General Information

- What is an "OT+E" System?
- Why would I register as a Reseller?
- How to register as Joker.com Reseller?
- Who could become a Reseller?
- Is there a fee for becoming a Reseller?
- How to update my Reseller data?
- How to add existing domains to my portfolio?
- What is the 'admin' email address for?
- What is the so called 'Additional Whois Signature' for?
- What is the Joker.com PGP/GPG-Key?
- If I want to leave Joker.com one day, do I have to expect problems transferring my domains?
- What is the minimum amount I have to pay in advance to become a reseller?
- Do I have to pay VAT?
- What is the difference between a reseller and a retail customer?
- Should I use PGP?
- May I use several methods in parallel to access my domains?
- How to renew a domain without having funds in my account?
- Sending Mails on Behalf of the Reseller - "White Label"

What is an "OT+E" System?

OT&E stands for Operational Test & Evaluation, which is a type of testing and evaluation system that is designed to avoid any impact on real data or assets such as registered domains or contacts.

At Joker.com, we have an OT&E system that is essentially a duplicate of our main system, with special "fake" registries that are used for testing and evaluation purposes. This allows our resellers to test their scripts and methods using the Joker.com API and tools, without having to worry about making changes to real data.

With our OT&E system, resellers can perform domain orders and object manipulations in a simulated environment, allowing them to test their systems and make any necessary changes before going live with their services. This helps to ensure a smooth and error-free experience for our resellers and their customers.

Our OT&E system mainly consists of:

- www.ote.joker.com (standard web frontend)
- ote.rpanel.io (RPanel reseller frontend and code example)
- dmapi.ote.joker.com (Joker.com API)
- whois.ote.joker.com (Whois)

In case you are interested in using these systems, please consider becoming a reseller of Joker.com.

> Our resellers benefit from **discounts of up to 40%** on all prices.

Why would I register as a Reseller?

Without a doubt, there are plenty of compelling reasons to join our reseller program. Let's explore the exciting advantages you can enjoy:

- **Discounts:** As a Joker.com reseller, you'll receive discounts on all domain transactions. You'll start with a **20%** discount, which can increase up to **40%** based on your activities. Saving money while expanding your business is a win-win situation!

- **User-Friendly Interface:** Gain access to the Reseller Control Panel (rpanel.io), an alternative web interface designed specifically for resellers. This powerful tool simplifies domain management, allowing you to effortlessly handle even large volumes of domains and contacts. Real-time data presentation eliminates the need for time-consuming form submissions.

- **Test and Tryout System:** Explore Joker.com's registration and domain manipulation methods without affecting real data. The OT&E system provides virtual domains and registries, enabling resellers to experiment and test various functionalities. You can experiment fearlessly, honing your skills and gaining confidence.

- **Seamless Integration:** Our HTTP-based API makes scripting and integration into your existing solutions a breeze. Automate processes and streamline your workflow with ease.

- **Convenient API and Email Gateway:** Register domains effortlessly by sending commands via email using PGP-signed emails. Our user-friendly API and email gateway simplify the domain registration process, ensuring a hassle-free experience.

- **Integration Modules for Hosting Solutions:** If your business utilizes hosting solutions like **WHMCS**, **Clientexec**, **or Hostbill**, consider automating your domain needs with our integration modules. These modules facilitate domain registration, renewal, billing, and maintenance, seamlessly integrating them into your existing business solution. Installation requires only a few simple steps, if necessary at all.

How to register as Joker.com Reseller?

Please click here for more information on how to register as a Joker.com reseller.

Who could become a Reseller?

Whether you're an **individual or a company**, you are eligible to become a Joker.com reseller. If you have five domains or more, it's definitely worth considering the reseller opportunity.

Is there a fee for becoming a Reseller?

No, becoming a Joker.com reseller is **free**.
However, resellers have to fund their account with Joker.com in advance (pre-payment).
You are free to decide to what extend to fund your account.

Every time you place an order, the amount for this order will be deducted from your account. This is especially useful to guarantee reliable auto-renewals, in case you chose to make use of this feature.

How to update my Reseller data?

To modify your personal data, your standards for registration, whois templates and more, please login to Joker.com using your reseller credentials.

Then in the dashboard, click on 'Reseller Area'. under "Quick Access" section, and then choose 'Update Reseller Data', or use the menu 'Resellers', followed by 'Reseller's Profile'

You will find more settings like 'language for system emails' or 'auto renewal' in 'Your Account', or also in the menu 'My Joker' followed by 'My Profile'.

How to add existing domains to my portfolio?

Transition to a reseller account

If you decide to let your Joker.com login account migrate to a **Joker.com Reseller account**, all your domains will be added automatically to this Reseller account.

Moving a domain from Joker.com User A to User B (cooperative)

If you own the existing domain, using another Joker.com account, please visit "**My Domains**" from the "**Domains**" menu.

Click on the "menu" icon ("hamburger" icon on the right) of the domain you want to move, and choose "**Grants**".

Choose "Assignement" (= "Internal transfer") as "Role", enter the email address of the account holder to whom the domain should be transferred to, add a comment/description if you which, and press "**add**".

You may then add more domains; please press "**save**" when you are done.

After this, a transfer-link is sent to the email address you entered. You will also find this as a "pending" record in the "Grants" dialogue mentioned above. The "transfer link" will be valid for 7 days.

The recipient of the transfer-link imports the domain simply by clicking on this link.

As an alternative, this email also contains an "internal transfer key", which can be used using "Domain Transfer" on Joker.com ("internal transfer").

Moving a domain from Joker.com User A to User B (claim)

If you want to "move" or claim domains from one Joker.com account (regular or reseller) to another Joker.com account (e.g. your new reseller account), please choose "**Change Ownership or Permissions of a Domain**" from the "**Domains**" menu.

Enter your domain, and "proceed" - depending on the Whois data and current ownership of the domain, you might have to send in a document.

Procedure with Email Gateway

If you want to 'move' domains owned by other Joker.com login accounts, you can do this easily using the Roles & Grants system to perform an Internal Transfer to the account of choice.

What is the 'admin' email address for?

A Joker.com reseller usually has two registered email addresses with Joker.com, one for the 'robot' emails, and another for administrative tasks.

Reseller **news and monthly invoices** will be sent to the **administrative address**. The '**robot**' address corresponds to the standard address associated to the Joker.com login.

All **notifications resulting from domain orders, renewals and modifications** will be sent to this address.

This **address for notifications** can be changed easily in 'My Profile'.

What is the so called 'Additional Whois Signature' for?

The "Additional Whois Signature" is part of the data asked during the registration as a Joker.com reseller.

Those input fields are optional, but if you provide them, they will be **used to publish your strings in global whois** for your domains.

This way your customers can **identify you as their domain provider**.

The strings you provide will be shown as "Sponsoring Reseller".

> **Please note:** You can provide or modify this data at any time in the Reseller's Area.

What is the Joker.com PGP/GPG-Key?

This is Joker.com's public GPG/PGP key - you may **use it to verify signed mails sent from Joker.com**:

```
-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: GnuPG v1.0.7 (GNU/Linux)
mIsEPOorJQEEAJauWOOvusxn9GFEPjZnQ3x/48OfaPwSN4cIF5ezpUT6FycZQa+q
eUnNlS+bj80ULXnyyigmkUGwEtW/Qoyd55RM983pr4KtuHSMSU9gCN1syuHlDOAm
71u6irfv5RaHbJXauMCAgUKn+dBNZVZyUTm9aW2pudcwY45apF2tieTZAAYptClq
b2tlci5jb20gc2lnbmVyIHNlcnZpY2UgPGluZm9Aam9rZXIuY29tPoiyBBMBAgAc
BQI8/NifAhsDBAsHAwIDFQIDAxYCAQIeAQIXgAAKCRAm3eE0EUTiIx9RA/9HGDrD
cVM6PjZHr5jpT4svpv7xrjVRn2OIR+s80RuBAnLyAWOflqJ9342SYD8C7BMAqYm4
wXvC3/yvbQEAqsmJ5Bbq2NV+KDepahTtL8SUQ6TkOSUd9NDOvLoQWVI6o1Dz/3MG
HLJfNtx6067Sq8pP8PuYyscPyZ7/uiUilyOrqg==
=O/7Q
-----END PGP PUBLIC KEY BLOCK-----
```

If I want to leave Joker.com one day, do I have to expect problems transferring my domains?

Joker.com respects its customers and provides outgoing transfers as normal operations.

There are no additional of hidden fees associated with a outgoing transfer.

What is the minimum amount I have to pay in advance to become a reseller?

Currently, there is no minimum funding requirement for your reseller account. Your discount will be based on the revenue you generated in the past, allowing you the flexibility to grow at your own pace.

For more information, please also see Joker.com Reseller Subscription.

Do I have to pay VAT?

No VAT is charged for:

- all resellers and other business customers from EU countries apart from Germany having provided a **valid VAT-ID**
- Swiss customers
- customers from **outside** the EU

VAT is charged for

- customers from the EU who don't have a valid VAT-ID
- resellers and business customers from Germany, independent from VAT-ID (German customers with VAT-ID usually are eligible for regular VAT/tax refund)

Swiss and Liechtenstein customers are free from paying VAT until December 31st 2017. Legislation will change there on Jan 1st 2018, which means we have to charge the VAT rate there as well - **unless you provide us with a UID**.

What is the difference between a reseller and a retail customer?

As a reseller, you benefit from several additional options:

- better and competitive prices; the more revenue you generate, the higher the discount you get
- notification mails about **renewals** or inquiries are sent only to you
- ICANN **WDPR** mails are sent in your name (we are using your address as sender)
- you are managing all your customer's domains within your portfolio; however, if needed or if you want to, you may let your customers - or only some of them - manage their domains on their own
- several tools are available free of charge (**WHMCS**, HTTP API, rpanel.io, web frontend, email gateway, OT&E test platforms)

Should I use PGP?

PGP or GPG is only needed in case you want to make use of the **email gateway** to order, renew or manage domains. If you want to use the API, RPanel or the Website, **PGP is not needed**.

May I use several methods in parallel to access my domains?

Yes, this is possible. However, you should make sure that you don't issue the same orders on the same object twice, i.e. if you you send a renewal request through the mail interface, and do the same using dmapi, the domain will be **renewed twice.**

How to renew a domain without having funds in my account?

Please **logoff** from Joker.com, and then visit "Renew your Domains" from the "Domains" menu.

You will then see a "**Simple Renewal**", where you can renew any domain with **any payment method**.

You may also use another Joker.com account, or create a new one for this. Only if you are logged in using your regular reseller account, the system always uses the reseller funds for payments.

As an alternative, you also may put only some small funds into your reseller account, just to allow for regular renewal.

> Using **PayPal** instantly adds funds to your account.

Sending Mails on Behalf of the Reseller - "White Label"

Email Handling with DKIM for Resellers

For certain ICANN-mandated procedures such as **COR, IRTP, ERRP**, and others, Joker.com sends emails on behalf of resellers. This can be configured directly in the reseller's profile.

However, many receiving mail servers no longer accept messages that appear to come from external sender addresses. To address this, Joker.com now supports sending these emails using **DKIM (DomainKeys Identified Mail)**. With DKIM, emails are cryptographically signed using a key that is automatically connected to your domain, greatly improving deliverability.

What Has Changed?

Previously, enabling DKIM required manual configuration with the help of our support team. Now, we've introduced an **automated procedure**. All you need to do is add a few DNS records to your domain.

Setup Instructions

Add the following CNAME records to the DNS zone of the email domain you've provided:

> joker1._domainkey.example.com CNAME joker1._domainkey.joker.com
> joker2._domainkey.example.com CNAME joker2._domainkey.joker.com

Please replace "example.com" with your domain!

Important Notes

- Only **one reseller domain** can be used for DKIM - this is the one used in the FROM: header of your emails.
  - ✅ Allowed: `transfer@reseller-domain.com`, `wdrp@reseller-domain.com`
  - ❌ Not allowed: `info@another-reseller-domain.net` if you use `info@reseller-domain.com`

SPF Record Adjustment

If your domain already uses **SPF records**, you should also **include Joker.com’s mail servers.** Simply add the following include directive to your SPF record:

```
include:_spf.joker.com
```