

SECTION:	Commercial	
POLICY #:	CO1	PAGE: 1 of 3
SUBJECT:	Ordering Products	
DATE:	09/12	SUPERSEDES: 04/06

TITLE: CO1, Ordering Products

POLICY: Retalix requires that a dealer adhere to the following procedures when placing orders for new products and options.

SCOPE: All Sales Orders for new products, all Retalix channel partners, Sales Personnel, Commercial. This Policy does not apply to parts or repair orders. In addition to this Policy, Professional Services engagements must also follow the procedures outlined in the Professional Services Order Process (ESS13).

PROCEDURES:

1. All required information on an appropriate sales order form or spreadsheet and associated information forms must be completed fully and accurately.
 - 1.1. Configurators or special spreadsheet-based order forms are available and must be used for some Retalix offerings. Current versions of such ordering and configuration tools are available on the Retalix channel partner site in the appropriate area. Current forms that must accompany orders include:
 - 1.1.1. RBO Order form for RBO products
 - 1.1.2. Retalix Store Order Form for Retalix Store/HQ products
 - 1.1.3. SKIF for ISS45 or ScanMaster products (in addition to standard order form – a SKIF cannot be used in place of an order form).
2. Some Retalix offerings require additional information, estimators, customer information, site surveys etc. on forms provided. Some Retalix offerings may have titles in this manual specific to the policies and procedures to be followed for ordering these offerings.
3. Retalix will accept a channel partner's order form if it provides all of the required information. Missing required information will prevent an order from being accepted. See [CO2](#) for details regarding Order Forms.
4. Retalix Order Entry will accept telephone orders and written orders by hard copy, FAX or e-mail.
 - 4.1. However, all phone orders must be followed by a confirming written sales order within one working day (via FAX, e-mail or overnight mail) after the original placement of the order.



SECTION:	Commercial	
POLICY #:	CO1	PAGE: 2 of 3
SUBJECT:	Ordering Products	
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- 4.2. If this confirming order is not received within one working day, the order may be placed on hold.
- 4.3. All such confirming sales orders must match the quantity, model, configuration, etc. of the equipment requested at the time of the phone order.
5. Orders should be sent to:
 - 5.1. E-Mail: Orders@Storenext.com or Orders@Retalix.com
 - 5.1.1. Questions regarding orders can be sent to Questions@StoreNext.com
 - 5.2. FAX: 972-265-4848
 - 5.3. Telephone: 972-265-4800 and request Channel Partner Order Entry
 - 5.4. Hard copy:

Retalix, Inc.
Attention: Order Entry
6100 Tennyson Parkway, Suite 150
Plano, Texas 75024
6. Retalix Order Entry will examine the sales order and if acceptable will process the order.
7. Proper configuration is the sole responsibility of the dealer. Errors or omissions will not be corrected in the order and shipment process.
8. Pricing or discounting errors on the channel partner's order form may be corrected and the channel partner notified. Retalix may also return the form to the dealer for correction. In either case, an updated purchase order may be required.
 - 8.1. Acceptance of the order does not signify acceptance of pricing or discounting errors. Retalix expressly reserves the right to correct errors in pricing, regardless of source, before or after shipment or invoice, and update/correct the channel partner invoice if required.
9. If special pricing or discounts have been approved for a dealer order, a copy of the Retalix policy or pricing Exception must be provided with the order. If the order is not provided with such special pricing or discounting instructions, the order will be entered and invoiced normally.
10. The Terms and Conditions set forth in the channel partner's agreement with Retalix shall govern the sale of Retalix products.



SECTION:	Commercial	
POLICY #:	CO1	PAGE: 3 of 3
SUBJECT:	Ordering Products	
DATE:	09/12	SUPERSEDES: 04/06

- 10.1. Additional terms and conditions may be described on a sales order form that further govern the sale and/or override the terms and conditions from the channel partner agreement. However, any such special terms must be provided on the Retailix policy or pricing Exception filed with the order.

