NIC Connecticut
Payment Processing

May 2021

Who is NIC Connecticut?

- ❖ Master Contract with the State of Connecticut

- ❖ Provide digital services, mobile apps, payment processing
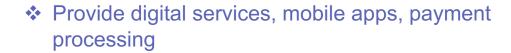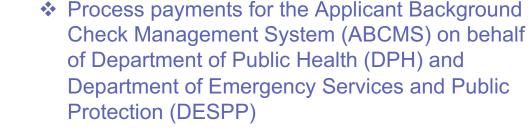
- ❖ Portal Office in downtown Hartford

- ❖ NIC Parent Company

- ❖ 26 years eGovernment leadership

- ❖ 34 Offices Nationwide

- ❖ 11,300 total online services built in the company history

- ❖ Process over $25 Billion annually for our government

NIC Connecticut's Role

❖ Process payments for the Applicant Background Check Management System (ABCMS) on behalf of Department of Public Health (DPH) and Department of Emergency Services and Public Protection (DESPP)

❖ Payments are processed once fingerprinting takes place

❖ NIC CT is responsible for secure payment processing and depositing money into state account

❖ Automated payments are set up through Customer Database Billing system (CDB)

What is CDB?

❖ Customer Database Billing (CDB) is a proprietary secure system developed by NIC allowing providers to setup accounts for payment processing

❖ Providers must be setup in CDB before they can access and use the ABCMS system

❖ Providers will have access to CDB and change or update information

❖ All fingerprinting transactions are sent to CDB for automated payments

Next Steps

❖ Each subscriber will need to provide NIC CT with a finance contact person, please send information to: *kayla.oquendo@egov.com*

❖ NIC CT will provide that person with a Signatory Authority Form which must be signed and returned to NIC CT

❖ Finance person will provide NIC CT with a Credit Card number or ACH number for automated payment setup in CDB

❖ Once account is setup, NIC CT will provide a username/password to each finance person

❖ NIC CT will have a customer support person available during business hours via phone or email

Frequently Asked Questions/Answers

(Q) – Have other providers already been setup?
    (A)   *Yes, NIC CT has on-boarded over 350 providers since April 2016*

(Q) - Do we offer a receipt?
    `(A) *All transactions will show up on your credit card or bank statements*

(Q) – What is the 3% additional fee for?
    (A) *The cost of developing the interface and configuring the system*
                Covering cost of merchant fees charged by credit card providers
                Cost of bank fees
                Ongoing support, maintenance, support, and security of the system

(Q) – How secure is the payment engine?
    (A) *Certified by the Payment Card Industry Data Security Standards (PCI-DSS) as a Level 1 Service Provider*
                Listed as a PCI-DSS Compliant provider on Visa's Global Registry of Service Providers
                SSAE16 Certified Solution
                Sarbanes-Oxley Compliant
                NIC CT is a participating organization of the Payment Card Industry Security Standards Council

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