



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

Indiana QPA Administrators

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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 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***

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 an email client interface with two overlapping windows. The background window shows an incoming email from Todd Christensen to Value Payments Support, with the subject 'Indiana IOT | Report Missing'. The email body contains a test message and a report about a missing IOT transaction report for 8/1/2022. The foreground window shows an outgoing auto-reply from Mike White, Deputy CTO, with the subject 'Request Received: # 00148047 - Indiana IOT | Report Missing'. The auto-reply includes a warning about external links, a thank you message, 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 information about the missing IOT transaction report.

Indiana IOT | Report Missing

Todd Christensen
To: Value Payments Support

**** 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
Indiana Office of Technology
Powering a State that Works

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

noreply@salesforce.com on behalf of VPS Sup
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/7rEuCgJy7qcGrnDkiNOVHh?domain=in.gov>> Program and Payment Processing
[signature_1643645236] 317-649-5872 [signature_303592011] www.in.gov/iot<<https://protect-us.mimecast.com/s/vzxYcv2wmMTAGoRXUWYcj3>>
[signature_36330888] MWhite1@iot.IN.gov<<mailto: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).