

Troubleshooting Steps

ePort Transfer Process Requirements

- 1. Current owner of the devices MUST email the following information to transfers@usatech.com at least TWO WEEKS prior to transfer:**
 - a. Name, Address, City, State, Phone and email address of the NEW owner
 - b. Date and time of transfer
 - c. ePort serial numbers that will be transferred
- 2. Current owner must have a positive balance on their USAT account prior to moving the devices, or make arrangements with USA Technologies to settle the difference.** If the current account is closing, all funds will be “held” and no deposits will be received by any party until the transfer is complete.
- 3. A new Connect Agreement, Merchant Application and EFT Authorization must be completed by the NEW owner/company with USA Technologies if an account hasn't been established.** This includes new banking information listing the TAX ID or Social Security number of the new customer
4. The new owner can contact the Sales Department for an overview of USAT's services by calling 800-770-8539. The Sales Department will send account setup documents at that time.
5. Once the new account is set up by USA Technologies, a quotation for Transfer Fees will be emailed to the new owner. **Typically, there is a Transfer Fee of \$30 for each ePort being activated under the new account.**
6. Once the Activation quote is signed and returned, USAT will move the devices over to the new account. The transfer process takes at least **THREE WEEKS FROM THE DATE OF NOTIFICATION**, so please plan accordingly.

PLEASE NOTE: JumpStart or Rental units and owned units CAN be transferred. Quick Start or LEASED Units CAN be transferred, on a case by case basis. The leased units might need to be purchased by the current owner first at the current buyout price and then transferred to the new owner as an owned unit.

If you have any questions about the Transfer process, please contact our Transfers team 267-473-0628 or 484-324-1816 or email jnagy@usatech.com

Thank you!

The Client Services, Sales and Transfer Teams at USAT