

Description	Self Service	Customer	BLAZE Retail	ECOM	Self Service
Data Imports					
Identify the use of another POS system		X			
If yes to the above, identify submitting any bulk data from existing source or system (Products, Members, Vendors, Inventory, Pictures, etc)?		X			
Identify existing hardware of another POS, or if a new purchase of hardware will be required for launch		X			
Identify license with Metrc, or date to be licensed by the launch date		X			
Identify all 3rd Party Integrations being used, or if conjunction with BLAZE (Weedmaps, Onfleet, etc)		X			
BLAZEPAY					
Identify current forms of order fulfillment (in-store, pickup/express, delivery)		X			
Identify existing payment types		X			
Identify on-site ATM. Identify any related fees		X			
Identify usage of integrated payment systems in the past		X			
ECOM					
Kick-off Call	X	X		X	
Identify goals, business model, POC and set expectations/timeline of onboarding				X	
ECOM Onboarding					
Point of Sale access	X	X			https://help.tymber.io/add-a-tymber-user-to-your-blaze-account
DNS access for domain	X	X			https://help.tymber.io/granting-dns-access
Google Analytics account creation and/or access for Dashboard (Premium only)	X	X			https://help.tymber.io/granting-access-to-google-search-console
Google Search Console account creation and/or access for Dashboard (Premium only)	X	X			https://help.tymber.io/granting-google-analytics-access
Google Tag Manager account creation and/or access	X	X			https://help.tymber.io/google-tag-manager-access-for-tymber
Provide BLAZE with GSC TXT record	X	X			https://help.tymber.io/granting-access-to-google-search-console
Provide Site Title	X	X			https://help.tymber.io/menu-page-title
Provide Page Description	X	X			https://help.tymber.io/menu-page-description
Sign up for accessible and install integration code in GTM	X	X			https://help.tymber.io/ada-compliance-widget
ECOM Content Site Configuration					
Website configuration: Content Site Subdomain URL (content.rootdomain.com)	X	X			https://help.tymber.io/how-to-configure-content-website-for-tymber-ecommerce
Website configuration: Relative links	X	X			https://help.tymber.io/how-to-configure-relative-links
ECOM Content Site Creation					
Select Design Layout	X	X			https://www.tymber.io/layouts
Submit Onboarding Form	X	X			https://www.tymber.io/onboarding
Share content site assets and selections to designer				X	
Communicate when content site is ready for the 1 review session to customer				X	
Communicate any feedback/changes from customer to designer				X	
Launch landing page (Coming Soon) through Duda if customer wants				X	
ECOM Theme					
Fill out Theme form				X	https://www.tymber.io/premium-themes
Provide brand guide or styling assets				X	https://help.tymber.io/ecommerce-styling-items
Communicate to Theme design team to start design				X	
1 Review session	X	X			
Revisions	X	X			
Test and confirm deployment date upon completion				X	
ECOM Menu creation					
Group and Store(s) created in BLAZE ECOM				X	
Integrate store(s) with POS				X	
Configure menu pathname(s)				X	
Deploy store(s) to create beta menu (dispensary-name.grass.menu/pathname)				X	
Pull Ecommerce styling assets from existing content site (font, logo, favicon, font color, button color)				X	https://www.loom.com/share/7d7448b3aaa441ce9dc1343a71be423f
Provide Ecommerce styling assets (font, logo, favicon, font color, button color)	X	X			https://help.tymber.io/ecommerce-styling-items
Apply Ecommerce styling				X	
Connect GA/GTM to BLAZE ECOM				X	
Place test orders				X	https://help.tymber.io/how-to-place-test-orders
ECOM Training/Pre-launch					

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BLAZE ECOM Training and Pre-launch Setting Review	X	X		X	
Provide KB articles and deadline for completion by Customer				X	https://app.hubspot.com/templates/6831432/edit/38179758?page=1&q=post%20tr
Create Ecom Mission Control Users				X	https://help.tymber.io/mission-control-users
Content site is configured	X	X			https://help.tymber.io/how-to-configure-content-website-for-tymber-ecommerce
BLAZE ECOM baseline configuration	X	X			
Test orders placed	X	X			https://help.tymber.io/how-to-place-test-orders
QA list of configuration checks				X	
ECOM Launch					
BLAZE updates DNS (CNAME, A and TXT records) - DevOps				X	https://help.tymber.io/launch-dns-settings
Verify GSC	X	X			https://help.tymber.io/verify-your-gsc
Update any links that were NOT relative	X	X			https://help.tymber.io/how-to-configure-relative-links
Review BLAZE ECOM Settings Post-launch				X	
Schedule Post-launch review and Support/ACT handoff		X		X	
Create Analytics Dashboard				X	
Support					
Access to BLAZE University and Help Center	X				
Provide access to BLAZE software				X	
Set up 30 minute onboarding/training call				X	
Provision BLAZE infrastructure				X	
Access to Support during normal business hours				X	
Close incident tickets				X	
Track incident tickets				X	
Open incident tickets (related to BLAZE services only)		X			
Non-BLAZE hardware issues at customer site		X			
Connectivity issues		X			
Software issues related to Customer installed applications		X			
Setup and installation of Customer applications not installed or provided by BLAZE		X			
Apply customer application updates and security patches not provided by BLAZE		X			
Management of applications and licenses not provided by BLAZE		X			
Identify and arrange additional bandwidth requirements for service		X			
Update Metrc and BioTrack customer data		X			
Configuration of Tax Settings		X			
Manage and assign access into BLAZE Software		X			
Customized Label during Onboarding			X		
Customized Label post Onboarding					\$300

Admin Assist & Training Packs are fee-based services

**Fee-based services available.*