

# Elevate FAQ's

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## What is Boost Elevate?

Boost Elevate is a first to market retail platform designed specifically for Boost retailers. This new and exciting retail management platform combines the power of the B2B Soft's POS with Ark Ideas' innovative marketing and customer engagement platform

## What do I get with Boost Elevate?

You get the power of a combined POS/marketing platform designed specifically to help Boost retailers maximize sales and operational efficiency

## What is included?

When general onboarding begins you will get B2Bs' industry leading POS with the Elevate product catalog and database, digital signage management, a personalized landing page, DNC compliant Email and SMS messaging, pre-approved content and templates and a training content library

## How much does Boost Elevate cost?

Individually, the modules included in Boost Elevate could be well over \$200/mth so Boost negotiated a turn-key, custom tailored solution for a fraction of the cost. Pricing is between \$75 and \$85 per location depending on number of stores and in addition there are up to \$20 per location in early adopter discounts

## Why should I switch to Elevate?

Because Elevate is going to help you save money and make money! Elevate gives you a number of sales and operational tools specifically designed to help you keep more of your hard earned money in your business. Boost Elevate is the only system that is directly integrated with Boost's systems and is the only marketing system approved so that you can keep in contact with your customer base.

## When can I get Boost Elevate for my business?

Boost Elevate launched July 11th for predetermined beta trial customers, general onboarding begins August 1st. Register at [www.boostelevate.com](http://www.boostelevate.com) to secure your onboarding date

## Are there any specific technical requirements to run Elevate?

Boost Elevate will run on most Windows machines however there are some minimum requirements.

- Microsoft Windows 7/8/8.1
- RAM - 4GB or greater
- Dual Core Intel Pentium 2.2GHz or greater
- 10 GB available hard disk space
- Microsoft Office 2007 or higher
- Microsoft Internet Explorer 9.0 or higher
- 5 Mbps or greater for upload and download
- Barcode scanner (highly recommended)

### **I have a contract with another POS provider, can I still switch?**

Yes absolutely! We feel that there are a number of ways to make and save money with Boost Elevate that will more than offset the cost of any POS you are currently using

### **How do I get Boost Elevate?**

The first step is to sign up at [www.boostelevate.com](http://www.boostelevate.com). After you have signed up a Boost Elevate specialist will contact you within 2 business days to discuss the platform and onboarding process.

### **I already have a POS, is it easy to switch?**

It's very easy to switch! Our dedicated care team will help you through the transition and will ensure a seamless experience. See the document on the BoostElevate.com website which takes you through a summary of the onboarding process.

### **If I switch, what data will I get to keep from my old POS?**

We will be able to help you import data from your existing POS however, Elevate was designed to simplify your day-to-day operational needs so some data points will likely change such as the managed SKU database that will simplify your ongoing SKU management. Our Elevate onboarding specialist will walk you through data management in detail during your initial call.

### **Do you offer competitive credit card processing?**

Absolutely! And the best part is when you sign up for Elevate credit card processing you will receive a \$5 discount towards the monthly platform cost.

### **Will Elevate help me manage my employees?**

Yes. Elevate has employee management tools such as time clocks built into the system but if you have additional HR requirements above the standard system offerings we offer third party integrations with many popular solutions providers

### **How does Elevate help with with marketing?**

Elevate gives you tools to stay engaged with your current customers, drive door swings and create upsell opportunities with customers in your locations. Most importantly, Elevate is the ONLY marketing platform that is integrated and approved for Boost's Do Not Call (DNC) policies. Elevate let's you sleep easy at night knowing that contact with your customers will not violate FCC DNC rules which have fines of up to \$19K per occurrence. This alone, is a great reason to have Elevate

### **I am a one store owner/operator, will Elevate work for me?**

Most definitely! At Elevate we support many single store owner/operators and have helped streamline their operations driving out costs and improving sales. Elevate expands the platform to offer even more to single store owner/operators and hopefully with the tools Elevate provides you will be able to expand the number of locations you have

### **Are the outbound messaging tools DNC compliant?**

Yes, the tools provided in the Boost Elevate platform are DNC compliant

### **Will Elevate help me with inventory management, FIFO, blind counts etc?**

Yes. FIFO and blind counts are included along with many Inventory management tools critical to helping you make and save money

### **What features make Boost Elevate ideal for Boost retailers?**

There are so many that we can't list them all here. In summary, Elevate is the only system directly integrated into Boost's activation and DNC systems. This integration provides the following benefits:

- Direct pull of transaction information from the Boost portal. This is time saving for the rep that they don't have to enter transactions twice. It also ensures that the information loaded into the portal is what gets loaded into your POS. This is critical for fraud prevention and accurate commission reconciliation.
- Preloaded Database Information: YES, Boost Elevate will come with the following databases pre-loaded! This includes Device SKU, Boost Rate Plans, Boost Add-on/Bolt On, Boost Commission schedule, and even Boost promos. Wow, imagine being ready for a promo DAY one with very little work from your back office team.
- Boost Approved Marketing: With direct DNC integration, Elevate comes loaded with "pre-approved" campaigns that allow dealers to "Own the Mile" and have direct contact with their customers. Again saving dealers time from their supports staff and ensuring the dealer is safe from FCC fines.
- Community: By moving all dealers over to Boost Elevate you will be part of a community that will be sharing best practices and learning from Boost's best dealers. Elevate allows Boost Branded dealers to offer an "Elevated" and common experience to our customers.

### **How long is the training/onboarding process for Boost Elevate?**

Your onboarding will typically consist of 4 calls each lasting 1-2 hours, we will also have a library of training content available

### **I keep hearing about phases of Elevate, what are they when are they and what's included in each phase?**

There are three main phases that you will hear. These will be discussed with you in your call to determine what's appropriate for you:

- Beta Phase: (July 11th - July 31st) We are using 2-3 dealers to trial the "pre-loaded" database to ensure their accuracy and operation. Additionally, we are taking these dealers through the full on-boarding to learn how we can make it better once we get to the broader phases. The marketing platform is not available in this phase.
- Phase Zero: (Early August to Early Oct) This is a non-integrated phase. This phase is appropriate for dealers who are not on B2B today and need to make a POS decision now. This phase does not have integration with Boost activations but will have the "pre-loaded" databases and have a limited Marketing Package.
- Phase One: (early October): This is the "real" launch date of Boost Elevate. Integration will be complete and the marketing platform will have ALL tools available. This phase is open to all dealers.

### Why can't I be part of the Beta Phase?

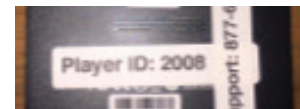
Beta Phase is going to be a transitional phase with could present extra challenges for dealers. We have a few dealers who we have already discussed these challenges with and they are aware of the extra effort. We are keeping this limited so we can more quickly respond to those dealers in the beta, while not disrupting the day to day operations of more dealers.

### If Phase One isn't until October why sign up now?

We are onboarding dealers on a first come, first serve basis. Since we can only onboard a limited number of dealers every two weeks, you need to sign up NOW to ensure you are one of the first dealers to enjoy the benefits of Elevate.

### What is the Digital Signage ID?

The digital signage ID is located on the back of the digital media player which is part of the Ondigo display.



### How does Elevate pricing work?

Pricing for Elevate is between \$75 and \$85 per location per month depending on the number of stores you have. In addition there are up to \$20 in early adopter discounts available per location, \$15 will be a Master Agent coop subsidy and \$5 if you sign up for credit card processing.

Retailers will be billed monthly and invoices will reflect rack rate pricing minus any discounts that you qualify for. All coop adjustments will be managed on the back end for you.

When you sign up for Elevate you will be billed for one month of service, below is an example of how billing will work based on when you sign up

DocuSign Executed	Payment Applied for the Period	Implementation Period
6/28 - 7/15	9/15 (next bill 9/15)	8/1 - 8/15 (i/o 7/11 - 7/21)
7/24 - 7/31	9/1 - 9/30 (next bill 10/1)	8/15 - 9/1
8/1 - 8/31	9/15 - 10/15 (next bill 10/15)	9/1 - 9/15

### Is there a customer support number for Elevate?

Yes, the Elevate customer support number is 212.742.2301 Option 2 and Elevate staff are available 8:00am - 1:00am Eastern time.