

## Hyland Software SC State Term Contract - Purchase order and invoicing process

**Contract Number:** 4400017422

**Awarded To:** HYLAND SOFTWARE, INC.  
28500 CLEMENS ROAD  
WESTLAKE, OH 44145

In the case of Hyland Direct customers:

- 1) Hyland works with customer to develop requirements and quotes software, services, maintenance
- 2) SC Agency/Customer places Purchase Order with Hyland at the address above referencing State of SC Purchase Order Number issued under Contract 4400017422
- 3) Hyland delivers software, services, maintenance per customer requirements
  - a. Upon receipt, inspection & acceptance, Hyland will invoice customer referencing the Purchase Order Number in #2
- 4) Customer remits payment to Hyland referencing Purchase Order Number in #2.

In the case of KeyMark Customers:

- 1) KeyMark works with customer to develop requirements and quotes software, services, maintenance
- 2) SC Agency/Customer places Purchase Order to Hyland Software, Inc, at the following address: c/o KeyMark, 105 Tech Lane, Liberty, SC 29657 referencing State of SC Purchase Order Number issued under State Term Contract 4400017422
  - a. Customer Purchase Order to contain the following language [proposed, subject to agreement]:
    - i. "This purchase order is issued pursuant to the agreement and authorization of Hyland Software, Inc. for the delivery of software, services and maintenance by KeyMark, Inc. an authorized reseller of Hyland under SC State Term Contract 4400017422"
- 3) KeyMark issues Purchase Order to Hyland Software for the software, services (as required) and maintenance
  - a. Hyland delivers software, services (as required), maintenance to KeyMark and Invoices KeyMark under KeyMark PO number in #3
- 4) KeyMark delivers software, services, maintenance per customer requirements
  - a. Upon receipt, inspection & acceptance, KeyMark invoices customer using Purchase Order Number in #2
  - b. KeyMark Invoice to contain the following language [proposed, subject to agreement]:

- i. "In reference to the Customer Purchase Order listed on this invoice, and pursuant to the agreement and authorization of Hyland Software, Inc., remittance of funds due and payable under this invoice is to be made to KeyMark, Inc. an authorized reseller of Hyland under SC State Term Contract 4400017422"
- 5) Customer remits payment to KeyMark referencing Purchase Order Number in #2.
- 6) KeyMark remits payment for software, services (as required) and maintenance to Hyland referencing KeyMark PO to Hyland and Hyland invoice to KeyMark