

## Service Overview

# FlightPath for Access WMS Essentials

Together we'll land this implementation



## FlightPath your Access software journey

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact, for some customers, this may be the first software roll out they have managed. We recognise this and we have designed our best practise, remote-first implementation services to help ensure you have a great experience and are looked after along the way, so that the whole process is less daunting... this is our FlightPath implementation approach.

## Seamless implementation, delivered 100% remotely

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e-learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

**“**

***Our Flightpath implementation was top notch, our expectations set at the beginning of the project were met and we felt well supported throughout.***

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## **FlightPath:** your six-stage journey to success

We'll be sending you regular updates to keep you on track and ensure it is clear where you are on the journey - every step of the way.



### **6. Review**

Check-in to see how you are progressing

### **5. Launch**

Get the product into your colleagues' hands

### **4. Validation**

Ensure all is working to your expectation

### **3. Learning**

See what the product can do and train your colleagues

### **2. Preparation**

Configure your systems in readiness

### **1. Getting started**

Familiarise yourself with the process and product

## You have control, but we are never far from your side.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

## Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

## Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

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***Sarah was an amazing coach and support throughout our Flightpath implementation - her help in getting this module off the ground was invaluable.***



## FlightPath for Access WMS Essentials

The tables below summarise what's included within the FlightPath packages. We will help you choose the package that's right for you but please review this table to ensure your understanding.

FlightPath A	FlightPath B	FlightPath C	FlightPath D
<p><b>Overview</b></p> <p>Paper Based Implementation of Access WMS. Provides stock traceability and accuracy within your warehouse. Manage receipts, putaway, picks and despatch through our intuitive interface. Keep track of all your stock at all times and retain a full audit trail with meaningful reports.</p>	<p><b>Overview</b></p> <p>RF Based Implementation of Access WMS. Provides real time stock traceability and accuracy within your warehouse. Extend all paper-based functionality with RF based receiving and putaway, stock transfers and replenishment and picking. Real time tracking of work and operatives provides a full audit trail of stock handling.</p>	<p><b>Overview</b></p> <p>Paper Based implementation of Access WMS with 3PL Functionality. Provides stock traceability and accuracy within your warehouse. Manage receipts, putaway, picks and despatch through our intuitive interface. Keep track of all your stock at all times and retain a full audit trail with meaningful reports. Manage multiple stock holding accounts through all actions in the system. Charge for key warehouse processes such as rental, sundry and inbound/outbound RHD.</p>	<p><b>Overview</b></p> <p>RF Based implementation of Access WMS with 3PL Functionality. Implement real time traceability and accuracy within your warehouse. Extend all paper-based functionality with RF based receiving and putaway, stock transfers and replenishment and picking. Real time tracking of work and operatives provides a full audit trail of stock handling. Manage multiple stock holding accounts through all actions in the system. Charge for key warehouse processes such as rental, sundry and inbound/outbound RHD.</p>
<p><b>FlightPath Content</b></p> <p><b>Implement core WMS processes including:</b></p> <p>Goods Receipt and Putaway, Graphical Warehouse Map, Stock Management, Order picking and despatch, management reporting and standard interfaces.</p>	<p><b>FlightPath Content</b></p> <p><b>Implement core WMS processes including:</b></p> <p>RF Based Goods Receipt and Putaway, Graphical Warehouse Map, Stock Management, RF Based Order picking and despatch, management reporting and standard interfaces.</p>	<p><b>FlightPath Content</b></p> <p><b>Implement core 3PL WMS processes including:</b></p> <p>Multi Account Stock Ownership, Rental calculation, Sundry Charging, Flat Rate charging and RHD Charging. Goods Receipt and Putaway, Graphical Warehouse Map, Stock Management, Order picking and despatch, management reporting and standard interfaces.</p>	<p><b>FlightPath Content</b></p> <p><b>Implement core 3PL and RF WMS processes including:</b></p> <p>Multi Account Stock Ownership, Rental calculation, Sundry Charging, Flat Rate charging and RHD Charging. RF Based Goods Receipt and Putaway, Graphical Warehouse Map, Stock Management, RF Based Order picking and despatch, management reporting and standard interfaces.</p>
<p><b>Included FlightPath Services</b></p> <p>Key services delivered include Welcome Call, warehouse map data import, access to our online Training area and demo database, UAT support sessions and go-live support sessions. All services delivered remotely.</p>	<p><b>Included FlightPath Services</b></p> <p>Key services delivered include Welcome Call, warehouse map data import, access to our online Training area and demo database, UAT support sessions and go-live support sessions. All services delivered remotely.</p>	<p><b>Included FlightPath Services</b></p> <p>Key services delivered include Welcome Call, warehouse map data import, access to our online Training area and demo database, UAT support sessions and go-live support sessions. All services delivered remotely.</p>	<p><b>Included FlightPath Services</b></p> <p>Key services delivered include Welcome Call, warehouse map data import, access to our online Training area and demo database, UAT support sessions and go-live support sessions. All services delivered remotely.</p>
<p><b>Addition Services and Software available</b></p> <p>Custom Despatch Notes Additional and Bespoke Reporting Access Task Centre Alerting</p>	<p><b>Addition Services and Software available</b></p> <p>Custom Despatch Notes Additional and Bespoke Reporting Access Task Centre Alerting</p>	<p><b>Addition Services and Software available</b></p> <p>Access WMS Web Account Specific Custom Despatch Notes Additional and Bespoke Reporting Custom Invoice Headers and Footers Access Task Centre Alerting</p>	<p><b>Addition Services and Software available</b></p> <p>Access WMS Web Account Specific Custom Despatch Notes Additional and Bespoke Reporting Custom Invoice Headers and Footers Access Task Centre Alerting</p>

Greater detail can be found in the tables on the following pages.



## Product features enabled per FlightPath package for Access WMS Essentials

Feature	Summary	FlightPath A	FlightPath B	FlightPath C	FlightPath D
<b>Graphical Warehouse Map</b>	Manage your stock with our unique drag and drop Warehouse Map. Quickly locate and interact with stock based on powerful search functions.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Goods Receipt</b>	Receive Goods into your warehouse through a pre-advice or as they arrive. Print identity or product labels.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Goods Putaway</b>	Place stock into your warehouse following receipt, putaway locations automatically assigned based on rules and areas.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Stock Management</b>	Place stock on and off hold, create positive and negative stock adjustments and move stock between locations.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Order Management</b>	Manage orders and release work to the warehouse through the order pool.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Stock Allocation</b>	Automatically allocate stock to orders based on FIFO, LIFO, Batch or Sell By Date.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Order Picking</b>	Paper Picklists direct operators to pick the correct stock in a logical walk sequence.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Order Despatch</b>	Check and amend orders prior to despatch or single scan despatch to immediately confirm the order.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Stock Rules</b>	Select putaway rules, picking rules and preferred areas at Site and Product level.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Product Definition</b>	Manage products with unique codes, 15 user definable fields, 4 barcode fields and additional note fields.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Units of Measure</b>	Track stock on uniquely identified pallets or loosely. Define case measures and pallet configurations at product level.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Attribute Tracking</b>	Track batch and sell by date against stock. Ensure your stock is rotated effectively with full traceability.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Management Reporting</b>	Comprehensive suite of reports provided as standard. Additional reports can be built on a T&M basis.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>
<b>Walk Sequence</b>	Define a walk sequence for picking to direct your pickers efficiently around the warehouse.	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>	<a href="#">?</a>

Feature	Summary	FlightPath A	FlightPath B	FlightPath C	FlightPath D
<b>RF Receiving</b>	Receive goods into your warehouse through RF scanning devices. Stage goods in a holding area or move them straight into storage.		<a href="#">?</a>		<a href="#">?</a>
<b>F Putaway</b>	Move goods into storage via RF scanning devices. Operators are advised the best place to locate stock based on rules and areas.		<a href="#">?</a>		<a href="#">?</a>
<b>RF Picking</b>	Picking orders via the RF scanning devices. Assembling pick pallets or picking into containers.		<a href="#">?</a>		<a href="#">?</a>
<b>RF Operator Management</b>	Manage RF Operators, set preferred work types and allow some role specific function.		<a href="#">?</a>		<a href="#">?</a>
<b>RF Stock Transfers</b>	Move stock within your warehouse, instantaneously, with full traceability.		<a href="#">?</a>		<a href="#">?</a>
<b>RF Stock Enquiries</b>	Quickly enquire on Locations, Pallets or Items to resolve issues on the floor.		<a href="#">?</a>		<a href="#">?</a>
<b>Stock Account Management</b>	Manage stock ownership and billing through the use of Stock Accounts. All transactions managed and reported on at an account level.			<a href="#">?</a>	<a href="#">?</a>
<b>Rental Charging</b>	Charge your accounts rental for stock held in the warehouse. Choose between “Week or Part Thereof” or “Closing Balance” at Account level based on the stock holding at Pallet, Case or Item level.			<a href="#">?</a>	<a href="#">?</a>
<b>Charging Groups</b>	Create multiple charge groups to define your rates for handling and rental. Multiple charge groups can be created per Account and products can be micromanaged to cope with any irregularities.			<a href="#">?</a>	<a href="#">?</a>
<b>RHD Charging</b>	Charge your Accounts handling fees for receipting and despatching goods at Pallet, Case or Item level.			<a href="#">?</a>	<a href="#">?</a>
<b>Sundry Charging</b>	Charge your Accounts for value added services on either a receipt, order or adhoc basis.			<a href="#">?</a>	<a href="#">?</a>
<b>Flat Rate Charging</b>	Charge your Accounts weekly fixed fees.			<a href="#">?</a>	<a href="#">?</a>

## Notes

- Further details are available in the “Access WMS FlightPath Solution and On-Boarding Overview” document.

## Implementation Services included in FlightPath for Access WMS Essentials

		FlightPath A	FlightPath B	FlightPath C	FlightPath D
<b>Welcome Call</b>	Your on-boarder will contact you to familiarise you with the journey and Access WMS.	?	?	?	?
<b>Software Access</b>	Your software will be deployed to our cloud infrastructure and you will be given access through our portal.	?	?	?	?
<b>Online Training</b>	Access to our online training platform and training database. Learn in your own time at your own convenience and become certified in Access WMS.	?	?	?	?
<b>Test Warehouse Data Import</b>	Your on-boarder will import data from the template spreadsheets to create your warehouse map and location data for testing and verification.	?	?	?	?
<b>UAT Support Sessions</b>	On-going sessions to review UAT progress, answer questions and address any challenges found. (90 Minutes each)	2	3	3	4
<b>On-going Communications</b>	You will receive regular communication and reminders during your implementation	?	?	?	?
<b>Live Warehouse Data Import</b>	Your on-boarder will re-import your stock data prior to go live.	?	?	?	?
<b>Go live support sessions</b>	Immediate support and guidance available over the go live period (3 Hours each).	2	3	4	6
<b>Handover to Support</b>	Your on-boarder will provide you all the information needed to access support following go live.	?	?	?	?
<b>Keep In Touch</b>	Following go live your on-boarder will provide follow up sessions to make sure you are getting the most from your software (90 Minutes each).	1	2	1	3

### Notes

1. All services are delivered remotely. We promote the use of conference calls and screen sharing. We have supporting applications available (bluejeans and teamviewer) to use during implementation.
2. Each session is a 90 minute call with screen sharing.
3. Further details are available in the "Access WMS Essentials FlightPath Solution and On-Boarding Overview" document.



## Additional Services available for Access WMS Essentials

On top of the services included within the standard FlightPath packages, the table below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

<b>Additional User Training</b>	Over the phone training in addition to the online portal.
<b>Bespoke Reporting</b>	Modification or creation of reports to use with Access WMS Essentials. Subject to quote.
<b>Access Task Centre Alerting</b>	Automatic reporting to you or your customers. Implement pre-set jobs to automate reporting and alerting in your organisation.
<b>Bespoke Import / Export file formats</b>	Subject to quote, mapping of third party file specifications to Access WMS Essentials standard formats. Requires Access Task Centre.
<b>Access WMS Web</b>	Web Module to allow third party access to stock data, reports and Sales/Purchase order entry.

### Notes

1. All additional services delivered alongside the initial implementation are delivered remotely.
2. Remote service delivery is subject to Access' standard terms and conditions.
3. Some options will incur additional licencing and recurring costs.



## About The Access Group:

The Access Group has been recognised in The Sunday Times Tech Track 100 in 2019 and is a leading provider of business software to mid-sized UK organisations. It helps more than 32,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud platform transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of over £1billion, employs more than 2,300 staff.

For more information about The Access Group, visit: [www.theaccessgroup.com](http://www.theaccessgroup.com)

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