

Booking Portal	
Description	Provider will deliver Services for the configuration of Booking Portal for Elite and train on best practices and workflows.
Assumptions	Standard base invoice document template Standard library reports and dashboards
Limitations	Customer is onboarded on the core Elite software. Rooms must be configured. Payment Portal is required.
Build	Provider responsibility: Not applicable for Booking Portal Customer responsibility: Not applicable for Booking Portal
Training	Provider responsibility: Training includes preparation for the Customer in the form of a webinar and article prior to training sessions, up to two (2) 60-minute remote sessions, and email communications to be provided by Provider, which includes: Session 1: Booking Portal Configuration Overview to review one (1) Price Schedule, one (1) email template, one (1) site, one (1) user group, one (1) standard base template invoice, and one (1) standard event order Session 2: Booking Portal Workflow Best Practices Customer responsibility: Review the pre-work, trainings, complete configuration(s), and provide feedback on invoice template in a timely manner Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum in the Provider's Learning Center
Testing	Provider responsibility: Up to one (1) 60 minute remote question and answer session Customer responsibility: Review the configuration via test events and test invoices Ensure appropriate users are selected and attend question and answer session
Launch & Post Launch	Provider responsibility: Connection to Elite Support email shared as a go-live follow-up Customer responsibility: Not applicable
Project Management	Provider responsibility: Provider to track time to project and provide Customer updates on project process. Customer responsibility: Provide timely feedback to Provider
Exclusions	Creation of document templates is excluded Custom development unless specified above Integration services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope
Estimated length of project: 3 weeks Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	