

# PAGERO

## Pagero Partner Program Terms and Conditions

Version: 1.2  
Last updated: February 2023

# Referral partners

	STANDARD	PREMIUM	PREMIUM+	
REFERRAL PARTNER BENEFITS	Referral Finder's Fee on year 1 ACV <sup>1</sup>	10%	20%	35%
	Additional Referral Finder's Fee for "Recommended Connectivity Partners" <sup>2</sup>		15% (Total finder's fee 35%)	15% (Total finder's fee 50%)
	Access to the Pagero Partner Portal	✓	✓	✓
	Access to Pagero Compliance Content (Levels 1 and 2) - <i>E-invoicing Regulations World Map, Compliance Monitor, Compliance Alerts, etc.</i>	✓	✓	✓
	Yearly Partnership Review Meeting	Status Call	Business Plan	Business Plan
	Quarterly Business Review Meetings <sup>3</sup>		✓	✓
	Discounted Internal Use Rights of Pagero Network Services for Partner <sup>4</sup>		✓	✓
	Premium Content access in Partner Portal		✓	✓
	Initial Partner Onboarding and Training - <i>Presales and Sales, Marketing, Projects, Support, etc.</i> <sup>5</sup>		Self-service/ Starter pack	Bespoke
	Ongoing Enablement Sessions		✓	✓
	Free-of-charge access to the Pagero Compliance Library <sup>6</sup> (Level 3 Content) - <i>Country Compliance Reports, Market Roadmap, etc.</i>		✓ 1 user	✓ 1 user
	Access to Pagero Regulatory Centre of Excellence Team (Level 4 Content)		Additional charges apply	Additional charges apply
	Sales/Tender Support via local Pagero Sales and Presales <sup>7</sup>		✓	✓
	Pagero as Subject Matter Expert Speaker at Partner's Customer/Partner Events <sup>8</sup>		✓	✓
	Invitation to Pagero Customer and Partner Events		✓	✓
	Co-Marketing Funds <sup>9</sup>		✓	✓
Sales and Marketing Collateral Development Support <sup>10</sup>			✓	
Pagero Marketing SPOC <sup>11</sup>			✓	
Possibility to be elevated to global Strategic Partnerships and Alliances Team			✓	
REFERRAL PARTNER OBLIGATIONS	Partner Fee (per supported market)	Free	1.000 € / year	1.000 € / year
	Partner commits to becoming a Pagero Reference Partner <sup>12</sup>	✓	✓	✓
	Lead Registration via the Pagero Partner Portal	✓	✓	✓
	Free of charge attendance / discounted Pagero Sponsorship at Partner's Customer and Partner Events	✓	✓	✓
	Commit to Yearly Partnership Review Meeting	✓	✓	✓
	Commit to Quarterly Business Review Meetings <sup>3</sup>		✓	✓
	Pagero listing on Partner's Website		✓	✓
	Commit to minimum internal Pagero Enablement Sessions at Partner <sup>13</sup>		1 per year	2 per year
	Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner <sup>14</sup>		2 per year	4 per year
Minimum Lead Submissions and Won Referral Opportunities <sup>15</sup>		10 leads (each > 5.000 € opportunity value) and/or 25.000 € in closed ACV total	20 leads (each > 5.000 € opportunity value) and/or 50.000 € in closed ACV total	

# Referral partners – Terms

<b><sup>1</sup> Referral Finder's Fee on year 1 ACV</b>	ACV is the sum of fixed yearly license revenues. Referral Finder's Fee is a one-time payment, only paid on ACV of the 1st year. For the sake of clarity, variable transaction revenue does not count as ACV.
<b><sup>2</sup> Additional Referral Finder's Fee (on Licenses, 1st year) and [...] for "Recommended Connectivity Partners"</b>	Discounted prices will only be applied to API integrated products.
<b><sup>3</sup> (Commit to) Quarterly Business Review Meetings</b>	Commit to Quarterly Business Reviews unless other is agreed by both parties.
<b><sup>4</sup> Discounted Internal Use Rights of Pagero Network Service for Partner</b>	Referral Partners are subject to a case-by-case discount for the purchases they make for their own use, while Reseller Partners may buy Pagero services for their own use at the same Reseller Pricing given to them for Reseller activities.
<b><sup>5</sup> Initial Partner Onboarding Training (Pre-Sales and Sales, Projects, Support, etc.)</b>	Premium+ Partners will get a personalized onboarding and training program. The width and depth of this personalized program is defined by Pagero and subject to change.
<b><sup>6</sup> Access to the Pagero Compliance Library (Level 3 Content)</b>	Pagero reserves the right to exclude a Partner or Partner User from the Pagero Compliance-Library if the Partner or Partner User is suspected of acting against Pagero usage policies or best interests, or for any other reason.
<b><sup>7</sup> Sales / Tender Support via local Sales and Pre-Sales Pagero Teams</b>	Pagero may assist the Partner with Presales and Sales support for specific end-customer opportunities. The nature and amount of the Presales and Sales support is unilaterally defined by Pagero on a case-by-case basis.
<b><sup>8</sup> Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events</b>	Pagero may attend the Partner's Customer and Partner Events as a subject matter guest speaker at Pagero's discretion.
<b><sup>9</sup> Co-Marketing Funds</b>	A maximum of 5 % of the previous natural business year's ACV purchases will be allocated to support the Partner's marketing activities throughout the following year. The Partner may request up to 50 % marketing spend compensation for any given marketing activity with associated external marketing costs (e.g. media ads, media content production, etc.). Only requests for Pagero related marketing activities will be taken into consideration. All requests are subject to Pagero approval.
<b><sup>10</sup> Sales and Marketing Collateral Development Support</b>	Premium+ Partners will get access to personalized Marketing Asset Creation support from the Pagero Partner Marketing team. The amount and nature of the Marketing Asset Creation support is decided by Pagero on a case-by-case basis.
<b><sup>11</sup> Pagero Marketing SPOC</b>	Partner gets direct access to the Pagero Marketing Department at a local and/or global level, which the Partner may contact for Marketing related queries and assistance.
<b><sup>12</sup> Partner commits to become a Pagero Reference Partner</b>	Includes, but is not limited to, the Partner's logo on the Pagero website and Sales and Marketing material, Partnership description and case studies, Partner end-customer cases studies, etc.
<b><sup>13</sup> Commit to minimum internal Pagero Enablement Sessions at Partner</b>	Partner commits to granting Pagero a minimum number of meeting slots per year (virtual or onsite - whatever will be more reasonable), in which Pagero will meet the Partner's teams/ departments (Sales, Presales, etc.) to enable the use of Pagero solutions.
<b><sup>14</sup> Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner</b>	A campaign is defined as "an organized course of action to promote and sell a product or service with a pre-defined Marketing budget and Sales target".
<b><sup>15</sup> Minimum Lead Submissions &amp; Won Referral Opportunities</b>	If the Referral Partner does not meet this requirement, Pagero may choose to invoice the difference or to downgrade the Partner to any lower tier.

# Reseller partners

	STANDARD	PREMIUM	PREMIUM+
Referral Finder's Fee on year 1 ACV <sup>1</sup>	10%	20%	35%
Reseller Discount on Licenses and Transactions	10%	15%	25%
Additional Referral Finder's Fee (on Licenses, 1st year) and Reseller Discount (on Licenses and Transactions, annually) for "Recommended Connectivity Partners" <sup>2</sup>		15% (Total finder's fee 35%) (Total reseller discount 30%)	15% (Total finder's fee 50%) (Total reseller discount 40%)
Access to the Pagero Partner Portal	✓	✓	✓
Access to Pagero Compliance Content (Levels 1 and 2) - E-invoicing Regulations World Map, Compliance Monitor, Compliance Alerts, etc.	✓	✓	✓
Yearly Partnership Review Meeting	Status call	Business plan	Business plan
Quarterly Business Review Meetings <sup>3</sup>		✓	✓
Discounted Internal Use Rights of Pagero Network Services for Partner <sup>4</sup>	✓	✓	✓
End-Customer Setup and Implementation discounts for Recommended Connectivity Partners <sup>5</sup>		✓	✓
Premium Content access in Partner Portal		✓	✓
Initial Partner Onboarding & Training - Presales and Sales, Marketing, Projects, Support, etc. <sup>6</sup>		Self-service/ Starter pack	Bespoke
Ongoing Enablement Sessions		✓	✓
Free-of-charge access to the Pagero Compliance Library (Level 3 <sup>7</sup> Content) - Country Compliance Reports, Market Roadmap, etc.		✓ 1 user	✓ 1 user
Access to Pagero Regulatory Centre of Excellence Team (Level 4 Content)		Additional charges apply	Additional charges apply
Sales/Tender Support via local Pagero Sales and Presales Teams <sup>8</sup>		✓	✓
Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events <sup>9</sup>		✓	✓
Invitation to Pagero Customer an Partner Events		✓	✓
Co-Marketing Funds <sup>10</sup>		✓	✓
Sales and Marketing Collateral Development Support <sup>11</sup>			✓
Pagero Marketing SPOC <sup>12</sup>			✓
Possibility to be elevated to global Strategic Partnerships & Alliances Team			✓
<b>RESELLER PARTNER BENEFITS</b>			
Partner Fee (per supported market)	1.000 € / year	5.000 € / year	Starting at 5.000 € / year
Partner commits to becoming a Pagero Reference Partner <sup>13</sup>	✓	✓	✓
Lead and Deal Registration via the Pagero Partner Portal	✓	✓	✓
Free of charge attendance / discounted Pagero Sponsorship at Partner's Customer and Partner Events	✓	✓	✓
Commit to Yearly Partnership Review Meeting	✓	✓	✓
Commit to Quarterly Business Review Meetings		✓	✓
Pagero listing on Partner's Website		✓	✓
Commit to min. internal Pagero Enablement Sessions at Partner <sup>14</sup>		1 per year	2 per year
Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner <sup>15</sup>		2 per year	4 per year
Min. new ACV purchased every year (per supported market) <sup>16</sup>		25.000 €	50.000 €
<b>RESELLER PARTNER OBLIGATIONS</b>			

# Reseller partners – Terms

<b><sup>1</sup> Referral Finder's Fee on year 1 ACV</b>	ACV is the sum of fixed yearly license revenues. Referral Finder's Fee is a one-time payment, only paid on ACV of the 1st year. For the sake of clarity, variable transaction revenue does not count as ACV.
<b><sup>2</sup> Additional Referral Finder's Fee (on Licenses, 1st year) and [...] for "Recommended Connectivity Partners"</b>	Discounted prices will only be applied to API integrated products.
<b><sup>3</sup> (Commit to) Quarterly Business Review Meetings</b>	Voluntarily. To be mutually agreed upon by both parties.
<b><sup>4</sup> Discounted Internal Use Rights of Pagero Network Service for Partner</b>	Referral Partners are subject to a case-by-case discount for the purchases they make for their own use, while Reseller Partners may buy Pagero services for their own use at the same Reseller Pricing given to them for Reseller activities.
<b><sup>5</sup> End-Customer Setup and Implementation discounts for Recommended Connectivity Partners</b>	Discounted prices will only be applied to API integrated products. When the Setup and implementation of specific Pagero Services can be streamlined or optimized as a direct result of an Pagero API integration realized by the Partner, the Reseller purchase price of the Setup and Implementation of these services will be discounted appropriately.
<b><sup>6</sup> Initial Partner Onboarding Training (Presales and Sales, Projects, Support, etc.)</b>	Premium+ Partners will get a personalized onboarding and training program. The width and depth of this personalized program is defined by Pagero and subject to change.
<b><sup>7</sup> Access to the Pagero Compliance Library (Level 3 Content)</b>	Pagero reserves the right to exclude a Partner or Partner User from the Pagero Compliance Library if the Partner or Partner User is suspected of acting against Pagero usage policies or best interests, or for any other reason.
<b><sup>8</sup> Sales / Tender Support via local Pagero Sales and Presales Teams</b>	Pagero may assist the Partner with Presales and Sales support for specific end-customer opportunities. The nature and amount of the Presales and Sales support is unilaterally defined by Pagero on a case-by-case basis
<b><sup>9</sup> Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events</b>	Pagero may attend the Partner's Customer and Partner Events as a subject matter guest speaker at Pagero's discretion.
<b><sup>10</sup> Co-Marketing Funds</b>	A maximum of 5 % of the previous natural business year's ACV purchases will be allocated to support the Partner's marketing activities throughout the following year. The Partner may request up to 50 % marketing spend compensation for any given marketing activity with associated external marketing costs (e.g. media ads, media content production, etc.). Only requests for Pagero related marketing activities will be taken into consideration. All requests are subject to Pagero approval.
<b><sup>11</sup> Sales and Marketing Collateral Development Support</b>	Premium+ Partners will get access to personalized Marketing Asset Creation support from the Pagero Partner Marketing team. The amount and nature of the Marketing Asset Creation support is decided by Pagero on a case-by-case basis.
<b><sup>12</sup> Pagero Marketing SPOC</b>	Partner gets direct access to the Pagero Marketing Department at a local and/or global level, which the Partner may contact for Marketing related queries and assistance.
<b><sup>13</sup> Partner commits to becoming a Pagero Reference Partner</b>	Includes, but is not limited to, the Partner's logo on the Pagero website and Sales and Marketing material, partnership description and case studies, partner end-customer cases studies, etc.
<b><sup>14</sup> Commit to minimum internal Pagero Enablement Sessions at Partner</b>	Partner commits to granting Pagero a minimum number of meeting slots per year (virtual or onsite - whatever will be more reasonable), in which Pagero will meet the Partner's teams/ departments (Sales, Presales, etc.) to enable the use of Pagero solutions.
<b><sup>15</sup> Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner</b>	A campaign is defined as "an organized course of action to promote and sell a product or service with a pre-defined Marketing budget and Sales target".
<b><sup>16</sup> Minimum new ACV purchased every year</b>	If the Reseller Partner does not meet this requirement, Pagero may choose to invoice the difference or to downgrade the Partner to any lower tier.

# Recommended partners

		VALIDATED	APPROVED CONNECTIVITY	PROMOTED CONNECTIVITY <sup>1</sup>
PARTNER BENEFITS	Pagero Marketplace Listing (logo, company and solution brief, integration details, etc.) - <i>Coming soon</i>	✓	✓	✓
	Lead Generation: via Pagero sales, via Pagero homepage contact form or marketplace contact form	✓	✓	✓
	Incentive Boost - Allocated from Finder's Fee <sup>2</sup>	✓	✓	✓
	Certified Pagero API Connectivity - Certification Badge <sup>3</sup>		✓ <i>Silver</i>	✓ <i>Gold</i>
	Recorded demo of solution integration for sales promotion by Pagero Direct Sales <sup>4</sup>		✓	✓
	Solution presentation at relevant regions' Direct Sales meetings <sup>5</sup>			✓
	Promoted Marketplace visibility. - <i>Coming soon</i>			✓
	Partnership announcement <sup>6</sup>			✓
	Internal Sales education course <sup>7</sup>			✓
	Yearly business reviews			✓
PARTNER OBLIGATIONS	Partner grants Pagero the non-exclusive right to promote the solutions under this partnership to the market	✓	✓	✓
	Complete the Solution Page Information Template and provide Solution Product Sheet <sup>8</sup>	✓	✓	✓
	Complete the Pagero Vendor and Partner Assessment <sup>9</sup>		✓	✓ <i>Every other year</i>
	Promotional campaign for Pagero Connectivity to Partner customer base		✓	✓
	Produce recorded end-to-end demo of solution integration		✓	✓
	Sales and Presales support for Pagero on customer opportunities		✓	✓
	Proactively monitor Pagero updates that impact connectivity, and maintain integration documentation <sup>10</sup>		✓	✓

# Recommended partners – Terms

<b>1 Promoted Connectivity</b>	Promoted Connectivity is subject to Pagero approval.
<b>2 Incentive Boost - Allocated from Finder's Fee</b>	<p>To drive awareness of the Recommended Partner's solution, and to incentivize Pagero Sales Representatives to introduce the Recommended Partner's solution to customers and prospects, Pagero intends to allocate part of the Finder's Fee paid by the Recommended Partner to Pagero as a bonus to the Pagero Sales Representatives.</p> <p>If the Recommended Partner is also a Commercial Partner to Pagero, the Finder's Fee conditions shall be the same as those defined by the Commercial Partner Program for the by the Partner selected Program Tier.</p> <p>If the Partner is only a Recommended Partner to Pagero (and not a Commercial Partner), the Finder's Fee to be paid by the Recommended Partner to Pagero for won deals following referrals from Pagero to the Recommended Partner shall be 20% of the year 1 ACV.</p>
<b>3 Certified Pagero Connectivity - Certification Badge</b>	<p>Certification Badge is achieved when all of the following requirements are met:</p> <p>(1) Integration is made via Pagero APIs (2) The first customer has gone live in production, (3) Integration and Support documentation has been compiled.</p>
<b>4 Recorded demo of solution integration for sales promotion by Pagero Direct Sales</b>	The recorded demo is a sales tool for pitching when the prospect/customer wants an on-demand look-and-feel. Pagero does not guarantee that the demo will be promoted proactively.
<b>5 Solution presentation at relevant regions' Direct Sales meetings</b>	The scheduled presentations are agreed upon with the named partner contact at Pagero and are subject to the availability of the chosen regions.
<b>6 Partnership announcement</b>	Partner commits to a public announcement of the partnership and solution build.
<b>7 Internal Sales education course</b>	Pagero will produce an internal enablement course for the Sales and Marketing organization on the partner's value offering and Pagero solution.
<b>8 Complete the Solution Page Information Template and provide Solution Product Sheet</b>	Product Sheet of solution offering and customer benefits from Pagero-Partner service synergy.
<b>9 Complete Pagero Vendor and Partner Assessment</b>	Pagero reserves the right to exclude any partner that does not fulfil the Vendor and Partner Assessment for Recommended Partners.
<b>10 Proactively monitor Pagero updates that impact connectivity, and maintain integration documentation</b>	The Partner is the owner of the connection to Pagero and hence the owner of the support and integration documentation towards the end-customer (E.g., documents like the User Manual and Implementation Guides).

# Version history

This version (Version 1.2) of the Pagero Partner Program replaces any previous version or versions of the Pagero Partner Program.

The Pagero Partner Program is subject to change. For the latest version, please refer to:

[www.pagero.com/gated-page/partner-program-terms/](http://www.pagero.com/gated-page/partner-program-terms/)

## Version 1.0

⌘ April, 2022

## Version 1.1

⌘ May, 2022

### Changes:

#### Recommended Partners

##### Obligations

-In the description for *Complete Pagero Vendor and Partner Assessment*, the document mentioned as *Vendor and Partner Light Assessment* has been renamed as *Vendor and Partner Assessment*.

## Version 1.2

⌘ February, 2023 (current)

### Changes:

#### Referral and Reseller Partners

##### Partner Benefits

-*Partner Onboarding Training* has been redefined as *Initial Partner Onboarding Training*.

-*Minimum internal Pagero Enablement Sessions at Partner* has been redefined as *Ongoing Enablement Sessions*. The Pagero commitment to a minimum number of sessions (1 per year for Referral and Reseller partners in the Premium tier, and 2 per year for Referral and Reseller partners in the Premium+ tier) has been removed. *Ongoing Enablement Sessions* are included for Referral and Reseller partners in the Premium and Premium+ tiers, and will be scheduled by Pagero on a case-by-case basis.

#### Changes for Recommended Partners

##### Partner Tiers

*Approved* has been renamed to *Validated*.

##### Partner Benefits

-The *Lead Generation* benefit has changed from *Lead Generation: Reactive leads generation via Pagero Homepage Solution Pages and CRM lead handover* to *Lead Generation: via Pagero sales, via Pagero homepage contact form or marketplace contact form*.



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# Participants

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