ePAY Portal: Ticket Types & Subtypes

June 01, 2020 | Version 2.9.2

ILLINOIS ePAY

NCR

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ePAY Portal: Ticket Types and Subtypes

Within the ePAY Portal ticketing functionality there are multiple Ticket Types, as well as multiple Subtypes under each Ticket Type. When the Ticket Type and Subtype selected are the most accurate for the issue or inquiry, it readily identifies what team(s) should be involved and assists in setting the expectation as to the potential timeframe and actions that should be taken. This guide is meant as an aide to identify the intention of a Ticket Type and Subtype, as well as establish actions that should be taken.

P2PE Deployment

The Ticket Type P2PE Deployment is used regarding NCR's PCI Certified Point-to-Point Encryption (P2PE) solution, which utilizes the Pax S500, S300, and S920 devices.

Ticket Subtypes

Redeployment

Description

This Ticket Type is used when a Participant is converting their hardware from a non-P2PE solution to a P2PE solution. The Subtype template requires specific fields to be completed so that all pertinent data is captured and can be conveyed when NCR is fulfilling the deployment request.

SLO (Business Hours)

N/A

Closed By

NCR

Workflow

***The details, workflow, and terminal deployment information for this Ticket Subtype are also outlined in the document ePAY | NCR P2PE Redeployment.

Participant Engagement

The Participant contacts ePAY as either the result of the P2PE Redeployment campaign or in need of a terminal to replace their existing non-P2PE terminal.

Ticket Fields

This specific Ticket Subtype has required fields, marked with a red asterisk (*), that convey necessary information to ensure that the new P2PE device is configured correctly and deployed to the correct address.

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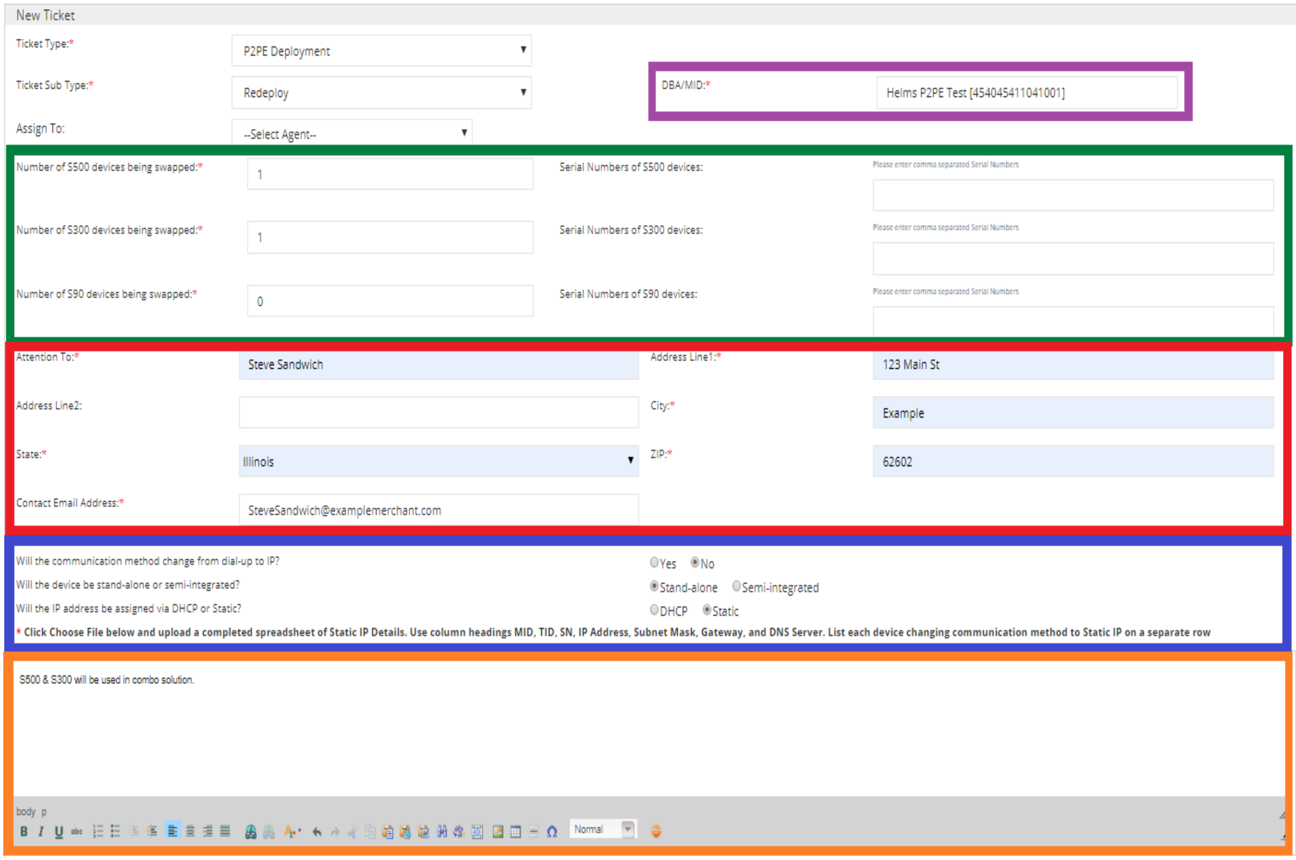

- DBA/MID – Ensure that the DBA and MID match the Participant/Department that will be swapping their equipment. If there are multiple Departments under a Participant that require a swap to P2PE equipment, then a ticket per Department will need to be submitted.
- Existing Equipment Information – These fields are intended to identify what needs to be swapped at the location.
  - Quantity – Enter the quantity of each device model being swapped at the location. If there are none of that model, enter "0" as these are required fields.
  - Serial Numbers – Enter the serial numbers of each device model being swapped. If multiple devices of one model, separate the serial numbers with a comma. These are not required fields, but are greatly appreciated if provided.
- Delivery/Contact Information – These fields are intended to convey the delivery information and contact email address. The email address specified in the Contact Email Address field will receive a notification once the new P2PE equipment is deployed.
- Communication Method Information – This set of questions is intended to convey any specifics regarding the communication method of the equipment. ***NOTE: *If there is no change for the settings addressed in the questions or if the questions are not answered, then the settings in the existing device(s) configuration file will be utilized in the outgoing P2PE device(s).*
  - Changing from Dial to IP – One of the advantages of P2PE is a lessened PCI scope on the Participant's network. So, they may wish to have the communication method on the P2PE device changed to IP.
  - Stand-alone or Semi-integrated – This question is to determine how the outgoing P2PE devices will be utilized. If semi-integrated is selected, you will see a prompt requesting Static IP details for each device being swapped.

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  - DHCP or Static IP? – This is to determine how the device(s) will be issued an IP address. If Static is selected, you will see a prompt requesting Static IP details for each device being swapped.
- Notes Section – This is a free text field to convey any other pertinent details.

Ticket Submission

Once all the required fields have been completed and all pertinent details either conveyed in the text field or attached in a file, you may submit the ticket.

Once submitted, the NCR team will take the information conveyed in the ticket and create a work order for our Terminal Deployment team. If the information included in the ticket is either insufficient or unclear, NCR team will reassign the ticket to the submitting ePAY team member to obtain complete or clarified data.

Ticket Closure

The ticket submission will result in NCR team members creating a work order to our Terminal Deployment team. The NCR team member that submitted the work order will note the ticket with the NCR work order number for reference. Once the equipment has been deployed, the NCR team will notate the tracking number in the ticket and then close the ticket.

Since those electing to participate in this initiative are not being prevented from processing and could result in an inordinate amount of work order submissions, this Ticket Type/Subtype combination is not subject to the standard SLO when dealing with equipment swaps.

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Funding Issues (Internal)

Funding Issues tickets are created when a Participant has concerns regarding a delay in funding or determines that there is an issue with transactions funded by NCR.

Ticket Subtypes

Funding Delay

Description

Participant has determined that there is a delay in funding.

SLO (Business Hours)

<48

Closed By

NCR

Workflow

Participant initiates contact stating that there has been a delay in funding.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes information to confirm that there was a funding delay.
    - Was funding delay confirmed?
        - No – Confirm details with Participant. If still unable to confirm a funding delay, clarify with Participant, notate ticket with details of what was discovered and discussed, and close ticket.
        - Yes – NCR:
            - Determine resolution to get Participant funded and interest reimbursed, if applicable.
            - Determine cause of funding delay.
                - Was funding delay preventable?
                    - Yes - NCR acts to ensure that a funding delay does not occur because of the same cause. This could mean NCR acting by correcting/modifying a system entity or informing the Participant of ways to prevent this in the future.
                    - No – NCR provides explanation to Participant.
            - Notate ticket detailing actions taken, resolution, and any other pertinent details.
            - Close ticket.

Funding Issue

Description

Participant has determined that there is an issue in funding.

Example:

- Missing funds.
- Funds do not reconcile with batch totals.

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SLO (Business Hours)

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Closed By

NCR

Workflow

Participant initiates contact stating that there has been a funding issue.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes information to confirm the funding issue.
  - Was funding issue confirmed?
    - No – Confirm details with Participant. If still unable to confirm a funding issue, clarify with Participant, notate ticket with details of what was discovered and discussed, and close ticket.
    - Yes – NCR:
      - Did funding issue result in missing funds?
        - No – Proceed to determining if issue was preventable.
        - Yes – Determine cause of missing funds.
          - Was issue preventable?
            - Yes - NCR acts to ensure that a funding delay does not occur because of the same cause. This could mean NCR acting by correcting/modifying a system entity or informing the Participant of ways to prevent this in the future.
            - No – NCR provides explanation to Participant.
        - Determine resolution to get Participant the missing funds and interest reimbursement, if applicable.
      - Notate ticket detailing actions taken, resolution, and any other pertinent details.
      - Close ticket.

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Chicago Public Schools

Tickets opened under this Ticket Type are specific to Chicago Public Schools (CPS) and should only be utilized by or for this Participant.

Ticket Subtypes

Add New Payment Type

Description

CPS needs to add a new Payment Type to the ePAY Dashboard.

SLO (Business Hours)

<48

Closed By

NCR

Workflow

Participant makes contact to create a new Payment Type in the ePAY Dashboard.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is assigned to NCR Account Management team.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal.
- NCR team member beings work to fulfill request.
  - Is more information or clarification needed to fulfill the request?
  - Yes – NCR reaches out to the submitting party for additional information or clarification.
  - No – NCR completes work in Dashboard necessary to satisfy Participant request.
- NCR updates appropriate fields in Participant record in the ePAY Portal with changes made to Dashboard.
- NCR closes ticket.

Modify Existing Payment Type

Description

CPS needs to modify an existing Payment Type in the ePAY Dashboard.

SLO (Business Hours)

<48 Hour

Closed By

NCR

Workflow

Participant makes contact to have modifications made to an existing Payment Type in the ePAY Dashbaord.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is assigned to NCR Account Management team.

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  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal.
- NCR team member beings work to fulfill request.
  - Is more information or clarification needed to fulfill the request?
  - Yes – NCR reaches out to the submitting party for additional information or clarification.
  - No – NCR completes work in Dashboard necessary to satisfy Participant request.
- NCR updates appropriate fields in Participant record in the ePAY Portal with changes made to Dashboard.
- NCR closes ticket.

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ePAY Account Information/Maintenance Request

This Ticket Type and its Subtypes are meant to address various inquiries, as well as address maintenance for individuals that access Dashboard or the ePAY Portal.

Ticket Subtypes

Password Reset

Description

This Subtype is used if a user of the Dashboard or the ePAY Portal needs their password reset for either entity.

SLO (Business Hours)

<48

Closed By

NCR, Chicago Light House

Workflow

***The following information may also be found in the document Password Reset: ePAY Portal and Dashboard.

Dashboard

If this Ticket Type/Subtype is submitted, there are two paths to resolution that may be taken.

Direct User to Self-Service Option

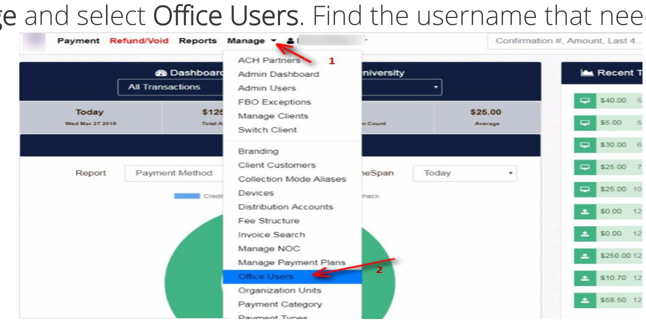
A user may simply click on “I forgot my password” on the screen they would normally enter their username and password. After clicking, the user will be directed to enter their username and then they will receive an email with directions to reset their Dashboard password.

If the user is directed to the self-service option, the ticket should be noted accordingly and closed as Resolved.

Administrative User Reset

Any Administrative User may reset the password for the user in need.

In Dashboard, hover over Manage and select Office Users. Find the username that needs the password updated.



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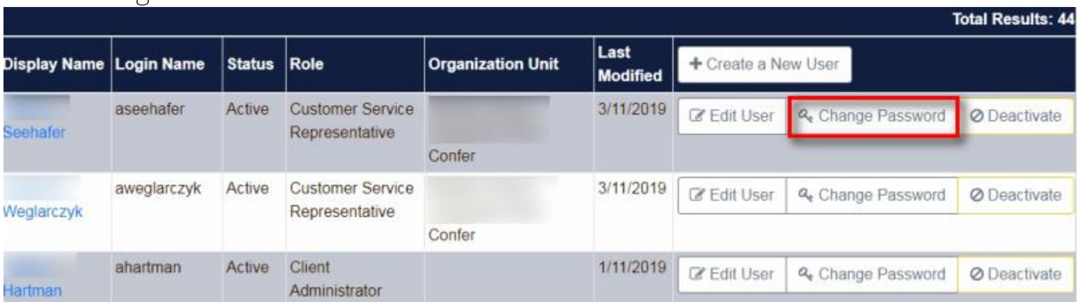
Once the username is identified, click Change Password. You will enter a new password and then be asked to re-enter the password before saving.



Once the user logs in with the new password, they will be prompted to change it.

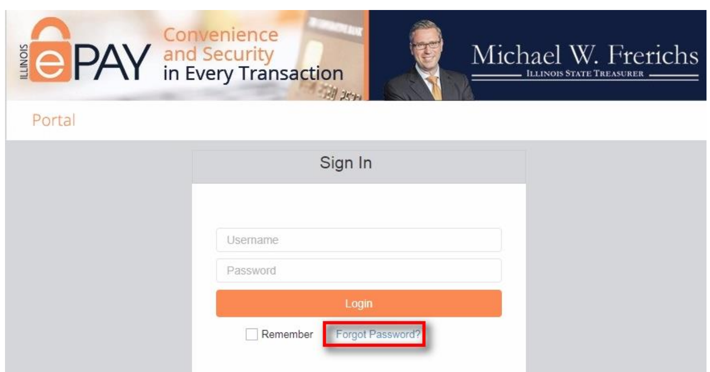
If a NCR, ePAY, or Chicago Light House (CLH) Administrative User changes the password via the steps previously described:

- NCR/ePAY/CLH team member changes the password.
- NCR/ePAY/CLH team member notifies user of new password.
- NCR/ePAY/CLH team member notes the ticket accordingly and closes the ticket.

ePAY Portal

Direct User to Self-Service Option

For an ePAY Portal password reset request, the password may **only** be reset by the user clicking "Forgot Password?" from the login screen.



If NCR/ePAY/CLH team receives this Ticket Type/Subtype and the request is for an ePAY Portal password reset, then:

- NCR/ePAY/CLH contacts user and provides self-service instructions.
- NCR/ePAY/CLH notes ticket accordingly and closes.

Update Users

Description

A user might need to be added, have their information updated, or be deactivated in Dashboard, the ePAY Portal, or both.

SLO (Business Hours)

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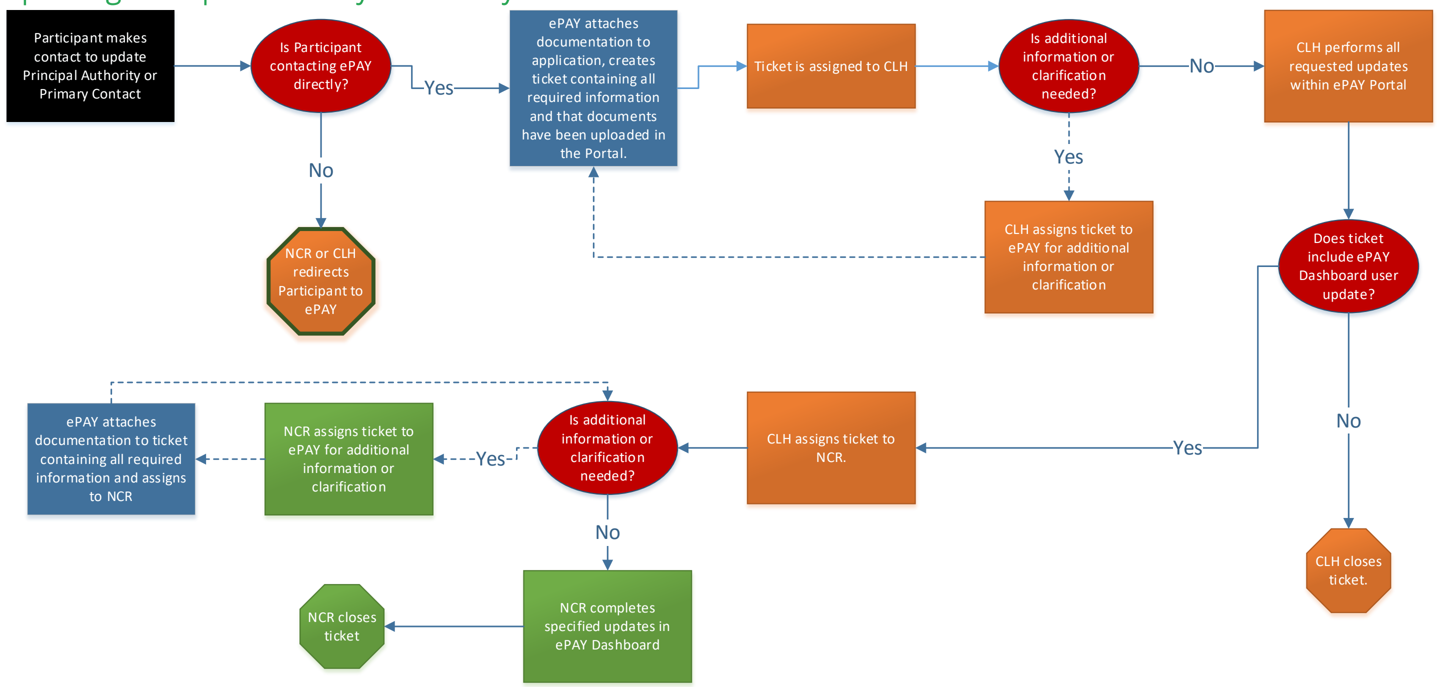
Closed By
NCR

Workflow
***The following information may also be found in the document ePAY Portal Users and Contact Types.

Updating Principal Authority or Primary Contact



Participant makes contact to add/update/deactivate a Principal Authority or Primary Contact.

- Is Participant contacting ePAY team directly?
  - No – This means that the Participant is contacting NCR or The Chicago Light House (CLH). NCR or CLH should redirect the Participant to ePAY team.
  - Yes – ePAY team will acquire required documentation, attach documents to the application in the Portal, and create a ticket stating changes needed and that the required documentation is saved in the Attachment tab. The ticket will be assigned to CLH.
    - ePAY team will update the Principal/Primary in Salesforce at the account level.
    - ePAY team will also update ePAY Salesforce by linking any old/previous contact to the Salesforce Generic Account.
- CLH will perform all updates requested within the ePAY Portal.
  - Is a user to be added or updated in ePAY Dashboard?
    - No – CLH closes ticket
    - Yes – CLH will assign ticket to NCR for completion of the ePAY Dashboard user update.
- NCR will update ePAY Dashboard as requested and close ticket.

***NOTE: If CLH or NCR have inquiries, need additional information, or clarification regarding the request, then CLH or NCR will reassign ticket back to ePAY team until request is complete and clear.

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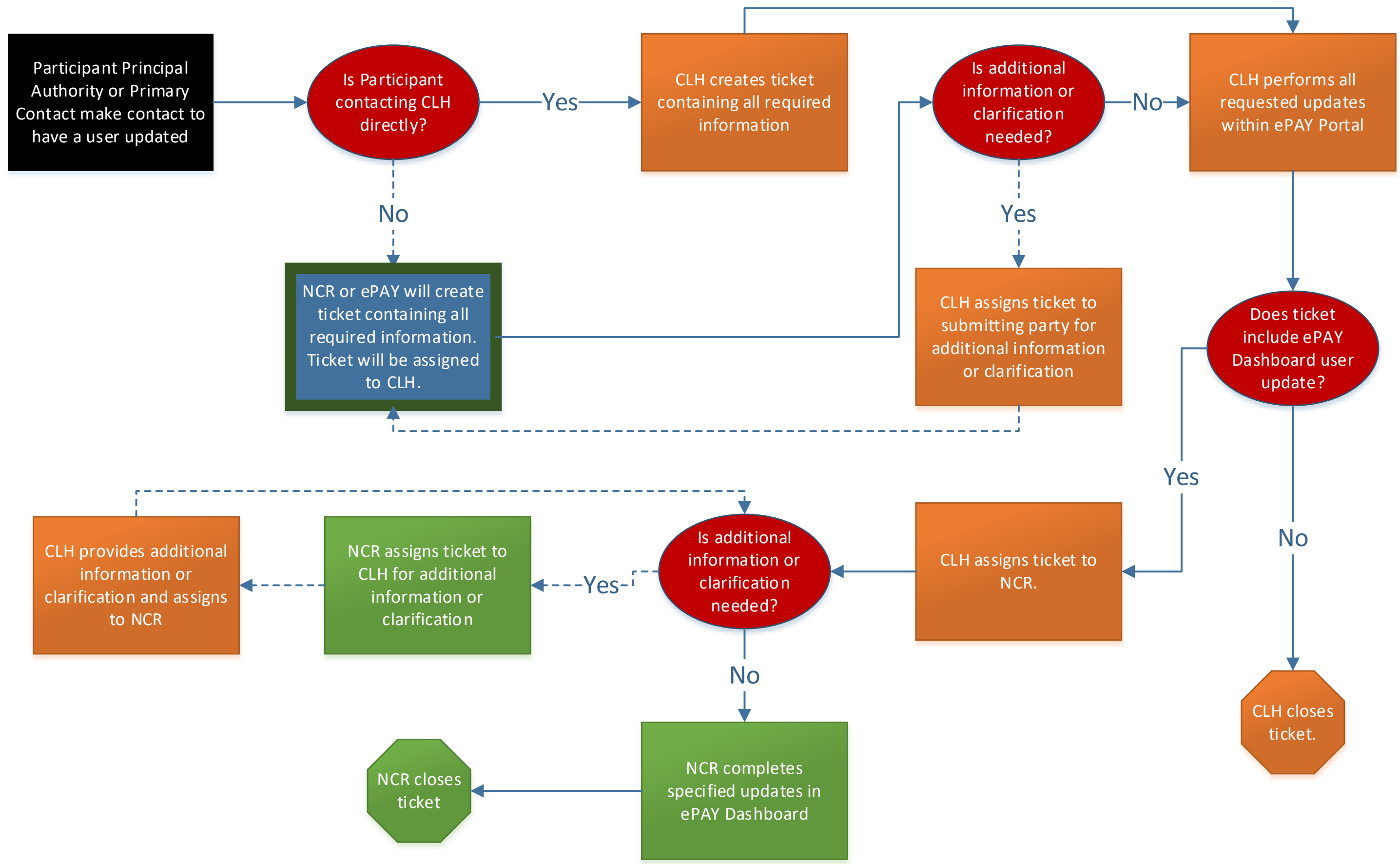
Updating Contact Types (Not Principal Authority or Primary Contact)



Participant Principal Authority or Primary Contact makes contact to add/update/deactivate a user.

- Is Participant contacting CLH directly?
  - No – Contacted parties from NCR or CLH to create a ticket containing all required information and ticket will be assigned to CLH.
  - Yes – CLH to create ticket containing all required information.
- CLH will perform all updates requested within the ePAY Portal.
  - Is a user to be added to ePAY Dashboard?
    - No – CLH closes ticket.
    - Yes – CLH will assign ticket to NCR for completion of the ePAY Dashboard user update.
- NCR will update ePAY Dashboard as requested and close ticket.

***NOTE: If CLH or NCR have inquiries, need additional information, or clarification regarding the request, then CLH or NCR will reassign ticket back to submitter until request is complete and clear.

Return Check Questions

Description

Participant has questions pertaining to a returned check.

SLO (Business Hours)

<48

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Closed By
NCR

Workflow
Participant initiates contact regarding a returned check.

- How did the Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all inquiry information, Participant contact information, and then submits ticket that is routed to NCR.
- NCR analyzes inquiry to determine actions that would result in satisfying the Participant. This includes but is not limited to researching in varying system entities, contacting parties internally and externally, and utilizing all available resources.
- NCR provides Participant with information resulting in satisfying the inquiry.
- NCR closes ticket.

General Inquiries

Description
Participant has inquiry regarding anything pertaining to their ePAY account.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Participant initiates contact with general inquiry

- How did the Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all inquiry information, Participant contact information, and then submits ticket that is routed to CLH.
- CLH attempts to address inquiry.
  - Does the Participant's inquiry need to be escalated to be addressed fully?
    - No – CLH addresses inquiries with Participant and closes ticket.
    - Yes – CLH escalates ticket to either NCR or ePAY.
- NCR or ePAY addresses inquiries with Participant and closes ticket.

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ePAY Dashboard Service Request

A Ticket Type of ePAY Dashboard Service Request is typically submitted when a Participant wishes to have updates applied to existing entities within Dashboard. If the Participant is adding a new service to Dashboard, then the appropriate workflow to reference would be found in the appropriate ePAY New Service Workflow document.

Ticket Subtypes

Modify Payment Type

Description

Participant is requesting updates to a Payment Type already in Dashboard.

SLO (Business Hours)

N/A

Closed By

NCR

Workflow

***The following information may also be found in the document Ticket Type: ePAY Dashboard Service Request.

Participant makes contact to modify an aspect of their Dashboard setup.

- How did the Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal.
- NCR begins work to fulfill the request.
  - Is more information or clarification needed to fulfill the request?
    - Yes – NCR reaches out to the party that submitted the ticket for additional information or clarification.
    - No – NCR fulfills the requests.
  - Does modification requested require NCR internal QA?
    - No – NCR proceeds to next step in workflow.
    - Yes – NCR internal QA process initiated.
      - Do changes made pass NCR internal QA process?
        - No – NCR internal QA notifies NCR team working the request of errors, resulting in corrections and resubmission for NCR internal QA process.
        - Yes – NCR proceeds to next step in workflow.
- NCR notes the ePAY Portal ticket with details regarding the modifications made in Dashboard.
- NCR updates the ePAY Portal to reflect changes made in Dashboard.
- NCR contacts Participant to ensure that request has been fulfilled.
  - If additional work or clarification for request is needed, NCR will handle.
- NCR closes the ticket.

***Workflow diagram on next page.

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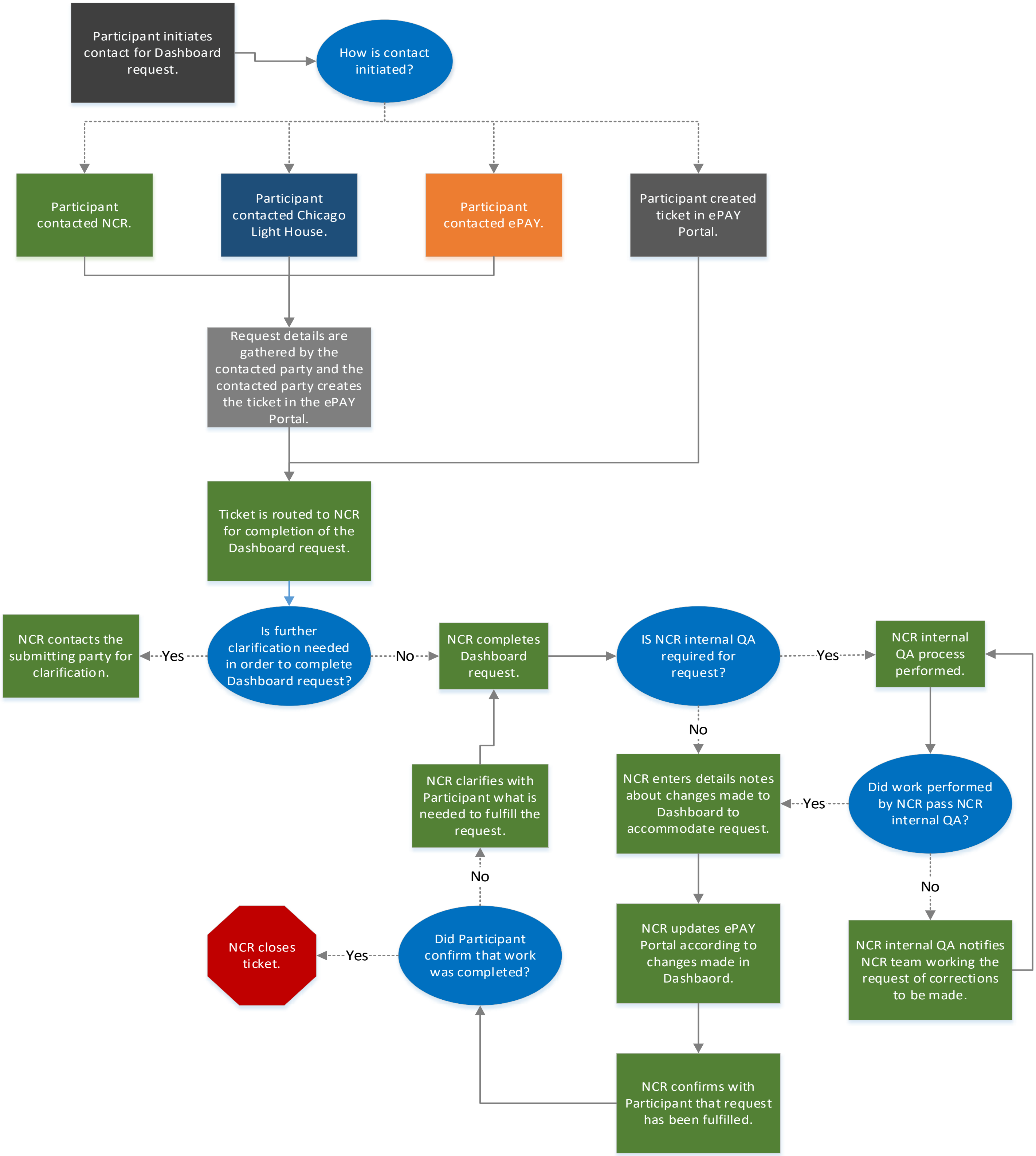

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Modify Department

Description
Participant is requesting updates to a Department already in Dashboard.

SLO (Business Hours)
N/A

Closed By
NCR

Workflow
Please see Workflow for Ticket Type ePAY Dashboard Service Request, Subtype Modify Payment Type.

Modify Terminal

Description
Participant is requesting updates to a terminal's settings in Dashboard under Devices.

SLO (Business Hours)
N/A

Closed By
NCR

Workflow
Please see Workflow for Ticket Type ePAY Dashboard Service Request, Subtype Modify Payment Type.

Modify IVR

Description
Participant is requesting updates to their IVR settings already in Dashboard.

SLO (Business Hours)
N/A

Closed By
NCR

Workflow
Please see Workflow for Ticket Type ePAY Dashboard Service Request, Subtype Modify Payment Type.

Modify "Sub Payment Type"

Description
Participant is requesting updates to a Sub Payment Type already in Dashboard.

SLO (Business Hours)
N/A

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Closed By
NCR

Workflow
Please see Workflow for Ticket Type ePAY Dashboard Service Request, Subtype Modify Payment Type.

Third Party Integration

Description
Participant is making an update to an existing third-party integration.

***If Participant is looking to add a new third-party integration, then please refer to the appropriate ePAY New Service Workflow document.

SLO (Business Hours)
N/A

Closed By
NCR

Workflow
Please see Workflow for Ticket Type ePAY Dashboard Service Request, Subtype Modify Payment Type.

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ePAY Chargeback/Retrievals

This Ticket Type is to address inquiries a Participant may have regarding a Chargeback.

Ticket Subtypes

Chargeback General Info

Description

General inquiries regarding a Chargeback.
Example:

- What is the status of the Chargeback?
- What are the transaction details (date/time, amount)?

SLO (Business Hours)

N/A

Closed By

CLH, NCR

Workflow

Participant initiates contact to obtain information regarding a transaction that is either being disputed or has been completed as a Chargeback.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- CLH provides Participant with desired information.
    - Was CLH able to provide Participant with desired information?
        - Yes – CLH notates and closes ticket accordingly.
        - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to provide the Participant with desired information.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Dispute Reason

Description

Participant is inquiring as to the reason provided for the Chargeback.

SLO (Business Hours)

N/A

Closed By

CLH, NCR

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Workflow

Participant initiates contact to obtain information regarding the reason as to why a transaction that is being disputed.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- CLH provides Participant with desired information.
  - Was CLH able to provide Participant with desired information?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to provide the Participant with desired information.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Potential Fraud

Description

Participant has inquiries as to if the Chargeback could be potential fraud.

SLO (Business Hours)

N/A

Closed By

CLH, NCR

Workflow

Participant initiates contact regarding a disputed transaction that may be the result of fraud.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- CLH provides Participant with desired information.
  - Was CLH able to provide Participant with desired information?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to provide the Participant with desired information.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

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ePAY Transaction Details

This Ticket Type is utilized when a Participant makes contact and has inquiries regarding a specific transaction.

Ticket Subtypes

Search

Description

Participant needs assistance in locating a specific transaction.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Participant initiates contact to locate a specific transaction.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in locating the transaction and answering questions that may result from finding the transaction.
    - Was CLH able to address all the Participant's inquiries or concerns?
        - Yes – CLH notates and closes ticket accordingly.
        - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Receipt Request

Description

Participant is requesting a copy of a specific transaction's receipt.

SLO (Business Hours)

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Closed By

CLH, NCR

Workflow

Participant initiates contact to obtain a copy of the receipt for a specific transaction.

- How did Participant initiate contact?

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  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in locating the transaction and providing the receipt.
  - Was CLH able to address all the Participant's inquiries or concerns?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Confirmation of Payment

Description
Participant wishes to confirm that a payment was successfully processed.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Participant initiates contact to confirm that a specific transaction was successfully processed.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in locating the transaction and confirming approval.
  - Was CLH able to address all the Participant's inquiries or concerns?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Notification of Change

Description
Participant has inquiries regarding a Notification of Change response on a recurring or automatic payment.

SLO (Business Hours)
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Closed By
N/A

Workflow
Participant initiates contact to obtain meaning of a Notification of Change code for a recurring or automatic payment.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in determining the meaning of the NOC code provided for a specific transaction. ***Common NOC codes may be found in the document ACH Notification of Change (NOC) Codes.
    - Was CLH able to address all the Participant's inquiries or concerns?
        - Yes – CLH notates and closes ticket accordingly.
        - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Return Code

Description
Participant requests more information regarding why a specific transaction was denied.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Participant initiates contact to inquire about the return code received for a specific transaction.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in locating the transaction and determining why a payment was denied. ****Common Return Codes may be found in the document ACH Return Codes.
    - Was CLH able to address all the Participant's inquiries or concerns?
        - Yes – CLH notates and closes ticket accordingly.
        - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

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Void or Refund

Description

Participant has questions regarding a Void or Refund, or wishes to process a Void or Refund.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Participant initiates contact to inquire about the Void or Refund of a specific approved transaction.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant with inquiry regarding a Void or Refund that has already been processed, or performing the Void or Refund of a specific successful transaction.
  - Was CLH able to address all the Participant's inquiries or concerns?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Processing Questions

Description

Participant has inquiries regarding how to process a transaction.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Participant initiates contact to inquire about the act of processing a transaction.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH provides the Participant with guidance in processing a transaction.
  - Was CLH able to address all the Participant's inquiries or concerns?
    - Yes – CLH notates and closes ticket accordingly.

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    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant’s needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

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ePAY Reports

ePAY Participants have access to a plethora of report types in Dashboard. Not all users will utilize all of the reports, so they may require guidance or information when it comes to finding a report to satisfy a specific need.

Ticket Subtypes

All Transactions Report

Description

Questions on the contents or process of running the All Transactions Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Participant initiates contact inquiring about the report in Dashboard.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH assists Participant in running the report and answering questions as to the report's contents.
  - Was CLH able to address all the Participant's inquiries or concerns?
    - Yes – CLH notates and closes ticket accordingly.
    - No – CLH escalates to NCR for assistance or to provide more information to satisfy the Participant's needs.
- NCR analyzes ticket to gather requirements and actions taken by CLH to determine best course of action to assist the Participant.
- NCR assists Participant using determined course of action. This could mean advising to use an alternative report to satisfy needs, stating why the specific information being requested is not available on any report, or acting internally first to make alterations to accommodate the Participant's request.
- NCR notates ticket with actions taken and resolution status. NCR closes ticket.

Funding Report

Description

Questions on the contents or process of running the Funding Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Back to Beginning of Document

Workflow
Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

Statements

Description
Questions on the contents or process of locating a processing statement, as well as providing guidance on how it conveys information.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

Non-Approved Report

Description
Questions on the contents or process of running the Non-Approved Transactions Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

Revenue Report (Card Brand Report)

Description
Questions on the contents or process of running the Revenue Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

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Check Return

Description

Questions on the contents or process of running the Check Return Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

Payment Type Summary Report

Description

Questions on the contents or process of running the Payment Type Summary Report, as well as providing guidance on how this report conveys information.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Please reference workflow created for Ticket Type ePAY Reports, Subtype All Transactions Report.

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ePAY Technical Issues

Questions or issues regarding the NCR processing platform or equipment.

Ticket Subtypes

File Upload

Description

Inquiries or issues concerning missing, late, or incorrect files in the file exchange process or for assistance with the FTP site established for a file exchange.

SLO (Business Hours)

<48

Closed By

NCR

Workflow

Participant initiates contact with concerns about a file exchange.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes request to determine best course of action based off the need expressed in the ticket.
  - Did the file exchange process fail due to an error in setup or end user error?
    - Setup Error – Work with Participant to ensure that FTP and file configuration are setup accurately for the exchange.
    - End User – Assist user in proper usage and provide any guidance necessary.
- NCR notates ticket with details on potential causes, actions taken, resolution, and any other details that may be pertinent to this specific incident.
- NCR closes ticket.

Equipment/Terminal

Description

Participant contacts due to a terminal or equipment experiencing an error resulting in a loss of functionality or ability to process a transaction.

SLO (Business Hours)

<48

Closed By

CLH, NCR

Workflow

Participant initiates contact with an equipment issue.

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- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH attempts to resolve the issue with the Participant.
  - Was CLH able to resolve the equipment issue?
    - Yes – CLH notates ticket with actions taken, resolution details, and closes ticket.
    - No – CLH notes actions taken and escalates the ticket to NCR.
- NCR attempts to resolve the equipment issue with the Participant.
  - Was NCR able to resolve the equipment issue, not able to resolve due to Participant environment, or is replacement equipment required?
    - Resolved – NCR notates ticket with actions taken, with resolution details, and closes ticket.
    - Not Resolved due to Participant Environment – This scenario could be the result of network changes or outages on the Participant's end affecting the equipment's communication. For this, NCR will notate ticket with details and close. If necessary, Participant will initiate contact again once resources for their environment have identified the issue and further assistance is needed to resolve at processing equipment level.
    - Replacement Equipment Required – NCR will confirm the device serial number(s) needing to be replaced, take note of any changes in the equipment setup that the Participant mentions, takes note of any delivery address specifics or changes, and creates a work order resulting in a replacement device being deployed to the Participant. Once work order is submitted, NCR notates and closes ticket.

IVR Issues

Description

Inquiries or issues regarding an existing IVR setup.

***If it is determined that Participant desires to make changes to an existing IVR setup, Ticket Type should be changed to ePAY Dashboard Service Request with a Subtype of Modify IVR and that specific Ticket Type/Subtype workflow should be followed.

SLO (Business Hours)

<48

Closed By

NCR

Workflow

Participant initiates contact with concerns about a file exchange.

- How did Participant initiate contact?
  - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
  - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to NCR.
- NCR analyzes ticket contents and communicates with Participant to determine cause of IVR issue or error.
- NCR works with Participant to resolve the issue.
- Once resolved, NCR notes ticket with actions taken, with resolution, and closes ticket.

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Browser Issues

Description
When attempting to utilize Dashboard, the browser is not functioning, appearing, or loading properly.

SLO (Business Hours)
<48

Closed By
CLH, NCR

Workflow
Participant initiates contact with concerns about Dashboard not functioning, appearing, or loading properly.

- How did Participant initiate contact?
    - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to CLH.
    - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal that is routed to CLH.
- CLH attempts to resolve the issue with the Participant.
    - Was CLH able to resolve the browser issue?
        - Yes – CLH notates ticket with actions taken, with resolution details, and closes ticket.
        - No – CLH notes actions taken and escalates the ticket to NCR.
- NCR analyzes notes and attempts to resolve the Participant's browser issue.
    - Was NCR able to resolve the browser issue?
        - Yes – NCR notates ticket with actions taken, with resolution details, and closes ticket.
        - No – Is this not resolved due to error with Dashboard or due to Participant environment?
- Dashboard Error – NCR attempts to duplicate issue. If duplicated, the issue is escalated for resolution internally and may result in initiation of Communication Plan – ePAY. Once resolved by NCR, Participant is updated to confirm resolution. The ticket is then noted and closed.

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ePAY PCI

ePAY PCI tickets are opened when a Participant has inquiries regarding PCI or needs assistance when it comes to the ePAY PCI third-party validation vendor.

Ticket Subtypes

PCI Scope Guidance

Description

Questions specific to PCI scope.
Example:

- Are debit card transactions in scope for PCI?
- Does encrypting card holder data remove us from PCI scope?
- Is network segmentation a PCI DSS requirement?

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one under "ePAY PCI" and ticket subtype PCI Scope Guidance" using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- ePAYCustomerSupport@illinoistreasurer.gov will be notified of a new ticket. Managers with access to this inbox will assign the ticket to the appropriate staff member. Assigned staff member will reach out to the Participant to provide guidance using the following guidelines:
- ePAY staff are not certified Qualified Security Assessors and any advice/opinions expressed should not be taken as authoritative.
- General questions should be answered to the best of our ability.
- Technical questions on how services work or qualify should be referred to NCR for guidance.
- ePAY staff should not give specific guidance on how a Participant should assess their environment or answer specific questions. Rather, they should point the Participant to the appropriate resources:
- www.pcisecuritystandards.org
- Trustwave Support (1-800-363-1621 or support@trustwave.com)

Once resolved, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

PCI Portal Login Issues

Description

Issues with logging into ePAY's PCI vendor portal.

SLO (Business Hours)

N/A

Back to Beginning of Document

Closed By
ePAY

Workflow
If a ticket is not already open, open one under "ePAY PCI" and ticket subtype "PCI Portal Login Issue" using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- ePAYCustomerSupport@illinoistreasurer.gov will be notified of a new ticket. Managers with access to this inbox will assign the ticket to the appropriate staff member with administrative access to TrustKeeper (https://login.trustwave.com/portal-core/home).
- The Participant account on TrustKeeper will be reviewed for access history:
- If the main contact shown in Trustwave is no longer the Participant Main Contact, a change of users is required Open an Account Information and Maintenance Request with Subtype Add User/Contact using the appropriate ticket opening procedures. Once completed, the registration e-mail from TrustKeeper can be sent to the new main contact.
- If the Participant has not registered, the registration e-mail should be resent along with a separate e-mail to confirm receipt. Steps for resending the registration e-mail can be found in the PCI Onboarding Process Document.
- If the Participant has registered but lost access, refer them to the portal login (https://login.trustwave.com/portal-core/home) page to reset their password.
- If the Participant is locked out refer them to self-service or Trustwave Support (1-800-363-1621 or support@trustwave.com).

Once resolved, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

PCI Portal Usability

Description
Questions about navigating around ePAY's PCI vendor portal, SAQ/AOC Guidance, etc.

SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
If a ticket is not already open, open one under "ePAY PCI" and ticket subtype "PCI Portal Usability" using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- ePAYCustomerSupport@illinoistreasurer.gov will be notified of a new ticket. Managers with access to this inbox will assign the ticket to the appropriate staff member with administrative access to TrustKeeper (https://login.trustwave.com/portal-core/home).
- The Participant account on TrustKeeper will be reviewed for access history to ensure they have logged into the system previously. If they have not, check to ensure this is not a login issue. If the Participant has been unable to log into Trustwave, change the ticket subtype to PCI Portal Login Issue and follow the steps in that ticket subtype.
- Most issues should be referred to Trustwave Support (1-800-363-1621 or support@trustwave.com).

Once resolved, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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PCI Validation Services

Description

Questions around the separate contract for a la carte QSA/ASV services such as onsite audit, hourly QSA consulting, web application penetration testing, etc.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one under “ePAY PCI” and ticket subtype “PCI Validation Services” using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- ePAYCustomerSupport@illinoistreasurer.gov will be notified of a new ticket. Managers with access to this inbox will assign the ticket to the appropriate staff member.
- General questions can be answered by referring to the Notice of Contract Award and associated price schedule.

Once resolved, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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ePAY New Service

An existing ePAY Participant initiates contact to add a service or services.

Add Payment Type

Description

Guidance on adding a Payment Type to an existing ePAY Dashboard instance.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- An email will be sent to ePAYCustomerSupport@illinoistreasurer.gov.
- Management will review the ticket and assign to the appropriate staff member.
- Assigned staff member should reach out to the lead using the steps outlined in the ePAY PSS Procedures, as found in ePAY Training Library.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Add Department

Description

Guidance on adding a Department to an existing ePAY Parent Account.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- An email will be sent to ePAYCustomerSupport@illinoistreasurer.gov.
- Management will review the ticket and assign to the appropriate staff member.
- Assigned staff member should reach out to the lead using the steps outlined in the ePAY PSS Procedures, as found in ePAY Training Library.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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Add Terminal

Description

Guidance on adding a terminal to an existing Department or Payment Type.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- An email will be sent to ePAYCustomerSupport@illinoistreasurer.gov.
- Management will review the ticket and assign to the appropriate staff member.
- Assigned staff member should reach out to the lead using the steps outlined in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Add IVR

Description

Guidance on adding IVR to an existing Department or Payment Type.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- An email will be sent to ePAYCustomerSupport@illinoistreasurer.gov.
- Management will review the ticket and assign to the appropriate staff member.
- Assigned staff member should reach out to the lead using the steps outlined in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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ePAY Closings

Close Payment Type

Description
Guidance or request on a Participant closing a specific Payment Type.

SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
Upon confirmation that request adheres with Contact Roles and Permissions, if a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Regardless of partial or full closure, the ticket should include the following information:
- Services are being closed (web/phone/POS)
- Contact information for requestor (must be Principal Authority or Primary Contact)
- Reason for closure.
- Target date of closure.
- ***Front-end service can be closed on-demand, but settlement accounts must remain open for 6 months, per Participant Terms and Conditions.
- An email will be sent to ePAYcustomersupport@illinoistreasurer.gov.
- ePAY Manager will assign ticket to a PSS.
- Assigned PSS will follow the appropriate steps in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once completed, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Close Department

Description
Guidance or request on a Participant closing a specific Department.

SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
Upon confirmation that request adheres with Contact Roles and Permissions, if a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Regardless of partial or full closure, the ticket should include the following information:
- Services are being closed (web/phone/POS)
- Contact information for requestor (must be Principal Authority or Primary Contact)
- Reason for closure.
- Target date of closure.

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- ***Front-end service can be closed on-demand, but settlement accounts must remain open for 6 months, per Participant Terms and Conditions.
- An email will be sent to ePAYcustomersupport@illinoistreasurer.gov.
- ePAY Manager will assign ticket to a PSS.
- Assigned PSS will follow the appropriate steps in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once completed, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Close Terminal

Description

Guidance or request on a Participant no longer needing to utilize a terminal for a Department or Payment Type.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

Upon confirmation that request adheres with Contact Roles and Permissions, if a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Regardless of partial or full closure, the ticket should include the following information:
- Services are being closed (web/phone/POS)
- Contact information for requestor (must be Principal Authority or Primary Contact)
- Reason for closure.
- Target date of closure.
- ***Front-end service can be closed on-demand, but settlement accounts must remain open for 6 months, per Participant Terms and Conditions.
- An email will be sent to ePAYcustomersupport@illinoistreasurer.gov.
- ePAY Manager will assign ticket to a PSS.
- Assigned PSS will follow the appropriate steps in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once completed, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Close IVR

Description

Guidance or request on a Participant no longer needing to utilize a terminal for a Department or Payment Type.

SLO (Business Hours)

N/A

Closed By

ePAY

Back to Beginning of Document

Workflow

Upon confirmation that request adheres with Contact Roles and Permissions, if a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Regardless of partial or full closure, the ticket should include the following information:
- Services are being closed (web/phone/POS)
- Contact information for requestor (must be Principal Authority or Primary Contact)
- Reason for closure.
- Target date of closure.
- ***Front-end service can be closed on-demand, but settlement accounts must remain open for 6 months, per Participant Terms and Conditions.
- An email will be sent to ePAYcustomersupport@illinoistreasurer.gov.
- ePAY Manager will assign ticket to a PSS.
- Assigned PSS will follow the appropriate steps in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once completed, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Close All Services

Description

Guidance or request on a Participant closing all existing ePAY services.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

Upon confirmation that request adheres with Contact Roles and Permissions, if a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Regardless of partial or full closure, the ticket should include the following information:
- Services are being closed (web/phone/POS)
- Contact information for requestor (must be Principal Authority or Primary Contact)
- Reason for closure.
- Target date of closure.
- ***Front-end service can be closed on-demand, but settlement accounts must remain open for 6 months, per Participant Terms and Conditions.
- An email will be sent to ePAYcustomersupport@illinoistreasurer.gov.
- ePAY Manager will assign ticket to a PSS.
- Assigned PSS will follow the appropriate steps in the **ePAY PSS Procedures**, as found in ePAY Training Library.

Once completed, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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ePAY Tier 3

Tier 3 tickets are reserved for instances in which there is a system-wide outage preventing Participants from processing transactions.

Ticket Subtypes

Dashboard Down

Description

The Dashboard processing platform is completely unable to process a transaction.

SLO (Business Hours)

<48

Closed By

ePAY, NCR

Workflow

***Other details regarding an outage may also be found in the document Communication Plan – ePAY.

Criteria

The criteria listed below for submitting this combination Ticket Type/Subtype ensures that it is truly warranted and that there is indeed an outage impacting more than just one Participant.

- NCR's Support team receives three or more reports (incoming calls, ePAY Portal ticket) of a service interruption.
- NCR's Support team receives a report of a service interruption and it is verified that the issue affects more than one Participant.
- ePAY PSS team reports complaints from multiple Participants to NCR management.

Ticket Submission

Once an issue has met the criteria listed above, the ticket may be submitted. Please include as much detail as possible when opening the ticket. Some pertinent details that should be included are:

- Impacted Participants
- Detailed account of issue
- Screenshot of error
- Approximate time when issue occurred or was brought to attention

Once submitted, the ticket is owned by NCR. NCR will attempt to validate the issue. If validated, NCR will initiate the Service Interruption Communication Plan found in the document Communication Plan – ePAY.

Ticket Closure

If NCR is unable to validate the issue, NCR will notate the ticket with details and assign back to ePAY team member to either provide more information or asked the impacted Participants for more information and attempt to duplicate the issue.

- If Participant is unable to provide more information or is unable to duplicate the issue, then ePAY may close the ticket.
- If Participant can duplicate the issue and provide more details, then that information should be noted on the ticket and the ticket assigned back to NCR to go through the validation process again.

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If the issue is validated, NCR will work to resolve ASAP. Once the issue is resolved, NCR will close the ticket.

Additional Notes

Since there are Participants that submit their own tickets, there is the possibility that a Participant will submit a ticket with this Ticket Type/Subtype combination when they experience an error, but that error is not a result of an outage.

System Down

Description

A system entity is malfunctioning, resulting in Participants not being able to process transactions.

SLO (Business Hours)

<48

Closed By

ePAY, NCR

Workflow

Please see Workflow for Ticket Type ePAY Tier 3, Subtype Dashboard Down.

ePAY Funding

This Ticket Type is limited to funding inquiries or to facilitate modifications to settlement accounts. If there is a funding delay or a funding issue, then utilize the appropriate Subtype under Funding Issues.

Ticket Subtypes

Reconciliation Issues/Questions

Description

This ticket would be created if a Participant has questions regarding payment, settlement and/or funding.
Example:

- How do I reconcile to the ePAY Dashboard?
- My bank statement does not match the deposit report.
- I was not funded for all my transactions.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- ePAY Manager will assign ticket to PSS and assist as needed.
- PSS will work to resolve ticket and ePAY Manager will escalate to NCR via "Tier 2" as needed.
- The following resources may be used to resolve reconciliation issues:
    - ePAY Dashboard Reports
        - Funding Deposit Details
        - Export Transactions
        - All Approved Transaction Details
        - Check Returns and/or Credit Report
    - Bank Statements
        - INB statements may be obtained via a request to INBTreasuryServices@illinoisnationalbank.com.
        - Outside bank statements must be provided by the Participant.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Changes to Settlement Account

Description

This ticket would be created if a Participant is requesting a change to their settlement funding.
Example:

- I no longer want to fund to The Illinois Funds, I want to fund to my local bank.
- I want to have a Payment Type fund to a different bank account.

Back to Beginning of Document

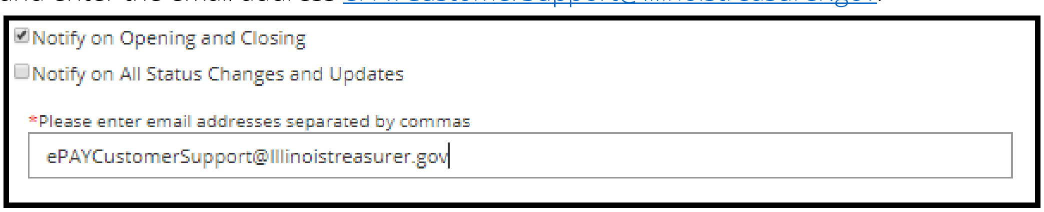
SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
***Tickets are **not** to contain any DDA or ABA/routing information as part of the body. That information must be on a DDA Verification Letter and **attached in the Attachments tab under the Parent Account/Master MID**. Bank Change requests must be submitted to Setup Team and reviewed by Finance.

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- If a new Payment Type that will fund to a new INB settlement account:
  - PSS will need to address according to the Ticket Type ePAY Enrollments/Closings/New Service, Subtype New Services and the workflow for that Ticket Type/Subtype combination should be followed since this will result in a department being created.
- If an existing Payment Type not already being utilized on a separate department that will fund to a new INB settlement account:
  - PSS will need to address according to the Ticket Type ePAY Enrollments/Closings/New Service, Subtype New Services and the workflow for that Ticket Type/Subtype combination should be followed since this will result in a department being created.
  - New account information must be provided to NCR to update in all necessary NCR entities.
  - Once NCR has completed updates, the original request may be marked as Resolved.
- If an existing Payment Type funding to a non-INB account:
  - DDA/Bank Letter must be provided.
  - Request may only be submitted by Authorized Signer.
  - The Funding Account Changes Sample Letter may be found in the Customer Support Folder in the ePAY Training Library, or by clicking HERE. The template may be email to the Participant, completed and signed by the Authorized Signer, and returned with the DDA/Bank Letter.
  - A ticket should be opened under Ticket Type ePAY Dashboard Service Request, Subtype Add Modify Payment Type.
    - When creating the ticket, please be sure to select the applicable notification types to be received and enter the email address ePAYCustomerSupport@Illinoistreasurer.gov.



  - NCR will complete the Dashboard service request, according to the established workflow.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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Illinois National Bank

This Ticket Type addresses inquiries and requests concerning INB.

Ticket Subtypes

Bank Statement Questions/Requests

Description

This ticket would be created if the request involves questions about the INB statements.
Example:

- How do I get a copy of a previous INB statement?

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Once ticket is opened, an email will be sent to the ePAYCustomerService@illinoistreasurer.gov inbox. The ticket should provide the caller's name and contact information.
- Management will assign ticket to PSS.
- PSS can provide the Participant with the contact number for INB or request the statement and/or information from INB (via inbtreasuryservices@illinoisnationalbank.com) and forward on to the Participant.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Bank Fee Issues/Questions

Description

This ticket would be created if the request involves questions about the INB fees.
Example:

- I do not understand the credit fee on my INB monthly statement, what is this?
- I want to dispute a bank fee on my last statement.

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

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- Once ticket is opened, an email will be sent to the ePAYCustomerService@illinoistreasurer.gov inbox.
- Management will assign ticket to PSS.
- If the PSS cannot answer the questions, the participant can be referred to INB.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Illinois Funds Questions

Description

This ticket would be created if the request involves questions about the Illinois Funds.
Example:

- I did not get the full sweep of funds from my INB account into my Illinois Funds investment account, where is the remaining balance?

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Once ticket is opened, an email will be sent to the ePAYCustomerService@illinoistreasurer.gov inbox.
- Management will assign ticket to PSS.
- PSS will need to work with INB to answer questions pertaining to INB or with IL Funds, if necessary.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

Online Banking Portal Issues

Description

This ticket would be created if the request involves the INB online banking portal.
Example:

- I cannot login to my online INB account.
- How do I pull this report from my online INB account?

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- Once ticket is opened, an email will be sent to the ePAYCustomerService@illinoistreasurer.gov inbox.
- Management will assign ticket to PSS.

- PSS will need to refer the Participant to INB directly to assist with online banking.

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

INB Signer/Contact Updates

Description

This ticket would be created if the request involves updates/changes being needed at Illinois National Bank.
Example:

- How do I add a contact to my INB account?
- Our bank signer has changed. How do I make that update with ePAY?

SLO (Business Hours)

N/A

Closed By

ePAY

Workflow

If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- PSS will reach out to Participant and request an email from authorized bank signer showing:
- INB account(s) impacted
- Illinois Funds account(s) impacted
- INB or Illinois Funds contacts to be removed
- Information for each INB and/or Illinois Funds contact that will be added:
- First Name
- Middle Name (Optional)
- Last Name
- E-Mail
- Street Address
- City
- State
- Zip Code
- Phone
- Fax (Optional)
- PSS will use the authorization e-mail to make the appropriate updates to the User tab and INB Enrollment tab in the ePAY Portal. This will include removing INB users and adding users with the appropriate permissions. When adding a NEW user, the appropriate contact type box needs to be checked and the person's name, phone and email will need to be entered. You will then be able to click the “add user” button.
- If applicable, PSS will also need to create a ticket for NCR to update the dashboard access/information using the “ePAY Account Information Maintenance Request” and ticket subtype “Add or Remove Contact/User” and include the following information:
- First and Last Name
- Email address (for user id)
- Phone number
- Permissions to be granted (void/reverse/process)

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- Type of user/role (Admin/Org. Admin/CSR)
- If applicable, and changes were made to dashboard access PSS will need to reach back out to participant/user and notify them of their user id and how to log into the dashboard once notification of the ticket being resolved by JetPay is received.
- PSS will forward the request email to inbtreasuryservices@illinoisnationalbank.com providing truncated account number and request they generate and send the updated INB Authorization document and the INB Change Form. If applicable, PSS will e-mail a copy of the change request to illinoisfunds@illinoistreasurer.gov.
- Forms (once completed/signed) should be sent back to INB directly (if not ePAY staff will forward via encrypted email).

Once the Participant has been assisted, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

New Settlement Accounts

Description
This ticket would be created if the request involves needed a new INB settlement account.

SLO (Business Hours)
N/A

Closed By
ePAY

Workflow
If a ticket is not already open, open one using Standard Ticket Opening Procedures, as found in the document ePAY Portal Ticket Management Overview.

- If an additional USBFS Illinois Funds account is needed, e-mail the Illinois Funds PSS team and CC the Illinois Funds manager with the new investment account request. Once completed, the Illinois Funds team will send a confirmation e-mail to ePAYCustomerSupport@illinoistreasurer.gov.
- PSS will enter investment account information and export/copy information from the application in portal using the steps found in the ePAY New Enrollment Processes and forward to INB to establish the new account.
- Once account(s) are created notes will be added to ticket in the ePAY Portal.
- Once INB sends the DDA verification letter to ePAYCustomerSupport@illinoistreasurer.gov, the DDA verification letter must be uploaded to the portal under Application attachment and in the ticket attachment as well.
- Notify the original requestor by using "CC Other" notification option in the ePAY Portal ticket.

Once the account is created, follow Standard Ticket Closure Procedures, as found in the document ePAY Portal Ticket Management Overview.

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Ticket Types/Subtypes Responsibility Table

Ticket Type	Ticket Sub Type	Responsible Party (Not Escalated)	Responsible Party (If Escalated)	SLO (Bus. Hours)
ePAY P2PE Deployment	Redeploy	NCR	N/A	N/A
Funding Issues (Internal)	Funding Delay	NCR	N/A	N/A
	Funding Issue	NCR	N/A	N/A
Chicago Public Schools	Add New Payment Type	NCR	N/A	<48
	Modify Existing Payment Type	NCR	N/A	<48
ePAY Account Information/Maintenance Request	Password Reset	CLH	NCR	<48
	Update Users	CLH	NCR	<48
	Return Check Questions	NCR	N/A	<48
	General Inquiries	CLH	NCR	<48
ePAY Dashboard Service Request	Modify Payment Type	NCR	N/A	N/A
	Modify Department	NCR	N/A	N/A
	Modify Terminal	NCR	N/A	N/A
	Modify IVR	NCR	N/A	N/A
	Modify "Sub Payment Type"	NCR	N/A	N/A
	Third Party Integration	NCR	N/A	N/A
ePAY Chargebacks/Retrievals	Chargeback General Info	CLH	NCR	N/A
	Dispute Reason	CLH	NCR	N/A
	Potential Fraud	CLH	NCR	N/A
ePAY Transaction Details	Search	CLH	NCR	<48
	Receipt Request	CLH	NCR	<48
	Confirmation of Payment	CLH	NCR	<48
	Notification of Change	CLH	NCR	<48
	Return Code	CLH	NCR	<48
	Void or Refund	CLH	NCR	<48
	Processing Questions	CLH	NCR	<48

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ePAY Reports	All Transactions Report	CLH	NCR	<48
	Funding Report	CLH	NCR	<48
	Statements	CLH	NCR	<48
	Non-Approved Report	CLH	NCR	<48
	Revenue Report (Card Brand Report)	CLH	NCR	<48
	Check Return	CLH	NCR	<48
	Payment Type Summary Report	CLH	NCR	<48
ePAY Technical Issues	File Upload	NCR	N/A	<48
	Equipment/Terminal	NCR	N/A	<48
	IVR Issues	NCR	N/A	<48
	Browser Issues	NCR	N/A	<48
ePAY PCI	PCI Scope Guidance	ePAY	N/A	N/A
	PCI Portal Login Issues	ePAY	N/A	N/A
	PCI Portal Usability	ePAY	N/A	N/A
	PCI Validation Services	ePAY	N/A	N/A
ePAY New Service	Add Payment Type	ePAY	N/A	N/A
	Add Department	ePAY	N/A	N/A
	Add Terminal	ePAY	N/A	N/A
	Add IVR	ePAY	N/A	N/A
ePAY Closings	Close Payment Type	ePAY	N/A	N/A
	Close Department	ePAY	N/A	N/A
	Close Terminal	ePAY	N/A	N/A
	Close IVR	ePAY	N/A	N/A
	Close All Services	ePAY	N/A	N/A
ePAY Tier 3	Dashboard Down	NCR	NCR	<48
	System Down	NCR	NCR	<48
ePAY Funding	Reconciliation Issues/Questions	ePAY	N/A	N/A
	Changes to Settlement Account	ePAY	N/A	N/A
Illinois National Bank	Bank Statement Questions/Requests	ePAY	N/A	N/A
	Bank Fee Issues/Questions	ePAY	N/A	N/A

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	Illinois Funds Questions	ePAY	N/A	N/A
	Online Banking Portal Issues	ePAY	N/A	N/A
	INB Signer\Contact Updates	ePAY	N/A	N/A
	New Settlement Accounts	ePAY	N/A	N/A

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Version Control Table

Version	Date Issued	Author	Updated Information
2.1.0	11/19/2019	George, Randy	First published version.
2.2.0	11/19/2019	George, Randy	Updated "Closed By" in multiple sections.
2.3.0	11/21/2019	George, Randy	Corrected spelling and grammar mistakes.
			Added link to footer that takes reader back to the top of the document.
			Added link to ACH Return Code documentation for common Return Codes.
			Added table showing Ticket Type, Subtype, Responsible Parties, and SLO.
			Added Version Control Table.
2.4.0	12/9/2019	George, Randy	Updated Workflow for ePAY Funding/Changes to Funding, per ePAY PSS feedback.
2.5.0	12/10/2019	George, Randy	Removed P2PE Deployment (Ticket Type) New (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table as combination has been removed.
			Removed ePAY Account Information/Maintenance Request (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table as combination has been removed.
			Removed ePAY Enrollments/Closings/New Service (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table as combination has been removed.
			Removed QATestticket (Ticket Type) QA (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table as combination has been removed.
			Removed for ePAY Other (Ticket Type) ePAY Portal (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table as combination has been removed.
2.6.0	12/12/2019	George, Randy	Updated Workflow for ePAY Funding/Changes to Funding, per ePAY PSS feedback
2.7.0	1/31/2020	George, Randy	Updated workflows for Update Contacts, per ePAY feedback.
2.8.0	2/6/2020	George, Randy	Updated workflows for Update Contacts to include ePAY Salesforce process.
			Updated document URL for ePAY Portal Users and Contact Types.
2.8.1	1/31/2020	George, Randy	Replaced ePAYPCISupport@illinoistreasurer.gov with ePAYCustomerSupport@illinoistreasurer.gov.
2.8.2	3/30/2020	George, Randy	Amended workflow item for ePAY Account Information/Maintenance Requests (Ticket Type), Update Users (Subtype). This was an ePAY Request.
2.9.0	5/27/2020	George, Randy	Removed ePAY Enrollments/Closings/New Service (Ticket Type) and all associated Subtypes.
			Removed ePAY Dashboard Service Request (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Chargebacks/Retrievals (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.

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			Removed ePAY Chargebacks/Retrievals (Ticket Type) Cardholder Information (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Chicago Public Schools (Ticket Type) Dashboard Service Request (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Chicago Public Schools (Ticket Type) School Closure (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Chicago Public Schools (Ticket Type) New School Enrollments (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY PCI (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Funding (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Removed ePAY Illinois National Bank (Ticket Type) Other (Subtype) workflow and from Ticket Types/Subtypes Responsibility Table.
			Renamed ePAY Changes to Funding (Subtype) to ePAY Changes to Settlement Account (Subtype).
			Renamed ePAY Funding Issues (Ticket Type) to ePAY Funding Issues Internal (Ticket Type).
			Added workflow for ePAY New Service (Ticket Type) and associated Subtypes, and added to Ticket Types/Subtypes Responsibility Table.
			Added workflow for ePAY Closings (Ticket Type) and associated Subtypes, and added to Ticket Types/Subtypes Responsibility Table.
			Added workflow for ePAY Chicago Public Schools (Ticket Type) Add New Payment Type (Subtypes) and added to Ticket Types/Subtypes Responsibility Table.
			Added workflow for ePAY Chicago Public Schools (Ticket Type) Modify Existing Payment Type (Subtypes) and added to Ticket Types/Subtypes Responsibility Table.
			Corrected SLO in workflows and Ticket Types/Subtypes Responsibility Table for varying Ticket Types/Subtypes.
2.9.1	6/1/2020	George, Randy	Made corrections to SLO for Chargeback/Retrievals (Ticket Type) subtypes in workflows and Responsibility table.
2.9.2	6/1/2020	George, Randy	Made corrections to ePAY New Service and ePAY Closings in Responsibility Table.
			Updated URL for Ticket Management Overview document.

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