



Customer Payment Portal (Elite)	
Description	Provider will deliver Services to configure the Payment Gateway for Elite, train on best practices and workflow, and provide minor modifications to document templates noting the new option for payment submission.
Assumptions	Email communication for initial configuration following Gateway being enabled Minor modifications to document templates (noting new option for payment submission via the Gateway) Access to Knowledge Base resources
Limitations	Only applicable with the following gateways: TrustCommerce, Authorize.NET, Stripe, and Provider Payments Testing of Gateway (to be handled by Customer team)
Build	Provider responsibility: 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: Preparation for the Customer in the form of a webinar and article prior to training sessions A 1 hour remote meeting for training, workflow review, and Q&A; session will be recorded Customer responsibility: Members of the Customer project team who will be engaging with the Payment Portal should review the pre-work, trainings, complete configuration, and provide feedback on document templates, reports, and dashboards in a timely manner.
Testing	Provider responsibility: Not applicable Customer responsibility: Review configuration via test events and test orders. Provide any questions to Provider Testing of Gateway (to be handled by Customer team)
Launch & Post Launch	Provider responsibility: Connection to Elite Support email shared as a go-live follow-up Customer responsibility: Not applicable
Project Management	Provider responsibility: Provider to track time to project and provide Customer updates on project process. Customer responsibility: Provide timely feedback to Provider
Exclusions	Custom development unless specified above Integration services not specifically defined in the scope above Once the build phase begins, any further requirements are considered to be out of scope Training beyond the 1-hour in scope
Estimated length of project: 2 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	