

Paytronix Online Ordering Regional

FlightPath

Service Overview


Together we'll land this implementation

Contents



By the end of this document, you'll be well-prepared to choose the FlightPath that best suits your needs.

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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.

Fabrice Dreneau, Chief Customer Success Officer, Access Group



About

Each FlightPath implementation programme from Access follows a well-defined journey. 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.

Typical Questions



- How can we ensure a successful outcome?
- How quickly will we get a return on investment?
- How quickly will my colleagues adopt the new software?
- How will I be supported?

Our Response



Our FlightPath methodology means we:

- Clearly define the outcomes for each stage of your implementation through to early adoption
- Put the software in your hands at the earliest opportunity with a learn as you use approach
- Supply e-learning materials to share with your colleagues
- Provide a named onboarder who will guide you through key milestones and track issues and actions through our Customer Success portal

Our Commitment



We will:

- Ensure that roles and responsibilities are completely clear
- Be transparent on your effort commitment
- Set expectations on project duration
- Remain by your side until your FlightPath Outcomes have been achieved

Paytronix Online Ordering FlightPath Overview

Customer Profile:

This FlightPath is designed for restaurant brands that are looking to implement an online experience that will grow their business and provide thoughtful guest experiences.

FlightPath Outcomes

Following your FlightPath, you will:



Have an online ordering site tailored to your brand



Begin receiving online orders in your store



Be ready to collect payments from your guests online



Be able to navigate the Paytronix system and leverage various features within the system



Have connected your menu to marketplaces like DoorDash, Grubhub, and Uber Eats



Manage your menu and orders all in one place

Customer effort:

A typical FlightPath requires at least 60 hours effort from your team to go live with your new system.

Typical Duration

70% of our customers go live with their system in 12 weeks.

Optimal Duration

Customers with the capacity to complete their activities quickly take as little as 10 weeks from purchase to go-live.

FlightPath Experience

This is a collaborative experience where you will be required to provide prompt feedback on system configuration to ensure the platform meets your requirements*

Each of our FlightPath Packages delivers a tailored set of system functionalities, strategically crafted to align with your business needs and drive impact.

Configured Product features included in FlightPath for Paytronix Online Ordering		
Feature	Summary	FlightPath A
Third Party Delivery	Customizable templates allow for brands to tailor their design to their brand and choose from a variety of menu layouts, in addition to adding in other engaging features like lottie animations.	●
Order Experience Builder	Tailor the guest-facing ordering site to your brands colors and branding	●
Paytronix Payments (Toast or Square if contractually obligated)	Ensure that you can collect funds from your guests when they place an online order	●
Negotiated Rates (Uber/Doordash)	If you have a lower negotiated rate with Uber or DoorDash for Third Party Delivery, Paytronix can pull in those rates	●
Reporting & Analytics	Report on the data collected through your Online Ordering sales	●
Additive Lead Times	Rules and settings configuration to ensure your kitchen stays on track and guests are provided with accurate quote times.	●
Guest Surveys	Collect feedback from your guests after they order to gather data on how their experience was	●
Marketplace Management	Centralized management of marketplace presence, including menus, order flow and availability	●



Implementation Services Included in FlightPath for Paytronix Online Ordering

Service	Summary	FlightPath A
Merchant and Store Creation	Paytronix will create a merchant and add your stores using the information that you provide.	●
Welcome Call & Menu Pull	Paytronix will provide an overview of the Online Ordering launch process and connect to your POS to sync a menu. You will review all items and modifiers on the menu synced from your POS to ensure that everything is ready to be guest facing.	●
Menu Review & Finalization	Your consultant will ensure everything is clarified and validated during this time. Your consultant will also train you on ensuring that your menu is able to be added and updated across all sites.	●
POS Connector Installation in Lab	Paytronix will install the POS Connector at lab or test site and train on the install process (if applicable).	●
Order Experience Builder Training	Paytronix will train you on updating the menu interface to match your brand.	●
Receiving Your Orders Configuration	Paytronix will work with you to map order variables like payment types, discounts, and order types back to your POS.	●
POS lab testing & Configuration Copy	We will work together to send a variety of test orders to your POS to ensure that everything is functioning as expected.	●
PX Payments and 3rd-Party Delivery Configuration & Training	Paytronix will train you on how to link your banking info to collect funds from guests and remit funds for delivery orders that are fulfilled by a third party.	●
Review site testing results & Lead times and Enterprise features (ESM, ISM, bulk menu changes)	We will discuss how lead times for orders should be calculated. We will provide training on how to configure this, if you have a preferred set-up we will provide additional guidance. Review features to bulk configure settings within Paytronix.	●
Enterprise Features Configuration (ESM, ISM, bulk menu changes)	Review features to bulk configure settings within Paytronix.	●
Online Ordering configuration - QA Checks	Paytronix will meet internally to perform a QA check and ensure that your merchant is fully ready for go-live.	●
Pilot	Before launching at all sites, we will pilot online ordering at a subset of all stores to ensure a smooth launch across all stores!	●
Pilot Completion & Go-live Preparation	Ensure that any issues flagged in the pilot are resolved and that things are ready to launch at all sites.	●
Launch Support	Paytronix will be available to support you through go live. We will work together to resolve any issues that come up through launch and keep a log of any issues that are not able to be resolved immediately.	●
Post Launch Review & Handover to Support	2 weeks after launch, we will complete a final review of the project and transition things to the Paytronix support team.	●

Each of our FlightPath Packages offers a curated suite of outcome-driven services, expertly designed to deliver the fastest possible return on investment (ROI).



Alongside our standard FlightPath packages, we offer value-added services provided by our expert consulting teams. Explore how we can further support your success.

Additional Services Available for Paytronix Online Ordering (Included)

Service	Summary	FlightPath A
Included additional Services	Each FlightPath includes a set number of additional services, you can purchase additional services beyond this if required.	2
Additional POS Integration	This applies to clients who will need one additional sync POS to connect with Paytronix Online Ordering. Non-sync POS's will be chargeable as an additional service.	●
Pizza Concept + Half-Toppings Functionality	For clients whose menus consist of at least 50% pizza and include half-topping options, this selection is required.	●
Additional Concepts	For restaurants that have separate concepts as opposed to one unified brand.	●
Item level taxes	This applies to clients in certain jurisdictions that have local taxation on certain menu items.	●

Additional Services (chargeable)

Service	Summary	FlightPath A
Alternative Integrations	Integrate with Aloha, Brink or Square	●
2 nd POS Integration	A second POS in addition to the primary POS this project is aimed at launching	●
Tablets (Non-integrated)	Required for clients who do not have the capability to have online orders injected to their POS.	●
3rd Party Payment Gateway	Using a payment gateway outside of Paytronix Payments or Toast Payments	●
Pizza Toppings for Marketplace Management	Pizza comes with a wide variety of topping configuration variables. Due to the extensive nature of the configurations here, pizza toppings are an add on for Marketplace Management.	●

