

Update Bulletin

Save-A-Lot Program Questions & Answers

Issue 2
April 18, 2003

Note: this Issue 2 provides additional questions, answers and clarifications to the SAL Dealer program.

With the release of the Save-A-Lot Dealer Program, several questions have been raised regarding program details. Here are the answers as the program is structured today.

- **Who is the Program Manager for the SAL Program at StoreNext? And if I have problems, who do I call.** Call K.C. Potts at 847-397-6245. He is StoreNext's SAL Program Manager.
- **Shouldn't I call someone at SAL Headquarters?** No. Don't call SAL Headquarters. Call K.C. Potts.
- **OK, but if my local SAL DM hasn't returned my call, I should call SAL Headquarters, right?** No, you should call K.C. Potts.
- **Then when should I contact SAL Headquarters?** You shouldn't. Not calling SAL Headquarters is both Rule Number One and Rule Number Two of the SAL Program (see [Marketing Bulletin 1190](#)).
- **A while back before the new Program I have this system I ordered for a local SAL franchisee, and now I'm getting all sorts of static that this was done "outside the program." What do I do to clear the air?** **First, a special request** – if you have any uninstalled ISS45 orders in process for SAL stores, please notify K.C. immediately so he can prevent issues before they start. Second, please contact Dr. Potts if these hangovers are giving you a headache.
- **Should I FAX or email my orders to anyone else but the standard order locations?** – Yes, as is required by the program, you need to email a copy of all orders to KCPotts@storenext.com.
- **What are the standard terms for payment from the Licensee to the Dealer?** – The program does not specify payment terms, leaving the Dealer free to implement their standard terms and conditions as desired.
- **Can I secure a down payment from the licensee?** – Yes, if desired. This is between the Dealer and the SAL licensee. The program does not specify anything on this topic.
- **How do I offer credit terms to the SAL Licensee?** – The Dealer is free to offer any credit terms desired on the StoreNext and RDS components, since these components are purchased by the Dealer and resold to the licensee. Note that Save-A-Lot directly bills the licensee for the SAL components and will not offer credit terms.
- **If I have any questions about this, should I call SAL HQ or my SAL DM?** It's important to establish a good working relationship with your SAL DM so that's great. But do not call SAL HQ. I know we may find it hard to believe, but they really *don't* want to hear directly from Dealers.



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- *Instead of credit terms, will there be some kind of centrally-sponsored lease program for SAL licensees?* – Yes, SAL and StoreNext are working to create a lease program specifically for SAL licensees.
- *In the upcoming SAL lease program will the licensee be pre-approved for a lease prior to ordering the equipment?* – Yes, all new SAL licensees will be pre-approved. Existing licensees will also be approved assuming they are in good standing.
- *There is a specified installation fee in the SAL program. What does this installation fee cover?* – Dealers will be contacted by SAL in cases where the Dealer will perform the install, and the StoreNext SAL Program Introduction Kit provides complete installation guidelines that specify exactly how the installation is to be performed. The Dealer must complete the installation per these guidelines, and are not expected to do anything not covered by those guidelines.
- *What training is the Dealer expected to do?* – In cases where SAL engages the Dealer for licensee training, the Dealer's responsibility is limited to 3 days of cashier training.
- *What if I have a problem with my SAL District Manager?* – Dealers should contact K.C. Potts, StoreNext's SAL Program manager. Do not contact SAL directly.
- *What if I have a problem with a SAL Licensee?* – Please contact your StoreNext Account Manager (Pat/Jim/Larry) as well as K.C. Potts. Do not contact SAL directly.
- *What about freight and taxes?* – The prices for the equipment listed in the StoreNext SAL Program Bulletin (MB 1190) do not include freight and taxes. As specified on the StoreNext SAL Order Form, these charges need to be added to the licensee's price.
- *If I have questions that aren't answered on this Bulletin, wouldn't it be a good idea to call K.C. Potts?* You get an "A+".
- *I just won the Tri-State PowerBall Lottery, and so far I'm the only ticket who's called in for the \$340 million jackpot. The other possible winner has only 12 more days to call to claim his share. But I'm not getting any sleep, worrying if I'll get cut back to a measly \$170 Mil. Should I call SAL HQ?* No, your great friend and protector K.C. Potts would very much like to hear from you. Really soon, like in the next 10 or 12 days.
- *How do I reach him?* You can call 847-397-6245 or email him at KCPotts@StoreNext.com.

To Your Success,

K.C.

K.C. Potts