Your Guide to Onboarding

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Once you sign a contract with SimplePart, you start a very important process—**Onboarding**. Our Sales team will give our Setup team the **contact information** of these following entities:

- Your dealership's accounts payable department
- Your dealership's parts manager
- Your dealership's IT department

Our team works with these contacts in the following ways:

- We direct your IT department on how to **point your site** to your new SimplePart domain.
- We discuss the **different payment options available** with your Accounts Payable department. They'll receive info on the payment companies we work with and how to sign up with them. Once they pick one, a member of our Setup team will send them the proper application to get your payment gateway account created.

Once the payment information is set up, a member of our team will do **a screenshare with your billing office** so we can plug all of your information into our system and make sure all of your accounts are ready to go.

When these steps are finished, a member of our Setup team will contact you to **set up a date for your training**. We typically use the program Teamviewer during training which allows us the ability to control your screen to show you how your site works and **how to perform basic processes**, including:

- How to process an order
- How to capture a payment
- How to process a refund
- The various fraud verification checks in our Control Panel
- How to update your settings
- How to navigate the site as a customer
- Setting up your ShipStation account (if applicable)

Once you've completed training with a member of the support team, not only will your eCommerce store be set up and ready to go, but you'll have the knowledge you need to successfully run it. However, **our support team is always available** at support@simplepart.com or by calling 1-888-843-0425 if you ever have questions.