

# WELCOME TO CELERANT



Cumulus<sup>™</sup>  
RETAIL

Simply Powerful Commerce<sup>™</sup>

Celerant<sup>®</sup>  
Retail Commerce Software

# WELCOME

**Thank you for choosing Celerant as your retail technology provider. We are excited to have you aboard, and look forward to helping you succeed with the most innovative SaaS retail software on the market!**

One of the many differentiators of Cumulus Retail is its flexibility; the system can expand to support the growth of your business. Whether you're looking to add another store; additional software users for your current store, or temporary holiday users; or an eCommerce site- it can all be done with Cumulus. We offer many innovative add-ons, providing you with a cutting-edge over your competition; check out a few examples below:

Cumulus Retail is designed to be easy-to-use and get you up-and-running in a short time-frame. We offer one-on-one, online training; and a Client Site with resources for you to more effectively learn the software and train your team. On the Client Site, you can access an extensive library of short, 'How-To' training videos, along with in-depth, 'Critical Thinking' videos to introduce and explain retail concepts and best practices to help you improve your business.

Now that you purchased Cumulus Retail, you may be wondering, 'What's Next?' Besides this 'Welcome Guide', you should have received an 'On-Boarding Guide' and a 'Hardware/Peripheral Verification' document from your Implementation Manager. These documents are intended to be your guide- so you know what to expect, what to do, and where to go from here.

*Again, thank you for choosing Celerant; we look forward to helping you be more successful.*



**Cumulus**<sup>™</sup>  
RETAIL

# SUPPORT & TRAINING

**Celerant offers quality customer service and technical support seven days a week. Our Support Team has the knowledge and experience to troubleshoot and find a solution to your situation.**

## **What is Celerant's Retail Software Assurance?**

Celerant Assurance promises continuous coverage of more than your initial implementation— it dovetails with regularly-released software updates to ensure neither your system, nor its support, becomes out-of-date. As one of Celerant's key differentiators, its software is continuously updated with the latest and most advanced functionalities, enabling clients to maintain a competitive edge.

## **How do I request an update?**

Simply send your request via email to [updates@celerant.com](mailto:updates@celerant.com). In the body of the email, please include your company name, full name, current version, and any details related to the version or updated build you are requesting.

Shortly after your email is received, one of our update technicians will send you an update request form to complete and return. Once this form is received and reviewed, an update technician will work with our Quality Assurance Department and identify the version or build that best meets your requirements.

The update technician will contact you to determine a date when your update can be scheduled. You will also be notified shortly before the update is to take place.

## **Important Notes**

*Live production system updates will be performed Monday – Wednesday and test system updates are on Thursday – Friday.*

*As with any version change, we always ask that clients test their own business practices against a new version in a test or non-production environment.*

**For more information about purchasing a test server, please contact your sales representative.**

**ONGOING TRAINING**

To maximize use of the system, we offer training, an extensive library of short, how-to videos, elaborate ‘Critical Thinking’ videos explaining retail concepts and best practices, and more. Resources are available via our Client Site. We continuously update the Client Site with new material; and send monthly e-newsletters to clients. One-on-one online training is available at our standard rate (\$95/hour) to help you better understand any part of the system. Our Software Specialists can connect to your system via the internet so you can interact with a shared desktop.



	Regular Support	After-Hours Support (On Call)
<b>Contact</b>	Tel: (718) 351-2000 *4 <a href="mailto:support@celerant.com">support@celerant.com</a>	Support Pager: (718) 608-8069 eCommerce Pager: (508) 927-1978
<b>Monday-Friday</b>	8:30am - 8:00pm EST <i>5:30am - 5:00pm PST</i>	7:00am - 8:30am EST 8:00pm - 12:00am EST <i>4:00am - 5:30am PST</i> <i>5:00pm - 9:00pm PST</i>
<b>Saturday</b>	9:00am - 5:00pm EST <i>6:00am - 2:00pm PST</i>	7:00am - 9:00am EST 5:00pm - 12:00am EST <i>4:00am - 6:00am PST</i> <i>2:00pm - 9:00pm PST</i>
<b>Sunday</b>	--	Emergencies Only 7:00am - 12:00am EST <i>4:00am - 9:00pm PST</i>

# YOUR CELERANT TEAM

## **Support Managers**

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## **Head of Client Services**

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## **Client Service Managers**

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## **Setup Department Manager**

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## **Director of Marketing**

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## **Accounts Receivable**

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# EXPANDING YOUR BUSINESS

One of the many differentiators of Cumulus Retail is its ability to support the growth of your business. Whether you want to add another store, additional software users or temporary holiday users, or an eCommerce site- it can be done with Cumulus. We offer many innovative add-ons, providing you with a cutting-edge over your competition. See a few examples below:



All Add-Ons

<https://clients.celerant.com/cumulus/addons>

OPTIONAL FEATURES	DESCRIPTION
'Always On' POS	Continue ringing up sales, complete transactions and access ALL point of sale functions- if internet is down.
Custom Report Designer	Create custom reports based on any criteria in the system.
QuickBooks Integration	Integrate with QuickBooks for your accounting needs.
Catalog Imports	Easily access your vendors' catalogs, and import their products, including product descriptions and images.
Cumulus eCommerce	Manage your store and web as one with our integrated eCommerce platform- no upfront fees.
Integrated Shipping	Fulfill orders faster with integrations to FedEx, UPS and USPS.
Drop Shipping	Display your vendors' available stock levels on your website or in store kiosks; automatically send orders to vendors to drop ship.
Marketplace/Auction Site Integrations	Integrate with online marketplaces, such as Amazon, eBay, Walmart and others.
Curbside Pickup App	Manage orders marked as 'curbside', and communicate the status of each order to customers' via mobile text messaging.
Mobile Shopping App	Expand your store with a mobile shopping app that syncs with your Celerant point of sale and eCommerce in real-time.



# ABOUT CELERANT TECHNOLOGY

Celerant Technology is a retail technology provider offering unparalleled and seamless multi-channel integration to retailers across all industries. Since 1999, Celerant has consistently accelerated business growth and efficiency through unique innovations, such as POS, inventory management, mobile apps, advanced analytics, integrated eCommerce, digital marketing and marketplace integrations– to name a few. With an open and collaborative environment, the company focuses on each retailer’s specific needs to form genuine, enduring partnerships. As a mid-market retail system leader, Celerant provides solutions and expert advice to continually accelerate retail growth. To learn more, subscribe to our blog- <http://www.celerant.com/blog>.



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