

**Private Events Package (DocuSign, Payment Portal, Online Inquiry Form)**

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| <b>Description</b>              | Provider will deliver services for the onboarding of the Private Events Package for Elite, inclusive of DocuSign, Payment Portal, and Online Inquiry Form.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Assumptions</b>              | <p>Customer environment is on the latest software version.</p> <p><b>Payment Portal</b><br/>Email communication for initial configuration following Gateway being enabled<br/>Customer is responsible for testing Gateway</p> <p><b>DocuSign Integration</b><br/>Email communication for initial Customer-configuration following DocuSign being enabled</p> <p><b>Online Inquiry Form (OIF)</b><br/>Includes one (1) pre-defined online inquiry web form connected to the Production environment. Any additional forms or modifications to the existing form are not covered under this scope and will require a separate agreement and development effort.<br/>Customizing the CSS styling of the online inquiry form is not included in this scope of work. Any specific styling requirements beyond the default design will be considered as an additional task and may incur additional costs.<br/>Any changes to the form need to be validated as they can break the service importing the data<br/>Customer has provided all necessary details, mappings, and external API access prior to development.</p> |
| <b>Limitations</b>              | <p>Payment Portal is only applicable with the following gateways: TrustCommerce, Authorize.NET, Stripe, and Provider Payments<br/>For signed documents to be returned to Elite, Customer must purchase envelopes through Provider, OR ensure they have purchased a DocuSign Business Pro or Enhanced Plan through DocuSign.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Kick Off</b>                 | <p><b>Provider responsibility:</b><br/>Internal handover and preparation<br/>One (1) 30-minute remote kick off meeting with preparation</p> <p><b>Customer responsibility:</b><br/>Ensure all stakeholders are available to attend the Kick Off and Discovery session.<br/>Ensure project scope is accurate and fully aligns to all business requirements<br/>Raise any risks, blackout periods for software release, resourcing plan</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Discovery</b>                | <p><b>Provider responsibility:</b><br/>One (1) 60-minute remote online inquiry form session to review current process and validate Customer needs</p> <p><b>Customer responsibility:</b><br/>Ensure key resources attend discovery session<br/>Provide an understanding of business processes, data and requirements</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Design</b>                   | <p><b>Provider responsibility:</b><br/>Implement one (1) pre-defined online inquiry form</p> <p><b>Customer responsibility:</b><br/>Provide timely feedback on document templates following changes and feedback for each round of reviews and testing of the online inquiry form.<br/>Supporting the specification process with resources and 3rd party access if needed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Build</b>                    | <p><b>Provider responsibility:</b><br/>Minor modifications to document templates for DocuSign (noting new option for document signature and Customer payment)<br/>Creation of Online Inquiry Form including adjustment of questions (reorder, remove, change questions, additions not supported), form color, logos, and minor font modifications</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Training</b>                 | <p><b>Provider responsibility:</b><br/>Training includes curated Knowledge Base resources sent prior to training sessions with Provider.<br/>One (1) 60-minute remote session for Payment Portal training, workflow review, and Q&amp;A; session will be recorded<br/>One (1) 60-minute remote session for DocuSign training, workflow review, Q&amp;A, and basic DocuSign functionality; session will be recorded</p> <p>One (1) 60-minute remote session to review Online Inquiry Form functionality, managing inquiries in Elite, and full workflow to convert into holds or confirmed events; session will be recorded</p> <p><b>Customer responsibility:</b><br/>Review and complete the pre-work, trainings and configuration, and provide feedback on document templates, reports, and dashboards in a timely manner.<br/>All users will be expected to complete the designed curriculum in the Provider's Learning Center</p>                                                                                                                                                                              |
| <b>Testing</b>                  | <p><b>Provider responsibility:</b><br/>Provider will maintain an issue log to track status and progress of issues raised</p> <p><b>Customer responsibility:</b><br/>Preparing for and executing user testing, including creation of test plans, test cases, and test scripts<br/>Testing of gateway<br/>Ensure key resources attend all testing meetings<br/>Raise any issues found (that are within the scope of the Statement of Work)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Launch &amp; Post Launch</b> | <p><b>Provider responsibility:</b><br/>Connection to Elite Support email shared as a go-live follow-up</p> <p><b>Customer responsibility:</b><br/>Complete customer satisfaction survey</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Project Management</b>       | <p><b>Provider responsibility:</b><br/>Coordination of activities and meetings in alignment with timelines and activities<br/>Ownership of issues log and delegation of tasks</p> <p><b>Customer responsibility:</b><br/>Nominated project lead<br/>Ensure key resources attend all weekly project review meetings to provide updates<br/>Coordination of activity and resources on Customer side to align to project plan and schedule</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Exclusions</b>               | <p>Creation of DocuSign email and signature templates is excluded<br/>DocuSign training beyond basic functionality needed to send document templates for Elite is out of scope<br/>Custom development unless specified above<br/>Integration services not specifically defined in the scope above<br/>Once the build phase begins, any further requirements are considered to be out of scope<br/>Online Inquiry Form will be configured to connect directly to the Production environment. configuration and connection to the Test environment is excluded from this scope.<br/>Any licenses for 3rd party software or tools needed for the development.<br/>If the Customer-specific online inquiry form requirements are more effort than this package includes, then the scope of work is custom, and Technical Services will provide a custom estimate and scope of work through a change order.</p>                                                                                                                                                                                                         |

Estimated length of project: 5 weeks

Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.