Third-Party Card System to iCare Import Process

Importing/ Uploading existing card account information is a Professional Services function. In order to import an organization's existing accounts and/or customers from their third-party system into iCare, the following should be completed:

The physical cards must be tested by MICROS corporate. Please send a few samples of the existing cards to the address below so that the cards can be tested against the iCare system, verifying the encoding can be properly read.

> **MICROS Systems. Inc.**
> **7031 Columbia Gateway Drive,**
> **Columbia, MD 21046**
> **Attn: eBusiness Implementation- 4th Floor**
> **Card Verification**

- Complete the Professional Services request form (Request_For_Service) and submit to Professional Services (ProfSvcs@micros.com).
- Professional Services will provide a proposal, with cost quote, to be signed by the customer.
    - Professional Services will require a total count of accounts to be imported to determine the exact fee given in proposal.
    - If customer data is to accompany the account import, the additional data may affect the cost of the quote.
    - Upon receipt of the signed proposal, Professional Services will schedule and provide a delivery date for the completed import.
        - The exact cutover date cannot be set until Professional Services receives the signed quote, account data has been tested, and sample cards have been send to MICROS corporate for testing.
- The client will be responsible for collecting the information from their existing gift card / loyalty card provider. Excel templates will be provided along with the Professional Services proposal.
    - The exact format of the Excel template must be followed.
    - Card account data must be provided in the Excel template twice: once for a test import (provide a small batch of sample records for test import) and a second time for the final import of all records at the scheduled date and time of the cutover to iCare.

** IMPORTANT**
Prior to the final import, the following must be completed:

- All required online configuration of the iCare programs must be complete.
- Each POS location that uses the existing cards must be configured to post transactions to iCare.
- Each Gift/ Loyalty program for the Organization must be successfully tested at each POS location.