

POLICY ON TRANSFERRING SITES FROM ONE PARTNER TO ANOTHER

Transferring a trial or paid site from one partner to another is possible, it simply requires input and cooperation from a number of parties. The goal of this policy is to ensure partners and site owners have given consent and are therefore protected at all times.

This document discusses the policy Business Catalyst deems to be most effective in moving sites from one partner to another. **It is imperative that you understand that under NO CIRCUMSTANCES will Business Catalyst act as mediator between Partner and site owner or vice versa. Please do not contact Business Catalyst to circumvent this process – we will not be able to help you.**

To move a trial or paid site from one partner to another both the existing Business Catalyst partner and the site owner (who must be a user of the site) are required to approve the move. You may not move a site if there are one or more overdue invoices. Please review the details below for information on how to contact us and what information is required.

IF YOU ARE A SITE OWNER

Please log in to your site and submit a case requesting the move. You will be required to approve the move and advise us of the new Business Catalyst partner you will be moving your site to. In your submission please confirm the following:

STEP 1:

- Your site URL: (*you must be a user of the site to request the move*)
- Your user email:
- The new Partner Name:
- The new Partner URL:
- The new Partner user email:

To learn how to submit a case please follow this link <http://businesscatalyst.com/support-request#EndUsers>. If you do not have access to the Support Central Area of your site simply submit go to the Contact Us form found on the Business Catalyst website: <http://businesscatalyst.com/contact>. Please note that this is a sales inquiry form and it may take some time to be redirected to the relevant team at Business Catalyst.

STEP 2: Once you have completed the above please liaise with your existing Partner so that they may grant their approval also. Until this is received no site can be moved.

And finally if there are any outstanding invoices please ensure that these are paid prior to

making your request. Business Catalyst will not move a paid site if there are one or more overdue invoices. If you have any queries please don't hesitate to contact your current directly for more information.

IMPORTANT: Business Catalyst cannot move a site unless a new Business Catalyst partner is nominated. If you have not selected a new partner please contact Business Catalyst to receive a list of potential partners that will be able to assist you.

IF YOU ARE THE EXISTING PARTNER

Please log in to your Partner Portal and submit a case to the Accounts / Partners team requesting the move. In your case submission you will be required to approve the move and confirm the following site details.

STEP 1:

- Site URL:
- Site owner details:
- Approval: *"I approve for this site to be transferred from my Partner Portal."*

If there are any overdue invoices please ensure that these are paid prior to the move request. Business Catalyst will not move a site if there are any overdue invoices.

STEP 2: Once you have completed the above please liaise with the site owner directly so that they may grant their approval also. Until this is received no site can be moved.

If you have any queries please don't hesitate to contact Business Catalyst directly.

FINE PRINT

- Business Catalyst requires up to 72 business hours for any site move to be processed. This process may take longer if approvals have not being received by all parties.
- Business Catalyst will not act as a mediator between partners and the site owner, or vice versa. We will only be able to assist and move the site once the existing partner and site owner have both granted approval of the site move.