Service Overview
FlightPath for Access Mintsoft
Delta Integration
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.

graze *"*

FlightPath Implementation Services

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.

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 Mintsoft Delta Integration

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
Overview Mintsoft Integration tool for Delta – use the Mintsoft Platform to connect two Courier and two eCommerce platforms into your existing Delta system.	**Overview** Mintsoft Integration tool for Delta – use the Mintsoft Platform to connect two Courier and two eCommerce platforms into your existing Delta system. Optimise your carrier costs using Mintsoft's smart Courier selection
Typical project duration from kick-off to go live **1 week** Estimated user commitment during this period **4-5 hours per week**	Typical project duration from kick-off to go live **1-2 weeks** Estimated user commitment during this period **4-5 hours per week**
FlightPath Content **Implement the Following Modules:** Upto 2 Mintsoft eCommerce Links Upto 2 Mintsoft Courier Links Guidance for implementing further connections	**FlightPath Content** **Implement the Following Modules:** Upto 2 Mintsoft eCommerce Links Upto 2 Mintsoft Courier Links Mintsoft Smart Courier Selector Guidance for implementing further connections
Included FlightPath Services Kick Off Call System Configuration Remote eCommerce Onboarding Session Remote Courier Onboarding Session Testing Support Launch Support	**Included FlightPath Services** Kick Off Call System Configuration Remote eCommerce Onboarding Session Remote Courier Onboarding Session Remote Courier Selector Onboarding Session Testing Support Launch Support
Additional Services available Additional ECommerce Links Additional Courier Links	**Additional Services available** Additional ECommerce Links Additional Courier Links

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

Product features enabled per FlightPath for Access Mintsoft – Delta Integration

Feature	Summary	FlightPath A	FlightPath B
Courier Connector	Cloud-Based Software	●	●
ECommerce Connector	Picking & Packing	●	●
Smart Courier Selector	Inventory Management	○	●

Implementation Services included in FlightPath for Access Mintsoft – Delta Integration

Feature	Summary	FlightPath A	FlightPath B
Project Initiation and Kick Off	A 30 Minute call to kick things off, gather information and ensure everything is in place for a successful project	●	●
Setup	We connect your existing Access Delta system to the Mintsoft integration platform.	●	●
Preparation	We provide you the details you need to get from your customers and Courier companies	●	●
Configuration and Training	We walk you through the configuration of your chosen links and train you on adding additional links yourself in the future.	●	●
Smart Courier Selector Training	We configure and show you the smart Courier selection features of Mintsoft and how to maintain it yourselves moving forwards.	○	●
Testing	Some external providers require you to produce sample labels or sample order requests. We show you how to satisfy these requirements prior to launch.	●	●
Launch	Typically we launch with no change to business as usual or downtime for your operation. Once the eCommerce or Courier provider is ready, you flick the switch and start using the software.	●	●

Additional Services available for Access Mintsoft Delta Integration

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.

Additional E-Commerce links	Additional remote sessions to help you onboard more E-Commerce connections
Additional Courier links	Additional remote sessions to help you onboard more Courier connections

Access Mintsoft – Delta Integration – ECommerce Functionality

Supported eCommerce Platforms
Mintsoft's connections are frequently updated and a full list of available eCommerce connections are detailed here:
https://www.mintsoft.co.uk/integrations/
Please confirm with your sales or account manager if specific eCommerce services are available.

Order Download
Mintsoft will automatically download orders from your customer's eCommerce sites and send them to Delta. They will then appear in your order pool, ready for you to process as normal.

Shipping Upload
Once orders are complete in Delta, the fulfilled order quantiles are automatically uploaded to Mintsoft. This in turn is uploaded to the eCommerce site to fulfil the order.

Inventory Synchronisation
Access Delta uploads inventory levels of your accounts to Mintsoft. Mintsoft then broadcasts this information to the eCommerce sites* it is linked with to ensure accurate available to promise levels at all times.
You can configure what percentage of stock levels are available per eCommerce site, ensuring you never over promise.

Specialist Paperwork
Some eCommerce sites, such as Amazon Seller Fulfilled Prime or Not On The High Street, require specific paperwork to be printed. The Mintsoft Delta link handles this seamlessly and prints automatically to the print tool installed to the user's desktop.
*Where this feature is supported/required on the eCommerce site.

Unsupported Features
Typically, the following features are not supported. Returns processing. Refunds. Product Uploads (from Delta to eCommerce). Product Downloads (from eCommerce to Delta). Payment Processing. Customised or tailored connections.

Access Mintsoft – Delta Integration – Courier Functionality

Supported Couriers
Mintsoft's courier connections are frequently updated and a full list of available couriers connections are detailed here: https://www.mintsoft.co.uk/integrations/
Please confirm with your sales or account manager if specific courier services are available.

Shipment Creation
Couriers in Delta can be marked to export to Mintsoft. Couriers that are marked can then send information through Mintsoft to the Courier's system. Creating consignments and allowing printing of labels.

Label Printing
When labels are generated by the Courier, Mintsoft downloads these automatically and sends them to the print tool on your desktop, these are then printed automatically to your selected printer.

Exception Handling

If the Courier finds an issue with your data, such as an invalid address, you can correct this on the Mintsoft Courier portal. This will refresh automatically when you log in. Once corrected labels will be printed via the print tool.

Tracking Number Download
Once consignments are raised, the tracking numbers are downloaded to Delta and stored against the order header.

Reprinting Labels
If you need to reprint a label or change a courier service, you can easily find the order on the Mintsoft portal, update the service if required and reprint.

Access Mintsoft – Delta Integration – Smart Courier Selector Functionality

Smart Selection Feature
Mintsoft has rules to select the best Courier service available for your orders. By uploading your prices and available service levels, the tool will automatically select the cheapest or most efficient route, generate the labels and print them for you.

Smart Selector Rules
Couriers can be selected automatically by Mintsoft based on

Shipping Destination	Select the service based on the recipient's address, country or zone.
Weights	Select the best service based on the weight of the order.
Order Values	Select the best service based on the value of the order if insurance is required.
Cheapest Available Service	Select the cheapest service that matches the service level you need.
Product Specific Rules	Select the service based on specific products: frozen goods requiring chilled transport or Aerosols requiring hazardous goods handling.

Please note: the selector can only use Courier services you already have a commercial contract with.

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**