



Going Live With foundU

Congratulations! You are going live with foundU in your business. This is a very exciting time, but you can also be a little bit anxious and that's to be expected! It's important to remember that this change is with a purpose to improve your business processes and the foundU Implementation Team will be there with you along the way. We've put together a couple of key notes to remember during this time below to help ensure the smooth go live with foundU.

Up to this point you will have completed:

Testing

- Meaning foundU is set up in a way that makes sense for you and your business
- We've worked with you to test the pay rules in foundU and have reached a point where you are comfortable with the way the rules are running in foundU

Training

- You and your team have completed the required foundU Training
 - Also understand how to access our [Help Centre](#)
- You understand foundU processes and workflows

Go Live Date

Your Go Live Date is your first day of your first pay period that will be paid out of foundU. In advance of this, it is important to communicate with your

team to ensure everybody knows about this date. From this date on, foundU is now your primary system and the source of truth, so it is important for the team to be engaged in foundU.

First Payroll

The First Payroll will be the day(s) after the conclusion of your first period ending in foundU, either a week, fortnight or month after your Go Live Date. This is the first time you will be paying, submitting STP, and running the ABA file out of foundU. Don't worry, we are here to assist so you are not doing this on your own.

Second Payroll

Your Second Payroll will be the second time you are running payroll out of foundU. Now you will have one round of doing this and understand the key steps as well as how easy it is for you. Generally, you will do this run more independently, however, as always, our team is here to help if you get stuck.

Closing the Implementation

Generally, upon the completion of your Second Payroll in foundU and you are feeling more comfortable every day in the system, we will look at closing out the Implementation Process and transition you from our Implementation Team to our Customer Success Team.

Customer Success

Our Customer Success Team is made up of two parts: Customer Success Managers and Support Desk. Our Support Desk is there for day to day queries such as "How do I...?" or "What should I do here?". Your Customer Success Manager's role is to assist with any escalated queries, engage with regular reviews of your platform as well as ensure that you are using all of our newest features.

As always, the foundU team is always here to assist in any tips and tricks to help ensure you and your team are experiencing the benefits of foundU, just let us know!