

StoreTempo Chain Onboarding Checklist

12-step discovery worksheet for grocery chains and multi-store brands.

Brand: StoreTempo - storetempo.com

Customer / brand

Discovery date

Contact email

Rewards (honest): Shoppers can earn points (~1 per \$) when a paid staff-picked / counter order is marked picked up. Spending points, punch cards, tiers, and other loyalty sync are custom work — not built yet. Earn-only is fine for launch.

1 Your business

Brand name, short web name, doors at launch vs 12 months

Brand / web name / door counts

Shared system (all stores) vs separate per store vs not sure

Hosting choice + domains + who handles DNS/TLS

Brand owner email; DutySeal only / StoreTempo only / Grocery Ops Bundle

Owner / product mix / private to brand / month-1 success

2 Your stores & day-to-day ops

Launch store list (number, name, address, phone, email)

Launch stores summary

Store #2+: start blank vs copy from a template store (flyers not copied)

Create method / template store / domains (path vs subdomain)

Hours owner; HQ vs managers; ops notify; pick vs walking list first; remodel 90d

Ops model notes

3 Products & where they sit

Source: spreadsheet / cash register file / cash register link / mix

Source + barcode readiness + SKU count

Aisle/side/shelf today? Pins vs aisle fields; images; out-of-stock policy

Location / assortment notes

4 Floor maps & walking paths

Floor-plan images; who edits paths (manager vs map editor)

When floor art changes: Keep paths / Keep & stretch / Start over

Map transfer policy + clone vs unique layouts

Priority: shoppers walking list / staff pick / both; entrance+checkout+service

Routing priority / restricted zones / remodel sign-off

5 Cash register & stock

Inbound: file drop CSV / SFTP / push API / manual CSV

Cash register vendor + inbound method + cadence

Send paid pick sales back to cash register: file / webhook / later

Outbound + bridge owner + stock on hand / test feed first?

6 What shoppers use

Channels: store website / mobile app / both

Priority journeys + notify/SMS owner

Store finder; invite-only vs open signup; subdomain login/cookies OK?

Access / CORS notes

7 Rewards / loyalty

Acknowledged: built-in = earn points only (~1 pt/\$ on picked-up paid orders)

Spending points / punch / tiers / other loyalty program = custom (not built yet)

Launch path: none / earn-only / custom (punch|CRM|full redeem)

Wait until staff pick is live? Existing cards to migrate? (no import today)

8 Weekly flyer / promos

Weekly circular process; use Weekly flyer admin?

Process / publisher / cover image needs

Same flyer vs door-specific; clone does not copy flyers — OK?

First flyer ready before launch?

9 Checkout & pickup

Fulfillment: shoppers walking list / staff pick / both

Pay: Stripe card / pay at store / both / demo only

Stripe keys (chain vs per-store) + SLA; unpaid not in pick queue

Cash register outbox / subs / delivery N/A (pickup contact only)

10 People & access

Roles mapped: owner / manager / map editor / staff (+ store scope)

Name -> role -> store scope

App owner host vs customer IT; DutySeal separate logins OK

Pickers / tickets / SSO (email+password today) / offboarding

11 Numbers that matter

HQ KPIs: not-found, routes, flyer, pick revenue, store compare

Primary KPIs + who uses HQ vs store dashboards

Separate-system buyers accept weaker HQ compare? BI export urgency?

Review cadence / alerting beyond ops email

12 Ready to launch

Go-live date + soft-launch door; migrations + cron scheduled

Stripe webhook + test payment; map paths verified

E2E search->list->route->pick; cash register in/out signed off

First flyer; invites; DNS/login/cookies; runbook + support contacts

Go-live / blockers / support contacts

StoreTempo chain onboarding - AcroForm fillable - deploy/docs/onboarding/

Marketing: <https://storetempo.com/onboarding>