

Statement of Work (SOW) - Momentum Payments Platform – In-House Processing for Enterprise 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 Enterprise Software Implementation and Onboarding

Assumptions

Momentum Payments Platform – In-House Processing for Enterprise Software

Customer is fully onboarded or currently onboarding the Provider's Enterprise platform.
Customer is responsible for completing Dhango application prior to Build phase.
Scope includes onboarding for a single organization within the Provider's Enterprise platform.

Limitations

Momentum Payments Platform – In-House Processing for Enterprise Software

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

Scope of Services

Kick Off

Provider responsibility

- Internal handover and preparation.

Customer responsibility

- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.

Discovery

Provider responsibility

- Up to one (1) 60-minute remote requirements gathering meeting.

Customer responsibility

- Ensure key resources attend discovery session.
- Provide an understanding of business processes, data, and requirements.

Build

Provider responsibility

- Configure up to one (1) Momentum Payment Gateway.
- Accounts Receivable Configuration with Customer provided credentials.
- Receivable Transaction Types and/or Payment Types.
- Database configuration to support payment workflows.
- Configure Merchant Portal.

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

- Configuration or training on functionality outside of what is necessary to interface with and maintain Momentum Payments (e.g., Payment Portal)
- Multi-org onboarding
- 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.