Customer FAQ on Gather to Tripleseat Migration

What does the migration process look like?

When you are ready to proceed, you will be introduced to your Customer Success Team! You will be sent an invitation to Basecamp, the project management tool we use to communicate, collect, and share information to build your site. Once your Tripleseat site is built, your Onboarding Specialist will reach out to schedule a web-based site review for you and your team.

After this review, your data will be migrated from Gather into Tripleseat, and Tripleseat will be your software for all new inquiries and events moving forward. If needed, we will schedule a follow-up Q+A call. You will then be introduced to your regional Account Manager and our award winning support team!

Is there a cost associated with migrating from Gather to Tripleseat?

There is no cost to migrate from Gather to Tripleseat.

How long will the migration take?

The process should take about 4 weeks from when we receive the requested information in Basecamp.

What information do I need to be prepared to provide during migration?

- Menus/Billable items: These can include F&B Menus / A/V Pricing / Equipment Pricing, etc.
- Confirmation of your tax rate, gratuity, service charge, admin fee, or any other percentage-based fees.
- Venues by Tripleseat Listing information (capture more leads - provide a brief description of your location(s), any amenities, and up to 5 of your best images.)
- Name and email of the person who manages your lead form on your website.

Why do I have to provide my menus separately when they are already in Gather?

We want to set you up for success with Tripleseat. Our request for your menus will ensure we are adding the most current and up to date information to your new site. Please note that we will need you to send your menus to our onboarding team in a copyable format (word doc, pdf, website link).

What will be included in the data coming from Gather into Tripleseat?

- Bookings (Events)
- Contacts
- Accounts
- Leads from the past 3 months
- Calendar Notes
- Tasks
- Internal Team Communication → Staff Discussion
- Customer Messages → Guest Discussion
- Event Notes
- Event Summary Charges
- Links to PDFs of Gather Docs
- Stripe Accounts

Customer FAQ on Gather to Tripleseat Migration (cont.)

What will NOT be included in the data coming from Gather into Tripleseat?

- Menus (we will add these separately for you as picklists!)
- Lead forms on your website (you will be given the Tripleseat lead codes after your site review)
- Message/Booking Templates

How will my future events be displayed in Tripleseat?

For any future events that had event notes and/or charges added to the event summary in Gather, that information will import into a live Tripleseat event document. This document can be edited to add additional notes/charges and can be shared with your guests. You will also be provided PDF links to any Gather Docs previously created to use as a reference point only.

When will my data come over from Gather to the Tripleseat platform?

Your data will be migrated over within 2 business days of your Tripleseat training. If your training needs to be rescheduled, you will lose your migration date and a later date will be selected. Please keep this in mind when scheduling training with your Onboarding Specialist.

Will I have access to my Gather site after the training?

After your site review you will have login access to Gather for 4 weeks. Once the data migration happens, all new events, contacts, accounts and leads should now ONLY be added/updated in Tripleseat, as this is a one time data pull. After 4 weeks, your Gather site will be disabled.

PLEASE NOTE: Any new events, leads, contacts, or accounts entered into Gather AFTER your data has been migrated will not be imported into Tripleseat.

Which payment processors can integrate with Tripleseat?

Tripleseat directly integrates with two credit card processors:
Stripe and CardConnect
https://info.tripleseat.com/credit-cards

What will happen to my historical data in Gather?

We will pull over 3 years of historical data from Gather into Tripleseat.