

SECTION:	Commercial	
POLICY #:	CO4	PAGE: 1 of 1
SUBJECT:	Changing Orders: Holds, Reschedules and Cancellations	
DATE:	4/06	SUPERSEDES: 9/91

TITLE: CO4, Changing Orders: Holds, Reschedules and Cancellations

POLICY: Orders outside the production lead-time may normally be canceled, changed, rescheduled, or placed on hold at any time by the dealer. However, to alter (change, cancel, reschedule, place on hold) an order inside the production lead-time must have StoreNext's approval prior to the change.

SCOPE: All StoreNext Dealers, Field Sales Personnel, Commercial, Credit Managers, Manufacturing.

PROCEDURES:

1. StoreNext products each have a lead time (also termed “manufacturing cycle”) that is stated in [Policy CO5](#).
2. To cancel an order, change an order, reschedule an order, or place an order on hold, the dealer must first check with StoreNext Order Entry.
3. If the order is outside the stated lead time, the dealer may cancel, reschedule, change, or place an order on hold at any time.
4. If the order is inside the stated lead time for that product, the order may not be canceled and can only be changed, rescheduled, or placed on hold with StoreNext's approval.
5. Certain orders may be specified by StoreNext as exempt from this policy in that they cannot be changed, canceled or rescheduled. In such cases, these conditions will be stated in a Customer Concession Form (CCF) or StoreNext Policy Exception, or in any event in writing to the dealer.
6. Requests to change, cancel, reschedule or hold equipment are governed by StoreNext's published Terms and Conditions of Sales in the Reseller or Dealer Agreement.

