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# South River Technologies

## *Certified BASIC Reseller*

### Channel Partner Program

### Definition

The BASIC entry point of SRT's Certified Reseller Channel Partner Program offers partners the opportunity to begin to receive minimal benefits and credibility in the marketplace contingent upon your commitment and entry level of expertise. BASIC Partner Tier Resellers deliver sales support and offer customer service. As a South River Technologies ("SRT") BASIC Partner Tier Reseller, you are eligible to purchase software at discounted prices; and you will receive sales support.

#### *Reseller Channel Partner Benefits*

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With each level of certification, you benefit from increased sales margins and a greater level of SRT support, including access to technical support, productivity tools, online training, marketing resources and sales promotions.

At the BASIC entry point into the Certified Reseller Channel Partner program, a BASIC Partner can receive the following benefits:

#### *Sales, Marketing and Technical Support*

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- SRT Technical Support  
SRT will provide Technical Support to BASIC Partner Tier Reseller Channel Partners via email and online forums.
- Volume Discount  
Partner Tier Reseller Channel Partners purchase directly from SRT at a 5% discount off of the published retail pricing.
- Technical Support Incidents  
BASIC Partner Tier Reseller Channel Partners will be permitted unlimited web support via the Support Area of the SRT web site. Telephone support is not available.

## ***Reseller Requirements***

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Following are the ***requirements*** for the BASIC Partner Tier within the Reseller Channel Partner program:

- ❑ Reseller Application  
Potential BASIC Partner Tier Reseller Channel Partners must complete the Reseller Application. In addition, the BASIC Reseller Channel Partner Agreement must be reviewed and signed by a BASIC Partner Tier agent and SRT.
- ❑ Annual Program Fee  
There is no Annual Program Fee for partners approved to participate at the BASIC Partner Tier level.
- ❑ Software Purchases  
BASIC Partner Tier Reseller Channel Partners are offered NET 30 terms for purchases over \$500 USD. For purchases below this amount, a valid credit card must be provided with the order. Payment terms are negotiable after a purchase history is established.
- ❑ Support Level  
BASIC Partner Tier Reseller Channel Partners are requested to provide first level technical support to their customers. First level technical support is defined as email support for installation and deployment issues.

## ***For More Information***

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- ❑ Channel Programs Office  
For more information please contact our Program Office directly.

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