Get Started With <u>ShipHero's</u> Proven Process of Client Onboarding

A curious, flexible and qualified team of professionals is ready to bring new ShipHero software clients on board - in record time! ShipHero has designed a simple, but substantial onboarding and implementation process that focuses on two things:

- ✓ Quality training and understanding of ShipHero's Shipping Software to new clients

- ✓ Transitioning clients from the implementation team to the client support team

SOFTWARE ONBOARDING

ship**hero**™

<u>ShipHero</u> Onboarding is Different

By the end of ShipHero's comprehensive onboarding, you will be able to do the following:

- Evaluate order volume / composition
- Set up locations and optimize pick paths
- Create users and permission groups
- Connect stores, sync product catalogues, assign inventory

- Carrier integrations and shipping method mapping
- Automation rule creation
- Hardware setup
- End user training, testing and go-live

And Here's <u>How We Do It</u>

ShipHero's implementation process takes 4-6 weeks. Here is an overview of the steps.

Kick-Off Our process starts with team introductions and a high-level assessment of your pain points. We will have a discussion regarding the direction and timing of the project, including key milestones and benchmarks.

Data Collection & Discovery We'll continue by mapping out your current operations process, including receiving, putaway, warehousing, picking, packing and shipping. We'll also perform a detailed analysis of data and information needs throughout the process.

Fundamentals of ShipHero We will introduce you to ShipHero's dedicated teams that can address your needs. Our teams have developed proven tools and processes that will enable your warehouse to run more efficiently.

Warehouse Prep ShipHero provides advice to your team regarding the type of equipment to order. Delivery dates and scheduled installation dates will be integral to the onboarding process. We'll also work on the following warehouse areas: dynamic slotting, location labeling, schedule and scope of physical inventory and professional services as required.

User Acceptance Testing (UAT), Validation and Overall Troubleshooting Our team will schedule training and familiarize your employees with the new system and functionality based on your recommendations. We will also perform comprehensive testing of workflows and coordinate with your dedicated solutions specialist.

Incremental Steps Lead to ~~Big Change~~

One of the key features of our implementation process is that we meet clients where they are. The onboarding process has been especially designed to be completed in stages so that any progress toward your end goal of full integration is not wasted.

However, quality implementation will take time and effort from your team - but we will be with you every step of the way. For a better illustration of what the time commitment will look like, check out the chart below.
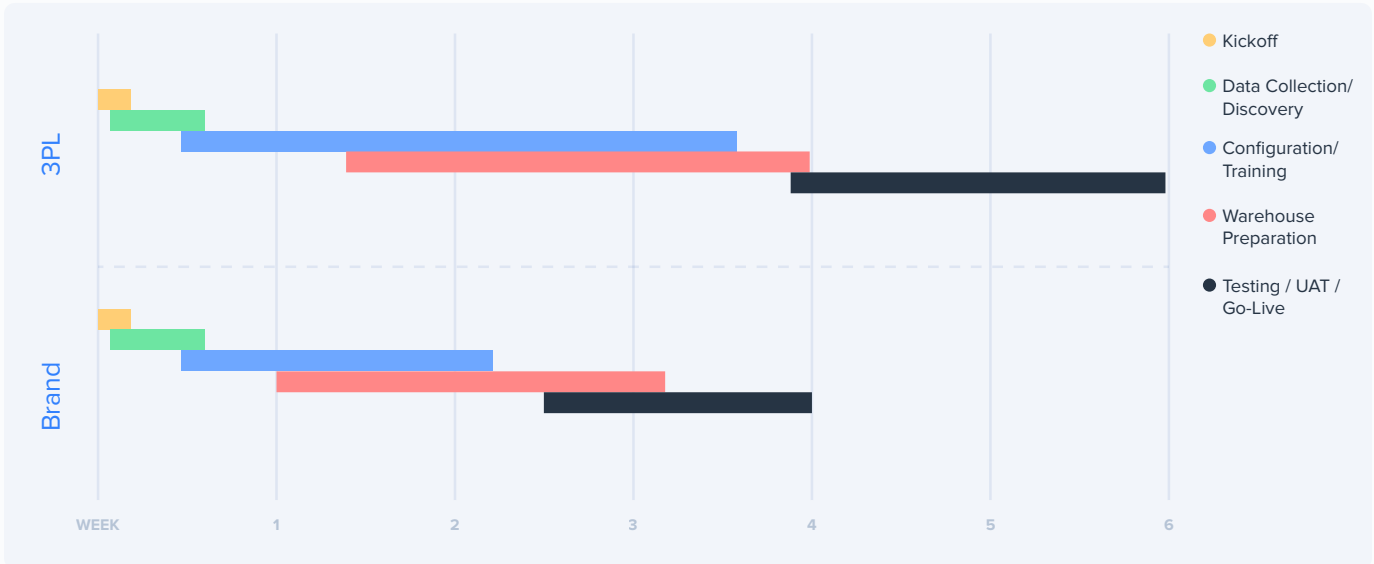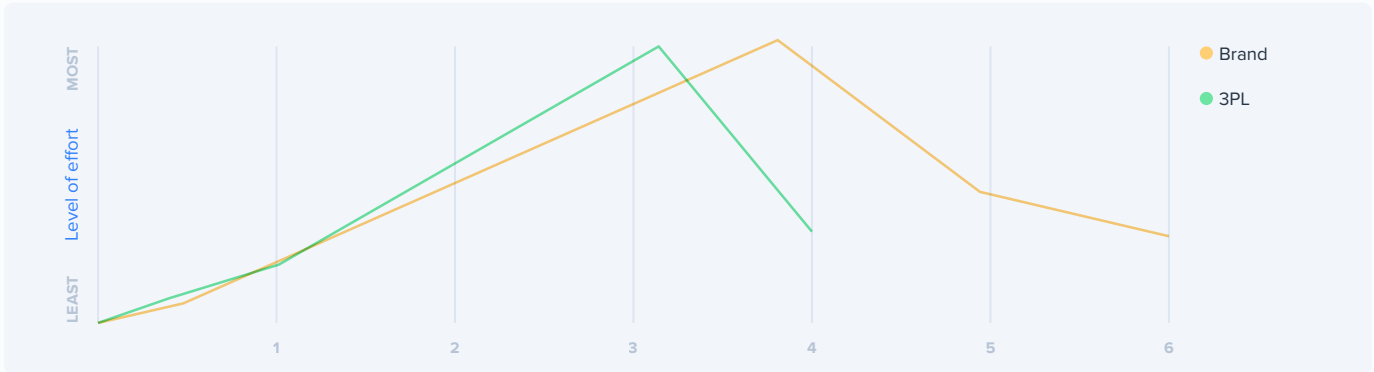
We are Software Implementation **Experts**

Our team of shipping experts are ready to give you best-in-class onboarding support!

If you're new to ShipHero, click **HERE** to schedule a call with our Software Sales Team.

If you're an existing ShipHero client, click **HERE** to contact our Support Team.