JetPay Processor Conversion Q&A for ePAY Participants

General

Q: What actions do I need to take at this time?
A: At this time, no further action is required from you. We will contact you with further information at a later date.

Q: What contemporary solutions will JetPay offer?
A: JetPay Contemporary Services for Illinois ePAY Participants to include:

Recurring Bill Pay

Customers authorize payment, for a pre-determined amount (also known as a scheduled or recurring payment) or for the outstanding balance (also known as AutoPay), to be made on future due dates using their specified credit card, debit card or bank account.

E-Bill

The presentment of an electronic bill or invoice to a customer. Through JetPay, customers view, in a Section 508-Compliant format, a dynamically created custom bill for their account, which can then be paid with the click of a button. The electronic bill can be viewed by hitting a button while on a Participant's webpage or by following a link in an e-mail or SMS text from the Participant to their customer.

E-Receipts

Receipt from a payment transaction in any collection mode (point-of-sale, web or IVR) which is sent to the customer in an email or an SMS Text message.

Mobile Wallets

Customers are permitted to save their payment methods (credit card, debit card or electronic check) for re-use in future payment transactions with the Participant. JetPay tokenizes the customer payment card and banking information so that customers' primary account numbers and banking information are neither saved nor visible at any time. Customers who utilize mobile wallets click on a button that represents their tokenized payment information to submit a payment, as opposed to entering their entire payment card or banking information every time that a payment is submitted.

Outbound Communications

Customized messages are able to be sent to customers using email, SMS Text or outbound IVR. Common messages are drafted, and then customized data for each recipient is uploaded into JetPay's MAGIC dashboard using a .csv file (Microsoft Excel file format). Participants could use

this functionality to communicate with customers regarding delinquent accounts, shutoff notices, due dates/court dates, etc.

FTP Service

JetPay offers a Secure FTP (File Transfer Protocol) service where Participants are able to drop a file, containing customer account and amount due data, to JetPay in a secure process. The data in this file is used to validate customer or payment account data when a customer is submitting an online, IVR or a point-of-sale payment. In addition, JetPay will drop a file for the Participant to pick up which contains all customer payment transaction data that can be imported into their account management software systems. The frequency of the file exchange process can be configured to be for various intervals during the day or just once per day.

Note: Certain aforementioned features require JetPay access to account information such as balance due, account number and other identifiers supplied by Participant data systems.

Q: What will the measured roll out consist of?
A: We are still in the planning phases of the conversion to JetPay. We will reach out to if we need information or once more details are available. Also, please continue to check our website and our FAQs as they will be updated regularly throughout this process.

Q: How will the conversion be conducted? Will we have to change during our peak payment season?
A: We are still in the planning phases of the conversion to JetPay. Our goal is to plan the conversion so that it has as little impact as possible on your ability to take payments.

Q: When will my office convert to the new ePAY processor?
A: Individual conversions have not been scheduled at this time. We will contact you with further information once more details are available.

Q: I am ready to convert to JetPay now, how can I get started?
A: We are pleased that you are ready to get started and we will do what we can to accommodate your request. We are working closely with JetPay and each participant to handle the conversion to JetPay payment processing as efficiently as possible. Contact us at (855) 226-7337 and someone from the implementation team will be contacting you to review the requirements of your account including scheduling and resources, equipment, IVR and integrations which will be necessary for the payment conversion.

Q: What if I do not want to convert to JetPay?
A: Once you receive the transition notifications from us you will need to convert to JetPay to continue enjoying the benefits offered through ePAY. While we understand you have options, we hope you give us an opportunity to review the exciting new benefits available to you under the JetPay. However, if you wish to leave ePAY you will need to notify us at (855) 266-7337.

Q: I received the transition announcement but would like to change the date, how do I do this?
A: . Contact us at (855) 226-7337 to notify us of the desired change of date and someone from our implementation team will contact you to confirm our response.

Q: Will I need to repaper as part of my conversion to JetPay?
A: Yes. Due to the change in ePAY processor, your institution will need to submit a new enrollment document and agreement prior to converting to JetPay. You will receive a copy of the new enrollment document and agreement as part of your conversion communication.

Q: Will there be a service disruption during my transition to JetPay?
A: Our goal is to conduct this conversion with as little disruption to your services as possible. However, we will rely on your support to make this happen. Responding promptly to requests from ePAY can help ensure that we experience a smooth transition.

Q: What will be my new pricing under JetPay?
A: ePAY pricing under JetPay will be at or below current price levels. You will receive a copy of the new price schedule as part of your conversion communication.

Q: Will I need all new processing merchant IDs?
A: Yes. You will receive new merchant IDs as a part of the conversion process.

Point-of-Sale

Q: Will I have to purchase new EMV POS equipment under the JetPay contract?
A: No. Current Participants that acquired their EMV POS device from the current processor(s) will be provided the option to exchange their qualifying EMV device(s) at no cost.

Q: Is my current POS equipment transferable to the new processor?
A: Any terminals acquired from our current processors, Forte and Global, cannot be used to process with the new vendor. However, during the conversion process you will be given the opportunity to exchange any qualifying EMV device(s) acquired from Forte or Global at no cost.

Q: If I have not purchased my EMV capable device from the current processor, can I wait to transition to JetPay?
A: Yes. Any participant that is not currently processing with an EMV capable device under the current processor will be placed in one of the initial conversion waves.

Q: What are my options for POS integration into JetPay?
A: JetPay brings several new POS options that we are excited to offer to **ePAY** Participants. Further information will be provided as we progress through the conversion.

Web

Q: What are my options for web integration into JetPay?

A: JetPay has multiple online solutions that will bring the latest in e-commerce technology to **ePAY** Participants. Further information will be provided as we progress through the conversion.

IVR

Q: What are my options for IVR integration into JetPay?

A: JetPay has a fully hosted IVR solution that will meet all of your pay-by-phone needs. Further information will be provided as we progress through the conversion.

Third-Party Integrations

Q: Will my third-party integration be impacted by the JetPay conversion?

A: Based on our initial review, all current third-party integration payments can be transitioned to JetPay. However, development work may be required to achieve optimal payment processing. More information will be provided as we move through the conversion process.

Reporting

Q: Will new training be offered on JetPay's services and reporting?

A: Yes. We will coordinate training throughout the conversion process so that you understand any potential changes to processing, reporting, settlement, and/or funding.

Q: How will we be able to archive transactional data before converting to JetPay?

A: We anticipate that your current processing merchant IDs will remain open for three to six months following your conversion to JetPay in order to offer sufficient time for reversals and chargeback resolution. We recommend that you reconcile payments daily and process any outstanding reversals now to limit your reliance on legacy payment systems.

Q: How can constituents request historical receipts following my office's conversion to JetPay platform?

A: We anticipate that your current processing merchant IDs will remain open for three to six months following your conversion to JetPay. Once you are contacted regarding the conversion process, we recommend that you pull any necessary reporting from the current provider(s) to limit your reliance on legacy payment systems.

Funding & Settlement

Q: What impact will this have on my Illinois Funds accounts?

A: There will be no impact on your Illinois Funds accounts.

PCI Compliance

Q: Will ePAY continue to offer PCI administration services under the JetPay?

A: Yes. The conversion to JetPay allows the Treasurer to implement new PCI administrative services to assist in your annual PCI validation. Further information will be provided as it becomes available.

Q: Should I continue to work with our current PCI support provider to track and validate my PCI compliance?

A: Yes. Until further notice, please continue to validate your PCI compliance through your current provider.