

# Partner Levels

GXS Partner Program has a tiered structure designed to help you deliver value-added services based on the level of participation you want from GXS, your technical expertise and the amount of time you have participated in the Partner Program. Partner benefits and requirements are a function of both partnership model and level. The tiered structure offers substantial rewards as incentives to work harder for GXS. There are three levels of partner participation: Referral, Agent and Reseller.

|                                 | Referral Program  | Agent Program  | Reseller Program  |
|---------------------------------|---|--|---|
| <b>Type of Program</b>          | <ul style="list-style-type: none"> <li>Royalty-based lead generation</li> </ul>   | <ul style="list-style-type: none"> <li>Royalty-based sales</li> </ul>  | <ul style="list-style-type: none"> <li>Margin-based sales</li> </ul>  |
| <b>How It Works</b>             | <ul style="list-style-type: none"> <li>Submit qualified leads to GXS</li> <li>On-going royalty paid for closed deals</li> <li>GXS closes each deal</li> </ul>   | <ul style="list-style-type: none"> <li>On-going royalty paid for closed deals</li> <li>GXS provides basic sales support</li> <li>Business partner closes sale on GXS paper</li> </ul>  | <ul style="list-style-type: none"> <li>Reseller receives price discount</li> <li>Reseller sets customer price</li> <li>Reseller contracts directly with customer</li> </ul>   |
| <b>Incentive Terms</b>          | <ul style="list-style-type: none"> <li>Partner receives continuous royalty of GXS referral receipts</li> </ul>  | <ul style="list-style-type: none"> <li>Partner receives continuous royalty of GXS referral receipts</li> </ul>   | <ul style="list-style-type: none"> <li>Reseller receives discounted price determined by level of revenue commitment</li> </ul>  |
| <b>How to Participate</b>       | <ul style="list-style-type: none"> <li>Qualify as GXS Referral partner</li> <li>Sign Partner agreement</li> </ul>   | <ul style="list-style-type: none"> <li>Qualify as GXS Agent partner</li> <li>Sign Partner agreement</li> </ul>   | <ul style="list-style-type: none"> <li>Qualify as GXS Reseller partner</li> <li>Sign Partner agreement</li> </ul>   |
| <b>What Partners Can Market</b> | <ul style="list-style-type: none"> <li>Trading Grid Messaging</li> <li>PIM solutions</li> </ul>   | <ul style="list-style-type: none"> <li>Trading Grid Messaging</li> <li>PIM solutions</li> </ul>  | <ul style="list-style-type: none"> <li>Trading Grid Messaging</li> <li>PIM solutions</li> </ul>   |
| <b>Level of Commitment</b>      | <ul style="list-style-type: none"> <li>Annual minimum: Five qualified leads</li> </ul>  | <ul style="list-style-type: none"> <li>Two year minimum: Generate \$200k in sales</li> </ul>   | <ul style="list-style-type: none"> <li>Two year minimum: Commit \$500k in sales</li> </ul>  |
| <b>Partner Responsibilities</b> | <ul style="list-style-type: none"> <li>Generate qualified leads</li> <li>Complete and submit Lead Submission form</li> </ul>  | <ul style="list-style-type: none"> <li>Collaborate with GXS on a business plan to attain sales target</li> <li>Develop and maintain GXS service-selling skills</li> <li>Generate and close qualified sales</li> <li>Submit order for the services</li> <li>Maintain business relationship with customer</li> </ul> | <ul style="list-style-type: none"> <li>Provide marketing and sales content</li> <li>Provide development and integration of your solution with GXS service</li> <li>Order GXS service, deliver/configure service for end-customer</li> <li>Your terms, conditions &amp; pricing to customer</li> <li>Provide customer billing</li> <li>Provide Level 1 Customer Support</li> </ul> |
| <b>GXS Responsibilities</b>     | <ul style="list-style-type: none"> <li>Sales engagement</li> <li>Terms and Conditions</li> <li>Pricing, Billing and A/R</li> <li>Level 1, 2, 3 Customer Support</li> <li>Customer satisfaction</li> <li>Service delivery</li> </ul> | <ul style="list-style-type: none"> <li>Sales support</li> <li>Terms and Conditions</li> <li>Pricing, Billing and A/R</li> <li>Level 1, 2, 3 Customer Support</li> <li>Customer satisfaction</li> <li>Service delivery</li> </ul>   | <ul style="list-style-type: none"> <li>Configuration and pricing support</li> <li>Terms and Conditions to reseller</li> <li>Reseller billing</li> <li>Service delivery</li> <li>Level 2, 3 Customer Support</li> </ul>  |