

Onboarding with commonsku Advanced

LIVE ONBOARDING CALLS	CORE TRAINING SESSIONS	WORKING SESSIONS	SELF LEARNING SESSIONS	TOTAL AMOUNT OF HOURS TO ONBOARD
4 core sessions + ongoing working sessions	<ul style="list-style-type: none"> • Prep Call • Sales • Production • Finance 	Up to 5 sessions over 2 months (the 4th working session is optional)	Through commonsku University (~4h 30m)	~ 10h+

- For larger sales teams, we provide **two dedicated Sales training sessions**.
- Teams with in-house production or design staff may receive an **additional specialized session**.
- Working Sessions are tailored to each department's real-world use of commonsku.

Ideal Onboarding Timeline

Core Onboarding	<ul style="list-style-type: none"> • Day 1: Prep Call • Day 2: Sales Training • Day 3: Production Training • Day 4: Finance Training
Working Sessions (Live Support)	<ul style="list-style-type: none"> • Working Session 1: 1 week after core onboarding • Working Session 2: 2 weeks after core onboarding • Working Session 3: 1 month after core onboarding • Working Session 4: Optional – 1.5 months after core onboarding • Working Session 5: 2 months after core onboarding

Working Sessions are collaborative, agenda-driven sessions focused on real workflows, active orders, reporting, and process optimization.

Session Breakdown

Prep Call Duration: 1h	1-to-1 with Onboarding Rep <ul style="list-style-type: none"> • Meet your onboarding rep • Review your tech stack, business structure, and workflow • Walkthrough the onboarding management tool • Complete any Admin training • Book training and Working Sessions
Sales Training Duration: 1h	1-to-1 with Onboarding Rep <ul style="list-style-type: none"> • Navigating commonsku Sales tools • Presentations, the Newsfeed, the skumcommunity Forum, and the Sales Order approval process • Sales workflows and best practices
Production Training Duration: 1h	1-to-1 with Onboarding Rep <ul style="list-style-type: none"> • Navigating commonsku Production tools • Order management and workflows • Production-specific reporting
Finance Training Duration: 1h	1-to-1 with Onboarding Rep <ul style="list-style-type: none"> • Navigating commonsku Finance tools • Invoicing, payments, and accounting workflows • Creating invoices, entering Supplier Bills, and exports
Working Sessions Duration: 30m - 1h	1-to-1 with Onboarding Rep <ul style="list-style-type: none"> • Review live orders and workflows • Dashboard and reporting deep dives • Process optimization and best practices • Open Q&A tailored to your team <p>Here is a breakdown of the Working Sessions:</p> <ul style="list-style-type: none"> • Working Session 1 (1h): Dashboards and Reporting 101, open Q&A • Working Session 2 (30m): Open Q&A • Working Session 3 (1h): Shops and Open Q&A • (Optional) Working Session 4 (30m): Open Q&A if needed • Working Session 5 (45m): <ul style="list-style-type: none"> ▫ If 3+ users: meet your CSM ▫ Everyone: Open Q&A
Self Learning Duration: ~4h 30m Resource: commonsku University	commonsku University <ul style="list-style-type: none"> • In-app library of bite-sized tutorial videos • Covers every feature of commonsku's connected workflow <p>In addition, you can use the skubot on the right-hand side of your screen for guided in-app tutorials.</p>