| Booking Portal | |
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| **Description** | Provider will deliver Services for the configuration of Booking Portal for Elite and train on best practices and workflows. |
| **Assumptions** | Base invoice document template<br>Standard library reports and dashboards |
| **Limitations** | Customer is onboarded on the core Elite software.<br>Rooms must be configured.<br>Payment Portal is required. |
| **Build** | **Provider responsibility:**<br>Not applicable for Booking Portal<br><br>**Customer responsibility:**<br>Not applicable for Booking Portal |
| **Training** | **Provider responsibility:**<br>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:<br><br>Session 1: Booking Portal Configuration Overview to review one (1) Price Schedule, one (1) email template, one (1) site, and one (1) user group<br>Session 2: Booking Portal Workflow Best Practices<br><br>**Customer responsibility:**<br>Review the pre-work, trainings, complete configuration(s), and provide feedback on invoice template in a timely manner<br>Ensure appropriate users are selected and attend all training sessions<br>All users will be expected to complete the designed curriculum in the Provider's Learning Center |
| **Testing** | **Provider responsibility:**<br>Up to one (1) 60 minute remote question and answer session<br><br>**Customer responsibility:**<br>Review the configuration via test events and test invoices<br>Ensure appropriate users are selected and attend question and answer session |
| **Launch & Post Launch** | **Provider responsibility:**<br>Connection to Elite Support email shared as a go-live follow-up<br><br>**Customer responsibility:**<br>Not applicable |
| **Project Management** | **Provider responsibility:**<br>Provider to track time to project and provide Customer updates on project process.<br><br>**Customer responsibility:**<br>Provide timely feedback to Provider |
| **Exclusions** | Creation of document templates is excluded<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 |
| Estimated length of project: 3 weeks | |
| Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources. | |