



# IBM Sterling Selling and Fulfillment Suite V9.2.1 enhancements help enterprises expand the omni-channel customer experience and accelerate business operations with improved integration and business user tools

## Table of contents

<a href="#">1 Overview</a>	<a href="#">4 Ordering information</a>
<a href="#">2 Key prerequisites</a>	<a href="#">12 Terms and conditions</a>
<a href="#">2 Planned availability date</a>	<a href="#">12 Prices</a>
<a href="#">2 Description</a>	<a href="#">12 Order now</a>
<a href="#">4 Program number</a>	<a href="#">14 Corrections</a>

## Overview

IBM® Sterling Selling and Fulfillment Suite V9.2.1 delivers enhancements and new features designed to help businesses offer a seamless, omni-channel experience to their customers and greater flexibility, control, and customization of the order configuration process.

### IBM Sterling Order Management

In V9.2.1, IBM Sterling Order Management continues to help make enterprises smarter with innovations that they can use to provide their customers with a seamless, omni-channel experience. This release also improves the scalability and performance of the solution to provide companies with the ability to scale to very high transaction volumes during their peak processing days.

This release extends IBM Smarter Commerce™ capabilities with pricing, payments, and returns enhancements, as well as with prebuilt integration to point-of-sale solutions, such as Toshiba® TCxGravity™, which will be particularly important to retail clients. IBM Sterling Order Management integration with point of sale gives the store and its customers easy access to transactional information and a consistent view of data from all channels, right at the point of checkout. This consistent view helps associates to execute traditional point-of-sale functions plus a full suite of cross-channel scenarios at checkout to improve consumer satisfaction and wallet share.

Further, IBM Sterling Order Management V9.2.1 offers two new add-on features that enable unparalleled advances in scalability and performance. These add-ons are designed to accommodate the transactional volumes of the largest enterprises in the world both today and in the future as their volumes grow with the continuing expansion of omni-channel commerce.

For retail clients, V9.2.1 introduces new editions of IBM Sterling Store that support a simplified pricing metric for components that are relevant to the store channel: IBM Sterling Store and IBM Sterling Mobile Framework for Internal Users. This per store-based pricing metric allows retail customers flexibility in deploying any mix of these components in their stores.

## IBM Sterling Configure, Price, Quote

IBM Sterling Configure, Price, Quote V9.2.1 enhancements are designed to improve the buying process and to accelerate business process transformation with improved product and quote configuration modeling, testing, and tooling capabilities.

- Product and quote configuration enhancements make it easier for business users to customize the quoting process by allowing them to update the configuration at any point. Sellers can now use a summary pane to track their selections and see how they affect the price of their quote in real time.
- Pricing governance improvements allow business users to define new promotion and discount types and region-based pricing entitlements.
- Business process transformation is enhanced through tools designed to help improve configuration development productivity.

For ordering, contact your IBM representative or an IBM Business Partner. For more information contact the Americas Call Centers at 800-IBM-CALL (426-2255). Reference: YE001.

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### Key prerequisites

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IBM Sterling Selling and Fulfillment Suite V9.2.1 runs on selected levels of the IBM AIX®, HP-UX, Microsoft™ Windows™, Red Hat Enterprise Linux™, Sun Solaris, and SUSE Linux Enterprise operating systems.

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### Planned availability date

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- June 7, 2013: Electronic download from Passport Advantage®
- June 14, 2013: Physical media

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### Description

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#### **IBM Sterling Order Management (5725-D10)**

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IBM Sterling Order Management V9.2.1 delivers significant enhancements, including an omni-channel platform that integrates with point-of-sale solutions, and additional new features to provide a seamless commerce experience.

#### ***Extension of the IBM Smarter Commerce solution to the point of sale***

IBM Sterling Order Management, when combined with a point-of-sale solution, such as Toshiba TCxGravity, can integrate multiple, omni-channel capabilities at the point of checkout. By combining point-of-sale capabilities with omni-channel IBM Sterling Order Management capabilities, the expectations of the consumer can be exceeded through various store-to-store and omni-channel scenarios.

**Note:** Customers must obtain point-of-sale solutions separately.

This omni-channel framework helps enterprises to seamlessly interact with their customers and provide updated and accurate inventory information across all channels.

Other enhancements that are particularly relevant to retailers include:

- Pricing improvements that allow pricing based on the store or region, applying promotions limits, applying minimum discount qualifiers, and implementing promotion exclusivity
- Payment processing enhancements that allow handling of debit cards, cash-and-carry purchases, and fulfillment lines along with cash-and-carry items

- A framework for supervisory control for scenarios such as manager overrides, approval around limits for payment tender, coupon limits, and other exception scenarios

### ***Improved enterprise scaling and performance***

As enterprises expand their channels, the number of transactions they must process is increasing. IBM Sterling Order Management V9.2.1 offers new add-on features designed to provide high-order volume enterprises with the scalability and performance capability they need for their growing businesses. The IBM Sterling Order Management Advanced Add-on extends the base product's million order line processing capability to one billion order lines, and the Enterprise add-on from one billion order lines and up.

Customers must have an IBM Sterling Order Management license to take advantage of these add-ons.

### **IBM Sterling Configure, Price, Quote (5725-D11)**

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Sterling Configure, Price, Quote V9.2.1 enhancements are aimed at improving the user experience by enabling greater flexibility, control, and customization of the configuration process and at accelerating business process transformation with improved modeling, testing, and tooling capabilities for developers.

User experience enhancements simplify and streamline the buying process through rules that allow the segmentation and launch of the configuration at any point in the process. This allows business users to dynamically provision configuration steps to further customize the configuration process. Also, a new summary pane allows buyers to track their selections throughout the configuration process and see how those selections affect pricing in real time.

Rules-driven initialization segments the configuration process into three distinct phases -- initiation, configuration, and submission -- allowing the initiation of a configuration at any point in the process and simplifying integration with other systems involved in the application flow.

Dynamic tab rendering dynamically adds or removes configuration process steps based on business user-defined rules. A configuration summary pane tracks and summarizes buyer selections and updates pricing in real time.

Pricing governance allows business users to apply new promotion and discount types and region-based pricing entitlements. Business process transformation is achieved through improved developer productivity with tools that enable organizations to quickly and easily create, model, test, and deploy configuration processes.

- Highlight conflicts when merging different versions of configuration models with a new model merge and testing tool
- Automatically populate worksheets with option class items with the click of a button
- Ensure model accuracy by setting testing defaults for the Visual Modeler
- Quickly create ancestor associations with new shorthand notation
- Reduce JavaScript™ file overhead through consolidation into a single file for each Java™ Server Pages template

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## **Reference information**

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For details about IBM Sterling and Fulfillment Suite V9.2, refer to Software Announcement [212-159](#), dated May 22, 2012 .

For details about Toshiba TCxGravity , refer to Software Announcement [213-005](#), dated January 15, 2013 .

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## Program number

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Program number	VRM	Program name
5725-D10	9.2.1	IBM Sterling Order Management
5725-D11	9.2.1	IBM Sterling Configure, Price, Quote

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## Offering Information

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Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage website

<http://www.ibm.com/software/passportadvantage>

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## Software Services

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IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

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## Ordering information

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This product is only available via Passport Advantage . It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

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<http://www.ibm.com/partnerworld/wps/bplocator/>

### Passport Advantage

This release adds the following parts to IBM Sterling Order Management (5725-D10). These add-on components require the IBM Sterling Order Management base product and do not have their own media packs.

#### ***IBM Sterling Order Management Advanced Add-on and IBM Sterling Enterprise Add-on***

**Note:** Because these add-on components require the IBM Sterling Order Management base product, they do not have their own media packs.

Program name and description	Part number
IBM Sterling Order Management Advanced Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0ZWKLL
IBM Sterling Order Management Advanced Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0ZWLLL
IBM Sterling Order Management Advanced Add-on Resource Value Unit Annual Subscription & Support Renewal 12 Months	E0HQRLl
IBM Sterling Order Management Enterprise Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0ZWMll
IBM Sterling Order Management Enterprise Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0ZWNll
IBM Sterling Order Management Enterprise Add-on Resource Value Unit Annual Subscription & Support Renewal 12 Months	E0HQsll

**IBM Sterling Order Management Store Format Edition Add-ons**

Program name and description	Part number
IBM Sterling Order Management Store Add-on - Small Format Edition Resource Value Unit License + Software Subscription & Support 12 Months	D0ZZPLL
IBM Sterling Order Management Store Edition - Small Format Edition Resource Value Unit Reinstatement 12 Months	D0ZZQLL
IBM Sterling Order Management Store Add-on - Small Format Edition Resource Value Unit Renewal 12 Months	E0HRZLL
IBM Sterling Order Management Store Add-on - Medium Format Edition Resource Value Unit License + Software Subscription & Support 12 Months	D0ZZGLL
IBM Sterling Order Management Store Edition - Medium Format Edition Resource Value Unit Reinstatement 12 Months	D0ZZHLL
IBM Sterling Order Management Store Add-on - Medium Format Edition Resource Value Unit Renewal 12 Months	E0HRWLL
IBM Sterling Order Management Store Add-on - Large Format Edition Resource Value Unit License + Software Subscription & Support 12 Months	D0ZZTLL
IBM Sterling Order Management Store Edition - Large Format Edition Resource Value Unit Reinstatement 12 Months	D0ZZULL
IBM Sterling Order Management Store Add-on - Large Format Edition Resource Value Unit Renewal 12 Months	E0HS1LL
IBM Sterling Order Management Store Add-on - Mega Format Edition Resource Value Unit License + Software Subscription & Support 12 Months	D0ZZRLL
IBM Sterling Order Management Store Edition - Mega Format Edition Resource Value Unit Reinstatement 12 Months	D0ZZSLL
IBM Sterling Order Management Store Add-on - Mega Format Edition Resource Value Unit Renewal 12 Months	E0HS0LL
IBM Sterling Order Management Store Edition 9.2.1 Multilingual Media Pack	B2016ML

The pricing for the IBM Sterling Order Management Advanced and Enterprise Add-ons and the IBM Sterling Order Management Store Format Edition Add-ons is based

on Resource Value Units (RVUs). The RVU scaling table is a step-tiered model, meaning that each quantity tier must be multiplied by the scaling factor for that tier, and the RVU quantity for each tier added together to calculate the total RVU quantity. Any fractional RVU totals are rounded up to the next whole number. RVU quantities must be calculated separately for each chargeable component.

The RVU scaling table for the Sterling Order Management Advanced and Enterprise Add-ons is as follows:

Tier Level	Minimum count quantity	Maximum count quantity	RVU factor per quantity
1	1	2	1.00
2	3	5	0.90
3	6	10	0.80
4	11	20	0.70
5	21	35	0.60
6	36	50	0.45
7	51	--	0.30

The RVU scaling table for the Sterling Order Management Store Add-ons is as follows:

Tier Level	Minimum count quantity	Maximum count quantity	RVU factor per quantity
1	1	20	1.00
2	21	50	0.83
3	51	100	0.80
4	101	250	0.76
5	251	500	0.60
6	501	1,000	0.50
7	1,001	5,000	0.47

Your IBM representative can provide additional assistance in understanding the scaling process.

The ordering information for previously announced part numbers is unchanged. Refer to Software Announcement [912-050](#), dated April 10, 2012 .

### Passport Advantage trade ups

The following lists precursor products for which the licensee must have already acquired a license in order to be eligible to acquire equivalent licenses using the trade-up part numbers.

Precursor product	Trade-up product	Trade-up part number
Sterling Order Management Advanced RVU	Sterling Order Management Enterprise RVU	D1028LL
Sterling Order Management Store Add-on RVU	Sterling Order Management Store Edition Small RVU	D1033LL
Sterling Order Management Store Add-on RVU	Sterling Order Management Store Edition Medium RVU	D1039LL
Sterling Order Management Store Edition Small RVU	Sterling Order Management Store Edition Medium RVU	D103ALL
Sterling Order Management Store Add-on RVU	Sterling Order Management Store Edition Large RVU	D103JLL
Sterling Order	Sterling Order	D103KLL

Management Store Edition Medium RVU	Management Store Edition Large RVU	
Sterling Order Management Store Edition Small RVU	Sterling Order Management Store Edition Large RVU	D103LLL
Sterling Order Management Store Add-on RVU	Sterling Order Management Store Edition Mega RVU	D103RLL
Sterling Order Management Store Edition Medium RVU	Sterling Order Management Store Edition Mega RVU	D103SLL
Sterling Order Management Store Edition Large RVU	Sterling Order Management Store Edition Mega RVU	D103ULL
Sterling Order Management Store Edition Small RVU	Sterling Order Management Store Edition Mega RVU	D103WLL

Consult your IBM representative if you have any questions.

### **Passport Advantage customer: Media pack entitlement details**

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding refreshed media from Passport Advantage as an electronic download or physical media packs. New customers will receive the refreshed level of the media with an order for any of the base products.

#### **IBM Sterling Order Management (5725-D10)**

Entitled maintenance offering description	Part number
IBM Sterling Order Management Resource Value Unit License + Software Subscription & Support 12 Months	D0NX9LL
IBM Sterling Order Management Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NXALL
IBM Sterling Order Management Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DIZLL
Media pack description	Part number
IBM Sterling Order Management V9.2.1 Multiplatform Multilingual Media Pack	B200VML
Entitled maintenance offering description	Part number
IBM Sterling Order Management Store Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0NX1LL
IBM Sterling Order Management Store Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NX2LL
IBM Sterling Order Management Store Add-on Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	D0NX2LL
Media pack description	Part number
IBM Sterling Order Management Store Add-on V9.2.1 Multiplatform Multilingual Media Pack	B200WML
Entitled maintenance offering description	Part number

IBM Sterling Order Management Mobile Framework for Internal Users User Value Unit License + Software Subscription & Support 12 Months	D0NWZLL
IBM Sterling Order Management Mobile Framework for Internal Users User Value Unit Software Subscription & Support Reinstatement 12 Months	D0NX0LL
IBM Sterling Order Management Mobile Framework for Internal Users User Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DIULL
Media pack description	Part number
IBM Sterling Order Management Mobile Framework for Internal Users v9.2.1 Multiplatform Multilingual Media Pack	B200XML
Entitled maintenance offering description	Part number
IBM Sterling Order Management Mobile Framework for External Users Resource Value Unit License + Software Subscription & Support 12 Months	D0NWZLL
IBM Sterling Order Management Mobile Framework for External Users Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NWYLL
IBM Sterling Order Management Mobile Framework for External Users Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DITLL
Media pack description	Part number
IBM Sterling Order Management Mobile Framework for External Users v9.2.1 Multiplatform Multilingual Media Pack	B200YML
Entitled maintenance offering description	Part number
IBM Sterling Order Management Call Center Add-on User Value Unit License + SW Subscription & Support 12 Months	D0NWTLL
IBM Sterling Order Management Call Center Add-on User Value Unit Software Subscription & Support Reinstatement 12 Months	D0NWULL
IBM Sterling Order Management Call Center Add-on User Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DIRLL
Media pack description	Part number
IBM Sterling Order Management Call Center Add-on v9.2.1 Multiplatform Multilingual Media Pack	B200ZML
Entitled maintenance offering description	Part number
IBM Sterling Order Management Store Inventory Management Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0NX3LL
IBM Sterling Order Management Store Inventory Management Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NX4LL
IBM Sterling Order Management Store Inventory Management Add-on Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DIWLL
Media pack description	Part number
IBM Sterling Order Management Store Inventory Management Add-on v9.2.1 Multiplatform Multilingual Media Pack	B2010ML



The following add-on components require the IBM Sterling Order Management base product and do not have their own media packs.

Entitled maintenance offering description	Part number
IBM Sterling Order Management Supply Collaboration Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0NX7LL
IBM Sterling Order Management Supply Collaboration Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NX8LL
IBM Sterling Order Management Supply Collaboration Add-on Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DIYLL
IBM Sterling Order Management Delivery and Service Scheduling Add-on Resource Value Unit License + Software Subscription & Support 12 Months	D0NWWLL
IBM Sterling Order Management Delivery and Service Scheduling Add-on Resource Value Unit Software Subscription & Support Reinstatement 12 Months	D0NWWLL
IBM Sterling Order Management Delivery and Service Scheduling Add-on Resource Value Unit Annual Software Subscription & Support Renewal 12 Months	E0DISLL

**IBM Sterling Configure, Price, Quote (5725-D11)**

Entitled maintenance offering description	Part number
IBM Sterling Configure, Price, Quote Install License + SW Subscription & Support 12 Months	D0IW1LL
IBM Sterling Configure, Price, Quote Install SW Subscription & Support Reinstatement 12 Months	D0IW2LL
IBM Sterling Configure, Price, Quote Install Annual SW Subscription & Support Renewal	E0BU0LL

Media pack description	Part number
IBM Sterling Configure, Price, Quote V9.2.1 Multiplatform Multilingual Media Pack	B2011ML

Entitled maintenance offering description	Part number
IBM Sterling Configure, Price, Quote Direct Sales Authorized User License + SW Subscription & Support 12 Months	D0IW5LL
IBM Sterling Configure, Price, Quote Direct Sales Authorized User SW Subscription & Support Reinstatement 12 Months	D0IW6LL
IBM Sterling Configure, Price, Quote Direct Sales Authorized User Annual SW Subscription & Support Renewal	E0BU2LL

Media pack description	Part number
IBM Sterling Configure, Price, Quote Service V9.2.1 Direct Sales Multiplatform Multilingual Media Pack	B2012ML

Entitled maintenance offering description	Part number
IBM Sterling Configure, Price, Quote Partner Sales Authorized User License + SW Subscription & Support 12 Months	D0IW7LL
IBM Sterling Configure, Price, Quote Partner Sales Authorized User SW Subscription & Support	D0IW8LL

Reinstatement 12 Months	
IBM Sterling Configure, Price, Quote Partner Sales Authorized User Annual SW Subscription & Support Renewal	E0BU3LL
Media pack description	Part number
IBM Sterling Configure, Price, Quote Partner Sales V9.2.1 Multiplatform Multilingual Media Pack	B2013ML
Entitled maintenance offering description	Part number
IBM Sterling Order Management Configurator Add-on Standard Edition 1 Million Order Lines License + SW Subscription & Support 12 Months	D0IWBL
IBM Sterling Order Management Configurator Add-on Standard Edition 1 Million Order Lines SW Subscription & Support Reinstatement 12 Months	D0IWCL
IBM Sterling Order Management Configurator Add-on Standard Edition 1 Million Order Lines Annual SW Subscription & Support Renewal	E0BU5LL
Media pack description	Part number
IBM Sterling Order Management Configurator Add-on V9.2.1 Multiplatform Multilingual Media Pack	B2014ML
Entitled maintenance offering description	Part number
IBM Sterling Configurator Add-on to WebSphere® Commerce Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D0IX4LL
IBM Sterling Configurator Add-on to WebSphere Commerce Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D0IX5LL
IBM Sterling Configurator Add-on to WebSphere Commerce Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E0BUJLL
Media pack description	Part number
IBM Sterling Configurator Add-on to WebSphere Commerce V9.2.1 Multiplatform Multilingual Media Pack	B2015ML
Entitled maintenance offering description	Part number
IBM Sterling Configure, Price, Quote for Non-Production Environment Install License + SW Subscription & Support 12 Months	D0IW3LL
IBM Sterling Configure, Price, Quote for Non-Production Environment Install SW Subscription & Support Reinstatement 12 Months	D0IW4LL
IBM Sterling Configure, Price, Quote for Non-Production Environment Install Annual SW Subscription & Support Renewal	E0BU1LL
Media pack description	Part number
IBM Sterling Configure, Price, Quote for Non-Production Environment V9.2.1 Multiplatform Multilingual Media Pack	B2011ML

The following add-on components require the IBM Sterling Order Management base product and do not have their own media packs.

Entitled maintenance offering description	Part number
IBM Sterling Order Management Pricing Add-on	D0P88LL

Resource Value Unit License + SW Subscription & Support 12 Months	
IBM Sterling Order Management Pricing Add-on Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0P89LL
IBM Sterling Order Management Pricing Add-on Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0DMDLL
IBM Sterling Order Management Quoting Add-on Resource Value Unit License + SW Subscription & Support 12 Months	D0P8ALL
IBM Sterling Order Management Quoting Add-on Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0P8BLL
IBM Sterling Order Management Quoting Add-on Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0DMELL

## Charge metric

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The following charge metrics apply to the new add-ons announced in this release:

Program name	Charge metric
IBM Sterling Order Management Store Add-on - Small Format Edition	RVU per Store
IBM Sterling Order Management Store Add-on - Medium Format Edition	RVU per Store
IBM Sterling Order Management Store Add-on - Large Format Edition	RVU per Store
IBM Sterling Order Management Store Add-on - Mega Format Edition	RVU per Store
IBM Sterling Order Management Advanced Add-on	RVU per 50 Million Order Lines
IBM Sterling Order Management Enterprise Add-on	RVU per 100 Million Order Lines

## Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program specific RVU table.

Notes :

- Some programs may require licenses for the resources available to **and** the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
- Some programs may be licensed on a managed basis **only** . In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

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## Terms and conditions

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The terms and conditions are unchanged except that the license information has been replaced as follows:

Product identifier	Product name	New License Information
5725-D10	IBM Order Management V9.2.1	L-MROA-94VKZ5
5725-D11	IBM Configure, Price, Quote V9.2.1	L-MROA-94TK4B

The programs' License Information is available for review on the IBM Software License Agreement website at

<http://www.ibm.com/software/sla/sladb.nsf>

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## Statement of good security practices

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## Prices

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### Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM , you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

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## Order now

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To order, contact your local IBM representative or your IBM Business Partner.

To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)

For IBM representative: callserv@ca.ibm.com

For IBM Business Partner: pswsna@us.ibm.com

Mail: IBM Teleweb Customer Support  
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3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada L3R 2Z1

Reference: YE001

The Americas Call Centers, IBM's national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

### **IBM Software Value Plus**

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For questions regarding Software Value Plus, visit

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## Corrections

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**(Corrected on June 6, 2013)**

Updated information in the Ordering information section.