



Transition Guide

Convenience and Security
in Every Transaction



Michael W. Frerichs
ILLINOIS STATE TREASURER

855.226.7337 | www.illinoisePAY.com



Welcome to the New ePAY

We value your participation in the ePAY program and know you will appreciate the many benefits offered through our new program. We want to make you aware of the options and changes we can now offer you.

- **Contemporary Solutions** - Allow your constituents to pay using mobile wallets over-the-counter, or use recurring bill pay when paying online. Additionally start collecting your constituents' contact information to allow you to send email communications and e-bills or turn on e-receipts for over-the-counter transactions.
- **Secure Investment and Settlement Options** - Earn a greater return on your balances by having your funds automatically deposited to an Illinois Funds investment account, or elect to settle to an outside bank.
- **Competitive Pricing** - Whether you pass the processing fee to your constituents or absorb the fee, take advantage of affordable pricing options including the bundling of equipment costs with processing fees and lower fees by funding to The Illinois Funds.
- **Enhanced Security** - The ePAY processor is a PCI DSS Level 1 Service Provider and NACHA compliant. In addition, our payment solutions now offer greater security to help minimize your PCI scope! ePAY also offers PCI validation, tracking, and reporting tools at no additional cost.
- **First in Class Customer Support** - A dedicated help desk during normal business hours and after hour support will allow us to resolve 95% of all participant tickets within 1 business day.

The ePAY Team will be working closely with you to identify next steps and manage any integration needs based on your current processing setup. This transition guide includes information regarding the benefits of the new program, options and additional resources that are available for you. I hope it helps you get started in expanding the options for handling payments with our constituents. Thank you for your continued trust and participation in the ePAY program.

Sincerely,

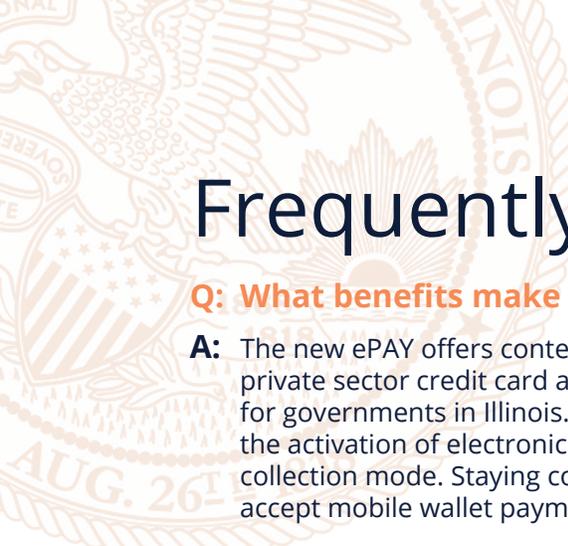


Michael W. Frerichs | Illinois State Treasurer



Michael W. Frerichs
ILLINOIS STATE TREASURER

Current participants received a communication on June 12, 2017 announcing some of the above enhancements. Please take a moment to review [this communication](#) now and share it with stakeholders within your organization. For an overview of your conversion steps please review our [Conversion Workflow](#).



Frequently Asked Questions

Q: What benefits make ePAY a best-in-class solution?

A: The new ePAY offers contemporary payment solutions and security features in line with private sector credit card acceptance at an affordable price, making ePAY the best option for governments in Illinois. Plus, saving time and money is easier with ePAY. ePAY allows for the activation of electronic bills or invoices and offers e-receipts to Constituents through any collection mode. Staying contemporary is no longer a challenge, as governments can now accept mobile wallet payments over the counter, such as GooglePay, ApplePay and AndroidPay.

Q: How will the conversion be conducted? Will we have to change during our peak payment season?

A: Our goal is to plan the conversion so that it has as little impact as possible on your ability to take payments. Once you are contacted with further information about your conversion you can let us know if we need to make adjustments to accommodate any business seasonality.

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 with JetPay.

Q: Will I need to repaper as part of my conversion to JetPay?

A: Yes. Your institution will need to submit a new enrollment and execute a new agreement prior to converting to JetPay. You will receive a link to the enrollment Portal to review your setup information and new 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: How do I contact the ePAY Team to discuss my conversion?

A: Prior to onboarding to JetPay, you can contact our help desk at 855-226-7337 from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. As part of your transition announcement you will receive credentials to login to the [ePAY Portal](#) which will allow you to open a Customer Support ticket online. You will receive instructions on how to open a support ticket as part of your onboarding documentation.

For more information on frequently asked questions please visit our website at www.illinoisePAY.com.

Lower Pricing and More Options

We are pleased to announce that ePAY now offers a lower service fee model pricing, free equipment and more Settlement Bank options. This also includes extended hours of operation through our dedicated help desk. It's part of our commitment to making ePAY a best-in-class option for electronic payment processing for state and local governments in Illinois. The following table includes a comparison of current ePAY pricing and options with new options available under JetPay Payment Services.

Features	Current	New
Enrollment	paper form	online ePAY Portal
Dedicated Help Desk	8:00 a.m. to 4:00 p.m. M-F	8:00 a.m. to 5:00 p.m. M-F
Self-Service Customer Support	N/A	online ePAY Portal
Settlement Options		
Use ePAY's Settlement Bank*	yes	yes
Use Participant's own Settlement Bank**	no	yes
Processor statement credit for funding to The Illinois Funds	\$0	\$10/mo
Credit Card Processing Fees		
Passing Fee to Constituents		
Use ePAY's Settlement Bank*	2.35% min. of \$1.00	2.25% min. of \$1.00
Use Participant's own Settlement Bank**	N/A	2.30% min. of \$1.00
Supported Point of Sale Equipment		
EMV Point-of-Sale Device	purchased from processor	included in pricing at no additional cost***
POS Kiosk	N/A	
Absorbing Fees		
Use ePAY's Settlement Bank*	Cost [^] plus 3 basis points and \$.03 per transaction	Cost [^] plus 3 basis points and \$.03 per transaction
Use ePAY's Settlement Bank* and equipment included	N/A	Cost [^] plus 3 basis points and \$.08 per transaction
Use Participant's own Settlement Bank**	N/A	Cost [^] plus 3 basis points and \$.03 per transaction plus \$15/mo
Use Participant's own Settlement Bank** and equipment included	N/A	Cost [^] plus 3 basis points and \$.08 per transaction plus \$15/mo
Supported Point of Sale Equipment		
EMV Point-of-Sale Device	purchased from processor	can be included in pricing at no additional cost***
POS Kiosk	N/A	
e-Check Processing Fees		
Passing Fee to Constituents		
e-Check Processing Fee	\$1.00 per transaction	\$.50 per transaction
e-Check with verification Processing Fee	\$1.22 per transaction	\$.75 per transaction
e-Check Return Fee	\$2.00/item	\$30 charged to Constituent
Absorbing Fees		
e-Check Processing Fee	\$.08 per transaction	\$.08 per transaction
e-Check with verification Processing Fee	\$.30 per transaction	\$.33 per transaction
e-Check Return Fee	\$2.00/item	\$30 charged to Constituent
Chargeback Fees		
Chargeback Fee when EMV Device utilized	\$5.00 per chargeback	\$5.00 per chargeback
Chargeback Fee when non-EMV Device utilized	(Absorb pricing only)	\$15.00 per chargeback

*ePAY Settlement Bank fees still apply. JetPay will credit the Participant \$10 every month to offset Settlement Bank account maintenance fees.

**State agencies do not have this option available unless they have the option to fund to a locally held account.

***Volume restrictions apply.

[^]Cost = interchange rates, dues, assessments, and any other fees from the Card Brands and third-party gateways.

ePAY Payment Solutions

Point-of-Sale (POS)

Simple and convenient over-the-counter payment solutions. Our recommended integration option is hosted semi-integrated in order to provide real-time reporting capabilities, perform voids and utilize text or e-receipts.

Comparison of Integration Options:

	Option 1 (Preferred) Hosted Semi-Integrated	Option 2 3rd Party Hosted Semi-Integrated	Option 3 Stand-Alone to JetPay
Process EMV Payments	✓	✓	✓
End-to-end encryption to limit PCI Scope	✓	✓	✓
Real time reporting capabilities through the ePAY Dashboard	✓	✓	✗
SMS text/e-receipt	✓	✗	✗
Void/credit from terminal and ePAY Dashboard	✓	✗	✗
Cashier reports from terminal	✓	✗	✓
Outbound Communications	✓	✗	✗
Validation of customer account info	✓	✗	✗
Hardware Model	PAX S300	PAX S300	PAX S500

Note: Hosted Semi-Integrated payment modes of collection support Customer account validation of account information. Account validation options may vary based on availability of data and Participant configurations.

(POS) Equipment Options

ePAY supports and recommends EMV point-of-sale transactions using the **PAX S300** (IP connectivity) and the **PAX S500** (IP or WiFi connectivity). These EMV readers offer near-field communication (NFC) capabilities to allow for mobile wallet payments such as ApplePay, GooglePay and SamsungPay. They also utilize end-to-end encryption (E2EE) in the card reader to add industry standard security that will minimize PCI scope and protect card data. For a POS option where Internet access and/or power is not available, the ePAY processor supports the **PAX S90** for point-of-sale EMV payments which utilizes the Verizon cellular network. A full warranty on all equipment is offered at no additional cost.

(POS) Kiosk

The Kiosk solution is a dedicated, customer-facing all-in-one device that accepts payment transactions. It is designed to complement the Participant's point-of-sale service including access to view Customer(s) account information, amounts due, stored payment profiles and billing information. It processes all non-cash payments and can deliver receipts via email or SMS text. It is secure and PCI compliant. **Kiosks** offer additional convenience to the participant and their customers without any additional charges. Technical specifications: Ethernet access and power. Operates on Chrome OS.

ePAY Payment Solutions

Online

Constituents can make their payment online through your customized payments webpage. Your payments webpage is optimized for mobile use so constituents can make payments from any mobile device. Our recommended integration method is fully hosted. With a fully hosted webpage you can simply send us your billing data and we recreate bills for presentment on your website. If paired with customer data, it is possible to also email these bills.

Comparison of Integration Options:

	Option 1 Fully Hosted	Option 2 Participant or Third Party site with payment re-direct
Accept cards & e-Checks	✓	✓
Real time reporting capabilities through the ePAY Dashboard	✓	✓
SMS text/e-receipt	✓	✗
Void/credit from ePAY Dashboard	✓	✓
Validation of Customer account info	✓	✓
Posting of transaction back to Info System	✓	✓
Outbound Communications	✓	✓
No Participant programming required	✓	✗
e-Bill presentment	✓	✗

Note: Fully Hosted payment modes of collection support Customer account validation of account information. Account validation options may vary based on availability of data and Participant configurations.

Mobile

Through our over-the-counter payment solutions, accept ApplePay, SamsungPay, and GooglePay. Also, your payments webpage is optimized for mobile use so Constituents can make payments from any mobile device, so no need to develop a custom application to take mobile payments.

ePAY Payment Solutions

Telephone

A hosted IVR (Interactive Voice Response) solution is available to accept convenient, self-service, telephone payments from your Constituents 24 hours a day.

Comparison of Integration Options:

	Option 1 (Preferred) Fully Hosted	Option 2 3rd Party Hosted
Accept cards & e-Checks	✓	✓
Real time reporting capabilities through the ePAY Dashboard	✓	✓
SMS text/e-receipt	✓	✗
Validation of Customer info	✓	✗
Posting of transaction back to info system	✓	✗
Void/credit from ePAY Dashboard	✓	✗
Outbound Communications	✓	✗
No Participant programming required	✓	✗

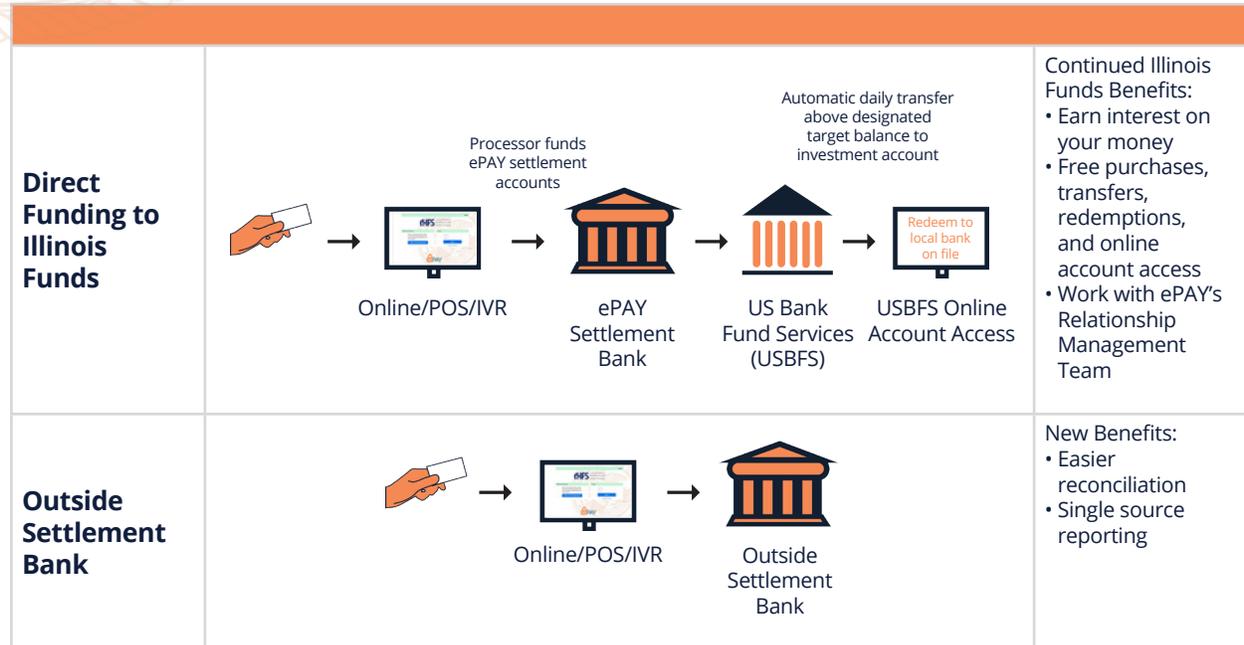
Note: Fully Hosted payment modes of collection support Customer account validation of account information. Account validation options may vary based on availability of data and Participant configurations.



Settlement Bank Options

With the ePAY program, government agencies have the opportunity to earn greater returns as part of The Illinois Funds. ePAY funding is deposited directly into your Illinois Funds investment account(s)¹, or you can elect to fund to a settlement account at a bank of your choosing.²

How it works:



Benefits with The Illinois Funds:

	Direct funding to The Illinois Funds	Outside Settlement
Monthly Maintenance Fee	\$0*	Varies by Bank
Credit Fee	\$0.10 per credit	Varies by Bank
Settlement Account Earnings Credit Rate	0.17% APY	Varies by Bank
Online Banking	1 user free (\$5 per additional user)	Varies by Bank
Minimum Target Balance	\$1,000-\$250,000	Varies by Bank
Fee for Insufficient Funds	\$30	Varies by Bank
Interest Earnings	✓	None
Fees for Transfers	\$0**	None
Funding/Settlement Customer Service Support	Assistance from ePAY Relationship Management Team	None

¹Illinois National Bank (INB) is the custodian for ePAY settlement account(s) that fund to The Illinois Funds. INB automatically transfers any funds over your target balance to your Illinois Funds investment account(s) at US Bank at 10:30 a.m. daily. ²State agencies do not have this option available per the Deposit of Statement Monies Act (15ILCS520), unless a state agency has the option to fund to a locally held account. *ePAY processor will credit the Participant \$10 every month to offset Settlement Bank account maintenance fees. **No fee for daily transfers from Illinois National Bank to Illinois Funds investment accounts at US Bank Fund Services. No fee for ACH or wire transfers from Illinois Funds investment accounts to banks on file.

Multiple Pricing Options

In addition to Settlement Bank options, ePAY offers affordable pricing options with a full warranty on all equipment at no additional cost.

Passing

Passing allows you to pass on the processing fees to your Constituent. In addition, all passing pricing includes the cost of POS equipment. The only decision you are asked to make is whether you will fund to your Illinois Funds investment account or go outside and use your own Settlement Bank.

Credit Card Processing Fees	
	Processing Fee
Use ePAY's Settlement Bank*	2.25% minimum of \$1.00
Use Participant's own Settlement Bank**	2.30% minimum of \$1.00

*ePAY Settlement Bank fees still apply. JetPay will credit the Participant \$10 every month to offset Settlement Bank account maintenance fees.
**State agencies do not have this option available unless they have the option to fund to a locally held account.

e-Check Processing Fees	
	Processing Fee
e-Check	\$0.50 per transaction
e-Check with verification	\$0.75 per transaction

Supported Devices***	
EMV Device	Other Devices
Pax S300	Check Scanner
Pax S500	POS Kiosk
Pax S90 (mobile device that requires \$19 per month Verizon data fee)	

Each device comes with a lifetime warranty.

***Volume restrictions apply.

Multiple Pricing Options

Absorbing

Under absorbed pricing you have the option to automatically deposit your funds into your Illinois Funds investment account or to your own Settlement Bank for higher pricing. Also, you have the option to include the cost of your POS equipment within your processing fees or pay for your equipment upfront.

Please note under this scenario the ePAY processor will auto debit your settlement account on the fifth day of the subsequent month or the next business day if the fifth day is a weekend or a holiday. However, state agencies will be invoiced by the fifth day of the subsequent month with payment due at fifty (50) days of receipt of an invoice.

Credit Card Processing Fees		
	Fees with no Supported Device (Participant purchases or rents)	Fees with Supported Device ^{***}
Use ePAY's Settlement Bank*	Cost [^] plus 3 basis points and \$0.03 per transaction	Cost [^] plus 8 basis points and \$0.03 per transaction
Use Participant's own Settlement Bank**	Cost [^] plus 3 basis points and \$0.03 per transaction. \$15/mos.	Cost [^] plus 8 basis points and \$0.03 per transaction. \$15/mos.
[*] ePAY Settlement Bank fees still apply. JetPay will credit the Participant \$10 every month to offset Settlement Bank account maintenance fees ^{**} State agencies do not have this option available unless they have the option to fund to a locally held account. ^{***} Volume restrictions apply. [^] Cost = interchange rates, dues, assessments, and any other pass through fees from the Card Brands and third party gateways.		

E-Check Processing Fees	
	Processing Fee
e-Check	\$0.08 per transaction
e-Check with Verification	\$0.33 per transaction

Supported Devices		
	Purchase	Monthly Rental Fee
Pax S300	\$300	\$15
Pax S500	\$300	\$15
Pax S90 (mobile device that requires \$19 per month Verizon data fee)	\$500	\$25
Other Devices		
Check scanner	\$400 per device	\$15 per device
POS Kiosk	\$500 per device	\$15 per device
Each device comes with a lifetime warranty.		



Participant Resources

Enrollment Checklist

To help make your enrollment as seamless as possible we have created an enrollment [checklist](#) and [workflow](#) for you to follow and share with your stakeholders.

Frequently Asked Questions (FAQs)

Please take a moment to review our answers to [frequently asked questions](#).

Glossary of Electronic Payments Industry Terms

To help you navigate through our website and product information we have prepared a [glossary of common industry terms](#) for your reference.

Glossary of ePAY Terms

To help you complete our enrollment materials please review our glossary of [ePAY Terms](#).

For Additional Support

Prior to onboarding to JetPay, contact our help desk at 855-226-7337 from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. As part of your transition announcement you will receive credentials to login to the [ePAY Portal](#) which will allow you to open a Customer Support ticket online. You will receive instructions on how to open Customer Support tickets as part of your onboarding documentation.



Michael W. Frerichs
ILLINOIS STATE TREASURER

855.226.7337 | www.illinoisePAY.com