



NutraTel

Best Telecoms Simplified

Modern business telephony techniques

Reseller Agent Program

www.nutratel.co.za

RESELLER SIGN UP

1. All Resellers must sign up via online application portal on the Nutratel website
2. All resellers must submit all the required documents cited on the requirements page on the website or in our training manuals
3. All Resellers must be vetted based on the integrity assessment questionnaire form
4. All Reseller signed application forms should be received through the Nutrate: reseller@nutratel.co.za email address or any other email address assigned by management from time to time
5. No personal or private email will be used to communicate or receive applications from the customer to Resellers
6. All applications received should be attended to within 48 hours of receipt and a correspondence made to the applicant within this time frame
7. All application received must be processed and completed within 7 work days including installation thereof

PROCESSES AND PROCEDURES FOR ALL RESELLER SIGN UP

1. All Resellers must sign up via online application portal on the Nutratel website
2. In case of Reseller call in, a call will be answered via the Nutratel main switchboard and then rerouted to the Reseller division for further engagement and deal sealing
3. All Reseller deals concluded over the phone are then redirected to apply formerly through the Nutratel online portal and sign up on the Nutratel website
4. All resellers must submit all the required documents cited on the requirements page on the website or in our training manuals
5. When documents are received an email must be drafted by the Reseller account managers or assignees and sent to the customer acknowledging receipt of the application thereof highlighting ongoing processes and turnaround times for the necessary response
6. The Reseller division must correspond to the applicants both those who are accepted on the programme and those who have been declined for whatever reasons via the applicant email provided explaining final status of application.
7. What follows is the signing of the Reseller Service Level Agreement (SLA)
8. For all those accepted a job card must be created by the Reseller divisional manager and signed by the Reseller Director or his/her assignee
9. All the approved Resellers must pay a prescribed setup fee before finalization of the application. Currently the setup fee is paged at R1500

INSTALLATION OF IP EQUIPMENT AND TECHNICAL ASSIGNEES

1. Only Nutratel accredited and assigned installation technicians will be allowed to install Nutratel Reseller equipment and configurations
2. No Reseller or their representative agents are allowed to install the Nutratel products to their referred clients
3. No IP equipment will be released for installation unless a job card has been generated and approved by the Reseller Manager/Director
4. ONLY Nutratel approved IP equipment will be installed at the client premises
5. All Resellers will be equipped at their chosen premises with our basic package referred to as My BizMiz billed at an agreed base fee. Currently the base fee is paged at R500 per month excluding VAT.

BILLING, INVOICING AND PAYMENT

1. Only Nutratel will bill the Reseller referred customer including amendments to billing information and accounts financial information on the invoice.
2. All payments for monthly billed invoices will be made into the Nutratel Reseller designated account Nutratel – Reseller Management Policy
3. Only the Nutratel finance department is responsible for client billing and invoicing
4. No Reseller is allowed to bill or invoice the customer that they refer to Nutratel
5. All billings will be generated clearly showing the package price plus Vat at the prevailing rate
6. No Reseller or their representative agents are allowed to install the Nutratel products to their referred clients

RISK MANAGEMENT

1. The management of risks, associated with Reseller sign up, is a vital component of the management of the Reseller programme and needs to be considered and determined. Reseller risk can be in terms of fraud, misrepresentation of the Nutratel Brand, additional charges to the prescribed standard pricing of the Nutratel service packages, unauthorized use of the Nutratel Brand and marketing collateral.

2. It is the responsibility of the Reseller division and must be broken down to individual responsibility to make sure that such risk exposure is minimized.
3. All use of the Nutratel marketing collateral should be authorized by the Director: Reseller Sales & Distribution
4. All Reseller channel partners are not allowed to install or attend to technical problems associated with the Nutratel IP products. Only Nutratel authorized technicians are allowed to do so.
5. No Reseller is allowed to add any mark up on the Nutratel standard package prices.

RESELLER QUALIFYING CRITERIA AND APPLICATION CHECKLIST

All applications must be checked against the checklist listed below before they are accepted as Reseller channel partners:

1. May be an established, experienced and reputable telecommunication / ICT Sales person, Broker, Real estate Agency or own a small business.
2. Have own transport, cell phone /Pc
3. Have the ability to maintain the value of the customer for the duration of the contract as per our terms and conditions.
4. Committed to achieving agreed monthly sales targets.
5. Have a valid ID/passport and have a registered business in terms of the South African law

RESELLER CHANNEL PARTNER INCENTIVES AND COMMISSION MANAGEMENT

Nutratel Channel partners will resell our products and services to small businesses and high-value residential customers located everywhere in South Africa.

Nutratel will take care of all customers' application processing for all the clients channeled to us via your brokerage, processing of applications and approval of such clients , bill and invoices and lastly collection of payments while the Reseller handles the marketing & customer retentions.

In turn the Reseller will receive a commission that will be paid to the Reseller channel partner within 30 days from the day of the successful first debit order.

Reseller channel partners will receive monthly statements and such will be the function of the finance department.

Debit orders are mandatory for resellers discounted monthly fees.

All referred clients must be on debit order or they will be rejected.

BRANDING AND MARKETING COLLATERAL

1. Nutratel must ensure a clear single brand identity, in accordance to the Corporate Identity (C.I.) Manual and Nutratel Brand Management policy.
2. Only approved Nutratel marketing collateral should be use for activities like campaigns, events include the placement and production of posters, pamphlets, advertisements in the press, publications, signage, outdoor billboards, flags, street poles, mobile advertising platforms, marketing collateral and digital marketing platforms.

RESELLER CONTRACTUAL ARRANGEMENTS

1. All Reseller channel partners will sign an SLA and shall be governed by the provisions of the signed SLA
2. Reseller channel partners will be monitored and non-compliance will be managed through the Nutratel's processes including withholding of deposits, commissions, incentives, fine/s, damage claims, letter/s of non-compliance and Reseller retention.
3. A Reseller channel partner who cannot provide at least 10 sales per month for two consecutive months will be deemed dormant and two of the following will be made:
 4. Retraining of additional cost of R220 per hour
 5. Termination therefore in the event that even after re-training the Reseller continues to be dormant.

Consent is herewith given to Nutratel to conduct a background check on businesses along with their directors as a means of various ITC / Credit Bureau facilities

I hereby confirm that I am duly authorised to sign this agreement and I fully understand all it's contents and I/We

Name.....Sign.....Date.....