SAGE LIVE REFERRAL PROMOTION

FAQs for Sage Advocates and Partners

1. What is the Sage Live buzz all about?
Sage Live combines the performance of the world's best real-time accounting engine on the market leading Salesforce 1 cloud platform.

2. How can customers benefit from Sage Live?
Sage Live is a revolutionary new integrated global accounting solution that gives businesses one real-time source of information so they can look ahead and control their businesses from the palm of their hands. Inherently mobile and natively social, Sage Live is designed to eliminate the pain from running a business by automating processes.

3. Are there any rules or restrictions?
Advocates may not participate in a Sage Live Referral Program where doing so is prohibited by law, regulation and/or company policy. Advocates can only refer business within the country of their business legal entity/location. Sage Employees are not permitted to participate in the promotion. Please reference the Sage Referral Promotion - Terms and Conditions for additional details.

4. What customers are eligible for referral?
Prospective customer companies that have not previously purchased Sage Live or have an active lead referral in progress can be referred. Referrals are reviewed and accepted from Advocates on a first come, first served basis. Customers and Advocates must reside in the United Kingdom, Ireland or the United States.

5. Is there is a limit to the referral commission my company can earn?
There is not a limit, however, all applicable tax and reporting requirements by law/location apply.

6. Does my company need to be a Sage Partner to submit a referral?
Sage partner status is not required, however, the new Sage Partner Program is designed to help partners tap into the growing market demand for Sage Global Products, including Sage Live.

Getting Started and Paid

1. How do I get started as a Sage Advocate?
Register to participate in the Sage Live Referral Program at go.sage.com/Sage-Live-Advocate-Program. Complete registration by agreeing to the referral terms and conditions.
• Upon acceptance participants will receive a login to the Referral Portal. Each business/company will receive one Referral Portal login.
• Advocates agree to refer customer prospects to Sage via the Referral Portal.
• Log into the portal to access instructions, promotional materials and guidance.

2. How does a referral result in a Sage Live subscription sale?
Prospects become Referred Customers by completing and submitting the promotion registration form accessed via a personalized link provided by the Advocate. When the customer prospect purchases and pays for a Sage Live subscription as a result of a referral, Sage will pay the Advocate company the referral commission.

3. Can I track the progress of my referral?
It is easy to track referral status within the "My Account" section of the Referral Portal.

4. How is an Advocate paid?
Referral commissions are paid in the month following payment in full from the customer. All VAT and applicable sales tax and duties apply. In the United Kingdom and Ireland advocates subscribe to a self-billing option. In the United States, Advocates will be paid upon payment from the end customer. Payment details are included in the Sage Referral Program – Terms and Conditions.

Support

1. I have forgotten my user name and or password?
From the login page, click on the "Forgot Password" link and follow the prompts to resolve.

2. How do I update my contact details?
Simply navigate to the home page and click on the "My Account" link. On the My Account page click the Update My Account Settings link and update contact details. To save edits, click on the "Update" button (located at the bottom left of your screen), once clicked, changes will be saved.

3. How can I contact Sage for assistance?
Please contact your local Sage Customer Business Center representatives.
In the United Kingdom and Ireland, please contact Mark Reid, mark.reid@sage.com.
In the United States, please contact Katie Bonta, katie.bonta@sage.com.