



***RESELLER RESOURCES
and FAQs***

TABLE OF CONTENTS

ABOUT CAMNETICS.....	3
PROGRAM INFORMATION	3
PROGRAM BENEFITS	3
Benefits Summary & Description	3
Accessing Benefits.....	4
Reseller Discount	4
Demo Licenses	4
Prospect Referral	4
Web Listing.....	4
YouTube Featured Channel Listing	4
Social Media Promotion.....	4
Custom Formatted Price List.....	4
RESOURCES AVAILABLE.....	5
Resource Summary & Description	5
For Reseller Use Only – available via email	5
For Resellers & End Users – available via email.....	5
For Resellers & End Users – available on www.camnetics.com	5
PROGRAM FAQs.....	6
General Partnership Questions.....	6
Sales Questions	6
Shipping Questions	8
Technical Support & Training Questions.....	9

ABOUT CAMNETICS

Camnetics, Inc. is dedicated to improving the way automation components are designed. We offer three easy to use tools for creating solid models of drive components: GearTrax (both standard and PRO versions), GearTeq and CamTrax64. All of our software can be run with SOLIDWORKS, Solid Edge or Autodesk Inventor or standalone.

Camnetics, Inc. is a SOLIDWORKS Solution Partner, an Autodesk Authorized Developer and a SIEMENS Solution Partner.

Camnetics, Inc. | 926 Autumn Woods Lane | Oregon, WI 53575-3226
support@camnetics.com | <http://www.camnetics.com> | Phone: 608-835-2378
 For software tips and news, like us on [Facebook](#) or follow us on [LinkedIn](#).

PROGRAM INFORMATION

We allow any authorized SOLIDWORKS, Inventor or Solid Edge reseller in good standing to resell our products. We do not require resellers to sign a contract.

PROGRAM BENEFITS

Benefits Summary & Description

Benefit	Description	Standard Reseller	Preferred Reseller
Reseller Discount	Reseller discount	30%	40%
Demo Licenses	Permanent demo licenses available to resellers for demonstration, technical support and training purposes	X	x
Prospect Referral	Contacts looking for a Camnetics/CAD reseller in your area will be referred to you.	x	x
Web Listing	Listing on our Reseller page on www.camnetics.com – includes reseller company logo, description, contact information and a link to reseller site	x	Featured Listing
YouTube Featured Channel Listing	Reseller company YouTube channel featured on our You Tube Channel page: https://www.youtube.com/user/CamneticsInc	x	Top Listings
Social Media Promotion	Relevant reseller news and social media posts will be promoted on Camnetics social media pages	x	x
Custom Formatted Price List	Our reseller price list custom formatted for easy import into your CRM, etc. system		x

Accessing Benefits

Reseller Discount

We allow any authorized SOLIDWORKS, Inventor or Solid Edge reseller in good standing to resell our products. We do not require resellers to sign a reseller contract. To receive a Reseller or Preferred Reseller Price list, please email support@camnetics.com.

Demo Licenses

To receive a demo license, please email us at support@camnetics.com. All software is available for download at <http://camnetics.com/>.

Prospect Referral

We refer prospects looking to purchase our software through a CAD reseller to any Camnetics resellers in their area who have placed orders with Camnetics within the past few years.

Web Listing

To list your company on our website's Reseller page (<http://camnetics.com/resellers.htm>), email the following to support@camnetics.com:

- Company name, address and phone number
- Company email address and website
- Company logo
- Short description of your products and/or services and the areas you serve (we reserve the right to edit your description for length)

YouTube Featured Channel Listing

To have your company's YouTube channel listed on the Camnetics YouTube channel Featured Channel list, please email your YouTube channel URL to support@camnetics.com.

Social Media Promotion

To have relevant company news and social media posts promoted on Camnetics' social media pages, please do one or more of the following:

- Email your company's social media page URLs to support@camnetics.com
- Follow us on Facebook (<https://www.facebook.com/camnetics>) and/or LinkedIn (<https://www.linkedin.com/company/camnetics-inc.>).
- Tag us (@Camnetics) in your Facebook posts.
- Add support@camnetics.com to your company's e-newsletter list.

Custom Formatted Price List

To receive a Preferred Reseller Price list formatted to your specifications for easy import into your CRM, etc. system, please contact support@camnetics.com with your specifications. Providing a sample of the necessary format will be helpful. File types provided include CSV and Excel. Other file types may be available upon request.

RESOURCES AVAILABLE

Resource Summary & Description

For Reseller Use Only – available via email

Resource	Description
Reseller Price List	Price list including both Reseller & End User pricing
Preferred Reseller Price List	Price list including both Preferred Reseller and End User pricing
Custom Formatted Preferred Reseller Price List	Price list including both Preferred Reseller & End User pricing, custom formatted for easy import into your CRM, etc. system
Reseller PowerPoint Presentation	PowerPoint presentation including software overview, reseller resource information, purchasing information and information on obtaining technical support (<i>a great resource for sharing with your sales team</i>)

For Resellers & End Users – available via email

Resource	Description
End User Price List	Price list including End User pricing only
Software Data Sheets	Software specific data sheets for GearTrax, GearTeq and CamTrax64
Gear Software Features PDF	Detailed comparison of our gear software features (GearTrax, GearTraxPRO and GearTeq)
CamTrax Software Features PDF	Detailed list of our cam software features (CamTrax64)
Network Options PDF	Detailed description of our network license options
SNL Facility License Option PDF	Detailed description of our SNL Facility License (network license option)
SNL Global License Option PDF	Detailed description of our SNL Global License (network license option)

For Resellers & End Users – available on www.camnetics.com

Resource	Description
Software Information	Detailed information on GearTrax, GearTeq and CamTrax64. Includes overviews, features lists, screenshots, end user pricing and more.
Software Downloads	Trial, demo and full software downloads for all our software
Media Page	Software demo & instructional videos
Software Data Sheets	Software specific data sheets for GearTrax, GearTeq and CamTrax64
Gear Software Features PDF	Detailed comparison of our gear software features (GearTrax, GearTraxPRO and GearTeq)
CamTrax Software Features PDF	<i>Detailed list of our cam software features (CamTrax64) (coming soon)</i>
FAQ Pages	General and software specific FAQ pages

PROGRAM FAQs

General Partnership Questions

Where should I direct my request, issue, or question?

Email Address: support@camnetics.com

Phone: (608) 835-2378

Sales & Marketing Contact: Hannah Disch

Technical Information & Support Contact: Greg Hottman

How do I update my company's information on the Camnetics, Inc. website?

Email support@camnetics.com with the updated information.

Our company was acquired by another company. What do we need to do now?

Email support@camnetics.com with the updated information.

How do I apply for Preferred Reseller Status?

In order to qualify for the Preferred Reseller Discount, resellers will need to demonstrate that they are actively promoting our software. To apply please send some type of documentation that demonstrates your active promotion of Camnetics, Inc. software to support@camnetics.com using the subject line "Preferred Reseller Inquiry" or give us a call at (608)835-2378 to discuss.

Ideas for acceptable forms of documentation include a link to a page on your website that promotes our software, email communication with potential end users showing your promotion of our software, etc.

How will I be updated on software news, pricing changes, new discounts etc.?

This information will be provided to resellers via email. You can also follow us on Facebook (<https://www.facebook.com/camnetics>) and LinkedIn (<https://www.linkedin.com/company/camnetics-inc.>)

Sales Questions

My customer requested a demo of your software. Can you assist?

We're happy to assist with web-based software demos. Contact support@camnetics.com to schedule.

Do you offer free trials of your software?

Yes, we offer free ten day trials of all of our software. Prospects can download the software from our website and a ten day trial code will be provided via email. If the prospect downloads using a company email (rather than a Gmail, etc. account), the ten day trial code may be provided automatically. Otherwise there may be a delay between the request and the email response.

My customer is interested in GearTraxPRO, but I don't see it listed on your website or on your software downloads page.

GearTraxPRO is the same software as GearTrax, with the additional PRO features activated. A comparison of our gear software features can be found on our website at <http://camnetics.com/documents/gearsoftwarefeatures.pdf>.

Prospects interested in a 10-day trial of GearTraxPRO should download GearTrax. During the download process, they will be able to indicate that they would like to trial GearTraxPRO, and the supplied 10-day code will enable them to do so. End users who have purchased a GearTraxPRO license should also download GearTrax. They will receive a registration file which will activate the PRO features.

Can you explain the Company Site License, SNL Facility License and/or SNL Global License?

Please contact support@camnetics.com and request our Network Options PDF.

Can you provide me with a formal or informal quotation?

Yes. Please send your request to support@camnetics.com. For new orders, please indicate which software you're interested in, if you would like us to include support and maintenance and if you would like us to quote a single seat, multiple seats or a network license. If you would like a quote for a network license, please indicate which type. For support and maintenance renewals and upgrades, please include end user information.

Is the first year of support and maintenance included in your software prices?

Not for individual software seat prices. Support and maintenance fees for individual software seats can be found following the basic software pricing, listed in parentheses. The first year's support and maintenance fees are included in Company Site License (CSL) and SOLIDWORKS Network Package pricing.

Do your prices include tax?

No. We do not charge sales tax for reseller orders. Our prices do not include any VAT (Value Added Tax) or any other taxes that may be added by the destination country. Those taxes are the responsibility of the reseller.

Do you offer volume discounts?

Yes, please see our price lists for quantities of 1-2. For higher quantities please contact us directly.

Do you offer discounted pricing for students and educational institutions?

Yes, single seat educational prices, as well as educational network package pricing is included on our price list. To qualify for educational pricing, end users must have either a valid educational SOLIDWORKS license (for SOLIDWORKS users) or proof that they're affiliated with an educational institution (for Autodesk, Solid Edge and standalone users) and must supply the email address provided by their educational institution.

Do you offer any other discounts?

Yes, we offer a 10% discount for 3 year support and maintenance renewals.

We also often offer other limited time discounts. These discounts will be shared with resellers via email, included in renewal notices, listed on our website and shared via social media.

How do I place an order?

Purchase orders can be emailed to support@camnetics.com (PDF preferred). Please include complete end user information (company name, email address, shipping address and the first 16 digits of their SOLIDWORKS serial number, if applicable).

What are your payment terms?

We offer Net 30 terms for US-based orders. Advance payment is required for international orders.

Which payment methods do you accept?

Payment may be made via check (from US-based banks only), credit card or bank transfer/international wire funds transfer.

An online payment link will be emailed for credit card payments and US-based bank transfers. Wire transfer information will be provided upon request. If you choose to pay via wire transfer, a \$25 wire transfer fee will be applied to invoices under \$500.

Can an end user with a SOLIDWORKS Network License order a single seat of your software?

Yes, our software will create a serial number for the computer on which it is installed and will be registered to that serial number.

The end user's support and maintenance expired. What will the price be for them to renew their support and maintenance and upgrade to the latest version of the software?

Our Policy: If the support and maintenance package is purchased at a later date or allowed to expire, the charge to renew will be retroactive from the original purchase date or when the support and maintenance last expired plus one year forward. The maximum charge is equal to 3 years of support and maintenance. For upgrade purposes, support and maintenance can be purchased within 5 years of when the software was purchased or from when the support and maintenance last expired.

Feel free to contact us for pricing or a quote prior to placing your order.

Can an end user upgrade from one gear software option to another?

Yes, see the Upgrade Pricing section of our price list for pricing.

Can an end user upgrade from a single seat to a Company Site License or network license?

Yes, see the Upgrade Pricing section of our price list for network license pricing. Contact us regarding pricing to upgrade the affiliated support and maintenance.

Can an end user upgrade from one type of network license to another?

Yes, see the Upgrade Pricing section of our price list for pricing. Contact us regarding pricing to upgrade the affiliated support and maintenance.

Shipping Questions

Will software be provided via download or CD?

Software download links will be included with all orders. Software CDs will be shipped for all new orders (except for single seat educational orders). CDs will also be shipped for support and maintenance renewal orders when the end user is located in the United States. If the end user prefers not to receive a CD, please indicate this when you place the order.

Do you ship software manuals?

We no longer ship software manuals. Manuals for all software are available via PDF in the Help menu of the software.

Do you charge for shipping?

We provide free shipping via United States Postal Service, Domestic Priority Mail or First-Class International Mail for most orders. Delivery is not guaranteed for free shipping via USPS International First Class. The international guaranteed delivery fee is \$50.

Technical Support & Training Questions**I'm having problems with my demo license or have technical questions. What should I do?**

Please contact us at support@camnetics.com.

A prospect or end user has technical questions or needs technical support. What should I do?

Please forward all technical questions and technical support requests to us or have the end user contact us directly at support@camnetics.com.

Why did you send a .bmp image file when I (or the end user) requested a registration file?

Our software uses "Cryptographic Registration". Information about the purchased license is embedded in the .bmp file. Do not open and save the registration file. Do not rename the file. Opening and saving or renaming the registration file might corrupt that information. If registration instructions weren't provided with the file, please contact support@camnetics.com to request them.

Do you provide training?

No, we strive to create software that is easy and intuitive to use. Manuals for all of our software are available via PDF in the Help menu of the software. Software demo and instructional videos can be found on our website's [Media Page](#) and on our [YouTube channel page](#). We're happy to answer specific questions via phone (608-835-2378) or email (support@camnetics.com).

Thank you for your work as a Camnetics, Inc. reseller! We value our partnership.