



4330 East-West Highway Suite 950 Bethesda, MD 20814

Qu Integrator Implementation/onboarding Process - Spring 2024

- If a **brand** is interested in signing with you and using your solution, **THEY must reach out to their Qu point of contact first and alert them of their desire to onboard your solution**
 - This is necessary prior to implementation so Qu can confirm that the integration with the Integrator is complete/necessary features are supported through the integration
 - **THIS ONLY NEEDS TO HAPPEN AT THE ONSET OF THE RELATIONSHIP - once you have production credentials, that access is good across the brand (corporate and franchise locations)**
 - Which point of contact the **brand** needs to reach out to depends on where the **brand** is in its Qu lifecycle
 - Brand new or still going through sales process - Their Qu Sales Rep
 - Post MSA/pre-rollout - Their Qu Project Manager or Solutions Architect
 - Rollout/Implementation - Their Qu Account Manager
 - Post Rollout/Maturity - Their Qu Customer Success Manager
 - These contacts are made known to the brand through each step they go through
- Once the brand has made their intentions known, the Qu contact will work to get credentials set up for you (the Integrator) to access the brand's environment
 - It typically takes **5-7 business days** for Qu to create credentials
 - Once the credentials are created, they are sent to contacts on file for the Integrator (we need direct email contacts; support@ emails are not sufficient) so that you may access the brand's environment - **credentials are NOT sent to the brand, please do not share the credentials with the brand**
- There is no need to contact Qu Support in this process - the brand needs to initiate through their assigned Qu point of contact at all stages of implementation/rollout
- If you have questions or need help from Qu, please reach out to integrationsupport@qubeyond.com and we will do our best to respond within 48 hours. This email address can be shared amongst your internal teams, please do not share with brands