



# Minding My Books (MMB) Partner Member Guide



## Introduction

Minding My Books is a QuickBooks Solution Provider (“QSP”) with Intuit. QSP’s are hand selected and approved to join Intuit’s program. We have expertise in technology and solutions integration for small-to-medium sized businesses. We are certified to resell, implement, and support QuickBooks Software Products. We also partner with companies who recommend or sell Intuit (QuickBooks) products to give the customer the best purchasing and product experience.

Minding My Books is here to support our Partners with competitive compensation, free consultations, instant product pricing, and the best pricing discounts for your customers. Our Partner Program is FREE but exclusive. If you are already working with a QuickBooks Solution Provider (QSP) like us, and if it's working fine, stay where you are. If you would like to give us a try, please respect our exclusivity requirement. Please read our member guide to learn more about the benefits from joining our Partner Program.

This member guide outlines the current benefits available to Minding My Books Partners. Along with the Minding My Books Partner Program Agreement, these terms apply for all activities going forward and supersede all other previous benefits.

## Program Overview

Minding My Books Partners can promote the entire QuickBooks ecosystem to their customers and prospects. We are here to support you with your clients so that they get the best QuickBooks solution for their business needs.

The QuickBooks Solution Provider Program applies to the following Intuit product lines:

- QuickBooks Accounting Solutions
  - QuickBooks Desktop Enterprise
  - QuickBooks Enterprise Hosted Bundles or Add Ons
  - QuickBooks Desktop Pro, Mac, and Premier
  - QuickBooks Desktop Plus
  - QuickBooks Online Simple Start, Essentials, Plus, Advanced<sup>1</sup>
- QuickBooks Desktop Point of Sale
  - Software: Basic, Pro, Multi-Store
  - Hardware Peripherals
  - Supplies
- QuickBooks Payroll Solutions
  - QuickBooks Online Payroll
  - QuickBooks Desktop Payroll
  - QuickBooks Full Service Payroll
  - Assisted Payroll
  - Intuit Full Service Payroll
- QuickBooks Payments
- Intuit Field Service Management

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<sup>1</sup> QuickBooks Online Advanced is available through the QuickBooks Solution Provider program beginning November 1, 2018.

## Benefits:

PARTNER BENEFITS:	
Sales Commissions	✓
Intuit Dedicated Sales & Technical Support	✓
Lowest Rates & Prices on all QuickBooks Products	✓
Free Consultations	✓
Price Lookup and Instant Quotes	✓
Online Ordering	✓
Free On-Demand Training Videos	✓
MMB Implementation & Support Services	✓

## Program Requirements

Our program only has a few requirements to stay an active Partner with Minding My Books. Below is a summary of our requirements. Please reach out if you need more details on select requirements.

### Minding My Books Partner Program Agreement

All Partners are required to accept the Terms of the Agreement and comply with those terms. Once your company has been approved, you will receive a welcome email with your portal link and login instructions. You will receive your own tracking code website link so that your customers can order their products and you will get sales credit.

### Sales Minimums – Intuit Product Licenses and Subscriptions

Partner shall process at least one QuickBooks Order (Software, Subscriptions, Payments, Supplies, and Payroll) per year based on the date of the contract to remain in “active” status.

### Exclusivity

What this means is you only purchase QuickBooks products through Minding My Books Partner Program. MMB does not force you to stay in our Partner Program but the book of business remains with the QuickBooks Solution Provider that processed the sale.

All sales made with MMB are non-transferrable. MMB is the QuickBooks Solution Provider on Record. If the partner relationship with MMB terminates, MMB still remains the QSP of record.

### Product Installation and Returns

Intuit desktop software must be installed at an end-user site within fifteen (15) days from the date that it is delivered by disc or tangible media, distributed through electronic means, or made accessible from the Web. If customer is unable to accommodate product installation within fifteen days, the Partner must notify the customer that the start date for any Intuit support or professional services plan begins on your customer's software order date regardless of when it is installed.

The guidelines for product returns are as follows:

- Intuit accepts returns of individual product so long as it is within 60 days
- Intuit does not provide returns/refunds on bulk orders where product licenses haven't been sold to an end user or aren't returned from an end-user within 60 days of the original bulk order license purchase
- QSP participants should refund customers who return products to them so long as it is within 60 days of Solutions Provider's original product license purchase
- Product licenses purchased during the migration period (60 days prior to the launch of a new product) can be migrated to the new version when it becomes available

## Sales Commissions

MMB Partners have access to a wide range of Intuit solutions to refer and offer along with your value-added services. These vary depending on whether you are selling QuickBooks software licenses or hardware bundles or referring customers to Intuit services like Payroll or Payments. MMB Partners must comply with documented certification requirements in order to engage in referrals or sell Intuit product licenses through Minding My Books webstore to receive a range of compensation benefits.

Commission	
QuickBooks Enterprise New Users & Add Seat Licenses	10 % of Net Sale
QuickBooks Enterprise Hosted	10% of Net Sale
QuickBooks POS Software New Users & Add Seat Licenses	10% of Net Sale
POS Peripherals and Supplies	MMB Cost
QuickBooks Online Subscription	MMB Cost
QuickBooks Desktop - Pro / Premier / Mac	MMB Cost

Compensation benefits are subject to change.

\*QuickBooks Online Advanced available beginning November 1, 2018.

### Compensation

Commission percentages are based on the **net sale** amounts received by Intuit. Margin is a reduced cost to QSP participant based on MSRP or MAP (minimum advertised price) as defined in the published price sheet.

Commissions for monthly subscriptions are paid based on the annualized net sales, equal to the recurring amount of the second month's payment x 11 (months) plus the first month's billed amount.

All commissions and bounties are paid 60 days after the sale.

MMB Partners have the right to review and dispute payments within a 12 month rolling timeframe. Any requests that fall outside of a rolling 12 month period will not be reviewed.

Various incentives and contests are run on a quarterly basis and will be announced as they are rolled out. You will be required to abide by contest rules or incentive thresholds in order to receive a payout.

Customers who subscribe to QuickBooks Online through the QuickBooks Solution Provider Program are not able to transfer their QuickBooks Online subscription to any other pricing model, e.g. Wholesale Billing.

## Support

### Sales Support

Along with Minding My Books free consultations and services, you receive support from Intuit's top selling and service team. As I like to say, we're working with the best of the best at QuickBooks. They can help with sales assistance and support. We also have a dedicated team for payroll and payment referrals. Below is your list of contacts for sales support from MMB and Intuit.

#### **Sales Support:**

##### **MindingMyBooks QSP Sales and Support:**

Raeann Salter, Direct: 231-670-4156, [raeann.salter@mindingmybooks.com](mailto:raeann.salter@mindingmybooks.com)

##### **Intuit QSP Customer Account Manager:**

Julia Borquez, Direct: 520-901-3251, [Julia\\_Borquez@intuit.com](mailto:Julia_Borquez@intuit.com)

##### **Intuit QSP Payments Leader:**

George Madenian, Direct: 818-297-4140, [george\\_madenian@intuit.com](mailto:george_madenian@intuit.com)

##### **Intuit QSP Payments Partners:**

Joe Yalinkatian, Direct: 520-848-5746, [joseph\\_yalinkatian@intuit.com](mailto:joseph_yalinkatian@intuit.com)

Gabor Terebesi, Direct: 520-848-5771, [gabor\\_terebesi@intuit.com](mailto:gabor_terebesi@intuit.com)

Marvin Safi, Direct: 520-848-5746, [marvin\\_safi@intuit.com](mailto:marvin_safi@intuit.com)

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### **Intuit QSP Payroll Partner:**

Cristina Avitia, Direct: 323-310-4390, [cristina\\_avitia@intuit.com](mailto:cristina_avitia@intuit.com)

### **Intuit Technical Support**

The work you do with customers will often include the design of a customized solution along with the deployment and implementation of products, in some cases involving complex environments.

We recognize that these complex environments occasionally create challenges, and receiving timely support to resolve issues can be crucial. A support system has been set up for Solution Providers and MMB Partners, giving them access to dedicated support via one number: 800-607-7513. Please don't share this number with others.

Single number and QSP queues for each product are behind a simple Interactive Voice Response (IVR) with experienced agents for each product.

Option 1 - QuickBooks Pro, Premier, or Enterprise Solutions

Option 2 - QuickBooks Point of Sale

Option 3 - Payroll Solutions

Option 4 - Payments Solutions

Option 5 - QuickBooksOnline

## Lowest Rates & Prices on all QuickBooks Products

### Leverage my QuickBooks Status

QuickBooks Products - Your customers can order directly through Minding My Books website with your tracking link to get lowest pricing offered. Partners can login to our website and order for your customer.

QuickBooks Enterprise & QuickBooks Hosting – Usually our customers choose the 20% lifetime discount. Intuit will run their own specials good for the first year of subscription. Your customer can choose their discount from our website.

QuickBooks Point of Sale Software – There are many promotions run throughout the year. Price Lookup and quote will show the current offer and if you find a better price from Intuit Telesales Channel, we can match that offer with a copy of their quote.

QuickBooks Point of Sale Peripheral Equipment & Supplies – Purchase at my cost through Minding My Books website with your tracking link.

QuickBooks Online – Our channel offers the best discount available for new subscriptions.

QuickBooks Pro / Premier / Mac – Purchase at my cost through Minding My Books website.

Intuit Field Service Management – Get discount pricing if paired with QuickBooks Enterprise.

QuickBooks Payroll – Get the best pricing for payroll subscriptions for your clients. Enter the referral / lead through Minding My Books website and let the experts at Intuit take it from there.

QuickBooks Payments – Get the best pricing for payments for your clients. Enter the referral / lead through Minding My Books website and let the experts at Intuit take it from there.

Create a Bundle offering with your product and / or services.

# Minding My Books Affiliate Program Member Guide

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## Free Consultations

We offer free consultations to you and your clients to help decide if QuickBooks is a good fit for your business. Minding My Books will consult with our Partner, your client, or both of you. Schedule our appointment in the contact us section in our website.

## Price Lookup & Instant Quotes

Get current pricing information in our buy now sections throughout Minding My Books website in each QuickBooks Product section.

## Order Product through website

Partner will send their Minding My Books link to their client which they will use to order their product(s). The link will associate with the affiliates account so commission can be assigned. Once the order is submitted, MMB will process the order with Julia, our Intuit channel manager. Intuit will send an email to your client within 4 - 24 hours with download, license, and product number.

## Free On-Demand Training Videos

Minding My Books offers free QuickBooks Point of Sale setup and training videos at no charge when your client purchases the software. We also offer free Advanced Inventory setup and training videos with purchase of QuickBooks Enterprise.

## Minding My Books Implementation & Support Services

Minding My Books offers implementation & support services. We use TeamViewer remote to view our clients screen. We offer (2) hours of free setup for QuickBooks Enterprise and QuickBooks Point of Sale. Our normal pricing rate at this time is \$100.00 per hour / billed weekly. We can work directly with the client or if the Partner prefers for us to work directly with their client we can do that also.