Computer Aided Engineering Network
Service Subscription Form Instructions

The CAEN Office will gladly assist in filling out this form or answering any questions. Please call 5-4321.

Each computer placed under a Service Subscription requires a separate form. Customers who are installing or maintaining several machines under the same financial responsibility may be able to save time with a bulk purchase. Call CAEN for details.

Department Reference #: Your own reference number for this transaction. If you provide a number in this field, CAEN will record it in the service order system for your convenience.

Section I
Customer: Please indicate the person who will have financial responsibility for the machine covered by this SLA.
Tech Contact: Optional--the "tech contact" is presumed to be the same as the Customer if this field is left blank.

Section II
For existing machines, please try to fill out these fields as completely as possible.
Hostname: If the computer does not yet have a hostname, please let us know your preference. A hostname for a Linux PC may have up to 11 characters.
UM Prop Tag: Computers covered by CAEN Service Subscriptions must have a UM property tag. CAEN will provide a tag if necessary.
Serial No: Manufacturer provided identification number, usually a combination of letters and numbers
Vendor: If your computer brand does not appear in the drop down list, you may write it in.
Equipment Location: Room number and building

Section III
To add services, fill out the product selection grid. To drop services, please see Section IV. To change services, select the new services in Section III, and tell us what you are dropping in Section IV.
Service/Product: A list of currently available CAEN services and products can be found on the next page. You will need to indicate each of the products to which you are subscribing on a separate line unless you are using the traditional levels. Linux levels are "bundles" and automatically include the several services indicated for each bundle. **Note: For CAEN's new subscription products, you must select "CAEN Operating Environment"**. For example, in order to receive the Microsoft Software subscription for administrative computer users, you must select the CAEN Operating Environment as well (unless you have previously done so for this computer). Note that the product's corresponding code is the code that will appear on your M-Pathways financial statement for this product.
Your preferred start date: CAEN will try to provide services by this date, but no charges will accrue until after the service is actually initiated.

Section IV
Service/Product: You may delete selected paid services from your Service Subscription using the table on the left, or you may terminate all paid services by checking the box on the right.
Your preferred stop date: CAEN will make every effort to abide by your preferred termination date. CAEN agrees to cease charges no later than the last day of the month following the receipt of this completed form in the CAEN Office.
Caution: There are potential serious consequences to terminating services. Therefore this form cannot be considered complete without a signature from the party responsible for the machine or reasonable substitute.

Section V
Note that a physical signature is required on the form to complete processing. If deleting services, the signature line is found in section IV (Page 1), if adding services, the signature is required in Section V (Page 2).

Customers who would like to split charges over several financial accounts should contact the CAEN office to discuss possible alternatives to using this form.

Final Processing
You may speed the process by returning your completed form by return email (if you downloaded the form from the Web, return the form to caen-esf@umich.edu.). However, you will still need to print the form and return a signed copy (FAX, campus mail, etc). You may save this form to your computer system and/or print out a copy for your own records.

Currently Available CAEN Services & Products:

CAEN Service/Product	Code	Price	Monthly	One Time
CAEN Operating Environ. (Any O/S)	COE	$100/workstation	N/A	$100.00
COE Reload (same w/s only)	COEReload	$100/workstation	N/A	$100.00
Connected Backup (MS only)	CNB	$140 install + $65/year	$5.42	$140.00
Microsoft Admin Software	MSADMN	$30/month	$30.00	N/A
Microsoft Research Software	MSRSRCH	$30/month	$30.00	N/A
OmniBack Standard (up to 20 G)	UxBackStd	$9/month	$9.00	N/A
OmniBack Full	UxBackFull	$47.50/Gb/Year	$3.96/Gb	N/A
Linux Level 1	LVL1	$30/month	$30.00	N/A
Linux Level 2 (backups < 5Gb)	LVL2	$60/month	$60.00	N/A
Linux Level 3 (backups <5Gb)	LVL3	$84/month	$84.00	N/A
Windows Level 1	MSLVL1	$30/month	$30.00	N/A
Windows Level 2	MSLVL2	$58.50/month	$58.50	N/A
Windows Level 3	MSLVL3	$88.50/month	$88.50	N/A
COE Software	COESW	$30/month	$30.00	N/A
COE Update Subscription	COEUpdate	$21/month	$21.00	N/A
CAEN Hardware & Service Subscrip.	CHASS	$24/month	$24.00	N/A
COE Updates & Connected Backups	UpdConn	$28.50/month	$28.50	N/A

The University of Michigan College of Engineering

Computer Aided Engineering Network
Service Subscription Form

Date: _____   **Dept Ref No:** _____

Section I: Customer Identification

Customer: _____   **Uniqname:** _____   **Voice:** _____   **FAX:** _____
Last, First

UM Address: _____
Room, Bldg, Campus Zip

Tech Contact: _____   **Uniqname:** _____   **Voice:** _____   **FAX:** _____
Last, First

Dept: _____   **Dept #:** ☐☐☐☐☐☐

Section II: Computer Identification

Hostname: _____   **UM Prop Tag:** _____   **Serial No:** _____

Vendor: _____   **Equipment Location:** _____

Section III: Service Selection

Choose the services you wish to subscribe to for this computer from the drop-down Product menu. If you are filling out this form in order to change or discontinue service, make sure you fill out Section IV. See instructions for more details. **See Instructions for a complete list of eligible products and rates.**

CAEN Service/Product	Code	Price	Monthly	Per Machine

Your preferred start date: _____

Totals: _____ _____
    Monthly   **One-Time**

Section IV: Service Deletion or Termination

CAEN Service/Product

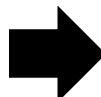**OR**   Terminate **ALL** Paid Services for this Machine ☐

Your preferred stop date: _____   ➡   _____

Service Termination Customer Signature
MUST be signed on Printed Form
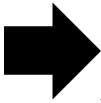
Section V: Billing Information

For your convenience CAEN accepts either a valid **shortcode** or a valid combination of chartfields. Providing both will enhance the reliability of the billing system. The University of Michigan Office of Financial Operations requires the signature of the person responsible for the financial account to verify the following statement:

"I certify that the terms, restrictions, and qualifications set forth in this form's administration policy are met and that the payments are in compliance with all conditions imposed by the funding source."

ShortCode	Fund	Dept	Class	Program	Project/Grant

Charges will continue on a monthly basis until you notify CAEN of a change.
You may specify a specific end date here (mm/dd/yyyy): _____

Signature: MUST be signed on printed form

Processing: Next Steps

Step 1: Print and sign this form (section 4 requires a signature to delete services, section 5 requires a signature to authorize charges) and return it to the CAEN Office. You may speed the process by returning this form via email (mail to caen-esf@umich.edu), however, you must still send the signed copy to the office to complete processing.***** If you downloaded the form from the Web, call the CAEN Office to determine who should receive your email.

Step 2: If you are downgrading already existing services, changing the funding shortcode, or subscribing to the stand-alone version of Connected Backup for the Microsoft Platform, then this form is all that is required to process your request. If you are requesting a CAEN install (CAEN Operating Environment (COE)), one of CAEN's traditional Linux loads, or any additional services that have never been added to this machine, then you must also fill out CAEN's **Computer Information Form**. You can submit this order form to get the process started before completing work on the Computer Information Form. CAEN will be happy to assist you with filling out either or both of these forms.

*CAEN is working on an electronic submission process as part of the College of Engineering Web project. However, due to the sensitivity of Sponsored Projects, and due to the potential for unanticipated data loss, CAEN is required to obtain written signatures in the indicated fields.