



## Splashtop Reseller Program Frequently Asked Questions

### How does the program work?

- [Register as a reseller](#)
- Proceed to [purchase online](#)
- Register each customer deal by submitting the online [reseller deal registration form](#)
- Our finance team will validate that no refund request has been processed, and on quarterly basis we will send you a check (US resellers) or direct-bank-wire transfer (non-US resellers) for 20% of the accumulated closed and paid deals if your total accrued/unpaid rebate total meets the minimum payment threshold of \$300.

### When do we get paid?

You will receive a quarterly payout each time the total accrued/unpaid rebate from your registered deals reaches \$300 (based on \$1,500 in purchases from registered deals). Payments are made quarterly, on deals that have not been refunded in accordance with Splashtop's 30-day refund policy. If your accrued/unpaid rebate doesn't reach \$300 in a given quarter, it will be carried over to the next quarter.

### Where can I get the program details, apply for the program, or register a deal?

<https://www.splashtop.com/reseller>

### If I fill out the deal registration form does that mean I have placed the order?

No. The deal registration form just informs us of your intent to purchase the subscription for your customer so we can pay you the 20% rebate later. You still need to purchase the subscription online at <https://www.splashtop.com/work-from-home> and deliver it to your customer.

### How can we be eligible to receive payment?

For U.S. resellers: Send a completed [W-9](#) form to [ap@splashtop.com](mailto:ap@splashtop.com) by the time you submit your first deal registration. If the payee name and/or mailing address for the rebate check is different from the W-9, please include that information in the email.

For non-U.S. resellers: Send a completed [W-8BEN](#) form and [Reseller Bank Information Form](#) to [ap@splashtop.com](mailto:ap@splashtop.com) by the time you submit your first deal registration so your rebate can be delivered via wire transfer.

### Where can I get more information on Splashtop Business Access?

Product page (features, pricing, purchasing): <https://www.splashtop.com/business>

Resource page (setup instructions, creating user accounts, adding computers and users): <https://www.splashtop.com/business/resources>

### Is there a portal where I can review my submitted deals and their status?

Not at this time.

**When should I resell Business Access Pro vs Solo?**

Pro is always highly recommended. Solo is limited to one user per account accessing two computers and with limited functionality and is only recommended for a single user who only works alone and never needs to share access to a computer. If more than one person at a company wants to use Splashtop, Pro has more functionality like multi-to-multi monitor support, can have multiple users under the same account who can share computers, allows access to up to 10 computers per user, and only costs a few dollars more per month.

**How much will it cost to buy the subscriptions?**

See the pricing at <https://www.splashtop.com/work-from-home>. Business Access Pro is \$99 per year per user. A 20% discount is automatically applied when purchasing a subscription with 4-9 users. A 45% discount is automatically applied when purchasing a subscription for 10-49 users. A 50% discount is automatically applied at checkout when purchasing a subscription for 50 or more users.

**If I am purchasing for two companies with 25 users each, can I purchase one subscription for 50 users and split it between them?**

No. You will need to purchase one subscription per company.

**If the company starts with 5 users and wants to move up to 10 is the higher discount automatically applied?**

The discounts are applied based on the number of users at the start of each subscription year. If you increase from 5 users to 10 after a subscription has already started, the additional 5 will be added at the same price as the original 5 but at a prorated cost based on the amount of time remaining on the subscription period. If a higher tier is reached like 10 or 50 users, the higher volume discount amount will be applied during the next annual renewal. It will not be retroactively added to the current subscription year.

**If the company already previously purchased Splashtop on their own, can we get a rebate for selling them additional licenses or additional users on their current subscription?**

No.

**Do I still get a rebate if I purchase a discounted volume license subscription for my customer?**

Yes, you get 20% of whatever the purchase total is when it's purchased at one of the volume discount tiers listed on the product page.

**Do I get an additional rebate if my customer upgrades their subscription?**

Payout is on initial deals registered. Subsequent upgrades that are made directly by end users to Splashtop are not eligible for rebates. Upgrades submitted by resellers are eligible for commissions.

**Do I get a rebate when my customer's subscription renews?**

Customer auto-renewals are not eligible for rebates

**Can the reseller rebate be combined with any other discount or offer?**

No. If the end user is eligible for a discount as a nonprofit or a member of certain organizations or purchases under a Splashtop special offer beyond the standard volume discounts, or via a referral program link, the purchase is not eligible for a reseller rebate.

**Can we get the 20% rebate on subscriptions that we purchase for our own company's use?**

No. The rebate is only for subscriptions purchased for resale.

**Can we get the rebate on product lines other than Splashtop Business Access?**

Yes you can also get the rebate on Splashtop Remote Support or Splashtop SOS if they are new license purchases and not for your own company's use. Follow the same instructions to register the deal and purchase from the Splashtop web site. If you are interested in reselling Splashtop Enterprise, please contact us on a case by case basis because that product is not available to purchase online.

**When did this version of the reseller program start?**

March 15, 2020.

**What if we were members of the previous reseller program?**

You are now eligible to participate in the new program and the old program has been replaced. Certain distributors and major resellers who have other contract arrangements will continue with their existing arrangements.

**Do we have to sign a reseller agreement?**

No. You just apply to become a reseller and then you may start registering deals and selling.

**How long is a deal registration good for?**

The purchase must be completed within 30 days of deal registration for you to receive credit.

**Can I get the 20% discount upfront when I purchase Splashtop for my end user customer?**

The rebate is paid quarterly based on completed sales and is not available in advance.

**Who can I contact if I have questions?**

Email [resellerprogram@splashtop.com](mailto:resellerprogram@splashtop.com)