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SUBJECT:	Sales Order Forms		
DATE:	09/12	SUPERSEDES:	04/06

TITLE: CO2, Sales Order forms

POLICY: In order to ensure the timely and accurate processing of an order, Retalix requires a complete order form.

SCOPE: All orders for new equipment, all Retalix channel partners, all field sales personnel, and Retalix Order Entry

RESTRICTIONS: Orders for third-party vendor spare parts and repairs are typically not available or orderable from Retalix. Exceptions to this limitation are published in the pricing documents for the applicable products or systems.

PROCEDURE:

1. All information on the order or channel partner purchase order must be completed fully and accurately. To ensure the timely and accurate processing of an order, be sure that the order form represents the exact specifications required.
2. Retalix will accept orders on the channel partner's order form if all information is provided as specified in this policy.
3. All orders must include the correct Wholesaler PIN. Retalix provides a PIN to use for each wholesaler in Reference Bulletin 1169.
4. All orders using non-standard pricing or discounts must have the applicable Retalix policy or pricing Exception document attached, and the Exception number and name should be referenced also on the order.
5. All software orders must include the following end user information for software licensing purposes:
 - 5.1. Formal company name
 - 5.2. "Banner" or DBA name
 - 5.3. Street address / City / State / Postal Code of the location where the software will be used
6. Order form requirements and options:
 - 6.1. Customer P.O.# – (optional) an identifying number used by channel partners who wish to cross-reference their own internal (or their customer's) purchase order form.
 - 6.2. Requested Delivery Date – indicate the desired date for shipment. The requested delivery date should be realistically established in light of



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StoreNext published processing/Production Lead-Times. (Also see the Lead Times Page of the Retalix Channel Partner Web site.

- 6.2.1. Special attention should be given to ensure that the requested shipment-schedule does not nullify eligibility for Quantity Discounts (e.g., Policy or Exceptions may dictate that, in order to achieve and maintain the exceptional discount level or price, split-shipments may not be allowed or must occur within a given shipping window).
- 6.2.2. A specific calendar date must be requested. Otherwise, when "ASAP" or "Immediate Shipment" notations are made, channel partners may receive equipment earlier than expected.
- 6.2.3. Retalix shall exercise its right to ship at its own discretion any equipment that has been assigned an "alpha date" (e.g., "ASAP").
- 6.2.4. If the channel partner would like Retalix to extend consideration for an accelerated turn-around, the Requested Delivery Date should note the existing date on which the order form is consummated. In addition, the channel partner should note at "Remarks" those items which may ship early. In such situations, your Order Entry Administrator will monitor open backlog and (should an opening occur in the production schedule) pull-in your order for "early" shipment.
- 6.3. Ship Via – (optional) identifies Surface or Air and Freight Cost.
- 6.4. Channel Partner Name – the complete name and address of the channel partner to be invoiced by Retalix.
- 6.5. Channel Partner Number – account number and location extension.
- 6.6. Ship To – complete name and address of location where equipment is to be shipped. If same as Sold To address, enter "Same".
 - 6.6.1. A separate order must be completed for each Ship-To Address.
- 6.7. Each line item ordered must include:
 - 6.7.1. Product Identification Number (PIN) from Retalix pricing document.
 - 6.7.2. Description – see the applicable Retalix pricing document and enter the appropriate product description.
- 6.8. Quantity – number of the line item product required
- 6.9. List Price or MSRP – from the Retalix pricing document in US Dollars



- 6.10. Discount Percentage – the channel partner’s discount as specified in the Retalix pricing document or the channel partner Discount Policy.
 - 6.10.1. Do not specify the discount percentage in cases of “Dealer Net” or “Reseller Net” prices.
- 6.11. Unit Net Price – the price per unit after the appropriate discount percentage, or the channel partner net price. There is no minimum purchase amount.
- 6.12. Extended Net Price – the Unit Net Price times the Quantity
- 6.13. Remarks – identify any special shipping or pricing Exceptions or instructions. If the channel partner wishes to request a particular means of shipment, Retalix will make every effort to honor the request.
- 6.14. Signature – sign the form or mail from an authorized e-mail address
- 7. All Retalix orders are governed by the Terms and Conditions as found in the Retalix channel partner’s Agreement.
- 8. Special payment or credit terms may only be requested on the order via a Retalix Exception attached to the order with the altered terms. Otherwise, standard credit terms will apply.
- 9. A Software Key Information Form must accompany ScanMaster and ISS45 software orders.
- 10. A Software License Agreement or Software Sublicense Agreement must be completed and attached to each software order whenever a licensable product is ordered. This form is available in this manual and a part of all channel partner agreements.

