



# Global Fulfillment Program

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## Program Overview

This is a Partner support document

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This document provides an overview of Polycom's Global Fulfillment Program.

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## **What is The Global Fulfillment Program?**

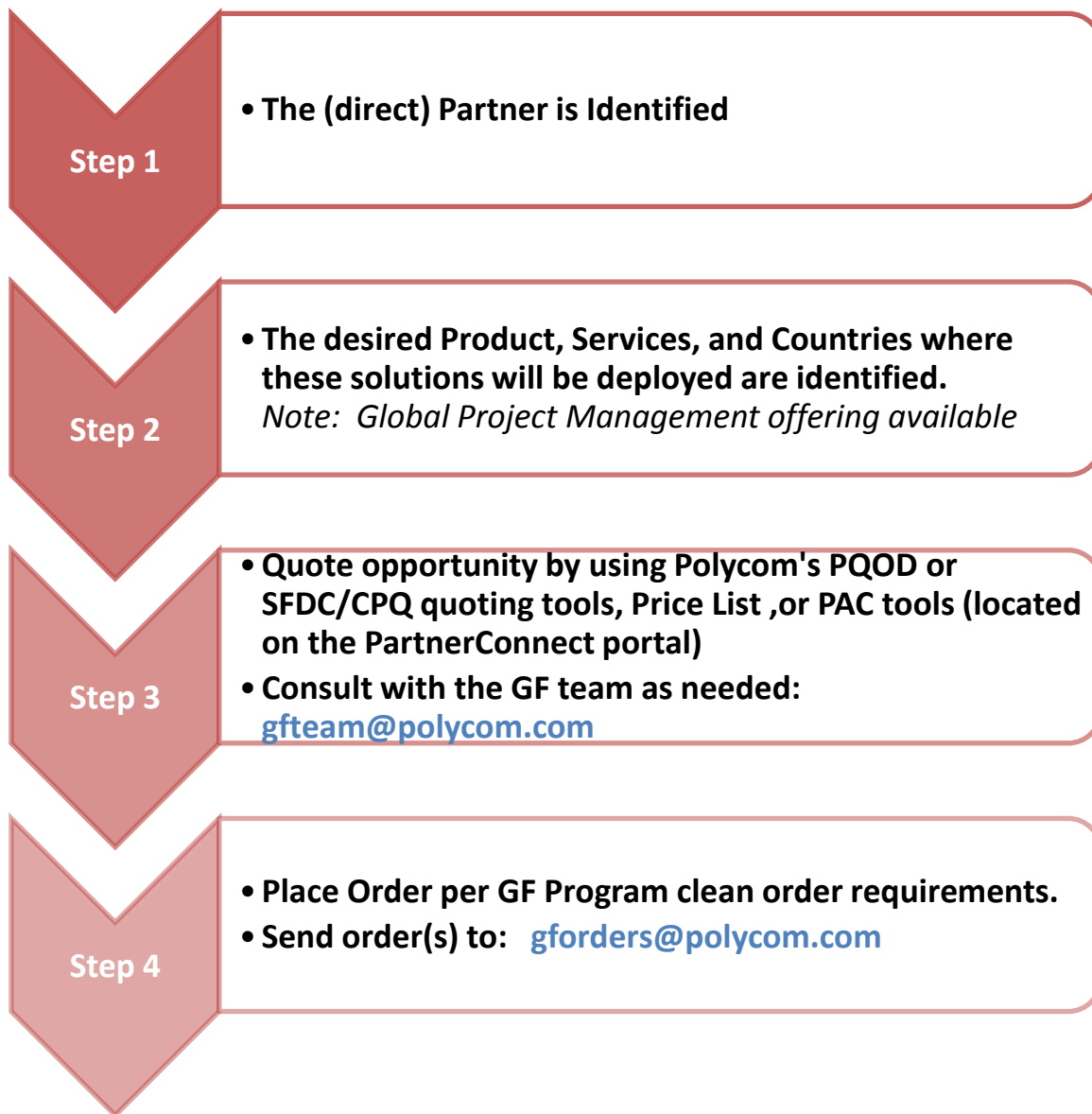
The Polycom Global Fulfillment Program is an integrated value added service that enables Polycom direct Channel (“Partners”) the ability to quote, centrally order and deploy Polycom product and service solutions for global opportunities to be fulfilled to their multinational end customer sites located around the world (drop shipments). The multinational end customer remote locations may or may not be in the Originating Partner’s contractual selling territory, however the multinational Headquarters (or governmental entity) must be located within the Originating Partner’s contractual selling territory as a condition of using the GF Program. For direct Purchase Orders, the Partner applies their standard contractual discounts to the applicable Polycom regional price book (MSRP price) for items pertaining to where the solution will ultimately be used.

A dedicated GF Program team is in place to ensure smooth quote assistance, order entry, order management, and product delivery coordination. The team will assist the Partner with product & service quote verification, identifying ordering and shipping elements, order processing, and logistics. A fee-based Global Project Management offering is also available for well qualified, large global deployments.

### **Summary of the Global Fulfillment Program offering:**

- Dedicated Program team to provide high touch coordination for pre-sales quote verification, order processing, and product deliveries (logistics).
- Fee based Global Project Management for well qualified and select global opportunities.
- Fixed freight fee (GF fee) schedule covering the applicable shipping terms (INCO 2010) offered (Ex-Works, DAP, and DDP).
- Leverage Polycom’s global network of freight forwarders, carriers, customs brokers, and 3<sup>rd</sup> party importation service providers.
- Product and Service deliveries to over 50 countries Worldwide.
- Centralized ordering capability.
- Leverage Polycom Corporate and GF Program developed online tools to assist with the quoting, order administration, and shipment tracking activities.
- Updated Program documentation to communicate the capabilities that Polycom offers and global fulfillment options available to the Partner.

## GF Quote and Order flow:



## Turnaround Time Estimates:

- Allow 2 business days for ***standard quote or verification review***.
- Allow 3-5 business days for ***custom freight request*** turnaround.
- Allow up to 5 business days for ***custom quoted Service or Custom Product*** requests

# Pricing, Invoicing, and GF (shipping) Fees

## Pricing & Invoicing

The determination of pricing for Polycom Products and Services are per the relevant Regional Price Lists for where the solutions will ultimately be deployed and per the Partner's standard contractual discounts. Polycom will invoice from its regional legal entity that covers the region for which the product/service are deployed in. Some Service pricing may need to be custom quoted if in a remote location outside a major metropolitan area, or to a country where Polycom conducts minimal business. Additionally, Polycom may recommend that an Originating Partner purchases directly from a local reseller for some countries that pose extremely challenging importation risks and/or where Polycom does not hold the required regulatory and product type approvals for the intended market.

## Product Delivery Fees / GF shipping fees

Global Fulfillment (GF) fees are essentially product delivery (GF shipping) fees. GF fees are determined by a number of factors, such as product type, quantity ordered, ship to site/region, mode of transport, and shipping term (INCO 2010) offered to the destination country (examples include Ex-Works, DAP, and DDP terms). The GF product delivery fees are charged per end customer site location (the fees are additive for each additional discrete site). GF fees can be found on the regional price list, PQOD quote tool, and our GF reference guide all located on the Partner Connect portal. For larger quantities, or where not published, please seek a custom freight quote by sending your request to [gfteam@polycom.com](mailto:gfteam@polycom.com). For opportunities where global project management is ordered, the DAP & DDP shipping terms **must** be purchased where offered in order to provide better visibility and coordination of the project deployment.

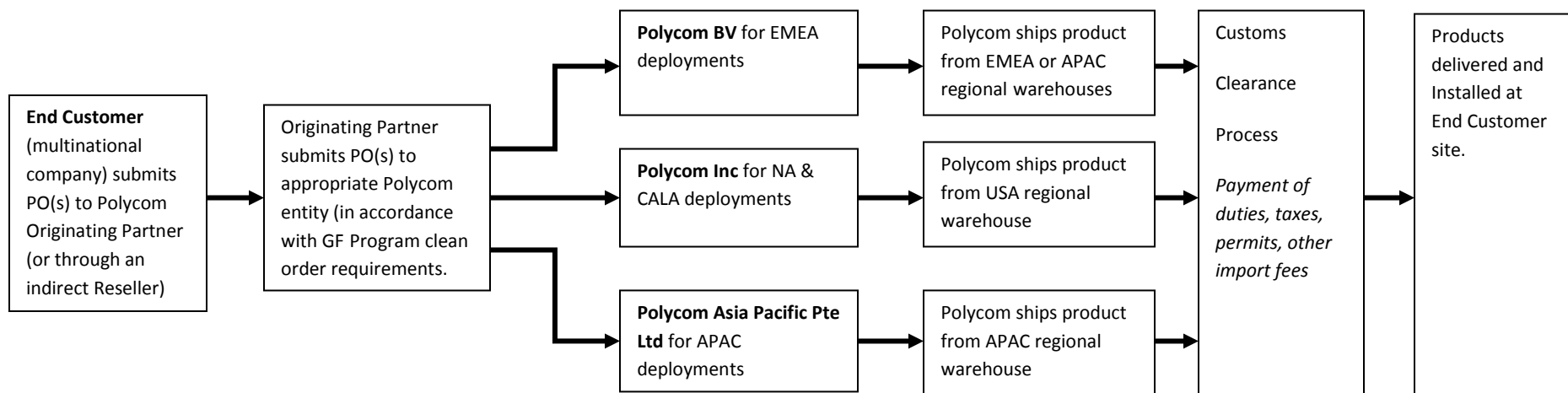
## Local Taxes, Duties, and other Importation related fees

For shipping terms of Ex-Works, DAP, and DDP (modified) to some markets, the taxes, duties and other import related costs are the responsibility of the Importer of Record, usually the End Customer receiving the Products. There may be situations where Polycom must apply the applicable tax to the originating Channel Partner order depending on the Partner's tax registration status, as well as Polycom's tax status in a given market. Please work with your internal tax department and consult with the GF Program team regarding your unique individual circumstances. It is the responsibility of the Partner to inform their end customer of their importation obligations and costs. There are certain countries that require the end customer to obtain specialized documentation or other authorization before allowing importation of the product. The product may only be released for final delivery once all applicable import taxes and duties have been paid by the Importer of Record and the relevant country specific importation procedures followed. Please note that tax rates and laws vary by country.

## Order Transaction Flows

Order flow depicting where Polycom can provide direct Product & Service delivery to the (Originating) Partner's End Customer:

*Applies to Regional and Global Partners*



Where Polycom cannot provide direct Product delivery to the (Originating) Partner's end customer:

Please consult with your Polycom Channel Manager and the GF Program team to get in contact with a qualified Local in-country Reseller that will be able to assist with selling and importing product.

## Shipping (Product Delivery) Terms

Polycom operates to several Shipping Terms (INCO 2010) (also referred to as product delivery terms). These terms define the responsibility, liability, and cost between seller (Polycom) and buyer (Originating Channel Partner). The GF fees that Polycom charges covers the cost for the applicable shipping terms offered. The GF fees are available in the Polycom Price List, PQOD CPQ (SFDC for internal Polycom sales) quote tools, and GF Reference Guide (located in Partner Connect portal). The following chart summarizes which entity (buyer/seller) is responsible for the applicable activity and the related cost:

Shipping Term	Who Manages Transportation?	Who contracts with a local Customs Clearance Broker?	Who is Responsible for Duties and other import fees?	Who pays (import) Taxes?	Notes:
Ex-Works	Partner or End Customer	Partner or End Customer	End Customer	End Customer	Minimum GF fee where applicable
DAP	Polycom	Partner or End Customer	End Customer	End Customer	Polycom delivers to end customer address (unless otherwise specified)
DDP	Polycom	Polycom	Polycom	Partner or End Customer (pass through)	Polycom delivers to end customer address (unless otherwise specified).

**Ex-Works** = Polycom makes the product available to the Direct Partner/End User at Polycom's own premises. Direct Partner/End User is responsible for all transport, costs, and taxes (GST/VAT) required to deliver to the End User location. Note: Ex-Works terms are always available if the Partner elects this option (minimum handling fees may apply).

**DAP – Delivered At Place;** Polycom will be responsible for transporting and insuring product to the End User location unless otherwise stated in terms of sale. Consignee (Direct Partner or End User) shall act as the Importer of Record and is responsible for clearing customs, payment of duties, all other import related fees, and taxes (GST/VAT).

**DDP - Delivered Duties Paid;** Polycom will be responsible for transporting and insuring product to the End User location (curbside), as well as clearing customs, payment of duties, and taxes (GST/VAT) - some exceptions apply for certain locations where Polycom may need the end user tax ID.

# **Polycom Services**

## **Polycom Professional and Support Services**

Product and Service orders may be ordered together or separately for global fulfillment program opportunities. Polycom has extensive global coverage of many service offerings spanning Polycom Professional Services and Polycom Support Services.

*Professional Service* consultants have extensive technical and project management experience in all aspects of assessment, planning, design, implementation, and management of video and audio conferencing networks, applications, and operations. These services include Immersive Telepresence Implementation service, Infrastructure Implementation service, and video endpoint installation service.

*Polycom Support Services* protect each customer's collaboration investment with ongoing software upgrades and a proactive maintenance approach. This maximizes a customer's ROI with improved uptime and usage because of Polycom's experience, knowledge, infrastructure and extensive service delivery resources. By providing fast, effective support, Polycom provides each customer with the ability to focus on their core business while getting the most from their collaboration solutions.

*Please note:* In the "Service Policies" tab of Polycom's published price book there is a comprehensive list of on-site service uplifts that apply to specific locations. In addition, contact information is provided for any questions related to on-site service pricing and availability.

## **Global Project Management**

The objective of the Global Project Management offering is to provide multinational customers with expertise to successfully deploy a complex Polycom solution consistently around the globe. This fee based overlay offering provides one Polycom point of contact for a Customer's global solution (project rollout) deployment that is comprised of Polycom Video endpoint Installation and infrastructure (RealPresence Platform) Implementation services, which are all ordered separately. The global project manager will manage the global coordination project plan including the communication plan, and provides a single point of contact for daily inquiries and escalation management in the originating partners region. The pricing and part numbers for all Polycom services can be found in the Polycom price book. For more information or if you need assistance, please contact your Polycom Service Sales Representative or the Global Fulfillment team.



## Deployment Table

Region & Country	Product Shipping Term	On-Site Installation & Implementation	Premier & Premier On-Site Maintenance
<b>Asia Region</b>			
Australia, China*, Hong Kong, India*, Japan, Singapore	DDP	Yes	Yes
Macao, Malaysia, New Zealand, S. Korea, Taiwan	DAP	Yes	Yes
<b>Europe Region (EU &amp; EFTA countries)</b>			
<b>EU:</b> Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, UK	DDP	Yes	Yes
<b>EFTA:</b> Iceland, Liechtenstein, Norway, Switzerland	DDP	Yes	Yes
<b>Middle East &amp; Africa Regions</b>			
Israel, Saudi Arabia, S. Africa	DAP	Yes	Yes
UAE*	DDP	Yes	Yes
<b>North America &amp; CALA Regions</b>			
Canada	DDP	Yes	Yes
Mexico*	DDP	Yes	Yes
United States of America	DDP	Yes	Yes
United States Territories: Puerto Rico & Guam	DDP	Yes	Yes
<b>Total Drop Shipment Countries</b>	<b>50+ countries</b>		
All other country product deployments to be ordered with Ex-Works terms OR via a local In-Country Reseller or Distribution Partner.		Varies	Varies

### Notes:

- (1) DDP = Delivered Duties Paid, DAP = Delivered At Place (INCO 2010)
- (2) For DAP shipments, the End Customer (or Partner if capable) will need to be the Importer of Record, Manage (broker) customs clearance, and pay applicable duties, taxes, and any other Import related fees.
- (3) Polycom may require End User Tax ID and/or apply Tax to Originating Partner orders for some markets.
- (4) Polycom must hold Type Approval (Homologation) for Polycom products where DAP or DDP are offered.
- (5) Service uplifts may apply for remote locations in some countries (beyond major metro locations).
- (6) \*Polycom may outsource Importation to a 3<sup>rd</sup> party Import service in order to offer DDP terms to select markets.

## FAQ's

*Please note that additional FAQ's may be found on the Polycom Global Fulfillment landing page on the Partner Connect portal.*

### **How do I prepare a Global Fulfillment Quote?**

You can use several tools to prepare a GF Quote; the preferred method is using the PQOD (for Partners) or CPQ (for Polycom sales) quoting tools. The alternative method is by using the Global Fulfillment Reference Guide & Consolidated Regional Price List, found on the GF Program Landing Page on the Partner Connect portal: *Login to Partner Connect > Click on Order Center link > Global Fulfillment Program*. For additional help, please contact the Global Fulfillment Program team at [gfteam@polycom.com](mailto:gfteam@polycom.com)

### **Which Price Book do I use?**

You will need to use the Regional Price List that covers the ultimate Ship To country for your opportunity in order to quote hardware & services. Polycom uses a regional price list concept for the following regions: ASIA (Asia Pacific), Japan (Japan, Australia, and New Zealand), CHINA (China & Mongolia), CALA (Central & Latin America), EMEA (Europe, Middle East & Africa), NA (50 US States & Canada). Please note that you can access all regions in the Consolidated Regional Price List. Price Lists are updated the first of every month and are posted on the Partner Connect portal under Order Center.

### **What is the turnaround time for quote verification?**

The Global Fulfillment Team will verify your quote within 48 hours (2 business days) of receipt assuming we have the products, services, quantities, and destination country information – please send inquiries to [gfteam@polycom.com](mailto:gfteam@polycom.com) . Please note: If the nature of the quote involves custom products and services, or custom (larger than usual quantity) freight requests then turnaround times may be longer.

### **How long does it take to process an order?**

Upon receipt of a clean purchase order (See Clean Purchase Order Checklist on GF Program landing page via the Partner Connect portal), your order will be processed (booked) by the end of the next business day.

### **Can Polycom directly ship and Import into every country worldwide?**

No. However, Polycom offers Direct Shipment to 50+ countries Worldwide and of those, Polycom offers both shipping and importation services into 43 countries (as noted in the deployment table on page 10) For all other countries, goods are available for pickup at the Regional Warehouse with Ex-Works terms (where type approved) or Polycom will introduce the

Channel Partner & End User Customer to a local in-country reseller or Distribution Partner who can support (take and fulfill the order) the opportunity.

### **Will Polycom apply Tax on the order?**

- If shipping to any of the **27 EU Member Countries** –21% Dutch VAT will be applied by Polycom to the entire order except where the Partner holds a valid EU Tax Registration.  
**Note:** Polycom will apply 21% Dutch VAT to Partners with a valid Dutch VAT Registration for shipments within the EU as it is deemed a domestic sale.
- If shipping to **Norway** with DDP terms – 25% VAT will be applied by Polycom to entire order.
- If shipping to **Switzerland** with DDP terms – 8% VAT will be applied by Polycom to entire order.
- If shipping to **Australia** with DDP terms – 10% GST will be applied by Polycom to entire order.
- If shipping to **China** with DDP terms – 17% VAT will be applied by Polycom to entire order.
- If shipping to **Japan** – 5% Consumption Tax will be applied by Polycom to service items only. Customer will be responsible for 5% consumption tax on product at time of import.
- If shipping to **India** with DDP terms – VAT tax will be applied by Polycom to entire order, but the rates vary by product tariff code and Province.
- If shipping to **Singapore** with DDP terms – 7% GST will be applied by Polycom to entire order.
- If shipping to **Canada** with DDP Terms – 5-13% HST/GST will be applied by Polycom to entire order (varies by Province).
- If shipping to a USA location - 50 states or District of Columbia (excluding territories and possessions), State Sales Tax may apply (rates vary by city, county & state – please send an email to [gfteam@polycom.com](mailto:gfteam@polycom.com) for current rates (please allow for a 24-48 hours response time).

**Note:** These are guidelines only and subject to change. Importations to any country not listed above will be subject to tax, however tax will be payable by End Customer (through their nominated customs broker) at time of Import. End Customers should consult with their local tax expert(s) or forwarding agent for the current tax rates that may apply.

### **What are the import requirements for shipping internationally?**

Import Requirements vary based on product and ship-to country. The PQOD and CPQ quoting tools & the Global Fulfillment Reference Guide will indicate the documents required in order for the Global Fulfillment Team to process and book your order. Where Polycom does not manage the Importation and Customs Clearance of goods, it is strongly recommended that you consult

with your (or your customer's) nominated customs broker to better understand the importation requirements into a given market. This will also help set proper delivery expectations with the end customer.

## How to Quote a Global Opportunity

Please use the Polycom Quotes On Demand Tool (PQOD) located on the PartnerConnect portal to quote all of your global opportunities. Alternatively, you may use the Consolidated Regional Price List in conjunction with the Global Fulfillment Reference Guide also located on the Partner Connect portal if that is your preferred method.

Partner Connect login page: <http://partner.polycom.com/content/polycom/ppn/login.html> Once logged in, under “Order Center”, select “Polycom Quotes on Demand”, then login in and start quoting!

The screenshot shows the 'Model Configuration' tool interface. At the top, there is a navigation bar with a 'Home' button on the left and links for 'Support | Internal User Guide | FAQ | ? Help' and 'Log Out | My Profile' on the right. Below the navigation bar, a breadcrumb trail reads 'Home > Model Configs >'. The main content area is titled 'Model Configuration' and contains four dropdown menus for region and country selection, and a 'PriceList Currency' dropdown. The dropdowns are labeled: 'What is your current region' (NA), 'What is your current country' (\*), 'What is the sales region' (EMEA), and 'What is the sales country' (\*). The 'PriceList Currency' dropdown is set to 'USD'. At the bottom right of the form, there are 'Update' and 'Start Over' buttons. A 'Back to Top' link is located at the bottom right of the page.

Home > Model Configs >

**Model Configuration**

What is your current region: NA

What is your current country: \*

What is the sales region: EMEA

What is the sales country: \*

PriceList Currency: USD

Back to Top

Update Start Over

For PQOD assistance and support please send email to our Global Partner Response Team: [gprt@polycom.com](mailto:gprt@polycom.com)

If you wish, you may send the final PQOD output quote to the Global Fulfillment Program team to verify that your quote is correct. Please send to [gftteam@polycom.com](mailto:gftteam@polycom.com) for quote verification.

## How to Place Order(s)

Partners to submit Global Fulfillment Orders (PO's) to the following Order Processing desk:

[gforders@polycom.com](mailto:gforders@polycom.com)

Direct Partner agrees to place orders in accordance with the following ordering table for all Polycom GF orders:

<b>Region (<u>Ship To</u> country determines appropriate Polycom Vendor to place order against):</b>	<b>Polycom Vendor – for Product Orders (and Products ordered with Services):</b>
<b>EMEA</b>	Polycom BV, Orlyplein 10, 23 <sup>rd</sup> floor, 1043DP, Amsterdam, Netherlands
<b>NA &amp; CaLA</b>	Polycom Inc. 6001 America Center Drive San Jose, CA 95002 USA
<b>ASIA Pacific (includes China and Japan)</b>	Polycom Asia Pacific PTE Ltd, 8 Shenton Way, Unit No 11-01 Singapore 068811

All orders must be in compliance with the Program Clean Order Requirements checklist. This can be found in the Global Fulfillment Program link in the PartnerConnect portal (under Order Center). Please refer to page 18 of this document for more information.

General Program and related inquiries should be sent to this email alias for prompt response: [gftteam@polycom.com](mailto:gftteam@polycom.com)

## How to Track the Shipment and Delivery of an Order

Orders may be tracked 24 hours, 7 days a week via Polycom's Web store Tracking Tool. Simply log into the Partner Connect portal, and under "Order Center" select Webstore. From there, simply search the tracking information by entering either the Partner PO number or the corresponding Polycom Sales Order number.

**POLYCOM® | Webstore**

**Order History**

**Enter Search Parameters**

Customer Purchase Order  Order Number

From Date  To Date

Serial Number  ☐ Search with serial number only

**YOUR CART**

Order History

**Contact Polycom**

NA: [OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com)

EMEA: [EMEAOM@polycom.com](mailto:EMEAOM@polycom.com)

APAC: [AsiaOM@polycom.com](mailto:AsiaOM@polycom.com)

Sales: (800) 676 5465

Service : 800-775-5330

## Clean order package checklist:

- ✓ Channel Partner has a signed and valid contract with Polycom.
- ✓ Channel Partner is certified to purchase direct from Polycom.
- ✓ Channel Partner to submit a conforming (clean) Purchase Order per requirements listed below.

Please submit Purchase Orders and related documentation all on same email to the GF Order Desk:  
[gforders@polycom.com](mailto:gforders@polycom.com)

## Important Rules:

- (1) Products & Services can be purchased on the same purchase order. Service only orders are to be routed to the domestic worldwide order management team(s) for processing.
- (2) All Orders require at minimum 1-year Polycom or Partner branded Premier support contract for all UC Group Systems, UC Platform, and selected UC Personal devices (e.g. VVX 1500 C business media phone products, HDX 4500 series, etc.).
- (3) Must provide one PO per Ship to location (one PO per each address).
- (4) All PO's to be in USD (\$) currency. Exceptions may include EU Partner orders in Euro if ordered in the EU for an EU deployment and in GBP currency for UK Partners ordering for deployments in the UK (contract/agreement permitting).
- (5) The Purchase Order Form must be a Purchase Order not a purchase requisition, unapproved letter, or email. If the order is submitted via email, it should come through as a file that cannot be edited (PDF) and with Company letterhead. The order must be addressed to the correct Polycom vendor entity.

## Clean Purchase Order Package Checklist:

1. The Polycom vendor address (below) needs to reflect the regional Polycom fulfillment address (Ship to region), regardless of where the Partner is located.

Fulfillment Center (order shipping within)	EMEA region	ASIA region	USA, Canada & CALA regions
Polycom entity	POLYCOM BV	POLYCOM ASIA PACIFIC PTE Ltd.	POLYCOM INC
Address	Orlyplein 10, 23 <sup>rd</sup> Floor 1043DP, Amsterdam, Netherlands	8 Shenton Way Unit No 11-01 Singapore 068811	6001 America Center Dr. San Jose, CA 95002 USA



2. Customer Purchase Order Number (one PO per ship to location).
3. Bill To (Billing address).
4. Ship To location.
  - Full End User Company Trading Name (name needs to identically reflect that which is on commercial invoice), address including suite or building # (if applicable), City, State/Province, and Zip Code.
  - Verified local contact person, telephone number and email address.
5. Payment terms (Per Partner contract/agreement).
6. Polycom Product Item Numbers as per the Regional Price Book and Quantity.
7. Appropriate VAT/GST tax applied to the PO (if required) –please refer to GF Reference Guide located on the Global Fulfillment landing page in the Partner Connect portal for VAT/GST guidance.
8. Pricing: contracted discounts, promotional discount, and non-standard discounts.
  - Include the unit price, extended price, and total amount.
9. Date required, which is the customer requested date. This date can either be requested arrival date or requested ship date (we cannot accept ASAP or NOW for instance).  
  
Note: Polycom schedules the ship date to product lead-time schedules.
10. If an NST accompanies the purchase order, the NST # needs to be reflected on the PO notes.
11. Delivery Terms: The PO should show GF freight terms (INCO 2010 / Shipping Term)  
examples: Ex-Works, DAP, DDP. Please refer to the *PQOD* quote tool, or *GF Reference Guide* located on the PartnerConnect portal for available INCO 2010 terms offered via the GF Program. Terms vary by product type and destination country.
12. Nominated Freight Forwarder/Broker contact information required for Ex-works and DAP terms.
  - Company name and contact person, telephone number/email or International Acct No./Acct Holder Name.
13. Commercial (Shipping) Invoice for shippable hardware on Channel Partner /Reseller letterhead reflecting the final selling price (end user's purchase price) in USD.

***Important Notes:***

\*Any deviation in terms, pricing, changes, etc from this checklist will require an approved NST in order for the PO to be accepted.

\*\*Additional Export Documentation may be required to facilitate shipment, however will not be required at time of purchase order placement. Please consult with the GF team at [gfteam@polycom.com](mailto:gfteam@polycom.com) for any clarification needed on this matter.

# Glossary of Terms

**Customs Clearance Broker** = A licensed customs clearance broker must manage the importation clearance for each country. The customs clearance broker acts as an agent to the principal (Importer of Record) to assist with importation paperwork and coordinates the payment of duties and taxes between the End Customer and the local government. In most instances, the end customer will need to provide a power of attorney (POA) to the nominated customs clearance broker.

**Duties** = Most countries levy duties (tariffs) for imported product. The duties vary by harmonized tariff codes assigned to every product. These are commonly referred to as “HS” or “HTS” codes.

**End Customer** = the customer that receives and ultimately uses the products and/or services.

**Freight Forwarder (F/F) or “Carrier”** = the freight company nominated to fulfill the delivery of the product to the end customer site. Polycom nominates the freight forwarder (provider) where DAP or DDP terms are ordered. The Partner or the End Customer may contract the FF where Ex-Works (or FCA) terms are ordered.

**Global Fulfillment Reference Guide** = the Global Fulfillment Program reference guide which lists the locations where Polycom manages direct product delivery and displays the applicable GF fees by destination location and product type. This document also displays some tax information, as well as, order administration requirements. It can be found on the Partner Connect portal– see appendix for link.

**Importer of Record (IOR)** = the entity that can legally bring product into (import) a given destination country and usually responsible for payment of all import fees including duties and taxes.

**Lead-times** = there are several components that make up Lead-time as relates to the Program:

- **Order Processing Lead-time** = the time from when PO is received by the Partner to the time the PO is released in Polycom’s system. The Order is free of holds and compliant with Polycom’s ordering and shipping requirements.
- **Standard Product Lead-time** = Polycom’s Product Lead-time (varies by product) is measured from the time of clean order acceptance to the time that the product is available to ship from a Polycom warehouse/location.
- **Transportation Lead-time** = the period of time it takes to complete a shipment of product from origin (e.g. a Polycom warehouse/location) to the intended destination (per terms of sale).

**Partner** = The Originating Partner or Direct Partner that has a valid and signed agreement with Polycom and submits orders directly to Polycom. The Partner owns the relationship with either the reseller or the end customer. Polycom uses “Partner” , “Channel Partner” , “Originating Channel Partner”, “Tier 1 Partner”, and Direct Partner” interchangeably.

**PQOD tool** = Polycom Quote on Demand tool is Polycom’s on-line quoting tool, located on the Partner Connect portal.

**Taxes** = Taxation schemes may include Sales, State, Federal, VAT, GST, Consumption Tax and others. Generally, the end customer will ultimately pay taxes. Polycom may be required to charge tax on the Partner orders for certain opportunities depending on title transfer point, tax registration of Polycom and tax registration of the Originating Partner.

**Type Approval (Homologation)** = Holding the required Product specific and safety requirements to properly import into a given country. Polycom manages Type Approval for products in many countries. However, for some countries, the End User or Local Reseller may hold the applicable Type Approval required for import into the country.

**Webstore** = Polycom’s 24x7 on-line order entry application. Also used for order tracking, product reference data, and product lead-time information located on the Partner Connect portal.

# Key Resource List

**Global Fulfillment Program landing page** can be found on PolycomConnect for Partners:

<http://partner.polycom.com/content/polycom/ppn/home/order-center/order/global-fulfillment-program.html>

The *Global Fulfillment Program* link can be found under “Order Center” tab then under “Order.”

**Polycom Quote Tool (PQOD)** can be found at:

<http://partner.polycom.com/content/polycom/ppn/home/order-center/quoting-tools/polycom-quotes-on-demand.html>

The PQOD link can be found under the “Order Center” tab then under “Quoting Tools.”

**Webstore** (currently used to track shipments for GF orders)

<https://www.polycomwebstore.com/Portal/Store/Home.aspx>

Select the “Order Center” link, Then under “Order”, select webstore.

**Product Lead Time** is found on the PartnerConnect portal based on ship-to region and part number .

<http://partner.polycom.com/content/polycom/ppn/home/order-center/product-price-info/product-lead-time.html>

Select the “Order Center” link, then under the “Product and Price Info” header, select “Product Lead Time” (note: this reflects calendar days).

**For Products and Service related descriptions**, please refer to the PGS terms and conditions link:

<http://partner.polycom.com/content/polycom/ppn/home/products-and-services.html>

## CONTACTS:

- ❖ For general GF Program related inquiries please send to: [gftteam@polycom.com](mailto:gftteam@polycom.com)
- ❖ Submit GF PO’s send to: [gforders@polycom.com](mailto:gforders@polycom.com)
- ❖ For PQOD training and support send to: [gprt@polycom.com](mailto:gprt@polycom.com)