

TD Synnex Reseller Enablement Process with ecoprintQ

Welcome TD Synnex Team to ecoprintQ!

In this document we will be providing you with a Step-by-Step instructional manual on enabling a reseller with ecoprintQ.

Step 1: How to register a Reseller with ecoprintQ

In order to register as a Reseller with ecoprintQ, you must send an email to tdsynnexsales@ecoprintq.com using the following email template:

To: tdsynnexsales@ecoprintq.com

Subject: TD SYNEX Reseller Registration Request

(BODY of the Email)

Greetings ecoprintQ TD SYNEX Team!

The following Reseller would like to register as an ecoPartner:

- Reseller Company Name:
- Reseller Company Address: (Address, City, Province, Postal Code) Required
- Reseller Company Phone Number:
- Primary Contact Name:
- Primary Contact Email:
- Primary Contact Phone Number:
- Technical Contact Name:
- Technical Contact Email:
- Technical Contact Phone Number:
- Sales Contact Name:
- Sales Contact Email:
- Sales Contact Phone Number:
- Reseller Web Site:
- Supported MFD's (Brother, Dell, HP, Konica Minolta, Kyocera etc.):

Thanks!

What happens next? (ecoprintQ Internal Process)

- The Onboarding Team will take the information submitted in the email and submit it in the PaperCut Portal on their behalf so that PaperCut can review and approve their application to become a reseller.
- PaperCut will review the application and once it's been approved, they will send an email to the Primary Contact letting them know that their application has been approved and the next steps in registering their account in the PaperCut portal.
- Then, the Onboarding Team will create a Sub-ecoPartner, (TDSYN- XXX) account in the CRM.
- The Onboarding Team will then send an email to the Primary Contact (Hayden Brewer) and the Channel Manager, letting them know that their account has been created and to provide a date and time to have a call with the channel team (Synnex, Reseller & ecoprintQ).

Step 2: Engagement with your Business Development Manager, Joe Rubino & Regional Channel Manager

- The following step is having a call or a RingCentral meeting with your Business Development Mgr., Joe Rubino & the regional Channel Manager, contact information are as follows:
 - **Email:** tdsynnexsales@ecoprintq.com
 - **Phone Number:** +1 (800) 236-8499
- This meeting will help the new reseller get valuable information such as procedures, account management and a demo to get better acquainted with ecoprintQ as well as PaperCut MF.
- The Onboarding Team will then send out a One Pager to the Primary Contact via email.

Step 3: Requesting a Quote from ecoprintQ

- In order to request a quote from ecoprintQ, click on the ecoprintQ Opportunity Survey Link below, fill out the pdf and then email a copy of it to tdsynnexsales@ecoprintq.com.
 - **EcoprintQ Opportunity Survey Link**

Step 4: ecoprintQ sends the Quote to TD SYNEX

- Once the quote is complete, our Inside sales team at sales@ecoprintq.com will send out the quote (example.) to John Snow at johns@TDSYNEX.com or a designated general email address.

Step 5: TD SYNEX supplies the Quote/Pricing to the reseller

- As per TD SYNEX's implemented process, the quote will then either go to the Bid Desk, the Purchaser, the Sales rep or any combination required.

Step 6: TD SYNEX submits P.O. to ecoprintQ

- TD SYNEX will have to send the P.O. Via email to orders@ecoprintq.com
- Purchase order MUST include the two below email address' so ecoprintQ can send the license file to the below individuals:
 - TD SYNEX Purchaser:
 - TD SYNEX Product Mgr.:
- An installation ticket will be created if there is Professional Services selected on the Quote/P.O./ Order.
- An Installation Technician will be assigned to work with the Reseller on scheduling and obtaining further information to support the installation.

Step 7: PaperCut License File

- The ecoprintQ Orders department will send the License file via email to the following parties:
 - 1) TD SYNEX reseller (Ex. TDSYN-XXX)
 - 2) TD SYNEX Purchasing contacts:
 - a. TD SYNEX Purchaser:
 - b. TD SYNEX Product Mgr.:

Step 8: ecoprintQ Invoice

- ecoprintQ will invoice TD SYNEX
- Per TD SYNEX terms and agreement, reconciliation must be done within 30 days from receiving the invoice.

www.ecoprintq.com | 800.236.8499 | installs@ecoprintq.com