

Change of Jackrabbit Database Ownership

Last Modified on 07/26/2023 10:37 am EDT

Before a change of ownership can be completed, the Jackrabbit Billing Team must receive authorization from the **Current Owner**.

1. The **Current Owner** must notify the Billing Team, via email to billing@jackrabbitech.com, that they are transferring ownership to the **New Owner**. The **Current Owner** is the contact the Billing Team has listed as the *Owner/Card Holder*. The email must come from the associated email address and should include the following:
 - o Organization name
 - o OrgID (can be found under *Gear icon > Account > My Account*)
 - o Name of the **New Owner**
 - o Contact information for **New Owner**
2. Once the Billing Team has received this information, they will reach out to the **New Owner** with instructions on completing a Sign Up Form. This will provide Jackrabbit with the **New Owner's** billing contact information (*Owner/Card Holder*) and new payment method.
3. The **Current Owner** should contact their Payment Partner to either transfer their gateway to the **New Owner** (if the gateway allows) or cancel their gateway and merchant processor accounts. The payment partner, and their contact information, is listed in the database *Credit Card/Bank Account Settings* page, from the *Gear (icon) > Settings > ePayments*.
4. The ePayments Team will send an email to the **New Owner** of the database letting them know that any ePayments processed will be deposited to the **Current Owner's** (now past owner) account until they update with their own ePayments credentials. **The email will provide several options for moving forward and should be read carefully.**



If the existing database has an ePayments account assigned to it, the Billing Team will notify the Jackrabbit ePayments Team.
