



Reseller Management Tool

Quick Start Guide

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1. How to become a XOIP Reseller

It is easy to become a XOIP Reseller and only takes a couple of minutes! You can even sign yourself up on our website:

www.xoip.com/nl/xoip-business/xoip-reseller (Dutch)

www.xoip.com/en/xoip-business/xoip-reseller (English)

To sign up, fill in the form:

Becoming a XOIP Reseller


If you are interested in becoming a reseller, fill in the form below:

Reseller Name:

Reseller Code:

Admin Email Address:

SIGN UP!



Your '**Reseller Code**' may consist of 3-4 letters and/or numbers. You will need it when you sign up users via your website, to link them to your reseller account.

The '**Admin Email Address**' can not be same as the login address for your existing XOIP user account. It will be used to log into your Reseller Management Tool and to receive messages from XOIP.

Click 'SIGN UP!' to create your **prepaid reseller account**. Your password and further information will be sent to you by email.

If you wish to upgrade your reseller account to COD (Cash on Demand) or post-paid status at a later point - and have sufficient traffic - please contact us at info@xoip.com.



2. Log-in and overview

To log into your reseller account, go to www.xoip.com and use the login-form on the top right, that is also used to enter XOIP user accounts:

A screenshot of the login form on the XOIP website. It features a language selector on the left with "English / Nederlands" and "Nederlands" options. To the right is a "Emailadres" input field, a password field with masked characters, and a green "LOG IN" button.

Enter your 'Admin Email Address' and your password, and you will directly be taken to your **Reseller Management Tool**:



When logged into your Reseller Management Tool, you will see your 'Reseller Name' in big letters on top and have the following tabs available to navigate:

- **Admin** (Gebruikers)
- **Settings** (Instellingen)
- **Reports** (Rapporten).

Only COD Resellers will have an additional 'Payments' (Betalingen) tab.

3. Admin (Gebruikers)

On the 'admin' ('gebruikers') tab, you can:

- sign up clients and
- edit your clients' user account settings.



Sign up clients:

To add a client to your reseller account, simply fill in his/her **name** and **email address** - plus a **reference**, if you like.

voeg account toe

name email address

externe referentie:

kies nummer

basic plus lokaal geen

enkel nummer blok - 5 blok - 10

Spraaak en fax Alleen fax naar Skype

VOEG ACCOUNT TOE

At the same time, you can already add numbers to the new account. If you do not wish to add a number, please choose '**none**' ('**geen**'). If you want to add a number but do not wish to choose one from a list of possible numbers, please un-check the '**choose number**' ('**kies nummer**') box.

Edit your clients' settings:

Further down on the same page, you will find an overview of the clients linked to your reseller account:

mailadres	naam	e-mail		nummers	instellingen	verwijder
		credits	naar fax			
client-1@gmail.com	Client-1	0	Y	1	wijzig	x
client-2@gmail.com	client-2	0	Y	1	wijzig	x
client-3@gmail.com	client-3	0	Y	5	wijzig	x
client-4@gmail.com	client-4	0	Y	1	wijzig	x
xoiphelppdesk+XYZ@gmail.com	Reseller XYZ	0	Y	0	admin	x

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Click on '**edit**' ('**wijzig**') to view the user account of one of your clients. You can then change profile settings and add numbers or subscriptions to that account.



The screenshot shows the XOIP Reseller Management Tool interface. At the top, there is a navigation bar with the XOIP logo, language options (English / Nederlands), and account information (xoip account, client-2@gmail.com, and a circled 'UITLOGGEN' button). Below the navigation bar, there are tabs for 'wat biedt xoip?', 'pakketten', 'support', 'b2b', and 'mijn xoip'. The main content area displays the user's name 'Reseller XYZ' and the client name 'client-2@gmail.com', both circled in red. Below this, there are tabs for 'gebruikers', 'profiel', 'nummers', 'berichten', 'fax versturen', and 'rekening'. The 'gebruikers' tab is selected. The main content area shows a section for 'persoonlijke gegevens' (personal data) with various input fields for contact information, including 'externe referentie', 'Contact Persoon', 'Adres', 'Postcode, Woonplaats', 'Land', 'Telefoonnummer', 'Werknummer', 'Mobiele nummer', and 'Taal'. There are also sections for 'credits' (with a 'credits kopen' button), 'activiteiten' (with a circled '- uitloggen' button), and 'xoip nummers' (with options like '+ porteer uw nummer', '+ gratis nummer toevoegen', '+ lokaal nummer toevoegen', and '+ nummerreeks kopen').

In the example above, 'Reseller XYZ' is now logged into the account of 'client-2' and can make changes to his account.

- To **log out of the client's account** and go back to the Reseller Management Tool main page, use the '- log out' ('- uitloggen') link under 'actions' ('activiteiten') on the right hand side.
- To **switch to another client**, log out of the current client's account and choose another client from the list on your 'admin' ('gebruikers') tab.
- The 'logout' ('uitloggen') button on the top right of the page will **log you out of the Reseller Management Tool**.



4. Settings (Instellingen)

On the Settings tab, you can control which messages from the XOIP system go to the user, to you as reseller or to a different email address.

sjabloon	email	verzend naar	beschrijving
Administrative Messages	<input type="checkbox"/>	user	<input type="button" value="Update"/>
unsub_email	Y	reseller	Unsubscribe from XOIP
unsub_email	Y	reseller	XOIP abonnement annuleren

The system emails are sorted in the following categories, and you can decide which type of notifications needs to go where:

- **Administrative Messages**
(password reset, unsubscribed from system, number added etc.)
- **Inbound Messages**
(fax/voicemail/memo received notifications)
- **Number Porting**
(number porting documents successfully uploaded)
- **Order Messages**
(messages regarding orders: orders refer to local numbers in 'smaller' area codes that have to be ordered individually for the user)
- **Outbound Messages**
(fax queued/delivered/failed notifications)



- **Reminder Messages**
(reminders about numbers that have long not been used, promotions on new products, etc.)
- **Subscription Messages**
(notifications about subscriptions: paid services like local numbers, number ranges, etc.)

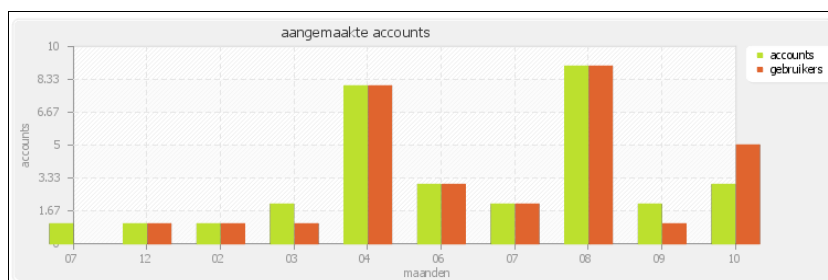
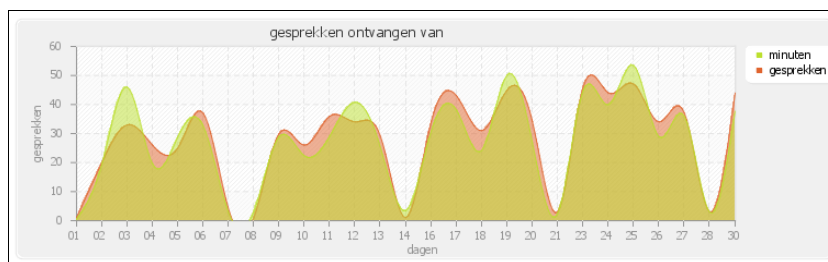
5. Reports (Rapporten)

Now for the best part. With our 'reports' ('rapporten') feature you always stay on top of your reseller account. Track your clients' activity and sort your reports by monthly activity, user account development and fax usage.

reseller rapporten

<p>maandelijks ..All Months</p> <p>laatste 3 maanden ..oktober 2010 ..september 2010 ..augustus 2010</p> <p>kies maand: oktober 2010 <input type="button" value="LADEN"/></p>	<p>andere rapporten Accounts report Fax out report</p>	<p>nota overzicht: sept_2010-08-01</p> <p>kies maand: sept_2010-08-01 <input type="button" value="LADEN"/></p>
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Tables of relevant data put into graphs help you getting the full picture at a glance.





6. Sign up clients via your website

There are two ways to sign up clients via your website.

The easiest way is to place a **link to the XOIP homepage**. Users who sign up for XOIP from our site during this session will then automatically be added to your reseller account:

`www.xoip.com?mode=xyz`

Just replace **xyz** with your reseller code.

You may use one of these buttons from our website to link to XOIP, if you like:

GRATIS AANMELDEN!

SIGN UP FREE!

The second approach is to **directly sign up users to XOIP via a HTTP post** from your site. This creates an account which is linked to your reseller code:

```
<form method='post' action='http://www.xoip.com/myxoip/pages/signup_register.inc.php' name='signupFull'>
<input type='hidden' name='action' value='register' />
<input type='hidden' name='step' value='createAccount' />
<input type='hidden' name='firstEntry' value='1' />
<input type='hidden' name='reseller' value='xyz'>
<input type='text' name='name'><br>
<input type='text' name='verifymail' ><br>
<input type='checkbox' name='tac' value='Y' checked > I accept the <a target=_blank
href='http://www.xoip.com/en/terms-and-conditions'>XOIP terms and conditions</a><br>
<input type='submit' value='submit' />
</form>
```

Again, just replace **xyz** with your reseller code.

We are also happy to discuss custom arrangements on a case-by-case basis.



7. Types of Reseller Accounts

XOIP can offers three different types of reseller accounts. Typically you sign yourself up for a **prepaid account** in the beginning. Upgrades can be discussed based on your specific needs and revenue generated.

Pre-Paid:

Our prepaid solution makes becoming a XOIP Reseller child's play. You just send users our way to sign up for a XOIP account, or can sign them up manually. They use all possibilities of XOIP and pay us directly for the services used. You can sit back and watch your commissions coming in.

COD (Cash on Demand):

You want to take more control and bill your clients directly? Then our COD solution might be right for you. Your clients can use all XOIP features, add number subscriptions, send faxes, forward calls etc. without noticing any payment related information from our side.

You need to upload a sufficient amount of credits to your reseller account for your clients to use. COD Resellers are provided with a 'payments' tab in the Management Tool where you can make payments for subscriptions ordered by your clients. You can also buy credits on this page.

Post-Paid:

The post-paid solution is suitable for high-volume resellers who wish to offer the XOIP features as a part of their own service - including providing own helpdesk support. Post-Paid Resellers are billed monthly for the services used by their clients.