



Doing Business With Rocket[®]

Dear valued Uniface Customers and Partners,

We are excited to take the next step in welcoming you to the Rocket Software family. We are here to help you with onboarding Rocket Software operational processes for transacting business, managing financials, accessing technical support, engaging in services delivery, downloading products and patches, managing license keys, and so much more.

This guide was created to answer questions about how to work with Rocket Software and to ease your transition to our operational processes **starting on October 1, 2021**.

The sections in this guide include:

Legal and Tax

Professional Services

Relationship Management

Community & Self Service

Invoicing and Payment

Engaging with Rocket Software

Customer and Technical Support

If you have additional questions not addressed in this document, email askrocket@rocketsoftware.com and we will respond as quickly as possible.

Legal and Tax

1. Who owns my contract(s)?

US: If you are a US customer or partner, your contract has been assigned to Rocket Software, Inc.

- Rocket Software, Inc. will assume all rights and obligations of your contract
- If you require a formal assignment document, send a request to legal@rocketsoftware.com
- Requests for Form W-9 for Rocket Software, Inc. can be sent to salestax@rocketsoftware.com

All other countries: If you are currently a customer or partner of Uniface B.V.:

- Rocket Software B.V. will assume all rights and obligations to Uniface contracts by operation of law pursuant to a merger of Uniface B.V. and Rocket Software B.V. scheduled for October 1, 2021

2. Will my terms and conditions change?

- With transition to Rocket Software on October 1, 2021, your Uniface contract terms and conditions will continue to govern the relationship
- We value your long-term business and want to ensure that we have a master license agreement to govern our relationship with your company. If you have been transacting Uniface business without a master license agreement, we will initiate the process to establish one

3. What if I have questions about my contracts?

- If you have questions about your Uniface contracts, contact legal@rocketsoftware.com. Someone from the Rocket Software legal team will assist you

4. Tax matters

US: For contracts transferring to Rocket Software, Inc., supplier details are as follows:

- Name: Rocket Software, Inc.
Address: 77 Fourth Ave, Waltham, MA 02451
Tax ID: 04-3090800
- Rocket Software, Inc. has sales tax nexus in most US states. Absent a valid sales tax exemption certificate for Rocket Software, Inc., sales tax will be charged on any taxable goods/services according to the laws of the "ship to" state/local authority. Therefore, your invoices from Rocket Software, Inc. may include sales tax, even if sales taxes were not previously included on invoices from Uniface B.V.
- If you provided a sales tax exemption certificate to Uniface B.V., this will not apply to invoices from Rocket Software, Inc. issued after October 1, 2021. You must provide a new exemption certificate applicable to Rocket Software, Inc., which can be emailed to salestax@rocketsoftware.com. We strongly encourage you to provide the Rocket Software, Inc. exemption certificate before September 30, 2021, to ensure that the exemption will be applied appropriately to future Rocket Software, Inc. invoices. Applicable sales tax will be charged if a valid exemption certificate is not on file at the time of invoicing.

All other countries: For contracts transferring to Rocket Software B.V., supplier details are as follows:

- Name: Rocket Software, B.V.
Address: KORTE PARALLELWEG 1
3311 JN DORDRECHT
VAT number: NL.0079.69.946.B01

Relationship Management

1. Will all the staff who supported me at Uniface still be available, including my Sales contact?

- The entire Rocket Software team, along with new Rocketeers who have joined Rocket Software from Uniface, are here to support your needs. Some names and faces will be familiar, and some will be new. All are committed to ensuring you receive the highest level of service.

2. How do I reach the Rocket Software account executive or renewal representative assigned to my account?

If you are unsure who to contact at Rocket Software or how to reach your Rocket representative, any of the options below are available to help you:

- support@rocketsoftware.com or
- 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Software account representative

3. I recently received a quote from Uniface; will Rocket Software honor it? Where do I send the POs or signed order forms?

- Quotes are valid through the current period of performance expiration date (renewals), or the expiration date stated on the quotation (sales)
 - **US:** Send renewal or sales POs, or signed order forms to Orders@rs.com
 - **All other countries:** Send renewal or sales POs, or signed order forms to ordersnl@rocketsoftware.com

4. Who should I contact if I need to purchase additional products, licenses, or services, or have questions about my current licenses?

- Contact your account executive or renewal account executive
- If you are not certain who that is or have difficulty reaching them, contact Rocket Software at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Software account representative

5. Are there any product name or number (SKU) changes I should be aware of?

- Rocket Software has assigned new SKUs/product codes, effective October 1, 2021. These new SKUs will replace former Uniface product names to align with Rocket Software's product naming conventions.
- These changes will not affect your current licenses, nor will it affect maintenance or support in any way
- The new SKUs will be reflected on quotes, invoices, support cases, and other entitlement records at Rocket Software as of October 1, 2021
- Should you have any questions about the mapping of old to new SKUs, contact your account executive or renewal account executive and they can assist you in understanding the translation

6. Does Rocket Software offer trials or proofs of concept? If so, how would I request one?

- Contact your account executive or renewal account executive
- If you are unsure who that is or are unable to reach them, contact Rocket Software at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you will be directed to your Rocket Software account representative

7. Does Rocket Software support the same currencies as Uniface?

- Rocket Software will continue to support sales in US dollars, Canadian dollars, Euros, Australian dollars, British Pound, Japanese Yen, Swedish Krona, and South African Rand

8. Is Rocket Software going to raise prices? For example, will prices go up at my next renewal?

- If there are price increases associated with your renewal, the Rocket Software team will discuss them with you in advance

9. Are there changes to the roadmaps for Uniface software?

- Currently, there are no planned changes to the Uniface software roadmaps
- If you would like to have a specific conversation about Rocket Software's roadmap for the products you use, contact your account executive or renewal account executive. If you are unsure who that is or are unable to reach them, contact Rocket Software at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you will be directed to your Rocket Software account representative.

10. How often, and in what form, will I receive communications from Rocket Software?

- Rocket Software customer success managers will be contacting you periodically to ensure that you are 100% satisfied with Rocket Software service delivery
- We will provide notification of upcoming operational changes by email and/or phone
- With your permission, we will notify you of upcoming product release highlights and strategic updates to product direction via Rocket Software account executives and customer success team members
- We will also post updates to our support website and the Rocket Software Forum

11. Will my service engagement continue, with the same personnel?

- We will continue to deliver on our service engagements ensuring the same level and quality of service using the resources that are engaged with you today (or comparably skilled) through the end of the contract period. All contractual agreements will be honored in full.

12. Are there any changes to how I report my royalties to Uniface?

- After October 1, 2021, Partner royalty reports may be sent to:
 - orders@rs.com (for United States) and
 - ordersnl@rocketsoftware.com (for all other Countries)
- If you have questions about your royalty report, contact your Rocket Software account representative at 781-577-4323 (Direct) / 855-577-4323 (Toll-free)

Invoicing and Payment

1. What types of payment does Rocket Software accept?

- Rocket Software, Inc. accepts payment by check, credit card, and bank/wire transfer
- Rocket Software B.V. accepts credit card and bank/wire transfer

2. For each payment type, where/how do I remit payment?

Legal Entity	Payment Type	Remittance Advice
Rocket Software, Inc.	Checks	Rocket Software Inc / Depository Account Lockbox number – 0842965 Rocket Software Inc / Depository Account P.O. Box 712965 Philadelphia, PA, 19171-2965
	Bank/Wire Transfers	Wells Fargo Bank 420 Montgomery St San Francisco, CA 94104 ABA/Routing #: 121000248 SWIFT Code: WFBIUS6S Account #: 4124212382
	Credit Card or Bank Debit Payments	https://payments.rocketsoftware.com
Rocket Software Japan, Ltd.	Bank and Wire Transfers	Savings Account No. 2223962 Mizuho Bank (0001) Yokohama-Higashiguchi Branch (361), Swift Code: MHCBJPJT
Rocket Software B.V.	Bank and Wire Transfers	Acct name- 1 NL ROCKET AAB EURO Currency-Euro Acct no- 519415744 BIC/SWIFT-ABNANL2A IBAN-NL77ABNA0519415744 Bank-ABN AMRO BANK N.V.
		Acct name- 2 NL Rocket AAB GBP Currency-GBP Acct no- 573261466 BIC/SWIFT-ABNANL2A IBAN- NL31ABNA0573261466 Bank ABN AMRO BANK N.V.
		Rocket Software B.V. Acct name- 3 NL Rocket AAB USD Currency-USD Acct no- 573262144 BIC/SWIFT-ABNANL2A IBAN- NL58ABNA0573262144 Bank ABN AMRO BANK N.V. Rocket Software B.V. Acct Name- NL Rocket GBP UK account Currency- GBP Acct no- 20013575 BIC/SWIFT- FTSBGB2L IBAN- GB79FTSB40625220013575 ABN AMRO BANK N.V. UK BRANCH
	Credit Card Payments	Request NL Accounts Receivable nl.accountsreceivable@rocketsoftware.com who will share a link for making an online payment

3. What currencies does Rocket Software accept?

- We accept payment in US dollars, Canadian dollars, Euros, Australian dollars, British Pound, Japanese Yen, Swedish Krona, and South African Rand
- If you have questions about Rocket Software currencies, contact your Rocket Software account manager
- Remittances must be made in the currency identified on your invoice

4. Uniface already has my PO. Will it still be valid, or do I have to provide a new one?

US:

- Rocket Software, Inc. (US customers and partners) will honor existing/previously submitted POs issued to Uniface B.V.
- Effective October 1, 2021, all new purchase orders must be issued to Rocket Software, Inc.
 - Address POs to Rocket Software, Inc. 77 4th Ave, Waltham, MA 02451 USA
 - Submit POs to OrderAdmin-US@rocketsoftware.com
 - If you have questions regarding Accounts Receivable balances, contact us.accountsreceivable@rocketsoftware.com

All other countries:

- Rocket Software B.V. will honor existing/previously submitted POs issued to Uniface B.V.
- Effective October 1, 2021, all new purchase orders must be issued to Rocket Software B.V.
 - Address POs to Rocket Software B.V., Korte Parallelweg 1 Dordrecht, 3311 JN Netherlands
 - Submit POs to ordersnl@rocketsoftware.com
- If you have questions regarding Accounts Receivable balances, contact nl.accountsreceivable@rocketsoftware.com

5. Does Rocket Software have a refund policy?

- We do not issue refunds
- If you have an issue with your Uniface products, contact the Rocket Software support team at support@rocketsoftware.com

6. Who do I contact if I have a question about my invoice?

US:

- For questions about your invoice or discussion regarding an overpayment, duplicate payment, a credit balance due to termination, or a payment sent in error, contact the Rocket Software accounts receivable team at us.accountsreceivable@rocketsoftware.com
- Include your company name, and invoice information (number, date, amount) as available

All other countries:

- For questions about your invoice or discussion regarding an overpayment, duplicate payment, a credit balance due to termination, or a payment sent in error, contact the Rocket Software Accounts receivable team at nl.accountsreceivable@rocketsoftware.com
- Include your company name, and invoice information (number, date, amount) as available

7. Do I need to update my procurement system with new vendor and/or banking information?

- Yes, you will need to set up your Rocket Software entity as a supplier. See Invoicing and Payment #2 above for banking information
 - Invoices dated prior to October 1, 2021, in the name of Uniface, can be paid to the same bank account listed on the Uniface invoice
 - Invoices dated after October 1, 2021 will be issued by Rocket Software with the updated bank account

8. I need to change my contact on file due to personnel changes in my company. How do I do this?

- Contact the Rocket Software team at
 - **US:** OrderAdmin-US@rocketsoftware.com
 - **All other countries:** ordersnl@rocketsoftware.com
- Information you will need to provide includes:
 - Prior contact name (being replaced)
 - The new contact's first name, last name, email address, company name, and phone number

9. Can I pay my invoice online after October 1, 2021?

- **US:** You can pay invoices via credit card or bank debit payment at <https://payments.rocketsoftware.com>
- **All other countries:** For payment via credit card, send a request to NL Accounts Receivable nl.accountsreceivable@rocketsoftware.com. A link for making online payment will be provided.

Customer and Technical Support

1. How do I contact Rocket Software customer support starting on October 1, 2021?

- Call us at one of the following support telephone numbers

Country	Toll-free telephone number
Australia	1-800-823-405
Belgium	0800-266-65
Brazil	0-800-591-8021
Canada	1-855-577-4323
China	400-120-9242
Deutschland (Germany)	0800-180-0882
France	08-05-08-05-62
Greece	800-848-1252
Italia (Italy)	800-878-295
Japan	0800-170-5464
Malaysia	1-800-814-479
Nederland (Netherlands)	0-800-022-2961
New Zealand	0800-003210
Portugal	800-180-202
Singapore	800-852-3337
South Africa	0-800-980-818
United Kingdom	0800-520-0439
United States	1-855-577-4323

- Access the Rocket Software Community Support portal which holds Uniface cases, product files, documentation, licenses, and knowledge base articles at: <https://my.rocketsoftware.com/RocketCommunity/RCLogin>.
 - You will need to register for support with a valid email address
 - Registration can be completed anytime between now and October 1, 2021
- Send an email at support@rocketsoftware.com with your support issue
- Or complete the web form at <https://www.rocketsoftware.com/support>

2. What can I do in the Rocket Community Support Portal at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> after October 1, 2021?

- Check the status of open support issues and support ticket history (cases tab)
- Escalate a support ticket (cases tab)
- Download products I currently own and for which I have active support/maintenance agreements (downloads tab)
- Access product fixes, patches, and point releases (downloads tab)
- Access product documentation and knowledge articles for my product (knowledge base tab)
- Upgrade to the latest software build (download tab)

3. Will there be any changes to my service level agreements and commitments?

- There will be no changes. The Rocket Software team is committed to your success and will help in any way we can.

4. How long will my current software version(s) be supported?

- On October 1, 2021, there will be no change to Rocket Uniface versions supported. Any future changes to Rocket versions supported will be communicated with ample notice.

5. How do I submit an enhancement request to Rocket Software on October 1, 2021?

- Requests for changes and enhancements to Rocket Software's Uniface products should be routed through:
 - Web form at <https://www.rocketsoftware.com/support> or email at support@rocketsoftware.com.

6. Can I still access support using the Uniface support portal?

- After October 1, 2021, support will only be available via Rocket Software Support Portal
 - You will need to register for support with a valid email address
 - Registration can be completed anytime between now and October 1, 2021
- Use the methods in #1 above to access support or contact the Rocket Software support team

7. How do I request a replacement or an emergency license key? Am I still able to access self-service tools in the Uniface support portal?

- After October 1, 2021, license key support will only be available via Rocket Software.
 - To obtain a replacement or emergency license key, open a case by sending an email at support@rocketsoftware.com. For emergency license keys mark email as **Urgent or Severity 1** stating the product and the version in your email

8. Where do I request a new key for a change in our system environment beginning October 1, 2021?

- Send an email to support@rocketsoftware.com with the new server's host name and host ID/system information to get a new license file
 - Examples of system environments are:
 - Moving the license to a new server (include new server host name and host ID/System information)
 - Upgrading to a higher or a more recent release of Uniface
 - Changing user counts

9. How do I get product help?

- Beginning October 1, 2021, the Rocket Software Forum is where you can engage with our support team, product management and your fellow Uniface developers
- Once Rocket's Software Forum for Uniface is live, if you've previously created any content in the Uniface Community, you'll see it there, provided you register to the Forum with the same email address
- You can always contact support or services by opening a case if you need additional help

10. Where do I learn about product updates and roadmaps?

- Roadmaps will be shared in the Rocket Software Forum, which replaces the Uniface Community for this purpose

11. How do I convert from the community edition to a paid subscription (and sign up for a support contract)?

- After October 1, 2021, send an email to support@rocketsoftware.com and they will connect you with a Rocket Sales Representative who can assist with your purchase

12. How do I update my contact details or add a support contact?

- Contact Rocket Software customer support using any method provided under #1

13. How do I report a bug starting October 1, 2021?

- Open a case by sending an email to support@rocketsoftware.com or through the Rocket Software Community Portal

Professional Services

1. Will the consultants who deliver my services be changing?

- There are no planned changes to consulting assignments.
- If a change should become necessary, the Rocket Software customer solutions engineering management team will work with you to ensure a smooth transition and your continued satisfaction.

2. Will the method and frequency of project status checkpoints be changing?

- Rocket Software follows a standard project delivery process for all customer engagements. We will first work with you to understand your expectations, then adapt any status checkpoints in a manner you are comfortable with.

3. How do I initiate a new services contract?

- Please contact your Rocket account executive to discuss new engagements.
- If you do not know who your account executive is, please email solutioning@rocketsoftware.com and we will work with you to initiate your request and introduce you to your account executive.

4. Who will be my primary contacts for service engagements, and what roles do they play?

- Your primary contact in a Rocket Software services engagement will be your Rocket Software project manager
- If you have an active engagement, the Rocket Software accounts team will introduce you to the Rocket Software services management team, who will assist in transitioning your engagement to your Rocket Software project manager

5. Are there any changes to the service levels I have come to expect from Uniface?

- There will be no changes. The Rocket Software team is committed to your success and is here to help in any way we can. We will do our best to ensure that you are completely satisfied in our engagement with you.

6. I have a proposed statement of work in progress. Can this continue, or do we need to start a new one?

- Rocket Software will continue to work with you using your in-progress Statement of Work. The Rocket Software solutioning team will meet with you to understand your objectives and ensure continuity with the SOW so that Rocket Software is prepared to meet your expectations once contracted.

Community and Self-Service

1. What is happening to the Uniface Community site?

- The Uniface Community is moving to a new platform called Rocket Forum
- The site design is different but the functionality you now have in the Uniface Community will be replicated on October 1, 2021

2. How do I access the Rocket platform replacing the Uniface Community?

- On October 1, 2021, the Rocket Forum Uniface site will be available for registration and access
- Registration instructions will be made available when the site is live

3. Will my bookmarks to documentation still work?

- All content formerly located on documentation.uniface.com will be migrated to Rocket Forum on October 1, 2021
- Rocket Forum is structured differently. Your bookmarks will be redirected to the Forum site where you can navigate and reset them to the new location(s)

4. What happened to my posts and contributions to the Uniface Forum?

- If you register for the Rocket Forum with your current community.uniface.com email, you will continue to see your historical activity

5. What's different about the Rocket Software Forum in comparison to the Uniface Community?

- The Rocket Software Forum replaces the Uniface Community for most functions
- Some parts of the Uniface Community may now be found at the Rocket Software Community Support Portal
 - Examples include:
 - Access to technical support – cases
 - Product download, patches, and fixes
- Most of the tools and resources you access now from the Uniface Community will still be available, however the 'look and feel' will be different
- Rocket Forum has a customized FAQ for Uniface users on the top of the landing page and a navigation pane on the right-hand side of every page to help you get around

6. How do I access data needed for learning activities?

- eLearning will remain at learn.uniface.com, using the same login credentials utilized at Uniface
- eLearning can also be accessed from the Uniface Rocket Software Forum, again using the same login credentials utilized today

Engaging with Rocket Software

1. Does Rocket Software have an online customer community or user forum?

- Once live on October 1, 2021, you can join other Rocket Software customers, partners, and Rocketeers on the Rocket Software Forum at <https://community.rocketsoftware.com/uniface>
- The forum also periodically hosts virtual user groups and product development-related activities.
- Once available, be sure to register so you are notified of these opportunities

2. Can I follow Rocket Software on social media?

- You can find Rocket Software on the most popular social media platforms:
 1. [Rocket Software on Facebook](#)
 2. [Rocket Software on Twitter](#)
 3. [Rocket Software on LinkedIn](#)
 4. [Rocket Software on Instagram](#)

3. Do you offer opportunities to join Customer Advisory Boards or in-person user groups?

- For 30 years, Rocket Software has worked to build long-lasting relationships based on empathy, humanity, trust, and love. That is why we created the Rocket Software President's Advisory Council (RPAC), a hand-picked group of technology and business leaders that share our values and help shape our product roadmaps and company strategy. The insights and feedback we get from RPAC members help us make better decisions for Rocket Software on behalf of our customers and partners. You can learn how to join the RPAC at <https://www.rocketsoftware.com/rocket-presidents-advisory-council>.
- We currently do not host in-person user-groups but encourage you to join the online Rocket Software Forum once available to you. See #1 above to learn more.
- The Rocket Software Forum also hosts a variety of product-related discussions throughout the year, as well as invitation-only activities related to product futures. Register for your forum account to be alerted to product development-related discussions and experiences