

## **So, you think you want to change processors?**

**Wait... Call RCC first** so we can help by providing you with all of the information, requirements, and necessary information before beginning.

### **Things you should know:**

1. This isn't often a "Quick" or "Easy" switch as it contains sensitive information, multiple vendors, and changes that require custom programming for each conversion.
2. There will be additional fees associated with this switch. There will often be fees associated with extraction of data from your current processor, load into the new processor, and extraction of required information from the new. Depending on the option selected below, there may also be fees incurred for conversion or support time as well.
3. The conversion itself is highly recommended to take place during business hours when staff at RCC, APS vendors, and your company are available as needed.

### **How it works:**

During your initial discussion with RCC regarding the process, we'll need to know whether you'll be retaining stored card information during the transition process. This determines Option A or Option B below.

Option A: No retained cards during the processor transition.

This is the least complex of the two options, but not necessarily the least amount of work. Going this route means RCC would purge all currently stored information, set you up with the new processor, and you're ready to begin re-keying card information. A reminder that customers can also utilize the web hub and customer app platforms to re-add their stored payment information to accounts.

Option B: Retained cards from prior processor during the processor transition.

This is the most complex of the two options, but potentially saves the re-keying of customer payment methods on file. The success of this option depends heavily on the support of your new processor assisting with the export of cards from your current processor into your new. Once that process has taken place, RCC will need an export file with account-specific information that can be used to retain the records on file. At that point, we'd be able to set you up with the new processor and you'd be ready to begin with the new processor.