

Ryntek.AI Partner Glossary of Key Terms

A. Business & Partnership Terms

Partner

An approved individual or organization engaged with Ryntek.AI as either a Sales Partner or Referral Partner under an independent contractor agreement. Partners help promote, sell, or refer Ryntek.AI solutions worldwide.

Sales Partner

A registered partner authorized to pitch, present, and close approved Ryntek.AI deals. They may negotiate pricing only with written approval and earn commission based on the profit of each sale.

Referral Partner

A registered partner who identifies and refers potential clients to Ryntek.AI. They are not authorized to negotiate pricing or finalize sales. Commissions are earned on successful conversions of approved referrals.

Independent Contractor

A person or entity working with Ryntek.AI independently, not as an employee, agent, or representative. Responsible for their own taxes, insurance, and business expenses.

Onboarding

The structured process through which a new partner is introduced to Ryntek.AI's systems, resources, agreements, and operational workflows.

Termination

The end of a partnership agreement, either initiated by Ryntek.AI or the Partner, typically through written notice. Pending commissions for approved deals or referrals remain payable.

Non-Compete

A clause restricting partners from representing or selling competing AI automation or voice-agent solutions for a defined period (typically 12 months post-termination).

Confidentiality

The obligation to protect and not disclose Ryntek.AI's proprietary information, pricing, systems, and client data.

Client Ownership

All clients referred or closed through Ryntek.AI remain the company's property for ongoing services, upgrades, and maintenance. Partners may not independently contact or service these clients without permission.



B. Financial & Commission Terms

Commission

The percentage of profit earned by a Partner for each approved referral or sale. Calculated based on the difference between the Sale Price and Base Price.

Base Price / Expense Value

The minimum amount required to cover Ryntek.AI's operational, technical, and testing costs for a solution.

Sale Price

The total amount billed to the client for a Ryntek.AI solution or service. Must be approved by Ryntek.AI before client confirmation.

Profit

Sale Price minus Base Price. This is the amount on which commissions are calculated.

Commission Tier

A structured scale defining commission percentages based on project size (Small, Mid, or Large).

First Installation / Setup Payment

The initial payment from the client for the installation or setup of a Ryntek.AI solution. Commissions apply only to this payment, not ongoing fees.

Maintenance / Retainer

Recurring or one-time support fees for continued optimization, updates, and monitoring of client systems after setup. Not commissionable unless specifically stated.

Approved Referral / Deal

A referral or sale reviewed and validated by Ryntek.AI as complete, accurate, and compliant with partnership terms. Only approved deals generate commissions.

Commission Disbursement

The process of transferring partner commissions, typically within 10 business days after client payment is fully received.

Tax Responsibility

All partners are fully responsible for declaring and paying taxes in their local jurisdiction. Ryntek.AI does not withhold or remit taxes on behalf of partners.

C. Operational & Workflow Terms

Referral Submission Form

The official online form where Referral Partners submit client leads for review. Only submissions made through this form are valid for tracking and commission eligibility.



Sales Proposal Form

The official document used by Sales Partners to propose deals and submit for internal approval prior to client confirmation.

Approved Materials

Officially provided Ryntek.AI resources such as pitch decks, brochures, templates, and logos. Partners must only use approved materials when representing the brand.

Marketing Assets

Digital or printable content used to promote Ryntek.AI solutions, including presentations, demo videos, and case studies.

CRM Access

Customer Relationship Management access or lead tracking system provided to authorized Sales Partners for managing client submissions and sales progress.

Deal Approval

The internal Ryntek.AI process where management reviews the proposed project scope, pricing, and compliance before confirming a sale.

Workflow Automation

The process of automating repetitive tasks, communications, and data flow within a client's business using Ryntek.AI technology.

Client Conversion

When a referred or pitched lead officially becomes a paying customer after full payment confirmation.

Project Delivery

The stage where Ryntek.AI completes setup, integration, or installation for the client after deal approval and payment.

D. Legal & Compliance Terms**Intellectual Property (IP)**

All proprietary technology, code, designs, systems, and materials owned or developed by Ryntek.AI. Partners cannot copy, share, or modify any IP.

Written Approval

Formal permission granted by Ryntek.AI via email or signed document before making any commitments, adjustments, or custom offers to clients.

Custom / Unlisted Solutions

Solutions or integrations not part of the official Ryntek.AI Solutions Catalogue. Must receive written approval before being presented or promised to clients.

Global Compliance

Adherence to laws, trade regulations, and tax obligations in the partner's or client's country of operation.



Arbitration / Dispute Resolution

The process for resolving disagreements through good-faith negotiation, followed by online mediation or arbitration under Western Australia (WA) law.

Brand Integrity

The commitment to maintain Ryntek.AI's professional image, messaging consistency, and ethical representation at all times.

E. Product & Solution Terms**Ryntek.AI Solutions Catalogue**

The master reference for all official Ryntek.AI products and services, including IGNITE, FLOW, SCALE, INFINITY, and add-ons such as maintenance plans.

IGNITE

Ryntek.AI's client engagement and automation solution focused on lead capture, appointment booking, and instant response across platforms.

FLOW

The workflow automation system that streamlines internal operations, automates follow-ups, and integrates business processes.

SCALE

Ryntek.AI's AI Voice Agent system that handles calls, bookings, and inquiries 24/7 with real-time calendar updates and natural conversation.

INFINITY

A fully tailored automation ecosystem connecting all aspects of a business, including lead generation, workflow automation, and API integrations.

Add-On Services

Optional upgrades such as API integrations, dashboards, or system extensions available across Ryntek.AI's product lines.

Maintenance Plan

A subscription option providing ongoing updates, monitoring, and optimization for existing Ryntek.AI systems.

One-Time Service Package

A single-session support or optimization service for clients who prefer not to have an ongoing maintenance subscription.

Enterprise Solution

A fully customized large-scale implementation designed for businesses requiring complex integration or high-volume automation.

F. Communication & Support Terms

Partner Support Group

The official WhatsApp group or communication channel for updates, announcements, and support between Ryntek.AI and partners.

Support Ticket

An official inquiry or issue report submitted to the Ryntek.AI support team via email or portal.

Updates & Announcements

Regular communications shared with partners regarding new features, policies, or system improvements.

Escalation

The process of elevating an unresolved issue from general support to management or technical review.

G. Ethical & Conduct Terms**Professional Conduct**

The standard of behavior expected from all partners, including honesty, accuracy, and respect in communication.

Conflict of Interest

A situation where a partner's personal or external business interests could interfere with Ryntek.AI responsibilities or confidentiality.

Data Protection

Ensuring all client information, forms, and communications are securely stored and never shared externally.

Brand Representation

Partners must accurately represent Ryntek.AI's name, logo, and services as per brand guidelines.

Misrepresentation

Providing false, misleading, or exaggerated information about Ryntek.AI's products or capabilities, which may result in contract termination.

H. Administrative & Technical Terms**Documentation**

Official written materials including proposals, forms, guides, and contracts required for compliance and record keeping.

Version Control

Tracking and managing updates to systems, documents, or client projects to ensure consistency.



System Diagnostics

Technical checks and performance reviews conducted to maintain automation efficiency and stability.

Implementation Report

An internal summary of completed client setups, integrations, or system deployments.

Change Request

A partner or client-initiated modification to an existing project or automation, requiring approval before implementation.

I. International Terms**Global Partner**

A partner operating outside of Australia under the same contractual and ethical standards as domestic partners.

Currency Conversion

All commissions for international partners are calculated in Australian Dollars (AUD) unless otherwise specified.

Cross-Border Compliance

Adherence to the import, data, and software regulations applicable in both the partner's and client's countries.

J. Common Abbreviations

AI – Artificial Intelligence

CRM – Customer Relationship Management

API – Application Programming Interface

IP – Intellectual Property

WA Law – Western Australian Law

SLA – Service Level Agreement