Welcome to Shipt Certification!

This certification will move quickly. We suggest checking your schedule now to be sure you will have time to complete all client requirements. The chart below explains what your business can plan to do each day during the 2-week certification. It is important to complete eLearning and log into client systems by the deadlines provided and attend all client-required live sessions to be eligible to provide services for Shipt.

The following is required by the client to complete certification:

- Attend and participate in all client-required live sessions
- Complete all Litmos eLearning by the deadlines below – approx. 24 hours
- Set up your Shipt systems and confirm access via Liveops Nation Challenge.

Click this link to join all live sessions (Hosted in Zoom): https://liveops.zoom.us/j/92267514977
You will use this link for every session during the certification process.
Zoom Meeting ID: 922 6751 4977
We recommend always joining five minutes before the scheduled start time.

Monday	Tuesday	Wednesday	Thursday	Friday
June 7	**June 8**	**June 9**	**June 10**	**June 11**
			☐ Attend Prep for Success session	☐ Attend Prep for Success session
June 14	**June 15**	**June 16**	**June 17**	**June 18**
☐ Attend client-required Day 1 Kickoff Session ☐ **Complete Shipt: Day 1 eLearning**	☐ Attend client-required Day 2 Session ☐ **Complete Shipt: Day 2 eLearning**	☐ Attend client-required Day 3 Session ☐ **Complete Shipt: Day 3 eLearning** ☐ **Complete system login confirmation by 9pm ET**	☐ Attend client-required Day 4 Session ☐ **Complete Shipt: Day 4 eLearning**	☐ Attend client-required Day 5 Session ☐ **Complete Shipt: Day 5 eLearning**
June 21	**June 22**	**June 23**	**June 24**	**June 25**
☐ Attend client-required Day 6 Session ☐ **Complete Shipt: Day 6 eLearning**	☐ Attend client-required Day 7 Session ☐ **Complete Shipt: Day 7 eLearning**	☐ Attend client-required Day 8 Session ☐ **Complete Shipt: Day 8 eLearning**	☐ Complete the Readiness Assessment on Day 9 or Day 10 ☐ **All eLearning is due by 9am ET** ☐	☐ Complete the Readiness Assessment on Day 9 or Day 10
Nesting Dates				
$$$ Begin taking honoring commits on the **Shipt** line and generating revenue! $$$				

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Pre-Certification (June 10-11)

Session Name & Description	Available Session Times
Shipt Preparing for Success *(Strongly Encouraged)* This 120-minute session is designed to get you everything your business needs to get started on the right foot. We will ensure you are logged into the essential Liveops systems and begin the process of logging into the required client systems. ****Get a jump start on certification by beginning your eLearning. ****	**Thursday 06/10 & Friday 06/11** ☐ **10:00am-Noon ET** ☐ **6:00pm-8:00pm ET** Zoom link: https://liveops.zoom.us/j/92267514977

Week 1 Certification Schedule (June 14-18)
Total Time Estimate for Week 1: Approx. 25 hours
10 hours in client-required sessions + **15** hours of self-paced eLearning

Session Name & Description	Available Session Times
Shipt Kickoff Session and System Log in - **Client-Required** This 120-minute Kickoff session will introduce you to Shipt and review client expectations for certification. You will also log into the Shipt Systems that will be used to provide services.	**Monday, 06/14** ☐ **10:00-Noon ET** ☐ **6:00pm-8:00pm ET** Zoom link: https://liveops.zoom.us/j/92267514977
Shipt Day 2: Shopper, Roles, and Responsibilities - **Client-Required** This 120-minute session will focus on roles and responsibilities along with client expectations.	**Tuesday, 06/15** ☐ **10:00am-Noon ET** ☐ **6:00pm- 8:00pm ET** Zoom link: https://liveops.zoom.us/j/92267514977
Shipt Day 3: Shipt Services and Memberships - **Client-Required** This 120-minute session will focus on various types of service and memberships. ****You must be logged into all client systems by 9pm ET today!****	**Wednesday, 06/16** ☐ **10:00am- Noon ET** ☐ **6:00-8:00pm ET** Zoom link: https://liveops.zoom.us/j/92267514977
Shipt Day 4: Shipt Hub Practice and Voice Interaction Role-play - **Client-Required** In this 120-minute session you will learn about the Shipt Systems and how to use them while providing services for Shipt.	**Thursday, 06/17** ☐ **10:00am-Noon ET** ☐ **6:00pm-8:00pm ET** Zoom link: https://liveops.zoom.us/j/92267514977
Shipt Day 5: Veteran Observation - **Client-Required** This 120-minute session will focus on processing errors. You will also get to experience a current Shipt agent provide services live!	**Friday, 06/18** ☐ **10:00am-Noon ET** ☐ **6:00pm- 8:00pm** Zoom link: https://liveops.zoom.us/j/92267514977

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Week 2 Certification Schedule (June 21-25)
Total Time Estimate for Week 2: Approx. 15 hours
6 hours in client-required sessions + 9 hours of self-paced eLearning

Session Name & Description	Available Session Times
Shipt Day 6: Shipt Emails and Voice Role Play - Client-Required This 120-minute session will focus on using templates and resources properly respond to Shipt emails. You will also participate in Voice Role play scenarios to prepare your business to provide service for Shipt.	**Monday, 06/21** ☐ **10:00am-Noon ET** ☐ **6:00- 8:00pm ET** **Zoom link:** **https://liveops.zoom.us/j/92267514977**
Shipt Day 7: Veteran Observation - Client-Required This 120-minute session will focus on the resources available to your business and how to prepare for your first call. You will also observe a Veteran agent provide live service for Shipt.	**Tuesday, 06/22** ☐ **10:00am-Noon ET** ☐ **6:00-8:00pm ET** **Zoom link:** **https://liveops.zoom.us/j/92267514977**
Shipt Day 8: Readiness Assessment Preparation - Client-Required This 120-minute session will prepare you for the Readiness Assessment.	**Wednesday, 06/23** ☐ **10:00am-Noon ET** ☐ **6:00-8:00pm ET** **Zoom link:** **https://liveops.zoom.us/j/92267514977**
Shipt Day 9: Readiness Assessment - Client-Required In this 120-minute session you will take your Readiness Assessment. This assessment will take 10-15 minutes per agent to complete. ***All eLearning is due by 9am ET***	**Thursday, 06/24** ☐ **You will sign up for a time using a Sign-up Genius link**
Shipt Day 10: Readiness Assessment - Client-Required In this 120-minute session you will take your Readiness Assessment. This assessment will take 10-15 minutes per agent to complete.	**Friday, 06/25** ☐ **You will sign up for a time using a Sign-up Genius link**