

## FAQ'S FOR PRO/EVENT SOLUTION

Listed below are some of the most common questions asked about our Pro/Event solution. Please do not hesitate to contact us with any other question that you may still have.

### Costs

#### **1. How much does your Pro/Event solution cost?**

We have 2 options: \$30.00 one-time set-up fee, \$30 a month, and 10% commission on each order, or a \$79.99 one-time set-up fee, \$0 a month, and 15% commission on orders generated.

#### **2. How much does it cost to upload an event?**

We do not charge to upload events. You upload as many images as you would like for viewing and publishing off of your website. The images are stored for 6 months for free. Any storage beyond the 6 months will cost a very small nominal fee of \$19.95 for 512 Mb of storage.

### Pricing Functionality

#### **3. Who sets the pricing?**

You set the pricing and have complete control over modifying and changing your products or prices.

#### **4. Can I charge different prices per event that I set up?**

Yes. The service allows you to have multiple pricing options by event or by customer. This way you can creatively and selectively sell your products at different prices to different clients if you choose.

#### **5. Who collects the funds?**

The system allows you or us to collect the funds. Give us a call to talk about how we can best set this up for you.

**6. How can I keep track of my sales and commissions?** You can monitor your sales and commissions at any time through our multiple reporting functions. You can track sales and commissions from a recent time period or search for orders by name, number, or within a certain range of dates.

### Uploading and Event Options

#### **7. How many photos can I upload per event?**

We do not limit the number of uploads per event.

#### **8. Can I upload a roll of film?**

Yes, many of our pros still shoot primarily on film. You can have the film transferred to CD and then you can upload from your computer or have us do it for you.

#### **9. Are events password protected?**

All events are password protected.

#### **10. Can I modify my product mix per event?**

Yes. You choose which products you would like to offer for each event.

**11. How long does it take to upload?** Uploading speed can vary depending upon your internet connection, the size and amount of images, and the media to be uploaded from. Basic residential DSL/cable connections average about 100-200 MB/hr, premium residential DSL/cable connections average 300-450 MB/hr, and a T-1 connection averages 500+ MB/hr.

**12. Can I upload full resolution images?** Yes, we recommend all pros upload full resolution images. This way all image sizes will be printed to the highest quality, and it saves you the trouble of uploading an image multiple times. One unique option to our service is that customers can view the high resolution images without being able to download them. This way they can see all the details of the pictures and feel more confident about placing orders, yet your images are still safe.

**13. How can I tell who visited and viewed my albums?** If you want, each guest coming to view an event will be required to register in a guestbook, which you track via the site. You can at that point generate a report of any person that has viewed images, and solicit them with any additional promotions that you may choose to offer them.

**14. How long does it take to get my site up and running?**  
Once we receive the contract we can have your site live by the end of the day.