

Syncible Partner Programme

Frequently Asked Questions

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Plain-language answers to common questions about the Syncible Partner Programme. This is a guide for prospective and active partners — for the legally binding terms see the **Syncible Partner Programme Terms and Conditions** and the **Self-Billing Agreement**.

About the Programme

What is the Syncible Partner Programme?

It's a referral programme designed for UK accountants and bookkeepers who advise ecommerce clients. When you refer a client to Syncible and they subscribe to a paid plan, you earn 17% of their monthly subscription fee for as long as they remain a paying customer — paid monthly, with no involvement required from you once the client is set up.

Who can join?

The programme is open to accounting practices, bookkeeping firms, and qualified accountants or bookkeepers operating in the United Kingdom, who are in good standing with HMRC and any applicable professional body. You'll need a UK business bank account in your firm's name to receive commission payments.

Is there a cost to join?

No. Joining the Partner Programme is free, and there are no ongoing fees, minimum referral commitments, or quotas. You only earn — never pay.

How do I apply?

Fill in the application form at syncible.co.uk/partners/register. We review applications within one working day in most cases. Once approved, we'll send you an activation email with your unique referral link, ref code, and login details for your partner dashboard.

Commission and Payment

How much commission do I earn?

You earn **17% of your client's monthly subscription fee**, exclusive of VAT. The commission continues for as long as the client remains a paying Syncible subscriber. For

example, if your client is on the Growth plan at £59 per month, you earn £10.03 per month for the lifetime of their subscription.

When do I get paid?

Commission is paid monthly, in the calendar month following the month in which it was earned. So commission earned in May is paid in June. Payments are made by bank transfer in pounds sterling to the bank account you provide at registration.

Is there a minimum payout?

Yes, £25. If your commission balance for a payment cycle is below £25, the balance carries forward to the next month. Once it reaches £25 or more, the full balance is paid out. When you eventually leave the programme, we pay any remaining balance regardless of the threshold.

What if my client cancels or gets a refund?

There's a 90-day clawback window from each commission earning event. If your client gets a refund, charges back, or cancels their subscription within 90 days, the commission for that period is reversed. Reversals are first netted against any unpaid commission balance. After 90 days, your commission is locked in.

What counts toward the subscription fee?

Commission is calculated on the recurring monthly subscription fee paid by your client, excluding VAT, one-off setup or migration fees, and any third-party transaction fees passed through. So the basis is the clean monthly Syncible plan fee — the same figure they'd see on their monthly invoice from us before VAT is added.

Can I see my earnings in real time?

Yes. Your partner dashboard at syncible.co.uk/partners/dashboard shows your referred merchants, accrued commission this month, paid commission to date, your current balance, and projected next payout. Figures are indicative until confirmed by self-billed invoice each month.

Self-Billing and VAT

What is self-billing and why do you use it?

Self-billing is an HMRC-approved arrangement where the customer (in this case, Syncible) raises an invoice on behalf of the supplier (you, the partner) rather than the supplier issuing it themselves. It simplifies the process for partners — you don't need to chase us for invoice details or generate your own invoice each month. We send you a fully compliant self-billed invoice automatically, which you can download from your dashboard or receive by email.

Do I need to be VAT registered?

No. The programme works whether you're VAT registered or not. We just need you to declare your status accurately when you apply, and notify us if it changes.

What happens if I am VAT registered?

Your self-billed invoice will show the commission amount plus VAT at the standard rate (currently 20%). We pay you the total amount including VAT, and you account for the output VAT on your VAT return in the normal way. The invoice is fully HMRC-compliant.

What happens if I'm not VAT registered?

Your self-billed invoice will show the commission amount only, with no VAT added. We pay you the commission amount. You're still responsible for declaring the income for tax purposes, but there's no VAT handling required from your side.

What if my VAT status changes?

Just let us know by emailing legal@syncible.co.uk within 14 days of the change. If you're newly registering, send us your VAT number. If you're deregistering, let us know the effective date. We'll update our records and your self-billed invoices going forward.

Can I issue my own invoices for the commission instead?

No — that's how self-billing works. By accepting the Partner Programme terms, you agree to let us raise self-billed invoices for the commission supplies covered by the agreement. If you want to issue your own invoices, the Self-Billing Agreement would need to be terminated (with 30 days' notice), but in practice the self-billing approach is much easier for both parties.

Referrals and Attribution

How do I refer a client?

Two ways:

- **Referral link.** Share your unique referral link (shown in your partner dashboard) with the client. When they click it and sign up to a paid Syncible plan within 60 days, the referral is attributed to you automatically.
- **Ref code.** If the client signs up without clicking your link (for example, you mention Syncible by name and they search for it), they can manually enter your ref code at signup or during the upgrade flow. The ref code is shown alongside your referral link in your dashboard.

How long is the cookie window?

60 days. From the moment a prospective merchant clicks your referral link, we have 60 days to attribute their signup to you. After 60 days, the attribution expires (unless they later use your ref code manually).

What happens if my client clicks multiple partners' links?

Attribution is on a last-touch basis. If a merchant clicks the links of multiple partners before subscribing, the partner whose link was clicked most recently (within the 60-day window) gets the attribution. A manually-entered ref code at signup overrides cookie-based attribution.

Can I refer my own firm?

Yes — self-referral is allowed. If your own accounting firm subscribes to a paid Syncible plan, you can use your own referral link, and the 17% commission applies on the same terms.

Once a merchant is attributed to me, is that permanent?

Yes. Attribution is locked to the merchant account (identified by their ecommerce store URL). Once they're your referred merchant, they're yours for the duration of their subscription — and you continue earning commission as long as they remain a paying customer.

What if there's a dispute about attribution?

Email legal@syncible.co.uk within 30 days of the disputed event. We'll review the tracking data in good faith and amend attribution where there's clear evidence the original attribution was wrong. Our referral tracking records are the source of truth in the absence of manifest error.

Leaving the Programme

Can I leave the programme at any time?

Yes. You can leave by giving us 60 days' written notice (to legal@syncible.co.uk). You can also leave immediately if we materially breach the agreement and don't fix it within 14 days of being notified, or if we become insolvent.

What happens to my existing referrals if I leave?

If you leave voluntarily (or for cause attributable to Syncible), you continue earning commission on your existing referred merchants for a further 6 months from the date you leave — provided those merchants stay actively subscribed. This is called the Tail Period. You won't earn commission on any new referrals after you leave, only on existing ones.

Can Syncible kick me out?

We won't terminate your participation for convenience within the first 6 months from your activation date — we want to give the partnership a real chance. After that, either side can give 60 days' notice. We can terminate immediately if you materially breach the agreement (and don't fix it within 14 days), become insolvent, or engage in fraud or unlawful conduct. In those cases, the 6-month tail doesn't apply.

What if I get a clawback after I've left?

Clawbacks can still happen during the Tail Period (because they relate to commission earned then). If a clawback exceeds your unpaid balance, we'll send you an invoice for the difference, payable within 30 days. In practice clawbacks tend to be small in absolute terms unless there's a large refund.

Using Syncible Branding

Can I describe myself as a Syncible partner?

Yes. While you're active in the programme, you can describe your firm as a "Syncible Referral Partner" on your website, marketing materials, and business communications. We may provide a partner badge you can use.

Can I claim to be "certified" or "preferred"?

No. The designation is "Syncible Referral Partner" only — please don't use stronger language like "certified", "approved", "preferred", or "endorsed" unless we explicitly authorise it. We want partner-facing branding to be consistent and accurate.

Can I use the Syncible logo?

Only via the official partner badge if we make one available, and not on its own or in modified form. Please don't register domain names, social media handles, or trademarks that include "Syncible" or anything confusingly similar.

Practical Questions

Do my clients know I get paid for referring them?

When a client signs up through your referral, the welcome page on Syncible includes a small disclosure: *"Referred by your accountant: [your firm name] — they'll receive a small commission for this referral."* We believe honest disclosure is the right approach commercially and ethically. The disclosure is brief and respectful.

Will my client get a discount?

All new clients get the standard 14-day free trial regardless of how they sign up. For high-value referrals where a one-time discount would help close, active partners can request a discount on a case-by-case basis — get in touch and we'll work something out.

What support do I get?

You get:

- A dedicated partner dashboard with referrals, commission, and payment history
- Email support at hello@syncible.co.uk for operational queries
- Legal/contractual support at legal@syncible.co.uk

- Direct onboarding of your referred clients by Syncible — you're never the support contact for technical issues
- A "Syncible Referral Partner" designation for your own marketing

What does Syncible handle vs what do I handle?

Syncible handles: onboarding the merchant, configuring their Xero connection, running their first sync, handling all ongoing technical support, managing billing, issuing self-billed invoices to you, and paying your commission.

You handle: introducing the client (sending them your referral link), occasional check-ins if you want, and reviewing your monthly commission statement. We're not asking you to do any technical work or absorb support load.

What if my client has a technical problem?

They contact us directly at hello@syncible.co.uk and we handle it. You're never the support contact. If they reach out to you first, just forward them to us — no awkwardness.

Can I see how my referrals are doing?

Yes. Your partner dashboard shows each referred merchant's status (trailing, active, churned), their plan, monthly subscription fee, and your commission earnings per merchant — both this month and lifetime.

What if a client downgrades or upgrades their plan?

Commission tracks the actual subscription fee they pay. If they upgrade from Starter (£29) to Growth (£59), your commission per month goes from £4.93 to £10.03 the following month. If they downgrade, commission adjusts down accordingly. You always get 17% of whatever they're actually paying.

Legal and Data Protection

Where can I read the full terms?

The full legal terms are at syncible.co.uk/partners/terms. The Self-Billing Agreement is at syncible.co.uk/partners/self-billing-agreement. Both documents form the binding agreement between you and Syncible.

How is my personal data handled?

Your personal data (name, email, firm details, bank account details for payment) is processed in accordance with the Syncible Privacy Policy at syncible.co.uk/privacy/. We don't share your data with third parties beyond what's necessary to operate the programme (payment processors, infrastructure providers, etc.).

What about my client's data?

If you introduce a client to us, we process their data under our standard Privacy Policy from the moment they sign up. You and Syncible are independent controllers of the personal data each of us processes — we don't share client data back to you beyond what's visible in your partner dashboard (which is operational data about the referral relationship, not their underlying business data).

Who do I contact about a legal question?

Legal/contractual: legal@syncible.co.uk

General partner queries: hello@syncible.co.uk

Anything Else?

If your question isn't answered here, the full Terms and Conditions and Self-Billing Agreement are the definitive source. For anything else, drop us a line at hello@syncible.co.uk — we read every email.

Ready to apply? syncible.co.uk/partners/register

— End of FAQ —

This FAQ is informational. The legally binding terms are in the Partner Programme Terms and Conditions and the Self-Billing Agreement. Where the FAQ and the Terms conflict, the Terms take precedence.