

# Statement of Work (SOW) - Momentum Payments Platform – In-House Processing for Elite Software One-Time Services

## Project Summary

Provider will work with Customer to complete the following as a part of this project:

- Momentum Payments Platform – In-House Processing for Elite Software Implementation and Onboarding

## Assumptions

### Momentum Payments Platform – In-House Processing for Elite Software

Customer is fully onboarded or currently onboarding the Provider's Elite platform.  
Customer is responsible for completing Dhango application prior to Build phase.

## Limitations

### Momentum Payments Platform – In-House Processing for Elite Software

The Services will be configured with the features and capabilities of the current release of the Services.

## Scope of Services

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### Kick Off

#### **Provider responsibility**

- Internal handover and preparation.
- Up to one (1) ninety (90)-minute remote kick off and requirements gathering meeting.

#### **Customer responsibility**

- Ensure key project resources and stakeholders can attend kick off meeting.
- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.
- Provide an understanding of business processes, data, and requirements.

### Build

#### **Provider responsibility**

- Activate Payment Gateway with Customer-provided credentials.
- Configure Receivable Transaction Types and/or Payment Types.
- Database configuration to support payment workflows.

#### **Customer responsibility**

- Provide Payment Gateway credentials.

### Training

#### **Provider responsibility**

- Up to one (1) sixty (60)-minute remote training session; session will be recorded.

#### **Customer responsibility**

- Ensure appropriate users are selected and attend training session.

## Testing

### **Provider responsibility**

- Provider will maintain an issue log to track status and progress of issues raised.

### **Customer responsibility**

- Customer is responsible for preparing for and executing user testing.
- Promptly raise any issues found (that are within the scope of work).

## Launch & Post Launch

### **Provider responsibility**

- Internal handover
- Project closure

### **Customer responsibility**

- Complete customer satisfaction survey

## Project Management

### **Provider responsibility**

- Coordination of resources, activities, meetings in alignment with timelines and milestones

### **Customer responsibility**

- Nominate project lead
- Coordination of activity and resources on customer side to align to project plan and schedule



## Exclusions

- Custom development
- Integration services

## Project Schedule

The estimated timeline for this project is 3 weeks. However, Provider and Customer will create and agree to a joint project plan in writing (email acceptable). The plan is *an estimate* and subject to change upon mutual written agreement.