



CATALIS RELATIONSHIP & SUPPORT CONTACTS

STATE OF INDIANA

QPA – CREDIT CARD PROCESSING

Indiana QPA Administrators

Mike White	Emily Davis	Kasey Emmett
IOT, Deputy CTO	IOT, Business Systems	IOT, Business Systems
IN.gov Program & Payment	Consultant	Consultant
Processing	IN.gov Payment Processing	IN.gov Payment Processing
317-649-5872	317-495-8013	317-864-8270
MWhite1@iot.IN.gov	EDavis@iot.IN.gov	KEmmett@iot.IN.gov

Client Support Team

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

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

Phone: 844-507-3639

Financial & Reporting Inquiries:

- 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**

Customer Support Escalation Contacts

Chanya Patsakorn
Customer Success Manager
Alpharetta, 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



Instructions for Opening a Client Support Ticket

How to Open a Ticket with Client/Technical Support

- Email 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 Microsoft Outlook windows side-by-side, illustrating the communication between the Indiana Office of Technology (IOT) and the Indiana Support Team.

Left Window (Indiana IOT | Report Missing - Message (HTML)):

- Subject:** Indiana IOT | Report Missing
- From:** Todd Christensen
- To:** Value Payments Support
- Body:**

** 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,

IOT Logo:
Indiana Office of Technology
Powering a State that Works

Right Window (Request Received: # 00148047 - Indiana IOT | Report Missing):

- Subject:** Request Received: # 00148047 - Indiana IOT | Report Missing
- From:** noreply@salesforce.com on behalf of VPS Support
- To:** Todd Christensen
- Body:**

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

** This is a test **

If sending an Encrypted Message (\$ecure), 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).