

You are now partnered with ExpertVoice. ExpertVoice is hosting your brand's store directly on our website which means our experts are paying ExpertVoice directly for their orders. This document should be able to answer all of your finance related questions. And if it doesn't, please contact the appropriate department in the Contact Us section. We're excited to be working with you!

### **Remittance Process & Schedule (How We Pay You)**

ExpertVoice batches member orders in 15 day increments and remits payment for these orders on the 1st and 15th of every month. ExpertVoice remits payment on a net 45 day basis from the batch date. On the payment date, ExpertVoice will send a Detailed Transaction Report (DTR) via email with order-level detail matching the payment amount. ExpertVoice does not pay based on invoices generated from brands, but on our batches of orders as shown in the DTR. The DTR will be sent from the email address [reseller@expertvoice.com](mailto:reseller@expertvoice.com). Any questions regarding payments or DTR's can be directed to the same email address.

### **Explanation of Detailed Transaction Report and Refunded Orders**

Payment amount remitted to you will be the merchandise total reduced by the commission amount (commission percentage can be found in each brand's contract), plus any shipping amounts. US Sales tax is remitted to the appropriate tax agencies on the brand's behalf and is not included in the payment amount. If a brand needs a copy of our reseller certificate demonstrating that we take care of the sales tax, we are happy to provide that upon request. Canadian sales tax (GST/HST, PST where applicable) is collected from the member and remitted back to the brand with each batch payment. It is the brand's responsibility to file and pay all relevant taxes with the applicable Canadian agencies, and declare shipments as taxes already paid. As compensation for facilitating the transaction, ExpertVoice may charge a transaction fee (the "Transaction Fee") to the End User that ExpertVoice may retain. Initially, the Transaction Fee will be at 1.5% per order, with a cap of \$5. Refunded orders will show as negative amounts (in red) with the same original order number. It will appear on the DTR for the time period in which the refund occurred. See the attached DTR example which includes information on how to read the report.

### **Invoice Process**

ExpertVoice invoices based on the terms in the SOW, which has a paragraph titled "Invoices." Timing of invoices and payment terms can be found there. Generally, we issue invoices for content/promotional media throughout the month as contracts are signed and products launch. Edu-game, service & support, and commission invoices are issued in the first week of each month for the month prior. Any questions about non-commission invoices can be directed to [accounts.receivable@expertvoice.com](mailto:accounts.receivable@expertvoice.com).

### **Financial Hold**

Occasionally a brand has outstanding invoices past 60 days overdue, which means the brand will be placed on financial hold. This means that new content and/or promotional media which is scheduled to launch may be delayed until the past-due balance is paid. If the brand is a hosted store with ExpertVoice, we may hold reseller payments to the brand until the past-due balance is paid. Questions about this may be directed to [accounts.receivable@expertvoice.com](mailto:accounts.receivable@expertvoice.com).

### **Contact Us**

Reseller remittance and payments: [reseller@expertvoice.com](mailto:reseller@expertvoice.com)

All other invoicing: accounts. [receivable@expertvoice.com](mailto:receivable@expertvoice.com)