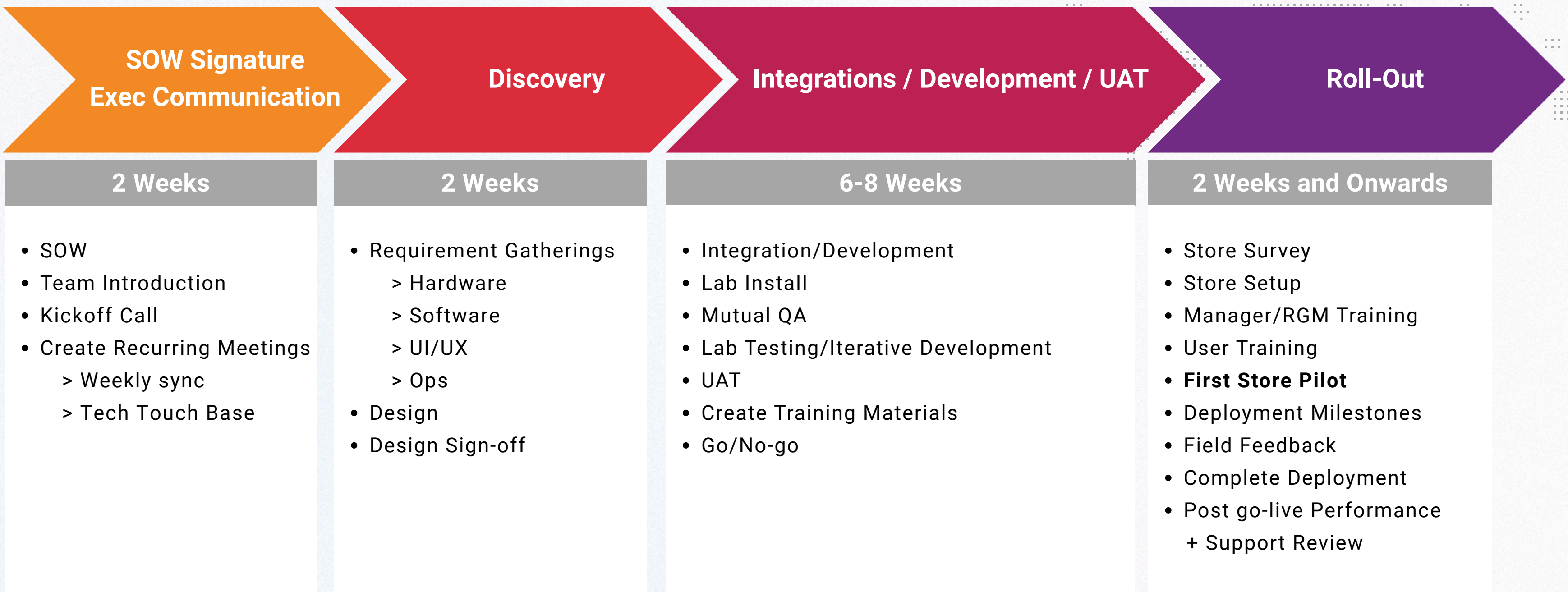




PME Project Governance Deck

New Customer Journey

A Timeline From Discovery to National Rollout



Overview of Onboarding Stages

Stage	Time Needed	Owner	Materials Needed	Comments
Exec Communications	1 week	CSM (Byte)		Team introduction and creating recurring meetings: <ul style="list-style-type: none">Weekly Sync (all teams)Weekly Tech teams touch base (Dev/QA/Product)
Discovery	2 weeks	CSM, IT, Product (both)		
Requirement Gathering	2 weeks	AM/Dev/Product (Byte)	HW/SW requirements. API documentation for any necessary integrations (POS, printers, etc)	Hardware requirements
Design	2 weeks	Dev/Product (Byte)		
Integration/Development	2-4 weeks Depending on necessary developments	POS IT (Customer's POS)		
Lab Install	1 week Depending on accessibility	IT (Customer)	Dedicated lab environment	
Mutual QA	1 week Depending on back-and-forth fixes	IT & Ops (both)		
Lab Test - UAT	1 week Depending on back-and-forth fixes	IT, Ops (Customer)		
Training	1 week	CSM (Byte)	Internal and external training materials	
First Store Pilot	1 week	IT, Ops (both)		
Rollout	1-2 weeks Depending on market size	IT, Ops (both)		