Service Description

The following list contains a description of all Services that are provided by Choco. The Supplier shall only be entitled to those Services which have either been indicated in the Order Form concluded between the Parties or which are agreed in writing by the Parties from time to time.

- **Choco Cloud Services:** Cloud-based web platform and mobile app for order management and communication, enabling the Supplier to

    - Have an overview of customer trends to better manage customer relationships,

    - Provide its Customers a stellar eCommerce like ordering experience by bringing its Product Catalog digital,

    - Receive orders from the Customers via its preferred channel (in-App, email, text or WhatsApp),

    - Regain control over its order inflow by defining minimum order values, delivery days and cut-off time,

    - Reach the entire customer base on the Cloud Service simultaneously in order to promote Products or run campaigns,

    - Easily set access rights and permissions to team members based on their roles,

    - Process the orders it received outside of the Cloud Service through Choco AI to be able to manage them in the Cloud Service (*Choco AI*) (*if specifically agreed to between the Parties*),

    - Provide its Customers a version of the Choco's cloud-based web platform and mobile app branded with Supplier's logo and branding (White Label App) (*if specifically agreed to between the Parties*).

- **Onboarding and Support Services:**

    - Support with account setup and digitization of Product Catalog,

    - Training Supplier's teams on how to use the Cloud Service,

    - Onboarding Supplier's Customers to Cloud Service, including introducing the Software to Supplier's Customers, execution of joint promotions for this purpose and setting up the Customers' accounts.

- **Integration Services:** services for building an Integration between the Cloud Service and the Supplier's ERP system.