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SUBJECT:	StorePoint Dealer Qualifications	
DATE:	09/09	SUPERSEDES: None

TITLE: RS22, StorePoint Dealer Qualifications

POLICY: To establish a policy where StoreNext Resellers can become qualified as an "Authorized StorePoint Dealer" by demonstrating they are fully qualified to sell, support and if applicable, service the StorePoint solution.

SCOPE: This policy applies to all StoreNext Resellers, but is limited exclusively to the StorePoint solution. Amendment A, Schedule A, and Schedule D must be signed by the Resellers that will govern the conditions under which equipment and services are provided.

PROCEDURES:

I. Reseller Qualification Criteria

A StoreNext Reseller will qualify as an "Authorized StorePoint Dealer" as of the date the Reseller has met all of the following qualifications:

- A. Has a minimum of one full-time sales person on staff who has been fully trained to sell the StorePoint solution. This requirement can be met by attending the following StoreNext classes or by demonstrating to StoreNext's satisfaction that through prior training and experience there is a fully trained person on staff:  
#9084 - "Selling the StorePoint Solution"
- B. Has a minimum of one Support/Programming person on staff who has been fully trained to support the StorePoint solution. This requirement can be met by attending the following StorePoint classes or by demonstrating to StoreNext's satisfaction that through prior training and experience there is a fully trained person on staff:  
#9084 - "Selling the StorePoint Solution" (Optional)  
#9085 - "Supporting and Servicing the StorePoint Solution"
- C. If the StorePoint Dealer is planning to provide customer service in their territory, there must be adequate customer service staff to adequately cover the territory with a



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minimum of one Customer Service person on staff who has been fully trained to service the StorePoint solution. This requirement can be met by attending the following StorePoint classes or by demonstrating to StoreNext's satisfaction that through prior training and experience there is a fully trained person on staff:

#9085 - "Supporting and Servicing the StorePoint Solution"

- D. Has purchased demonstration hardware for each selling location in accordance with Policy CO 1.
- E. Has produced a Sales and Marketing Plan which identifies: the market opportunities, the prospects, method of achieving the business, and when the business will be achieved. Additional information may be requested by StoreNext. (See Policy RS 3)
- F. Must agree to pay Software Maintenance and Support ("SMS") fees per location, as defined in the Support Policy ESS 5.
- G. Must be prepared to provide customer service within territory or develop a plan to use StoreNext's Customer Service Alternatives (See Policy CS 6).
- H. If the StorePoint Dealer will be selling IBM hardware platforms, that reseller must qualify and join the IBM ISR program as a StoreNext ISR. This requirement does not apply if the reseller will be marketing only Fujitsu hardware from StoreNext.
  - i. StoreNext may waive this requirement at its sole option depending upon circumstances
- I. To remain an Authorized StoreNext StorePoint Dealer, that Reseller must:
  - i. If the StorePoint Dealer is planning to provide customer service within that reseller's territory, then it must abide by the hardware service policies of the hardware vendor (IBM) as described in the applicable IBM procedures or program document.



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1. For example, providing customer service on IBM hardware requires the dealer to follow IBM's service, spares, warranty and reporting requirements as per its policies on the applicable matters.
    - ii. The StorePoint solution must be displayed at the Reseller's location with StoreNext promotional and sales collateral. The system must be up-to-date with the latest StorePoint software releases.
- II. Summary of the investment to become an "Authorized StoreNext StorePoint Dealer":
1. Purchase demonstration equipment
  2. Train at least one full-time salesperson
  3. Train at least one support person
  4. Train at least one service person\*
  5. Agree to pay and remain current with SMS fees for the StorePoint solution
  6. Maintain a StorePoint solution demo system with current software and sales collateral materials
  7. Become an IBM ISR for StoreNext/StorePoint if IBM hardware will be sold by that StorePoint Dealer
  8. Abide by territory and other required rules of the StoreNext Dealer Program.

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\* Required, if the StorePoint Dealer elects to provide hardware maintenance service on the StorePoint solution in its territory.

