Account Management

Partner Administrator Role and Responsibilities

Global – October 2021

Overview

Zebra is focused on enabling a strong, successful relationship with each member of the **Zebra® PartnerConnect** program ("PartnerConnect"). To facilitate the relationship, your company must assign the role of **Partner Administrator** to at least one person within your company.

As a Partner Administrator, you have access to Zebra's online **Partner Administration Tool**, a user-friendly portal that enables you to execute your responsibilities as a Partner Administrator. Partner Administrators have access to key sections of the site that other personnel at your company do not. You also have access to all other channel partner online tools.

Responsibilities

Partner Administrators play an essential role in maintaining up-to-date information on your company and in facilitating access to Zebra tools and information to other personnel within your company. Beginning October 18, 2021, Partner Administrators will have access to key financial information pertaining to their company's business with Zebra.

By taking on the role of Partner Administrator, you agree to fulfill the responsibilities below:

- **Granting Partner Administrator status.** You can assign other personnel within your company to the Partner Administrator role.
- **Updating your company information.** Your company is required to maintain up-to-date company information in our systems. This ensures that your company's listing in our online channel partner directory is accurate.
- **Updating contact information** for personnel who interact with Zebra representatives, and indicating their primary role and any secondary and tertiary role as well as Geographic Responsibility and Focus Area.
- **Adding contact information for** new personnel who will interact with Zebra representatives, indicating their primary role and any secondary and tertiary role as well as Geographic Responsibility and Focus Area. This will grant them access to the Zebra partner portal and enable them to receive relevant communications.
- **Requesting Zebra to update key company information.** If information such as company name or address (including billing address) changes, you must contact the Partner Interaction Center.
- **Managing Zebra tool access** by providing approval for your colleagues' requests or revoking access if necessary.
- **Re-assigning the ownership** of records for Deal Registration and Influence Registration if the current owner leaves the company or changes positions.
- **Re-assigning the** responsibility for managing assigned Zebra-generated leads if needed.
- **Uploading documents (including updates to such documents)** and information requested by Zebra such as business/marketing plans, solution deployment submissions, customer case study candidates, etc.

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