

ONBOARDING EBOOK





Table of Contents

<https://community.commonsku.com/>



We're so happy to welcome you to the commonsku community! (otherwise known as the skumcommunity)

commsku was built for distributors just like you. In fact, the idea to build commonsku came about when our founders Mark and Catherine Graham's distributor company, RIGHTSLEEVE, was struggling with managing processes while they were growing. RIGHTSLEEVE was commonsku's first client, and since then the software has grown to service some of the industry's most dynamic and entrepreneurial distributors. We are proud to be a software platform built for promotional products entrepreneurs, by promotional products entrepreneurs.



In addition to the commonsku software application, we have built an entire ecosystem that supports you, the modern promotional products professional. From expert content to dynamic live and virtual events, we aim to provide you with the tools and resources to grow and scale your business.

You're in great company on commonsku! Over 800 distributor companies, with over 5,000 users use commonsku each day to power \$1.8 billion dollars in sales volume through the platform. We're excited to have you on board, and can't wait to see all the amazing things you'll achieve with commonsku as your technology provider.

Check out this quick message from our co-founders, Mark and Catherine Graham:



Guided Learning

Live Training

Each week, we hold live training webinars where you can dive into specific sections of the platform and have your questions answered.

As a new user of commonsku we recommend registering for these webinars so you can dedicate intentional time to your training, and connect with other new members of the skumcommunity.

Below you'll find links which you can use to register for each section of training, at a time that suits you:



Customer Success Team

Our Customer Success Team is available to assist you during office hours if you need any help with commonsku.

You can reach them by using our in-app Support Chat, simply click on your profile icon in the top right corner when logged into commonsku, and select 'Support' to start a conversation. Alternatively you can reach out via email to support@commonsku.com to reach the first available support personnel.

Our team is here to make it as easy as possible for you to be using commonsku like a pro!



Webinars and skumunity Groups

Our platform webinars focus on new feature releases, platform highlights, and much more. These webinars are exclusively for commonsku customers and will give you a concentrated dose of platform knowledge.

In this section of the platform, you'll also find our upcoming skumunity Groups! skumunity Groups are 30-minute, peer discussion groups for commonsku users. They feature rotating topics so you can share your expertise and learn new ideas from the community to use in your role.

Check back to this section of the platform, as fresh webinars and skumunity Groups are added quarterly!

[Check out the webinars and skumunity Groups section](#)

 webinars





Live Events

Each year, we host hundreds of distributors and suppliers professionals in the promotional products industry from all around the world, in-person and online!

Our goal with all of our conferences is to provide inspiration, education, and connections you need to grow and transform your business.

Learn more about our [upcoming conferences here and join us at our next event!](#) We can't wait to connect with you.





Independent Learning

commonsku University

Prefer to learn on your own? In our commonsku University portal, you'll find bite-size tutorial videos that walk through the entire order management process from creating a presentation to invoicing.

Each video is 2 minutes or less and created by a member of our success team to help you get the answers you need quickly. Once you've finished a skill level column, take the quizzes to ensure that you're on the right track with your learning.



Management Skill Tests

- [Beginner](#)
- [Intermediate](#)
- [Advanced](#)



Sales Skill Tests

- [Beginner](#)
- [Intermediate](#)
- [Advanced](#)



Production Skill Tests

- [Beginner](#)
- [Intermediate](#)
- [Advanced](#)



Finance Skill Tests

- [Beginner](#)
- [Intermediate](#)
- [Advanced](#)



Check out [commonsku University](#).

Knowledge Base

Our Help Articles include step-by-step instructions on all of our features, best practice recommendations for certain tools, and give overviews of some of our newest features.

You can browse individual topics or roles by clicking on individual tiles based on role type or theme. You can also enter keywords or phrases into the search bar up top to sort through the database and find what you need.



What's New

The What's New section of the knowledge base contains details and walkthroughs of all of our newest feature launches and updates.

We will always email our users when we launch a new feature or make a major update, but in case you miss our email, you'll always be able to review any announcements on this page, as well as access the resources you need to walk through the new feature.

[Check out What's New](#)

skumcommunity Forum

commonsku is a community of forward-thinking distributors and suppliers who are invested in a better way to work together. If you're stuck on a project, need business advice, or just want to chat about your favourite new book, post on the skumcommunity Forum to get instant feedback to better yourself and your business!

[Check out the skumcommunity Forum](#)



commonsku Content

The commonsku Blog is home to thought leadership blog posts, podcast episodes, videos, and eBooks to help you develop as a promotional products professional. Whether you're new to the industry or a seasoned vet, there is something for everyone on the commonsku Blog.

Plus, you can subscribe to The Backpack, our free biweekly newsletter covering industry news, updates and trends so that you get the download directly to your email inbox and are always on the pulse of the industry.

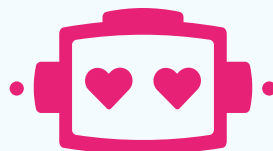


Conclusion

With these resources in your back pocket, we know that you'll be successful in learning the commonsku platform and building your connected workflow.

We encourage your distributorship to ***assign a platform champion on your team***, someone who is technologically savvy, enjoys learning new features, and is a great communicator with your team. Should you, or any of your teammates ever have additional questions specific to your business that aren't addressed in this eBook, the champion will be a vital resource of how commonsku works specifically for your business.

We can't wait to see all that you, and your business, will achieve using the commonsku platform!





comonsku