

## Reseller Program

Docsvault offers the best value on market today for Document Management Software suited for all business sizes in any industry. We strive to develop and distribute software that is easy to use and affordable, but there is no way we can accomplish this without the help of our partners. Your decision to make a foray into this market would be one of the best steps towards better revenue opportunities.

The Reseller Program is for agencies and service providers looking to expand their offerings and build expertise in providing document management solutions to their customers. Whether your expertise is scanning & imaging records management, or IT services—we both can join hands together and provide value-added service to your customers.

### Reseller Benefits

- ✓ Dedicated reseller contact to handle all your questions
- ✓ No monthly averages to worry about
- ✓ Dedicated Online Account to track your orders, commission status, etc.
- ✓ Instant activation of your orders
- ✓ Small annual amount for NFR copy to use for demos and presentation
- ✓ Free technical training
- ✓ Complete priority email/phone support
- ✓ Sales, marketing and technical updates via emails and reseller logins
- ✓ Early or pre-release access to product updates and new products
- ✓ Promotional and Marketing material

### Program Restrictions

- Reseller is an independent contractor engaged in purchasing Docsvault products for resale to its customers. Reseller cannot be any employee or owner of the end user company.
- Your commissions will start right away with your first sale.
- A minimum of one new sale (new customer) per year has to be maintained to keep your reseller account active.
- Reseller is responsible for all sales efforts and primary support to their customers. EDA will help the reseller in both sales and support issues as and when needed.

## Reseller FAQs:

### **What are the requirements for becoming a reseller?**

To become a reseller you will need to sign a reseller agreement with us. You will be entitled to a discounted reseller (NFR) version of the Ultimate edition to aid your demonstrations and presentations to your customers. Note that employees/owner of the end user company cannot become a reseller.

### **Who will handle end user customer support?**

As a reseller we expect you to support your clients with basic installation and usage which are surprisingly easy with Docsvault. However, we will provide technical support to Reseller for their clients who have active maintenance subscriptions.

### **Does the end user have control over licenses sold by resellers?**

Yes. The licenses are assigned to the end user. Once resold, a license cannot be taken over by the reseller.

### **How do I order a license for my customer?**

You will order all licenses directly with us by contacting our sales department.

### **Can I use the content, images and other information from your website to promote a Docsvault product?**

Yes, you can use the content and images on our website to promote the product on your website as long as you do not change the product names or misrepresent the publisher of the product as yourself. A marketing kit will be provided to you as well.

### **Is there a discount for Non Profit Organization/NGOs and Educational Institutions?**

Yes, we offer our products and services at a discounted rate to charitable not for profit institutions. Please give us the details of the end user and we will quote you the exact discounted pricing.

### **Does Docsvault provide any technical training to the resellers?**

We will provide free training for the general usage of our software if needed and will give you all marketing materials we have that are not already available on our website.

### **Are there any exclusions on products that we do not earn commissions on?**

Any direct and one time services we provide, example the Installation service, end user training services or customization service do not earn any commissions. All other products/services including the annual software maintenance are eligible for reseller commissions as long as your reseller status is active.

### **How do I get an evaluation copy or NFR copy?**

To evaluate our products, you can download the fully functional 30 days trial version of our products available on the downloads page of our website. You can purchase the NFR copy after the actual reseller signup.