

CATALIS

RELATIONSHIP & SUPPORT CONTACTS

State of Indiana | QPA Credit Card Processing

SUPPORT HOURS Mon-Fri 8:00 AM-6:00 PM ET	PREFERRED CONTACT indianasupport@catalisgov.com	PHONE 844-507-3639
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Indiana QPA Administrators

Mike White Deputy CTO IN.gov Program & Payment Processing 317-649-5872 MWhite1@iot.IN.gov	Brandon Flanagan Program Manager IN.gov Payment Processing Access Indiana 317-696-5657 BrFlanagan@iot.in.gov
Emily Davis Business Systems Consultant IN.gov Payment Processing 317-495-8013 EDavis@iot.IN.gov	Kasey Emmett Business Systems Consultant IN.gov Payment Processing 317-864-8270 KEmmett@iot.IN.gov

How the Client Support Team Can Help

Financial & Reporting Inquiries • Deposit verifications • Reconciliation assistance • Voids and refunds • Reporting and online portal access	Technical Support • POS hardware troubleshooting and deployment • Payment application (web) • File transfers
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URGENT ISSUES If the payment website is unavailable, not functioning, or cannot accept payments, email Indiana Support, copy the escalation contacts below, and flag the message as High Priority.

Customer Support Escalation Contacts

Chanya Patsakorn Customer Success Manager Atlanta, GA cpatsakorn@catalisgov.com Mobile: 678-322-1886	Kathy Wilson VP of Operations and Client Support Clearwater, FL kathy.wilson@catalisgov.com Mobile: 727-871-8838
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OPENING A SUPPORT TICKET

A clear, complete email helps the Indiana Support Team begin working the issue quickly.

1	Email Indiana Support Team Send the issue to indianasupport@catalisgov.com . Email is preferred because it automatically opens a ticket and alerts the Indiana Support Team.
2	Use a clear subject line Include the department or agency name and the issue. Example: Dept/Agency Name Support Request.
3	Describe the issue Provide as much relevant information as possible in the email body.
4	Keep the ticket number An automatic reply will provide the support ticket number.
5	Reply to the existing ticket email To request status or add information, reply to the automatic email from the original ticket. A new email thread creates another ticket and may delay resolution.

Recommended Email Format

TO: indianasupport@catalisgov.com

SUBJECT Dept/Agency Name | Brief Issue

INCLUDE Who is affected and where • What happened and when • Error message or screenshots • Best callback contact • Business impact and urgency

Indiana IOT | Report Missing - Message (HTML)

File Message Help Acrobat Tell me what you want to do

Share to Teams Find

Indiana IOT | Report Missing

Todd Christensen
To Value Payments Support

Reply

**** This is a test ****

IOT is missing it's daily transaction report for 8/1/2022 (transaction date 7/31/2022). Fees transactions processed via web and in-office POS.

Thank you,



Mike White
Deputy CTO
IN.gov Program and Payment Processing
317-649-5872
www.in.gov/iot
MWhite1@iot.IN.gov

**** This is a test ****

Request Received: # 00148047 - Indiana IOT | Report Missing

File Message Help Acrobat Tell me what you want to do

Share to Teams Find

Request Received: # 00148047 - Indiana IOT | Report Missing

noreply@salesforce.com on behalf of VPS Supp
To Todd Christensen
Mon 8/1/2022 1:53 PM

We removed extra line breaks from this message.

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you for contacting VPS Support - Your request has been received, and we have opened a support case (#00148047) for you. A team member will respond to you as soon as possible. The details of your ticket are listed below:

- Ticket #: 00148047
- Created on 8/1/2022
- Title: Indiana IOT | Report Missing
- Description: ** This is a test **

IOT is missing it's daily transaction report for 8/1/2022 (transaction date 7/31/2022). This report is for IOT Custom User Fees transactions processed via web and in-office POS.

Thank you,

[signature_1132107327]
Mike White
Deputy CTO
IN.gov<<https://protect-us.mimecast.com/s/7rEuCgly7qcGrnDkIN0Vh?domain=in.gov>> Program and Payment Processing
[signature_1643645236] 317-649-5872 [signature_303592011] www.in.gov/iot<<https://protect-us.mimecast.com/s/vzxYCV2wmMTAGoRXUWYc3>>
[signature_36330888] MWhite1@iot.IN.gov<<mailto:MWhite1@iot.IN.gov>>
**** This is a test ****

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).

Secure or Encrypted Messages

The VPS Support Ticketing System currently does not support encrypted messages.

A VPS Client Support Representative will respond and may ask for the email and attachments to be forwarded directly.

Need immediate help? 844-507-3639