ON-BOARDING
PROCESS

With great power comes great responsibility

We recognize that with great power comes great responsibility, so we are committed to ensuring you are fully supported throughout the entire on-boarding process, and after the platform has been implemented. You will be introduced to your very own On-boarding and Engagement Manager who will act as the glue between the development team, and your company. The assigned manager will be your main point of contact and will ensure that all parties are on track and aligned with what steps are necessary for effective and efficient implementation of Routeique.
This process will included Data Collection, Data Processing, Hardware Procurement, Configuration, and Training.

Data Collection

You will be provided with a spreadsheet that clearly outlines the information we will need to collect from your company. The data required will include customers, products, vendors, warehouses, user information (drivers/administration), vehicles, payment terms and routes.

Training

we are dedicated to ensuring you, and your team are comfortable and confident with the platform for roll-out and go-live. Training will include various combinations of user manuals, learning management videos and 1-on-1 training sessions.

Data Processing

Your 'On-boarding and Engagement Manager' will review your data, and work closely with the development team to get that data implemented into Routeique with accuracy. The On-boarding Manager will be there to provide any support you need throughout out the data gathering and implementation phase.

Hardware Procurement

Routeique does require tablets, and depending on your current process we may need to acquire printers too. Your On-boarding and Engagement manager will provide recommendations and would be happy to help you procure these assets. They will then walk you through getting that hardware set up.

The On-boarding process typically takes 15-20 business days depending on your cooperation throughout the process. It is encouraged that you follow the provided time line as the Development team will be cued your company has entered the process, and will be ready to implement provided data with quoted time line
After implementation you move into Routeique Engagement phase' , in this phase we are committed to making sure you are taking advantage of the full value Routeique offers your operations. Your engagement manager will follow up with you regularly in the first 2-4 weeks to provide Routeique Tips and Tricks and to make sure that things are going well. After that, they will be available as much or as little as you request. We recommend at a minimum quarterly re-connects.
Our team at Routeique can not stress enough the value we place on support, please take advantage of the tools and contacts provided, we are here to help!

routeique
Cloud-based Logistics & Delivery Management