



**My360CRM**

Gold Coast ,Queensland 4211  
Australia  
Phone: +61 5641 0360  
Website: <https://my360crm.com/>  
VAT ID: 26 360 838 542

**Quote: QUO4**

<b>Customer Name</b>
Gold Coast Training Workshops
<b>Contact Name</b>
Miriam Scott
<b>Billing Address</b>

Issued Date: 14-05-2019
Valid Date: 31-05-2019
<b>Shipping Address</b>

Product Code	Product Name	Quantity	Selling Price	Discount	Total
PRO1	My360CRM (S)	1	17.00	0.00 (0%)	17.00
	Per Month				
SER5	Integration	1	215.00	0.00 (0%)	215.00
SER4	Customisation	1	129.00	0.00 (0%)	129.00
SER6	Paypal Gateway	1	79.00	0.00 (0%)	79.00
SER7	Web Design	1	499.00	0.00 (0%)	499.00
Net Total					939.00
Discount(0.00%)					0.00
Tax:(0%)					93.90
Shipping & Handling Charges					0.00
Shipping & Handling Tax:(0%)					0.00
Adjustment					0.00
Grand Total:(in \$)					1,032.90

Description
Web design / Intergration / Customisation & CRM
Terms & Conditions
<p>@ My360CRM - We make CRM easy</p> <p>Overview and Goals</p> <p>Firstly thanks for the opportunity to bring into best practise structure and processes using CRM. This is a generic agreement we use, Please be advised much of this does not apply to as we are working together as partners. We can fill the gaps as we go....</p> <p>We don't need to tell you how important your data management &amp; collection is to your brand, your customer experience, and your ability to interact with your target audience. You're running a successful company with a great product offering but let's be honest (and still be friends) - your data management and processes are in dire need of an update.</p> <p>My360CRM will allow users to easily find what they're looking for and do what you want them to do. It needs to load quickly, be search-engine friendly, simple for your team to update, and responsive to whatever kind of device users are viewing from.</p> <p>We can make this all happen with gain and no pain. We'll transform your data management from being a cumbersome, pernickety afterthought to being one of the most valuable members of your team.</p> <p>Research</p> <p>The first step is we need to thoroughly understand your business, your business goals, your customers and their expectations and behaviour, and how your data is collected. This stage will give us the foundation for moving forward with just the right recommendations for the design and development of your My360CRM.</p> <p>Design</p> <p>Once we're armed with this information, We recommend having all of your content ready by this stage which will inform the design and make it faster to load the initial content on the development server so content doesn't hold back the launch. What we require ASAP.</p> <p>Content</p> <ol style="list-style-type: none"> <li>1.Website</li> <li>2.Credentials</li> </ol> <p>Development</p> <p>Next we'll set to work making your design a reality by building the customisation from your website to My360CRM.</p> <p>Testing</p> <p>We'll test MyCRM in a variety of browsers, including Safari, Chrome, Firefox and Internet Explorer 9</p> <p>Launch</p> <p>Once you've tested the website and are happy with its functionality, we'll make your My360CRM live on your website and point your domain over to the new site. Launch time!</p> <p>Page 3</p> <p>Additional My360CRM Recommendations</p> <p>My360Business My360Marketing My360Manage My360Track</p>

My360Customise  
As per our discussion

## User Testing

Although not required, testing the designs with real users will greatly improve the quality of the finished design and help catch usability issues before time is spent building out the designs. User testing involves our usability professionals recruiting up to 5 users and asking them to perform tasks. We record the results of the test and then deliver the video to you along with a list of usability issues or comments that our design team can implement. It's like the digital version of the old adage "Measure twice, cut once."

## Support Included

Included

## Timeframe

To complete the work outlined in the project scope, we'll need approximately 1 week from beginning to end, depending on when we receive feedback at each milestone. Upon signing the proposal we are prepared to start work immediately.

## Phase Day

Present Solutions 1

Receive content 1

Back-end development 1-2

QA Testing and Review 2-3

## Why My360CRM?

At My360CRM, we're all about the experience. We have developed a simple, compelling, and functional CRM system for SME, My360CRM makes it easy for users to quickly find exactly what they're looking for when they arrive at your site and then convert them into paying customers. It's about creating an online experience that transforms users into followers, customers into ambassadors.

We do this by listening to you, understanding your target audience, and putting our extensive online knowledge to work on a plan that will improve your business goals and change the way you think about the potential of the internet.

We understand that small businesses don't always have the time to do what large companies do, so we have come to the rescue!

Understand, Manage, Market & Track your business.

My360CRM uses best practice that large companies & multinationals have used for over 20 years, For them \$\$\$ is not a factor, They use an IT dept to operate & set up (All of which takes months) and a champion to enforce / run it..... But this can't work for small business! Can it? @ My360CRM it does.....

How we do it...

My360 CRM has all the major functions Multinationals use, But, in one smart easy to use place, We have integrated the 3 main areas small business have found complicated and overwhelming (CRM / Management & Marketing) for too long now. Well not any more.

My360CRM will simplify your daily Staff & Customer management in one beautiful cloud solution. Capture & Manage contacts with ease in one central hub

Using our integration from your existing POS system or using My360Capture – CRM, your business will now have a real conduit for all your customer data using biometrics for customer collection & Loyalty.

Create and maintain extraordinary customer relationships by automatically keeping track of all contact information, online engagement, purchases, and more within your centralised Customer Relationship Management (CRM Software). With all your contact data in one place — the same place as your automation and all your marketing assets — you have complete, accurate insights and seamless connections between all touch points in your business.

## Be Organised

Thorough, personalised and organised contact records store all your important information on every lead and customer so you can quickly find customer information to build rapport.

## Easy to Manage

Easily import, maintain and update contact data and lists to easily target qualified leads for your marketing and sales efforts.

## All-Inclusive

Automatically compile everything in My360CRM from, Staff management, Customer loyalty & Marketing & vehicle tracking to

create a detailed records of all past interactions to ensure you address each customer in a relevant, personal manner.

Case Study  
Coastal Events.

#### PROJECT GOALS OUR SOLUTION RESULTS

"My360CRM was amazing to work with on our redesign project. They were professional, knowledgeable and a delight to be around. My sales increased 10% after the launch."  
- Sophie Morley, Coastal Events

#### Statement of Work & Contract

[Note: This is a sample contract - we are not lawyers and recommend you having your own legal counsel review any contract prior to sending out.]

Date: Not yet submitted

Between "us", My360CRM, and "you", Example Company

You Example Company, located at 123 Fake Street are hiring My360CRM located at 125 Swank Drive to design and develop a web site for the estimated total price of \$600.00 as outlined in our previous correspondence.

1.0 Services Rendered

#### DESIGN

We create look-and-feel designs, and flexible layouts that adapt to the capabilities of many devices and screen sizes.

If, at any stage, you're not happy with the direction our work is taking, you will pay us in full for everything we've produced up to that point and then cancel this contract.

#### TEXT CONTENT

To be supplied

#### PHOTOGRAPHS

N/A

#### BROWSER TESTING

N/A

#### DESKTOP BROWSER TESTING

N/A

#### MOBILE BROWSER TESTING

N/A

#### TECHNICAL SUPPORT

We offer local support to you and team, via phone or email.

#### CHANGES AND REVISIONS

We know from experience that fixed-price contracts are rarely beneficial to you, as they often limit you to your earliest ideas. We don't want to limit your ability to change your mind or make decisions later when you might be better informed. The price at the beginning of this contract is based on the length of time we estimate we'll need to accomplish everything you've told us you want to achieve, but we're happy to be flexible. If you want to change your mind or add anything new, that won't be a problem as we'll provide a separate estimate for to cover the additional work.

#### ERRORS

We can't guarantee that our work will be error-free (we're human!) so we can't be liable to you or any third-party for damages, including lost profits, lost savings or other incidental, consequential or special damages, even if you've advised us of them.

#### Mutual Cooperation

We agree to use our best efforts to fulfil and exceed your expectation on the deliverables listed above. You agree to aid us in doing

so by making available to us needed information pertaining connecting your website to My360CRM and supply of data.

### 3.0 Charges for Services Performed

Functionality or feature requests above and beyond those listed in the budget and/or the functionality specs may be considered out-of-scope and an amendment to the budget will be recommended. Projects that go dormant for longer than 45 days will incur fee to resume work at the discretion of My360CRM.

### 4.0 Terms of Payment

#### BILLING SCHEDULE

We're sure you understand how important it is as a small business that you pay the invoices that we send you promptly. We're also sure you'll want to maintain a positive working relationship and keep the project moving forward, so you agree to stick tight to the following payment schedule.

The total budget for this project: \$600.00

My360CRM will invoice Example Company for fifty per cent (50%) of the initial fees at point of this signed contract agreement which will act as the deposit. The remaining 50% will be billed monthly as the service hours are spent or when the project is launched.

Example Company will supply My360CRM with all necessary purchase order numbers and other internal information required for invoice processing before the close of the month of work (if applicable).

Page 14

#### CLIENT AGREEMENT TO PAY

You agree to pay our initial (1st) invoice upon receipt which will act as a deposit for the project. Every invoice after that will have 14 day payment terms. In the event payment is not made within 14 days, My360CRM will charge a late payment fee of 1% per month on any overdue and unpaid balance not in dispute, to cover the manpower, interest, and other costs My360CRM pays for carrying overdue invoices from Example Company. In addition, My360CRM reserves the right to stop work until payment is received.

#### COLLECTION COSTS

In the event that we incur legal fees, costs and disbursements in an effort to collect our invoices, in addition to interest on the unpaid balance, you agree to reimburse us for these expenses.

#### 5.0 Cancellation of Plans

You have the right to modify, reject, cancel or stop any and all plans or work in process. However, you agree to reimburse us for all costs and expenses we incurred prior to your change in instructions, and which relate to non-cancelable commitments, and to defend, indemnify and hold us harmless for any liability relating to such action. We agree to use our best efforts to minimize such costs and expenses.

Responsibilities of My360CRM and Example Company

#### AGENCY CO.'S RESPONSIBILITY FOR RELEASES

N/A

#### CLIENT RESPONSIBILITY FOR RELEASES

We'll own the unique combination of these elements that constitutes a complete design and we'll license that to you, exclusively and in perpetuity for this project only, unless we agree otherwise. We can provide a separate estimate for that.

#### CLIENT RESPONSIBILITY FOR ACCURACY

You shall be responsible for the accuracy, completeness and propriety of information concerning your products and services which you furnish to us verbally or in writing in connection with the performance of this Agreement.

#### 7.0 Confidentiality

This Agreement shall become effective as of DATE HERE and shall continue until terminated by either party upon not less than 60 days' notice in writing given by either party to the other.

#### TERMINATION FOR CAUSE

Either party to this Agreement may terminate the Agreement if the other party defaults in the performance of any of its material duties and obligations and the default is not cured within thirty (30) days of the receipt of notice of said default, or if the default is not reasonably curable within said period of time, unless the defaulting party commences cure within said period of time and diligently proceeds to cure the default.

In addition, either party may immediately terminate this Agreement by giving written notice to the other party if the other party is

insolvent or has a petition brought by or against it under the insolvency laws of any jurisdiction, if the other party makes an assignment for the benefit of creditors, if a trustee, or similar agent is appointed with respect to any property or business of the other party, or in the case of the Client, if the Client materially breaches its obligations to make payment pursuant to this Agreement.

#### PAYMENT FOR NON-CANCELABLE MATERIALS?

Any non-cancelable materials, services, etc., we have properly committed ourselves to purchase for your account, (either specifically or as part of a plan such as modules, photography and/or external services) shall be paid for by you, in accordance with the provisions of this Agreement. We agree to use our best efforts to minimize such liabilities immediately upon written notification from you. We will provide written proof, upon request of the Example Company, that any such materials and services, are non cancelable.

#### MATERIALS UNPAID FOR

If upon termination there exist any materials furnished by us or any services performed by us for which you have not paid us in full, until such time as you have paid us in full you agree not to use any such materials, in whole or in part, or the product of such services.

#### TRANSFER OF MATERIALS

This Agreement shall be governed and construed in accordance with the laws of the Province/State of STATE/PROVINCE.

#### REPRESENTATIONS AND WARRANTIES

The parties each individually represent and warrant that each has full power and authority to enter into this Agreement and to perform all of their obligations hereunder without violating the legal or equitable rights of any third party.

#### ENTIRE AGREEMENT

Except as otherwise set forth or referred to in this Agreement, this Agreement constitutes the sole and entire Agreement and understanding between the parties hereto as to the subject matter hereof, and supersedes all prior discussions, agreements and understandings of every kind and nature between them as to such subject matter.

#### SEVERABILITY

If any provision of this Agreement is held to be illegal, invalid, or unenforceable under any present or future law, then that provision will be fully severable. In such instance, this Agreement will be construed and enforced as if the illegal, invalid, or unenforceable provision had never comprised a part of this Agreement, and the remaining provisions of this Agreement will remain in full force and effect.

John Doe, to accept this contract, click the Accept button and sign at the prompt. You will be emailed a copy for your records

#### NEXT STEPS

- 1.□ Please read the contract on the previous page to make sure you understand all the details involved with us working together. It's really important to us that everything is transparent and understood from the beginning so that we lay a solid foundation for a great working relationship.
- 2.□ If you have any questions at all, please let us know. We're happy to clarify any points and there may be some items that we can sort out together. We're committed to finding the best way to work together.
- 3.□ Once you feel confident about everything and are ready to move forward, please click the 'sign here' button below.
- 4.□ Sign in the box that pops up to make the acceptance official.
- 5.□ Once we receive notification of your acceptance, we'll contact you shortly to sort out next steps and get the project rolling.
- 6.□ We'll email you a separate copy of the signed contract for your records.
- 7.□ If you'd like to speak to us by phone, don't hesitate to call