



Content Revamp Plan

Objective

To revisit the Retail Express help article content available to customers/users/stakeholders on maropost site. **Evaluation of content if it is up-to-date.**

Location: <https://galaxy.maropost.com/s/retail-article>

Total Articles:

Expected Completion: July 31, 2024



Background

Retail Express has been working tirelessly to provide a better and efficient ecosystem for the users. This led to inclusion of new features, fixing issues and shaping up existing features to cater to the users need and smooth business run.

While RE has been working to introduce significant changes, there has been instances where new features has not been updated in the existing help articles that were available to users in the knowledge bank (Galaxy).

Typically all the changes in RE features are communicated to users via release notes and the notifications directly displayed to the users on the POS and Backend support system, but it created a gap between information available on RE help articles and changes on the ground.



Problems statement

1

There has been a gap between the features released/updated and information available in relevant help articles.

2

Since there has been changes in RE UI, some articles have correct/updated information, but they have old UI screenshots which makes it difficult for users to navigate or follow along.

3

The flow of information is inconsistent on the site, which makes it difficult for users to navigate through multiple pages.

Eg: 'Note' in the articles are written differently in many articles and the inconsistent writing style does not create a pleasant experience for users.

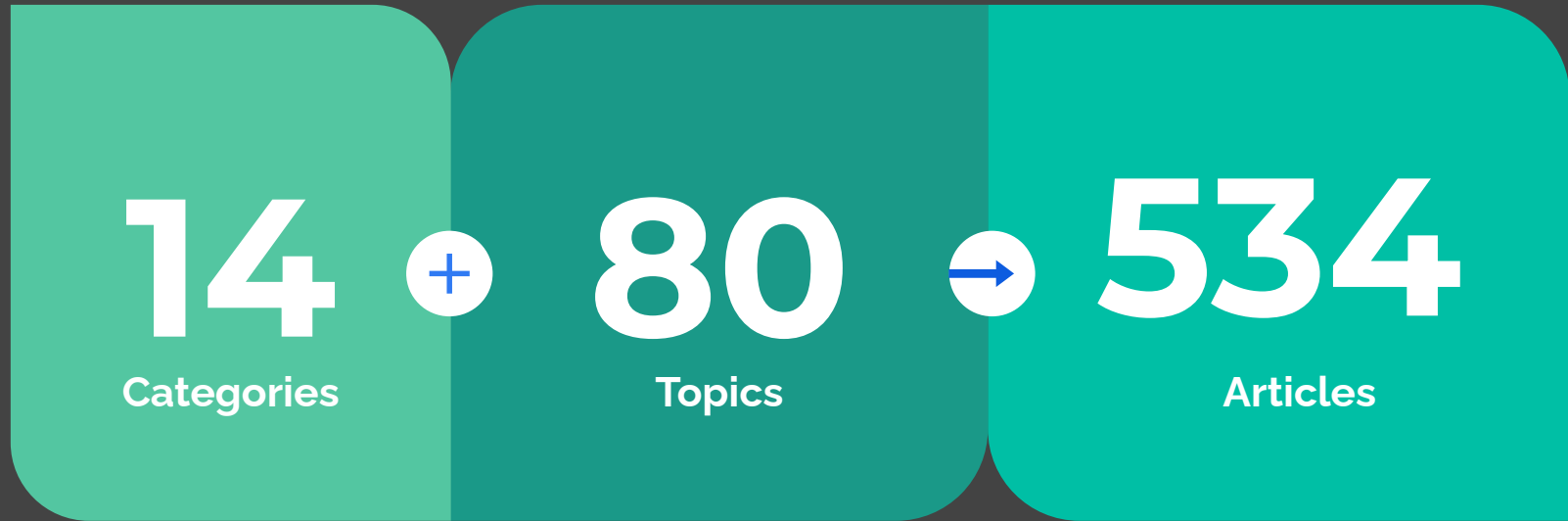


Project objective

To provide up-to-date and consistent information to users which help in

- Reduce support Contact
- Self-reliant Customers
- Positive User Experience
- Empower the Customer

Content Hierarchy





Retail Express Help Articles

Getting Started		Frequently Asked Questions		POS		Inventory		Customers		Purchasing and Receiving		Reporting		Store Settings		Hardware		Accounting		Shopify		Integration		Video Library	
Configuring Retail Express	6	Accessing Retail Express	1	Getting Started With POS	7	Getting Started with Inventory	6	Managing Customers	11	PO and Stock Receipt 2.0	11	Dashboards	6	General Settings	5	Computer	6	Getting Started	6	Getting Started	13	API Integrations	2	Webinars	6
Training	5	POS	12	Settings	17	Product Settings	2	Account Customers	7	Managing Suppliers	3	Customer Reports	3	Outlet	7	Offline POS	7	MYOB Accounting Data Export	3	Products	8	Retail Express Configuration	8	POS	25
Implementation	7	Inventory	5	Creating Sales	11	Managing Products	18	Communicating with Customers	3	Purchasing Products	11	Accounting	11	Fulfillment Setup	8	Integrated Payments	6	MYOB AccountRight 2019	1	Customers	2	Partner Integrations	8	Products and Inventory	3
Forms	5	Customers	0	Products	8	Fulfillment	5	Price Groups	2	Receiving Products using Legacy Stock Receipt	7	Sales related Reports	14	Users & Security	4	Receipt Printers	10	Xero	2	Selling	3	General Web Store Franchise Connect	5	Purchasing and Receiving Stocks Marketing & Loyalty	11
		Staff	3	Customers	9	Transfers	14	Loyalty	6	Supplier Returns	6	Inventory	5			Label Printers	6			Fulfillment	2		5		2
		Reports	5	Payments	9	Stock take and Stock Adjustments	11			Special Orders	7	Stock Related Reports	18			Barcode Scanners	2			Add-ons	4			Reports	1
				Returns	5							Financial Reporting	22			Mobile Devices	1			Frequently Asked Questions	2			System Settings	2
				Fulfillment	8																			Shopify	6
				Transfers	3																			Accounting	4
				Advanced POS	7																				

Click [here](#) to access data Excel Sheet

Implementation Roadmap



The Approach

Based on the initial conversation, we are planning to launch this content upgradation plan as a refresher course for the Retail Express Team.

The idea is to get all hands on deck and involve all the team member in the process, so that each member will go through certain articles, understand the nuances and then update the content.

The key will be to get the process going without overwhelming the team mates and giving them enough time to complete the BAU without any obstacles.



Timeline

The project is expected to be completed in 7 months from
01 Jan 2024- July 31, 2024

Dec 2023	Jan 2023 (Week 1)	Jan 2023 (Week 3)	20XX
<div>Resource availability checks</div> <div>We need to figure out how many resources are available to be involved in this project.</div>	<div>Resource and task allocations</div> <div>Finalising the available resource list and then allocating the article to each individual.</div>	<div>Article Completion Stage</div> <div>Once the article is completed, it will need to go through a basic double check process to ensure all the checkbox has been ticked.</div>	<div>Freeze changes and set up process for future</div> <div>Once all the articles are updated. We also need to set-up the process that can be implemented which will keep the article relevant and up-to-date.</div>

Execution Process

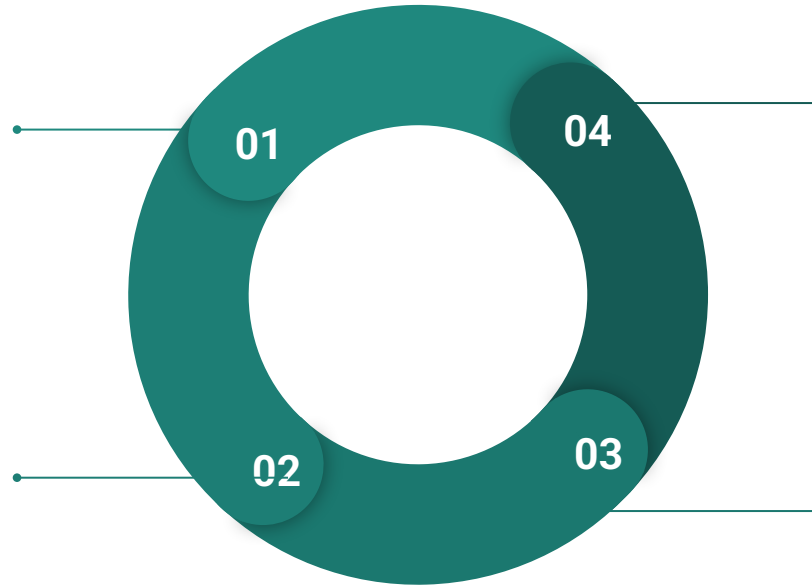


Task and Resource Mapping

We will need to match the articles with the resources. After initial allocation, we should keep week 1 for any changes and reallocations.

Implementation Checklist

We will need to match the articles with the resources. After initial allocation, we should keep week 1 for any changes and reallocations.



Freeze and Publish

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Final Check

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Upgradation Checkpoints

Since the project will involve many people, it is very important to create a checklist where the person responsible will make the changes and then put it through the checklist to ensure to ensure all checkpoints are covered.

**Content
Update**

Screenshots

**Language
Check**

Styles

Hyperlinks



Road Blocks

- Resource availability and its count is not confirmed.
 - A step-by-step guide to implement for these changes
 - Timeline approvals
 - Priority set-up for articles
-
- Are all the categories good to go in terms of flow and hierarchy?
 - Flow of articles is okay and good to go?



Thank you.

