

SECTION:	Commercial	
POLICY #:	CO5	PAGE: 1 of 1
SUBJECT:	Scheduled Ship Dates and Lead Times	
DATE:	9/12	SUPERSEDES: 4/06

- TITLE: CO5, Scheduled Ship Dates and Lead Times
- POLICY: All scheduled ship dates are assigned based on the production lead times. Retailix may ship the order on the Monday through Friday of the planned shipment date.
- SCOPE: All Retailix channel partners, field sales personnel, corporate credit managers, manufacturing, and shipping departments.
- PROCEDURES: The following policies and procedures govern Retailix shipping schedules and lead times.
1. Lead times and manufacturing cycles from (a) acceptance-of-order to (b) FOB ship date are posted and updated as circumstances require on the Lead Times Page of the Retailix channel partner support Web site. Different products and systems have varying lead times.
 - 1.1. While Retailix endeavors to keep the Lead Times Page up to date, Retailix relies on many vendors and their inventories and varying policies to service channel partner orders. Retailix cannot be responsible for shortages or delays in servicing and/or shipping channel partner orders, and reserves the right to allocate available material as Retailix best sees fit. Retailix channel partner agreements provide contractual information regarding order acceptances and deliveries which further control these policies.
 2. Retailix reserves the right to ship all orders on Monday through Friday during the week of the planned shipment date.
 3. Scheduling of orders is based upon current lead times and material availability.
 4. Rules governing changing orders (holds, cancellations, revisions and reschedules) are called out in [Policy CO4](#).
 5. The lead-time clock for a particular order begins upon acceptance of an order by Retailix. Note that the clock does not begin when the channel partner sends the order or when the order is first received by Retailix. The order must be accepted by Retailix before the clock can start.
 6. Retailix will make best efforts to accommodate channel partner and customer needs, as well as make best efforts to service emergency orders inside published/posted lead times, but Retailix cannot promise success in fulfilling such requests.



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