

Statement of Work (SOW) - Momentum Payments Platform – Third Party Gateway for Elite One-Time Services

Project Summary

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

- Momentum Payments Platform – Third Party Gateway for Elite Implementation and Onboarding

Assumptions

Momentum Payments Platform – Third Party Gateway for Elite

Customer is fully onboarded or currently onboarding the Provider's Elite platform.
Customer has contracted online payment processing capabilities with a third party.
Third party provider is either Authorize.Net, CyberSource, PayPal Payflow Pro, or TrustCommerce.

Limitations

Momentum Payments Platform – Third Party Gateway for 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) 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

- Customer needs to contract the third-party provider individually.
- 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.