

# Hosted Support's

## Ads Revenue Sharing Program

### What is the Ads Revenue Sharing Program?

Here's how it works: You can use ezSupport for **free** by displaying a column of ads on the right side of your help desk. **Plus!** Hosted Support will pay you **50%** of the revenue from your help desk ads, so you can actually earn **\$\$** while supporting your customers. The more customers use your help desk, the more **\$\$** you earn.

Now that's a revolutionary concept!

All you have to do is join Hosted Support's Ads Revenue Sharing Program.

### How do you join Hosted Support's Ads Revenue Sharing Program?

It's simple. Just display ads on your ezSupport help desk and submit your PayPal account email address to receive payments. Review this guide for detailed instructions.

### How do the ads work?

Ads are supplied by Google and will only display on the right side of your help desk. Google ads will not display in any messages sent by you or the ezSupport system.

The ads column does not interfere with any help desk functionality, and all ezSupport modules can be used in conjunction with the ads display.

# Ads Revenue Sharing Guide

**Simply follow this guide to start earning \$\$ from your ezSupport help desk ads. You must be an Admin-level rep to access ezSupport's Configuration section.**

**Site navigation displays at the top left corner of each guide page, indicating exactly where each step takes place in your ezSupport account.**

**So let's get started!**



### Setup Process

- Make sure your Ads Removal module is deactivated. 2
- Submit your PayPal email address. 3
- Track your ads revenue share. 4
- Review Ads Revenue Sharing Program terms. 5

## Ads Removal Module Deactivation

### Purpose

Make sure your Ads Removal module is inactive so ads revenue sharing features will be available throughout your ezSupport account.

### Instructions

If checked, uncheck the Ads Removal module selection box, then click the **Update** button.

### Tips

Your Ads Removal module was inactive by default when you registered for your ezSupport account. So if your Ads Removal module has remained inactive, then you will not have to update your module selections.

**Your Ads Removal module must be inactive in order to perform the setup steps detailed on all subsequent pages of this guide.**

You can opt out of Hosted Support's Ads Revenue Sharing Program at any time by activating your Ads Removal module.

Support Center		Tools	Configuration	Company Profile	View Your Help Desk		
Summary		Messages	Tickets	Returns	Contact Manager	Calendar	Chat

  

#### Your eBay Token [?]

You currently have a token with eBay ID: **aaa\_golf**

[Click here](#) to renew your token or to switch to a different eBay ID.

#### Your ezSupport Modules [?]

Click a module for information.

	Demo	Setup Guide	Monthly Price
<input type="checkbox"/> <b>Ads Removal</b>	[?]	[?]	\$9.95/Rep
<input checked="" type="checkbox"/> <b>eBay Help Desk</b>		[?]	FREE
<input checked="" type="checkbox"/> <b>Messaging</b>			FREE
<input checked="" type="checkbox"/> <b>Problem Ticketing</b>			FREE
<input checked="" type="checkbox"/> <b>Returns &amp; Shipments</b>			FREE
<input checked="" type="checkbox"/> <b>POP Email</b>			FREE
<input checked="" type="checkbox"/> <b>Chat</b>			FREE
<input checked="" type="checkbox"/> <b>Shared Knowledgebase</b>			FREE

You can update your module selections at any time.

#### Summary of Your Issues

Messages	Tickets	Returns
ezSupport Inbox 22	New 3	New 7
eBay Inbox 9	Unresolved 0	In-Process 1
Contact Member 5	Pending 13	Approved 2
Best Offers 1	Accepted 2	Rejected 0
Disputes 0	Rejected 3	Received 0

POP Email Inbox

#### Quick Links

Profile	Configuration	Guides
Your User Profile	Your FAQs	ezSupport Setup
Signatures	Message Templates	Ads Revenue Sharing
Company Info	System Options	Help Desk Linking
Billing Info	Support Reps Reports	eBay FAQ Display

## Company Information

### Purpose

Submit your PayPal account email address in order to receive ads revenue share payments from Hosted Support.

### Instructions

Enter the email address for the PayPal account that you would like your ads revenue share payments sent to in the PayPal Email field, then click the **Update** button.

### Tips

By submitting your PayPal account email address, you are agreeing to Hosted Support's Ads Revenue Sharing Program terms. These terms are available on the last page of this guide.

PayPal is the only form of payment accepted for ads revenue share payment processing. To ensure proper payment, you are solely responsible for providing and maintaining your accurate and updated PayPal email address.

You can opt out of Hosted Support's Ads Revenue Sharing Program at any time by deleting your PayPal account email address. Simply clear your PayPal Email field, then click the **Update** button.

Support Center	Tools	Configuration	Company Profile	View Your Help Desk
Company Information	Billing Information	Support Rep Settings		

  

Company Information	
Company Name	AAA Golf
Address 1	489 S. Robertson Blvd.
Address 2	
City	Beverly Hills
State	California
Zip	90211
Country	United States
Support Reply Email	support@aaagolf.com
Paypal Email [Terms]	paypal@aaagolf.com
Website URL	www.aaagolf.com
	<input type="button" value="Update"/> <input type="button" value="Cancel"/>

**Update your account's company information.**

**Company Name**  
Your Company Name is the official name used for your ezSupport account login, and may also appear on your help desk or be automatically populated into system messages.

**Support Reply Email**  
Your Support Reply Email will display as the "From" address for auto-reply emails sent by your ezSupport system or when support reps respond to customer questions, problem tickets and return requests.

**PayPal Email**  
If you are displaying ads on your help desk and wish to participate in Hosted Support's Ads Revenue Sharing Program, you must submit your PayPal account email address to receive payments. By submitting your PayPal email you are agreeing to the Ads Revenue Sharing Program terms.

## Ads Revenue Report

### Purpose

Track your monthly ads revenue share.

### Instructions

Select a report month to view, then click the **Submit** button.

### Tips

Ads revenue is disbursed monthly via PayPal approximately one month after each revenue month. So for instance, revenue share for the month of February would be disbursed at the end of March.

A tally of all report months can be viewed by selecting the All Months option.

Each month's ads revenue report will be available approximately three days after the end of the month.

Support Center	<b>Tools</b>	Configuration	Company Profile	View Your Help Desk
Reports	Suggestions	Queue		

  

Summary	<b>Detailed Reports</b>
---------	-------------------------

**Help Desk Ads Revenue Report**

Month:

Select a month to view your revenue from displaying ads on your help desk.

To receive ads revenue you must be displaying ads on your help desk (have your Ads Removal module deactivated) and have submitted a PayPal payment email with your Company Information.

Ads revenue is disbursed approximately one month after each revenue month.

[Ads Revenue Sharing Program Guide.](#)  
[Ads Revenue Sharing Program Terms.](#)

Month	Ad Views	\$ per View	Revenue	PayPal Email
January 2011	9206	0.0011	\$10.13	paypal@aaagolf.com
<b>Total</b>			<b>\$10.13</b>	

**HOSTED SUPPORT**  
**ADS REVENUE SHARING PROGRAM TERMS**  
(Section 6 of Hosted Support's Terms of Service)

**6. Advertising Revenue Share.**

**6(a) Eligibility.** In order to receive advertising revenue share, Client must opt in to Hosted Support's Ads Revenue Sharing Program by: 1) displaying advertisements on Client's help desk (keeping the Ads Removal module inactive), and 2) submitting a valid PayPal account email address for receipt of payments. *Any Client who does not opt in to the Ads Revenue Share Program shall not be eligible to receive advertising revenue share.*

**6(b) Calculation; Tracking.** If participating in Hosted Support's Ads Revenue Sharing Program, Client shall receive fifty percent (50%) of the revenue generated by Client's help desk advertisements. Calculation of revenue share shall begin upon Client's joining the Ads Revenue Sharing Program. Client shall not receive revenue share for any time period prior to joining or after opting out of the Ads Revenue Sharing Program. Revenue share shall be calculated based solely on records maintained by Hosted Support. No other measurements or statistics of any kind shall be accepted.

Client's revenue share shall be based solely on the number of valid advertisement impressions displayed via Client's help desk. Client's revenue share *will not* be affected by clicks on ads. Client expressly agrees not to falsely click or in any way promote others to falsely click on advertisements. *Tracking of false clicks shall be investigated by both Hosted Support and the advertising provider, and if clicks are deemed invalid, shall result in withholding Client's revenue share payment and/or payment charge back to Client's account and possible account termination.*

**6(c) Payments.** Revenue share payments shall be made by Hosted Support on a monthly basis approximately thirty (30) days after the end of each calendar month that advertising revenue has been earned. i.e. revenue share for the month of February shall be disbursed at the end of March. Revenue share reports shall be available in the Reports section of Client's Hosted Support account. Client's revenue share must reach a minimum of \$.01 in any calendar month for a payment to be disbursed for that month.

All revenue share payments to Client shall be made via PayPal. No other payment form shall be accepted. To ensure proper payment, Client is solely responsible for providing and maintaining accurate PayPal payment information. Client agrees to forfeit any revenue share not received due to failed payment attempts made by Hosted Support using outdated or otherwise inaccurate payment information supplied by Client.

**6(d) Termination.** Client's Hosted Support account deactivation shall result in immediate termination of Client's participation in Hosted Support's Ads Revenue Sharing Program, and shall also result in forfeiture by Client of any forthcoming revenue share payment.