

SNC Account Exec: Chris Hunt  
Phone: 408-425-5073  
E-mail: Chris.Hunt@servicenow.com

Customer Invoice Address: Customer Ship To Address: End Customer Address:

<b>Company Name</b> County of Monterey <b>Address</b> 168 W Alisal Street <b>Suite</b> 3rd floor <b>City</b> Monterey <b>State/Province</b> CA <b>Zip/Postal Code</b> 93901 <b>Country</b> United States <b>Website</b> www.co.monterey.ca.us <b>AP Contact Name</b> Fred Hartmann <b>Title</b> IT Division Manager <b>Phone</b> 8317596954 <b>E-mail</b> hartmannf@co.monterey.ca.us <b>Account #</b> ACCT0021849	<b>Company Name</b> County of Monterey <b>Address</b> 168 W Alisal Street <b>Suite</b> 3rd floor <b>City</b> Monterey <b>State/Province</b> CA <b>Zip/Postal Code</b> 93901 <b>Country</b> United States <b>Website</b> www.co.monterey.ca.us <b>Business Contact</b> Fred Hartmann <b>Title</b> IT Division Manager <b>Phone</b> 8317596954 <b>E-mail</b> hartmannf@co.monterey.ca.us	<b>Company Name</b> County of Monterey <b>Address</b> 168 W Alisal Street <b>Suite</b> 3rd floor <b>City</b> Monterey <b>State/Province</b> CA <b>Zip/Postal Code</b> 93901 <b>Country</b> United States <b>Website</b> www.co.monterey.ca.us <b>Business Contact</b> Please Provide <b>Title</b> Please Provide <b>Phone</b> Please Provide <b>E-mail</b> Please Provide
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Reference Contract #(s)	31013CH	PO #	
Reference Statement of Work #(s)	31013CH-SOW2	Tax exempt?	No
Currency	USD		

Professional Services:	Unit of Measure	Product or Days/Hours	Net Price	Total Price
ServiceNow® Implementation - Tailored - T&M	Hours	1,126	Varied - See SOW	\$ 253,350.00

Customer shall reimburse ServiceNow for all authorized and verifiable travel expenses incurred during the performance of the professional services, training and other services. ServiceNow agrees to keep commercially reasonable records of all expenses to support claims for reimbursement from Customer. All fees and expenses shall be invoiced to Customer within sixty (60) days from of the date the fees and expenses were incurred.

Travel and Expense Fees	Estimated T&E
Estimated Professional Services Travel and Expense	\$ 12,668.00
Educational Services, Knowledge, and Professional Services Subtotal	\$ 253,350.00
Estimated Travel & Expense Fees	\$ 12,668.00
Pre-tax Total	\$ 266,018.00
Estimated Taxes	TBD
Estimated Grand Total	\$ 266,018.00

Invoice Schedule:	Invoice Date	Amount	Est. Taxes	Grand Total
Services - Based on Hours Worked	Monthly in Arrears	\$ 253,350.00		\$ 253,350.00
Estimated Travel Expenses	Monthly in Arrears	\$ 12,668.00		\$ 12,668.00
		\$ 266,018.00		\$ 266,018.00

Payment Terms

Net 30 Days from Invoice Date

Customer shall issue a purchase order (PO), but the PO and any other ordering document submitted by Customer will not modify or add to the terms of this Order Form. No fewer than fifteen (15) days prior to each invoice date, please submit a PO for the amount set forth above to accountsreceivable@servicenow.com or fax to 877-824-0673 or ServiceNow, Inc., Attention: Accounts Receivable, 4810 Eastgate Mall, San Diego, CA 92121

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND NON-REFUNDABLE. The order is for the entire subscription term and is undividable. Payments are due as per the invoice schedule. All remaining fees are due immediately if Customer fails to pay as stated.

Terms and Conditions


ENTIRE AGREEMENT This order is on terms consisting of the signed definitive agreement(s) with the reference number(s) set forth above and the same availability service level target and support terms in Customer's last Order Form as supplemented by this Order Form and the service descriptions for the purchased packaged professional services ("Service Description"). If not attached to this Order Form, the Service Description is as set forth on www.servicenow.com/schedules.do and is INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com. Customer shall limit the types and number of ServiceNow applications, Custom Applications, users and their permitted roles, and other use restrictions to those specified in this Order Form.

ACKNOWLEDGED AND AGREED:

End Customer: County of Monterey

Signature	
Name	
Title	
Date	

ServiceNow, Inc.

Signature	
Name	CHIN KIM
Title	Sr. Director, Orders to Cash
Date	April 8, 2015