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SUBJECT:	Training Charges and Requirements	
DATE:	11/02	SUPERSEDES: 7/97

TITLE: ET2, Training Charges and Requirements

POLICY: This policy defines the training requirements and charges for Dealers to sell, service and support StoreNext Products.

SCOPE: All StoreNext Dealers

PROCEDURES:

1. StoreNext will provide training necessary for certification to sell, service and support StoreNext products.
2. StoreNext regularly publishes a schedule of courses and a course catalog containing detailed information regarding these courses including objectives, course content, prerequisites and cost.
3. Certification requires the successful completion of all prerequisites and training requirements, defined by StoreNext for the products for which certification is requested.
4. Tuition is charged for StoreNext courses. Refer to the published course catalogs for the specific fees. Tuition includes all documentation and other training materials. Students are responsible for all travel, meals, lodging and miscellaneous expenses.
5. A Purchase Order for the course tuition must be provided to StoreNext to confirm enrollment. StoreNext cannot reserve places in courses without a Purchase Order for the course. StoreNext will invoice the student's company as of the start date of the course.
6. At one point, certain courses had tuition requirements paid for by course credits that were included with "Start-Up kits." As of November 1, 2002, there are no such course credits provided with Start-Up Kits or as part of any other purchase. Credits purchased with such kits or packages prior to November 1, 2002 will be honored.
7. Certain courses – for example, training regarding the use of standard industry platforms – may be provided by general industry training providers. In such cases, these courses may be substituted for StoreNext courses, or StoreNext may require the



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Dealer personnel to attend such courses in lieu of a course on a given subject not currently offered by StoreNext. See Policy ET 3 for accreditation requirements from such providers.

