

TD SYNNEX – NetApp

MDF Guidelines FY24



OVERVIEW

TD SYNNEX Marketing Development Fund (MDF) is a partner investment program designed to support the marketing activities of TD SYNNEX's NetApp reseller partners. A key element of the MDF program is funding may be used on specified activities that will help increase NetApp revenue and drive new business. This program directly reimburses the partner for requested and approved marketing and sales activities. This guide outlines how funding may be obtained and utilized within the scope of the MDF program. These activities are subject to a formal TD SYNNEX approval process, as outlined in the documentation below.

ELIGIBILITY

Eligible partners may request funding for specified marketing activities in support of their NetApp practice. All funds must be used for approved activities and not for general-purpose spending. Participation in the MDF program and use of funds is dependent upon reseller fulfilling the minimum requirements of the program and maintaining good credit standing with TD SYNNEX. Payment of claims is based solely on compliance with the guidelines as outlined in this document.

TD SYNNEX / NETAPP MDF PROGRAM RULES

The TD SYNNEX / NetApp MDF program allows partners to request MDF funding for NetApp activities. All funding requests must be entered for prior-approval within the TD SYNNEX MDF tool (PMI) in accordance with quarterly funding timelines. Partner must have received approval for the funding prior to incurring any expenses for the activity. Non-approved activities will not be reimbursed and will be the responsibility of the partner. Approval of funding requests will be dependent upon alignment with NetApp strategic initiatives, partner marketing plan and budget availability. This is a proposal MDF program and funding must be approved prior to execution and reimbursement. Claims are paid after an activity occurs and once proper proof of performance has been provided. All claims are audited and paid via credit memo based solely on compliance with the rules and guidelines outlined in this document. TD SYNNEX reserves the right to cancel any prior approvals based on partner performance and compliance to MDF Guidelines.

MANAGING MDF FUNDING

The TD SYNNEX MDF tool (PMI) gives partners direct and immediate access to request marketing development funds. This tool streamlines and automates the steps to secure, claim, submit, proof of performance and track reimbursement. TD SYNNEX's third-party vendor, E2open, manages and audits activities through the Partner Marketing Incentives (PMI) site based on the TD SYNNEX/NetApp MDF Guidelines. To access the tool, go to: https://mdf.e2open.com/



MDF PROGRAM - AT A GLANCE

The following table summarizes the key MDF program elements.

Element	Description	
Prior Approval Request (Request Funding)	 Funding can be requested by entering a Prior Approval (PA) Request in the TD SYNNEX MDF Tool (PMI). PAs must align to NetApp's strategic initiatives and promote the growth and development of the NetApp practice at the partner. PAs must be approved before any partner expenses are incurred. PAs must comply with the rules and policies in this guide to be eligible for reimbursement. TD SYNNEX has the right to cancel approved PAs at any time. 	
Claim/Auditing	Claims that you submit against your PAs are paid based solely on your compliance with the program as outlined in this guide. Claims are submitted with proper proof of performance. All claims are audited and approved according to the MDF guidelines.	
Payment	Reimbursement and claims are paid after the activity occurs and has passed audit via TD SYNNEX Credit Memo.	
First-Level Support	E-mail and telephone support are available in English.	
Administration	The TD SYNNEX MDF tool (PMI) is administered by the E2open office in Iowa	
Online MDF System	Partner manages PAs and associated marketing activities for MDF reimbursement through TD SYNNEX MDF tool (PMI).	



The MDF Process

PRIOR APPROVAL

 Request Funding in TD SYNNEX MDF Tool (PMI), by selecting Menu > Create Prior Approval

EXECUTION

2. Partner may proceed with activities after PAs have been approved by TD SYNNEX. List of PAs can be viewed by selecting *Menu* > *Transactions* > *Prior Approvals*

CLAIM SUBMISSION

3. Partner submits claim for audit in TD SYNNEX MDF Tool, by selecting *Menu > Create Claim > Select Program > Select Prior Approval > Upload POP Requirements > Submit for Audit*

REIMBURSEMENT

- 4. E2open performs claim audit per MDF Guidelines
- 5. TD SYNNEX processes approved claims for reimbursement
- 6. TD SYNNEX processes approved claims for reimbursement





The MDF Process (Cont.)

PRIOR APPROVAL

1. Request Funding

Prior to the start of the any marketing activity, partners must submit a Prior Approval in the <u>TD SYNNEX MDF Tool (PMI)</u>. Prior Approvals will be reviewed by TD SYNNEX for alignment with NetApp strategic initiatives, partner marketing plan and budget availability. PAs must be approved before any partner expenses are incurred. Partner expenses incurred from unapproved PAs will not be reimbursed.

Note: Partners can cancel both approved and unapproved PAs at any time before a claim is submitted. A cancellation/void releases all funds associated with the Prior Approval and TD SYNNEX cannot guarantee that future submitted Prior Approval will be approved.

EXECUTION

2. Partner Executes on the Approved Prior Approval Request

Partner may proceed with activities after Prior Approval have been reviewed and approved by TD SYNNEX. The activity must be approved before any expenses are incurred for the activity. The activity start date must begin within the funding quarter requested (i.e. PAs approved for Q2 MDF Fund must start in Q2).

CLAIM SUBMISSION

3. Partner Submits Claim for Audit

To receive reimbursement for an activity, a claim must be submitted, along with the required Proof of Performance (see Appendix A) in the TD SYNNEX MDF Tool (PMI). Menu > Create Claim > Select Program > Select Prior Approval > Upload POP

Requirements > Submit for Audit

REIMBURSEMENT

4. Claim Audit

- E2open performs an audit on all submitted proof of performance on behalf of TD SYNNEX. Documentation must clearly support the activity being claimed. Failure to supply appropriate supporting documentation will result in the claim failing to pass audit, resulting in no payment.
- For incomplete claims, the partner will be required to provide the missing proof of
 performance documentation and if the incomplete status is not resolved prior to the
 Claim Expiration Date, the claim will not be paid.



• If a claim does not meet program requirements, the claim will not be reimbursed. Any such decision is at the sole discretion of TD SYNNEX and is final.

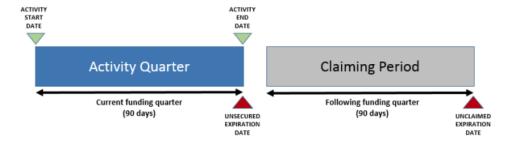
5. Processing of Reimbursement

Payments are processed only after the claim passes audit. Under no circumstances will reimbursement exceed the actual and approved request amount.

6. Reimbursement Completion

After completion of claim audit, TD SYNNEX will issue a partner credit memo to reimburse for the activity. The credit memo information will be documented in the partner claim file within the TD SYNNEX MDF tool and/or can be referenced in payment detail report. TD SYNNEX Partner Credit Memos may take up to 20 business days from the Claim Processing Date to be finalized and documented in partner account. NOTE: Approved Prior Approvals do not guarantee reimbursement nor does any verbal commitments made by any TD SYNNEX or NetApp representative constitute approval and/or reimbursement.

FUNDING TIMELINES



TD SYNNEX/NetApp MDF Funding Schedule **Prior Approval Prior Approval Prior Approval Claim** Request Quarter **Review Period NetApp Quarter** Period **Begins Begins** Q2 (Aug - Oct) 15-Jul 1-Aug 31-Oct Q3 (Nov - Jan) 15-Oct 1-Nov 31-Jan Q4 (Feb-Mar) 1-Feb 30-Apr 15-Jan Q1 (May-Jul) 15-Apr 1-May 31-Jul

NOTES:

Tech Data/NetApp MDF program runs Q2 to Q1. Funds are requested quarterly by submitting Prior Approvals for review and approval. Partner may only execute on approved PAs. If PAs are canceled/voided, funded is forfeited.



MARKETING OBJECTIVES

Activity Objective	Definition
Customer Acquisition	Activities with a call to action that are designed to generate leads and move prospects through the sales cycle.
Customer Awareness	Activities that drive and promote awareness of the NetApp brand without a specific call to action.
Customer Development	Activities that help partners develop or retain existing NetApp customer relationships.
Partner Enablement	Joint NetApp and partner activities that increase collaboration and help become self-sufficient in selling NetApp products and solutions.

INELIGIBLE ACTIVITIES / LIMITATIONS

TD SYNNEX MDF may not be used for the following activities unless reseller has written approval from a Senior Director within TD SYNNEX.

Cash Incentives and Rebates	Utilizing TD SYNNEX MDF for cash incentives, reseller discounts, margin enhancement, and rebates is not allowed. (At the discretion of TD SYNNEX Marketing Mgr. and TD SYNNEX BDE.)
Infastruture Equipment	TD SYNNEX MDF may not be used for the purchase of infrastructure or equipment that is not associated specifically with demonstrating NetApp solutions.
Partner Operating Expenses	TD SYNNEX MDF cannot be used to cover the reseller's day-to-day operating expenses, including salaries of regular or contracted employees.
FED / SLED End-User Events	Reseller pass-through activities for an end-user event that involve some form of entertainment and have FED/SLED attendees must not be more than the allotted total of $$100.00$ USD per attendee.
Travel Expenses	Reimbursement for travel expenses (economy airfare, hotel (room + tax), and car rental) will be considered on a case-by-case basis with appropriate business justification and documented pre-approvals. [TD SYNNEX may offer travel coverage as part of larger NetApp strategic corporate event(s) (for example, NetApp Insight TM). In these cases, the program offering outlining these events will specify MDF parameters for travel coverage for that specific event].



PROGRAM TECHNICAL ASSISTANCE

TD SYNNEX MDF program auditing is administered by E2open and TD SYNNEX. The associated activities are managed through the TD SYNNEX MDF tool, which may be accessed at https://mdf.e2open.com/

Program support is available to answer questions about the TD SYNNEX MDF Program and the MDF tool.

Address	Contact
TD SYNNEX MDF Program c/o E2open 212 W. 2 nd Street, Suite 3B Davenport, IA 52801	T: 1.563.275.2064 E: TechDataMDF@e2open.com W: https://mdf.e2open.com/

PROGRAM TERMS AND MODIFICATIONS

TD SYNNEX reserves the rights to modify, cancel, or eliminate the program, and the associated TD SYNNEX MDF funding, in whole or in part, at any time. In addition, TD SYNNEX reserves the right to terminate any individual reseller's access to benefits, including but not limited to TD SYNNEX MDF, at any time, for any reason, with 30 day written notice.



Appendix A

Proof of Performance Requirements

PROOF OF PERFORMANCE

Proof of Performance ("PoP") validates that an activity has taken place. Resellers may submit PoP documentation through the TD SYNNEX MDF (PMI) tool. TD SYNNEX reserves the right to request additional pieces of documentation or override existing proof of performance requirements by activity. Any such decision is at the sole discretion of TD SYNNEX and is final.

THIRD-PARTY RECEIPTS AND INVOICES

Third-party receipts/invoices are required to show out-of-pocket expenses for all claims. Receipts validate the amount to be reimbursed and include itemized costs for activities such as creative development, printing, meeting space rental, catering, web development, agency services, mailing lists, event administration. The invoices should clearly state who incurred the cost and the activity date, so the costs can be validated. Purchase Orders (POs) are NOT acceptable forms of out-of-pocket expenses or proof of payment.

PARTNER INVOICE TO AVT TECHNOLOGY SOLUTIONS LLC

Each claim requires an individual partner generated invoice issued to AVT Technology Solutions, LLC for the expense to be reimbursed via credit memo. The invoice details should include a brief itemized activity description, Birch activity request number and the Birch claim number with exact dollar amount claimed. Partner generated invoice(s) must be billed to: AVT Technology Solutions, LLC at 8700 S. Price Rd, Tempe, 85284. The date of the invoice(s) can be current day. FYI: Operating under legal name AVT Technology Solutions, LLC after the TD SYNNEX acquisition.

Activity Objective	Proof of Performance Requirements	
Account Planning A partner-driven activity in which the partner, NetApp, and/or TD SYNNEX meet to build joint end-customer strategies.	 Copy of all itemized 3rd party invoice(s) showing all eligible expenses. i.e. Rental space and/or catering contract if hosted at an outside venue. If held in your facility, please add a statement of such. Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of the invitation, agenda, or presentation stating the purpose/date of the meeting showing integration of NetApp branding Attendee list which includes customer contact name, title, and/or email for all participants Optional: Event pictures, including any giveaways, showing integration of NetApp branding/product solution 	



Appendix A (cont.)

Proof of Performance Requirements

Activity Objective **Proof of Performance Requirements** Copy of itemized 3rd party invoice(s) showing all Advertising, Branding & Digital eligible expenses Campaigns designed to create awareness of Copy of itemized Partner invoice to AVT the partner and NetApp brands, including Technology Solutions, LLC showing all eligible but not limited to advertisement in print expenses media and catalogs; public relations; editorial; broadcast media such as radio Copy of advertisement, screen shot of webpage, and TV networks: and online media URL, advertisement, or press release showing including web-based banners, buttons, integration of NetApp branding and product brand microsites, search site words, social solution media, etc. A partner-driven activity in which the partner, NetApp, and/or TD SYNNEX meet to build joint end-customer strategies. Copy of itemized 3rd party invoice(s) showing all **Branded Merchandise** eligible expenses NetApp-branded and NetApp/partner co-Copy of itemized Partner invoice to AVT branded merchandise that promotes the Technology Solutions, LLC showing all eligible NetApp/partner brand, items such as expenses shirts, pens, notebooks, etc. If items are to be used as a giveaway as part of a different Copy of electronic sample, diagram of merchandise or picture of item showing the activity (such as a training or tradeshow), please include the branded merchandise integration of NetApp branding and product costs in the event activity request. solution **Note:** This activity type is not meant to cover incentive awards.



Activity Objective	Proof of Performance Requirements		
Briefings Meetings intended to drive sales for joint partner and NetApp solutions to one or more customers and may include but are not limited to customer Executive Briefing Center (EBC) visits organized by the partner. Note: Customer EBC visits may take place at either a NetApp facility or an off-site location with an approved EBC format.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses. i.e. Rental space and/or catering contract if hosted at an outside venue. If held in your facility, please add a statement of such. Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of the invitation, agenda, or presentation stating the purpose/date of the meeting showing integration of NetApp branding and product solution Provide attendee list with all required fields by completing the SMARTracker Excel file – reference Appendix C 		
Collateral and Sales Tools MDF may cover collateral or sales tools that aid in the understanding and selling of joint NetApp and partner solutions. This includes, but is not limited to, brochures, product guides, competitive matrixes, training presentations, newsletters, and partner presentations.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of collateral or tool showing integration of NetApp branding and product solution 		
Direct Mail, Email & Digital Direct mail and e-mail, with a call to action to drive awareness for NetApp solutions. Includes Digital Marketing initiatives.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of direct communication piece showing integration of NetApp branding and product solution Completed SMARTracker Excel file - reference Appendix C 		



Activity Objective	Proof of Performance Requirements		
Equipment & Solution Development NetApp demo equipment or solution development and associated costs necessary to demonstrate NetApp solutions to customers or solution certifications earned. Note: Production equipment is not eligible for reimbursement.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses; if applicable engineering time, services rendered to certify solution Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses List of products purchased along with quantities or formal certificate/communication from NetApp showing the actual solution certification 		
Funded Resource Fees associated with dedicated, or partially dedicated partner funded headcount focused on NetApp marketing, sales, or technical enablement within partner company. Note: Discretion of TD SYNNEX Marketing Mgr. & TD SYNNEX BDE.	 Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of the fully executed headcount agreement – reference Appendix B 		
Partner Sales Kickoff Third-party expenses associated with partner-driven activities, held at the partner's internal sales event, intended to build awareness of and preference for NetApp with the partner's sales and technical staff. Eligible expenses: Third-party expenses associated with conducting a partner sales kickoff. Examples: Logistics, room rental, AV equipment rental, catering.	 Copy of all itemized 3rd party invoice(s) showing all eligible expenses. i.e. Rental space and/or catering contract if hosted at an outside venue. If held in your facility, please add a statement of such. Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of the invitation, agenda, or presentation stating the purpose/date of the meeting showing integration of NetApp branding and product solution Attendee list which includes customer contact name, title, and/or email for all participants Event pictures, including any giveaways, showing integration of NetApp branding/product solution 		



Activity Objective	Proof of Performance Requirements	
Sales Incentives Partner-led sales incentives programs designed to create demand and increase sales for partner and NetApp solutions. Note: At discretion of TD SYNNEX Marketing Mgr. & TD SYNNEX BDE	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses A copy of the incentive program showing the date parameters, goals and milestones, eligible award with partner co-branding showing integration of NetApp branding and product solution Tracking report to include participants, milestone achievements, winners, payout details 	
Seminars Meetings intended to drive demand for joint partner and NetApp solutions to one or more customers and may include but are not limited to Customer Executive Briefing, roadshow, lunch and learn, customer enablement events, etc	 Copy of all itemized 3rd party invoice(s) showing all eligible expenses. i.e. Rental space and/or catering contract if hosted at an outside venue. If held in your facility, please add a statement of such. Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Completed SMARTracker Excel file – reference Appendix C Optional: Event pictures, including any giveaways, showing integration of NetApp branding/product solution 	
Telemarketing Demand-generation outcall campaigns conducted by a third party on behalf of the partner	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of telemarketing script showing integration of NetApp branding and product solution Completed SMARTracker Excel file – reference Appendix 	



Activity Objective	Proof of Performance Requirements		
Trade Shows and Sponsorships Third-party costs associated with and/or a sponsorship of a third-party industry event where partners represent co-branded NetApp solutions.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of the invitation, agenda, presentation or sponsorship contract stating the purpose/date of the meeting showing integration of NetApp branding and product solution Completed SMARTracker Excel file – reference Appendix C Event pictures, including any giveaways, showing integration of NetApp branding/product solution 		
Training (Hosted) Partner training and partner-focused meetings that enable their employees/customers to better understand and represent NetApp products and solutions. Examples: Costs incurred for hosting training such as logistics costs, room rentals, renting AV equipment, and on-site catering for food and beverages are covered under the MDF Program.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses. i.e. Rental space and/or catering contract if hosted at an outside venue. If held in your facility, please add a statement of such. Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Trainee list which includes employee/customer contact name, title, and/or email for all participants 		
Training (Attended) Partner training and partner-focused meetings that enable their employees to better understand and represent NetApp products and solutions. Examples: Costs for attending training are covered under the MDF Program. The training must either be NetApp specific or incorporate NetApp content in the course. Costs incurred for training must be directly associated with the entry fee for the NetApp training course, including training units.	 Copy of itemized 3rd party invoice(s) showing all eligible expenses Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses Copy of course syllabus to include course title, agenda showing integration of NetApp branding Trainee list which includes customer contact name, title, and/or email for all participants 		



Activity Objective Proof of Performance Requirements • Copy of itemized 3rd party invoice(s) showing all eligible expenses • Copy of itemized Partner invoice to AVT Technology Solutions, LLC showing all eligible expenses • Copy of the invitation, agenda, or presentation stating the purpose/date of the meeting showing integration of NetApp branding and product solution • Provide attendee list with all required fields by completing the SMARTracker Excel file – reference Appendix C



Appendix B Funded Resource Submission Form

PARTNER ELIGIBILITY

- Submit an MDF Headcount Agreement to TD SYNNEX for approval to spend MDF on a funded resource to include details of need for NetApp resource will support business goals and revenue targets prior to utilizing MDF. Each request is reviewed by TD SYNNEX on a one-off basis. Partner will need to reach specific sales goals, as agree to, for consideration.
- Partner must comply with requirements detailed in TD SYNNEX MDF Guidelines for NetApp Resellers. A document is required as your proof of performance submission, please use table below as a guide.

FUNDED RESOURCE EMPLOYEE INFORMATION

(Responses Required for All Fields)

INFORMATION	REQUIRED	EXAMPLE
Partner (Company)	X	XXX Inc.
Tech Data Business Development Executive	X	First/Last Name
Employee First Name	X	John
Employee Last Name	X	Doe
Employee Address 1	X	123 MAIN ST
Employee Address 2	X	POB 999
Employee City	X	NEW YORK
Employee State	X	NY
Employee Zip Code	X	99999-9999
Employee Email	X	xxx@xxx.com
Employee Type	X	Drop down options
Employee Job Title	X	Engineer
Employee Agreed Cost (quarterly)	X	\$5000/qtr.
Employee Start date (within approved quarter)	X	01-01-2016
Job Description/Objectives	X	Support NetApp by xxxxxx With Expected ROI of xxxx
Quarterly Met Objectives	X	Reporting
Partner Approver Name	X	First/Last Name
Partner Approver Title	X	Title
Partner Approver Email	X	Email
Partner Approver Phone Number	X	Contact Phone Number



Appendix C SMARTracker Requirement

SUBMITTING PROOF OF PERFORMANCT (POP) FOR LEAD DATA

A SMARTracker Excel template is required as your proof of performance submission. Template document can be from the Birch Tool – SMARTracker or reach out to your TD SYNNEX Marketing Manager.

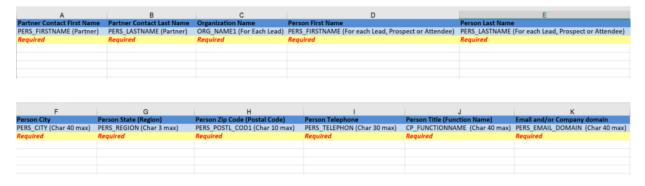
The TD SYNNEX MDF Guidelines for NetApp Resellers will require additional Lead details for **Activity Types** below:

- Briefings
- Direct Mail & Email
- Partner Growth Program (PGP) Campaign
- Seminars
- Telemarketing
- Trade Shows and Sponsorships
- Webcast, Webinar and/or Podcast

SMARTracker LEAD DATA INFORMATION

Template available in https://mdf.e2open.com/ on Home Screen under Program Overview.

EXAMPLE BELOW - (Responses Required for All Fields)



Note: Required information included in SMARTracker submission are for Proof of Performance purposes only and will not be used in connection with any outreach campaign and used for measuring ROI for MDF investment only.

Questions? Contact Jason Budkey (Vendor Marketing Mgr.) at <u>Jason.Budkey@tdsynnex.com</u>