



CATALIS RELATIONSHIP & SUPPORT CONTACTS  
STATE OF INDIANA  
QPA - CREDIT CARD PROCESSING

**Indiana QPA Administrators**

**Mike White**

IOT, Deputy CTO  
IN.gov | Program & Payment  
Processing  
317-649-5872  
MWhitel@iot.IN.gov

**Tyler Latislaw**

IOT, Payment Portal  
Processing Manager  
IN.gov | Payment Processing  
317-234-4357  
tlatislaw@iot.in.gov

**Emily Davis**

IOT, Business Systems  
Consultant  
IN.gov | Payment Processing  
317-495-8013  
EDavis@iot.IN.gov

**Kasey Emmett**

IOT, Business Systems  
Consultant  
IN.gov | Payment Processing  
317-864-8270  
KEmmett@iot.IN.gov

**Client Support Team**

Hours of Operation: Monday- Friday from 8:00a-6:00p ET

Email: [indianasupport@catalisgov.com](mailto:indianasupport@catalisgov.com) (preferred; see instructions on following page)

Phone: 844-507-3639

Financial & Reporting Inquires:

- Deposit Verifications
- Reconciliation Assistance
- Voids & Refunds
- Reporting & Online Portal Access

Technical Support:

- POS Hardware Troubleshooting & Deployment
- Payment Application (Web)
- File Transfers

Urgent Issues Requiring Immediate Escalation

- Examples: Payment Application (website) down/not functioning and/or cannot accept payments
- **Email Cata/is Support (email above) and include the escalation contacts below and flag as high priority**

**Customer Support Escalation Contacts**

**Leonard Garron**

Customer Success Manager  
Chicago IL  
[Leonard.Garron@catalisgov.com](mailto:Leonard.Garron@catalisgov.com)  
Mobile: 770-415-9936

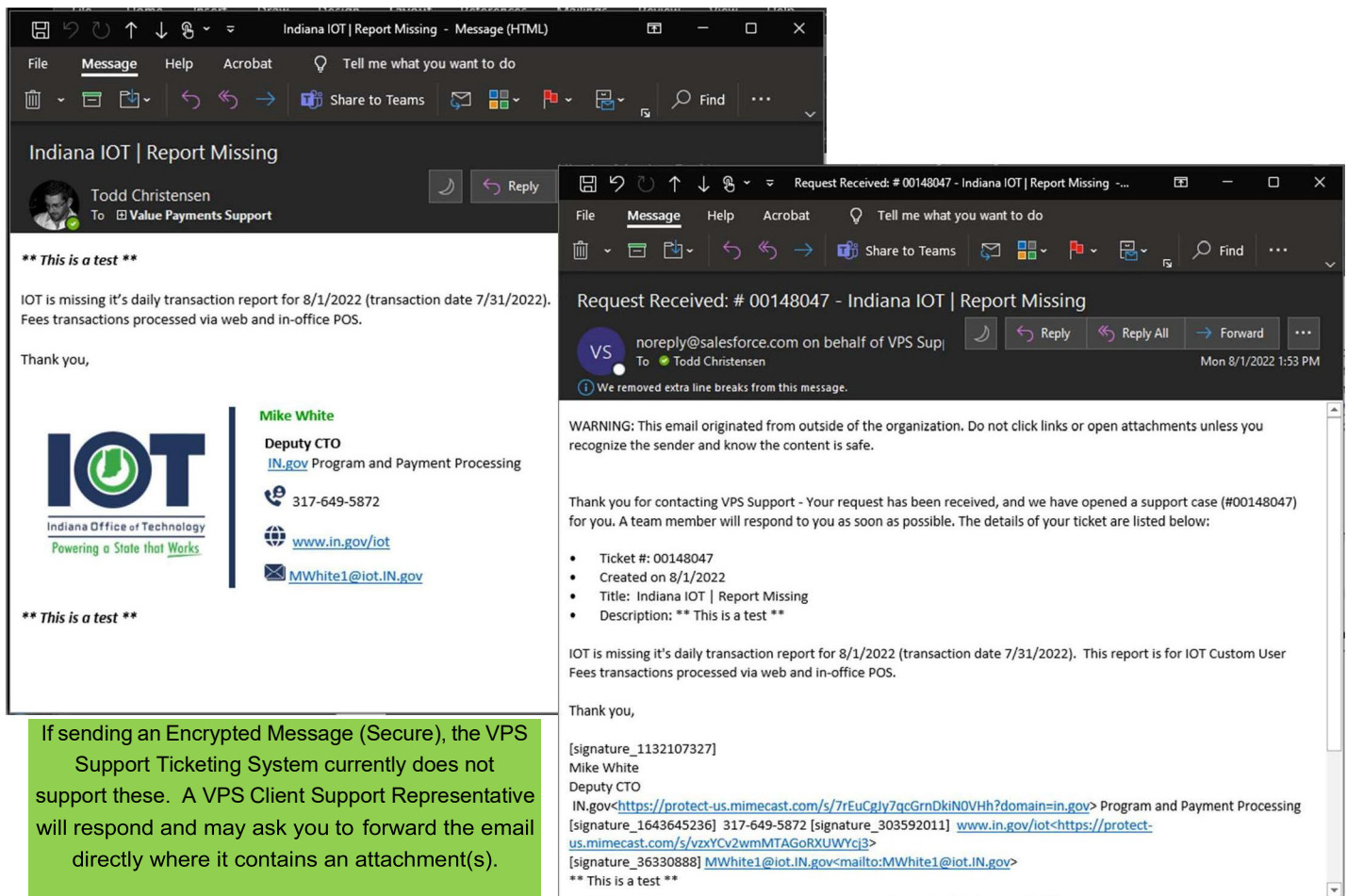
**Kathy Wilson**

VP of Operations and Client Support  
Clearwater, FL  
[kathy.wilson@catalisgov.com](mailto:kathy.wilson@catalisgov.com)  
Mobile: 727-871-8838

## Instructions for Opening a Client Support Ticket

### How to Open a Ticket with Client/Technical Support

- Email [indianasupport@catalisgov.com](mailto:indianasupport@catalisgov.com) with your issue. This is preferred because it opens a ticket automatically and alerts the Indiana Support Team.
- Include your Dept/Agency Name and Issue in Subject Line (i.e., Dept/Agency Name | Support Request)
- Please provide as much information as possible about the issue in the email Body.
- You will get an automatic reply with a support ticket number.
- If you need to inquire on status or amend a ticket, please respond to the automatic email you received when the ticket was initially established. Initiating a new email thread will open another ticket, which could delay resolution.



The screenshot displays two email windows. The left window shows an incoming message from Todd Christensen to Value Payments Support. The message body contains a test message, a report of a missing IOT transaction report for 8/1/2022, and contact information for Mike White, Deputy CTO of IOT. The right window shows an outgoing auto-reply from noreply@salesforce.com on behalf of VPS Support, dated Mon 8/1/2022 1:53 PM. The auto-reply includes a warning about external emails, a confirmation that the request has been received and a support case (#00148047) has been opened, and a list of ticket details: Ticket #: 00148047, Created on 8/1/2022, Title: Indiana IOT | Report Missing, and Description: \*\* This is a test \*\*. It also repeats the report details and provides contact information for Mike White.

If sending an Encrypted Message (Secure), the VPS Support Ticketing System currently does not support these. A VPS Client Support Representative will respond and may ask you to forward the email directly where it contains an attachment(s).