



Humavera Partner Program Guide

Affiliate · Channel · Solutions · Technology

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Contents

Contents	2
1. Welcome.....	3
2. Our promises to partners.....	3
3. Partner types	3
4. Territory and countries.....	4
5. Tiers and how to climb.....	4
5.1 Tier review and demotion.....	5
5.2 Founding fast-track (until 31 December 2026).....	5
6. Commission (Affiliate, Channel and Solutions Partners).....	5
6.1 One model per partner	5
6.2 What commission is calculated on	5
6.3 First 12 months, upsell and expansion	5
6.4 Churn, downgrade and refunds	6
7. Solutions Partners: co-selling versus delivery help	6
8. Technology Partners	6
9. Deal Registration	7
9.1 How to register.....	7
9.2 Approval and protection	7
9.3 Disputes	7
10. Payment	7
11. Marketing Development Funds (MDF)	8
12. Partner-brings-partner bonus	8
13. Certification and enablement.....	9
14. Service standards you can hold us to.....	9
15. Exclusivity and country focus	10
16. Brand, conduct and compliance	10
17. Contacts and changes.....	10

1. Welcome

Humavera is the AI Workforce Operating System for mid-market organisations of 200 to 3,000 employees. It brings hiring, onboarding, skills, learning, performance, multi-country payroll, workflows and analytics into one platform, run by Vera, its AI layer. This Guide describes how partners work with us, what they earn, how they climb, and the standards we hold ourselves to. It forms part of every Partner Agreement. Capitalised terms not defined here have the meaning given in the Partner Agreement.

Where this Guide and a Partner Agreement conflict, the Agreement prevails. We may update this Guide on 30 days' written notice, updates never reduce commission already earned on deals registered before the change.

2. Our promises to partners

- **Easy in, clearly up.** Joining takes minutes. Better rewards are earned by results, and the criteria are published here in advance.
- **Predictable.** Every response time, payment date and rule is written down and kept.
- **We sell together, for free.** Our sales team joins any partner opportunity for discovery, demo, proposal, security review and negotiation, at no cost.
- **Non-exclusive, and honest about it.** No partner is granted exclusivity by default, a partner who brings a committed plan can discuss time-limited country focus with us.
- **Recognition is part of the reward.** Directory listing, badges, case studies, awards and roadmap access.
- **Partners recruit partners.** A published partner-brings-partner bonus.
- **One rulebook everywhere.** The same program applies worldwide. In some regions an authorised regional program manager operates it locally under a short regional supplement.

3. Partner types

Type	Who	What you do	How you earn	To join
Affiliate Partner	Advisors, influencers, brokers, communities, HR freelancers, accountants	Introduce clients through your referral link or by registering a deal, our team runs the demo and closes	Referral commission (Section 6). No quota, no obligation	Sign up online and accept the Partner Agreement
Channel Partner	Proven Affiliates, HR/IT resellers, consultancies with a sales team	Run the sales cycle in your countries, look after your clients day to day, register and work deals actively	Channel commission and tier uplifts, MDF, listing, co-marketing	Upgrade from Affiliate after your first closed deal, or apply directly with a business plan. One Certified Channel seller within 90 days
Solutions Partner	HR consultancies, system integrators, payroll bureaus	Implement, configure, migrate, train and advise on AI adoption	100% of your services fees at Level 1 (Section 7)	Solutions Agreement, structured

Type	Who	What you do	How you earn	To join
			plus Channel-level commission on subscriptions you bring	onboarding, two Certified Implementation consultants within 6 months
Technology Partner	Software vendors whose product touches the workforce stack	Integrate through the API, webhooks and SDK, List in the Integrations Hub, co-market	Distribution, badge, co-marketing, optional 10% one-time referral commission when you introduce a client	Technology Partner Agreement, sandbox tenant, certified integration for listing

A company may hold more than one partner type. Affiliate is the on-ramp, the ladder is Affiliate → Channel Partner → Gold → Platinum. Solutions and Technology Partners have their own Silver, Gold and Platinum tiers.

4. Territory and countries

The program is worldwide, excluding countries subject to comprehensive sanctions or to Humavera sales restrictions. Channel and Solutions Partners are approved for named **Registered Countries** stated in their Agreement and register deals in those countries, deals elsewhere require our prior written approval. Affiliate and Technology Partners are not country-restricted.

5. Tiers and how to climb

Tier is reviewed at the end of each calendar quarter on the trailing 12 months. The measure is **Active Paid Seats**: employees under an active, paid Humavera subscription that you originated (Affiliate/Channel), implemented (Solutions), or, for Technology Partners, the number of tenants using your integration. Free-tier employees do not count.

Tier	Channel / Solutions criteria	Technology criteria	What unlocks
Registered	Signed Agreement	Signed Agreement and sandbox	Welcome kit within 24 hours, referral link, deal registration, partner portal, base commission, free onboarding and certification
Silver	500 Active Paid Seats and 1 certified person (Solutions: plus 1 delivered project)	1 certified integration listed in the Integrations Hub	Public directory listing, Silver badge, quarterly business review, MDF from your second program year (2%)
Gold	2,000 Active Paid Seats, 2 certified people, 1 public reference	Integration used by 10+ tenants and 1 joint case study	+2.5 points on all commission rates, MDF 3%, priority support queue, joint marketing plan, Partner Advisory Council seat, eligible to discuss country focus

Tier	Channel / Solutions criteria	Technology criteria	What unlocks
Platinum	5,000 Active Paid Seats, 3 certified people, 2 public references, client satisfaction 4/5 or above	Integration used by 50+ tenants or featured, 2 case studies	+5 points on all commission rates, MDF 4%, named partner manager, roadmap and beta access, home-page and newsletter features, speaking slots, Partner Awards eligibility

5.1 Tier review and demotion

A partner that falls below its tier criteria for two consecutive quarters moves down one tier from the following quarter. Demotion affects new deals only, deals already closed keep the rate that applied when they closed.

5.2 Founding fast-track (valid until December 31st, 2026)

Any partner that closes its first deal before December 31st, 2026 is promoted straight to Silver, its first-year seat expectations are waived, and it carries a permanent "Founding Partner" mark in the directory.

6. Commission (Affiliate, Channel and Solutions Partners)

6.1 One model per partner

At signing you choose **one** commission model. It applies to every deal you bring and cannot be changed or mixed.

Model	Affiliate	Channel / Solutions	Gold	Platinum
A · One-time: a single payment equal to a percentage of the client's first 12 months of subscription, on collected funds	30%	35%	+2.5 pts	+5 pts
B · Recurring: year-1 rate / year-2-onwards rate, for as long as the client stays and you remain active	15% / 7.5%	20% / 10%	+2.5 pts on both	+5 pts on both

6.2 What commission is calculated on

Commissionable Revenue means subscription fees actually received by BPilot in cleared funds from a client under a Registered Deal, net of taxes, refunds, credits, chargebacks, payment-processor fees and any approved discount. It excludes services fees, AI credit top-up packs, training, third-party charges, and revenue from any client not covered by a valid Deal Registration. Free-tier usage earns nothing, commission starts when the client pays.

6.3 First 12 months, upsell and expansion

- The first 12 months run from the client's first paid subscription start date. Seat additions and plan upgrades within that period count.
- Under Model A, expansions after month 12 do not generate further commission.
- Under Model B, expansions after month 12 are commissioned at the year-2-onwards rate.

- Under Model B, commission continues while (i) the client remains a paying subscriber, (ii) you remain in the program in good standing, and (iii) you have registered at least one new qualified deal in the preceding 12 months. If (iii) is not met, recurring commission is paused until you register a new deal.

6.4 Churn, downgrade and refunds

If a client cancels, downgrades to Free or receives a refund or credit within 180 days of a payment on which commission was paid, the corresponding commission is reversed and set off against your next statement.

7. Solutions Partners: co-selling versus delivery help

Co-selling is always free. Ask for a sales engineer on any registered opportunity and we join discovery, demos, proposals, security questionnaires and negotiation at no charge.

Delivery help is separate. After the client signs and you are implementing, help beyond standard product support is chargeable unless agreed in advance. You elect the level in writing before the project starts, a project with no election is Level 1 and any assistance requested is billed at the published day rate.

Level	Meaning	Outcome
1 · Self-sufficient	Your certified team delivers alone, we provide standard product support only (documentation, support desk, product fixes)	You keep 100% of your services fees
2 · Assisted	You book our consultants for payroll and statutory set-up, integrations, migration review or escalated configuration	Your choice, fixed at election: USD 600 per consultant day (minimum half day), or 25% of your services fee for that project
3 · Humavera-led	We deliver the implementation, you sourced the client	You receive your subscription commission plus a finder's fee of 10% of our services fee for that project

Founding delivery allowance (until 31 December 2026): each new Solutions Partner receives up to 3 free consultant days on each of its first 2 projects.

You are responsible for the quality of your implementations. We may audit implementations and require remediation of configuration that does not meet Humavera implementation standards.

8. Technology Partners

- **Integrations Hub listing** with your logo, description, screenshots and a link to your site, shown to every Humavera tenant where they configure their stack.
- **"Works with Humavera – Certified" badge** for your website and materials, in exchange for a reciprocal listing and link on your integrations page.
- **Free sandbox tenant**, API keys and engineer-to-engineer support.
- **Launch package:** joint blog post, joint webinar, co-branded one-pager, and a mention in the monthly customer newsletter and on LinkedIn.

- **Featured placement** for best-fit integrations at the top of the Hub and on the home page.
- **Early access** to new API events, endpoints and the SDK program (from September 2026), and a voice on the API roadmap through the Partner Advisory Council.
- **Optional referral income:** 10% one-time on the first 12 months of subscription when you introduce a client that buys, subject to Deal Registration.

9. Deal Registration

9.1 How to register

Register each opportunity through the partner portal before making any commercial proposal, with: legal name of the client, country, estimated headcount, named decision-maker with business email, target plan, expected close date, and your role in the opportunity. Incomplete registrations are rejected.

9.2 Approval and protection

- We approve or decline within **2 business days**.
- An approved registration protects the opportunity for you for **90 days**, extendable once by 90 days on evidence of active engagement.
- First complete, approved registration wins. If two partners register the same client, the earlier approved registration prevails.
- Our own sales team honours approved registrations. If the client approaches us directly during a valid registration, your commission is unaffected.
- A registration is declined if the client is already a Humavera customer or in active discussion with us or another partner, is outside your Registered Countries, or is subject to sanctions or sales restrictions.

9.3 Disputes

Attribution disputes are reviewed by the partner team with both partners heard, our decision is final.

10. Payment

- **Cash basis.** Commission is earned only when BPilot has received cleared, non-refundable funds.
- **Card payments** count as received after the 120-day dispute window.
- **Statement.** By the 20th day after each calendar quarter we issue a Commission Statement listing every Registered Deal, amounts collected, commission earned and any reversals. You then issue a tax invoice for the statement amount.
- **Payment term.** Net 60 days from the later of receipt of your correct invoice and receipt of the client's cleared funds, provided no refund or dispute is pending.
- **Currency and method.** USD by bank transfer to an account in your company's name in your country of registration.
- **Minimum payout** USD 500, Smaller balances roll into the next quarter.

- **Charges and taxes.** You bear your own bank charges and taxes. Where the payer must withhold tax by law it will do so and provide a certificate, the withheld amount counts as paid.
- **No payment during breach,** and reversed or disputed amounts may be set off against future payments.
- Partners never invoice or collect subscription money from clients.

11. Marketing Development Funds (MDF)

MDF is a co-investment earned by results. In your first program year, our marketing contribution is in kind: enablement, directory listing, the co-marketing kit and joint webinars. From your second program year, MDF accrues as a reimbursement credit:

Tier	MDF accrual	Rules
Registered	None	—
Silver	2% of prior-quarter Commissionable Revenue	From your second program year
Gold	3%	From the quarter after reaching Gold
Platinum	4%	From the quarter after reaching Platinum

- Every activity is pre-approved in writing with a plan, budget and expected outcome. Eligible: local events and roundtables, digital campaigns to HR and finance leaders, localised content, webinars, association sponsorships. Ineligible: salaries, travel, office costs, general brand advertising of the partner, gifts or hospitality to client employees.
- MDF reimburses up to 50% of an approved activity - Proof of spend within 60 days - unused MDF expires at the end of the following quarter - no cash advances - suspended during breach and forfeited on termination.

12. Partner-brings-partner bonus

Any partner in good standing that introduces a new partner of any type earns a bonus once the new partner produces business. You pick one option when you register the introduction:

Option	What is paid	Conditions
A · 10% share	10% of the new partner's commission earnings for their first 12 months	Paid only on commission actually paid to the new partner, stops if either partner leaves the program or is in breach
B · Flat USD 500	USD 500 once	Paid when the new partner's closed deals reach USD 5,000 of first-12-month subscription value within 12 months of joining, if the threshold is not reached the bonus lapses

One bonus per introduced partner. The introduced partner must be new to the program and unrelated to you (no common ownership or affiliates). Technology Partners introducing Technology Partners earn USD 500 once the new vendor's integration is certified and listed.

13. Certification and enablement

Three certifications, per person, valid 12 months. Company status depends on how many certified people it holds. Exams are free for all partners until 31 December 2026. From 1 January 2027 exam fees are USD 99 (Channel), USD 149 (Technology) and USD 299 (Implementation), waived for any partner with at least one closed deal or listed integration in the previous 12 months. Full curricula, exam blueprints and practical assessments are in the Humavera Partner Certification Handbook.

Certificate	For	Proves	How
Certified Humavera Channel Partner	Sellers at Channel and Solutions Partners (open to Affiliates)	You can position, demo and scope Humavera correctly	Self-paced learning, 50-question exam, 75% pass, 20-minute demo assessment
Certified Humavera Technology Partner	Engineers at Technology Partners	You have built a secure, working, listed integration	Self-paced learning, 40-question exam, 75% pass, integration review against our checklist
Certified Humavera Implementation Partner	Consultants at Solutions Partners	You can implement end to end, including payroll, HR process design and integrations	Guided course, 60-question exam, 80% pass, sandbox capstone reviewed by our team

Free enablement for every partner: partner portal, demo tenant refreshed quarterly, sales deck and demo run-of-show, product tours, comparison pages, pricing calculator, technical deck, product documentation, co-marketing kit, monthly partner newsletter, quarterly partner call. Support: partners provide first-line help to their own clients and projects, we provide second and third line with a first response within 1 business day, or 4 business hours for payroll-blocking production issues.

14. Service standards you can hold us to

Moment	Our standard
Application	Personal reply within 5 business days, with a decision either way
Signing	Digital agreement, countersigned within 2 business days
Day one	Welcome kit within 24 hours: welcome letter, referral link, sales deck, demo run-of-show, product tours, comparison pages, pricing calculator, badge artwork, brand rules, co-marketing kit and a named contact
Deal registration	Approved or declined within 2 business days, 90-day protection
Co-selling	Sales engineer assigned within 2 business days, demo slot within 5
Support	Second/third line first response 1 business day, 4 business hours for payroll-blocking production issues
Money	Statement by the 20th after each quarter, payment net 60 after collected funds, every deal and payment visible in your statement
Rhythm	Monthly newsletter, quarterly partner call, quarterly business review for Silver and above, Partner Advisory Council twice a year for Gold and above, annual Partner Awards

Moment	Our standard
Recognition	Directory listing from Silver, Partner of the Quarter on our blog and LinkedIn, joint case studies, speaking slots for Gold and above
Leaving	60 days' notice either way, commission tail of 12 months on friendly exit

15. Exclusivity and country focus

The program is non-exclusive. Priority on a specific opportunity is protected through Deal Registration. Partners with a committed plan may discuss time-limited country focus with us, where agreed, it is documented in an Exclusivity Addendum that names one country, runs for 12 months, includes a seat target with a six-month checkpoint, and ends automatically if the target is missed by more than 20%. Exclusivity is never implied by any other document, conversation or first-mover position.

16. Brand, conduct and compliance

- Use the name "Humavera [Tier] Partner" for your approved type and tier only, with the badge artwork we supply. No other use of Humavera or BPilot names, logos or marks without written approval, no domain names, social handles or app-store listings containing "Humavera", no paid search on Humavera brand terms.
- Make no statement about features, roadmap, pricing, uptime, security, certifications, data location or legal compliance beyond official Humavera materials. Payroll and statutory compliance claims must be presented exactly as we document them.
- Humavera is a global platform for mid-market organisations, do not describe it as regional or local.
- Never accept money from a client on Humavera's behalf, never offer to "handle payment" for a subscription.
- Never offer or give anything of value to any client employee, official or other person to win or keep business, comply with all applicable anti-bribery, sanctions and export-control laws, complete our partner due-diligence questionnaire on joining and annually.
- Handle client personal data only where necessary for an approved implementation, under a signed data-processing addendum, and in compliance with the data-protection law of the client's country.
- Report suspected breaches to the partner team within 5 business days.

17. Contacts and changes

Partner team: partners@humavera.com. Deal registration, statements and support requests are handled through the partner portal. This Guide may be updated on 30 days' written notice, the version in force when a deal is registered governs the commission on that deal.