



Onboarding Process



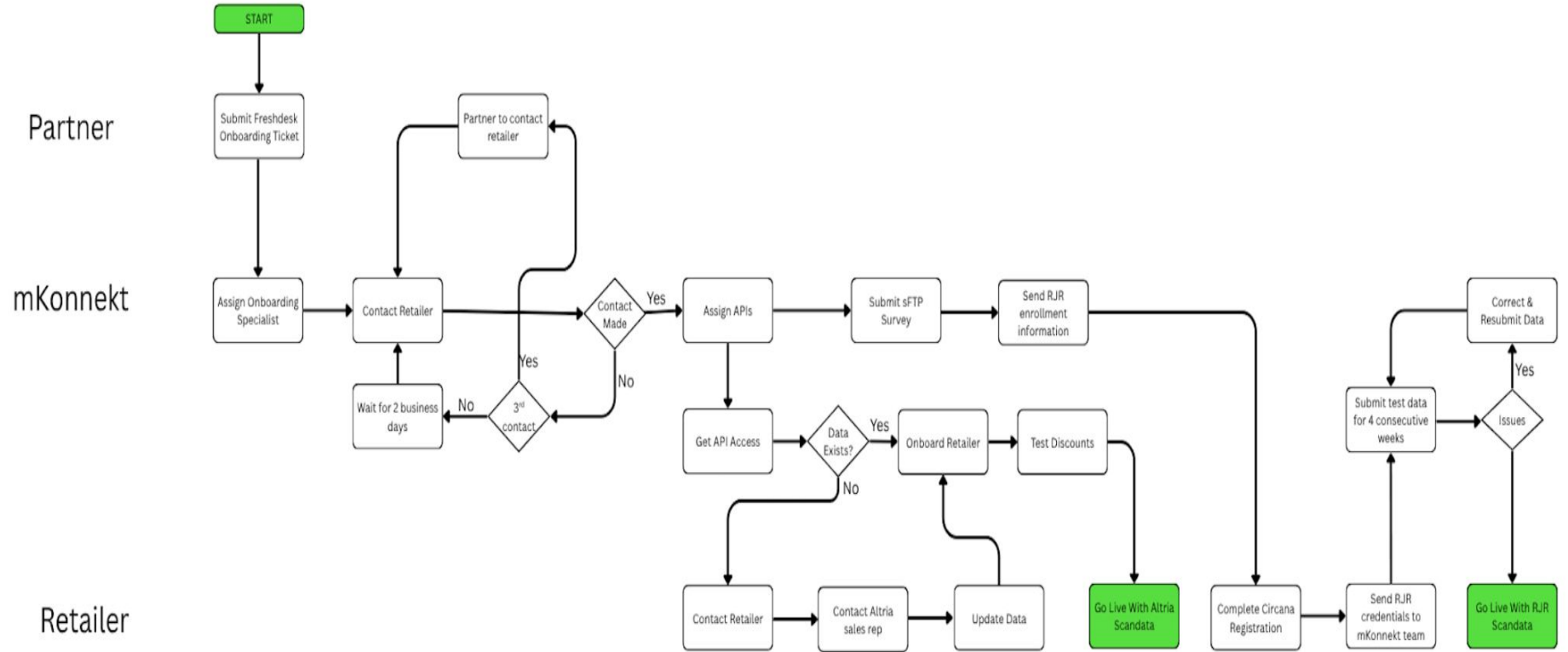
Agenda

1. Onboarding overview
2. Onboarding Flow
3. Who does what
4. Timelines
5. Support Resources

Onboarding Overview

- Onboarding a retailer for scandata involves coordinating multiple activities with manufacturers & retailers
- A prerequisite for scandata is that the retailers should have contracts with the manufacturers and should have a unique retailer number assigned to them by each manufacturer
- mKonnekt onboarding team will work with the retailer at every step of the process to make sure that the retailers' location is onboarded at the earliest
- Retailers should be made aware that the whole process might take up to two weeks or more for Altria and for RJR up to 6 weeks

Onboarding Flow



Who does what?

Partner	• Initiate the process by filling out freshdesk ticket • Get updates about the onboarding flow • Reach out to retailers who are not responding to mKonnekt team
Retailer	• Work with mKonnekt team to assign APIs and submit survey questionnaire • Work with mKonnekt to onboard, test and to take the location live
mKonnekt	• Work with retailer to get API and sFTP access • Work with Altria in case data does not exist • Work with retailer to install dezi app • Work with retailer to test discounts • Work with retailer to take the location live

Timelines

Activity	Timelines
Initial Retailer Contact	1 -3 business days
Assign APIs	1-2 business days
Get sFTP Credentials	5-7 business days
Onboard Retailer, Test & Go Live	1-3 business day
Total	8 - 12 business days

For any assistance or queries, our dedicated support team is here to help. You have multiple options to reach out to us:

- **Website:** <https://mkonnekt.freshdesk.com/support/home> (Response time - One business day)
- **Phone Support:** Call us at **1-888-294-3394** (08:00AM - 10:00PM EST Monday through Friday.)
- **Email Support:** dezi.support@mkonnektmail.com (Response time - One business day)

We are dedicated to ensuring your experience with mKonnekt is smooth and successful. Don't hesitate to reach out for any assistance you may need.