

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

Project Summary

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

- Momentum Payments Platform Transition (Enterprise) Implementation and Onboarding

Assumptions

Momentum Payments Platform Transition (Enterprise)

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

Customer is currently processing payments through Momentum via a supported gateway provider.

Scope includes onboarding for a single organization within the Provider's Enterprise platform.

Limitations

Momentum Payments Platform Transition (Enterprise)

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

- Internal handover and preparation.
- Up to one (1) sixty (60)-minute remote requirements gathering meeting.

Customer responsibility

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

Build

Provider responsibility

- Configure up to one (1) Momentum Payment Gateway.
- Configure up to one (1) Payment Configuration.
- Update existing extension configurations (i.e., Payment Portal, Online Space Booking, Exhibitor Service Center), with new Payment Configuration.

Customer responsibility

- Configure additional Payment Configurations, if needed.
- Update any existing extension (i.e., Payment Portal, Online Space Booking, Exhibitor Service Center) configurations that require a different Payment Configuration than what Provider configures.

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

- 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.