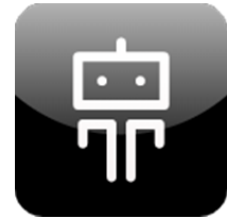


Point of Sale Reseller Program

*Start your own business or
expand your current business.*

www.robotill.com



ROBOTILL

- Zero Investment Required
- Receive ROBOTILL at a discounted price (see discounts table below).
- Choose your own pricing structure.
- Make money from installations, training, support and hardware (ROBOTILL does offer free email support, but we do not do any on-site support).
- Customize ROBOTILL by adding your company information in the licence renewal section or ROBOTILL Back Office App.
- Get listed on the ROBOTILL Website as a reseller - free advertising!
- As your sales grow, so will your Reseller Points. More reseller points will mean a higher discount, a better rating and higher listing on the ROBOTILL website.

To see how to register as a ROBOTILL reseller, see
<https://www.robotill.com/PosResellers#Register>

Reseller Portal - JARVIS

All resellers in ROBOTILL have access to JARVIS, the online reseller assistant.
To see how JARVIS works, please watch the following training videos:

- [POS Reseller Training Video](#)
- [Reseller Registration Pack](#)

How reseller points are calculated

As you purchase licenses from ROBOTILL for your customers, you earn points. Reseller points will help you get higher access in JARVIS, get a higher discount, and get a higher listing on the ROBOTILL Website.

Each active licence will give you one point.

The following licences will not be counted as points:

- Free licences (example free back office licences).

- Expired licences or licences that are about to expire.
- Licences shorter than 12 months (in special cases ROBOTILL can issue one month licences - these licences are not counted as points).

Points can be deducted for the following reasons:

- If complaints are received from your customers. A complaint will be verified as a valid complaint before points are deducted.
- Your listing is giving false or misleading information.
- The reseller is still depending on high levels of support from ROBOTILL Support.

The number of points deducted and if it is temporary or permanent will depend on the specific case. The decision of ROBOTILL is final.

A reseller can contact ROBOTILL Support and request the reason why their points are not the same as their number of active licences.

Reseller points, Discounts and Levels of Access

Reseller Points	Rating / Stars	Discount	Access and Listing
1-4	0	0	Get access to JARVIS
5-9	0	10%	Get listed on ROBOTILL Website
10-19	1	15%	Get access to tools in JARVIS
20-49	2	20%	Get access to the Reseller Pack
50-100	3	20%	Higher Listing
100-150	4	20%	Higher Listing
150+	5	20%	Top Listing

Demo / Training Licence

We no longer provide a training or demo licence. We had several problems with resellers using their demo licence for an actual shop/restaurant.

The free edition has more than enough features to demo ROBOTILL. A potential customer can also use the online help and videos to have a look at a feature that is disabled in the free edition.

Becoming a ROBOTILL reseller requires zero investment from your side as you can learn and demo using the free edition. If however you feel you want the full edition at your office, then paying for one licence is a very small investment to further grow your business.

Support

When you have been working with ROBOTILL for a while, you will get used to a very fast response from our support team when it comes to support issues and registrations. However, there will be times when we take a bit longer to reply.

Always allow up to 24 hours for a reply.

Please note that ROBOTILL provides only basic email support. For extensive information, please refer to our comprehensive online help resources. If you require advanced support or training, you may contact one of our higher-ranked resellers listed on our website. They offer assistance for a fee.

As you are compensated for this advanced support level by your customers, it would not be appropriate to expect ROBOTILL Support to provide this service on your behalf for free. During the support session, you will have the opportunity to observe the reseller's process, enabling you to handle similar support requests independently in the future.

Licence registrations

You can choose to register computers the same way customers do, via email. ROBOTILL normally replies quickly with keys. However, if you choose that method, you must also allow up to 12 hours to receive the keys.

You can instantly register computers 24 hours a day, 7 days a week, if you use JARVIS. You just need to make sure that you purchase the licence well in advance so that the ROBOTILL team have time to confirm your payment and add the licences to your account.

If you want to move a licence from one computer to another, you can also request a cancellation well in advance, so that the licences can be added back to your account before you go to the customer.

Customer acquisition and retention

At ROBOTILL we understand how much work can go into acquiring new customers. For that reason we have implemented several features to help you retain customers.

- You will be able to customize ROBOTILL Back office and add your own company information in the licensing section (see [required reseller points](#)). This will help you so that your clients will renew through you instead do contacting ROBOTILL directly.
- When any user contacts ROBOTILL Support and asks for instructions on how to renew, the user will be instructed to open the Back Office App and go to the licencing section (where your company information will be displayed).
- When another reseller takes over your client, they will not be able to insert their information into the licensing section for the remainder of the licence that you purchased.

Please keep the following in mind:

- We have implemented the features above to help the resellers so that their customers will renew through them and not directly with ROBOTILL. It is however up to the reseller to ensure they give a level of service where the customer will contact them for any problems or renewals instead of contacting ROBOTILL directly.
- ROBOTILL does not offer a subscription service. We do not have any contracts with our customers. It is up to the customer if and how they want to renew.
- As there is no contract or subscription, it is the customer's right to choose to renew directly with ROBOTILL or another reseller. As ROBOTILL has implemented several steps to ensure the customer keeps on using the reseller, this should usually only happen if the customer is unhappy with the level of service they receive from the reseller.
- ROBOTILL Support on a regular basis refer customers and potential customers that contact the support team for more advanced support to our reseller list. Not only does ROBOTILL try to help resellers retain customers, but we also help our resellers get new customers.

Reseller terms and conditions

- All ROBOTILL resellers work completely independently from ROBOTILL. ROBOTILL (the company) will not be held responsible for the services provided by the reseller.
- ROBOTILL do not pay commission. We only give discounts to resellers.
- The reseller needs to purchase the licence from ROBOTILL by creating a quote or using a previous quote number or reference linking the payment to the reseller. If a customer purchases directly from ROBOTILL, then the reseller will not get the discount and the licence will not count toward the reseller licences.
- ROBOTILL undertakes not to initiate contact directly with the customers of the reseller. If a customer of a reseller however chooses to contact ROBOTILL directly, then ROBOTILL will offer the same level of support we do to any other user of the free and full editions of ROBOTILL.
- Customers who want to renew, will be referred to the renewal section of the ROBOTILL Back Office App. The reseller can add his own information (Business name, telephone number, email and website address) to that section by making use of the JARVIS

reseller portal. This can only be done to licences that was purchased by the reseller or when a customer paid with a reference number of the reseller.

- The reseller information will only be displayed while the licence is active. The customer will be warned that a licence is about to expire and the warning message will direct the user to the renewal section with the reseller information. Once the licence expired, the reseller information will be replaced by the ROBOTILL company information.
- During the registration process, the reseller must enter their client business name in the registration form. The name must be for the client. ROBOTILL will not allow you to use a generic name or your reseller name for the business name.
- ROBOTILL will never give sole-distribution or reseller rights to a specific country or area.
- You may use the ROBOTILL Logo and images on your website to promote the ROBOTILL product. It should however be clear that it is not your own logo and that you are a reseller. You are not allowed to use the logo or ROBOTILL name as your own to give the impression that you are ROBOTILL (the company), regional office or official agent of ROBOTILL.
- A reseller status can be revoked on the discretion of ROBOTILL. For example if ROBOTILL receives multiple complaints about a reseller. If a reseller status is revoked then no discount will be given and ROBOTILL might choose to stop giving support to the reseller.
- Prices are subject to change. ROBOTILL has a yearly price increase.
- Reseller terms are subject to change.

Useful information and links

JARVIS	https://jarvis.robotill.com
ROBOTILL Support Email	support@robotill.com
Online help	https://poshelp.robotill.com
Training Videos	https://www.youtube.com/@ROBOTILLSupport/videos
Reseller Registration	https://www.robotill.com/PosResellers#Register
ROBOTILL Website	https://www.robotill.com
Blog (new features, articles)	https://blog.robotill.com
ROBOTILL Facebook	https://facebook.com/robotill