



NEW CUSTOMER ONBOARDING INFORMATION

Updated 10/1/2025

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WELCOME TO MASTERCAM

Mastercam is the world's leading provider of CAD/CAM solutions. As part of Sandvik, we empower manufacturers to enhance productivity, streamline processes, and drive innovation. With an extensive developer community, Mastercam continues to set industry standards by delivering comprehensive, connected solutions across the manufacturing enterprise. We lead the way with cutting-edge technology and unparalleled expertise.

We are delighted to welcome you as a new Mastercam customer! To help us process your order quickly, please review this information as it will assist you with any of your internal vendor set up activities. For any questions or help, contact our team. We are here to support your success from the start.

This packet is organized into two sections:

- **Part 1** Key Mastercam information: banking, tax, and contact details for your internal records and vendor setup.
- **Part 2** Information and documentation we need from you to complete your setup and avoid delays with future orders or renewals.

We have made it easy to submit supporting documentation: simply click the Mastercam logo  throughout this packet to send your information directly from the form.

PART 1: MASTERCAM INFORMATION

Key Contacts

Role	Email	Phone
Sales Support	customer_service.inbox@mastercam.com	860-875-5006 (Option 1, Option 5)
Accounts Receivable	accounts.receivable@mastercam.com	860-875-5006
Contracts/Legal	legal@mastercam.com	860-875-5006
Training	training@mastercam.com	860-875-5006 (Option 2, Select Region)

Banking & Remittance Information

Bank Name	Nordea Bank Abp
Bank Address	1211 Avenue of the Americas, 23 rd Floor, New York, NY 10036
Account Name	CNC Software, LLC
Account Number	4179493001
Routing Number (ABA)	026010786
SWIFT/BIC (if applicable)	NDEAUS3N
Currency	USD
Payment Terms	Net 30
Acceptable Payment Types	ACH (Preferred), Checks, Credit Cards

Tax & Business Information

Legal Business Name	CNC Software, LLC dba Mastercam
Federal Tax ID (EIN)	22-1717737
Dun & Bradstreet (D-U-N-S Number)	15-724-6802
W-9 Form	2025 W-9 Form
Billing Address	671 Old Post Road, Tolland, CT 06084-2830
President	Russ Bukowski
Chief Financial Officer	Karen Gibbs
Website	www.mastercam.com
Main Phone	860-875-5006
Mailing Address	P.O. Box 81360 Woburn, MA 01813-1360

Legal & Compliance

The terms that govern our agreement include the Terms & Conditions printed on the Mastercam Standard Order Form, our End User License Agreement (EULA), and, if applicable, our Training and Consulting Agreement.

Mastercam End User License Agreement: (EULA) (v1.0) and

Mastercam Training and Consulting Terms and Conditions: [EULA/Training T&C](#)

Code of Conduct / Ethics: [Code of Conduct](#)

PART 2: CUSTOMER INFORMATION

Tax Exemption Certification

If your organization claims exemption from sales tax, please include a valid tax exemption certificate when submitting your onboarding materials.

- Certificates must include your legal business name, address, and applicable tax identification number.
- The exemption must be valid for the state(s) where Mastercam products and services will be delivered.
- If your certificate is expired or incomplete, sales tax may be applied until an updated certificate is received and approved.

You will also have the opportunity to confirm your tax exemption status at the time of renewal or order. However, providing it now will help us process your order more efficiently and avoid delays.



[Send Us Your Tax Exemption Certificate](#)

Order Submission Guidelines

To initiate an order, your Account Manager (listed at the top of this form) or Renewals Specialist will provide you with our Mastercam Standard Order Form via DocuSign. This form must be signed prior to order fulfillment.

Important Notes:

- The Mastercam Standard Order Form is required for all new orders and renewals.
- Customer Purchase Orders are accepted for administrative convenience only and do not replace the required Mastercam Standard Order Form or our standard Terms and Conditions.
- Customer-supplied Terms & Conditions may require legal review and could result in processing delays.

ADDITIONAL INFORMATION

Every organization handles vendor setup differently. The information in this packet is provided to support your internal procurement process, if applicable.

If your organization requires additional information specific to working with a software provider, Mastercam can provide the following upon request:

- A completed Vendor Registration Form
- A banking letter or voided check
- A Certificate of Insurance
- Supplier portal access details (please include the portal name, access instructions, and any required steps)

Request Additional Vendor Set Up Information

Please note: Mastercam operates as a software provider, so some standard supplier documentation intended for physical goods or manufacturing services may not apply.

Once your information is submitted, our team will review and confirm your setup, typically within 3–5 business days. If anything is missing, we will follow up directly with your designated contact to ensure everything is in place.