

Jabra WIN Authorized Reseller Program – Reseller Authorization Portal FAQ

Why is Jabra instituting a Reseller Authorization Program?

To ensure end users purchase only from Authorized Jabra Resellers capable of communicating our unique technology, performance and usability benefits.

Isn't this just a program designed to benefit big players like....?

Absolutely not! Jabra's investments in the program are a reflection of our wish to maintain brand equity and to protect and support all our Jabra Authorized Resellers.

How do I begin the Authorization process?

On this site (<http://Authorization.Jabra.com>) select "Register", select your Reseller Type, enter your prompted codes, your specific information and you're on your way.

What are the Reseller types?

US Reseller - Reseller who purchases through an Authorized US Jabra Distributor

Canada Reseller - Reseller who purchases through an Authorized Canadian Jabra Distributor

What are the Authorization types?

The Authorization Type as stated in schedule A to your executed Indirect Reseller agreement determines which products you are authorized to sell. The following Authorization Types may be applied:

Consumer Music

Consumer Voice

Business Voice

Consumer Music + Consumer Voice

Consumer Music + Business Voice

Consumer Voice + Business Voice

Consumer Music + Consumer Voice + Business Voice

How do I obtain my pass code?

US/Canada Indirect Resellers obtain the pass code from your Authorized Jabra Distributor or from Jabra directly. You only need to complete the Authorization process ONCE with Jabra to be eligible to purchase from any Authorized Jabra Distributor within your country. You do not need to register with a code from each Distributor.

If you do not have an Authorized Jabra Distributor, submit your request for a Passcode and Authorization instructions to us by completing the form accessible by clicking the "Contact" tab or email us at NA_warp@jabra.com.

What information should I have available for the Authorization?

Be prepared to provide the following:

- First and Last Name - Must be owner, officer or authorized company signatory as it will appear as the signatory name on the executed Agreement & applicable Addendums
- Creation of a User Name for your company that cannot be changed
- Creation of a Password that can be changed
- Primary Email Address to be used for all critical Jabra email business communications on the WIN Authorized Reseller Program and Reseller Authorization Portal
- Primary Company Telephone number to be used as the search key for Distributor inquiries into the validation of your Authorization status
- Primary Company Website URL (if applicable)
- Company legal name – correct spelling is important
- Company Doing Business As (DBAs) – accuracy and correct spelling is important
- Company headquarters/corporate/legal address
- Business contacts including owners, officers, purchasing/buyer/merchandiser, sales, marketing, order management, finance (accounts payable/receivable) and training
- Additional company details, business performance, preferred distributor(s), internet activity, business, training and marketing information

The more information you share with us the better we can serve you.

What if we're interrupted in the middle of completing the Authorization profile?

There is a "Save & Continue" button at the end of each page of the Authorization process that saves your information so you can resume once you log back in with your User Name and Password.

How do I return to where I left off if I logged out or was logged out of the Portal before completing my Authorization?

- Enter your User Name and Password in the "Already Registered?" area of the Portal Home Page
- Select "Login"
- On the lower left side of the "Authorization Profile" page, review the Registration Info table to select the page you need to continue; checkmarks indicate completed page.

What if I've forgotten my Password and/or User Name?

Forgotten Password - Below the "Already Registered? Login Now" section of the Home Page, enter your username and select the "Forgot Password?" link. Your password will be sent to the primary email address listed in the registration.

Forgotten Username - Below the "Already Registered? Login Now" section of the Home Page, select the "Forgot Username?" link. On the next screen, you will be prompted to enter the email address that was listed as Primary in the registration. You will be sent an email that contains your username.

Why do we need to provide all this information?

This facilitates selecting the best possible resellers for Jabra products and understanding what we as a manufacturer need to provide you to most effectively support your success in representing, presenting, demonstrating and marketing the Jabra brand and products. Jabra will also use this information to better serve the Resellers.

Does the completion of the Authorization process and submission of our application guarantee approval?

No. However, all applications and their content will be reviewed by the Jabra management team for individual approval.

Who needs to execute the Jabra Reseller Agreement?

The signatory for the e-signature electronic execution of any Jabra Reseller Agreement must be authorized and have the authority to enter into the Agreement with an e-signature on behalf of their company. Outside of physically selecting the Agreement and Addendum “I Agree”, the UP “I Have Read” and the “Submit Registration” buttons, non-signatory personnel are able to enter the requested Profile information.

Can I print the agreement before I “Submit Registration?”

Yes, you are able to download and/or print a copy of the unexecuted Agreement and Addendum (if applicable) just prior to selecting “Submit Registration.”

How long will the Authorization application process take?

Anticipate 25-35 minutes to review the Reseller Agreements and complete your company profile.

Can we sell Jabra products to anyone? Anywhere?

No, the Jabra Reseller Agreement authorizes Resellers to sell Jabra products only to end users in the Territory as stated in the agreement. The Jabra Distributor agreement authorizes distributors to sell Jabra products only to Authorized Resellers in the Territory set forth in the agreement.

Does approval include authorization to sell Jabra products on the Internet?

No. The reseller applies for Internet Sales during the initial application process. Within the Company Information section of the Jabra Reseller Authorization there is a prompt for Resellers to apply for Internet Sales Authorization. The Reseller must execute a separate Internet Sales Addendum and complete the separate Internet Sales section of the questionnaire. Additional in depth information is required in regard to your URLs, sales performance, product mix, participating marketplaces, marketing activity, customer service and transaction capabilities.

Why do we need to enter all our retail store locations?

The Store Locator tool on the Jabra consumer website will be powered by the Portal database ensuring end users are directed to only Authorized Jabra Store locations.

What if an Authorized Reseller needs to purchase product from an Authorized Jabra Distributor... How will the Distributor confirm the Reseller is authorized to purchase Jabra products?

To confirm Reseller Authorization, Authorized Jabra Distributors enter the Reseller’s ten (10) digit primary telephone number or Authorization ID # into the Reseller Verification box on the home page of this site.

Does authorization entitle Indirect Resellers to buy directly from Jabra?

No, the authorization entitles Indirect Resellers to buy Jabra products from and only from Authorized Jabra Distributors.

What happens if I do not agree to the Indirect Reseller agreement?

If you select “I disagree” to your indirect reseller agreement, your application will be cancelled.

What do I do if I am not receiving notification or Password reset emails?

Since your ISP probably uses some type of spam filter we ask that you add us to your trusted list of senders, contacts or address book, also known as white-listing.

If you do not see an email from NA_WARP@Jabra.com in your inbox, please open your spam folder, look for it there, open it and mark it as "not spam."

If you still do not see the email, you may need to white-list our address: NA_WARP@Jabra.com. Every email provider has different instructions for white-listing. Click here for instructions for how to white-list our email address on most email providers.

How do I get more information?

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