

## Overview

Intermec's Project Registration Programme is designed to reward Intermec Partners for their value-selling activities when they resell Intermec hardware as part of the solution they provide to end-user customers. The Intermec Project Registration Programme provides Partners with a fast and easy process for requesting and receiving registration approval on eligible projects, and receiving an enhanced Project Registration Discount (PRD) on eligible products sold into approved projects.

Registered projects must involve the sale of Intermec products as part of the solution being delivered to the end user customer. Registered projects must also be those in which an Intermec Partner creates the demand, provides value-add software and/or services, and demonstrates account management and control.

## Project Registration Criteria

Members of the Intermec PartnerNet Programme at every level (Silver, Gold, and Platinum) who are in compliance with all published Intermec PartnerNet Programme agreements and policies are eligible to participate in the Project Registration Programme.

For the purposes of this Programme, a "project" is a customer-defined formal effort that addresses a specific business application within a bounded time frame and budget for a single end user. Therefore, Project Registration approvals will only be made against a single opportunity – not for a customer account, or all projects identified within an account.

The specific requirements to register a qualified project are as follows:

- Partner cannot have a valid Intermec opportunity price exception already in place for the end-user project – unless it has expired or will expire within 30-days;
- Partner must be providing a value-add software and/or service solution to the project in addition to an exclusive Intermec product offering;
- Project must be "new" to Intermec, i.e., there is no current, ongoing engagement by Intermec or other Intermec Partners. Exceptions to this requirement may be considered when:
  - Customer formally requests Partner's involvement in project.
  - Partner can validate account has not had Intermec purchases or involvement with Intermec in the past 12 months
- Project must represent highly probable revenue of at least \$50K (USD), £30K (GBP) €35K (EURO) of Intermec products at partner's purchase price during the six-month period following end user's initial purchase of Intermec products or services from Partner. This monetary amount may include a combination of Intermec hardware, software, media, and services.

## Project Registration Process

The Project Registration request and review process is as follows:

- Partner accesses the Project Registration site via the Intermec PartnerNet Portal;
- Partner completes all required information\*, including end-user customer name, address, contact information, estimated project size and basic information about the project (as allowed by local law);
- Partner then submits the registration request for approval;
- Partner receives email confirmation of request submission;
- Members of the Intermec Sales organization will review the request; this includes:
  - Partner's Channel Business Manager
  - Account Manager assigned to the end user account or region where end user activity will occur
  - Regional Channel Sales or Country Manager assigned to region where end user activity will occur
  - Sales Operations
- At the conclusion of the sales review cycle, the request will be Approved or Denied, and the Partner will receive formal notification of decision;
- If the opportunity is identified as "indirect", the Authorized Distributor identified as part of the registration request will receive a simultaneous confirmation of the PRD approval;
- The notification will include the ID number that will be required by Intermec and/or its Authorized Distributors to claim the associated PRD.

Note: Intermec's goal is to complete Project Registration reviews and respond to the requesting Partner within 72 business hours of request submission, 95% of the time.

**\* By providing Project Registration information, Partner consents, under the Data Protection Act or similar laws, to Intermec's receipt and internal use of the information.**

## Project Registration Approval Parameters

At Intermec's discretion, Project Registrations may be extended to multiple Intermec Partners for the same end-user sales opportunity, and may vary based on Partner account activity and level of involvement in the end-user sales opportunity. Only the Partner winning the customer business will be allowed to claim the PRD.

# Project Registration Discount Policy



To ensure that only the Partner selected by the customer is able to claim the PRD, the Partner selected by the end-user customer is required to change their opportunity record stage in Intermec's PartnerNet Portal to "Selected". This will trigger the Intermec Partner Support team to deactivate the other Partner Registration records associated to the same end user opportunity.

Approved Project Registrations will meet the following programme parameters:

- Project Registrations that receive approval will remain valid for six (6) months
  - An automated email notification will be sent to the Partner contact specified in the Project Registration record at intervals of 30 days prior to the registration expiration date, on the registration expiration date, and 30 days after the registration expiration date.
  - Upon validation of account progress, Partners with registered projects will be allowed to renew those registrations two (2) times, for six (6) month periods each.
    - Renewal requests may be made in the period 30 days before to 30 days after the registration expiration date.
    - If a renewal request is not made within this time frame, the Project Registration will be invalidated and a new project registration request will need to be made.

## Compliance

Intermec reserves the right to periodically contact end users identified in the Project Registration record to verify their compliance with the Project Registration Programme.

If Intermec determines the Partner has not been identified by the end-user customer as the selected software or service provider on the opportunity, or that the Partner quoted and/or resold Intermec products and/or related quantities to an end-user customer that differ from those identified on the approved Project Registration record, then Intermec may, at its sole discretion:

- Cancel Partner's currently active Project Registrations and suspend future Project Registration eligibility;
- Suspend other Partner benefits such as Co-op or Rebates;
- Suspend product shipments on Partner orders;
- Demote Partner's status in the PartnerNet Programme; and/or
- Terminate Partner's participation in the Intermec PartnerNet Programme

**Any abuse or misrepresentation by an Intermec Partner of a customer decision regarding an Intermec Project Registration will be considered a violation of the Intermec PartnerNet Programme Policies, and Partner eligibility in the programme may be revoked.**

## Rules of Engagement

When a Partner receives approval of their Project Registration request, the following behaviors are expected of the Partner:

- Partner will exclusively represent Intermec products and services as part of their total solution offering to the end user;
- Partner will cooperatively and actively involve appropriate Intermec sales team members to jointly develop a project approach and account strategy, and provide up-to-date information/status to maintain opportunity records;
- Partner will possess sufficient technical knowledge to support pre-sales analysis, product recommendation, and proposal activity, as well as execute product demonstration, configuration, installation, and integration;
- Partner will identify in their opportunity record the customer decision when multiple Partners are involved in a project with registration requests; and
- Partner will only attempt to claim PRDs on business awarded to them.

When a Partner submits a Project Registration request, the following behaviors will be adhered to by Intermec:

- Intermec will make every effort to review registration requests in a timely and fair manner
- Intermec will treat Partner-provided information about the account and project as confidential; no information shared by one Partner will be relayed to or shared with another Partner;
- Intermec will cooperate with and actively involve the Partner to jointly develop a project approach and account strategy;
- Intermec will make reasonable commercial efforts to avoid direct selling to the end user unless the account is considered to be identified as an Intermec Direct account (as outlined in the Partner Rules of Engagement Policy);
- Intermec will not knowingly introduce another Partner into the project;
- Any Intermec sales representative who knowingly violates the terms of this Project Registration program will be subject to Intermec disciplinary actions, including but not limited to forfeiture of commission for the opportunity or termination; and
- All Intermec Sales Team Members will be held accountable to follow internal Sales Rules of Engagement when reviewing, approving and/or denying Partner Project Registration requests.

Intermec will not initiate direct sales efforts with an end-user customer unless:

- Intermec is legally or contractually obligated to, or the end user requests that Intermec provide a direct quote or bid and the customer has been identified as a direct account by Intermec;
- The Partner's quote or bid is rejected by the end user and the project is at risk of being lost to an Intermec competitor;
- The Partner is not actively cooperating with Intermec to jointly develop a project approach and account strategy, and provide up-to-date information/status to maintain opportunity records; or
- The Partner is not in compliance with all published PartnerNet Program agreements and policies, and/or the requirements and intents of this programme.

In the event that any of these exceptions occur, Intermec sales teams are required to immediately notify the Partner's contact on the Project Registration record as well as the Partner's CBM.

## Issue Escalation & Dispute Resolution Processes

If Partner disputes actions or decisions related to a Project Registration request or activity, dispute inquiries must be submitted to Intermec in writing to: [partnersupport@intermec.com](mailto:partnersupport@intermec.com). Partner must provide the project registration number that was included in the email notification as well as contact information for and supporting information for the request. This will initiate a formal review. Partner will receive a case number within 24 hours that can be used to track the status of the review. Disputes not received through Intermec Partner Support ([partnersupport@intermec.com](mailto:partnersupport@intermec.com)) by the Partner will not be considered.

Please refer to the "Special Pricing Approval Policy" for PartnerNet Members located on the Intermec INSider for additional information about the assignment of PRDs. To access, visit [www.intermec.com](http://www.intermec.com), click on Partner Login in upper right corner, enter login/password to INSider website, and click on Programs and Policies.

The PartnerNet Program policies may from time-to-time be amended at Intermec's sole discretion and Intermec will attempt to provide Program Members with at least 30 days advance notification of any material changes.