



# Operational Details for Website Security and PKI Customers

## 1. Order Submission Guidelines

The following information needs to be included in the order email/PO:

- PO's must be submitted on customer letterhead stationary or must contain sufficient customer authentication  
Acceptable customer authorization includes:
  - Company Logo
  - Signature (when signature is a customer requirement to authorize PO)
  - Received via Email – include email linking back to the customer
- PO number per order (purchase requisition will not be accepted)
- End-User information (the individual that will own the licenses and receives support):
  - Company Name
  - Address (No PO Boxes)
  - Contact Name (first and last name)
  - Contact Email Address
- Ship To information
  - Company Name
  - Address (No PO Boxes)
  - Contact Name (first and last name)
  - Contact Email Address
- Bill To information
  - Company Name
  - Address (PO Box accepted)
  - Contact Name and Email address
- Reseller information (if applicable)
  - Company Name
  - Address (No PO Boxes)
- Product/Pricing information including:
  - Quantity
  - SKU (if applicable)
  - Product description
  - Currency (For Example - \$,€,£,¥)
  - Unit pricing
  - Extended line total
  - Order Total Prior to Tax (if applicable for US and Japan order only)
  - SFDC Deal ID (if applicable)
- Renewal order information (if applicable)
  - Company Name
  - Address (No PO Boxes)



Please engage with your DigiCert Sales Representative for further instructions.

## 2. Remit-To Entity/Address and Bank Account on Invoices:

All orders outside of Japan will be submitted to the US DigiCert entity. Japanese customers will submit orders to the Japan entities. POs must be submitted to the new DigiCert entity below based on your previous Symantec billing entity.

Previous Symantec Billing Entity	Products	New DigiCert Billing Entity and Address	New DigiCert Bank Account Info
<b>Symantec Ltd. (Ireland)</b>	All Website Security & PKI products	DigiCert Inc. 2801 North Thanksgiving Way,#500 Lehi, UT 84043 United States	Bank Name : Bank of America Bank Address: 2000 Clayton Road, Building D, 5th Floor, Concord, CA 94520 Account Number : 55911
<b>Symantec Asia Pacific Pte Ltd. (Singapore)</b>	All Website Security & PKI products	DigiCert Inc. 2801 North Thanksgiving Way,#500 Lehi, UT 84043 United States	Bank Name : Bank of America Bank Address: 2000 Clayton Road, Building D, 5th Floor, Concord, CA 94520 Account Number : 55911
<b>Symantec Australia Pty. Ltd (Australia)</b>	All Website Security & PKI products	DigiCert Inc. 2801 North Thanksgiving Way,#500 Lehi, UT 84043 United States	Bank Name : Bank of America Bank Address: 2000 Clayton Road, Building D, 5th Floor, Concord, CA 94520 Account Number : 55911
<b>Symantec Corporation (US)</b>	All Website Security & PKI products	DigiCert Inc. 2801 North Thanksgiving Way,#500 Lehi, UT 84043 United States	Bank Name : Bank of America Bank Address: 2000 Clayton Road, Building D, 5th Floor, Concord, CA 94520 Account Number : 55911
<b>GeoTrust Japan G.K. (Japan)</b>	Only GeoTrust-branded products	DigiCert Japan Security G.K 580-16, Horikawa-cho Saiwai-ku Kawasaki-shi, Japan	Please contact your sales representative for remittance details
<b>Symantec Website Security G.K. (Japan)</b>	All Website Security & PKI products except GeoTrust-branded products	DigiCert Japan G.K. 5F Okura Bekkan 3-4-1 Ginza Chuo-ku, Tokyo 104-0061	Please contact your sales representative for remittance details

## 3. Tax

### Direct Orders: WSS & PKI

- *US:* Some customers may no longer have sales tax assessed on certain offerings and other offerings may now be considered taxable
- *Japan and South Africa:* There is no change to the taxes that are applicable



- *Europe*: VAT will not be charged
- *Australia*: GST will not be charged

#### Exempt Customers (US)

- To the extent that you are a sales tax exempt customer please provide a tax exemption certificate referencing the seller’s name of DigiCert, Inc.

#### DigiCert Order and Tax Contact Matrix as of October 28, 2017

<b>WORLDWIDE Customers (excluding SOUTH AFRICA and JAPAN)</b>	<b>SOUTH AFRICA Customers</b>	<b>DigiCert JAPAN Customers</b>	<b>Digicert JAPAN Security Customers</b>
<a href="mailto:global_tax@digicert.com">global_tax@digicert.com</a>	<a href="mailto:global_tax@digicert.com">global_tax@digicert.com</a>	<a href="mailto:global_tax@digicert.com">global_tax@digicert.com</a>	<a href="mailto:global_tax@digicert.com">global_tax@digicert.com</a>
DigiCert Inc.  (Federal Tax ID: 41-2089542)	DigiCert Inc.  (Federal Tax ID: 41-2089542, VAT ID: Applied For)	SWISS G.K. / DigiCert Japan G.K.  (Foreign Tax ID – 00432746; Tax Office No. for Income Tax – 1113; Tax ID: VAT/GST ID: 00432746)	GeoTrust Japan / DigiCert Japan Security G.K.  (Foreign Tax ID: 00281263)
VAT Applicability: No	VAT Applicability: Yes	JCT Applicability: Yes	JCT Applicability: Yes

## 4. Terms & Conditions

On October 31, 2017, DigiCert, Inc. acquired from Symantec Corporation the business of providing and supporting Symantec’s Website Security and PKI products and services (the “Products”). Unless you have separate agreement with DigiCert regarding the Products, your use of the Products is governed by the applicable terms and policies in the Legal Repository, including the Subscriber Agreement, Certificate Policy, Certificate Practices Statement, Seal Agreement, and Netsure Warranty (the “Terms”), and references to Symantec or its affiliates in the Terms shall be understood to refer to DigiCert, Inc. and its affiliates.