

| Customer Specific Payment Gateway | |
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| Description | Provider will deliver Services to enable the integration with a Customer-Specific Payment Gateway. |
| Assumptions | The payment gateway supports Enterprise Product in translating data and communicating with a provider of a 3rd party Payment Gateway which is supporting hosted payment pages. Customer environment is on the latest software version Provider has reviewed the documentation and performed feasibility check. Customer has contracted online payment processing capabilities with 3rd party. |
| Kick Off | Provider responsibility: Internal handover and preparation A 30 minute remote kick off meeting with preparation 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 |
| Discovery | Provider responsibility: A 1 hour remote discovery to review current process with online portal, Customer invoicing, payment processing and setup Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements |
| Design | Not applicable |
| Build | Provider responsibility: Assistance setting up TSM supporting the online payments Customer-Specific Payment Gateway program that process payments from desired and identified online platform from Provider's software Customer responsibility: Provide payment gateway credentials and support line Customer resources allocated and actively involved for activities such as specification, mapping, and testing throughout the development and implementation process |
| Training | Not applicable |
| Testing | Provider responsibility: Unit testing and Customer testing assistance A 30 minute remote meeting to introduce an example test plan and the process to raise issues Up to four 30 minute remote meetings to review and resolve any issues, with follow up 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, including creation of test plans, test cases, and test scripts. Ensure key resources attend all testing meetings Raise any issues found (that are within the scope of the SOW) via the issue log The testing phase will be no more than 2 weeks in duration |
| Launch & Post Launch | Provider responsibility: Up to two 30 minute post launch support review meetings Internal handover to Value Success Manager Project Closure Post Launch activities will be completed in no more than 2 weeks Customer responsibility: Ensure key resources attend all post launch support review meetings Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey |
| Project Management | Provider responsibility: Weekly 30mins project review meeting with follow up to commence after kick off meeting and for a period of no more than 6 weeks Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps Coordination of resources, activities, meetings in alignment with timelines and milestones Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule |
| Exclusions | The Payment Provider needs to support hosted payment pages. Otherwise, integration is not possible. The Customer needs to contract the 3rd party payment provider individually. The software only supports one payment provider per configuration of a public-facing application. If the Customer-specific requirements are more effort than this package includes, then the scope of work is custom, and Technical Services will provide a custom estimate and scope of work through a change order. |
| Estimated length of project: 8 weeks | |
| Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources. | |