



WELCOME TO SHIV

MESSAGE FROM SHIV

Firstly, Congratulations on your Engagement! And Thank You for choosing SHIV to help with your special Events.

Please ensure you read through this Welcome Pack and use our Step-By-Step guide to help you when putting together your contacts and sending out your invitations

CUSTOMER SERVICE

We pride ourselves on our Customer Service and will be here to help you every step of the way.

We aim to get back to all our customers within 24hours as we know how important and personal organising your wedding is.

CONTACT US

We are available for you to contact via phone, email and WhatsApp. You can even contact us via our social media accounts should you prefer.

We are available:
Monday-Friday 8am - 8pm GMT
Saturday 9am - 5pm GMT
Sunday 10am - 5pm GMT



CALL US
+44 7387 959 487



WHATSAPP US
+44 7387 959 487



EMAIL US
info@shiv-worldwide.com



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IMPORTANT NOTES ABOUT YOUR PACKAGE

To make the most out of your SHIV package please ensure you read through this Welcome Pack.

In this pack we will highlight how to use our features and most importantly, how to set up your contact groups for invitations.



INVITATION TYPE



YOU ARE INVITED

These invitations are sent out to individual guests inviting them and them alone to your events.



YOU AND YOUR PARTNER

These invitations allow you to invite a guest with a plus one.



YOU AND YOUR FAMILY

These invitations allow you to invite a guest and their family.

Your SHIV package gives you three invitation types.

You can select individuals, couples or an entire family to attend all or some of your events.

For example:

You may invite immediate family members to all your wedding ceremonies. Invite individual work colleagues to the reception and friends and their partners to your civil and reception party.

See our Contact Groups section to help you with this.



EVENTS & CEREMONIES

Your SHIV package is broken into Events and Ceremonies.

All packages have the option to send out
We're Engaged, Save The Date, Wedding and Thank you cards.



SEND AS AN E-CARD

Tell all your friends and family the good news about your engagement. In this event you can jointly send an e-card to all your guests'. Simply select our design or up-load your own.



SEND AS AN E-CARD

Once you have set your wedding date it is always a good idea to send a Save the Date card to your guests so they have advance notice and can plan to attend.



SEND AS AN
E-INVITATION

Our Wedding event is broken down into 7 Ceremonies. In this section you can edit each ceremony to name it as you wish. We offer 4 pre-wedding ceremonies, you can have 2 pre-wedding ceremonies for yourself and 2 for your partner. Allowing you to send invites to your own family and friends and jointly send out your Civil Ceremony, Wedding Ceremony and Reception Party invites. *See our Contact Groups section to help you with this.*



SEND AS AN E-CARD

Once all your wedding events and ceremonies are over you have the option to send out a joint Thank You e-card to all your guests that attended.



CONTACT GROUPS

Your Contact Groups is a **key** component in sending out your invitations, to the invited guests, to the invited ceremonies.

In order to send out your three invitation types you should determine which guests are invited to which ceremonies.

If you invite your cousins and their family to ALL your wedding ceremonies then you should put them in a group that can help you identify this. For example, Cousins - Family: All ceremonies

If you only intend to invite friends and their partners to your Reception then you should group them as such. For example, Friends - You + 1: Reception

If you only intend to invite colleagues to your Reception then you should group them as such. For example, Colleagues - You: Reception

When sending your invitation we **strongly advise** that you **send out all your invitations together** allowing you to easily stay on top of the results in your dashboard

Please note that you can not send the same guest more than 1 invitation type. For example, if a guest is sent a You are invited to invitation, then they will be sent the same invitation type for all your events that you invite them to.



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CONTACT GROUPS

Here are some examples of how you may set up your contact groups

YOU ARE INVITED TO

Friends - You:
All Ceremonies

Friends - You:
Wedding + Reception

Friends - You:
My Pre- Ceremonies Only

Friends - You:
Partners Pre-
Ceremonies Only

YOU AND YOUR PARTNER ARE INVITED TO

Cousins - You + 1:
All Ceremonies

Colleagues - You + 1:
Wedding + Reception

Colleagues - You + 1:
My Pre-Ceremonies Only

Aunt - You + 1:
Partners Pre-Ceremonies
Only

YOU AND YOUR FAMILY ARE INVITED TO

Immediate - You + family:
All Ceremonies

Cousins - You + family: All
Ceremonies

Cousins - You + family: My
Pre - Ceremonies Only

Cousins - You + family:
Partners Pre -
Ceremonies Only



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DESIGN



We understand that all weddings are different and personal to you.

This is why we give you the option to select one of our invitation designs or you can simply create your own and up-load to our system.

Note when creating your own invitation design it must be in the exact dimension of **1920 x 1200**. Please also remember to keep the middle of the design blank so that you can edit your invitation copy.

You may have a different invitation design for your Engagement, Save the Date, Wedding and Thank you e-card. Note that once you send out a design it can not be changed.



RSVP

Depending on which package you have purchased you can have access to up to 30 RSVP questions.

SHIV offers you some unique questions to ask your guests to help you plan and budget for all your events. We ask all the standard questions of attendance, allergies and dietary requirements - Including options such as Halal, Jain, no onion and no garlic.

With our questions you can plan for guests attending from out-of-town and plan flight, accommodation and transfer details for destination weddings.

All guests will receive a unique link for them which once submitted will expire. This avoids guests sharing your RSVP link or re-submitting details again. Our RSVP feature also allows a guest to RSVP on behalf of their partners and families.



RSVP - MEHNDI

How our Mehndi questions can help you plan and budget.



Ask guests if they will participate in Mehndi, allowing you to prepare with the number of artist and duration of time required for each Mehndi Artist.



Ask guests how many hands they would like Mehndi on and where on their hands they would like it, allowing you to calculate Mehndi per hand.



Plan and budget for the number of Mehndi artist you require and avoid missing any guest out on the night.



Download your guest Mehndi names and share with your Mehndi artist and / or wedding coordinator to help you have a smooth flow for Mehndi application



Plan the start time of your Mehndi depending on number of guests applying Mehndi and book your Mehndi artist accordingly.



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RSVP- FOOD & DRINK

How our catering questions can help you plan and budget.



Ensure you can cater to all guests at all your events by asking them if they require Halal, Jain, Kosher, Vegetarian food and more.



Gather all allergy details from gluten free to nut allergies, avoiding any guests having reactions at your events.



Ask your guests their drinks preference allowing you to buy and budget for only the drinks your guests will drink.



Whether you have an open bar or a bar service, avoid running out of drinks or paying for drinks guests do not want by sharing the details with your supplier.



Download all food and drink options for guests to share with your suppliers



RSVP- TRAVEL & STAY

How our hospitality questions can help you plan and budget.



Ask guests travelling from abroad when they arrive and depart to help you understand when they have arrived and arrange any accommodation for them should you need to.



Ask guests flight and transfer details for your destination wedding. Give your guests a smooth journey by planning accommodation rates and transfers.



Ask guests how many rooms they would like or if they intend to extend their stay, allowing you to make arrangements with your venue.



Ask guests if they will do excursions with you at your destination wedding allowing you to budget and plan rates for your loved ones.



Download all the information you need and share with wedding planners or suppliers to make planning your local or destination wedding stress-free.



GIFTS RECEIVED

Wedding traditions show that guests like to give newly wed couples gifts. Whilst this is not always necessary we appreciate that in many cultures this is a tradition and gifts can be received at multiple events.

Our Gifts Received feature allows you to log all the gifts from all your events. Whether it is money, vouchers, jewellery or a boxed gift. You can log per event all gifts received and add your own notes for ease.

Allowing you to easily be able to stay on top of the kindness from your guests and download the details should you need to.



REMINDERS

Guests may get busy sometimes and forget to RSVP to your Event.
We therefore offer a reminder feature.

Currently our reminder feature allows you to send out one reminder to all
the guests that have not RSVP'd.

You will find this feature in the Events section once you have sent out all your
invitations.



DASHBOARD & REPORTS

Your personal dashboard will allow you to see a quick snapshot of your RSVP's. At a quick glance you will be able to view the number of guests that are attending.

You will also be able to click into each of your ceremonies to see further details of your guests RSVP requirements.

Your reports are all connected to your dashboard and you will have access to download reports to work with your suppliers and /or wedding planner. Please note some reports may not be accessible depending on the package you have purchased.



All Events Attendance Report



All Guests Food and Drink Report



All Special Assistance Report



Guests Styling request Report



All travel Report



All Mehndi Report



WEDDING WEBSITE

We are currently working on our wedding website feature.

This feature will be linked to your invitations and your guests will have a personal code unique to them ensuring that they only see the details of the Ceremonies they are invited to.

You can currently view our Wedding Website ONLY. Once this feature is live we will contact you via email.



HELP AND SUPPORT

We pride ourselves on the service we provide our customers. We understand how tough it can be to plan a wedding with or without a wedding planner, whilst juggling work and other personal commitments.

This is where SHIV will help. We can help make managing your RSVP's for all your events simpler. Allowing you to work with all your suppliers with all your guests' details with an easy real time dashboard for your personal updates.

We are available for you to contact us via WhatsApp, email and on phone. We believe in giving our customers all the possible methods to communicate with us. You can even contact us via our socials.

If you would like to have a personal walkthrough of your dashboard then please go to our Contact Us page where you can request a Demo or contact us via anyone of the methods below.



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