



CUSTOMER ONBOARDING · GUIDE

How to use the Venue Onboarding Hub

A step-by-step guide with screenshots of every screen, from kick-off to handover. Prototype by Valentin Dupuy, with made-up venues and data.

STEP 1

Getting started

The hub runs every venue onboarding from kick-off to handover, built around a typical 4 to 5 week implementation plan. All venues and data are made up.

Concept · Customer onboarding

Venue onboarding hub

10 venues onboarding, 6 launching in the next 14 days, 2 launches at risk.

A prototype by Valentin Dupuy, built around a typical 4 to 5 week implementation plan for venue software. All venues and data are made up. Dates are relative to today, 26 Oct.

E Ask Echo

The headline sums up the day.

Today

Projects

Calendar

Launch readiness

Handover

Five tabs: Today, Projects, Calendar, Launch readiness and Handover.

- 1 **Read the headline:** venues onboarding, launches in the next 14 days and launches at risk.
- 2 **Click any venue name** anywhere to open its project.
- 3 **Ask Echo** (top right) to draft emails in French or English, or to ask what needs you today.

TIP

Dates move with today, so the demo always looks current. Ticks and notes are saved on your device only.

Today

The morning check: what needs unblocking and who you are speaking to.

Venues onboarding

10

9 in French · 4 countries

Launching in the next 14 days

6

Musée 28 Oct · Kartland 29 Oct · Lac 2 Nov

Launch at risk

2

Payments, hardware or data not on track

Training window ending soon

0

Under 10 days left of the 45-day window

- 1 Venues onboarding, with how many run in French and how many countries.
- 2 Launching in the next 14 days, with the first dates.
- 3 Launch at risk: payments, hardware or data not on track.
- 4 Training window ending soon: fewer than 10 days left of the 45-day window.

Launch blockers

Payments and hardware first: they're what usually pushes a launch back.

FR

Lac Wake Park

Red

Front desk tablets below minimum hardware spec, owner deciding whether to replace

Launch 2 Nov · in 7 days

FR

Jump'Air Bordeaux

Amber

Card terminals stuck in delivery, needed for the live card test

Launch 4 Nov · in 9 days

FR

Château Aventure

Amber

4,200 annual pass holders to migrate, export has duplicates to clean

Launch 9 Nov · in 14 days

FR

Zoo de la Vallée Verte

Amber

Payments KYC not started, finance contact on leave this week

Launch 19 Nov · in 24 days

CH

Funbox Genève

Green

Payments KYC not complete yet

Launch 20 Nov · in 25 days

My sessions this week

Calls from the implementation plan, booked for each venue.

Mon, 26 Oct

Call 6: Pre-launch planning · 30 min

Musée des Machines · in French

Mon, 26 Oct

Call 1: Kick-off · 45 min

Funbox Genève · in French

Mon, 26 Oct

Call 4: Venue Manager Academy review · 60 min

Planet Bounce Leeds · in English

Mon, 26 Oct

Call 7: Post-launch check-in and reporting · 45 min

Aquarium Côte d'Opale · in French

Tue, 27 Oct

Call 5: POS Academy review · 60 min

Jump'Air Bordeaux · in French

Tue, 27 Oct

Call 6: Pre-launch planning · 30 min

Kartland Lyon · in French

Wed, 28 Oct

Call 3: Final account and product review · 60 min

Aquaparc des Alpes · in French

Wed, 28 Oct

Go-live day support

Launch blockers, payments and hardware first.

Every call booked this week, with its language.

Next steps waiting on customers

Pre-work due before their next call. A nudge now keeps the project on schedule.

FR

Jump'Air Bordeaux

· before call 5 on Tue, 27 Oct

Complete all remaining setup tasks

Camille Roux

FR

Kartland Lyon

· before call 6 on Tue, 27 Oct

Train staff, add the checkout to the website, test payments and hardware, migrate data

Nicolas Bernard

FR

Aquaparc des Alpes

· before call 3 on Wed, 28 Oct

Watch the Venue Manager Academy videos and complete its checklist

Thomas Girard

FR

Château Aventure

· before call 4 on Wed, 28 Oct

Watch the POS Academy videos and complete the POS checklist in the sandbox

Marc Lefèvre

GB

Planet Bounce Leeds

· before call 5 on Wed, 28 Oct

Complete all remaining setup tasks

Amy Walsh

FR

Zoo de la Vallée Verte

· before call 2 on Thu, 29 Oct

Finish products, stock items, images and terms; set up checkouts and POS templates

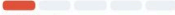
Élodie Martin

Pre-work due before each next call. A quick nudge keeps the project on time.

STEP 3

Projects and the project page

Every implementation in one table, and everything about one venue in one place.

All implementation projects									
About 4 weeks from kick-off to launch, then a post-activation review in week 5. Click a venue to open its project.									
Venue	Plan & Modules	Week	Phase	Payments	Hardware	Data	Staff Trained	Launch	
🇫🇷 Lac Wake Park Red Wake park · Toulouse	Lite Ticketing, Waivers, POS	 15/20 steps	Operational training	Terminals delivered	Below spec	No import	22% 	2 Nov · in 7 days	
🇫🇷 Jump'Air Bordeaux Amber Trampoline park · Bordeaux	Pro Ticketing, POS, Waivers, Parties	 14/20 steps	Operational training	Terminals delayed	Meets spec	No import	114% 	4 Nov · in 9 days	
🇫🇷 Château Adventure Amber Adventure park · Tours	Pro Ticketing, Memberships, POS, Kiosks, Parties	 12/20 steps	Account build	Terminals delivered	Meets spec	In sandbox	11% 	9 Nov · in 14 days	
🇫🇷 Zoo de la Vallée Verte Amber Zoo · Caen	Pro Ticketing, Memberships, POS, Gift cards	 1/20 steps	Kick-off	KYC pending	Audit due	Planned	0% 	19 Nov · in 24 days	
🇫🇷 Musée des Machines Green Museum · Lille	Lite Ticketing, POS	 19/20 steps	Launch support	Tested	Meets spec	Live	92% 	28 Oct · in 2 days	
🇫🇷 Kartland Lyon Green Karting · Lyon	Pro Ticketing, POS, Waivers	 19/20 steps	Operational training	Tested	Meets spec	No import	89% 	29 Oct · in 3 days	

- 1 **Week bar:** where each venue is in the 5 weeks, with setup steps done.
- 2 **Payments, hardware and data** as clear status pills. Red needs action.
- 3 **Click a row** to open the project.

Jump'Air Bordeaux

🇫🇷 Trampoline park · Bordeaux · Pro plan · onboarding in French

Call 1: Kick-off · 45 min

Director, GM, finance, marketing, IT, account executive

8 Oct

Call 2: Account and platform build review · 60 min

GM or implementation lead

14 Oct

Call 3: Final account and product review · 60 min

GM or implementation lead

20 Oct

Call 4: Venue Manager Academy review · 60 min

GM, front-of-house leads, marketing

23 Oct

Call 5: POS Academy review · 60 min

GM, front-of-house leads, marketing

Before this call: Complete all remaining setup tasks

27 Oct

Call 6: Pre-launch planning · 30 min

GM, IT

2 Nov

Call 7: Post-launch check-in and reporting · 45 min

GM, finance

11 Nov

Setup checklist

GETTING STARTED

✓ Stored payment method added for billing

✓ Payments identity checks (KYC) complete

✓ Card terminals ordered

BUILD THE VENUE

✓ Account, brand logo and colours set up

✓ Resources for capacity set up

✓ Waiver and forms created

PRODUCTS

✓ Session passes and schedules

✓ Memberships and gift cards

The seven implementation calls, with the pre-work for the next one.

- 1
- Draft call recap: Echo writes it in the venue's language, ready to check and send.
- 2
- Launch readiness summary and Nudge for pre-work in one click.
- 3
- Notes: log a call or decision so the history stays with the project.

Jump'Air Bordeaux

🇫🇷 Trampoline park · Bordeaux · Pro plan · onboarding in French

GETTING STARTED

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✓ Card terminals ordered

BUILD THE VENUE

✓ Account, brand logo and colours set up

✓ Resources for capacity set up

✓ Waiver and forms created

PRODUCTS

✓ Session passes and schedules

✓ Memberships and gift cards

✓ Party packages and party schedules

✓ Stock items, modifiers and discount codes

CHECKOUT AND POS

✓ Online checkout created

✓ POS devices or templates set up

ONLINE ACADEMY

✓ Venue Manager Academy completed

POS Academy completed

Training checklist passed

PLAN THE LAUNCH

Hardware installed and tested

Checkout live on the website

Live card test on POS and online, then refunded

Data migrated to Live

✓ All staff have accounts, passcodes and training

The setup checklist, ticked as the venue completes it.

Echo, the onboarding assistant

Echo takes care of the admin: recaps, nudges, readiness summaries and handover notes.

Echo

Onboarding assistant · drafts in English or French

Bonjour Valentin. I'm Echo. I know every onboarding project here: calls, checklists, payments, hardware, data and training. Ask me what to focus on, or to draft an email in French or English.

Draft a recap email for Jump'Air Bordeaux after the last call

Objet : Jump'Air Bordeaux : récapitulatif de notre appel

Bonjour Camille,

Merci pour votre temps aujourd'hui lors de notre appel « Revue de l'Academy Venue Manager ». Voici les points clés :

• Où nous en sommes : semaine 3 sur 5, 14 étapes sur 20 terminées

• Point bloquant : terminaux de paiement bloqués en livraison, nécessaires pour le test de paiement réel

• Lancement prévu le 4 novembre

Avant notre prochain appel (mardi 27 octobre) :

• Terminer toutes les tâches de configuration restantes

N'hésitez pas si vous avez la moindre question.

Bien cordialement,

Valentin

Demo answer, built from the project data

What should I focus on today?

Which launches are at risk?

Draft a recap email for Jump'Air Bo

Ask Echo about your projects

Send

Demo mode: Echo answers from the project data here. Check anything it drafts before you send it.

- 1

Ask "What should I focus on today?" for a priority list.
- 2

Ask "Which launches are at risk?" before your morning planning.
- 3

Ask for a recap or nudge for any venue, in French or English.
- 4

Always read before sending.

A recap email in French, from the project data.

Calendar

Every implementation call and go-live, Monday to Friday.

Calendar

Every implementation call and launch, Monday to Friday. Click one to open the venue.

Mon, 26 Oct

Call 6 · Pre-launch planning

Musée des Machines

Call 1 · Kick-off

Funbox Genève

Call 4 · Venue Manager Academy review

Planet Bounce Leeds

Call 7 · Post-launch check-in and reporting

Aquarium Côte d'Opale

Tue, 27 Oct

Call 5 · POS Academy review

Jump'Air Bordeaux

Call 6 · Pre-launch planning

Kartland Lyon

Wed, 28 Oct

Go-live

Musée des Machines

Call 3 · Final account and product review

Aquaparc des Alpes

Call 4 · Venue Manager Academy review

Château Aventure

Call 5 · POS Academy review

Planet Bounce Leeds

Thu, 29 Oct

Go-live

Kartland Lyon

Call 2 · Account and platform build review

Zoo de la Vallée Verte

Call 6 · Pre-launch planning

Lac Wake Park

Call 3 · Final account and product review

Escape & Play Bruxelles

Fri, 30 Oct

Call 5 · POS Academy review

Château Aventure

Call 2 · Account and platform build review

Funbox Genève

- 1

Go-lives are highlighted in coral.
- 2

Use the arrows to plan the weeks ahead and spot clashes.
- 3

Click a call to open the venue.

STEP 6

Launch readiness and data migration

The go-live checklist for every venue launching in the next 3 weeks.

Launch readiness

The go-live checklist for every venue launching in the next 3 weeks. Red means overdue for its launch date.

VENUE	LAUNCH	HARDWARE TESTED	LIVE CARD TEST	CHECKOUT ON WEBSITE	DATA IN LIVE	STAFF ACCOUNTS AND TRAINING	ACADEMY COMPLETE
 Musée des Machines	28 Oct · in 2 days						
 Kartland Lyon	29 Oct · in 3 days						
 Lac Wake Park	2 Nov · in 7 days						
 Jump'Air Bordeaux	4 Nov · in 9 days						
 Planet Bounce Leeds	5 Nov · in 10 days						
 Château Aventure	9 Nov · in 14 days						

- 1 Hardware tested and a live card test on POS and online, then refunded.
- 2 Checkout on the website, data in Live, staff accounts and training, the online Academy complete.
- 3 Red means it is close to launch and still not done.

Data migration

Validate the data, import to the sandbox, customer tests, then import to Live.

Aquaparc des Alpes · memberships and gift cards	Validate data	Import to sandbox	Customer tests	Import to Live
Zoo de la Vallée Verte · memberships and gift cards	Validate data	Import to sandbox	Customer tests	Import to Live
Musée des Machines · customer records	✓ Validate data	✓ Import to sandbox	✓ Customer tests	✓ Import to Live
Château Aventure · 4,200 annual passes	✓ Validate data	✓ Import to sandbox	Customer tests	Import to Live
Aquarium Côte d'Opale · memberships and gift cards	✓ Validate data	✓ Import to sandbox	✓ Customer tests	✓ Import to Live

Data migration: validate, import to the sandbox, customer tests, then import to Live.

Handover to customer success

Once a venue is live and settled, nothing gets lost on the way to the CSM.

Ready to hand over

Live venues past their post-activation review. Each handover note goes to the customer success manager so nothing gets lost.

 **Aquarium Côte d'Opale** Green

Live since 19 Oct · Ticketing, Memberships, POS, Gift cards · 14 training hours used

 **Riviera Adventure Golf** Amber

Live since 14 Oct · Ticketing, POS · 12 training hours used

Write handover note

Write handover note

What I watch in the first 30 days

Early signs a venue needs more help before handover.

VENUE	LIVE SINCE	ONLINE SHARE OF SALES	STAFF ACTIVE ON POS	OPEN TICKETS	STATUS
 Aquarium Côte d'Opale	19 Oct	61%	92%	0	Ready for handover
 Riviera Adventure Golf	14 Oct	34%	75%	2	Needs a follow-up session

The first 30 days: online share of sales, staff active on POS and open tickets.

- 1

Write handover note drafts the summary for the CSM in one click.
- 2

Venues showing early warning signs get a follow-up session before handover.

STEP 8

A simple routine

Ten minutes each morning keeps every launch on schedule.

Every morning

- ☐ Check launch blockers, payments and hardware first
- ☐ Look at this week's calls and their pre-work
- ☐ Send nudges for anything due

After every call

- ☐ Tick the checklist
- ☐ Log a note
- ☐ Send the recap, in the venue's language

Every Friday

- ☐ Launch readiness for the next 3 weeks
- ☐ Training windows closing soon
- ☐ Handover notes for venues past week 5

Venue Onboarding Hub · a concept by Valentin Dupuy · prototype with made-up data