

Payment Migration Process

- **Tabit receives written approval from the owner to initiate processor change**
Written approval from the owner is required before Tabit can move forward with migration
- **Processor Change Agreement and Sales Order are created**
- **Customer or ISO signs Processor Change Agreement and pays fee**
Signature and payment are required before Tabit can move forward with migration
If ISO is paying the fee, then written approval is needed from the customer
- **New VARs are sent to Payment Specialist**
- **Payment Specialist boards new VARs and facilitates payment testing process**
- **Customer to confirm successful test transaction deposits**
Migration cannot be scheduled until deposits are confirmed by customer
- **Project Owner schedules payment migration date with customer**
Migration process must be completed within 30 days of signature, or additional EMV gateway fees will be applied
- **Project Owner notifies customer of EOD responsibilities on the night before scheduled migration**
 1. All Orders are closed
 2. All Tips are settled
 3. No Suspended Orders are present
 4. EOD is completed
- **Project Owner migrates payment accounts before site opens on scheduled date**
- **Payment Specialist notifies Support of ROAM account change on migration date**
- **Payment Specialist confirms correct ROAM accounts are in use**
- **Payment Specialist deactivates old processor ROAM accounts 3 weeks after migration date**