



Important Updates to Solink Ordering & Installation Requirements Process

We are writing to inform you of an important update to our ordering and invoicing procedures. These changes are intended to improve planning, coordination, and overall service delivery.

Ordering Requirements Update

As we continue to encourage sales into large Enterprise companies, seeing multi-site orders and installation, we want to ensure clear communication of site information to guarantee accurate shipping, successful installation and timely invoicing.

Therefore, effective immediately, all submitted orders must include a confirmed installation/deployment schedule in order to be accepted. *Previously, we only required an expected shipping date; however, this will no longer be sufficient. Orders that do not include a clear installation or deployment timeline may be delayed or rejected.*

An estimate of the Deployment/Installation Date should be broken down by site in addition to the shipment date in either the PO or the quote.

These dates must follow the below threshold:

1-10 sites: Install within 3 months of order being placed / quote signed

11-99 sites: Install within 6 months of order being placed / quote signed

100+ sites: Install within 9 months of order being placed / quote signed

Example:

Reseller ABC Inc. is closing an opportunity with XYZ Corp for 20 sites in May 2026. They add the following information to their PO and email placing the sales order with Solink.

10 Sites - June 2026

7 Sites - July 2026

3 Sites - August 2026

To simplify the current requirement of Site Names, Addresses and other information required by Solink for successful deployment, we've templated the required information into a .xlsx file that can be downloaded and submitted to Solink at the time of order.



You can download a copy of [the template here](#) but this will also be provided by the Solink AEs / Order Entry once an opportunity is confirmed.

NOTE: This includes orders that are submitted by PO to orders@solinkcorp.com - the template should be included at the time of PO submission.

Download Site
Submission Template

Invoicing Policy Update

Effective immediately, invoicing will commence based on the earlier of the following:

- 30 days after the order has shipped, or
- Upon site/service activation

If a shipment date and deployment date are not provided on the PO or signed Sales Order, Solink operations will proceed with equipment shipment upon order/PO receipt. In this scenario, invoicing will still begin at the earlier of Site/Service activation or 30 days after the equipment shipment date.

These changes ensure alignment between delivery timelines and billing practices.

We appreciate your cooperation in adapting to these updates, which are necessary to scale our mutual business effectively.

If you have any questions regarding these updates, please reach out to your Channel Account Manager or partnerships@solinkcorp.com.

Thank you for your continued partnership.

Doug Sutter
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