

Paytronix C-Store Online Ordering

FlightPath

Service Overview

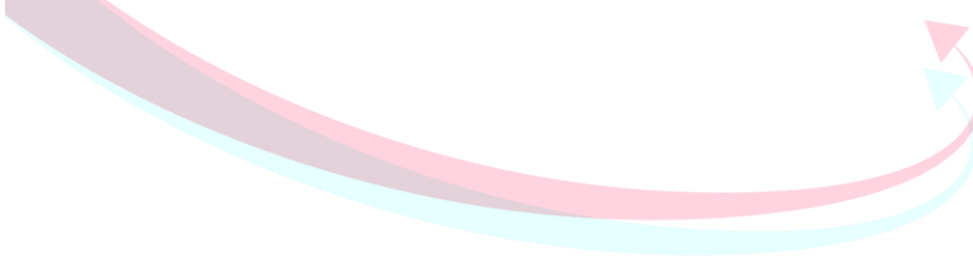
Together we'll land this implementation

Contents



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

- **What is FlightPath?**
 - FlightPath & Evo
 - **Your FlightPath Options**
 - **Functionality**
 - **Services**
 - **Additional Services**
 - **Terms & Conditions**
- 



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 C-Store Online Ordering

Our Promise

Paytronix C-Store Online Ordering FlightPath helps you get the most out of **Access Evo** from day one, with easy setup and tailored guidance to unlock its full potential fast.

Evo Functionality



Copilot & Digital Assistant: Your AI-powered Assistant allows you to query company policy documents and ask questions, 24/7



Feed: Centralise alerts for business-critical tasks driving action wherever you are



Spaces: Using Paytronix C-Store Online Ordering Apps you can create personalised spaces with all your favourite tasks and dashboards from across the Access suite in one place.



Engage: Your business's own social media app, accessible on any device. Cut through the noise and boost engagement as an email alternative. Learn to maximize its benefits during your FlightPath.



Analytics: Leverage pre-defined insights and datasets, delivered to the right hands at the right time. By the end of your FlightPath, you'll know how to harness this feature to drive business success.



Mobile Apps: Download Access Evo Mobile App on iOS or Google Play Store. Increase productivity and communication on the go!

Landing Evo
We'll help you land Evo through:

1-2-1 Remote Onboarding Workshops

A dedicated consultant helping you to understand and adopt the new features and functionality in Paytronix C-Store Online Ordering Evo.

E-Learning Courses

Engaging and comprehensive e-learning courses to help you and your staff successfully embed Evo into your everyday business processes.



Paytronix C-Store Online Ordering FlightPath A Overview

Customer Profile:

This FlightPath is designed for convenience store 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



Be able to run and schedule reports with data from your online orders



Begin receiving online orders in your store



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



Be ready to collect payments from your guests online



Manage your menu and orders all in one place

Customer Effort

A typical FlightPath requires 40 hours effort from your team to go live with your new system.

Typical Duration

70% of our customers go live with their system within 8 weeks.

Optimal Duration

Customers with the capacity to complete their activities quickly take as little as 6 weeks from purchase to go-live.

FlightPath Experience

This is an Onboarder led experience. Your onboarder will deliver training and configuration sessions guiding you through your go-live activities. You will be supported with day-to-day question by our FlightPath Adoption Team through in-product live chat.*

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 C-Store Online Ordering

Feature	Summary
Third Party Delivery	Dispatch your delivery order to DoorDash or Uber Eats drivers for a flat per-order fee.
Order Experience Builder	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.
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.
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.
Additive Lead Timings	Rules and settings configuration to ensure your kitchen stays on track and guests are provided with accurate expectations.

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

Implementation Services Included in FlightPath for Paytronix C-Store Online Ordering

Service	Summary
Merchant & 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.
Menu Review & Finalization	You will review all items and modifiers on the menu synced from your POS to ensure that everything is ready to be guest facing. Your consultant will ensure everything is clarified and validated during this time.
Order Experience Builder Training	Paytronix will train you on updating the menu interface to match your brand.
POS Settings 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.
Lead Time Configuration	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.
Enterprise Features Configuration (EMM, ESM, ISM)	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. During this time, we will monitor and proactively support you through your immediate post go-live journey. Ensuring you are using your system successfully in line with your FlightPath Adoption outcomes.

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 C-Store Online Ordering (Included)

Service	Summary
Additional POS Integration	This applies to clients who will need one additional Point of Sale (POS) to connect with Paytronix Online Ordering.
Pizza Concept	For any client that has pizzas on its menu, this will need to be elected.
Additional Concepts	For organizations 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
Non-Standard Integrations	Integrate with Aloha, Brink or Square
3rd Party Payment Gateway	Using a payment gateway outside of Paytronix Payments, Toast or Square Payments
Extensive Coupons	This is a required add on if your stores run more than 10 coupon promos at the same time on launch day