined below.

Renewal dates and actions

Renewal date before January 1, 2021	Customers with renewal dates or contracts that expire prior to January 1, 2021 should have received a renewal notice from WDG Automation and should have proceeded with confirming their renewal by the date specified on the notice or December 31, 2020, whichever is earlier, to ensure that there are no disruptions in service. Contracts not renewed by December 31, 2020 will have to be quoted, upon expiration, under IBM standard Terms & Conditions in Passport Advantage or CSA.
Renewal date on or after January 1, 2021	Renewals executed on or after January 1, 2021 will be quoted on IBM paper and will be subject to IBM standard Terms & Conditions.

Professional Services

IBM will provide WDG Automation Professional Services which may include configuration, implementation, provisioning, consulting and training. While WDG Automation Professional Services will become part of IBM's extensive catalogue of Services offerings after January 1, 2021, there are no immediate changes planned regarding the associated delivery methodology or staffing.

Effective January 1, 2021	IBM will assume any ongoing WDG Automation Professional Services engagements and statements of work (SOW) and will perform as originally contracted. Any extensions or changes to existing SOWs will be executed on IBM contracts.
WDG Academy	If you are a current user of the WDG Academy, you will be able to continue accessing the Academy and its education content in the same way that you currently do. Any future changes that impact your ability to access the Academy will be communicated to you in advance.
	Additionally, you will be able to access WDG Automation courses and other content on the IBM Training site: https://www.ibm.com/training/. Please note that much of WDG Automation's education content has been migrated from the WDG Academy to the IBM Training site. You can find that content here: https://www.ibm.com/training/journey_description?journeyId=177.

Privacy Policy

IBM's privacy policy may be viewed online at https://www.ibm.com/privacy.

IBM Data Processing Addendum at http://ibm.com/dpa (DPA) and the DPA Exhibits shall apply to personal data processed under your contract, if and to the extent that: i) The General European Regulation about Data Protection (EU/2016/679) (GDPR); or ii) other data protection laws at http://ibm.com/dpa/dpl are applicable.