

## Service Overview

**FlightPath** for Pay and Bill Services

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:

### 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.



## 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.

## FlightPath for Access Pay and Bill Services

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
<p><b>Overview</b></p> <p>Delivery of an outsourced managed payroll service which is fully integrated with your Front Office system. Designed to help you take the stress out of payroll for your business.</p> <p>For clients with a single UTR (unique inland revenue reference number) - see additional services for more options. For clients working on a contractor-base only.</p>	<p><b>Overview</b></p> <p>Delivery of an outsourced managed payroll service which is fully integrated with your Front Office system. Designed to help you take the stress out of payroll for your business.</p> <p>For clients with a single UTR (unique inland revenue reference number) - see additional services for more options. For clients operating in various employment types e.g. PAYE, contractor, umbrella</p>
<p><b>FlightPath Content</b></p> <p>Legislation; HMRC communications; contractor payroll; rules driven timesheet validation; online timesheet; payments and deductions; attachment of earnings; standard BACS; e-Remittances and contractor self-billing; e-billing; branding.</p>	<p><b>FlightPath Content</b></p> <p>Legislation; HMRC communications; contractor payroll; rules driven timesheet validation; online timesheet; payments and deductions; attachment of earnings; standard BACS; e-Remittances and contractor self-billing; e-billing; branding; industry standard WTR holiday pay; pension compliant; statutory payments; PAYE payroll; e-payslips.</p>
<p><b>Included FlightPath Services</b></p> <p>Welcome call; system spin up; system configuration; integration set up and testing; data mapping session; test export session; parallel run; go live cut over tasks; go live assistance; handover to our BAU team.</p>	<p><b>Included FlightPath Services</b></p> <p>Welcome call; system spin up; system configuration; integration set up and testing; data mapping session; data migration session; data migration; test export session; two parallel runs; go live cut over tasks; go live assistance; handover to our BAU team.</p>
<p><b>Additional Services</b></p> <p>Management of payroll for additional Inland reference number            Management of payroll for additional payroll frequencies e.g. weekly, monthly            Managed pension service            Managing nominal account to your existing financial system            Additional reports            Additional onboarding sessions</p> <p>For full detail on additional services available, please refer to the Services Catalogue</p>	<p><b>Additional Services</b></p> <p>Management of payroll for additional Inland reference number            Management of payroll for additional payroll frequencies e.g. weekly, monthly            Management of payroll for various WTR options e.g. accrued holiday            Managed pension service            Managing nominal account to your existing financial system            Additional reports            Additional onboarding sessions</p> <p>For full detail on additional services available, please refer to the Services Catalogue</p>

Greater detail is provided within the tables on the following pages.



**Product features included for Pay and Bill Services**

Feature	Summary	FlightPath A	FlightPath B
<b>Legislation</b>	Updates to keep you ahead on all compliance and statutory requirements	●	●
<b>HMRC Communications</b>	Download all in year forms and apply them to the worker records. For Flightpath A, will be CIS and EIR reports only	●	●
<b>Contractor Payroll</b>	Making VAT payments easy. Quarterly Employment Intermediary Reporting, Contractor Self Billing, Purchase Invoice matching. Supplier payment terms.	●	●
<b>Rules Driven Timesheet Validation</b>	Validation of Timesheets based upon your business rules, reducing errors and ensures compliance.	●	●
<b>Online Timesheet</b>	Self service online timesheet processing. Automated email updates to prompt online timesheet completion	●	●
<b>Payments and Deductions</b>	Non-timesheet based deductions e.g. PPE, DBS	●	●
<b>Attachment of Earnings</b>	Third party payments for AOE's e.g. court orders	●	●
<b>Standard BACS</b>	BACS payments made to your workers, HMRC and third parties	●	●
<b>e-Remittances &amp; Contractor Self Billing</b>	Self-billing for contractors, remittances emailed to your suppliers	●	●
<b>e-billing</b>	Improves the speed across your whole recruitment process from candidate placement to client billing. Immediate invoicing.	●	●
<b>Branding</b>	Branding of payslip, remittances, sales invoices	●	●
<b>Industry Standard WTR Holiday Pay</b>	Standard hourly or daily accrual (1 choice per Employer), please ask for options		●
<b>Pension Compliant</b>	Look after all of your auto enrolment arrangements, calculating which workers need auto enrolling or placing into postponement. Pay & Bill provides extracts for automatic uploads to the most popular pension providers – Nest, Now and Peoples		●
<b>Statutory Payments</b>	SSP, SMP, SAP, ShPP, SPP, SPBP		●
<b>PAYE Payroll</b>	Pay & Bill will manage all your HMRC requirements – Online FPS, EPS, Payroll Year End Forms (P60), P45 processing, in year forms, CIS, IR35 compliant, Student Loans & Post Graduate Loans.		●
<b>e-payslips</b>	Payslips are emailed to your workers		●

## Implementation Services included for Pay and Bill Services

Service	Summary	FlightPath A	FlightPath B
<b>Welcome call</b>	A meeting to discuss your project goals & milestones, ensure all roles are responsibilities are defined, as well as familiarising you with our FlightPath process.	●	●
<b>System spin up</b>	Spin up of your Pay and Bill solution.	●	●
<b>System configuration</b>	Configuration of your system based upon the details provided in the completed client registration form.	●	●
<b>Integration set up &amp; testing</b>	Set up of your integration with Access Recruitment CRM.	●	●
<b>Data mapping session</b>	A 1-hour session covering sector mapping and required payroll fields.	●	●
<b>Data migration session</b>	A 1-hour session covering data migration sheets of your PAYE workers		●
<b>Data migration</b>	After receiving your data in the required format, we will load into your system in order to complete a test run. Payroll reference scripts run if needed.		●
<b>Test export session</b>	A 1-hour session covering your first export of payroll data.	●	●
<b>First parallel run</b>	Fully managed parallel run by our Payroll team.	●	●
<b>Second parallel run</b>	Second fully managed parallel run by our Payroll team.		●
<b>Go live cut over tasks</b>	During testing, amendments to the configuration may have been implemented. These will be promoted to the live system.	●	●
<b>Go live assistance</b>	Through your first live week, you will be supported by your onboarding consultant.	●	●
<b>Handover to our Business-as-Usual team</b>	Internal handover to our BAU team for your continued journey.	●	●

## Additional Services available for Access Pay and Bill Services

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>Managed Pension option</b>	<p>Optional extra, let Pay and Bill handle all your pension communication needs with your workers.</p> <p>Configure tailored email messages for auto enrolment, postponement, opt in/out notifications to workers.</p> <p>Uploads to your pension providers portal</p>
<b>Additional Inland revenue PAYE reference number</b>	Additional employer for payrolling under different PAYE reference
<b>Management of payroll for additional payroll frequencies e.g. weekly, monthly</b>	Necessary to add an additional employer for us to manage the payroll.
<b>Management of payroll for various WTR options e.g. accrued holiday</b>	Necessary to add an additional employer for us to manage the payroll.
<b>Bespoke Export</b>	If you need more than 1-to-1 exporting, then bespoke work will be required e.g. separate divisions or employers
<b>Managing nominal account to your existing financial system</b>	Modification of accounts' entries
<b>Matching of Timesheet Images</b>	Links the timesheet images to the actual timesheet, which then will automatically print as supporting documentation on sales invoices, saving considerable time and effort.



**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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