



# Public Sector Solutions

Managing the Business of Government

## Payment Solutions from a Trusted Partner

Managing the business of state and local government grows more complex everyday. Public agencies are under increased scrutiny, taxpayers are more demanding of services and agency accountability, and governments are feeling the pressure to do more with less.

Like any organization that handles payments for goods and services, your government agency needs a reliable solution to manage payment acceptance, reconciliation and reporting.

Elavon's Public Sector Payment Solutions comprise a powerful suite of tools that will enable your agency to offer your constituents a variety of payment options and address the unique challenges you face in managing the business of government:

- High volume of payments received
- Diverse constituent base – need for multiple payment options
- Risk exposure from bad checks
- Constituent payment compliance
- Public scrutiny of agency accounting and operations
- Cash flow constraints /often shrinking revenues

Our comprehensive package of processing tools offers you a complete solution to meet your payment processing needs. You can accelerate cash flow, minimize risk and better manage receivables.

Learn more at

[www.elavon.com](http://www.elavon.com)



## Choose Elavon Today

### 1 One Source for Payment Processing

Elavon is responsible for front-end authorizations, back-end settlement, and all customer support functions. You have one source for all of your payment processing needs.

### 2 Flexible Payment Options

You can count on Elavon to deliver value-added processing services like corporate purchasing cards, PIN-based debit, fleet cards, electronic gift cards, and electronic check conversion.

### 3 Superior Customer Service

Get the support you need 24/7, online or from an experienced professional in our customer support center.

### 4 You're in Good Company

Elavon processes over two billion transactions annually for more than one million merchants worldwide.



# Tailored Solutions Meet Your Needs

## Elavon's Public Sector Payment Solutions

### Credit Card Processing

Constituents can pay with Visa®, MasterCard®, American Express®, Discover® Network, JCB, China UnionPay and Diner's Club International® — enabling access to government services and speeding payment for the agency.

### Debit Card Processing

Government agencies can allow customers to pay with ATM/Debit cards and save with lower transaction fees.

### Purchasing Card Acceptance

Meet the needs of your corporate customers by accepting purchasing cards as payment. Elavon's solution prompts you to enter the additional information required for these card transactions, enabling you to qualify for the lowest applicable interchange rates.

### Electronic Check Service (ECS)

Agencies can electronically image and process consumer and business checks through the same system as credit and debit cards, significantly lowering the time and costs involved with processing checks, while accelerating cash flow.

ECS is not a "one-size-fits-all" solution. Flexible verification and guarantee services can be mapped to the specific needs of your organization.

Two versions of the product give it the versatility to address check acceptance issues in most environments:

**Point-Of-Purchase (POP or BOC) Conversion:** This process occurs in a check present/consumer present environment. ECS POP enables electronic processing of constituent checks when they walk into an agency to pay a fee or fine.

**Accounts Receivable Conversion (ARC):** ARC is used for check present/consumer absent transactions, which are typical of tax payments and other fees received by mail.

### Electronic Gift or Prepaid Service Card (EGC)

Even in the public sector, the uses for gift or prepaid cards abound. Gift cards can be an easy way for state parks to allow visitors to pre-pay for rentals or other services at local attractions. State-run liquor stores can offer gift cards, attracting new customers to their business.

### Enterprise Billing Solution

Our Enterprise Billing Solution (EBS) offers the ability to electronically present bills/invoices and accept consumer payment in response. Elavon's EBS is highly flexible and configurable, meeting the need of any mid to large size biller, including the ability to white label fully supporting any businesses brand. In addition, Elavon's solution is comprehensive — supporting a wide variety of payment types, occurrences, and channels — and has the following benefits:

- Proven to decrease receivables and improve cash flow
- Payment acceptance of credit, ECS via ACH and, where appropriate, PIN-less debit
- Supports multiple payment channels including online, IVR and call center environments
- Bill Mail Option — email delivery of a dynamic PDF that supports payment acceptance within the email, proven to improve consumer adoption
- Batch or real time accounts receivable posting and reconciliation ensure payment information is available when it's needed
- Optional merchant or Elavon managed Convenience and Service programs help minimize or eliminate payment acceptance expenses

### Delivery Platforms

Elavon's Public Sector Payment Solutions can be delivered on a variety of POS terminals, or via a PC or hosted software solution for POS, billed or recurring payments. Payment solutions can often be integrated into your point-of-sale system via a VAR interface.

### Service & Support

With Elavon, customer support is available whenever you need it. A dedicated and well-trained staff of service professionals operates a 24/7 call center for voice authorization and client assistance.

MerchantConnect, Elavon's online support tool, allows you to quickly and easily monitor your account around the clock from any Web browser. This convenient online site allows you to display recent deposits, view chargebacks and retrieval requests, access customer support, and much more.