

**ELECTRONIC VALUE TRANSFER**  
**(Key Merchant Services, LLC)**  
**Group 79008 – Award NEG-22419**

**HOW TO USE & FREQUENTLY ASKED QUESTIONS**

**HOW TO USE**

Step 1: Read this Contract Award Notice, and Appendix H of the Contract “Merchant Operating Guide”, as modified in Section II.12 of the Contract, to become familiar with EVT. All Authorized Users that implement an EVT Program must follow the Merchant Operating Guide, as modified in Section II.12 of the Contract.

Step 2: Complete Form EVTA-1, Program Plan Application: After an Authorized User has made a policy determination to implement an EVT Program, the first step is to complete Form EVTA-1, Program Plan Application. The steps for completing and submitting this form as well as a downloadable version of the form are available at the EVT Services Website <http://www.ogs.ny.gov/BU/PC/EVT/default.asp>

State agencies (defined in Section II.1 of the Contract) must receive EVTA and Division of Budget approval to accept electronic payment under the EVT Contract. Form EVTA-1 must be completed and submitted to the EVTA to receive such approval. Part 3 of Form EVTA-1 will be returned to the Agency indicating that their plan has been approved. A copy of Part 3 of Form EVTA-1 indicating the plan has been approved must be provided to the Contractor to acquire services under this contract.

Non-state agency Authorized Users must complete certain sections of Form EVTA-1 and submit it to the EVTA. This is required for administrative purposes only - the EVTA and Division of Budget will not be approving these applications. Part 3 of Form EVTA-1 will be returned to non-state agency Authorized Users indicating that their plan has been received. A copy of Part 3 of Form EVTA-1 indicating that the plan has been received must be provided to the Contractor to acquire services under this contract. An approved Form EVTA-1 **does not** allow the Authorized User to begin implementation of their proposed EVTA plan. A Form EVTA-2 must be completed and approved first.

Step 3: Complete Form EVTA-2, Work Order Form:  
The next step is for the Authorized User to contact the Contractor to provide technical project details and any unique administrative terms and conditions required by the Authorized User. After project costs have been determined, the Authorized User will file Form EVTA-2. **Form EVTA-2 KMS, Work Order Form** <http://www.ogs.ny.gov/BU/PC/EVT/default.asp> a document issued by an Authorized User, which provides all the EVT technical project details, project costs and any unique administrative terms and conditions required by an Authorized User.

## HOW TO USE & FREQUENTLY ASKED QUESTIONS

### **How to Use:** (cont'd)

If the State agency is requesting Direct Debit or Monthly Net Settlement, Section 2(e)(1), the Agency must follow the steps outlined below in submitting their EVT program to EVTA:

1. Cover memorandum to the EVTA.
2. Enclosed with the memorandum should be:
  - a. A copy of Part 3 of Form EVTA-1, Program Plan Application indicating Program Plan Approval by the EVTA and Division of Budget (DOB). Note: EVTA will assist agencies in obtaining DOB approval and/or will obtain DOB approval for the agency.
  - b. A completed EVTA- 2, Work Order Form.
  - c. Completed Purchase Requisition
3. EVTA will stamp the approval box on Form EVTA-2, Work Order Form and return to the agency.
4. The agency can then send the Form EVTA-2 Work Order Form to the Contractor and commence services.

#### **Non-State Agency Authorized Users:**

Upon completion of the Form EVTA-2 with the Contractor, non-state agency Authorized Users may proceed to set up a funding source, issue an order to the Contractor and begin implementation of services.

#### **State Agency Authorized Users:**

For State Agency Authorized Users the EVTA shall review and approve Form EVTA-2 prior to commencement of the Services. State Agencies will process a purchase requisition.

**Any Form EVTA-2, Work Order, regardless of whether completed by a State agency or a Non-state agency, that incorporates unique terms or conditions not provided for in the Agreement shall be reviewed and approved in writing by Contractor prior to its commencement of the Services. The Agency can then send the form to the Contractor.**

#### **Contractor's Authorization to Implement Services**

The Contractor shall not provide any billable Services under this Agreement to State Agency Authorized Users unless the Authorized User has produced an executed copy of Part 3 of Form EVTA-1, Program Plan and a completed and approved copy of Form EVTA-2, Work Order. The Part 3 of Form EVTA-1 is deemed executed if it is signed or stamped by both the EVTA and the Division of the Budget. The Form EVTA-2 is deemed executed if it is signed or stamped by both the EVTA.

The State reserves the right to modify these forms, at its discretion, throughout the term of the Agreement without prejudice to Contractor.

## **Frequently Asked Questions:**

1. *Question:* **What is EVT?**

*Answer:* **Electronic Value Transfer** - Any transfer of funds which is initiated by the use of an electronic value transfer device. To New York State agencies and other authorized users of the EVT contract it means the ability to accept credit/charge cards and debit cards as payment for products, services, fines, fees or taxes.

2. *Question:* **What is the EVTA?**

*Answer:* **Electronic Value Transfer Administrator**, designated by the EVT legislation enacted in 1998 as the New York State Department of Taxation and Finance and then updated to designate the New York State Office of General Services to serve as the EVTA effective December 17, 2012. The EVTA is responsible for:

- Establishing policies and direction for state agencies regarding EVT,
- Evaluating the costs and benefits associated with various electronic commerce solutions,
- Overseeing the efficient implementation of state agency programs.

3. *Question:* **How are EVT services made available to State and local agencies?**

*Answer:* **EVT Services** are provided by Financial Service Providers (FSPs) through contracts available from the NYS Office of General Services. There are two contracts for this program. The principle contract (PS65792) is with Key Merchant Services, LLC who handles all payments transactions. The remaining contract (PS65669) is with American Express (AMEX) for the purposes of paying monthly AMEX transaction fees.

4. *Question:* **Who can use the EVT contracts?**

*Answer:* **Authorized Users** of the EVT contracts fall into three (3) categories:

a) State Agencies authorized pursuant to NYS Finance Law, § 4-a, to accept electronic payments, including any department, board, bureau, division, commission, committee, council, office of the State, or other governmental entity with statewide jurisdiction.

b) Any local government authorized to accept electronic payments pursuant to New York General Municipal Law, Article 2, §5.

c) Any other entities, authorized pursuant to NYS Finance Law, § 163, to utilize NYS centralized service contracts.

NOTE: Entities other than State agencies should review their local laws to ensure there are no barriers to their accepting credit card and other forms of EVT payments.

5. *Question:* **Which Credit/Charge Cards will be accepted under this contract?**

*Answer:* Three (3) major credit/charge cards will be accepted: **MasterCard, VISA, and Discover**. Authorized Users may make their own determinations as to whether to accept all three (3) or a smaller subset of the credit cards available. However, Authorized Users are encouraged to accept all cards if possible.

**Frequently Asked Questions:** (cont'd)

6. *Question:* **How does an agency establish a program to accept credit cards?**

*Answer:* After an agency has made a policy determination at the highest levels to implement an EVT program, the first step is to designate a properly authorized person to contact the EVTA and complete an EVT Program Plan Application. The EVT Program Application is available on the EVTA website at: <http://www.ogs.ny.gov/BU/PC/EVT/default.asp> or contact the EVTA at 518-486-2143. They will assist you with all of the requirements, procedures and forms necessary to set up an EVT program within your agency.

7. *Question:* **What is a Debit Card?**

*Answer:* A **Debit Card** is an electronic payment card that can be processed either on-line similar to an ATM card or off-line like a credit/charge card. On-Line Debit Card transactions are processed through the ATM networks and require entry of a PIN (Personal Identification Number) by the cardholder. This authorizes funds to be directly debited from the Device Users account. Off-Line Debit Card transactions are processed through the credit/charge card networks with funds being debited from the cardholder's account within a few days.

8. *Question:* **What is Interchange Pass through Pricing?**

*Answer:* The Contractor passes the actual Interchange Fees to the Authorized user (merchant) in addition to a flat Authorization Fee per transaction. The Interchange Fees include all Visa, MasterCard, Discover and debit network authorization and Interchange fees, assessments, dues and other fees and charges that are passed to NYS at cost.