BTerrell SmartEFT Project Plan & Implementation Workflow

Project Plan

Task Name	Task Participants
Discovery Session	BTerrell, Client/VAR
Contracting	BTerrell, Client/VAR
Pre-implementation Checklist	Client/VAR, Bank
Project Kick-off Meeting	BTerrell, Client/VAR
Development & Product Installation	BTerrell
Training • Setup & Configuration • Payment Workflow & File Testing	BTerrell, Client/VAR
Customer Testing and Bank File Validation	Client/VAR, Bank
Customer Penny Testing	Client/VAR, Bank
Go Live Sign-off	BTerrell, Client/VAR
Project Complete	

*Project timeline can be impacted by banks and any special requirements. This impact can be determined during the project kick-off as needed. The customer is responsible for ensuring their Bank responds in a timely manner.

Implementation Workflow

1. **Discovery Session:** The BTerrell team will meet with the customer to understand requirements and to determine the scope of the project.
2. **Contracting:** The BTerrell team will produce a draft contract for the customer to review. If the draft is approved, an official version will be sent for signatures.
3. **Pre-Implementation Checklist:** Will be sent to the customer upon signing. It includes instructions to prepare for the project which includes opening communications with the bank, providing BTerrell bank file requirements, and granting the BTerrell team access into the customer's Intacct environments.
4. **Project Kick-off Meeting:** The BTerrell Team will outline the project and set project timeline expectations.
5. **Development & Product Installation:** BTerrell Development team will develop the custom file templates and install the application into the customer Intacct Environment(s).
6. **Training:** BTerrell and the customer will meet for a 90-minute session to go over the configuration of the application, and to walk through the SmartEFT workflow to produce the first round of test files.
7. **Customer testing:** The client will send test files to the bank to check their validity. If there are issues with the file, BTerrell will need detailed feedback to make corrections to the template. Additional test files will continue to be generated until the bank can consistently process the files produced by SmartEFT. The client will additionally need to conduct sufficient testing to verify all users are trained to use the application to mitigate mistakes when processing in Production.
8. **Customer Penny Testing:** When the bank has validated the file formatting, the customer can produce a live penny test file to verify payment transmission with the bank.
9. **Go Live:** If the penny test is successful, we will consider the project as Gone Live.
10. **Post go-live support:** Contact us at customersupport@bterrell.com or create a login at https://support.bterrell.com/support/home to create support tickets.