

**WANT TO
CHANGE
THINGS UP?**



Sorted.

WHAT QUALIFIES FOR A CHANGE REQUEST?

There are two categories for change requests:

1

Professional Services.

We provide a range of professional services to support our clients. For example, you may want to request bespoke reporting, make changes to your label customisation or start using a new carrier or carrier service that's already on our platform. No problem.

2

Developer Services.

You may want to add a carrier service we don't have on our platform, or maybe you'd like to request a custom product feature. Our experts are on hand to help.

CHANGE REQUEST SUBMISSION.

HOW DO I SUBMIT MY REQUEST?

It's simple. Speak to your customer success manager, fill out our change request form and you're good to go.

WHAT'S THE PROCESS?

1. You submit your change request form (your customer success manager can provide the form and help with this).
2. Our team will assess your request to determine whether we need to:
 - Give you access to existing services.
 - Plan custom development.
 - Let you know when a feature or carrier service will be available according to our roadmap.
3. We'll be in touch within six working days to confirm your request and let you know estimated delivery timelines (and the cost, if applicable). If we need to discuss your request further, we'll arrange a chat with you to dig into the detail and understand your business requirements.
4. If you confirm you'd like to go ahead, we'll supply the full Statement of Work for countersignature.
5. Your additional services or features will be delivered to our agreed timelines.

