

What's Next?

Congratulations you're now officially a Walkers customer - Welcome aboard!

Did you know that our **Can Do.** philosophy encompasses the values of customer is king, continued high standards and a right first time, every time approach? With this in mind, let us share with you what will happen next on your journey with us.

1

Once we've received your paperwork, your dedicated Customer Service Advisor will call you to introduce themselves. Following the call, you will receive your digital Walkers Welcome Pack.

Top Tip.

In preparation for our Onboarding Teams visit please ensure a suitable area has been cleared for the label printer (20cm x 30cm), an electrical socket is readily available and your IT Department has been consulted.

2

Following receipt of your Welcome Pack a member of our Onboarding Team will call you to arrange a convenient time to visit and install your label printer, guide you through booking your first consignment and demo our interactive portal.

3

During your first week of trading you will receive a 'check in' call from your dedicated Customer Service Advisor to see how things are going and to answer any queries you might have.

Top Tip.

Don't forget, your Account Manager and dedicated Customer Service Advisor are always on hand to help should you have any queries.

4

Two weeks after your first consignment is booked your Account Manager will arrange a review meeting. During the meeting they'll discuss how Walkers might be able to help you further and arrange the regularity of your future customer 'check in' calls or visits.

Can Do.