



## VOLO ONBOARDING

Volo provides onboarding services to enable you to transition smoothly to the Volo platform while you continue to run your business. Onboarding involves training you on how to use the key areas of the Volo platform and managing your implementation up to and beyond your Go Live.

STAGE	YOU AND VOLO
Agreement and payment	<ul style="list-style-type: none"> <li>• You submit the signed agreement</li> <li>• We send you a pro-forma invoice for payment of the implementation fee</li> <li>• You pay the implementation fee</li> </ul>
Training	<ul style="list-style-type: none"> <li>• We assign an Implementation Manager to you</li> <li>• You and we have a kick-off call</li> <li>• We send you access to the Volo Hub for training</li> <li>• You and your colleagues attend and complete the training</li> </ul>
Inventory	<ul style="list-style-type: none"> <li>• You make your key staff available for the duration of the implementation</li> <li>• We bring in a sample of your inventory into the platform</li> <li>• You check the inventory has been correctly loaded onto the platform and load up the rest of the inventory</li> </ul>
Listing	<ul style="list-style-type: none"> <li>• We set you up on the required selling channel(s)</li> <li>• We show you how to list a sample of the items</li> <li>• You learn how to list items and list the rest of your items</li> </ul>
Sales order processing	<ul style="list-style-type: none"> <li>• We show you how to process sales orders</li> <li>• You learn how to process sales orders</li> </ul>
Stock Levels	<ul style="list-style-type: none"> <li>• We show you how to update stock levels and take control</li> <li>• You learn how to update stock levels and take control</li> </ul>
Go Live	<ul style="list-style-type: none"> <li>• You go live and apply the channel profile(s)</li> <li>• We work closely with you during the first week of Go Live</li> <li>• You and we attend a handover call with Volo Customer Success and Technical Support</li> </ul>



## **CHANGE MANAGEMENT**

Volo appoints one of its Implementation Managers to project manage each customer and co-ordinate with specialist Volo team members. A kick-off call aligns all the major stakeholders on both sides. This is followed by regular calls and milestones to keep the project on track. Volo takes a phased approach to the onboarding before the Go Live and handover.

## **TRAINING**

Volo's in-house training team provides short, pre-arranged online training sessions on all the specific areas of the Volo platform. These are either delivered live or available on demand to suit your schedule. Volo provides you with a 'sand box', a training database where all your staff can become comfortable across the whole system.

## **IMPLEMENTATION**

Volo implementation staff work with you to help you learn how to bring in your inventory, list your items on the relevant channels, process your sales orders and update your stock levels across the channels. Volo staff and you work closely together to accomplish this. You're not left to your own devices to figure it out for yourself.

## **HANDOVER**

Once you've applied the relevant channel profiles and gone live, Volo's implementation staff operate an intensive 'hand-holding' week to make sure you launch successfully. Following this, you and Volo's onboarding team attend a handover call with Volo's Customer Success and Technical Support representatives who now look after you.

## **ABOUT VOLO**

At Volo, we want to help your business take off. That means stripping out the complexity that surrounds multichannel selling – and providing the world's most useful and easy-to-use ecommerce service. If you're looking to fulfill your business goals and personal aspirations, you need more than just a piece of software. You need a service, to give you the experience and support you need to take your business to new heights.

