Integrated Sale in Skolon

Ulf Kronsell - 2023-05-30 - Sales Process

Process

1. Partner and customer may have an existing dialogue. Usually there is some kind of price negotiation included here. When Partner and customer have reached an agreement regarding licensing, customers then need to select the correct product in the Skolon. If there is no fixed price the customer has to ask for a quote request in Skolon's platform, the quote is visible in the partner portal under License management and Order Quotes, partner also receives an email.

https://app.skolon.com/dev/licenses/order-quotes

Here partners get school, municipality, email and numbers of licenses. It is possible for the customers to fill in a message to the partner. If so, the partner only sees that information in the partner portal.

If order quotes:

a. Partner needs to respond urgently to the quote with a price including Skolon's revenue share. When this step is completed, the official offer from partner to the customer has been made.

b. The customer has now the possibility to either accept or deny the offer. If the customer accepts the offer, the deal is completed. If the offer is rejected, then there is no deal. Usually customers reject offers if there is some crucial information missing or the price did not match the expectation.

2. The purchase in Skolon is now completed and legally binding. Partner receives order confirmation and delivery information to the email in the partner portal.

Many tenders within the edtech industry today require the reseller to give the customers 15 days' order regret. This is simply because the buyers sometimes tap in the wrong numbers when asking for quotes or other reasons. It is very rare and unusual that this happens , but it does. In that case the partner will receive information from Skolon.

3. If your tool is integrated the licenses will be created automatically. If your tool is pending, you need to do what it takes to get the licenses to the customer through Skolon within 5 days.

It is ok to establish separate general terms regarding the use of partner´s tools.

4. Customer can start/continue using partner through Skolon.

5. Invoice is sent from Skolon to customer.

6. Partner receives invoice documents from Skolon with the price stated minus Skolon's revenue share no later than the 7th of each month after the purchase. For example, sales are being made on 16th of October, partner will receive invoice document not later than 7th of November.

7. The order is visible under the heading Economy in the partner portal and under License management and Subscriptions if the product has automatic renewals. The customer is free to cancel the subscription 90 days before renewals date. If partner wants to correct the price in year 2, it is possible to do so under Subscription. The licenses are visible under licence management.

8, Partners receive payments from Skolon no later than 30 days after receiving the partner's invoice.