

New Magento onboarding service

This consultancy package is designed for businesses who would like a smooth transition to the new Magento connector. This is not currently designed for users of Magento 2.0, please discuss this with your customer success manager.

The basic new Magento transition package costs £650/ \$1000* and consists of four parts:

1. Configuration of the extension
2. Full training and consultancy
3. Help with testing and troubleshooting
4. Support once you're live

A more detailed explanation of this process is below to assist you.

*Complex Magento sites and multiple site moves may require a bespoke quote which we'll be happy to provide for you if we identify that is the case.

1. Configuration of the extension

You or Your Magento developer will be responsible for installing the extension files on your server. As with any Magento Extension, we recommend that you install on a test site first before your live webstore to check for any conflicts with existing extensions to avoid any service interruptions.

[Install the Brightpearl Magento extension](#)

Once installed, your Implementation Consultant will configure the extension. They will consult with you, your team and your developer to ensure the optimal settings are applied.

If you're currently using our previous Magento connector, your Consultant will guide you on the transition date and steps to move off the old connector. Checks will be made to ensure there are no missing or duplicate orders in Brightpearl.

2. Full training and consultancy

A detailed guide is available here; [Configuring the Brightpearl Magento extension](#). In summary, this will include the following:

- Connecting Brightpearl via the Magento extension
- Importing Brightpearl setting data into Magento
- Configuring the inventory synchronization settings

- Activating the real-time and scheduled inventory updates
- Configuring the order and payment download settings
- Mapping order statuses, payment methods and shipping methods between Brightpearl and Magento
- Activating the order, order status and payment downloads
- Activating the shipping notification update
- Configuring the monitoring and logging interactions

Full training will be provided so you understand available settings.

3. Help with testing and troubleshooting

We will work with you and your developer to test the connection on your test site to ensure all data points are updating as expected. We will make the necessary changes to the configuration for any issues identified.

Key areas for testing include the following:

- Order download
- Custom options and bundles
- Payments, authorization and capture
- Shopping cart rules and discounts
- Order status updates
- Shipping updates
- Inventory sync
- Price sync (on beta)

Once testing is complete your developer will need to install the extension on your live site. Your Consultant will complete configuration and final testing. At an agreed time the inventory and order synchronization will be activated.

4. Support once you go live on New Magento

Following go live, your Consultant and our Support team will be available should any issues arise. We'll arrange a post live session to address any follow-up questions or issues.