

What Happens After You Intro

Once you make an introduction, we take over. This document explains the timeline, what we do, and how you'll stay informed.

The short version: We reach out within 2 business days. We run the sales process. You track progress in the Partner Portal. When they sign, you earn commission.



- 1 The timeline
- 2 What we handle
- 3 When you get paid

1 The timeline

Day 0	You make the email introduction Send an intro email with CC to partners@refresh.tech
Within 2 days	We follow up We reply to the email thread to introduce ourselves and set up a discovery call
Week 1-2	Discovery call + Demo We schedule a call to understand their needs and show them the platform
Week 2-6	Proposal and negotiation We provide pricing, handle objections, and work through procurement if needed
Month 1-4	Close Contract signed. Your commission is calculated and paid at quarter end

Timelines vary. Smaller orgs move faster (1-2 months). Larger enterprises and government can take 3-4+ months.

2 What we handle

Once you make the introduction, we take care of:

- 01 Initial outreach and follow-up
- 02 Discovery calls to understand their needs
- 03 Product demos and technical questions
- 04 Pricing and proposals
- 05 Objection handling and negotiation
- 06 Contract and procurement
- 07 Implementation and onboarding (after they sign)

You don't need to do anything else unless you want to. Some partners like to stay close to their contacts; others prefer to step back entirely. Either is fine.

3 When you get paid



- Commission is calculated when the client pays their first invoice
- Commissions are paid quarterly (within 30 days of quarter end)
- You'll receive a statement showing each deal and commission amount
- Track your earnings anytime in the Partner Portal

Questions? Reach out to your Partner Success Manager or email partners@refresh.tech