



Channel Partner Program Guide

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Preface

Introduction

This document contains details of Mondial's partner program, including margins, ordering information, product education, and technical support for parties interested in partnering with and representing Mondial Software products.

Definitions

Mondial is an accounting hub and financial reporting application from Mondial Software which includes a series of applications for importing, amending and reporting accounting data in the precise format required by recipients. Mondial is a hosted offering and is sold on a subscription basis.

Mondial Value Added Reseller (VAR) is an independent business that supports the sale, implementation, and ongoing support of Mondial. VARs are required to meet ongoing requirements (as outlined below) in order to maintain their Authorized status with Mondial. In this document, we will use "VAR", "Authorized VAR", and "Value Added Reseller" interchangeably.)

Mondial Referral Partner is an independent business or individual who refers prospective customers to Mondial, or who otherwise facilitates or supports the sale of the Mondial applications.

Partner refers to any independent business or individual that fits into either of the categories defined above.

Product Overview

Mondial is a cloud-based consolidated accounting data hub and financial reporting system that helps customers complete their financial close process, while producing accurate management, consolidated and statutory financial reports.

Mondial can import transaction-level data or GL balances from a customer's ERP systems into its centralized cloud-based accounting hub. It supports management and statutory accounting adjustments needed to finalize the data. It includes a report writer that can generate financial statements in any currency or GAAP format, to support any combination of local, regional, and global reporting obligations.

Program Guide Policy

Each version of this Program Guide will contain additions and changes relative to previous versions. At the time of release each Program Guide will indicate that the version is either a complete replacement for, or a supplement to the previous version. As this is the initial version of the Program Guide, there are no previous versions to be replaced.

Part I – Mondial’s VAR Program

Overview of Mondial’s VAR Program

Mondial Software uses the term “VAR” to refer to registered partners that promote Mondial’s products and/or provide related services. The VAR Program is Mondial’s premier partner program and is intended for organizations that recommend, implement, and support Mondial as part of their core business.

The primary focus of a VAR is to recommend, help sell, and/or provide related implementation services and support for Mondial’s products. A VAR may utilize its own qualified personnel to provide clients with the necessary implementation services or may utilize the Professional Services personnel of Mondial Software as subcontractors.

Customers subscribe to the software through a direct relationship with Mondial Software. VARs receive a share of subscription revenues in accordance with the commission schedule and their level of partnership as outlined below.

VARs qualify for an ongoing share of subscription revenues as long as they maintain their Authorized status. In addition, Authorized VARs receive unlimited technical support, and have access to subsidized professional services subcontracted from Mondial.

Further information concerning the benefits, opportunities, costs and responsibilities associated with being a VAR is included in this document.

Overview of Mondial’s Referral Partner Program

We use the term “Referral Partner” to describe individuals or businesses who refer prospective customers to Mondial, or who otherwise facilitate or support the sale of the Mondial applications; but who do not lead the sales process or participate in post-sales activities such as implementation and support.

The Referral Partner Program is for those businesses that might only work with Mondial on an occasional basis and do not consider this to be a core business function. Referral Partners receive a one-time referral fee when a customer they referred subscribes to Mondial, in accordance with the commission schedule outlined below.

Authorization Process

All prospective Partners are required to complete and submit a Mondial Software Partnership Application. Mondial and the Partner then sign a formal partner agreement.

Partners will be granted access to a secure area of the Mondial Software web site to access product, training and implementation information.

Part II - Margins and Terms

Suggested List Price of Mondial

Partners should refer to the Mondial Price List which is available as a separate document.

Partner Commissions and Referral Fees

Authorized VARs offer a first-line of support services to customers and therefore qualify for an ongoing share of subscription revenues for as long as they continue to actively serve as a customer's VAR of record. Any commercial agreement between a VAR and the customer to provide additional support is outside the scope of this document; however, a VAR is not authorized to provide ongoing support to a customer if they are no longer under a current partnership agreement with Mondial.

Referral Partners typically make an initial introduction, and Mondial manages the ongoing relationship. The share of subscription is therefore limited to first year only. Subscription revenue share is offered on the following basis:

	Partner's Share of Subscription Revenue FIRST YEAR		Partner's Share of Subscription Revenue SUBSEQUENT YEARS
Referral Only	REFERRAL PARTNER Refers leads to Mondial for sale only	10%	0%
Authorized VAR	SILVER PARTNER (Annual SaaS License Revenues <\$250k) total contract value	15%	15% Provided that the partner delivers first level support & implementation services. Otherwise 0%.
	GOLD PARTNER (Annual SaaS License revenues >\$250k) total contract value	25%	

Subscription Revenue Share for an Authorized VAR is based on the following assumptions:

- VAR generates Mondial leads from within existing customer base and to new customers
- VAR manages the sales cycle including discovery, demonstration, proposal and close
- VAR provides first level product support to customer
- VAR provides or manages implementation service project management to customer

If VAR decides not to provide any of these services, then the relationship will be that of a Referral Partner. Additionally margins may be adjusted for VAR's that provide most, but not all of the services

Partner Commissions and Referral Fees are considered to have been earned after Mondial receives payment from the customer. First year revenue share applies to new customers, not renewals. Revenue share may be remitted to the Partner in the currency in which the customer transaction is executed, or in US Dollars, at Mondial's discretion.

Part III – Partner Requirements

NDA: Partners must sign Mondial’s non-disclosure agreement (NDA) and maintain the confidentiality of trade secrets and other information shared with the Partner by Mondial.

Sales Training & Certification: VAR Partners agree to maintain at least one employee who is current on Mondial sales training. This requirement is waived for Referral Partners. Mondial will provide sales training to the Partner’s sales staff, based on mutually agreed needs; as well as an update/refresher training each year.

Consultant Training & Certification: VAR Partners agree to maintain at least one employee who is certified on Mondial product training. This requirement is waived for Referral Partners. Mondial will provide product training to the Partner’s consulting & support staff, based on mutually agreed needs; as well as an update/refresher training each year.

Customer Support: VAR Partners agree to provide product support and implementation services in line with industry standards. This includes availability of support resources during the normal business hours in each customer’s time zone, as well as reasonable and timely resolution to support tickets. This requirement does not apply to Referral Partners.

Revenue Targets: Mondial expects that Partners will proactively seek out new sales opportunities, engage prospects, and secure new sales of Mondial. Mondial reserves the right to terminate the partnership of any Partner who does not close at least one deal per year.

Part IV - Services

Technical Support

Mondial Software provides a comprehensive maintenance and product support program, known as Mondial Support.

Partners and customers are provided with direct access to the Mondial Software Online Support System, together with incremental maintenance releases and periodic product upgrades. Authorized VARs are offered direct access to Mondial's support team, for assistance in supporting their customers.

The program does not provide support for issues unrelated to our software. Exclusions include, but are not limited to: hardware, networks, database products, or operating systems. Mondial Support is not intended to compensate for inadequate customer or partner training in the use of Mondial.

Mondial customers automatically receive the following benefits from the program

- *Online Access to the Mondial Software Support System* — an issue logging and tracking system that is accessible via the Mondial Software web site
- *Chat and email access to the Mondial Software Support team* – responses will be made during normal business hours
- *Product Upgrades* — as a cloud-based solution subject to regular updates, all customers are automatically upgraded to the most recent version of Mondial.

Mondial Support does not include telephone support to end-user customers. Authorized VARs receive unlimited telephone support from Mondial Software during normal business hours of 8am to 8pm US Eastern Time. To ensure optimum customer satisfaction, Mondial Software strongly recommends that VARs provide front-line telephone support to customers whenever possible as part of the value-add service they offer customers. Having assisted with the implementation, the VAR will typically better understand the customer's technology landscape, reports library, business requirements, and specific configuration issues. As a result, VARs are in the best position to respond to customer problems.

Mondial Training

Mondial offers both self-directed online training and instructor-led training programs.

Self-Directed Online Training

Self-directed online training enables customers and partners to learn how to use Mondial at their own pace. Training videos and instructions are updated frequently and may be accessed through the secure area of the website using login details provided to all current customers and partners.

Mondial Instructor Training

Instructor-led training includes hands-on exercises and provides an opportunity for interactive discussion. Mondial generally offers instructor-led training as a virtual service, but in-person training may be made available if required.

VARs are encouraged to host training sessions for their customers. Mondial offers special rates to partners who wish to subcontract instruction to Mondial's personnel.

Mondial Professional Services

Mondial encourages VARs to act as the primary service providers for their customers who use Mondial, and to ensure that the partner's staff are trained to help customers plan their rollout, configure the software, and design and maintain their library of reports.

In exceptional cases, Mondial may provide professional services directly to customers. However, a VAR-led services model is strongly preferred. Mondial's professional services staff is available to assist VARs when required. Such assistance may include training VARs' consulting staff to achieve proficiency with Mondial, or serving as subcontractors to augment the VAR's own implementation team.

Mondial's professional services consultants are generally billable directly to the VAR. Partners may in turn choose to apply a markup to Mondial's fees and earn a margin on those services.

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Programs described herein are intended as a guide for Mondial Partners (“Partners”) who have been licensed as Authorized VAR or Referral Partners in accordance with the conditions specified in the Partner agreement.

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