

WHAT TO EXPECT DURING ONBOARDING

When you sign up for the Pro Package, you'll be paired with a dedicated Onboarding Specialist - your personal guide to make sure everything gets set up smoothly. Our goal is to get you live quickly, with tools that help you grow from day one.

Here's a look at the journey ahead:

KICKOFF

- Within a few days of signing, you'll meet your Onboarding Specialist.
- They'll walk you through the process, confirm a few details, and set timelines together.

CONFIGURATION

- We'll handle the technical setup for online ordering, your custom website, and integrations.
- Our team will collect any needed brand assets (logo, colors, images) and app requirements.
- You don't need to be technical - we'll guide you through each step.

APP & LOYALTY BUILD

- Your branded mobile app will be submitted to Apple and Google for approval.
- Loyalty program setup, card linking, and in-store signage will be prepared.
- You'll get visibility into progress along the way.

TRAINING & ADOPTION

- We'll train you and your staff on how to use online ordering, CRM, and app features.
- You'll learn how to market your app and loyalty program to maximize customer engagement.

GO LIVE & ONGOING SUPPORT

- Most merchants are fully live within 3 months.
- After launch, your Onboarding Specialist will continue to support you and then connect you with your dedicated long-term support team.