



# SRS implementation timeline

## PHASE 1

### Initial set up & data collection

STEP 1

#### Preparation: master data submission

Client completes and submits **item** and **distributor** information template.

Goal: Allow VIP's Master Data Specialists to begin setup immediately.  
*\*Delays occur if not submitted.*

Please reference [these videos](#) for instructions on completing the template.

Password: vip123

*\*Failure to submit your completed item and distributor templates may delay your project assignment. Please submit it promptly to avoid delays.*

STEP 2

#### Project kickoff call

Initial 60-minute meeting with VIP Implementation Team.

Goal: Review the **Project Charter**, provide a **Commitment Letter** template, and introduce the **VIP Help Center**.

- Project Charter: Outline the scope, define stakeholders, and confirm key milestones.
- Commitment Letter: Distributors will sign and return this letter to VIP to begin the data collection process.
- VIP Help Center: Process for contacting VIP, accessing resources, and submitting support tickets.

## PHASE 2

### Master data & system activation

STEP 3

#### Billing commences

Billing for services and software begins when **at least one distributor is certified**.

Includes:

- Software implementation & training fees
- One-time Distributor Certification fees
- Data Collection/software fees

STEP 4

#### Data validation & admin trainings

The VIP team collaborates with the client to establish master data.

Includes:

- **Item Catalog** training
- **SRS/Nexus** training
- **iDIG & KARMA** admin training

Goal: Configure item attributes, review distributor enrollments, set up users, and activate iDIG & KARMA environments once at least one distributor is certified.\*

*\*The setup, testing, and validation of distributor data files typically takes **4-8 weeks per distributor**, depending on their process and software.*

## PHASE 3

### Application integration & user training

STEP 5

#### Brand Finder set up

VIP Implementation Team assists in integrating **Brand Finder** into the client's website (VIP provides guidance, not web development).

Goal: Integrate Brand Finder and review its reporting/analysis features.

STEP 6

#### Team trainings (iDIG, KARMA, CCM)

Lead Application Trainer conducts sessions for all application users.

Includes:

- **KARMA** team training
- **iDIG** team training
- Follow-up team training
- **CCM/Call Points** training (if applicable)

Goal: Train all users on VIP applications and their functionalities.

## PHASE 4

### Ongoing support transition

STEP 7

#### Turnover to ongoing support

Transition to VIP's ongoing support teams.

Each support team consists of subject matter experts who will provide guidance to ensure your long-term success with VIP.

