

Statement of Work

covering General Account Setup
presented to Question Copyright May, 2009

AMPLIFIER™

800 Interchange Suite 102
Austin, Texas 78721
www.amplifier.com

OVERVIEW

This document highlights account setup for Question Copyright ("Client") across admin, fulfillment, customer service, Yahoo Store, reports and other technical tools.

The estimates herein are based on a number of deliverables and assumptions and are subject to change should these assumptions or deliverables change. At Client's request and with Client's prior written approval, Amplifier will charge by the hour for work performed that is not included in this proposal.

TASKS & DELIVERABLES BY SERVICE AREA

Client will deliver the following items per Amplifier-provided Onboarding Materials and specifications:

- Product Info Spreadsheet;
- Access to Client's Yahoo Store;
- Packing Slip logo and copy;
- Advanced Shipment Notifications ("ASN") for inbound inventory delivery; and
- The inventory itself.

Amplifier will:

- Warehouse: Load SKUs into the warehouse management system ("WMS"); Slot products in both the WMS and the warehouse to establish storage locations; Assign initial packaging for orders; Create packing slip.
- Customer Service: Load SKUs into the order management system; Create web-form for customer-service ticket entry by Client's customers; Integrate web-form with Salesforce.com; Draft and load client-branded customer-service-response signatures and templates.
- Reports and tools: Enable reports for receiving, inventory, shipping; Ensure proper web delivery;
- My.amplifier: Establish client login(s); Enable client portal.
- Admin: Create account; Load billing rules and procedures.
- Yahoo Store: Amplifier will help client build a Yahoo Store including product pages for no more than two t-shirts, three initial Print-On-Demand miniprints, and one DVD; admin elements including shipping and handling and sales tax; as outlined below. For 30 days after store launch, Amplifier will provide Yahoo Store training and support to Client via phone or email, provided that the total hours of such training and support will not exceed 15 hours.

This SOW assumes that:

- * standard Amplifier admin elements are used;
- * Amplifier can design the store to look like the current site/store and that design revisions are not required.
- * Client provides all product photography / art and copy etc.;

Additional work can be supported at regular hourly rates. Client agrees to pay for any and all Yahoo Store maintenance after the initial go live of Client Yahoo Store at the Technical and Account Management rates, as applicable, as specified in Exhibit A of the MSA.

SCHEDULE & COST

Cost:

Amplifier will waive setup fees for a Setup project of the scope outlined herein.

APPROVAL

This estimate is inclusive only of the deliverables and services as outlined in this SOW. Additional deliverables or services requested by Client may result in a separate estimate and SOW.

Accepted and Agreed:

[Client]

By: _____

Print Name: _____

Title: _____

Date: _____

PO#: _____

Copernica, Inc. (DBA Amplifier)

By: _____

Print Name: _____

Title: _____

Date: _____

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