

## APPENDIX TWO, ORDERING INSTRUCTIONS

To place an Order for NetAlly Products and NetAlly Services, Channel Partners must be authorized to purchase directly from the NetAlly then-current price List. Subject to Channel Partner having met the obligations in this Program Criteria and NetAlly's credit terms, and otherwise being in good standing, NetAlly will accept and process an Order, so long as it contains the following necessary information:

| <b>PO Requirements</b>  |  |                     |                                    |                       |                                     |                           |                                 |
|---|--|---------------------|------------------------------------|-----------------------|-------------------------------------|---------------------------|---------------------------------|
| <b>Type of Order</b>  | <b>Drop-Ship Product only</b>  | <b>Support only</b> | <b>Drop-ship Product w/support</b> | <b>Stocking Order</b> | <b>Direct orders non-contracted</b> | <b>NFR Demo Equipment</b> | <b>AllyCare Support Renewal</b> |
| Vendor: NetAlly and Address   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Bill To (Legal) Name  | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Bill To Address   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Ship To (Legal) Name  | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Ship To Address   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Delivery contact name, phone #, and email   | X  |                     | X                                  | X                     | X                                   | X                         |                                 |
| End User (Legal) Company Name<br><i>(if Different from Ship to)</i>                           | X  | X                   | X                                  |                       |                                     |                           | X                               |
| End User Address<br><i>(if different than ship to)</i>  | X  | X                   | X                                  |                       |                                     |                           | X                               |
| End User Contact Name   | X  | X                   | X                                  |                       |                                     |                           | X                               |
| End User Contact Email & phone #  | X  | X                   | X                                  |                       |                                     |                           | X                               |
| Registered Deal ID# <i>(if applicable)</i>  | X  |                     | X                                  |                       |                                     |                           |                                 |
| Quote #   | <i>While not required, if a quote is issued, its best to provide the Quote # on the PO to ensure order accuracy.</i> |                     |                                    |                       |                                     |                           |                                 |
| SKU #   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Product Description   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| PO Issue Date   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Support Start/End Dates   |  |                     |                                    |                       |                                     |                           | X                               |
| Serial #  |  | X                   |                                    |                       |                                     |                           | X                               |
| PO Number   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Demo legal verbiage   |  |                     |                                    |                       |                                     | X                         |                                 |
| Unit Count  | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Unit price  | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Extended Net Price  | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| Total Price   | X  | X                   | X                                  | X                     | X                                   | X                         | X                               |
| <b>If shipping to freight forwarder:</b>  |  |                     |                                    |                       |                                     |                           |                                 |
| - Freight Forwarder Name:   | X  |                     | X                                  |                       |                                     |                           |                                 |
| - Freight Forwarder Address contact name, phone #, email and carrier account number if needed | X  |                     | X                                  |                       | X                                   |                           |                                 |
| <b>If shipping collect with carrier:</b>  |  |                     |                                    |                       |                                     |                           |                                 |
| - Shipment carrier Name   | X  |                     | X                                  | X                     | X                                   | X                         |                                 |
| - Shipment carrier Acct #   | X  |                     | X                                  | X                     | X                                   | X                         |                                 |

**Orders must be:**

- In U.S. dollars
- Made out to: [NetAlly, 2075-A Research Parkway, Colorado Springs, CO 80920, USA](mailto:orders@netally.com)
- Emailed to: [orders@netally.com](mailto:orders@netally.com)

**Order Acknowledgments:**

- An autoreply will be emailed when an Order is submitted.
- An Order acknowledgment will be emailed when an Order is accepted and booked; and
- An Order fulfillment acknowledgment will be emailed when the Order has shipped.

**PO Resolution & Cancellation Policy:**

NetAlly Sales and/or Order Management will reply to the submitter email or email the designated Channel Partner contact of record if a Order is received that has incorrect information or does not meet the above requirements. Any order that is not accepted *via* email by NetAlly within fourteen (14) calendar days from the date of receipt by NetAlly shall be deemed rejected.

**Questions:** For any questions or clarification, please contact your NetAlly Channel Account Manager or Inside Sales Representative.