

Congratulations On Being Accepted As A Preferred
Elite Results Marketing Client!



The Successful Road That Lies Ahead

- Personal payment arrangements
- Scope of work and deliverables
- Milestones
- Availability
- Communication
- Consulting
- Elite Results Marketing referral program
- On boarding

Personal Payment Arrangements

- Our done for you services require the full amount to be paid in full before the service starts due to the hard cost we have in deliver of an exceptional service and product.
- If you have committed to a deposit on one of our services, the remaining balance will be due in 10 days from the date your deposit was made. (Ex. If you made a \$5,000 deposit on January 1st, you will be receiving an invoice on the 9th that will be due by 8:00 pm CST on January the 10th.)
- Unless a separate contract is drafted for services that aren't outlined in your current contract with us you will never receive an unexpected invoice from our billing department.

Scope Of Work

- In your ERM contract you will notice the list of deliverables. Those are the deliverables you will be receiving from ERM Marketing Solutions.
- Anything outside of the scope of those deliverables will require an additional contract and additional pricing that will be determined based on the project. (Ex. Slide creation, graphic design, video production, video animation, video creation, website design, tech support, sales training etc.)
- If you need additional services at some point, we are happy to provide those services to you at our agencies direct cost due to you being a Preferred ERM Client with no questions asked. Don't be afraid to reach out to customer@eliteresultsmarketing.com for support and project quotes.

Milestones

0. **Kickoff Call:** To ensure we have all the info we need from onboarding and to discuss our strategy
 1. **Month 1 Checkin:** ERM Audit & Foundational SEO Corrections, 1 Press Report, Living Report, Tracking, Living PPC Report if you purchased this option (30 Day Turn Around Time)
 2. **Month 2 Checkin:** Adding Additional Content Necessary For Ranking, 1 Press Report (30 Day Turn Around Time)
 3. **Month 3 Checkin:** 1 Press Report, 90 Day Progress Review and Transition Call. (30 Day Turn Around Time)
- Which adds up to a 90 day turn around time for this service, however if you look at your contract you will notice it's a 110-day service contract. Which gives us a 20-day grace period after that 90 day turn around time just to set clear and realistic expectations from the beginning.
 - Believe it or not, it's not just about creating exceptional top producing SEO Campaign, It's also about managing expectations and perceptions throughout this entire process to make sure our joint venture is a successful one.
 - We like to under promise and over deliver with EVERY customer with no exceptions.

ERM's Availability

- We are open Monday – Friday and our offices are CLOSED on the weekends and any bank holiday.
- Our office hours on 9:00 AM – 6:00 PM Central Time (10:00 AM – 7:00 PM Eastern Time)
- After business hours our staff do not respond to emails, phone calls, request, or unscheduled appointments.
- If you email or contact a member of our team, we will respond to you within 24 hours during business days. Any correspondents submitted after Friday at 6:00 PM will not be replied to until our staff returns that following Monday.

Communication and Communication Schedules

- After your Kickstarter call there are three **REQUIRED** communication schedules throughout this 110-Day contract as previously discussed.
 1. During our first 30-day deliverables window a member from our team will be in touch with you. On this call we will be recapping changes made and introducing you to the reporting tools we setup for you to follow the progress as we go.
 2. During our second 30-day deliverables window a member from our team will be reaching out to you once we completed each task and answer any questions you have on the progress of the campaign.
 3. During the last week of 30-day deliverables window a member from our team will be reaching out to you to schedule our 90 transition call. A team member will go over the progress we have made in an in depth breakdown. You will be presented the option to continue as a premium partner ERM on a month to month basis to maintain the results were able to achieve and of course continue to increase traffic and conversions.

Communication And Communication Schedules

- There are TWO complimentary calls with ERM every 30 days. Where you can reach out to me our the team to go over anything between the 3 predetermined check-in calls.
- Any additional coaching or consulting request that require phone calls or video calls with me or the team outside of these TWO calls will of course be considered coaching or consulting calls. A \$300.00 Fee will be required prior to starting that call. Feel free to schedule a coaching or consulting call with myself or a member of my team below: <https://calendly.com/erm/coaching-consulting-call>
- If you have any questions or concerns throughout this process, please don't hesitate to reach out to us for **unlimited email support** at customer@eliteresultsmarketing.com
- We do not conduct business over text message, Facebook massager, Twitter, Instagram or over any other social media channels EVER. All communication will be conducted via scheduled phone or video call and email. That's it.

Consulting

- The construction of the deliverables outlined in your contract is a DONE-FOR-YOU service. However, there will be participation required to ensure the success of your project.
- Throughout this process we might make numerous consulting recommendations. These recommendations are made to assure the success of your project from certified marketing experts due to this being a joint-venture.
- As we progress through this project, our consulting recommendations are very important and if they are ignored and not followed it is very hard for us to assure the success of your project.
- If consulting recommendations are made and not followed, we are not responsible for lack of traction, conversions, or lost revenue
- If you don't succeed, we don't succeed. Which is why it's important for us to do what we do best and expect the unexpected which is why you decided to partner with us. Please keep this in mind.

ERM Referral Program

- Due to the fact of us being an application based only firm and only working with people that we believe in. We have found that our best clients come from referrals from current clients.
- Which has naturally led us to creating our first-class ERM Referral Program.
- Throughout our joint-venture, if you have a colleague, friend, or acquaintance that currently owns a business that could use a predictable way to either generate automated sales online, drive physical people into a businesses location, or to generate qualified leads and appointments on demand you are welcome to connect me and the individual that you know who could benefit from our services via email.
- If we decide they are a good fit for us, and we can of course deliver on what they are looking to accomplish we will extent the invitation to work with that person if our waiting list allows.

ERM Referral Program

- If an introduction that you provide ends up being approved as a preferred ERM client, you will be compensated with a referral fee for making the connection of \$2,500.00
- More than 38% of our customers end up recouping their initial investment with us within 90 days by helping their friends, family, and colleagues increase their businesses revenue with our revenue driven marketing services.
- Feel free to request a referral contract via customer@eliteresultsmarketing.com

Finally, Let's Talk On-Boarding

- I'm sure at this point you're wondering "hey, Kraig all this sounds great. But where do I upload all of our content or provide that access your team needs so we can get started?"
- I'm glad you asked and thanks for sticking with me up to this point.
- Let's take a quick dive into my favorite little tool, a tool that I literally run my entire business off of and a tool that I hope you find super helpful when it comes to your customer experience with us!
- The Google Drive...
- SEO/PPC Onboarding : <https://www.eliteresultsmarketing.com/sseo-onboarding/>

Here's what we covered on today's video

- Personal payment arrangements
- Scope of work
- Milestones
- Our Availability
- Communication and communication schedules
- Consulting
- ERM Referral Program
- On-Boarding/Google Drive

If you have any questions...

Please email customer@eliteresultsmarketing.com

