

PAGERO

Terms and Conditions

Pagero Partner Program

Version: 1.3

Last updated: December 2023

Referral partners

	STANDARD	PREMIUM	PREMIUM+	
REFERRAL PARTNER BENEFITS	Referral Finder's Fee on year 1 ACV ¹	10%	20%	35%
	Additional Referral Finder's Fee for Integrated Partners using Pagero APIs ²		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) - E-invoicing Regulations World Map, Compliance Monitor, Compliance Alerts, etc.	✓	✓	✓
	Yearly Partnership Review Meeting	Status Call	Business Plan	Business Plan
	Quarterly Business Review Meetings ³		✓	✓
	Discounted Internal Use Rights of Pagero Network Services for Partner ⁴		✓	✓
	Partner Onboarding and Training ⁵	Self-service	Self-service	Self-service/ Bespoke
	Access to the Pagero Compliance Library (Level 3) ⁶ - Country Compliance Reports, Market Roadmap, etc.		✓ 1 user	✓ 1 user
	Access to Pagero Regulatory Centre of Excellence Team (Level 4)		Additional charges apply	Additional charges apply
	Sales/Tender Support via local Pagero Sales and Presales ⁷		✓	✓
	Pagero as Subject Matter Expert Speaker at Partner's Customer/Partner Events ⁸		✓	✓
	Invitation to Pagero Customer and Partner Events		✓	✓
	Co-Marketing Funds ⁹		✓	✓
REFERRAL PARTNER OBLIGATIONS	Sales and Marketing Collateral Development Support ¹⁰			✓
	Pagero Marketing SPOC ¹¹			✓
	Possibility to be elevated to global Strategic Partnerships and Alliances Team			✓
	Partner Fee (per supported market)	Free	1.000 € / year	1.000 € / year
	Partner commits to becoming a Pagero Reference Partner ¹²	✓	✓	✓
	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 ³		✓	✓
	Pagero listing on Partner's Website		✓	✓
Commit to minimum internal Pagero Enablement Sessions at Partner ¹³		1 per year	2 per year	
Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner ¹⁴		2 per year	4 per year	
Minimum Lead Submissions and Won Referral Opportunities ¹⁵		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

¹ Referral Finder's Fee on year 1 ACV	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.
² Additional Referral Finder's Fee for Integrated Partners using Pagero APIs	Discounted prices will only be applied to API integrated products.
³ (Commit to) Quarterly Business Review Meetings	Commit to Quarterly Business Reviews unless other is agreed by both parties.
⁴ Discounted Internal Use Rights of Pagero Network Service for Partner	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.
⁵ Partner Onboarding & Training	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.
⁶ Access to the Pagero Compliance Library (Level 3 Content)	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.
⁷ Sales / Tender Support via local Sales and Pre-Sales Pagero Teams	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.
⁸ Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events	Pagero may attend the Partner's Customer and Partner Events as a subject matter guest speaker at Pagero's discretion.
⁹ Co-Marketing Funds	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.
¹⁰ Sales and Marketing Collateral Development Support	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.
¹¹ Pagero Marketing SPOC	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.
¹² Partner commits to become a Pagero Reference Partner	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.
¹³ Commit to minimum internal Pagero Enablement Sessions at Partner	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.
¹⁴ Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner	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".
¹⁵ Minimum Lead Submissions & Won Referral Opportunities	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+	
RESELLER PARTNER BENEFITS	Referral Finder's Fee on year 1 ACV ¹	10%	20%	35%
	Reseller Discount on Licenses and Transactions	10%	15%	25%
	Additional Referral Finder's Fee (on Licenses, 1st year) or Additional Reseller Discount (on Licenses and Transactions, annually) for Integrated Partners using Pagero APIs ²		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	✓	✓	✓
	Yearly Partnership Review Meeting	Status call	Business plan	Business plan
	Quarterly Business Review Meetings ³		✓	✓
	Discounted Internal Use Rights of Pagero Network Services for Partner ⁴	✓	✓	✓
	End-Customer Setup and Implementation discounts for Integrated Partners using Pagero APIs ⁵		✓	✓
	Partner Onboarding & Training ⁶	Self-service	Self-service	Self-service/ Bespoke
	Access to the Pagero Compliance Library (Level 3) ⁷ - Country Compliance Reports, Market Roadmap, etc.		✓ 1 user	✓ 1 user
	Access to Pagero Regulatory Centre of Excellence Team (Level 4)		Additional charges apply	Additional charges apply
	Sales/Tender Support via local Pagero Sales and Presales Teams ⁸		✓	✓
	Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events ⁹		✓	✓
	Invitation to Pagero Customer an Partner Events		✓	✓
	Co-Marketing Funds ¹⁰		✓	✓
Sales and Marketing Collateral Development Support ¹¹			✓	
Pagero Marketing SPOC ¹²			✓	
Possibility to be elevated to global Strategic Partnerships & Alliances Team			✓	
RESELLER PARTNER OBLIGATIONS	Partner Fee (per supported market)	1.000 € / year	5.000 € / year	Starting at 5.000 € / year
	Partner commits to becoming a Pagero Reference Partner ¹³	✓	✓	✓
	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 ¹⁴		1 per year	2 per year
	Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner ¹⁵		2 per year	4 per year
Min. new ACV purchased every year (per supported market) ¹⁶		25.000 €	50.000 €	

Reseller partners – Terms

¹ Referral Finder's Fee on year 1 ACV	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.
² Additional Referral Finder's Fee (on Licenses, 1st year) or [...] for Integrated Partners using Pagero APIs	Discounted prices will only be applied to API integrated products.
³ (Commit to) Quarterly Business Review Meetings	Voluntarily. To be mutually agreed upon by both parties.
⁴ Discounted Internal Use Rights of Pagero Network Service for Partner	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.
⁵ End-Customer Setup and Implementation discounts for Integrated Partners using Pagero APIs	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.
⁶ Partner Onboarding & Training	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.
⁷ Access to the Pagero Compliance Library (Level 3 Content)	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.
⁸ Sales / Tender Support via local Pagero Sales and Presales Teams	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 by Pagero on a case-by-case basis.
⁹ Pagero as Subject Matter Expert Speaker at Partner's Customer/ Partner Events	Pagero may attend the Partner's Customer and Partner Events as a subject matter guest speaker at Pagero's discretion.
¹⁰ Co-Marketing Funds	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.
¹¹ Sales and Marketing Collateral Development Support	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.
¹² Pagero Marketing SPOC	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.
¹³ Partner commits to becoming a Pagero Reference Partner	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.
¹⁴ Commit to minimum internal Pagero Enablement Sessions at Partner	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.
¹⁵ Sales and Marketing campaign(s) towards prospects and existing customer base led by Partner	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".
¹⁶ Minimum new ACV purchased every year	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 PARTNER ¹	INTEGRATED ISV ²	IN-APP ISV ³
PARTNER BENEFITS	Pagero Marketplace Listing (Partner Access) ⁴	✓	✓	✓
	Pagero distributed leads via Partner Access	✓	✓	✓ +Pagero Store
	Pagero Sales incentive boost - allocated from the referral fee (optional) ⁵	✓ <i>Optional</i>	✓ <i>Optional</i>	
	Certified integration/connectivity ⁶		✓ <i>If applicable</i>	✓ <i>If applicable</i>
	Solution enablement for applicable Pagero Sales Teams ⁷		✓	✓
	Partnership announcement ⁸		✓	✓
	Yearly business reviews			✓
PARTNER OBLIGATIONS	Partner grants Pagero the non-exclusive right to promote the solutions under this partnership to the market	✓	✓	✓
	Partner agrees to provide information and materials for the Partner Access Marketplace, Pagero Sales Teams Enablement, or Pagero Store listing	✓	✓	✓
	Completion of the Pagero Partner Assessment ⁹		✓	✓
	Sales and Presales support for Pagero on prospect and customer opportunities	✓	✓	✓
	Commercial model	Referral Fee (optional)	Referral Fee (optional)	Rev-share defined case by case

Recommended partners – Terms

¹ Validated partner	Partner or partner solution that complements Pagero's offering. After validating it, Pagero recommends the partner solution to its own customers and prospects.
² Integrated ISV	Typically, software companies or system integrators that create extensions to enhance the communication to/from, or the functionality of, Pagero Network.
³ In-app ISV	A Recommended Partner who sells complementary (add-on) software applications in Pagero Store, that enhance the Pagero platform.
⁴ Pagero Marketplace (Partner Access)	A platform that gathers and displays solutions offered by Pagero Recommended Partners, for customers and prospects. The Marketplace showcases to which Pagero products or delivery capabilities the partner solutions connect or relate.
⁵ Pagero Sales Incentive Boost – Allocated from Referral Fee (Optional)	<p>In order to further incentive sales and motivate Pagero's sales representatives to recommend the services provided by the Recommended Partner, Pagero intends to, at its sole discretion, allocate part of the Finder's Fee received from partners as a bonus to Pagero sales agents.</p> <p>Information about Finder's Fee: If in addition of being Recommended, partner has also a Commercial partnership agreement, the Finder's Fee to be paid to Pagero should be the same as in the respective commercial agreement (i.e. mirrored % Finder's Fee). If Partner is a Recommended Partner only, the Finder's Fee to be paid to Pagero will be 20% on year 1 ACV, or as agreed by the parties.</p>
⁶ Certified integration/ connectivity	A certification that can be achieved by a partner after integrating to Pagero in accordance to the Integration Plan, and the Integrated Partner Terms. Amongst other things, the integration must be developed in such a way that it is reusable and scalable.
⁷ Solution enablement for applicable Pagero Sales Teams	Sessions and frequency defined unilaterally by Pagero.
⁸ Partnership announcement	Partner commits to a public announcement of the partnership and solution build.
⁹ Completion of the Pagero Partner Assessment	Pagero reserves the right to exclude any partner that does not fulfil the Partner Assessment for Recommended Partners.

Version history

This version (Version 1.3) 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/

Version 1.0

⌘ April, 2022

Version 1.1

⌘ May, 2022

Version 1.2

⌘ February, 2023

Version 1.3

⌘ December, 2023 (current)

Participants

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