

IngramMicroCloud

Cloud Referral FAQs

1. What is the affiliate/referral link?

- The affiliate link is a special unique identifier URL that tracks your referrals and pay commissions. This affiliate link indicates where the order originated and allows commissions to be allocated back to partners seamlessly.

2. How do I start promoting Ingram Micro Cloud products?

- When logged into the Ingram Micro Cloud Referral program platform, you will find your affiliate link at the top of almost every page. Your affiliate link is also embedded in every banner that is attached to pre-approved campaigns with the referral program. When a customer clicks on a banner or your affiliate link, they will be redirected to the Cloud Referral marketplace and the commission will be tracked and attributed to you.

3. Can I promote my cloud solutions through pay-per-click search engines?

- Yes. You can promote our cloud software products via search engines, social media, email marketing, forums or share your links with clients. If you have a website, then add your link to relevant content and share it with potential clients.

4. How do I earn commissions?

- Commissions are earned when end users click your unique URL to get to the Referral Store and then order cloud services (or you click your own link and place orders on behalf of customers using their information). The affiliate link tracks which affiliate should receive the commission. A website is not needed to take advantage of the Cloud Referral program.



5. How do I know I will be paid for my referral?

- The Ingram Micro Cloud Referral program is powered by Post Affiliate Pro, a leading affiliate tracking software. Post Affiliate Pro uses a combination of cookies and IP address to track referrals for the most reliability. When an end user clicks your link/banner, the affiliate system registers this referral and places a cookie on his or her computer to ensure the sale has been captured. Please note, payments will not be made through this system. All payments are made through an Ingram Micro internal system provided you have completed the required financial documents.

6. How do I manage customer service questions regarding cloud solutions?

- By default, if end users have any issues or questions with their cloud solutions, Ingram Micro Cloud provides L1 support. Three support channels are available and are listed at the top of the Referral Store web page: Email, Chat, and telephone. If your business model requires that you provide L1 support, you can continue to do so. In that case, you (not the customer) would contact Ingram Micro Cloud for L2 support.

7. How and when will I be paid?

- Commissions are reconciled against sales roughly one full calendar month after the sale is processed, at which time the commission will be approved, e.g. if a sale processes on March 15, then reconciliation will take place during the first week of May. Payment is released to the partner once the account balance reaches a minimum of \$100, provided you have completed the required financial documents.

8. What are the terms and conditions of the Cloud Referral Program?

- You can view all program terms and conditions in the partner portal.

9. Can I make a purchase through my own referral link?

- Yes, you can also place cloud solutions orders for your clients by clicking your affiliate link and placing an order using the client's credentials and credit card information.

10. Marketing Best Practices:

- Avoid using unsolicited email (known as spam), pop-ups, pop-under, exit pages as well as any other techniques obviously or secretly driving customers to the Ingram Micro Cloud Marketplace.
- Avoid using web links or any marketing support materials in newsgroups, message boards, unsolicited email and other types of spam, banner networks, counters, chat rooms, guest books, and IRC channels or through similar Internet resources.
- Place links and banners on your website in such manner so they do not mislead your clients (intentionally or unintentionally).
- Do not use a link with fraudulent intentions including but not limited to, using any device, program, robot, inline frames, hidden frames, or redirects.
- Avoid using automatic redirection to the Ingram Micro Cloud Referral website or any automatic method to save a cookie of the client.

11. Can I migrate existing customers from the Advisor model to Ingram's Referral model?

- Yes! Ingram can help you move billing and support from the direct-with-Microsoft Advisor model to this Referral program. Note that this change can be made at any point during the Advisor subscription period without penalty.

12. Will I receive Partner of Record (POR) credit for customers that I refer to the Ingram Micro Referral Program?

- Yes! Ingram will ensure that your organization receives POR credit for sales that result from your Referral efforts. We understand that this is important for earning incentives and for maintaining your Cloud Competencies.



Add a unique URL
to your site



End client makes
purchases



You receive
a commission



<http://www.ingrammicrocloud.com/referral/>