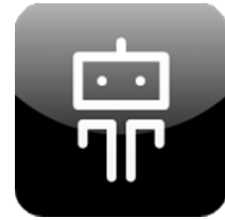


# Point of Sale Reseller Program

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

[www.robotill.com](http://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).
- 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, [watch the POS Reseller Training Video](#).

## 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%	Higher Listing
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 12 hours for a reply.

Note that ROBOTILL only offers basic email support to customers. ROBOTILL will offer a higher level of support for their resellers but only for the purpose of training them. If a reseller continues to request high levels of support, for example with connecting additional computers, ROBOTILL can choose to penalize the reseller by reducing the reseller's points.

## 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.

## 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.

- It is up to the reseller to ensure that he retains the customer through good support and customer service. ROBOTILL will not try to take a customer away from a reseller, but will not stop a customer from dealing directly with our support or purchasing additional licences directly from ROBOTILL.
- 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	<a href="https://jarvis.robotill.com">https://jarvis.robotill.com</a>
JARVIS Training Video	<a href="https://youtu.be/HgHomLj5DIk">https://youtu.be/HgHomLj5DIk</a>
ROBOTILL Support Email	support@robotill.com
Online help	<a href="https://poshelp.robotill.com">https://poshelp.robotill.com</a>
Training Videos	<a href="https://www.youtube.com/@ROBOTILLSupport/videos">https://www.youtube.com/@ROBOTILLSupport/videos</a>
Reseller Registration	<a href="https://www.robotill.com/PosResellers#Register">https://www.robotill.com/PosResellers#Register</a>
ROBOTILL Website	<a href="https://www.robotill.com">https://www.robotill.com</a>
Blog (new features, articles)	<a href="https://blog.robotill.com">https://blog.robotill.com</a>
ROBOTILL Facebook	<a href="https://facebook.com/robotill">https://facebook.com/robotill</a>