

NEW PANASONIC PARTNER PORTAL FREQUENTLY ASKED QUESTIONS

Version 1: July 2017

LOGIN DETAILS

What is the URL for the new Panasonic Partner Portal?

www.panasonicpartnerportal.com

Can I access the new Partner Portal with my old login credentials?

Your username (email) will remain the same, but due to privacy regulations you will need to set up a new password in order to access new Panasonic Partner Portal for the first time. After the initial password set up, you can login via the login box. You can change your password at any time in the "My Account" section.

What are the supported browsers?

Internet Explorer, Chrome, Firefox and Safari are supported web browsers. We recommend you download the latest software version.

How do I login?

New Panasonic resellers

1. On the home page, please click 'START YOUR APPLICATION' button to apply to become a Panasonic authorized reseller.

APPLY TO BECOME AN AUTHORIZED RESELLER TODAY

The first step in becoming a Panasonic reseller is to review and accept the program guidelines along with submitting an online application. The information requested will allow us to better understand your company and the potential for mutual business growth. Get started by clicking below!

[START YOUR APPLICATION](#)

NOTE: The Management Contact will have the opportunity to apply for multiple Panasonic product categories. Please only apply for those that you are qualified for and interested in pursuing.

RESELLER APPLICATION - PRODUCT CATEGORY SELECTION

1 Category Selection | 2 User Information | 3 Product Information | 4 Complete

Product Categories *

<input checked="" type="checkbox"/> Building Automation Systems	<input checked="" type="checkbox"/> Computers & Tablets	<input type="checkbox"/> Enterprise Storage
<input type="checkbox"/> Evidence Capture	<input type="checkbox"/> Medical Imaging	<input type="checkbox"/> POS
<input type="checkbox"/> Broadcast, Cinema and Professional Video Systems	<input type="checkbox"/> Rugged Handhelds	<input type="checkbox"/> Scanners
<input type="checkbox"/> Unified Communications	<input type="checkbox"/> Video Surveillance	<input type="checkbox"/> Visual Systems
<input type="checkbox"/> Wireless		

SAVE AND CONTINUE

2. Follow the Guided Walk-Thrus to assist you when completing the online application.
3. Once you submit your application to become a Panasonic Authorized Reseller, you will have an account that gives you access to an Application Dashboard.

MY DASHBOARD

APPROVED APPLICATIONS		
Product Categories	Status	Actions
Computers and Tablets Your application has been approved	Approved	VIEW PRODUCT CATEGORY
Evidence Capture Your application has been approved	Approved	VIEW PRODUCT CATEGORY

INCOMPLETE APPLICATIONS		
Product Categories	Status	Actions
Fax and All In One Your application is not yet complete	Incomplete	COMPLETE APPLICATION
Presentation Technologies Your application is not yet complete	Incomplete	COMPLETE APPLICATION

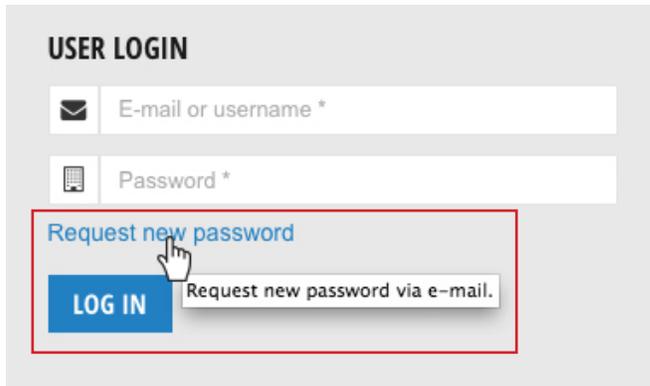
4. If you have questions, please contact Reseller Support at ResellerSupport@us.panasonic.com or your Panasonic sales representative.

Existing Panasonic resellers

1. If this is your first time signing in or you need to reset your password, please click [Request New Password](#).
2. Follow instructions on the next page on how to reset your password.

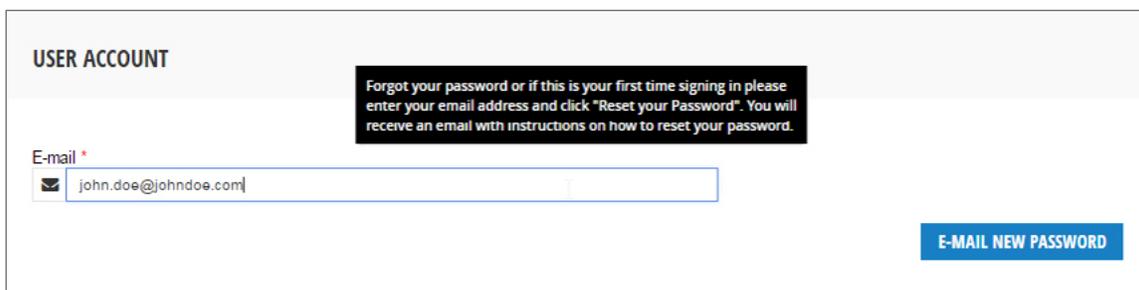
How do I reset my password?

1. Click [Request New Password](#). A confirmation link will be sent to your email address on file.

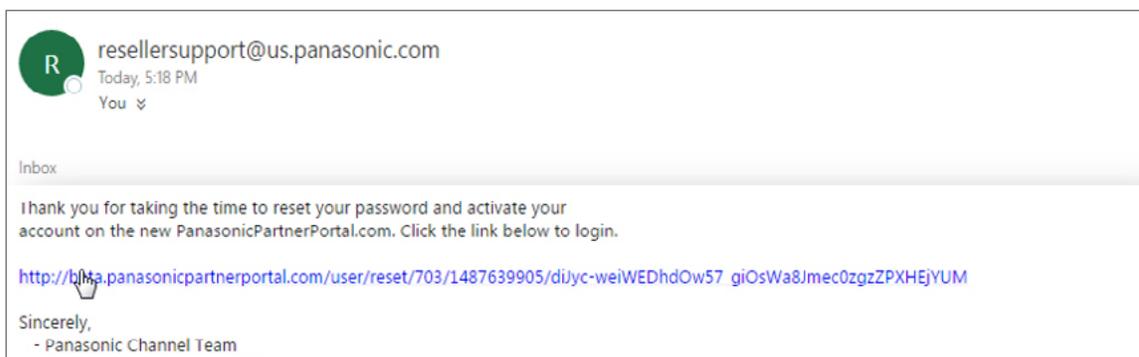


The screenshot shows a 'USER LOGIN' form with two input fields: 'E-mail or username *' and 'Password *'. Below these fields, the text 'Request new password' is highlighted with a red box. A mouse cursor is pointing at this text, and a tooltip below it says 'Request new password via e-mail.'. A blue 'LOG IN' button is also visible.

2. Check your inbox for the email and click the confirmation link where you will be taken to a one-time login page, click on LOG IN and you'll be directed to your profile where you can set your new password.
3. If, after 10 minutes, you can't find the email in your inbox, please check your spam/junk folder.
4. Alternatively, please make sure the email address: resellersupport@mkt-us.panasonic.com is trusted by your company SPAM filters.
5. If the Partner Portal does not recognize your new password, then clear browser's cache and try to login again. If you continue to have issues accessing the Partner Portal, then please contact Reseller Support at resellersupport@us.panasonic.com.



The screenshot shows the 'USER ACCOUNT' page. A black box contains the text: 'Forgot your password or if this is your first time signing in please enter your email address and click "Reset your Password". You will receive an email with instructions on how to reset your password.' Below this is an 'E-mail *' input field containing 'john.doe@ohndoe.com'. A blue 'E-MAIL NEW PASSWORD' button is highlighted.



MANAGE MY ACCOUNT

Who is responsible for managing my account?

The Management Contact is responsible for managing their company information, contact details and users.

NOTE: If you need to make changes to your company name please reach out to Reseller Support at resellersupport@us.panasonic.com.

How do I make changes to my profile?

1. Login to the [Partner Portal](#)
2. Click “My Account”
3. Click “My Profile”
4. Begin updating your company information.

RESELLER APPLICATION - USER DETAILS

Category Selection **2** User Information Product Information Complete

Login information

YOU * COMPANY * PEOPLE * SALES *

Did a Panasonic salesperson refer you to this application? Yes No N/A

BACK TO CATEGORY SELECTION **NEXT** **SAVE AND CONTINUE**

What access role can I assign my users?

You can either assign your users as an “Account User or Reseller Admin. Role descriptions are listed below.

- Account User: Can edit their own profile information only.
- Reseller Admin: Can add/block sub users and manage company information.

NOTE: All users can view access to the Panasonic Partner Portal based on the permissions inherited by the Management Contact.

How do I add users?

1. Login to the [Partner Portal](#)
2. Click "My Account"
3. Click "User Management"
4. Decide the user access level - Account User or Reseller Admin.
5. Click either "ADD RESELLER ACCOUNT USER" or "ADD RESELLER ACCOUNT ADMIN" button

USER MANAGEMENT DASHBOARD ⓘ						
ADD RESELLER ACCOUNT USER		ADD RESELLER ACCOUNT ADMIN				
TechID	First Name	Last Name	E mail	Roles	Active	Actions ⓘ
0004	Ashton	Morris	ashton.morris24@gmail.com	Reseller Account User	No	Unblock

6. Complete "Login information" listed below.
 - Email address
 - Title
 - First name
 - Last name
 - Phone number
7. Click Save

USER MANAGEMENT - ADD RESELLER USER	
Login information	
<input type="text" value="ashton.morris23@gmail.com"/>	ⓘ
USER DETAILS *	
<input type="text" value="Mr"/>	<input type="text" value="Ashton"/>
<input type="text" value="Morris"/>	<input type="text" value="2013926907"/>
<input type="button" value="SAVE"/>	

How do I block/unblock users?

1. Login to the [Partner Portal](#)
2. Click "My Account"
3. Click "User Management"
4. Click "Block" under Actions for the user you would like to block

Active	Actions	
Yes	Block	

5. To unblock a user, click "Unblock" under Actions for the user you would like to unblock

Active	Actions	
No	Unblock	

CHANNEL PROGRAMS

How do I locate the Panasonic Authorized Reseller Program guidelines?

The [Panasonic Authorized Reseller Program Guidelines](#) can be located under Information > Programs > About.



What additional information can be found on the About page?

[Download](#) the product authorization summaries, demo program guidelines and form and Advertising and Unilateral Minimum Advertised Pricing (UMAP) Policy.

How do I apply for additional product categories?

You can apply for additional product categories directly from your 'Application Dashboard'. Scroll down to the 'Other Categories for Selection' section. To see if you qualify to become an authorized reseller for a specific product group please go to Information > Programs > Product Authorization Opportunities. To view a sample application PDF, please click on the product group of your choice.

Where do I go to find deal registration information and POS Upload?

There are several locations to access deal registration and POS upload. Both channel programs can be located under the 'Information' tab under Programs. Additionally, we have created shortcuts on the homepage to easily access these programs. Simply click on "Shortcuts" from the menu bar to go directly to that section on the homepage.

How can I access the Channel Inventory Report?

The [Channel Inventory Report](#) is updated daily. To obtain the latest inventory report please go to Information > Programs > Inventory Report.

How do I participate in the Sales Rep and Reseller Incentives programs?

Sales Rep SPIFF Program

For select products, Panasonic offers SPIFF funds. These funds are for the authorized reseller sales representative and are earned by registering eligible sales. The SPIFF claiming website may vary by promotion. As such, reps are encouraged to read the SPIFF marketing bulletins to learn more about these valuable promotions. Please note the Panasonic SPIFF program is available for Unified Communications, Scanners, Visual Systems (Projectors and Professional Displays) and Broadcast, Cinema and Professional Video Systems. Click [here](#) to go to Panasonic SPIFF website.

Not registered? Register now

Forgot your password? [Reset password](#)

If you need assistance, please contact program headquarters at 888-468-4229 or hq@rwdscentral.com

Reseller Rebate Program

For select products, Panasonic offers a Reseller Rebate program. These funds are for the authorized reseller company and are earned by registering eligible sales. The claiming website may vary by promotion. As such, resellers are encouraged to read the marketing bulletins to learn more about these valuable promotions. Please note the Panasonic Rebate program is available for Broadcast, Cinema and Professional Video. Click [here](#) to go to Panasonic Reseller Rebate website.

Not registered? Register now

Forgot your password? [Reset password](#)

If you need assistance, please contact program headquarters at 866-233-6852 or hq@reseller-rebates.com

How do I qualify for Marketing Development Funds (MDF)?

Each product category within the Panasonic Authorized Reseller Program has a separate reseller program with a unique set of requirements and benefits. Click [here](#) to review Requirements and Benefits associated with the specific product category for which you are authorized, including Marketing Development Funds (MDF) if available. You can also contact your designated Panasonic Sales Representative.

RESOURCES

What if I can't find a resource I need on the portal?

All resources can be found under Product Range Overview and Resource Finder. From the main page, you can access product information by selecting the requested categories in "Product Range Overview". Additionally, you can locate resources by clicking "Show Latest Files" under the "Resource Finder" or simply click on a document type under General, Marketing, Product, Technical and Business Activity.

If you're having trouble locating a resource then please contact your Panasonic sales representative or [Reseller Support](#).

How do I order literature?

Panasonic Literature Fulfillment Center, GroupTrak provides complimentary literature for authorized product categories, free ground shipping, and real-time tracking information on orders. You can access the literature fulfillment center directly from the Partner Portal. Go to "Other Links" > Literature Portal. If you do not have access to the literature fulfillment center, then please reach out to Margot Craighead at margot.craighead@us.panasonic.com.

TRAINING

Where do I get product training?

All training information can be located under “Events” on the homepage. You can also contact your distributor or Panasonic sales representative for more information.

Do you have any Partner Portal training resources available on the site?

All in-depth training materials can be found on the homepage. Click “Training” from the menu bar to go to that section. You will find our “New Panasonic Partner Portal - Recorded Training Video”. Note the video password is panasonicportal. In addition, we have a [STEP BY STEP GUIDE ON HOW TO USE THE NEW PARTNER PORTAL](#).

SERVICE AND SUPPORT

Who do I contact if I believe my product group authorizations are incorrect?

Please contact your Panasonic sales representative or Reseller Support at ResellerSupport@us.panasonic.com or use the [Help](#) feature which can be found on the top and bottom navigation of the Panasonic Partner Portal home page.

How do I locate my Panasonic sales representative?

The territory maps have updated contact information for your Panasonic sales representative. Please go to Resource Finder > General > Territory Maps. Note: You will have access to all territory maps for each product group for which you are authorized. If you need contact information for sales representatives for other product groups, please contact Reseller Support at ResellerSupport@us.panasonic.com for assistance.

How do I know which distributors to purchase product from?

You can access the latest distributor contacts list from our Where to Buy section. There are 2 ways to access this information. You can either go to “Information > Service & Support > Where to Buy or Click [Where to Buy](#) under Other Links on the top navigation bar.

How can I contact Reseller Support?

We’re here to support you and your users with any question you may have, use one of the below methods to reach us:

Submit Form: Go to the [Help page](#) on your new partner portal and simply fill out the form and one of our representatives will be in touch shortly.

Give us a call: You can reach the panasonic reseller support at: +1-877-826-6538.

Send us an email: Have questions? Send us an email at ResellerSupport@us.panasonic.com.

Not certain who to contact? Please click the [Contact Us](#) link for more information.

Service Health

All users can access real-time website Service Health updates, downtime notices and status messages on our [Service health webpage](#).