

# We're So Glad You're Here

Welcome to ShipHero! We're so glad that you've chosen us as your Warehouse Management Software solution.

We know that a change like this is a big one. This welcome guide will outline next steps and hopefully give you a good idea of what you can expect over the coming days and weeks. And you'll be even more confident in your decision to choose ShipHero.

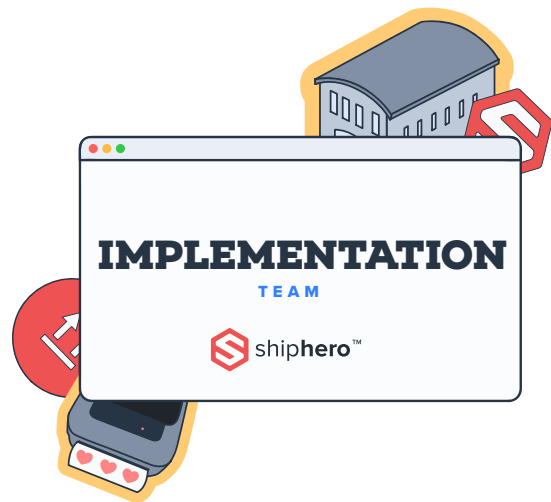


## Implementation and Onboarding

First, we want you to know that our Implementation Team is awesome!

Your Implementation Specialist will be in touch soon. They will walk you and your team through all the steps to get your warehouse up and running on ShipHero. Implementation is normally a 4-6 week process. If you want more details about our Implementation Process, please click [HERE](#).

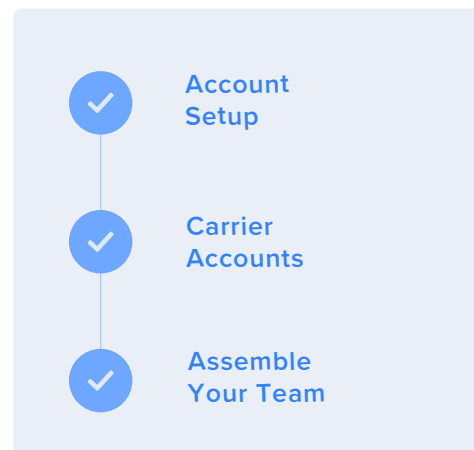
To give you a sneak peek into the next steps in the process, we've outlined some of the initial steps you'll review with the Implementation Team as you begin your transition to ShipHero. All of these tasks will be accomplished with your Implementation Specialist.



### Pre-Implementation Planning

**Account Set-Up:** This [Knowledge Base article](#) was created by our Client Support Team to provide new clients with a checklist. A few of the basics covered include:

- Hardware you'll need
- How to connect your stores
- How to set-up automation rules
- Reminder to download the ShipHero App
- **Carrier Accounts:** Gather your carrier account information including usernames and passwords. You'll need this information in an easy-to-access location during onboarding.
- **Assemble Your Team:** Make sure that when you are assembling your onboarding crew you include the pertinent members of your warehouse team. Part of your success will be determined by our implementation specialists working directly with your on-the-ground warehouse experts.



## Client Support Team

Our Client Support Team is run by real people who want to help you succeed. Here are the best ways to contact Client Support.

### ShipHero Client Support

- Clients have 24/7 access to ShipHero Support through our Client Portal found in the application.
- Log in to <https://app.shiphero.com/dashboard>
- Click on Help at the top right on the Menu Bar
- The Help menu can be found on any ShipHero application and will route you to our Client Portal for ticketing.



## Knowledge Base

ShipHero's Client Support Team has gained an incredible amount of knowledge and experience. We share this with our clients via our Knowledge Base. You can access it [HERE](#).

## Self-Help Resources

In addition to the Knowledge Base mentioned above, here are two other self-help resources.

- ShipHero Blog: <https://shiphero.com/blog/>
- ShipHero YouTube Videos: <https://www.youtube.com/c/ShipHero>

## Developer Community

If you're using ShipHero's Open API, we have a special developer community where many of our SaaS clients crowdsource solutions to common requests. We also have a separate resource dedicated to our API users.

- API Resources: <https://developer.shiphero.com/>
- Developer Community: <https://community.shiphero.com/>

# We Know You're Going to be Awesome!

Whatever support you need, ShipHero is here to help.

If you have any questions, please feel free to contact your sales rep. ShipHero's Implementation Team will be in touch soon. We can't wait to work with you!

[www.shiphero.com](http://www.shiphero.com)

