



Agility Statement of Work (SOW-05232018SS) for **Visit Orlando**

Project Name: Per Diem
Created on: May 23, 2018
Created by: Sufyan Shahid

Prepared for: Shawn Hart
(407) 541-4252
shawn.hart@visitorlando.com

Primary Objectives/Goals

- Project Per Diem is an effort to upgrade and enhance Visit Orlando's commerce system to accommodate the Daily Price change that Disney will affect in late summer 2018.

Key Dates

Agility Dates

Kickoff Date: June 1, 2018

Client Dates

Completion Date: End of June 2018

Note: Pushing above date will push the completion date

Requirements

- Adjust the Online process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the POS process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the Backend order process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the Refunds/Exchange process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the Fulfillment process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the Create/Save/Publish process to be able to transact Disney tickets under the daily pricing paradigm
- Adjust the ETL processes for both Salesforce and Dynamics to account for new data
- Adjust the Discounts and Promotions functionality to allow for daily pricing implementation.

Considerations & Assumptions

- The updates only cover Product updates to Ecommerce. Additional work by IMC for delivery services is not included in this statement of work.
- Wireframes and Designs of how selecting a ticket, showing the date picker, and preview of pricing in Ecommerce and POS is not included in this statement of work. A separate statement of work may/will be required to accomplish this.

Scope of Work Breakdown

Product Updates

| Item | Description | Quote |
|--|--|---------|
| Ecommerce Updates | | |
| New Column on Tickets and Ticket Variant Measures to Require Order Item Validation | Add a new column "Requires Order Item Validation" on Tickets and Ticket Variant Measures that allows an ecommerce admin to specify that "Order Item Validation" is enabled for that SKU. This will be required for setting a custom price. | \$850 |
| New "Validate Order Item" Webhook field added in Ecommerce Settings | New Live and QA "Validate Order Item" webhook field where a URL can be entered for an integration app. | \$1,360 |
| New "Validate Order Item" Webhook Logic | The integration app set in the "Validate Order Item" webhook will be notified when a user is attempting to add an Order Item and provide the integration app the ability to set a custom price. Any "Additional JSON" set on the "Add Order Item" call will be passed to the integration app. Calls to the webhook will only occur when a Ticket/Ticket Variant measure has the property "Requires Order Item Validation". | \$2,310 |
| Ecommerce Admin Script Hook for Add Order Item | <p>New Live and QA script hook for Adding a new Order Item in Ecommerce. When the "Add Tickets" fly-out appears on the Order Details page, and a user selects a ticket, before adding it to the order this script will be executed.</p> <p>The delivery team will be able to write custom JS that can prompt the user to select start/end dates and preview pricing before confirming and addition the order item to the order.</p> <p>A sample implementation of a script will be provided.</p> <p>The call to "Add Order Item" will call the "Validate Order Item" webhook which will return the custom price to be set on the order item.</p> | \$2,565 |
| POS Script Hook for Add Order Item | <p>New Live and QA script hook for Adding a new Order Item on the POS. When the Ticket Variant is selected, just before the "Select an Option" (Adult/Child) pop-up appears, this script will be executed.</p> <p>The delivery team will be able to write custom JS that can prompt the user to select start/end dates and preview pricing before confirming and addition the order item to the order.</p> <p>The call to "Add Order Item" will call the "Validate Order Item" webhook which will return the custom price to be set on the order item.</p> | \$5,275 |
| Fulfillment Updates | Ensure that when a ticket with custom pricing is fulfilled, the custom amount is captured. | \$800 |

| | | |
|-------------------------|---|----------|
| Refund/Exchange Updates | Ensure that when a ticket with custom pricing is refunded or exchanged, the custom amount is handled. | \$800 |
| Promo Logic Updates | Ensure that when a ticket with custom pricing has a promo applied, that the custom amount is used. | \$800 |
| Testing | | |
| Regression Testing | Changes to the Tickets/Ticket Variants/Measures, Order Items table and logic around executing a custom webhook for Validating Order Items and executing script hooks in Ecommerce and POS affect multiple components and requires full regression testing of all aspects of Ecommerce. <ul style="list-style-type: none"> Execute Ecommerce Test cases Unforeseen updates and fixes | \$2,000 |
| Dev Release | Deployment of new features to dev environment. | \$400 |
| Live | Deployment of new features to release. | \$400 |
| Additional Requirements | | |
| Project Management | Communications with client and managing developer resources | \$2,283 |
| Total | | \$19,843 |

Payment Schedule

| Payment Schedule | |
|------------------------------|--|
| Professional Services | 60% on signing (due before work begins) 40% on the target launch date Note: This is when the payments are due, invoices will be sent out in advance. |

Signing - SOW-05232018SS

| Client: Orlando/Orange County (| |
|---|-------|
| <i>Larry Henrichs</i> | |
| <small>Larry Henrichs (Jun 5, 2018)</small> | |
| As per: Larry Henrichs COO/CFO | <hr/> |
| Date: Jun 5, 2018 | |

Appendix - Terms

This Agreement. These terms and conditions govern certain development and similar services performed by Agility Inc ("Agility", "we", "us" and similar words) for its Customer ("Customer", "you", "your" and similar words). It is in combination with the Agility Customer Agreement found at <http://agilitycms.com/customeragreement> and serves as the entire Agreement between our two Companies. By signing this Proposal, you warrant that you have the authority to bind your company to both documents.

Professional Services. Any work performed by us for you is considered Professional Services ("Professional Services", "Services" and similar words). For clarity, the Services do not include use of the Agility Content Management System.

Warranty. We shall perform the Services in accordance with the Agreement, in a competent and professional manner, and in accordance with any specifications in the Agreement for such Services or any deliverables ("Deliverables") we are required under the Agreement to deliver. During the 90-day period beginning when the Services are completed or you accept a Deliverable, we shall use reasonable and repeated efforts to correct in a timely manner any deficiency from such requirements. Modification of a Service or Deliverable by any person other than Agility voids these warranties.

Changes. You may request and we may recommend changes to Services. No such change shall be implemented unless it has been accepted in writing by both parties. This may involve additional costs or changes in cost and must be accepted by both parties.

Fees and Taxes. The fees for the Services and/or Subscriptions are set forth in the Agreement and are in US Dollars. We will follow the proposed payment schedule and you are responsible to pay any invoices within 30 days of delivery (the due date). Applicable taxes may apply as well. Overdue amounts accrue interest at the RBC annual prime rate plus 4%, compounded monthly. If you do not pay fees when they are due, we will provide either verbal, email or written notice that we may suspend any Services and/or Subscriptions.

Ownership of Work Product; License of Pre-Existing Work. Subject to and upon payment by you for the applicable Services, and subject also to the Agreement, (i) any work created by us for you as an original work in the course of the performance of the Services shall be your property, and we shall and hereby do assign such work and all intellectual property rights therein to you. Notwithstanding anything in the Agreement, the Agility CMS (Content Management System) and all improvements, upgrades and updates to it, are the property of Agility Inc.

Case Study. Agility Inc. ("Agility") may request the use of your name and/or logo in press material, web site, and other promotional material. Agility may also publish a case study outlining the success of the Project, provided that it does not disclose any confidential information.

Signature:

Email: sufyan@agilitycms.com