DCX PROMO ACADEMY

The DCX Promo Academy Curriculum:

WEEK 1

- ⊘ Promotional Products Essentials
- ⊘ Industry Terminology
- ⊘ Overview of the Supply Chain
- ⊘ Anatomy of an Order
- ⊘ Decoration Processes

WEEK 2

- ⊘ Product Sourcing Tools (Sage, ESP, Commonsku)
- ⊘ Coded Pricing
- ⊘ Apparel and Hard Goods
- ⊘ Kitting/Fulfillment Overview
- ⊘ Ordering Samples
- ⊘ Checking Inventory

WEEK 3

- ⊘ Creating Presentations
- ⊘ Understanding Setup Charges
- ⊘ Production Time
- ⊘ Order Management Essentials
- ⊘ Order Entry
- ⊘ Reviewing Proofs

WEEK 4

- ⊘ Tracking Orders
- ⊘ Basics of Online Company Stores
- ⊘ Managing an Order from Start to Finish
- ⊘ Email Etiquette
- ⊘ Customer Service Skills
- ⊘ Updating Customers with Order Status

How the Trainees Learn:
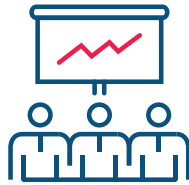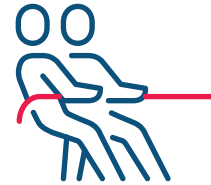
Instructor-Led Training

Group Projects

Written and Verbal Simulations

Ongoing Quizzes and Tests

Presentations and Projects

Shadowing