

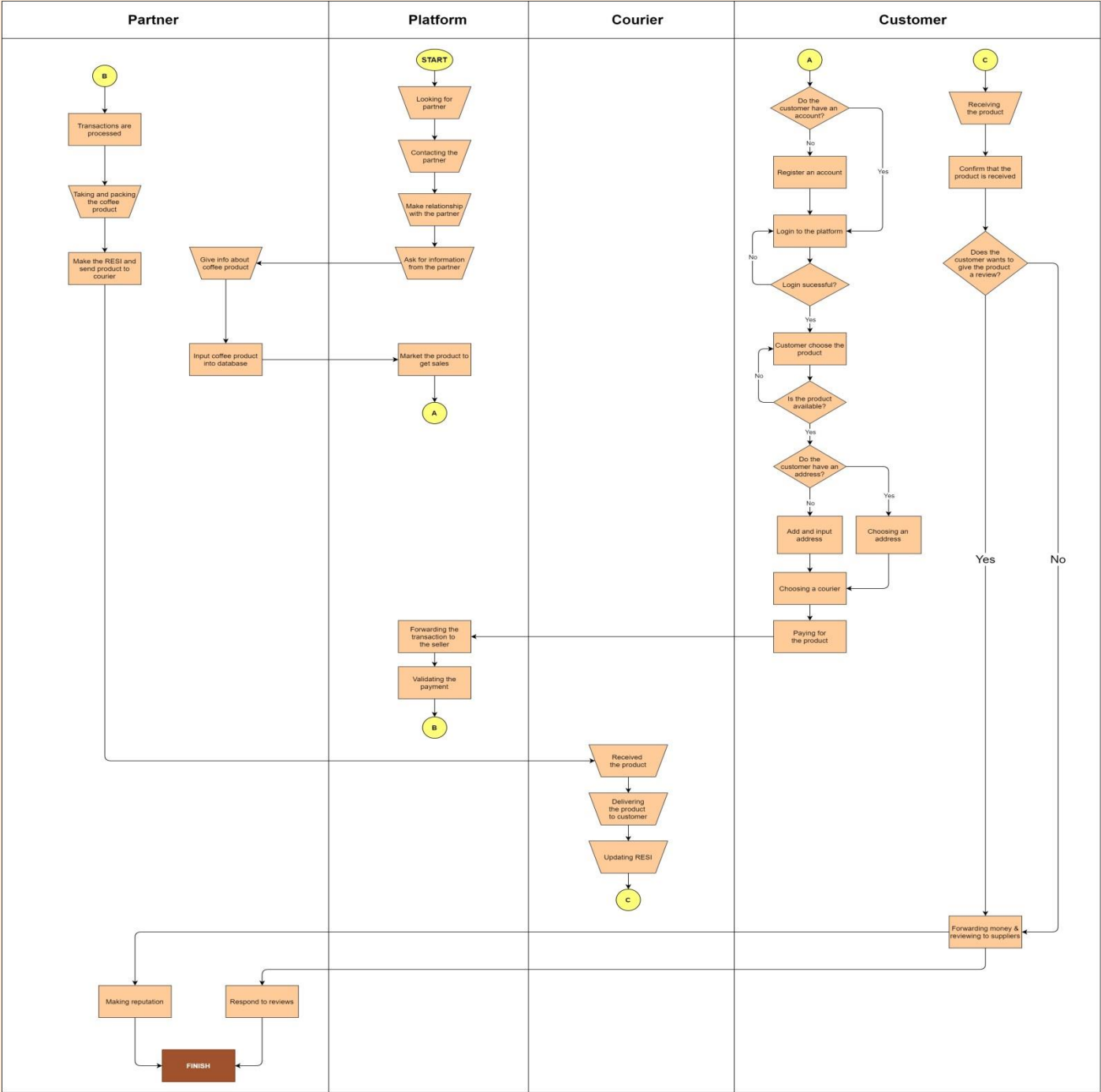
The background of the slide features a close-up, shallow depth-of-field photograph of dark brown, roasted coffee beans. The beans are piled up, with some in sharp focus in the foreground and others blurred in the background. A white ceramic cup is partially visible on the right side, its rim and handle area appearing out of focus. A solid orange vertical bar runs along the right edge of the slide.

BUSINESS PROCESS ANALYSIS

By FANBOTS

Business Process Flow

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BUSINESS AGREEMENT

This Agreement is entered into as of the 15 day of November, 2020, between COFFINE and CUSTOMERS.

1. **Order Handling Agreement.** To make customers comfortable, we will try to provide the best service in terms of ordering such as we will strive for sellers or supplier will pack and deliver the coffee maximum two days after the customer orders, we also strive the coffee will arrive to customers in Java for at least 2-3 days and for customers in outside of Java at least 5-9 days, and also there will be a guarantee for customer orders.
2. **Return/Replacement Agreement.** To increase customer trust in us, we will strive to improve our services in terms of services to customers such as the customers will be given 3 days warranty period for complaints and to submit a complaint, customers can enter photos and information or complaints about the coffee at customer service on our website or customer can contact our Email address and also our WhatsApp contact which is already listed on our website page and the complaint processing will be carried out no later than 2 days after the customer sends the complaint evidence and statement in the place that we already provide.

Customer Agreement

BUSINESS AGREEMENT

This agreement is made and effective the 15th November 2020. This agreement is made between **COFFINE** and “**SUPPLIERS**” (Mitra/Partner).

Terms and conditions:

1. **Engagement**, we as Fanbots engages with “Supplier” as an independent contractor to provide services stated herein, and “Supplier” hereby accepts and agree such engagement.
2. **Information**, “Supplier” agrees to have their product marketed on Fanbots’ Website. “Supplier” will provide the information regarding product stock and provide updates for any changes in product supply.
3. **Delivery**, “Supplier” shall be in charge of the packaging and delivery of the product to customer. Supplier have to process the order from our Website at maximum 2 days after the customer orders.
4. **Pricing**, “Contractor” shall increase the price of the product marketed on the website set by the contractor and agreed by the “supplier”. The “Supplier” shall have the normal sales profit and the “Contractor” will have the rest of the profit.
5. **Compensation**, “Supplier” is responsible for any damage of the goods and compensate the customer for confirmed mistakes in terms of the product quality and conditions. Complaint processing will be carried out no later than 2 days after the customer sends the complaint evidence and statement in the place provided.

Supplier Agreement

BUSINESS AGREEMENT

This Agreement is entered into as of the 15 day of November, 2020, between COFFINE and INVESTORS.

Furthermore, "Investor" will be referred to as the "First Party" and "COFFINE" will be referred to as the "Second Party".

Both parties have agreed to enter into a cooperation agreement in terms of providing business capital for coffee product dropshipping throughout Indonesia with the following terms and conditions:

1. The First Party as the owner of the capital hands over a certain amount of money to the Second Party to be used as business capital.
2. The Second Party as the capital manager of the First Party is responsible for managing the business as stated in the first point.
3. The Second Party receives capital in the form of money from the First Party which is submitted at the time this agreement is concluded and signed.
4. Second Party will provide 5% profit from sales to First Party annually.
5. The Second Party will return the capital to the First Party no later than 3 (three) years after the signing of this agreement.
6. The two parties will work together to offer or promote the platform of the Second Party venture.
7. If there is a dispute between the two parties, it will be settled amicably first. And if no solution is found, it will be legally resolved.

Thus we make this agreement letter actually to be used properly and in making this cooperation agreement there is no coercion from any party.

Investor Agreement

Vendor Agreement

This agreement by and between Fanbots Company of Coffine and JNE Express shall commence on 15 November 2020 will be considered agreed and valid upon signature by both parties.

All activities and services provided by the Vendor will be supervised by the Client's staff as listed below and will be applicable to the following terms and conditions.

Scope of Engagement

The vendor agrees to send goods when the buyer wants to buy goods on our website.

Payment Term

The Parties agree that the financing will be paid every time a transaction occurs between us and the buyer. Vendors can have benefit from product delivery.

Purchase Order

The Parties agree that the Vendor is obliged to deliver the purchase order if they fail to reject the order request 3 days after its receipt. Then, the vendor must send the product in Java for 2-3 days and outside Java for 5-9 days.

Other Terms

Insurance

The Vendor agrees to purchase the necessary insurance during the term of this agreement and upon request shall provide proof of such insurance to the Client.

Courier (1) Agreement

Failure to Maintain Coverage

In the instance the Vendor should fail to maintain or provide proof of insurance, the Client shall consider such actions to be a breach of this vendor agreement and will be grounds for termination.

SIGNATURE

By signing below, the Vendor acknowledges their understanding of the terms of doing business with the Client, and agrees to abide by these terms at all times.

Vendor

Fanbots

Courier (2) Agreement

Vendor Agreement

This agreement by and between Fanbots Company of Coffine and BNI shall commence on 15 November 2020 will be considered agreed and valid upon signature by both parties.

All activities and services provided by the Vendor will be supervised by the Client's staff as listed below and will be applicable to the following terms and conditions.

Scope of Engagement

The Vendors agree to display and make their application a means of payment on our website.

Payment Term

The Parties agree that the financing from the administration and annual needs.

Termination

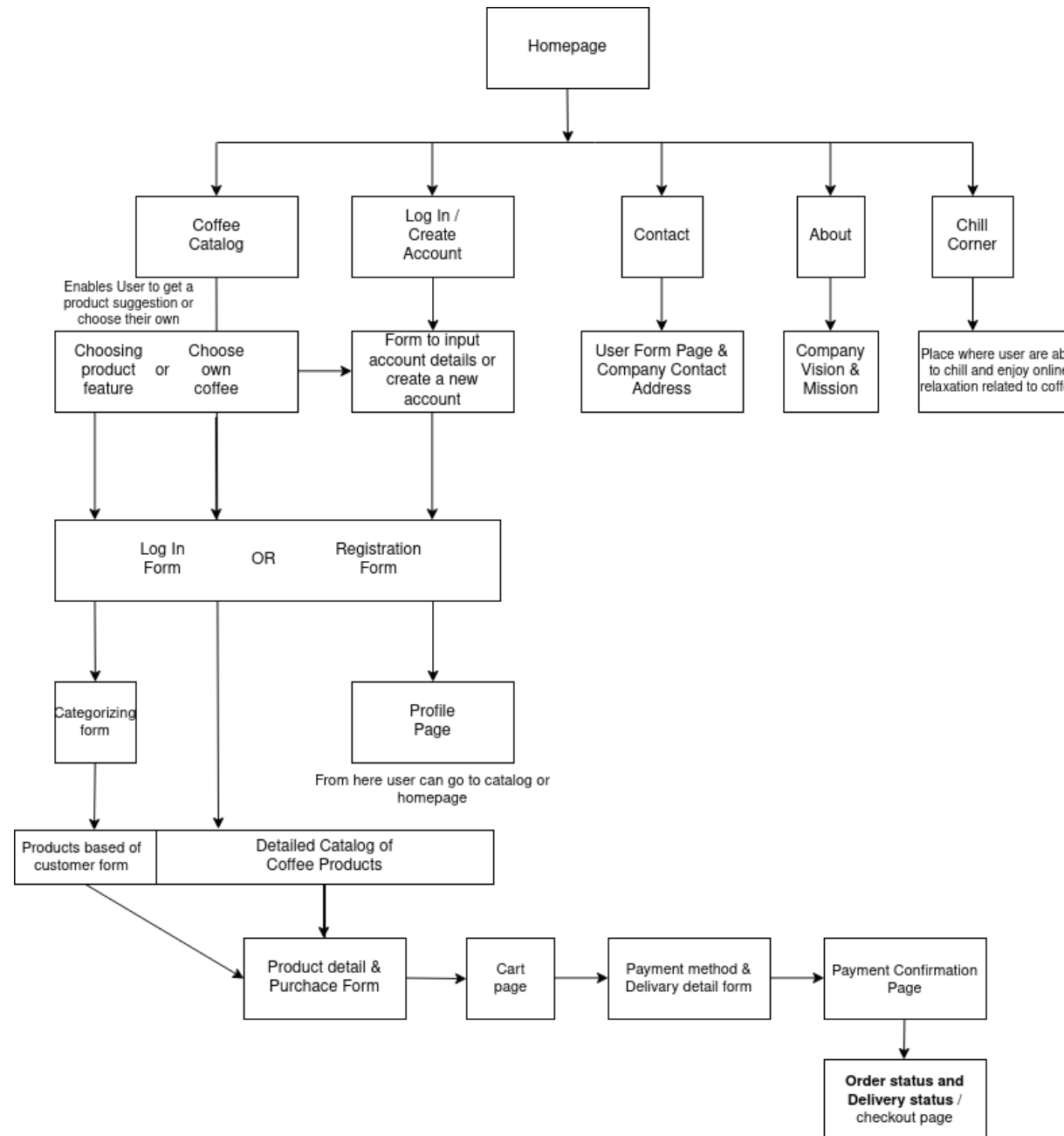
Either party may terminate this vendor agreement by providing written notice to the opposite party within 10 days of the termination requested date.

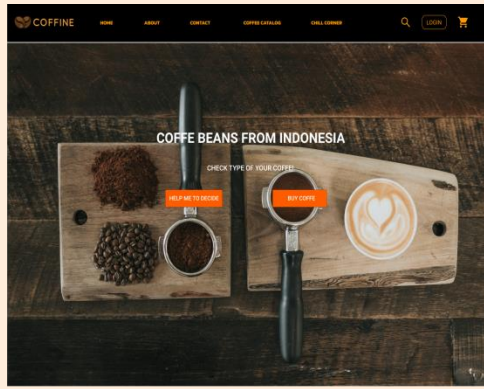
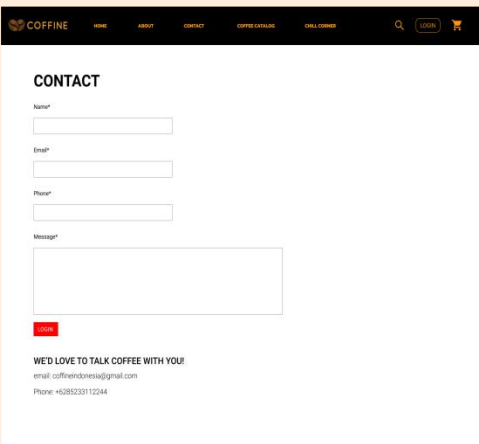
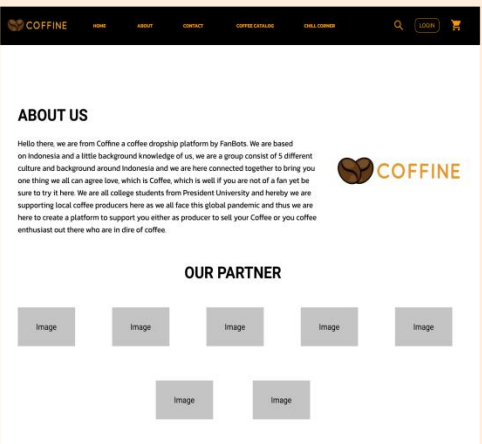
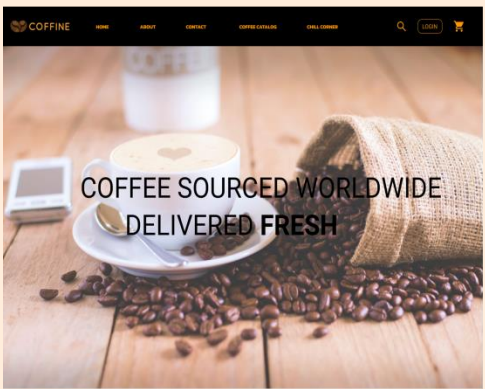
Upon this vendor agreement's termination, all unpaid debts up to the point of termination will be due to the Vendor within 30 days.

Vendor

Fanbots

Bank Agreement





UI Prototype

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