Partner Onboarding

Compliance Expectations Framework

Know Your Obligations

- Read and understand your contract with Dell. Ensure others in your company do the same.
- Complete Dell's training, education and awareness requirements.
- Understand export, sanctions, import and customs requirements for the countries where you sell and deliver products, software and services.
- Screen, identify and disclose to Dell any party that will pay invoices for you.

Know Your Customer

- Know your customer and understand their business practices and risks.
- Maintain appropriate and required licenses.
- Let us know when someone other than you pays a bill on your behalf. Screen these third parties and be sure we can rely on the source of their funds.

Key Items:

Know your obligations

Know your customer

Comply with the law

Understand and manage your risk

Understand and align contract commitments

Comply with All Applicable Laws

- Anticorruption - Technical innovation and expertise sells Dell; never a bribe.
- Trade Compliance –Sell and deliver Dell's products, software and services to the right end user and location respecting export compliance restrictions.
- Competition Law- Dell, Dell partners and your purchasers should always be allowed to set their sales price independently.
- Privacy- Ensure you understand the privacy requirements for all personally identifiable information you are permitted to access, use, store, transfer or control on behalf of Dell, Dell's customers, yourself and your customers.

When in doubt, obtain appropriate legal and regulatory compliance guidance from your legal counsel as required in your geography.

Manage Your Risk

Dell executes periodic audits to evaluate channel partner compliance with contractual obligations. It is your responsibility to ensure we obtain co-operation from your employees and anyone that contracts with you. Dell's Channel Compliance Program envisions robust and effective compliance execution by our Partners including:

- Establish a policy and set of practices to govern your own compliance practices. Document these.
- Train your employees on compliance risks/practices. Maintain copies of third party warehouse inventory and product identification reports to support rebate claims.
- Retain important documentation in accordance with a reasonable records retention policy developed with guidance for your geography/location.
- If you suspect that either your contract with Dell or some applicable law has been violated, let us know promptly through your management or your Dell account rep.

Special Additional Distributor Obligations

- Execute and maintain contracts with all of the third parties you do business with, including resellers, freight forwarders, warehouse service providers and other third parties that support your business with Dell.
- Make sure you understand what these contracts require of you and of the third parties. Make sure that those obligations are aligned with your commitments to Dell, including for example flow down terms.
- Understand the business practices and risks of the resellers you sell Dell Products, Software and Services to.
- Ensure that the resellers you sell to are properly trained. You are responsible for ensuring your resellers are aware of Dell's requirements and those of your own business.
- You should be diligent about monitoring the performance of the resellers that purchase from you, including periodic audits and reporting.
- Meet all required Zyme Sales Out Reporting requirements.

As a part of the Dell ecosystem, you are welcome to report concerns to US_PartnerDirect@dell.com