



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
MWhite1@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 (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 will automatically open a service ticket and will send an email notification to Chanya Patsakorn, Indiana's *dedicated* Client Support Representative.

Client Support Escalation Contacts

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

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

VPS Account Management & Operations Contacts

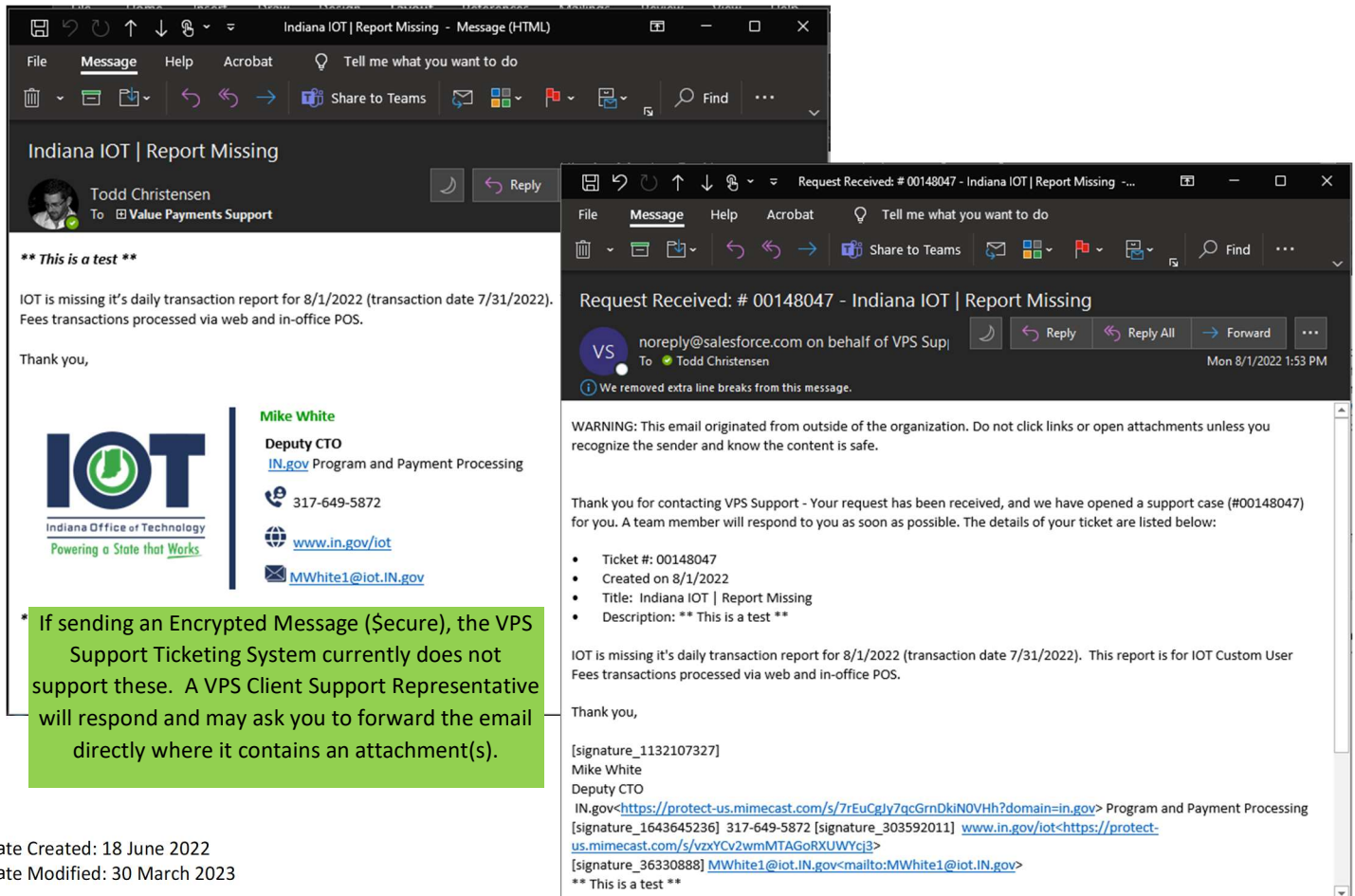
Kevin Alwood
Director Product Delivery
Jacksonville, FL
Kevin.alwood@catalisgov.com
Mobile: 904-234-1884

Chanya Patsakorn
Account Manager
Alpharetta, GA
cpatsakorn@catalisgov.com
Mobile: 678-612-3550

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.



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

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

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/vzxyCv2wmMTAGoRXUWYc3>
[signature_36330888] MWhite1@iot.IN.gov<<mailto:MWhite1@iot.IN.gov>>
**** This is a test ****