

# Welcome to CityCheers

## Onboarding Checklist

We're excited to partner with you. Below is a simple step-by-step guide to getting your venue live and successful.

### Pre Launch

#### Step 1: Onboarding

Can be completed alongside installation:

- Complete Order Form
- Complete ACH Authorization
- Submit Merchant Services (VAR Sheet)
- Approve marketing collateral

#### Step 2: Assign Your Champion

Your Champion will:

- Lead staff training
- Drive adoption
- Work directly with CityCheers

#### Step 3: Installation & Setup

CityCheers will:

- Configure ExpressCheck
- Complete POS / gateway setup
- Provide access to the Connect Portal

#### Step 4: Staff Training

Champion sends Training Video to all staff

Staff reviews how to:

- Close tickets
- Split checks
- Handle walk-outs
- Use Rewards

#### Step 5: System Testing

Before going live, we test:

- Closing a ticket
- Walk-out charge
- Tip reporting
- Splitting checks
- Unassigning checks
- Rewards functionality

### After Launch

#### Step 6: Go Live

You are live when:

- Training is complete
- Testing is successful
- First transaction is completed

#### Step 7: First 6–8 Weeks

CityCheers will:

- Monitor performance
- Provide weekly updates
- Help optimize adoption

#### Step 8: Ongoing Success

We continue to support you with:

- Connect Portal Usage (alerts, events, chalkboards)
- Monthly reporting
- Rewards optimization
- Marketing tools (Managed Services)

### What to Expect

Increased Speed of Payment

Improved Tips

Turn Tables Quicker

Improved Guest Experience

#### Need Help?

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