



NVIDIA PARTNER NETWORK

**SOLUTION PROVIDER
PARTNER PROGRAM GUIDE**

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Introduction

Welcome to the NVIDIA Partner Network (NPN). We're excited to have you as part of our team!

This Program Guide describes the framework for collaboration between NVIDIA and our Solution Provider partners. The NPN provides a wide range of benefits and rewards, helping partners grow profitably with us. Use this guide to make sure you're taking advantage of all the benefits the Solution Provider program has to offer and to understand the mutual program commitments and requirements.

The Solution Provider Partner Program is designed for those partners whose primary business model is value-added reselling of NVIDIA products, NVIDIA-based solutions, and NVIDIA technologies. Our partners play a critical role in our go-to-market strategy and this program is designed to ensure your success and growth in the exciting visual, high performance and AI computing markets.

We look forward to partnering with you!

Program Overview

The NPN Solution Provider Partner Program is a channel offering for partners looking to provide end customers with NVIDIA visual, high performance, and AI computing solutions. The program offers partner members the resources and tools to grow their business and ensure customer success. Once you meet the program requirements, you will have access to a variety of program benefits. By partnering with select Solution Providers, NVIDIA provides end customers with a world-class solution and support experience. This experience starts with you, our NPN partner.

The NPN partner program is a global offering. However, some of the program offerings may be subject to regional availability. Further, certain program elements are “by invitation only” and subject to special approval. Please discuss program element availability with your NVIDIA partner management team.

Membership Levels

The NPN Solution Provider Partner Program offers two membership levels of engagement with NVIDIA: Preferred and Elite. Each level has its own specific set of program benefits, rewards, and requirements.

Preferred and Elite partners are those companies who are looking to invest in a deep relationship with NVIDIA. These levels require greater commitment to NVIDIA computing and an appreciation for the challenges and opportunities that this market represents. NVIDIA is committed to leadership in the visual, high performance, and AI computing fields and we are excited to work with the best partners in this market.

Membership levels are reviewed annually for Preferred and Elite partners. Annual revenue performance and compliance with the program requirements are assessed to maintain your current partnership level or to enter a higher level.

Product Competencies

The Solution Provider Partner Program offers several Product Competencies developed to differentiate our partners' expertise to customers and maximize the benefits of the NVIDIA Partner Network. Regardless of your company's size, business model, or market focus, alignment with NPN's Product Competencies helps you distinguish and deliver NVIDIA computing expertise in the marketplace. The following are NVIDIA's Product Competencies:

DGX - The ability to use the power of GPUs to enable computers to learn from data and write software to solve some of the most complex problems in computer science. Whether your customers are focused on training or inference, this Product Competency authorizes you to deliver superior solutions.

Virtual GPU (vGPU) - Virtual GPU services markets that capitalize on graphics in the cloud. With vGPU Competency, you will focus on the markets that are benefiting from graphics-accelerated desktop and application virtualization.

Tesla - High Performance Computing (HPC) data centers are key to solving some of the world's most important scientific and engineering challenges. The Tesla Competency focuses on leveraging GPU-accelerated computing to deliver scientific breakthroughs and game-changing innovations for Higher Education, Government, and Industrial market segments.

Quadro - Quadro is the world's preeminent visual computing platform for professional graphics, rendering, and scalable visual solutions. Whether your company focuses on design and manufacturing, media and entertainment, science and medical imaging, energy exploration, or another market, the Quadro Competency enables you to deliver the best visual computing solutions to your end customers.

Industry Competencies

By invitation only, NVIDIA offers multiple Industry Competencies, such as Healthcare, Higher Education, etc., which are designed for NPN partners that have an in-depth practice in specific industries. Criteria and requirements to participate in Industry Competencies have been established to align with the requirements of each Industry competency. Refer to each Industry Competency documentation for requirements and benefits associated with the particular Industry in which your company specializes.

Partners should work with their regional NVIDIA Partner Management Team to determine the appropriate Competencies to pursue. We encourage our partners to pursue several Competencies over time. Typically, our Preferred and Elite partners select one product area of focus when joining the program and then attain additional competencies over time.

Program Benefits

The NPN Solution Provider Partner Program offers rich benefits to those partners who develop a deep expertise in NVIDIA visual, high performance, and AI computing solutions, resulting in profitable revenue growth, acquisition of new customers, and greater account penetration with existing customers. Benefits vary based on your membership level.

Please use the chart below for an at-a-glance overview of the benefits at the various membership levels. Complete descriptions and details of each benefit follow the chart. Some benefits may not be available in certain regions.

Product and Industry Competency-specific benefits (and requirements) appear in the NPN Competency Exhibits of the agreement.

Program Benefits		Elite	Preferred
<i>Business Partnership</i>	Partner Management Team	Named Partner Business Manager (PBM)	Shared PBM from NVIDIA Sales Center
	Business Review Meetings	✓	✓
	NPN Partner Portal	✓	✓
	Partner Advisory Council	By Invitation	By Invitation
	Newsletters	✓	✓
<i>Products and Technology</i>	NVIDIA Product Line	✓	✓
	Early Access Program	✓	By Invitation
	Technology Updates	✓	✓
	Executive Briefing Center	✓	By Invitation
<i>Sales</i>	Sales Leads and Opportunities	✓	✓
	Incentive Promotions	✓	✓
	Quarterly Performance Bonus	✓	-
	NVIDIA Rewards	✓	✓
	AI Champions Club	✓	✓
	Demo Unit Discounts	✓	✓
	Loaner Gear	✓	✓

Program Benefits		Elite	Preferred
<i>Marketing</i>	Partner Marketing Team	Named Partner Marketing Manager	Non-Named Partner Marketing Manager
	Marketing Planning Meetings	✓	By Invitation
	Marketing Development Funds (MDF)	✓	✓
	Product Launch Kits and Marketing Campaigns	✓	✓
	Marketing Assets and Tools	✓	✓
	Success Story Support	✓	✓
	Public Relations Support	✓	✓
	NVIDIA Branding	✓	✓
	Partner Program Badge	✓	✓
	NVIDIA.com Partner Locator	✓	✓
	NVIDIA.com “Where To Buy” Page	✓	-
	GPU Technology Conference (GTC) Incentives	✓	Available from Select Distributors
	<i>Training and Enablement</i>	Sales and Technical Training	✓
NVIDIA GPU Genius™		✓	✓
<i>Support</i>	Partner Technical Team	✓	✓
	Online Support Tools	✓	✓
	Priority Technical Support	✓	✓
	RMA Support	✓	✓

Program Benefit Descriptions

Business Partnership

Partner Management Team

The Solution Provider Partner Program delivers a team of resources to help develop your business, including your Partner Business Manager (PBM), co-selling representatives, and technical resources. Your PBM is the principal point of contact for all aspects of your NVIDIA relationship and manages the day-to-day aspects of the partner program. Elite partners are assigned a named PBM and Preferred partners are assigned a PBM from the NVIDIA Sales Center (NSC), who may be a shared resource.

Business Review Meetings

Elite and Preferred Partners meet with their PBM to review status on joint business opportunities, growth activities, and target market initiatives—all aligned to mutually developed business and marketing plans. Please work with your PBM to get started with this process.

NPN Partner Portal

The secure NPN Partner Portal is a central resource for all NPN Solution Provider Partner Program news, training, marketing and selling tools, financial incentives, leads and opportunities, MDF, support, and other important partner resources.

The portal is located at www.NVIDIA.com/NPNportal. When you are accepted into our NPN partner program, you will receive a welcome email with login and password instructions.

Partner Advisory Council

Each year, a hand-picked group of Elite and Preferred partners are invited to meet with NVIDIA to share ideas for improving the NPN partner programs. The Partner Advisory Council meetings offer an open, collaborative environment to discuss the programs as well as provide insight on how to drive your business growth and develop new customer opportunities.

Newsletters

All partners in the NPN Partner Program receive regular email communications from NVIDIA to keep you up-to-date on the latest products and technologies, partner programs, training, and tools. Keep your team's contact information up-to-date on the NPN Partner Portal and we'll be sure to keep in touch. We'll only email you with content when we have exciting news to share.

Products and Technology

NVIDIA Product Line

NVIDIA is recognized as a world leader in visual, high performance, and AI computing -- our platforms and technologies are considered best in class. You will work with your NVIDIA PBM to determine which Competencies to pursue and which specific products in those Competencies you are authorized to pursue. Once Competency requirements are met, partners purchase NVIDIA products through an approved Distributor or OEM.

Early Access Program

From time to time, at NVIDIA's discretion, Elite and select Preferred partners are eligible for early access to certain unreleased NVIDIA products and technologies. Please contact your PBM for information on how to leverage the early access program.

Technology Updates

Elite and Preferred partners receive updates regarding NVIDIA technology. These conference call sessions offer various agenda items, including roadmap reviews and updates on NVIDIA's newest technology and products. The calls, which provide exclusive access to NVIDIA Product Managers, are designed to open communication lines between NVIDIA's product teams and partners. So long as you and your team keeps your Partner Profile up-to-date, you will receive an invitation to these valuable sessions.

Executive Briefing Center

Elite and select Preferred partners have access to the NVIDIA Executive Briefing Center (EBC) located in Santa Clara, California, and where applicable, to local EBCs in different regions. If you have a significant customer opportunity, the NVIDIA EBC is an ideal forum to showcase NVIDIA's product line, thereby accelerating the sales cycle and helping you close a deal. Your PBM will work with you to assess the opportunity and schedule a special event with your customer, including presentations by NVIDIA product marketing and management teams.

Sales

Sales Leads and Opportunities

NVIDIA spends millions of dollars each year building the NVIDIA brand name and generating end customer demand through ongoing campaigns and events. These efforts result in interested prospects. NVIDIA hands off qualified leads to partners via the NPN Partner Portal. Elite and Preferred partners are expected to use the Portal to manage all leads to closure. NVIDIA reserves the right to reassign leads if a partner fails to continually work the opportunity and provide updates on the Partner Portal.

Incentive Promotions

From time to time, NVIDIA offers Elite and Preferred partners financial incentives to promote growth, obtain new customers, or address competitive situations. The incentive amounts may vary by membership level. If incentive promotions are being offered in your region, you will receive an *NPN Sales Incentive Promotion Offer* that describes the details of the promotion, along with the conditions and criteria necessary to participate.

Quarterly Performance Bonus

A key goal of the NPN Solution Provider Partner Program is to reward partners for driving profitable growth by acquiring new customers and achieving greater penetration in existing accounts. PBMs will work with Elite partners to establish a quarterly sell-through volume goal and partners who meet or exceed these targets will receive a bonus payout.

NVIDIA Rewards

NVIDIA Rewards is a sales incentive program that provides partner sales representatives with cash, gift cards, or gifts for selling select NVIDIA products, completing training, or other sales-oriented activities (subject to local availability and restrictions). Contact your PBM for instructions on how to register for this offering.

AI Champions Club

For the highest performing Partner Reps, NVIDIA offers the opportunity to be a part of the AI Champions Club. Criteria will be set for the fiscal year, such as Top Sales Rep, etc. The AI Champions in each region will be invited to participate in an expense-paid trip to NVIDIA Corporate headquarters to meet top NVIDIA executives and tour NVIDIA's impressive Executive Briefing Center and Building, along with some fun activities. Please refer to the AI Champions Overview on the NPN Partner Portal for additional details.

Demo Unit Discounts

NVIDIA offers Demo Units that provide discounted pricing to NPN Partners on certain hardware and software to support the sales process. Demo Units are intended for a partner's in-house development or customer demonstration. If Demo software was provided at no cost, it cannot be resold. Specific Demo Unit terms, conditions and processes are available in the Demo Unit Program documentation located on the NPN Partner Portal.

Loaner Gear

If you have a significant customer opportunity and need loaner equipment to close the sale, NVIDIA will, at our discretion, work with you to provide loaner equipment to the customer, subject to availability. This benefit is not available in all regions, nor for all products. Please work with your PBM for details on our Loaner program and how to take advantage of this benefit.

Marketing

Partner Marketing Team

Elite partners will be assigned a named Partner Marketing Manager who is your principal point of contact for all aspects of your marketing efforts. Both and Elite and Preferred partners have online access to NVIDIA marketing planning templates and tools used by our Marketing Managers.

Marketing Planning Meetings

Elite partners meet quarterly with their Partner Marketing Manager to plan and review marketing activities. One of the key deliverables in these Marketing Planning Meetings is to develop and monitor your custom demand generation plan, which outlines how you will grow your business. Contact your Partner Marketing Manager to establish the appropriate go-to-market strategy and activities for your business.

Marketing Development Funds (MDF)

The NPN Solution Provider Partner Program provides select partners with Marketing Development Funds (MDF). Elite partners will accrue MDF, which will need to align to an approved marketing plan. MDF activities are project-based and each request with measurable return on investment goals must be pre-approved by NVIDIA. The *NVIDIA MDF Guidelines* detailing the specifics of this offering, is located on the NPN Partner Portal.

Product Launch Kits and Marketing Campaigns

Product Launch Kits are produced when NVIDIA announces new products. As an NPN partner, you are eligible to receive this kit, which includes: product information, selling tools, technical presentations, and periodically, marketing campaigns to help you identify key sales opportunities and increase revenue.

Marketing Assets and Tools

The NPN Partner Portal supplies partners with a wide range of marketing, demand generation, and selling tools. These assets (e.g. product logos, data sheets, web banners) and tools (e.g. side-by-side product comparisons, sales guides) help you develop campaigns and promote lead generation. These resources can be used as-is or customized with branding and messaging unique to the partner and in accordance to NVIDIA branding policy.

Success Story Support

You can share approved customer success stories and leverage NVIDIA's corporate communications vehicles. NVIDIA invites you to use the *Customer Reference Submission Template* from the NPN Partner Portal to submit your customer references for consideration. If accepted, your information may be

developed and formatted into joint success stories and made available to NVIDIA sales teams, customers, and prospects—giving your company excellent visibility.

Public Relations Support

As with success story support, partners can request support from the NVIDIA Public Relations organization for newsworthy activities. NVIDIA's involvement may range from a supporting quote in a press release to a joint press release. NVIDIA may also support your efforts in various media outlets we participate in (e.g. blogs, meetups and newsletters). These opportunities are considered on a case-by-case basis. *Partner Press Release Guidelines* are available on the NPN Partner Portal. Please work with your PBM if you would like to take advantage of this benefit.

NVIDIA Branding

Partners may use the appropriate NVIDIA product logos to drive campaigns and demand generation. Logos, positioning, and compliance details are available in the *NVIDIA Brand Guidelines*, which is found on the NPN Partner Portal.

Partner Program Badge

NVIDIA is delighted to offer NPN Elite and Preferred Solution Providers access to an NPN Partner Program badge. Once program requirements have been met, partners use the badge to promote affiliation with the NPN so customers will view you as the “go-to” provider of industry-leading GPU computing solutions.

You can display the program badge on your website and promotional material. You must conform to the *NVIDIA Brand Guidelines* on usage and positioning found on the NPN Partner Portal.



If you've been authorized for more than one Competency, you may have multiple membership levels. For example, you may be an Elite-level partner in the Professional Visualization Competency but a Preferred-level partner in the High Performance Computing Competency. You should display your highest membership level on your website.

NVIDIA.com Partner Locator

Available on www.NVIDIA.com, the Partner Locator helps customer prospects locate authorized Elite and Preferred partners based on geography, membership level, and Competency. The Partner Locator is an NPN benefit that requires a partner remain in good standing within NPN. NVIDIA updates the Partner Locator on a regular basis, automatically including NPN partners in good standing. Depending on your

current status, your company may not be actively listed until NVIDIA's next regular update of the Partner Locator.

NVIDIA.com "Where to Buy" Page

In addition to the Partner Locator, Elite partners are featured on the "Where to Buy" section of NVIDIA.com product web pages. Your company name, logo, website, and NPN membership level will be highlighted on this high-traffic web real estate.

GPU Technology Conference (GTC) Incentives

All our partners are invited to NVIDIA's GTC. This event joins together NVIDIA customers, prospects, partners, developers, industry analysts, press, and employees to learn about advances in GPU technologies.

As an Elite partner, you are eligible for attendance discounts at the GPU Technology Conference. For these events, NVIDIA will invite partners to participate through sponsorship, exhibit presence, and speaking opportunities. Some of NVIDIA's approved distributors also offer Preferred partners GTC incentives. Please speak to your PBM about availability.

Training and Enablement

Sales and Technical Training

NVIDIA recognizes the importance of training and skills development and as such rewards those Elite and Preferred partners with high levels of expertise in selling, delivering, and supporting NVIDIA solutions. Each year, you will work with your NVIDIA PBM to develop a training plan for your sales and technical staff. To be authorized for a Competency, members of your staff must complete specific sales and technical training tracks and pass the accompanying tests within 60 days of joining a competency. From time-to-time, typically around a product launch, NVIDIA refreshes competency training. Partners will have 60 days from the announcement of the refresh to complete the updated training curriculum. Training courses are available on-demand via the NPN Partner Portal. Upon passing the tests for your Competency training, you will receive a certificate of completion.

NVIDIA GPU Genius™

All partners have access to GPU Genius on the NPN Partner Portal where you can find online training modules and a full suite of sales enablement materials. GPU Genius is your one stop resource for educational tools as well as customer-facing materials such as demonstrations and case studies. Materials are easy to share with your customers and access from your mobile device.

Support

Partner Technical Team

A key benefit of the Solution Provider Partner Program is access to our world-class engineering team, who help solve pre-sales technical challenges for customers and is vital to closing new business and deploying visual technologies. Based on local availability and your membership level, you will either be assigned a named technical resource or be connected to a shared technical resource.

Online Support Tools

Our partners have access to the same technical tools and databases used by our own internal NVIDIA support group. For example, our NVIDIA Support Knowledgebase gives you answers to the most common questions and problems. Plus, partners have access to NVIDIA driver downloads and User Forums. These support capabilities are available via the NPN Partner Portal.

Priority Technical Support

Elite and Preferred partners have access to up to eight (8) and two (2) annual priority support incidents, respectively, from the NVIDIA Customer Care Center on NVIDIA products for which you have an authorized Competency. Your request is immediately escalated to Priority technical support in the NVIDIA Support Center, providing faster time to resolution and access to our most experienced support staff. You must log your support request via the NPN Partner Portal.

RMA Support

Elite and Preferred Partners who purchase NVIDIA products and/or NVIDIA-branded systems (that do not include an NVIDIA Support Services Agreement) gain access to the Return Materials Authorization (“RMA”) process which offers expeditious repair and replacement of defective products. The RMA process, which is documented on the NPN Partner Portal, is a detailed series of steps that allows you to diagnosis and capture all aspects of the end customer situation in a timely manner. Partners should work through the process of RMA through their approved purchase outlet.

RMA Support for non-NVIDIA-branded systems should be provided by the OEM who incorporated NVIDIA technology into their system.

Program Requirements

In order to meet and maintain your NPN membership level status and take advantage of the Solution Provider program benefits, partners must comply with the program requirements.

Note that Competency-specific requirements appear in the NPN Competency Exhibits. All requirements are subject to local availability.

Program Requirements		Elite	Preferred
<i>Business Partnership</i>	NPN Master Agreement	✓	✓
	Territory Authorization	✓	✓
	Partner Profile Maintenance	✓	✓
	Business Review Meetings	✓	✓
	Integrity and Compliance	✓	✓
<i>Products and Technology</i>	Competency Exhibit	✓	✓
	Competency Attainment	✓	✓
<i>Sales</i>	Sales Volume Commitment*	✓	✓
	Sales Out Data (POS)	✓	✓
	Purchase Demo Unit For Demonstrations	✓	-
<i>Marketing</i>	Marketing Planning Meetings	✓	-
	In-House Marketing Champion	✓	-
	NVIDIA Branding Compliance	✓	✓
	Local Marketing Events	✓	✓
<i>Training and Enablement</i>	Sales Professional*	✓	✓
	Technical Professional*	✓	✓
<i>Support</i>	Support	✓	✓
	Drive RMA Process	✓	✓

* Volume and quantity details are available in the NPN Competency Exhibits

Program Requirement Descriptions

Business Partnership

NPN Master Agreement

All partners must read and sign the NVIDIA Partner Network Master Agreement, and maintain compliance with the program terms and conditions throughout their relationship with NVIDIA. NPN Solution Provider partners are not allowed to redistribute product to other VARs.

Territory Authorization

Partners must obtain NVIDIA approval before selling in any region outside of their headquarter region (where they are approved to sell). If you would like to sell outside your designated region, you must obtain approval from NVIDIA. Please work with your PBM on such opportunities.

Partner Profile Maintenance

Partners must keep their company profile accurate at all times. The key contact information (sales, technical, support, and marketing personnel) that you provide ensures that NVIDIA can communicate effectively with your team. With your profile data, NVIDIA showcases your company information and Competency authorization(s) on our NPN Partner Locator, which helps NVIDIA engage you in the appropriate customer opportunities.

Business Review Meetings

A successful partnership depends on collaborative business planning. Within 30 days of signing the NPN agreement, Elite and Preferred partners must meet with their PBM or NVIDIA Sales Center to begin developing a business plan with go-to-market strategies to drive sales. For Elite partners, this plan must be updated and reviewed quarterly (including sales forecasts, pipeline deals, marketing activities, and training status). While not a requirement for Preferred partners, it is highly recommended that a business plan is developed and reviewed on a regular basis.

Integrity and Compliance

NVIDIA is committed to acting with integrity and meeting the highest standards of business conduct. We welcome and expect your feedback if you come across any incidents that suggest that we have violated our responsibilities regarding legal compliance or business conduct. Similarly, we expect you to act legally and ethically. We reserve our right to request to meet with any partner to ensure compliance and to discuss compliance issues.

Products and Technology

Competency Exhibit

Elite and Preferred partners must read and sign the NVIDIA Partner Network Competency Exhibit(s) and maintain compliance with the program terms and conditions throughout their partner relationship with NVIDIA.

Competency Attainment

Elite and Preferred partners must participate in at least one (1) Product Competency in the NPN Solution Provider Partner Program. Details on Competency requirements, including the number of trained sales and technical resources, are found in the Competency Exhibit.

Sales

Sales Volume Commitment

Elite and Preferred partners must meet or exceed the minimum sales expectations detailed in the Competency Exhibit. We will review your performance during the year to determine program compliance. Those partners who are unable to achieve the commitments will be re-leveled or may be terminated from the Program.

Sales Out Data (POS)

In order to accurately track product sales and reward you with NPN program benefits, all Elite and Preferred partners must provide sales out POS data. Details on the process and data format specifications are located in the *POS Submission Guidelines* available on the NPN Partner Portal.

To participate in financial incentive benefits (like MDF, Quarterly Performance Bonus, Incentive Promotions), Partners must first complete the *Distribution Sell-Through Form*. This allows NVIDIA to collect your sales out data (products containing qualifying NVIDIA SKUs) from your Distributor(s). Work with your PBM to complete this form.

Purchase Demo Unit for Demonstration

Within 90 days of signing the NPN agreement, Elite partners must purchase at least one (1) NVIDIA Demo product for demonstrations and training. Demo products may not be used for revenue generation (such as providing services or leasing cloud access). Specific Demo Unit terms, conditions and processes are available in the Demo Unit Program documentation located on the NPN Partner Portal.

Marketing

Marketing Planning Meetings

Within 30 days of signing this agreement, Elite partners must meet with their Partner Marketing Manager to begin developing a marketing plan. This plan must be updated and reviewed quarterly (including status on marketing activities like campaigns, MDF usage and ROI, and lead status).

In-House Marketing Champion

It is a requirement for Elite partners to identify an in-house marketing champion to work with your NVIDIA Partner Marketing Team on various marketing activities, including campaigns, lead management, and MDF.

NVIDIA Branding Compliance

All partners must comply with the *NVIDIA Branding Guidelines*.

Local Marketing Events

Elite and Preferred Partners must hold at least four (4) and one (1) annual marketing events, respectively, that feature NVIDIA products and technologies.

Training and Enablement

Sales Professional

Within 60 days of signing Competency exhibit(s), Elite and Preferred Sales Representatives must complete the training curriculum and pass the associated tests for the Competencies selected. From time-to-time, typically around a product launch, NVIDIA refreshes competency training. Partners will have 60 days from the announcement of the refresh to complete the updated training curriculum. It is accessible in the Training Section of the NPN Partner Portal. Specific training requirements are identified on the Product and Industry Competency documents.

Technical Professional

Within 60 days of signing Competency exhibit(s), Elite and Preferred Technical Representatives must complete the training curriculum and pass the associated tests for the Competencies selected. From time-to-time, typically around a product launch, NVIDIA refreshes competency training. Partners will have 60 days from the announcement of the refresh to complete the updated training curriculum. It is accessible in the Training Section of the NPN Partner Portal. Specific training requirements are identified on the Product and Industry Competency documents.

Support

Support

If you are reselling NVIDIA products and/or NVIDIA-branded systems (that do not include an NVIDIA Support Services Agreement) and your customer has a problem, then you are responsible for performing certain frontline support requirements (listed below) before you contact NVIDIA for help and utilize your Priority Technical Support benefit. If you are selling another OEM's system that contains NVIDIA boards or chips, you and/or your customers should call the OEM for support, and they may require other frontline support requirements before contacting them.

NVIDIA-Branded System frontline support requirements:

- Answer general, “how to” questions that are largely covered in NVIDIA documentation
- Check that your customer has the correct version of any software and firmware
- Fix customer issues utilizing the problem-resolution articles in the NVIDIA Support Knowledgebase online support tool available via the NPN Partner Portal. Solutions for known issues, as well as workarounds for bugs, are well documented in these articles.
- Once the above is completed, for any issues that cannot be resolved:
 - Reproduce the problem and document the specific customer error/failure/issue. Collect any error/logs files.
 - Detail the customer's environment: NVIDIA system make and model, system bios version, serial number, software version, etc.
 - Submit a detailed support ticket online via the NPN Partner Portal to the NVIDIA Support Center for priority support.

Drive RMA Process

NVIDIA's RMA process helps end customers who have an NVIDIA-branded product hardware defect get back up running again. NVIDIA provides partners with diagnostic software, checklists, and training modules to ensure you can diagnose a problem and replace a customer's defective hardware.

If a customer purchases an OEM-branded product, the OEM will have their unique RMA process and requirements.

General Information

Partner Program Terms

This Program Guide, including its changes, is incorporated into the NVIDIA Partner Network Master Agreement as an exhibit and is an integral part thereto. NVIDIA reserves the right to alter the NPN Solution Provider Partner Program at its sole discretion. Changes to the program will be communicated via your PBM and/or the NPN Partner Portal.

Although NVIDIA attempts to ensure the accuracy of the information contained in this Program Guide, occasional corrections or updates may be required. NVIDIA reserves the right to make any correction or updates on an as-needed basis by posting such updates on the NPN Partner Portal.

Feedback

We're proud of the NVIDIA Partner Network Solution Provider Partner Program and the relationships we've built with our partners over the years. To continue to offer you with the most valuable and comprehensive program, we welcome your feedback and suggestions.

Please share your comments at NPN@NVIDIA.com

Appendix: Community

Community Level

The Community level is a great way to learn more about our partner programs, and NVIDIA solutions and technologies. It is available to Individual partner reps, who are not currently in the NPN program to access training NVIDIA product training. This level is not an authorization for NVIDIA branded product purchase through Distribution.

Community Status

The NPN Solution Provider Program also provides a Community Partner Status distinction for those partners that have been in the Preferred level of the NPN Solution Provider program for a specific competency but have not been able to meet the POS requirements for the Preferred Level. Benefits aligned with Community Status are outlined below. Program requirements identified at the Preferred level remain in place.

Once a Partner meets the POS requirements of the Preferred level, the Community status will be removed and full program benefits will be reinstated. Partners can stay at the Community status for up to six months. After that time, participation in the specific competency will be further reviewed by the NPN Programs team and participation in the specific competency may be terminated.

Program Benefits		Community Status
<i>Business Partnership</i>	Partner Management Team	Shared PBM from NVIDIA Sales Center
	NPN Partner Portal	✓
	Newsletters	✓
<i>Products and Technology</i>	NVIDIA Product Line	✓
<i>Marketing</i>	Product Launch Kits and Marketing Campaigns	✓
	Marketing Assets and Tools	✓
<i>Training and Enablement</i>	NVIDIA Branding	✓
	Sales and Technical Training	✓
	NVIDIA GPU Genius™	✓
<i>Support</i>	Partner Technical Team	✓
	Online Support Tools	✓
	RMA Support	✓

For questions, please contact your PBM.