

Request:

I wish to make a Freedom of Information Request about your Payment Solutions (Income Management and Cash Receipting):

- 1) What Income Management solution do you use? AIM
 - i) Is the solution hosted off site? No
- 2) What Card Payment solution do you use for:
 - i) Internet Payments? Capita Pay net, Pebble
 - ii) Mediated payments over the phone? Capita
 - iii) Automated telephone payments? Net Call solutions
 - iv) Card Present payments (Chip & Pin) Global Payments/Yes Pay/Capita
- 3) Who supplies the solutions in question 2 above? Capita Global Payments net Call Solutions.
- 4) Are these solutions hosted off site? No
- 5) Are there more than one payment solutions in use in your Authority? Yes
 - i) If so, how many and who are the supplier(s) Four. Global Payments /Capita/ Yes Pay/Net Call Solutions.
- 6) Approximately how many credit and debit card transactions do you take annually?
343,465
- 7) Who provides your Merchant Services? Global Payments/World Pay
- 8) Is this provided as part of your Banking contract or by the Card Payment Solution provider? The Card Payment Solution Providers.
- 9) Is the Authority PCI-DSS compliant? Yes