

Adoption Package - Implementation

What to expect when you begin working with
Order2Cash



Welcome to the Order2Cash community!

This document serves as an 'Adoption Package' for new customers, providing guidance on how to successfully implement the Order2Cash platform for use across your organization.

These guidelines represent our suggestion for 'best practices,' based on our past experiences with large-scale roll-outs and feedback that we have received from other customers. The information in this document should be taken as a general 'rule of thumb'. Individual projects have their own levels of complexity. All timelines expressed in this document are estimated. As such, the standard timelines and onboarding routines mentioned in this document may differ from your own project. In many cases, projects can be completed in a much quicker timeframe but they can also be extended in some complex cases, in order to accommodate the full parameters of your project. We also ask that you please keep in mind the culture of your own organization when reviewing and implementing these guidelines. Some tactics may work better for different companies than others.

As always, we welcome [feedback](#). Let us know what works for you, and what does not. Also, please be sure to let us know of any useful tips or tricks you pick up along the way during your project that we could share with others in the community!

Yours,

Team Order2Cash

Summary of objectives

This Order2Cash Adoption Package offers a rough guide for how to get started with the Order2Cash platform. In this document we will briefly discuss:

- **Preparation for implementation** – what needs to be done, by whom and when
- **Basic project plan** – the 7 steps needed to launch your Order2Cash solution
 - Blueprint creation and approval
 - Delivery of files & data
 - Realization/Installation
 - Training
 - Testing, re-work and acceptance
 - Go-live
 - After care and support

1. Preparation for implementation

Order2Cash activation is a relatively straightforward and easy process to manage but there are a few things that must be prepared on your side before implementation can proceed smoothly. What follows is a brief outline of what you should prepare in advance of your implementation project.

1.1 Inform all key stakeholders of the upcoming project

Informing key stakeholders in advance of the project can really help to ensure your implementation project moves swiftly and according to plan. Preparing all key stakeholders in advance; including Management, IT, Marketing, Customer Support, Account Management as well as any other department/colleagues you think will play a role in the project, can be of real benefit and help to ensure your project is a success.

1.2 Project team setup

The Order2Cash Project Team

All Order2Cash customers have a Project Manager and an Account Manager assigned to their account. The Project Manager will be the person responsible for overseeing your implementation and will be your main point of contact during the project. The Project Manager can also assign additional Implementation Specialists to assist with the project. This Project Team will help to onboard your organization to the Order2Cash platform.

Once your implementation project is completed, an official handover will take place and the assigned Account Manager will then become your main contact person.

Your Project Team

Your Project Team needs to encompass a group who will be responsible for the technical set-up of the Order2Cash solution and the main user group for the platform's software moving forwards.

Order2Cash recommends you appoint an overall Project Owner, who will act as the main contact person during the implementation project. Your project owner should determine the list of internal stakeholders that need to be included in the technical project; be they IT Managers, owners of a particular discipline (Invoicing, Credit Management, Collections etc.) or additional stakeholders.

We advise you appoint an overall administrator for your Order2Cash account. This person could be your overall Project Manager, but does not need to be. The Main Administrator will be designated as the main contact for our Order2Cash Support team after implementation and so will be seen as the main 'user' of the platform. Be sure to appoint a person who can easily inform and reach out to additional users and project stakeholders. This administrator will be the 'owner' of the Order2Cash account within your organization and will act as the main contact for all discussions between your company and OrderCash. It can be handy to designate a back-up contact as well.

We also recommend you appoint a team of superusers. Superusers will act as in-house trainers and support for other users within your organization. They can also be given specific user-rights for different applications within the Order2Cash platform.

An example of what a full Order2Cash Project Team can look like:

Order2Cash Project Team

1. Project Manager
2. Implementation Specialist(s)
3. Account Manager

Your Project Team

1. Project Owner
2. Main Administrator (if different from above)
3. Back-up support contact
4. Superuser(s)
5. IT Manager(s)

Your full contact list should be shared with your Project Manager at your earliest convenience. The Project Team will require this information in order to schedule your training schedule effectively.

As time goes on, you may well invite more users into your super-user group. They will need instruction and training on how to get the most out of Order2Cash as an end-user and become an 'owner' of a particular discipline. They will also need ongoing support. We understand that some companies will already have some level of existing infrastructure in place to handle this. Others have none. Therefore, our first objective is to provide each of our customers with a standardized set of guidelines for formal instruction as well as links to training materials, which they can implement to formalize and scale Order2Cash within their organization. These guidelines will be distributed to you within the scheduled training you will receive as part of your implementation project. We are also aware that each company is unique and has different needs, so we are available to help customize these programs if you so wish. Discuss your requirements with your Project Manager.

1.3 Technical preparation

In the main, to activate an Order2Cash solution, the platform requires a data connection with your ERP system. No additional hardware or software implementation is needed in most cases. Establishing this data connection is the most critical part of your Order2Cash roll-out. If we can't get access to your data, Order2Cash will not work. As such, you should ensure internal approval is granted for data access to your ERP system. Discuss this with your Management and IT teams.

This data connection enables the activation of most of the main functionality within the Order2Cash platform, including the main e-invoicing and credit management modules. Other solution areas; online payments, cash allocation and digital contract signing, for instance, may require additional work to activate. Please discuss these possibilities with your Project Manager.

1.4 Introductory sessions

In the majority of cases, the following two steps must be taken before an Order2Cash implementation project can begin.

- **Preparation Step 1. Contract signing**
Before your launch project can begin, the contract must be agreed upon and signed. Once this has been taken care of, your Order2Cash Sales Rep will arrange the first connection between yourself (as Project Owner) and your Project Manager. Your Project Manager will then work with you to arrange the first orientation meeting.
- **Preparation Step 2. Order2Cash initial orientation meeting**
Who needs to be present:
From Order2Cash: Project Manager
From your organization: Project Owner(s)

In the initial orientation meeting you, the Project Owner, will run-through the contract together with your (Order2Cash) Project Manager and discuss the basic parameters of your project. From this input, the Project Manager will determine the detailed scope of the project and assemble an appropriate Project Team to handle the implementation.

In many cases, this meeting will occur on-site at your company's main location but it could possibly be held remotely/online; whichever is the most convenient.

The main purpose of this meeting is for you, the Project Owner, to make contact with your Project Manager at Order2Cash and for them to gain a clear understanding of the targets and goals your company wishes to achieve with its Order2Cash project.

2. Basic project plan

Every project is different and the complexity of each Order2Cash implementation project will be determined by the scope and reach of your company's requirements. Having said that, Order2Cash has a generic step-by-step onboarding plan that we like to follow, which we will outline here. Take this as a guideline only and remember that all timelines are estimated.

This plan will give you a brief insight into how we prefer to structure a launch project and what you can expect from us moving forwards. Your own detailed project plan will be created by your Project Manager and communicated to you, in-person, at the start of your project.

Our standard workflow runs as follows:

Step 1: Order2Cash blueprint session

Who needs to be present:

From Order2Cash

- Project Manager
- Implementation Specialist(s)
- Account Manager (if known)

From your organization

- Project Owner(s)
- IT Specialist(s)
- Superusers (experts in key service areas)
- *In addition you could require other key stakeholders that won't use the platform to take part. (Eg: A management member for signing off on the blueprint)*

What will be discussed: This kick-off meeting will determine the expected scope of your project. The Order2Cash Project Team will work with you to gather information on both the functional and technical requirements of your project. They will note all requirements on the day and then set to work on creating the blueprint for your project.

The outcome of this session: Your Project Manager will create an Order2Cash blueprint document and deliver that to you. If, for any reason, any details of the blueprint are not yet covered by the contract, your Project Manager will draw up a separate quote for review. All project plans will be subject to this approval and altered accordingly. You, as Project Owner (or responsible Management member) must sign off the blueprint document. This is to ensure that the project scope is defined and approved on both sides before work commences.

Step 2: Delivery of files and data

Who is involved:

From Order2Cash

- Project Manager
- Implementation Specialist(s)
- Connection Partner

From your organization

- Project Owner(s)
- IT Specialist(s)

Requirements: Your Project team will deliver access to all the necessary data required for the start of the implementation phase. These details will be outlined in your blueprint document. Data types can include (but are not limited to):

- Import files (debtors and invoice data)
- Examples of communication templates,
 - Eg: invoice templates, dunning letters, contracts, etc.
- Company logos and other branding material
- Contact information (ERP administrations, users, etc.)
- General settings (workflows, email settings, etc.)
- Any other relevant documentation

The outcome: The Project Manager and Implementation Specialist(s) receives access to all data sets referenced in the blueprint document. Once this has happened, the main project work can commence.

Step 3: Realization/Installation

Who is involved:

From Order2Cash

- Project Manager
- Implementation Specialist(s)
- Connection Partner

Requirements: In this phase Order2Cash will implement your Order2Cash solution, ensuring all requirements outlined in the blueprint document are activated. Once the build is completed and your account is activated, Order2Cash will test the environment internally before it is released to you for testing.

The outcome: Order2Cash will deliver a working solution for your organization to test.

Step 4: Administrator and Super-User Training

Who is involved:

From Order2Cash

- Trainer(s)

From your organization

- Main Administrator(s) and Back-up contact
- Superuser(s)
- Additional users (if agreed upon with Implementation Specialist)

What will be discussed: Order2Cash user training sessions. All main administrators and designated superusers within your organization must attend these sessions. These sessions will cover all major aspects of the Order2Cash solution. Depending on the scale of your solution and the number of users, multiple sessions may be required.

Your training plan will take 1-3 days on average and will be communicated to you by your Project Manager. Trainings will be divided to focus on the service areas you have purchased.

What you can expect from a training:

- Intro to platform
- How to navigate the software
- Main feature areas of each module
- Standard process workflows
- Best Practices

The outcome: During the training phase, the Order2Cash environment will be released to your organization, for testing. All main users designated by your organization will be trained on how to use the platform.

Step 5: Testing, rework and acceptance

Who is involved:

From Order2Cash

- Project Manager
- Implementation Specialist(s)

From your organization

- Project Owner
- Main Administrator(s) and Back-up contact
- Superuser group

Requirements: Once training is completed, your Main Administrator and Superuser group are required to test the Order2Cash solution. Thorough testing is necessary to ensure that all workflows and features work as expected. Your group will accept and approve the build of the software at the end of the testing phase. If they uncover any deviations or bugs/errors in the software, these should be reported to your Project Manager, who will ensure that any necessary rework is planned and executed.

The outcome: Both the Project Manager and you, as Project Owner, will sign-off on an accepted build of the Order2Cash platform and the approved solution becomes ready for the go-live phase. A go-live date will be agreed between both parties.

Expected timeline: We operate with a standard 2 week testing phase. This can be extended, if necessary.

Step 6: Go-live

Who is involved:

From Order2Cash

- Project Manager
- Implementation Specialist(s)
- Connection Partner

From your organization

- Project Owner
- Main Administrator(s) and Back-up contact
- Superuser group

What will happen: On the agreed go-live date, Order2Cash will copy the build from the test environment to the production environment. The first import will be executed and the environment will be tested technically. Once all technical tests are approved, the environment will be released to the client and go-live is considered official.

The outcome: Your Order2Cash solution goes live and you can begin working with it.

Step 7: After care and support

What will happen: For the two weeks following your go-live date, your Order2Cash Project Team will remain available to you for any questions you may have. If necessary, they will also assist with the fixing of any errors/bugs that exist in the production environment, should any occur.

The outcome: Once the initial two-week after-care period is complete, your account will then be transferred from the Project Manager to your dedicated Account Manager. The general Order2Cash support team will also become available for your Main Administrator and Superuser Team. The support team will then become your first point of contact for technical questions and change requests. Your Account Manager will, of course, remain available to you at all times.

At this point, the project is officially finished.

3. Summary

Depending on the scale of your project, you can expect to have an Order2Cash solution live and available to your organization within 1-3 months. To reiterate; this timeline can be accelerated, assuming all requirements for each step in the project plan are completed and approved.

We're delighted to welcome you onboard the Order2Cash platform and look forward to helping you become familiar with the solution so that you can extract the full value for your organization.

7 step implementation plan



Estimated project length 1-3 months



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