



**Welcome! You
are 2 steps
away from Go
Live!**



MOVE MORE
WITH LESS



Here is what you can expect on your onboarding journey and **you're good to go!**



STEP 1

Meet Your Dedicated Account Manager!

- Your Account Manager will be charged with helping you *extract the most value* out of OpenDock via onboarding, adoption, and usage
- Your Account Manager will introduce themselves via email and provide instructions to book your onboarding through Calendly



STEP 2

Onboarding

- This ~60 minute meeting will be virtual (Google Meet) and your Account Manager will guide YOU through OpenDock
- Topics include: Set up for Warehouse, Docks, Load Types, Appointment Fields, etc.
- You will familiarize yourself with OpenDock's robust platform, and you are able to invite your coworkers to join!



LIVE!

Go Live!

- Run your business, better.
- Gain insights from your operations – obtain accuracy metrics and delivery times to better optimize your flow
 - Take control for when Carriers can start booking at your facility
 - Track costly 3rd party issues such as product damages



After your implementation, we're here as value partners to support your continued adoption and success.



Dive into KPIs and Capacity Analytics



Learn best practices to evaluate and hold teams and carriers accountable



Use tags, create claims, track damages and detention to optimize your business processes



Connect with our Community, a resource to empower and help you solve any business challenge



PLEASE DO NOT HESITATE TO REACH OUT TO YOUR ACCOUNT MANAGER WITH QUESTIONS



HOW DO OUR CARRIERS KNOW WE USE OPENDOCK?

You will be provided with a template that you can edit and send to all of your Carriers. This document gives them instructions on how to sign up for Opendock as a Carrier. The great news is that many Carriers already use Opendock and are familiar with it.



WHAT IF I HAVE QUESTIONS AFTER MY ONBOARDING?

We have a *Community Portal* that you will be introduced to by your Onboarding Analyst. This resource contains everything you would ever need to know with step by step instructions and videos. There is also an in-application chat to talk directly to our [Customer Support](#).



DO ONLINE MEETINGS REALLY WORK?

Opendock's intuitive nature makes onboarding a breeze! We do kindly ask that the main onboarding contact takes control during the meeting, and we guide them through the setup as they share their screen. We do this because we have found that this helps individuals learn more effectively.

WELCOME TO THE OPENDOCKTM FAMILY!