



Premium Onboarding

Frequently Asked Questions

Everything you need to know to get started with Rithum Premium.

The Premium Experience

What is the Rithum Premium Onboarding?

A white-glove, project-managed onboarding service focused on getting your product content right from day one — catalog data structured, mapped, and optimized for your marketplaces. It's built for suppliers with more complex catalogs: high SKU counts, multiple marketplaces, non-standard attributes. You get a Dedicated Onboarding Consultant guiding you through your first 90 days.

What problems does the Premium Onboarding solve?

Implementation is hard when your team is stretched thin and your data isn't clean. Premium Onboarding gives you hands-on support to work through that complexity, so you launch faster, with fewer surprises after go-live, and less rework down the line.

Who is eligible to use Premium Onboarding?

Any Rithum Retailer or Supplier using our Product Content Solution.

What's Included

How does Premium Onboarding compare to existing Standard services?

Premium includes everything in Standard, plus White Glove Product Content — a deep review of your tech stack, catalog structure, feeds, and integration mapping, so your data is clean from the start rather than something you fix later.

What's included in White Glove Product Content?

We upload your product content and triage errors as they come up — formatting issues, mapping errors, feed rejections — before they turn into blockers. The goal is to get you to first value faster.

Does it include training?

Yes - tailored to whoever's using the platform day to day, whether that's admins, merchandising, or operations. Your Onboarding Consultant coordinates it as part of the engagement, not as a bolt-on.

Can my retailer partner purchase this for me?

Yes. Retailers can purchase onboarding seats in bulk and assign them across their supplier network.

Cost & Requirements

Is Premium Onboarding required?

No - it's opt-in. Standard onboarding covers the base experience; Premium is there if your catalog needs the extra hands.

What does it cost?

Reach out to your Rithum contact for pricing.

GET SUPPORT

Still have questions?

Our Rithum Premium Team is here to help.