01 / PHILIPPINES PARTNER WEB

Philippines Partner Onboarding Guide

For dealers and distributors joining Hemco through Partner Web

Create your own account, submit your company application and follow the review, agreement and activation steps in this guide. Your approved appointment defines the products, territory and commercial rights you may use.



01	02	03
Apply	**Agree**	**Activate & order**
Your account, company details and supporting documents.	Hemco review, an approved packet and named signers.	Ordering access first. Exclusive rights qualify separately.

Start at partnerweb.hemco.ooo/login/ph

This guide covers commercial kitchen products, including Hemco ProChill refrigeration and cold rooms, Hemco AirPure ventless hoods, and other approved catalogue products.

A guide to the process

This guide is not an appointment or agreement. Signing opens only when Hemco has issued a legally approved, completed packet and the selected signing method is available. Follow the status shown in Partner Web.

02 / PHILIPPINES PARTNER WEB

Choose your commercial scope

Discuss the intended tier with Hemco and check it in your agreement and appointment.

MINIMUM QUALIFYING NET PRODUCT PURCHASES

USD 20,000

Non-exclusive Dealer

Every two calendar months. No exclusivity.

USD 40,000

Exclusive Regional Distributor

Per selected territory every two calendar months. More areas increase the target.

USD 100,000

National Exclusive Distributor

Every three calendar months. Approved Philippines scope.

What to check	What it means for you
Purchase threshold	The minimum counts qualifying net product purchases. Freight, taxes, service charges and other excluded costs do not count.
Territory and products	Select your cities or areas. Review each approved target, the combined commitment and the exact coverage recorded in your packet.
Exclusivity	A signed Part B schedule, verified finances and bank security, and separate Hemco activation are required. Purchase volume alone does not grant it.
Non-exclusive Dealer	The USD 20,000 tier stays non-exclusive even if your purchases reach USD 40,000 or USD 100,000. Any change needs a separate approved appointment.

Product and service appointments are separate

Select Product partner to sell equipment. Installation partner and After-sales partner are separate roles with their own review, competence requirements, agreements and appointments. Request them only if you intend to provide those services.

Who serves the customer

For an approved installation or after-sales appointment, the local service partner contracts with and invoices the customer. Hemco provides technical support within its agreed scope. A product appointment does not itself authorise service work.

03 / PHILIPPINES PARTNER WEB

Select cities and areas

Your selection is a request. It does not reserve a territory or activate exclusive rights.

01 Choose the intended tier

Choose a non-exclusive dealership or an exclusive regional or national application. Product, installation and after-sales roles remain separate.

02 Find your territory

Search the catalogue by city or area name. Check the region and geographic code where names are similar. Select one territory or several distinct territories. Choose a region or cities inside it, without counting the same area twice.

03 Check availability

Areas covered by an active exclusive distributor are greyed out for exclusivity, including an overlapping region or national selection. You may still select those areas for a standard non-exclusive dealership.

USD 40,000	+ USD 40,000	= USD 80,000
First territory	**Second territory**	**Combined target**
Every two calendar months.	An additional distinct city or area.	Every two calendar months for both territories.

What the target preview means

Each selected exclusive city or area adds at least USD 40,000 to the same two-month target: one is USD 40,000; two are USD 80,000; three are USD 120,000. Any higher expressly agreed target is shown before signing. A region and a city within it cannot be counted as separate selections.

Check the signed schedule

Part B records territory names and codes, each target, the combined minimum, the rate version, products, channels and reserved accounts. All selected territories share the summed commitment. Nationwide exclusivity remains a separate USD 100,000 every-three-month appointment.

Availability is checked again by Hemco when exclusivity activates. Saving an application or signing proposed terms does not hold an area. Standard dealers receive no exclusive rights.

04 / PHILIPPINES PARTNER WEB

Create and protect your account

Use your own work account so your application, authority and signatures remain traceable.

01 Sign in to Partner Web

Open partnerweb.hemco.ooo/login/ph. Confirm Workspace country, enter your work Email address and choose Send sign-in code. Enter the Email sign-in code, then select Verify and sign in. Your verified account automatically opens your workspace, approved customer access or Partner programme. Use another sign-in method only if available.

02 Set up your authenticator

Open Settings and find Identity & organisation access. Select Set up authenticator. Add the displayed QR code or manual setup key to your authenticator app, then enter the current six-digit Authenticator code and select Verify authenticator.

03 Keep your account personal

The person named to sign must use their own verified account and authenticator. Never share your email code, authenticator code or setup key. If you lose access, use Open account help; a help request does not bypass identity checks.

Your starting point	Use this route
New company application	Sign in → Partner programme → start your application
Already linked to a company	Sign in with your existing work email → your workspace
Received a secure invitation	Open the original link → sign in with the named email → review the invitation

If you already have an invitation

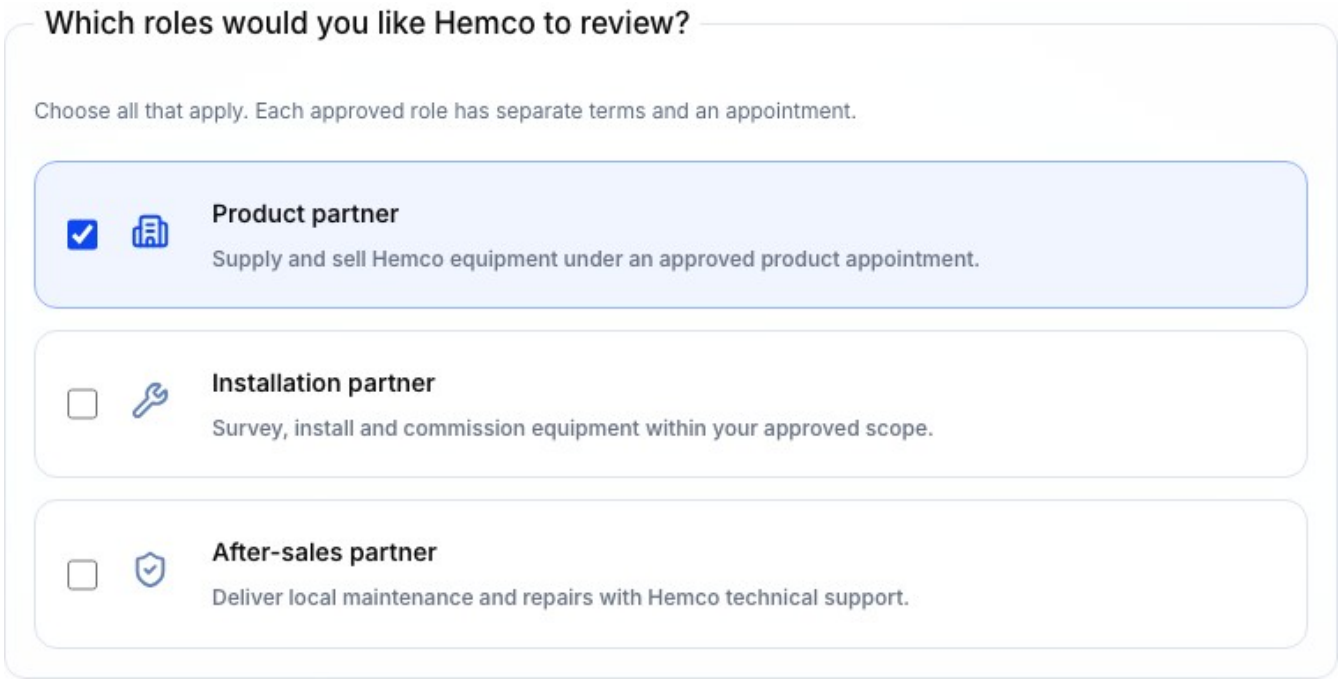
Open the original secure invitation and use the exact email it names. Review the invitation separately. Signing in alone does not accept an invitation, approve an application or grant a company role.

05 / PHILIPPINES PARTNER WEB

Complete your company application

Open Partner programme, choose Your application and select Start application.

Your roles & territories → Company details → Documents → Review & submit



Role selection in the local preview. Each requested role is reviewed for its own agreement and appointment.

Have these details ready

Company identity	Business contact
Registered legal name Business registration number Tax registration number, if available Registered address Country is fixed as Philippines	Authorised contact name Business email Business phone The contact is not automatically the agreement signer.

Save before you leave

Use Save draft to preserve changes. Company details must be saved before adding evidence. Continue moves you through the form; a draft is submitted only when you select Submit for Hemco review.

06 / PHILIPPINES PARTNER WEB

Upload evidence and submit

Use clear, readable files that establish your company identity and the signatory's authority.

Category	When to provide it
Company registration	Required for a product application.
Authority to sign	Required. Provide evidence for the person who may bind the company.
Service qualifications	Required when requesting installation or after-sales roles.
Tax registration	Supporting evidence where applicable or requested.
Insurance	Supporting evidence where applicable or requested.
Other supporting document	Additional evidence requested by Hemco.

Finish each upload before submitting

01 Choose and upload the file

In Private documents & evidence, select a PDF, PNG, JPEG or WebP file of up to 4 MiB. Select Upload / retry this file. Choosing a file alone does not upload it.

02 Wait for Ready and classify it

Use Refresh file status if needed. Wait for processing to finish, retry a failed file, and select the correct category for each ready document. Save draft after classifying your evidence.

03 Submit the saved application

Open Review & submit and resolve any incomplete checks. Select Submit for Hemco review. Submitted applications stay read-only unless Hemco returns them for changes.

If Hemco requests changes

Read the review note, correct the fields or evidence in your application, save the revised draft and submit it again. Application approval is one checkpoint; agreement execution and activation follow separately.

07 / PHILIPPINES PARTNER WEB

Review and sign your agreement

Hemco prepares the packet after review. The named signatory reviews and signs from their own account.

01 Open the exact packet

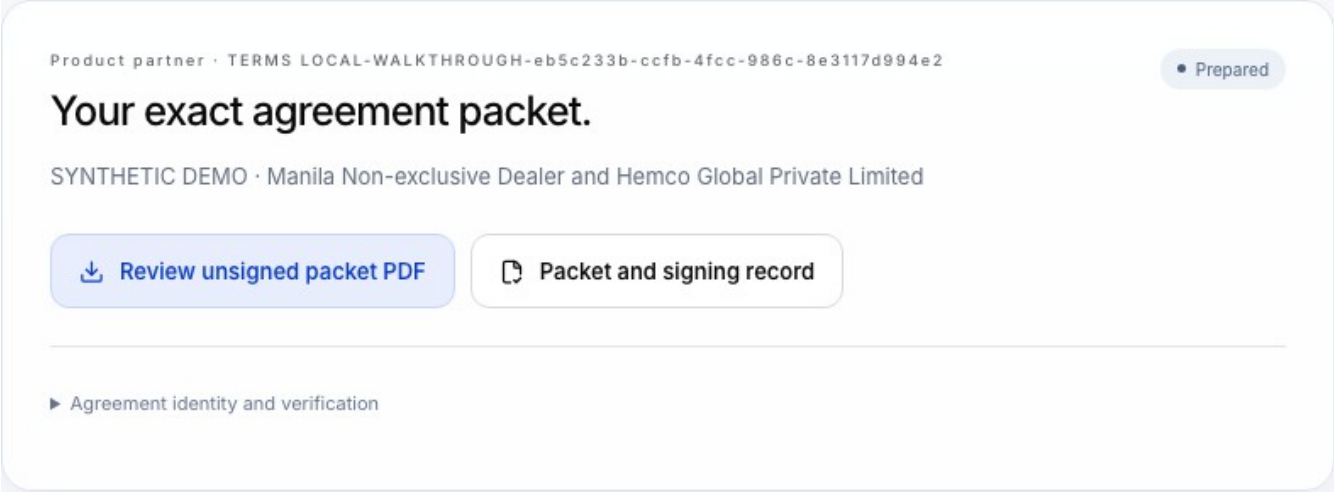
In Agreements, select Review agreement. Read the full terms, Completed schedules, Incorporated documents, Recorded authority evidence and Appointment scope. Check the legal name, products, territory, tier, dates and signer before consenting.

02 Follow the signing method shown

When DocuSign is enabled and Hemco has issued the request, review the unsigned packet PDF, confirm your authority and consent, and select Sign with DocuSign. The named partner signs first; the named Hemco signatory countersigns next.

03 Wait for verified completion

Returning from the signing page is not confirmation that both parties signed. Check the portal status. Once execution is verified and archived, retain the Signed DocuSign agreement and DocuSign completion certificate shown in the packet.



Illustrative local agreement view. Synthetic records demonstrate the sequence; they are not issued agreements.

Signing availability and corrections

If the portal says DocuSign signing is not available yet, wait for Hemco to enable it. Some packets may instead show authenticated Partner Web assent. Follow your packet's method. If terms or signers are wrong, request a corrected packet before signing.

A draft legal template cannot be issued for signature until Hemco approves it. Both signatures are required for execution; operating authority still depends on the separate activation step.

08 / PHILIPPINES PARTNER WEB

Activate, order, then qualify

All orders follow ordinary portal activation. Exclusive rights have a separate financial gate.

A	B	C
Activate ordering	**Place orders**	**Exclusive rights**
Hemco checks the signed agreement and required evidence.	Accepted, dispatched or available, fully paid net products qualify.	Hemco separately records finance, security and Part B activation.

How qualifying purchases are assessed

New terms count covered product lines only after acceptance, dispatch or collection availability, and full cleared payment. All orders must follow portal activation. Discounts, credits, refunds, returns and cancelled amounts reduce the total. Freight, insurance, duties, taxes, fees, interest, installation, maintenance and service charges are excluded. A deposit does not count as the full order value.

Illustrative order	Qualifying value
Covered products USD 22,000 less USD 2,000 discount	USD 20,000
Plus USD 3,000 freight	USD 0 additional
Accepted, dispatched/available and fully paid	USD 20,000

Check your recorded period

Use the fixed calendar periods recorded in your appointment and assessment. Periods begin on the first day of the month and use Philippine Standard Time, UTC+8. Every two or three months does not mean a rolling 60 or 90 days. Hemco verifies the opening assessment and later period reviews.

Check both statuses in Appointments

Operating authority must be effective before orders. Exclusivity must separately show active before you claim exclusive rights. A pending financial assessment or an executed agreement alone does not activate exclusivity.

Failure to meet the applicable target causes exclusive rights to lapse under the agreement; standard ordering may continue while its appointment is effective. Conditional discounts or benefits may be recovered. No purchase debt arises for unordered goods.

09 / PHILIPPINES PARTNER WEB

Use Partner Web after onboarding

Keep the portal record current and work within the scope Hemco has approved.

Where to look	What you can check
Your application	Saved details, evidence, review notes and any corrections Hemco requests.
Agreements	Exact packets, signature progress and available execution records.
Appointments	Approved roles, tier, territory, dates, operating authority and purchase assessments.
History	The recorded sequence of application, agreement and appointment actions.
Settings	Your account, authenticator and sign-in session controls.
Account help	Your own sign-in, invitation, authenticator or onboarding access issue.

Before acting under your appointment

- ☐ Your legal company details and supporting evidence are correct.
- ☐ The actual signer’s authority and personal account are confirmed.
- ☐ You have reviewed the full executed agreement and completed schedules.
- ☐ Before claiming exclusivity, its separate financial and security checks are complete.
- ☐ Your appointment is active, effective today and covers the proposed activity.
- ☐ Any installation or after-sales work has its own approved appointment.

When something does not match

Use account help for access problems. For company, agreement or appointment questions, contact your Hemco onboarding representative and quote the relevant application or packet reference. Do not start an out-of-scope activity while the record is being corrected.

Hemco Global Private Limited

G-18, UPSIDC, Sarojini Nagar, Lucknow, Uttar Pradesh, India 226008

partnerweb.hemco.ooo/login/ph

Guide version 3. Portal screens and available actions depend on your role, the record status and enabled services. Your executed agreement and effective appointment govern your commercial rights.