



#1 BUSINESS TRADE & AUTOMATION PLATFORM

Renesent is an American technology company headquartered in Los Angeles, California that concentrates on business e-commerce and automation for a multinational audience. Founded in 2012 by entrepreneurs with backgrounds in logistics and manufacturing, we recognized the opportunity to streamline the cumbersome end-to-end user purchase and delivery process with powerful technology.

Renesent invests in disruptive industries to optimize small businesses and enterprise clients. Additionally, Renesent is enthusiastically serving a multitude of industries to make sure that clients engage the right customers to the right solution. Used by multiple industries with the world's top hotels, restaurant chains, home-services with thousands of clients across the globe! In 2018, Renesent was named one of Inc. Magazine's 5000 fastest growing companies in America alongside several notable business publications around the world.

MARKETPLACE

Renesent is a marketplace with global reach that connects local businesses and communities with suppliers and service providers. Providing access to exclusive promotions offering companies' leftover supplies and unwanted leads, consumers are satisfied with discounted pricing as well as merchants discovering new clientele and revenue sources. Renesent matches consumers with choices between thousands of products, services, and suppliers ranging locally and globally, with the lowest available price! Whether it is an up-and-coming entrepreneur, disruptive startup, or impactful enterprise interested in accessing new revenue streams; offering their products and services to a Renesent consumer is guaranteed to repeat business.

BUSINESS AUTOMATION

Renesent offers business and enterprise clients with advanced capabilities to streamline and manage their complete online presence. We provide a single dashboard with automation solutions for every department including reputation, marketing, sales, support, administrative, as well as operations. For reputation solutions, Renesent's software proactively monitors, alerts, spams, and terminates existing and new negative reviews as well as provides amazing tools that assists with generating more 5 star positive reviews. Additionally, through optimizing keyword products and services, the technology leverages competitor blogs and suppresses bad content to shoot you to the top of the search engine faster than any other solution. Renesent Enterprise Solutions include our talented and experienced workforce along with AI assistants that hold natural, human-like automated conversations online for support, ticket-solving, administrative, data-entry tasks, scheduling, lead conversion and a lot more.

We are experts in helping direct-to-consumer e-commerce brands reinforce their customer support team: we crush tickets and provide a high-quality customer experience truly reflective of your brand's voice. Our full-time CX reps have years of experience in multiple industries such as hospitality, logistics, security, real estate, and more, while being ridiculously good at it.

AUTOMATION PRODUCTS & RATES SUBSCRIPTION

WEBSITE & SALES	MARKETING & REPUTATION	ADMINISTRATIVE & SUPPORT
<p>Free Acct: Empowering suppliers to connect with buyers globally and securely.</p> <p>Fulfillment & Logistics: Warehouse your goods and seamlessly automate your order fulfillment.</p>	<p>Visibly look sharp online at the top of search engines.</p>	<p>Simplified operations with workforce & advanced AI.</p>
<p>FEATURES</p> <ul style="list-style-type: none"> • Customized Online Store • Weekly Payouts • Post and Promote Services & Product • Get Discovered by Customers • Lead Generation and Capture • Trade in Multiple Industries • Partner w/ Vetted Business • Meta-tags Keyword Optimization • Accept Secured Payment • Receive & Respond to Inquiries • Beta Features Access • Authentication & Verification Support • B2B Insider Access • Industry Insights • Data, Reporting and Analytics • Multiple Sub Accounts • Onboarding Assistance • 25% Revenue Share Per Transaction <p>PREMIUM FEATURES</p> <ul style="list-style-type: none"> • 20% Commission Per Order • Nationwide Warehousing • Order Fulfillment - \$1/item • Same Day Delivery \$4/mile • Discounted Shipping • 24/7 Location Surveillance • Tracking & Notifications • Automate Shipping Labels • Reporting & Insights • Custom Integrations • Unlimited Product Posts • Keyword Analysis • 25 Product Showcases • 75 RFQ Responses • Keywords Trend • 180 Day Traffic Accelerator • 10 Sub Accounts • Business Verification Support • 90 Day Full Account Operation • Certified Resent Partner • Performance Consultation • Communication Method 	<p>FEATURES</p> <ul style="list-style-type: none"> • Reputation Solution with Negative Review Removal and Article Suppression Technology (Automatically parking them for slanderous postings) • Auto 5-Star Review Generation Bot (Surveying customers upon purchase completion) • Customer Survey Collection • 24/7 Consumer Site Monitoring • Citation And Profile Optimization (For consistency correction, search engine visibility and all relevant keywords) • Real-Time Alerts • Capture Leads In An Instant • Promotional Keyword Showcasing • One-Touch Lead Inquiry Responses • Automatic Organic Marketing with UNLIMITED Keywords Through Your Products / Services (we package your online product with keywords/hashtags and push into different trade sites creating backlinks that automatically crawl you up in a search engine- provide clear images and keywords and you see results within weeks) • Site Customization and Development with 24/7 On Demand IT Pros (content/images are not included) 	<p>FEATURES</p> <ul style="list-style-type: none"> • 1000 Interactions Per Month • Email, Text, Chat Engagement with Your Customer • Seamless integration with Most External Applications, CRM, and Portals • Simple Research Tasks And Reporting • Connect Effortlessly With Customers • Customer Surveys • High Lead Conversion • Data Scraping • Lead Enrichment & Capturing • Lead Scheduling and Appointment Setting • Lead Enrichment And Capturing • Lead Scheduling And Appointment • Deal Tracking • Lead Routing And Agent Workflow • Lead Converting with All Online Channels - Including Consumer Sites, and Social Media, Email, Text, Chat • Sales Forecasting and Deal Tracking and Reporting • Daily Benchmarking and Reporting
<p>TERM: 12MO \$5K; 6MO \$3K; 3MO \$1.7K PROMO MO. TO MO. \$595</p>	<p>TERM: 12MO \$5K; 6MO \$3K; 3MO \$1.7K PROMO MO. TO MO. \$595</p>	<p>TERM: 12MO \$5K; 6MO \$3K; 3MO \$1.7K PROMO MO. TO MO. \$595</p>

SUBSCRIPTION TERMS

AGREEMENT RECURRING

Recurring Service Subscription Terms & Conditions:

This customer agreement ("Agreement") is entered into as of the date stated in this agreement by and between Renesent, Inc., a California Corporation with its principal place of business at 514 N. California Ave. Beaumont CA 92223, and the company mentioned above (the "Client"). In addition to the terms herein, this agreement incorporates by reference Renesent's standard Terms & Conditions (<http://www.Renesent.com/terms/>) as may be amended from time to time by Renesent. Services Provided (the "Services") under Renesent 12 months Billing.

Services Provided (the "Services") under Renesent, Renesent, Inc. company Edition, Monthly Billing (complete work scope stated in this invoice/work statement herein) Renesent agrees to provide the Client non-exclusive access to services listed in this invoice/work statement.

License Terms

This agreement will be in force for a minimum of 12 months from the date stated on terms and fees. No cancellations or refunds will be permitted upon execution of this agreement and once the credit card is successfully charged. The contract will auto renew in 12 month increments unless cancelled with a written notice 60 days prior to then contract term.

Credit Card Authorization

I authorize Renesent, Inc., a California Corporation to charge the agreed amount listed in this agreement to my credit card. I agree to pay for this purchase in accordance with the issuing bank cardholder agreement. Renesent charges and collects in advance for use of these services. Clients will be billed at the date of subscription downloaded, or as stated above as calculated from the payment received date.

Authorization

All agreements are transferable and fully enforceable in the event of a transfer of ownership (sale, acquisition, merger, etc.) by either Renesent or Client. By e-signing below, you are indicating that you have expressly accepted the terms and conditions in this legal Agreement

HELPFUL TIPS & GUIDES

Please use the links below to take a deeper look into what a client of Renesent might want to learn about.

All you need to know about Marketing: https://youtu.be/a99Hqm_n8m4

All you need to know about Reputation: https://youtu.be/ErqMa_wNz1o

To get started, you are going to receive a few emails from our payroll/HR engine. We ask that you look over and sign all docs electronically as well as filling out your tax claim info. Next, **you will need an up to date, efficient laptop and phone**. On those devices you will need to download and learn about how to use the following links as well as their apps. Logins and passwords will be provided.

GENERAL SOFTWARE TO DOWNLOAD

Team collaboration & communication: <https://m.youtube.com/watch?v=VDDPoYOQYfM&feature=youtu.be>

Tutorials: <https://www.youtube.com/watch?v=xky48zyL9iA>

CRM: <https://www.youtube.com/watch?v=zvrBK6gJOHU>

WhatsApp (Team instant communications): <https://www.whatsapp.com/?lang=en>

Sales Representative:

https://core.futuresimple.com/sales/users/login?redirect_to=https%3A%2F%2Fapp.futuresimple.com%2F

Tutorials: https://www.youtube.com/watch?v=t-FLShr_Exw

Support Representative:

Zendesk Support: <https://renesent.zendesk.com/> Tutorials: <https://www.youtube.com/watch?v=JxdhAvGJFPY>

Email templates must have all correct, and updated templates for all team members Signature: Must include the following: {Full name of rep.} {Title}; Renesent.com ; Company direct number: Email:

THE RENESENT STRATEGY

The biggest lesson of your training is going to be how you proactively find solutions to problems and how you interact with clients and potential clients. Renesent offers a unique series of services and therefore needs to be presented with individual resourcefulness. We encourage you to learn from the links above that will guide you into winning over your new colleagues and clientele. Of course, utilize your own personality as well; it is CRUCIAL that we approach clients with knowledge, confidence, consistency, intelligence, integrity, and high energy. We want them to be as excited about Renesent as we are! Your success is our success, so if you have questions, please don't hesitate to ask our management team below:

<p>Human Resources: Danielle Shati HR Director Direct: (325) 208-0801 hr@renesent.com</p>	<p>Billing: Nikhil Goswami CFO nick@renesent.com</p>	<p>Operations: Suraj Nair COO sn@renesent.com</p>	<p>Marketing: Alexis Sales alexis@renesent.com</p>
<p>Support & Customer Success Manager: Donnelle Wheeler miraya@renesent.com</p>	<p>Legal: Keval Mandrakar legal@renesent.com Renzo Gutierrez renzo@renesent.com</p>	<p>CEO & President: John Daniel Cell: (415) 663-2656 jd@renesent.com</p>	<p>Sales Manager: Tom Meyer Cell: (585) 708-9959 matthew@renesent.com Retention Manager: Brent Sanchez Cell: (415) 942-0325 Brent@renesent.com</p>