

# Change of Database Ownership

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

1. The **Current Owner** must notify the Billing Team, via email to [billing@jackrabbittech.com](mailto:billing@jackrabbittech.com), that they are transferring ownership to the **New Owner**. The **Current Owner** is the contact the Billing Team has listed as *Owner/Card Holder*.

The email must come from the associated email address and should include the following:

- Organization name
  - OrgID (can be found under *Tools>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 Buy Now Form. This will provide Jackrabbit with the **New Owner's** billing contact information (*Owner/Card Holder*) and new payment method.



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

1. 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 *Tools* menu.
  2. 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.**
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