

Newsflash from IBM Entitled Software Support website: ESS now charges for physical media

This notice is to inform our customers that IBM has made the following changes when ordering software Updates (IBMi OS release upgrades) and Software Downloads. This includes when the end user is ordering directly from the IBM ESS website and/or if MAPSYS orders for them.

- Under Software Updates: Effective November 18, 2014 customers in the USA who select the physical delivery option will be invoiced \$350 USD + sales tax for the order. Customers will receive a pop up warning when requesting physical media to ship. Once they click through, they will be required to enter a billing address & contact, in addition to the normal shipping address & contact. Per IBM: Requester receives a mailed invoice from IBM 2-3 weeks after order. Note that download delivery remains free of charge.
- Under Software downloads: It will not be necessary anymore to select a customer number. Users only need to select the operating system and version of the software they want to download. The software available for download will be based on all active entitlements associated with all customer numbers registered under their profile.

Please contact your account manager with any further questions.