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Target Audience: QSC Sales/Channel Partners
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Purpose:

This Policy applies to QSC channel partners, including dealers and distributors, when they purchase QSC's licensed software products. Reference is made to the QSC Master Channel Partner Agreement ("Agreement") between QSC, LLC ("QSC") and the channel partner ("Partner"), as defined in the Agreement. Capitalized terms used but not otherwise defined in this Policy have the meanings ascribed to them in the Agreement. Partner is responsible for ensuring compliance with all QSC Policies.

Order Entry Process:

Partner must submit a purchase order to QSC's Customer Care Department when placing an order for a licensed product. The following information must be provided at the time of order. Failure to provide this information may result in order processing delays.

1. Licensing contact name and email address – Entitlement as defined below for the licensed product will be sent to the contact name and email address provided. As such, end user information may be requested.
2. Licensing fulfillment date – is the scheduled ship date to fulfill an order for the licensed product. Partner can assign a ship date when the licensed product will be invoiced and shipped. This is restricted to a single licensing fulfillment date for a purchase order. QSC cannot accept multiple licensing fulfillment dates assigned on a single purchase order. The licensing fulfillment ship date cannot be more than 30 days from the date of order. If no licensing fulfillment date is provided at the time of order, then the licensed product will be fulfilled the next business day.

Change Order Management:

QSC's Customer Care Department can accommodate changes on an order so long as the licensed product has not been fulfilled or invoiced. No changes can be made once the licensed product has been fulfilled or invoiced.

Licensed Product Delivery & Fulfillment:

When a licensed product is invoiced by QSC, an Entitlement record is created that is visible in the QSC Licensing Partner Portal ("QLPP"). An **Entitlement** is a record of the purchased service and licensed rights under which a customer is entitled to. This may include the licensed product, quantity, features, date of activation, and conditions in which the licensed rights can be exercised. Once the product is invoiced, Entitlement is available for activation by a



dealer/integrator or resale by the distributor. This completes the delivery and fulfillment of the licensed product by QSC.

Modifications:

This Policy may be modified by QSC at any time in its sole discretion, which shall become effective immediately.