

SMB Partner 30-Day Onboarding Process

DAY	ACTIVITY	STEP	LINKS
1	Partner Recruitment US Sales Support: 1-888-916-2007 CA Sales Support: 1-888-883-2474	1	Review SMB Partner Recruitment Flyer
		2	Complete Online Registration
		3	Partner Receives SMB Portal Login Credentials
	ICAM/Partner Acclimation ICAM provides Product Pricing & Margin Information	4	Partner Downloads SMB Partner Welcome Kit
			Partner Downloads SMB Authorized Distributor List
			Partner Downloads Technical Support Requirements
1-7	Partner Training & Certification Minimum 1 Person per Partnership must be Sales Certified & Technically Certified	5	Sales Certification - online, self-paced, available 24/7
			Live webinar certification classes - click for schedule and registration
		6	Technical Certification - online, self-paced, available 24/7
			Live webinar certification classes - click for schedule and registration
	7	Certification Exams: Upon training completion click to take Exams	
	Demo Kit Partner must purchase minimum 1 Demo Kit. ICAM facilitates VTech Direct or distributor purchase	8	Demo Kit with Analog Gateway, Price: \$899 Demo Kit with SIP Gateway, Price \$999
7-14	Partner is added to VTech Sugar CRM ICAM schedules monthly calls with Partner to provide ongoing support, review sales, bids, etc.	9	Partner added to Dealer Locator
	Partner is added to Dealer Locator	10	
	Distributors receive Email notification of new SMB Authorized Partner status	11	
	Officially VTech SMB Partner - Authorized to Sell!		
	ICAM provides Partner with Marketing Collateral ICAM directs Partner to Marketing Collateral, Logos, Authorized AT&T SMB Partner Badge, etc.	12	Data Sheets, Spec Sheets, Logos, Images, Artwork, etc.
	ICAM educates Partner on Sales Programs Marlin Leasing - 0% Financing Promotion 3-Year Extended Warranty Program Demo Kit Reimbursement Promotion	13	SMB Partner Sales Notices
14-28	Partner/Distributor Account Setup Partner selects preferred Distributor(s) to establish Credit Terms - up to 2 weeks	14	VTech SMB Authorized Distributor List
30	Officially set up to purchase & sell VTech SMB products!		