

VAS Providers – Key Questions & Answers

1. Do you sign a document with a talent (Contract or MOU)?

Yes. As part of the onboarding process, all VAS providers sign a **Memorandum of Understanding (MOU)** which includes the **Service Level Agreement (SLA)** outlining expectations, service standards, and responsibilities.

2. How will the rates be determined?

Rates are **set by the service provider**. However:

- Any changes in pricing must be communicated to MySmartCoke **at least one week in advance**.
- This ensures that the platform is always up to date with accurate pricing for customers.

3. Are you taking a percentage of monies from gigs?

Yes, but not from the provider's fee.

- MySmartCoke applies a **10% platform fee**, which is payable by the customer.
- Example: If a provider charges **GHS 300**, the provider receives the full **GHS 300**, while the customer pays **GHS 330** (inclusive of MySmartCoke's 10% fee).

4. Does payment come immediately or on net days?

Service providers are paid **the next working day** after the service is successfully delivered and confirmed.

5. Do you connect clients to the talents, or do talents deal with clients directly?

Customers book services through **MySmartCoke platform**. The process is:

- MySmartCoke team contacts the provider to confirm availability.
- Once confirmed, MySmartCoke coordinates with the provider to ensure smooth delivery of service.

- This keeps the process structured while protecting both provider and customer.

6. Do you have a cap for rates?

No, providers are free to set their own rates. However:

- Rates should be competitive, as customers can compare providers on the platform.
- Overpriced services may lose visibility against better-priced alternatives.

7. Does the talent get discounts from you when they need services/products in bulk for their own programs?

Yes. MySmartCoke is open to **special arrangements** for registered providers when they require bulk purchases or services for their own events. These will be agreed upon on a case-by-case basis.