



Guidelines for Referral Partner Opportunity Registration

- 1) The Citrix Online Referral Partner representative must complete the Opportunity Alert form as soon as the opportunity has been identified. Enter as much data as possible about the end-user prospect and his/her needs by completing the registration Web form at <http://www.citrixonline.com/referral>. This will be submitted to Citrix Online as a registration.
- 2) When the registration is received, Citrix Online Channel Operations will process it, compare to existing data in Citrix Online's CRM system and verify it as a valid opportunity. This is how Citrix Online determines whether a registration is a valid referral opportunity:
 - (A) The opportunity has not previously been registered by a Partner and does not have a validated pre-existing Citrix Online Opportunity ID Number attached to it.
 - (B) A registered Citrix Online opportunity is valid for 90 days. If the opportunity is not closed-won with a completed Citrix Online Master Sales Agreement within 90 days, then the Citrix Online Opportunity ID Number expires. Note: A Partner may renew an opportunity only once.
 - (C) If a registration is submitted for an end-user prospect account that is currently active with Citrix Online Sales (i.e., contact is documented in Citrix Online's CRM systems within last 90 days and a follow-up is scheduled with the prospect), then the registration will not be accepted as an opportunity.
- 3) Once the opportunity is confirmed, Citrix Online Channel Operations will create an opportunity in the Citrix Online CRM system, which generates a unique Citrix Online Opportunity ID Number. The email date will begin the 90-day term of the valid opportunity.
- 4) The opportunity will then be assigned to the appropriate Citrix Online Sales Account Executive to close the sale directly with the end-user prospect with completion of the sale as closed-won upon the prospect accepting the Citrix Online Master Sales Agreement.
- 5) Citrix Online may reject a registration if it is deemed that there is no active opportunity in the account or if another party is responsible for creating the opportunity. Citrix Online reserves the right to make all final determinations as to the eligibility for Referral Partner registration of leads and commissions.
- 6) Citrix Online shall not be required to make any payment under the Citrix Online Referral Partner Agreement until such time as the then-aggregate amount payable to the Referral Partner is greater than two hundred fifty U.S. dollars (\$250).
- 7) All disputes are handled by Citrix Online Channel Operations and the Regional Sales Manager and they have final determination of outcome.