**QUICKSTREAM - TRANSFER TO FAT ZEBRA**

FAQs;

1. **What internet browsers can be used?**

Fat Zebra only works with “Google Chrome” and “Microsoft Edge”

1. **How do I get a list of customer currently loaded in quickstream?**

Go to “Customers” – “Search for Customers” at the bottom of the page click “Export customers”.

1. **Can I get the full account details from Quickstream?**

No, PCI/DSS compliance prevents the full account number being visible

1. **How do I transfer existing accounts to Fat Zebra**

Load client details from existing authorities into Fat Zebra, when complete delete the corresponding authority from Quickstream.

1. **Fat Zebra is asking for CCV number, do I need this?**

No, CCV is not required for the account information to be valid

1. **Do I need up to date Expiry date?**

Yes, a valid future expiry date will be required

1. **What will clients see as a description?**

The School/College/Entity name will appear on the credit card statement

Please note additional features available to users;

* Email Reports – get reports automatically emailed, refer pg 14
* Invite Users – Manage your users, refer pg 15