Influvise.

Onboarding Documentation

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INTRODUCTION AND OBJECTIVES

Welcome To Influvise

We're excited to begin this journey with you as we work together to build and grow your brand. At Influvise, we take care of the entire process, from store setup to ongoing management, allowing you to focus on engaging your audience and creating amazing content.

This onboarding documentation will guide you through the steps of working with Influvise. It's designed to give you a clear understanding of what's expected and what we need from you, as well as provide details about how we work. By the end of this guide, you will have a comprehensive overview of our processes and the timeline for delivering your store.

Our Mission

At Influvise, our mission is to empower influencers and creators to scale their brands effortlessly. We handle the backend, from store setup to order fulfillment, while you continue doing what you love—creating content and engaging with your community. By partnering with us, you can monetize your audience without the hassle of managing the technical or logistical aspects of your store.

PREPARATION AND ASSET SUBMISSION

Preparation Before Onboarding

Before the onboarding process begins, there are a few things you'll need to gather to ensure everything goes smoothly:

- Branding Assets: Logos, banners, graphics, and any visual elements you want to use for your store.
  - Provide files in high-quality formats such as PNG, JPEG, or SVG. This ensures that the designs maintain their quality when used for merchandise and marketing materials.
  - You can also upload branding guidelines, such as fonts, color palettes, and any specific styles that are important to your brand's identity.
- Social Media Information: Links to all social media accounts associated with your brand. This helps us align your store's look and feel with your existing online presence.

Asset Submission and Confirmation

After gathering your branding assets, you will submit them through our onboarding form. Upon submission:

- Google Drive Access: Within 24 hours of uploading your assets, you will receive access to a dedicated Google Drive folder where all files related to your project will be stored. This ensures seamless collaboration, as both you and Influvise will have access to the same resources.
- Communication Channels: Your phone number will be added to a dedicated WhatsApp group within 24 hours of submitting the form. This will be our primary mode of communication for quick updates, questions, and feedback.

TIMELINE AND PROCESS BREAKDOWN

Store Setup Process

The store setup process typically takes between 7 to 14 days, depending on the complexity of your branding assets and any custom requests. Below is a breakdown of the phases:

- Day 1-3: Initial Review and Planning
  - Once we receive your assets, our team will review them to ensure everything is in place. We will confirm the scope of the project and begin initial planning for the store's structure and layout.
- Day 4-7: Design Phase
  - During this phase, our design team will create the first draft of your Shopify store based on your branding assets. This will include custom themes, homepage designs, and merchandise layouts.
  - We will send you the first design for review by the end of this phase.
- Day 8-10: Feedback and Revisions
  - Once the initial design is ready, you will have the opportunity to review the store layout and design elements. You can provide feedback through our communication channels. We allow for up to 5 revisions to ensure that the design meets your expectations.
- Day 11-14: Final Adjustments and Launch Preparation
  - After revisions are made, we finalize the store and ensure it is fully functional, integrated with Printful for order fulfillment, and optimized for your audience.

REVISIONS AND DESIGN ADJUSTMENTS

At Influvise, we understand the importance of getting your brand's look just right. That's why we offer up to 5 revisions during the design phase. These revisions may include:

- Changes to color schemes, layouts, or fonts.
- Adjustments to product designs, such as placement of logos or graphics.
- Modifications to any of the visual elements based on your feedback.

Communication During Revisions
We aim to make the revision process as smooth as possible. You can request revisions via WhatsApp or email, and we will provide an updated design within 48 hours of receiving your feedback. Any revisions beyond the initial 5 can be discussed with our team for a possible extension.

ORDER FULFILLMENT AND MANAGEMENT

Order Fulfillment Through Printful

Influvise partners with Printful, a leading print-on-demand service provider, to handle all aspects of order fulfillment. Here's what you can expect:

- Seamless Integration: Printful integrates directly with your Shopify store. When a customer places an order, the process is automated—Printful prints, packages, and ships the products directly to your customer.
- Order Monitoring and Support: While Printful handles the physical fulfillment, our team manages the backend, approving orders and ensuring they are processed correctly. If any issues arise, such as shipment delays or product damage, we will act as the point of contact with Printful to resolve the issue

Ongoing Store Management

1. After your store is live, our partnership continues. We will take care of the following on an ongoing basis:
2. Store Updates: Any necessary updates or changes to your store's design or functionality.
3. Marketing Strategies: We will assist with promotional efforts, upselling opportunities, and seasonal campaigns.
4. Performance Monitoring: Regular reporting on your store's performance, including sales, customer engagement, and growth opportunities.

SUPPORT AND FAQS

Communication and Support

Our team is always here to support you. If you have any questions or concerns during or after the onboarding process, feel free to reach out via:

- Email: support@influvise.site
- WhatsApp: Your dedicated WhatsApp group will be active for quick questions and feedback.
- Phone: You can also contact the sales representative you spoke with initially for direct assistance.

We guarantee a response within 24 hours for any inquiries you might have.

Frequently Asked Questions (FAQs)

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1. What do I need to start the onboarding process?
   - Prepare your branding assets, such as logos, graphics, and any relevant guidelines.
2. How long does the store setup process take?
   - The process takes 7 to 14 days depending on feedback and complexity.
3. How do I know if my branding assets have been received?
   - You will receive access to a Google Drive folder within 24 hours after submission.
4. What if I need more than 5 design revisions?
   - If additional revisions are needed beyond the 5 provided, we can discuss possible extensions based on your needs.
5. How will order fulfillment be handled?
   - Printful will handle order fulfillment, while we manage order approvals and customer support.

CONTACT US FOR FURTHER INQUIRIES

Influvise

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