

## **Statement of Work for LOLO Enterprise Platform**

This is an agreement entered into by **LoLo, LLC** (hereinafter referred to as “the Provider”) and \_\_\_\_\_ (hereinafter referred to as “the Client”) on \_\_\_\_\_.

The Provider’s place of business is **45 South French Broad, Asheville, NC 28801** and the Client’s place of business is \_\_\_\_\_.

The Client hereby engages the Provider to provide the services described herein under “Scope and Manner of Services.” The Provider hereby agrees to provide the Client with such services in exchange for consideration described herein under “Payment for Services Rendered.” The Client also agrees to provide the Provider with necessary items to complete such services described herein as “Items Needed to Complete Services.”

### **Scope and Manner of Services**

#### **Services To Be Rendered By Provider:**

- Setup of LoLo Client Engagement Program at [lolo.gifts](http://lolo.gifts) (includes team creation)
- Ingestion of existing CRM Database (optional)
- Curation, delivery and fulfillment of LoLo Gifts
- Access to team dashboard to see stats and make edits to team members’ accounts
- Team Member subscription billing collection and management
- Support for team members and gift recipients
- Access to Client Success Coach to help monitor account and strategize plans for adoption among agents

#### **Optional Services:**

##### **\_\_\_ CRM Integration:**

- Basic one direction updating from CRM to LoLo (No Cost)
- Full integration (Quote will be provided once specifics determined)

##### **\_\_\_ Onsite Launch/Training Support (Can be requested at any time.)**

- Onsite training day for staff and agents
- Cost: \$1,000/day

### **Local Gift Launch, Delivery and Fulfillment**

#### **Gift Zone Launch:**

A new gift zone can be launched with a minimum of 500 recipients enrolled. New gift zones take 30-60 days to launch depending on launch calendar at time of request. Once launched, zones must maintain a minimum of 750 recipients in order to remain active. A 6-month warning will be given before winding down any gift area that is not able to sustain minimum recipient levels.

#### **Gift Delivery and Fulfillment:**

LoLo Gifts are sent by client’s team members. Recipients of LoLo Gifts must have an approved relationship with the sender. LoLo Gifts cannot be sent unsolicited to lists of emails/phone numbers. Value of LoLo Gifts are to be determined by provider. Total value of aggregate redemptions of LoLo Gifts are to be paid by the provider. \*All emails sent through the LoLo Client Engagement Program are initiated by Client’s team members.

### **Agent Pricing / Client Subsidy for Services Rendered**

#### **Agent/Salesperson Pricing:**

- (On **Month-to-Month** Contract) **\$1.35 per gift delivered - Minimum monthly fee: \$33.75** (equal to 25 recipients)
- (On an **Annual** Contract) **\$1.10 per gift delivered - Minimum monthly fee: \$27.50** (equal to 25 recipients).



**Subsidy Fees:**

You have chosen the Enterprise Package. Your monthly cost will be \$150. Monthly fee will become \$0 per month when you reach 1500 contacts. Provider will then bill only team members for subscriptions after account is 1500 contacts or above.

**Enterprise Bonuses:**

For all contracts signed between March 1st, 2020 and July 1st 2020, your monthly fee of \$150 will be waived for the first three months you are actively sending campaigns. LoLo will also sponsor an event at your brokerage once you've reached 1,500 active contacts enrolled. We'll pay up to \$1,000 for catering from a local vendor, local prizes, etc. You provide LoLo with the contact info of the local vendor of your choice, along with your event details, and we will pay the local vendor directly for their services.

**Program Deposit:**

A fee of \$150, or one month of fees is due at time of account setup. To be applied to client account if a balance is due after launch. To be returned if client reaches contact minimum for \$0 per month fee. To be retained by Provider if Client fails to launch.

**Term of Agreement**

Client agrees to participate in the LoLo program starting on the activation month \_\_\_\_\_ or launch of 1st LoLo Gift for a minimum period of **12** months. After the initial period expires, the program will auto-renew for like periods in perpetuity unless canceled in writing with 60 days notice by Client.

**Exclusivity**

The Client's team members will have exclusivity to their contacts, meaning gift recipients should not receive more than one gift to the same email address or cell phone number.

**Termination of Program**

Cancellation Policy: If Client decides to leave the LoLo program after initial period at any time, Client must give 60 days notice to activate the wind down of the program.

**Items Needed to Complete Services****Items to be supplied by client:**

- 30-60 minute Q/A session with management/program point person via phone to create details of business profile
- 60-minute meeting with marketing point person to explain and schedule launch of program
- Official Logo and description/tagline of Client
- Team Member Profiles (First Name, Last Name, Email, Phone, Profile Photo, Office)
- CRM - Contact Info for Integration (if applicable)

**Mission/Goals of LoLo**

LoLo's mission is to create a sustainable and aligned local spending initiative that connects local businesses, merchants and communities. Shared mission. Shared impact. Shared reward. Loyal Locals.

**Signatures**

In witness of their agreement to the terms above, the parties or their authorized agents hereby affix their signatures:

\_\_\_\_\_  
(Printed Name of Client )

\_\_\_\_\_  
(Printed Name of Provider)

\_\_\_\_\_  
(Signature of Client)

\_\_\_\_\_  
(Signature of Provider)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)

03/12/2020