Change of Jackrabbit Database Ownership

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@jackrabbittech.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:

   - Organization name
   - OrgID (can be found under *Gear icon > Account > My Account*)
   - Name of the *New Owner*
   - 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 ePayment 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.