

Statement of Work (SOW) - Momentum Payments Platform Transition (Elite) One-Time Services

Project Summary

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

- Momentum Payments Platform Transition (Elite) Implementation and Onboarding

Assumptions

Momentum Payments Platform Transition (Elite)

Customer is fully onboarded on the Provider's Elite platform.

Customer is using an existing payment gateway with Stripe, Authorize.Net, or TrustCommerce.

If Customer is moving from Authorize.Net or TrustCommerce, Customer is responsible for completing Stripe application prior to Build Phase.

If Customer is moving from Stripe, Provider assumes Customer is using existing Stripe account.

Limitations

Momentum Payments Platform Transition (Elite)

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.
- Up to one (1) thirty (30)-minute remote kick off and overview 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

- Modify existing Payment Gateway Configuration with Customer-provided credentials, as needed.
- Provider to make minor modifications to templates noting the new payment method of the payment portal.

Customer responsibility

- Review modified document templates, reports, and dashboards in a timely manner and provide feedback.

Training

Provider responsibility

- Up to one (1) sixty (60)-minute remote training session on new merchant portal; 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 2 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.