

## SERVICES

Awards Network (AN or US) will perform the following services for Masco Retail Sales Support (You or Client) at the following fees:

### SITE DESIGN & MAINTENANCE

AN shall design and build an Online Point Bank rewards website by Client's desired program start date but no sooner than 15 business days after AN receives the setup fee payment.

A nonrefundable, onetime setup charge of \$1,000.00 shall be paid by credit card or invoiced to the Client upon signing of this agreement. Work shall begin on the program after the setup fee is paid in full and program budget, goals and point scale are determined. A quarterly fee of \$250.00 will start to be invoiced on the first day of the next quarter following payment of the setup fee and every third month thereafter. Quarterly fees may be charged prior to the program kickoff.

Quarterly fees are invoiced on the following dates each year:

- January 1
- April 1
- July 1
- October 1

This quarterly fee includes the following services:

- Standard website pages (Home, My Account, Program Details, Catalog, Cart, Checkout, Help, Feedback)
- Full administrative website access for adding points, looking up users and orders, running and exporting reports to Excel
- Basic Excel reports from account management team (provided 1x/month)
- 1x/month user and point maintenance/updates using provided templates

If the Client needs to change any of the services above, AN shall provide an updated Service Agreement that both parties agree upon and sign prior to any additional services being provided. Any additional services may result in an increase of the quarterly fee.

AN shall generate design proofs to be approved by the Client at each step of the program's setup process. Approval of each proof set signifies the Client's satisfaction and agreement with the proposed layout and design. Changes requested by the Client to approved elements will incur a service charge of \$250.00.

A standard point value of ½ cent per point will be utilized on all program websites unless an alternate point value is desired by the Client. The point value may not be changed after the website setup.

### ACCOUNT SECURITY & MAINTENANCE

The Client has full access to the reporting and administrative website and can maintain user accounts, add points and run reports anytime. Multiple administrative accounts can be created by sending AN information in an Excel template provided by AN.



The Client has four different options to get points added into the AN system and to maintain user information.

1. Points are sent in using Excel templates provided by AN. Account updates are either sent in using Excel templates provided by AN.
2. All points and employee account updates are entered by Client administrators.
3. An API is established to automatically sync points and employee accounts. There is a onetime setup fee of \$1000.00 for our programmer to setup the API.
4. Points are entered by users who receive instant point cards with unique codes tied to a pre-determined point level and award category.

If the Client decides to have AN perform all account maintenance and point uploads, AN will perform on at most once per month or fewer than 12 times per year. If the Client requests more frequent updates, a new quarterly fee will need to be agreed upon and new service agreement signed. AN is unable to accept points or user updates if they are not on a template AN has provided. The Client has the option to add points and maintain users via the administrative website anytime, or as frequently as needed.

## **GIFT FULFILLMENT**

The price of each award includes shipping and handling of the award for delivery within the 48 contiguous United States. Any additional costs from shipments of awards outside the 48 contiguous United States will be invoiced separately. Access to a current online catalog featuring pricing for each award is available at [www.selecttagiftplan.com/anlifestyle](http://www.selecttagiftplan.com/anlifestyle).

In case a recipient receives a damaged or malfunctioning award, he or she simply needs to contact AN for an exchange or replacement within 30 days of receiving the item. A return label or call tag will be emailed to the recipient so that he or she may return his or her award at no charge. AN will then ship out a replacement item or the recipient's alternate award choice. After this 30 day period, items are covered under manufacturers' warranties as they apply. If a recipient changes his or her mind about a gift after it was ordered, and nothing is incorrect or damaged, AN will accept the item back and issue credit to the Client if the recipient pays for return shipping and the item is received back in its original, unopened condition.

## **REPORTS**

Full online access to the reporting and analytics side of the Online Point Bank will be available to administrators 24/7. AN will also provide monthly reports detailing the program's progress and analyzing opportunities for improvement. If the Client needs customized reporting information that cannot be downloaded directly from the AN administrative website, the result may be an increase in the quarterly fee charged. AN shall provide an updated Service Agreement that both parties agree upon and sign before additional services are provided.

## **MARKETING & PROMOTION**



At the Client's discretion all printed communications including posters, flyers and point statements will be customized with the Client's logo and any relevant information. AN shall customize and send award notification emails to participants whose accounts have been awarded points after each upload.

Printed materials may be emailed to the Client for on-site printing (complimentary) or printed and shipped to the requested location(s) for a fee (Posters - \$4.00, Flyers & Statements - \$0.50, Paper Kickoff Card - \$0.25 per card - Standard shipping charges will apply).

## **TRAINING**

AN can provide training guides for administrators requiring administrative access. Online training sessions may also be scheduled for administrators as necessary.

## **BILLING**

The Client has the option to choose between prepaying for points or paying for points as they are spent on gifts. AN invoices twice a week and all invoices are net 30.

Prepaying-each time points are added to the Online Point Bank, the Client would be invoiced for the dollar value of the points. If a participant is deactivated or deleted, any unspent points in the person's account would be credited to the Client's account. This credit could be applied towards any unpaid invoice.

Bill upon Redemption-points may be awarded to users anytime. When points are spent and the order ships out, the Client would receive an invoice with the item information. If a participant is deactivated or deleted, any unspent points would remain in the Online Point Bank.

## **AGREED AND ACCEPTED:**

Awards Network:

Masco Retail Sales Support:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

