



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

### Indiana QPA Administrators

Micheal White  
IOT, Deputy CTO  
IN.gov | Program & Payment  
Processing  
317-649-5872  
MWhite1@iot.IN.gov

Emily Davis  
IOT, Business Systems  
Consultant  
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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-5:00p 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 Catalis Support (email above) and include the escalation contacts below and flag as high priority***

Your email to [indianasupport@catalisgov.com](mailto:indianasupport@catalisgov.com) will automatically open a service ticket and will send an email notification to Chanya Patkasorn, Indiana's *dedicated* Client Support Representative.

### Client Support Escalation Contacts

David Chism  
Manager of Client Support  
Alpharetta, GA  
[dchism@catalisgov.com](mailto:dchism@catalisgov.com)  
Mobile: 678-631-1141

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

## VPS Account Management & Operations Contacts

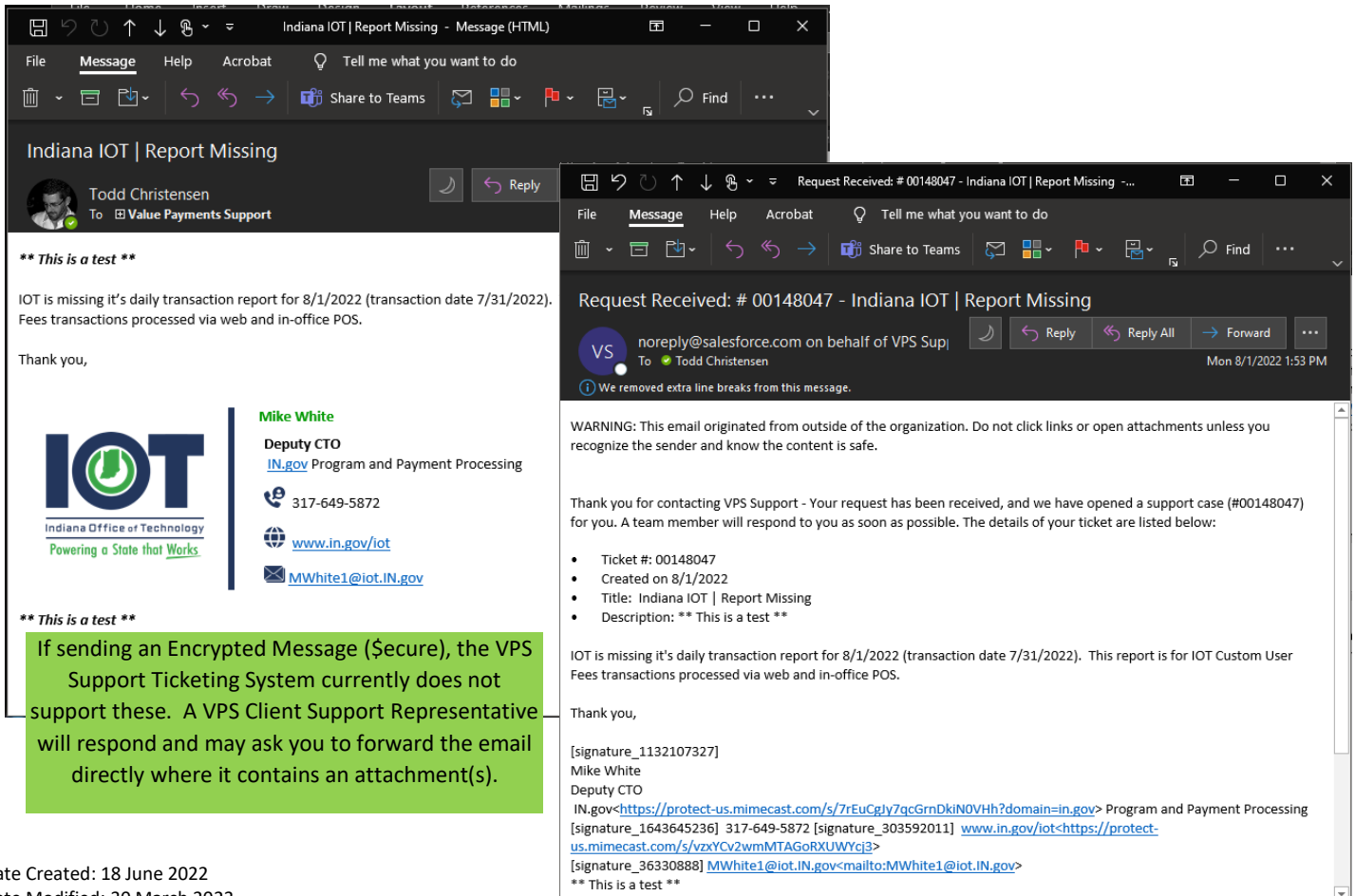
Will Sturgis  
Sr. Solutions Engineer  
Charlotte, NC  
[will@catalisgov.com](mailto:will@catalisgov.com)  
Mobile: 803-207-1927

Polly Corless  
Head of Payment Operations  
Jacksonville, FL  
[polly.corless@catalisgov.com](mailto:polly.corless@catalisgov.com)  
Mobile: 904-962-2163

## 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 overlapping email windows. The background window shows an incoming email from Todd Christensen with the subject 'Indiana IOT | Report Missing'. The foreground window shows an outgoing auto-reply from 'noreply@salesforce.com on behalf of VPS Sup' with the subject 'Request Received: # 00148047 - Indiana IOT | Report Missing'. The auto-reply includes a warning about external emails, a confirmation of the support case, and a list of ticket details.

**Outgoing Auto-Reply Content:**

Request Received: # 00148047 - Indiana IOT | Report Missing

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

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/7rEuCgly7qcGrnDkiNOVhH?domain=in.gov>> Program and Payment Processing  
[signature\_1643645236] 317-649-5872 [signature\_303592011] [www.in.gov/iot](http://www.in.gov/iot)<<https://protect-us.mimecast.com/s/vzxYCV2wmmMTAGoRXUWYcj3>>  
[signature\_36330888] [MWhite1@iot.IN.gov](mailto:MWhite1@iot.IN.gov)<<mailto:MWhite1@iot.IN.gov>>

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