**Klik Sales Marketplace Store Support**

Klik Responsibilities

1. Visit the store twice a week to monitor for any issues
   1. Work the Dashboard
   2. Support customer claims as needed
2. Manage all content updates
   1. Current items
   2. New images
   3. Spec sheets
   4. Videos
   5. Lifestyle images
   6. Installation instructions
3. Set up new products
   1. Load product info (we will leverage pricing and inventory info provided by client)
      1. Inventory will be set to zero until posting is reviewed and approved by client. Once approved, inventory will be added and posting will be active.
4. Run promotions
5. Manage advertising
   1. Supported by Klik Sales Advertising Team
6. Troubleshoot problems as needed
   1. Answer client questions
   2. File cases when necessary
7. Help establish store policies, i.e., shipping fees, lead times, restocking charges, etc.
8. Update selling prices upon request
9. Review sales and operations quarterly, compile sales and ads reporting package and share advice for improvement
10. Generate a Net Sales report each month to determine sales commission

Your Responsibilities

1. Update inventory
   1. After initial setup, Klik Sales can review the inventory file and help to determine the best way to keep the store up to date
   2. If inventory is electronically transferred to another platform, Klik Sales can extract and load to the store
2. Process orders and returns
3. Share tracking info with customer
4. Handle customer service