Contact Information

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Q: When will the conversion actually begin?

A: The conversion will be parsed into three waves:

- Wave 1: April 17 – July 31 2017
- Wave 2: August 7 – September 18 2017
- Wave 3: September 1 – October 13 2017

Q: When will an agency receive a new MID?

A: New Merchant Identification (MID) Number and Terminal Identification (TID) Number information will be shared with the agencies via email during the conversion. This information will appear in the Configuration Summary that will be disseminated to the agencies.

Q: Who will be contacted at the agencies regarding the conversion? Will there be separate meetings per agency?

A: Card Acquiring Service has a chain-level point of contact (POC) list for all agencies. The listed POC will be expected to disseminate conversion-related information to the appropriate location point of contacts within each agency. All divisions within an agency would be expected to roll up to the agency for their POC and the chosen conversion option.

Due to the amount of agencies involved, there are no plans to conduct meetings with each individual agency. There will be several communications to the agencies to support the conversion. If an agency has specific questions that merit a call to ensure clarity, the conversion team would be open to participating in an agency-specific call.

We also encourage agencies to attend the One Day Forum in Washington DC to ask questions, see a demo, etc.

Q: Is an agency required to try Self Service first?

A: No. While Self Service is encouraged and allows an agency the freedom to complete terminal conversions at a time of their choosing, some agencies may not feel comfortable completing the updates without assistance. The choice of conversion option (Self Service, Coached, or VAR Update) is completely up to the agency.

The conversion team will provide detailed instructions for those agencies choosing Self Service, as well as an upcoming CAS Conversion Implementation Strategy in March and hands-on demo opportunities during the April forum in DC.

For those agencies who choose the Coached option, Vantiv will schedule a call with the agency to coach them through the terminal update process.

Q: Will it be possible for an agency to choose one type of conversion (Self Service, Coached, VAR Update) for some locations and a different type for other locations?

A: Yes, agencies can select their implementation at the MID level. Agencies have the ability to use both self-service and coached implementation strategies simultaneously.

Q: If an agency chooses Self Service as the conversion option, will the agency still be required to complete the work within their assigned wave?

A: Yes, due to the sensitive timeframes. While Self Service gives an agency the freedom to complete the conversion at a time of their choosing, but should target to stay within the assigned wave. Vantiv will monitor terminal conversion for those agencies that have selected Self Service. Vantiv will follow-up calls to Self Service agencies if no conversion activity is occurring within the designated wave.

Q: What is the timeframe for agencies that only use Pay.gov (i.e. no terminals)? Will they fall into a particular wave?

A: Pay.gov will simultaneously convert all MIDs in their system and communicate completion to CAS. This is expected in August 2017.

In the Shared Accounting Module (SAM), there may be agencies that receive collections from Pay.gov with a classification key (MID). If so, your agency will need to update your SAM Pay.gov Cash Flow Profile . There are only a few agencies that have been identified thus far that must meet this

requirement. Please reach out to the SAM team (sam.conversion@stls.frb.org) if you have any questions or require assistance with updating your Cash Flow Profiles (CFPs).

Q: Will MIDs be updated for Pay.gov accounts that are established but have not had transactions for a period of time? For example, our agency has a POS which is used daily but their Pay.gov account has not been used since they brought their online ordering system offline. The agency intends to use the same Pay.gov account when we re-establish another online ordering system.

A: All Pay.gov MIDs will be converted by Pay.gov in August 2017. As long as the MID is active, it will be converted.

Q: Some agencies use 3rd party Value Added Resellers (VARs) such as Credit Gateway for ACH payments or OTCnet for check scanning/deposit, while using pay.gov for card payments. Will these products still work after this conversion?

A: Yes.

Q: If an agency completes all terminal downloads, but needs to wait for the Pay.gov conversion to occur, will both MIDs be active until the pay.gov conversion is complete?

A: Yes. The old MID and new MID will both be active at that time, which would mean separate billing statements, IQ logins, etc. for a short time until the Pay.gov conversion completes.

For a time, agencies will have separate logins: their existing IQ login for 5/3 activity and a new IQ login for Comerica activity.

After a to-be-determined period of time, the old MID will be disabled and closed.

Q: Can you provide more examples of a VAR?

A: A VAR is a third party organization that allows you to process payments or handles a transaction (e.g. Data Cap, Tender Retail). Any software or gateways that are being used outside of the standalone Ingenico/Verifone terminals.

Q: Are all agencies required to complete the Shared Accounting Module (SAM) updates?

A: Yes, all agencies that currently have a SAM CAS cash flow profile will need to update their CFPs to accommodate the new Merchant IDs. This is needed for agencies to receive collections. This is true even if an agency does not have any terminals that require an update (e.g. agencies that only use Pay.gov). The SAM updates need to be completed ASAP after a terminal is converted since the new MID is active. Once the agency knows their new MIDs, they may log into the SAM application ahead of converting their terminals and pre-enter the MID updates on their CFPs. For example, a new CFP can be created for the new MID and set an effective date that matches up to the planned date to convert the MID. Please reach out to the SAM team (sam.conversion@stls.frb.org) if you have any questions or require assistance with updating your CFPs.

Q: Is there a way to confirm that a terminal is ready to receive a MasterCard 2 Series card?

A: If an agency is working with a VAR, many of the VARs have already made the switch to support MasterCard 2 Series. Vantiv can provide a test 2 Series card for an agency, if they wish to run a test. Pay.gov has already completed the switch to MasterCard 2 Series.

An agency terminal should be ready to receive a MasterCard 2 Series card based on the following:

- Any Verifone terminals that were newly issued or received a download update effective January 2016
- Any Ingenico terminals that were newly issued or received a download update effective June 2016

Vantiv's support team is prepared to handle a situation where a 2 Series card is attempted on a terminal that an agency has not yet converted. If so, the agency can call the Vantiv support line to get a terminal update to allow the terminal to accept 2 Series. Ideally, Vantiv support team would work with the agency to complete the update using the terminal's new Comerica TID, which would also convert that terminal.

Q: Will encryption be included in this conversion?

A: Yes, encryption will be enabled for all converted terminals and VARs that are certified on Vantiv's platform

Q: Will the agencies be able to continue using the same divisions? Will they convert automatically?

A: While the conversion will maintain differing division designations that may exist for an agency, the division values will be different under the new Comerica hierarchy. The new division values will be created and converted automatically.

Q: Will the Treasury absorb any fees for this conversion that would be incurred from the VAR vendors?

A: The Treasury will be disseminating a survey to obtain an understanding of any applicable cost impacts any agency may encounter pertaining to the conversion. At this point, the Treasury expects partner organizations to own any cost associated with the conversion. However, there may be an opportunity for the Treasury to assist our agencies. More information regarding Treasury's potential assistance will be provided at a later time.

Q: Will the Discover and AMEX (MIDs) also change as part of this conversion?

A: Yes, since we're reassigning the agencies to a new MID.

Q: Does Vantiv know about terminals that are used when a customer card cannot be entered into Pay.gov?

A: Vantiv has a comprehensive list of terminals that have been issued to US Treasury agencies.

Q: How will it be determined whether a terminal needs to be replaced?

A: There are two scenarios that will necessitate a terminal replacement:

1.   If a terminal update cannot be completed due to a technical issue and at least one attempt has been made with Vantiv's conversion team coaching the agency through the update without success, a new terminal will be issued that will contain the latest terminal download and the new conversion data (i.e. Merchant ID, Terminal ID and Bank ID).

2.   Vantiv has identified a small subset of agency terminals that will be replaced due to significantly outdated Operating System versions on the terminal. Newer versions of the OS will contain

improvements and bug fixes that will not be picked up through the partial download process.   Rather than conducting a full terminal download (which is a much longer process than 10 minutes), a replacement terminal will be issued.

Q: How does an agency initiate into the CAS program?

A: The best approach is to go directly to the CAS web site and complete a Card Acquiring Service Application (CASA) form to get started. The application will go through an approval process and be passed to Vantiv for boarding the agency to establish a new Chain and/or MID.

 Here is a link to our getting started page: https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/crdAcqgServ/rvnColl_cas_started.htm

Q: Will agencies continue to have access to the Vantiv IQ system?

Yes. There will be a new IQ setup for Comerica activity. The old logins will continue since there can be trailing activity/chargebacks that need to flow back to the old MID. For a time, agencies will have separate logins: their existing IQ login for Fifth Third activity and a new IQ login for Comerica activity.

Q: When is tand One-Day Forum?

A: The Self Service Webinar has been renamed to CAS Conversion Implementaiton Strategy whichis scheduled for March 23rd. There will be two (2) 1- hour-long sessions (10am and 1pm EST). The 1-Day Forum is scheduled for April 10 at 8am in Washington DC. Both sessions will be recorded.

More details and registration information will be provided via the ARM email box.

Q: Is it correct to say that dial-up vs. IP is more about security than speed? Is it beneficial to switch to IP during this conversion?

A: IP is a stronger connection option, which would allow a faster terminal conversion. There would be some steps to complete with the Vantiv help desk, which can be done along with choosing the Self Service option. It may make sense for agencies considering this decision to choose the Coached option to get the needed support for the switch to IP while completing the conversion.

Q: What is TAS/BETC in the SAM system?

A: Treasury Account Symbol (TAS) represents, by agency and bureau, individual appropriations, receipts, and other fund accounts. Agencies post appropriations or spending authorizations granted by Congress to these accounts. Agencies use TAS to report their Federal government financial transactions to Fiscal Service and Office of Management and Budget (OMB). As of January 2014 all CARS reporting agencies are required to provide a TAS-BETC, assigned by Treasury, for each transaction submitted. BETC is the acronym for Business Event Type Code that refers to the data element (up to 8-characters) that indicates the type of activity being reported for a specific transaction (e.g. receipt, disbursement, payments, collections, borrowing, etc.). Agencies must use the BETC along with the TAS and the dollar amount to classify each transaction against the fund balance with Treasury.

The SAM application translates classification keys (C-keys) into TAS/BETC data for collection transactions for your ALCs.

The SAM public website (https://www.sam.fms.treas.gov/sampublic/) is the go to source for open and available TAS/BETCs.

Q: Regarding SAM update process - Is there a preference if we ADD new line and REPLACE does that mean all the OLD rows of data stay in SAM forever...OR.. do we someday have to delete those rows. Also is there a benefit to have the OLD rows and the NEW?

A: Yes, you're correct in stating that your old rows/MIDs will remain on your replaced cash flow profile (CFP) until your agency removes these at a future date. The SAM team recommends that you keep your CFPs as updated as possible by removing expired c-key values and TAS/BETCs. There is a benefit of leaving the old rows/MIDS in case any collection activity comes in before your new MIDS become active. The CAS team will be informing your agency when your old MIDs will expire and when your new MIDs will become active.

Q: I do not see a link to the CAS Financial Agent Conversion Webinar that took place on Thursday, February 16, 2017.Was that event recorded? If so, when will it be posted/can you send me a link to it?

A: The webinar is posted on CAS website and can be found by clicking on the following link: https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/crdAcqgServ/rvnColl_cas_conversion.htm

Q: Currently we use Pay.gov, ECP, and OTcNet Cash Flow Profiles. We do have a CAS Cash Flow Profile but I do not believe we use it. Will we be required to take any action to update cash flow profiles?

A: As long as no collections transactions are coming through CAS no updates are needed.

Q: How can we confirm if our new EMV PIN & Chip standalone terminals accept the MC 2-series cards as MC has begun issuing the cards?

A: The EMV update in 2015 did not include 2 series BIN. 2 series BIN was added to our app.   If it is an ICT220 terminal it would need the partial download to pick up the 2 series BIN. If you wanted to do that now, you could initiate that action by calling Vantiv's help desk at 866-914-0558 or wait for the terminal conversion process to Comerica and pick up both the 2 series BIN and the Comerica MID.

Q: I'm assuming your department will issue the new MIDs and provided so, before MIDs are pushed to or set up on the terminals, do we have to provide the Cash Flow Profile?

A: As far as the overall timeline and process, Vantiv would be supplying the MIDs and then prior to transaction #1, you would need to have the SAM process complete. The SAM process consists of updating your CAS CFPS with your agency's new MIDs and uploading the CFPs in SAM.

Q: Our program also uses OTCnet check scanners; will we need MIDs for those machines as well?

A: OTCnet operations are outside of the scope of this project.

Q: Will the conversion change which credit cards are accepted?

A: CAS will remain a card neutral program with respect to card brand acceptance.

Q: We have a profile/application/form on the Pay.Gov website which allows our customers (debtors) to make payments on their respective debts via CC, ACH and the Debt Wallet options. We are not a vendor (do not have any 'point of sale' devices, terminals, etc.), but rather a debt collection agency.   I attended the CAS Conversion Webinar today. From my understanding (slide #22 & #30) it looks like this will have little impact to our agency; Pay.Gov team handles the conversion to Comerica Bank in

the background around August 2017. I assume this means we would receive a new Merchant ID (MID) in August, and the new MID would be linked to our existing ALC+2? To be clear, Out of Service would not need to update the SAM Cash Flow Profile (slides #33-#39)?

A: Yes, your organization will be required to use a new MID under the new hierarchy. Most of the work needed for this effort will be completed by the Pay.gov team and CAS. However, some agencies may also need to update their SAM Pay.gov CFPs that have a classification key of Merchant ID. Please note that your agency will NOT have to update their Pay.gov CFPs that have a classification key of Pay.gov ALC+2.

Q: We are wondering when we will be updated in the Northeast within the time period range between April 17 to July 31st?

A: More precise project deadlines will be provided at a later point during the project.

Q: What will be the purpose of PAY.gov to our unit?

A: If your agency is looking to accept collections, via online, your agency would want to work with Pay.gov to assist your agency with establishing an online form and/or a digital wallet channel.

Q: During this time could we still process any credit cards during the FREEZE PERIOD?

A: Yes, you will be able to process cards during the freeze period, however CAS will not on-board new MIDs during this time. The onboarding freeze will have no impact on an agency's ability to accept card payments.

Q: Under the new system of Shared Acting Module (SAM) being implemented are all our MIDs being updated automatically or will we have to do it ourselves for each person who processes credit card payments?

A: Your agency is responsible for updating your SAM CAS CFPs to accommodate your new agency MIDs. Please reach out to the SAM team (sam.conversion@stls.frb.org) if you have any questions or require assistance with updating your CFPs.

Q: Will we have issues with MasterCard credit cards with processing?

A: Your stand-alone terminals and/or value added reseller products are not currently configured to accept 2 series bin cards today. However, through the conversion, your POS devices will be equipped to accept the new 2 series bin MasterCard.

Q: Fiscal Service is a shared service provider for several of the affected agencies mentioned in the webinar. Within Fiscal Service, the Administrative Resource Center's Agency Cash Branch manages each affected agencies cash flow profiles within SAM. Is it possible for us to receive a listing of the new CAS Merchant IDs (MIDs) once they are available so that we may update each agencies CAS and Pay.Gov Credit Card cash flow profile? If so, when can we expect to receive the new MIDs?

A: CAS plans to have new MIDs available during mid March 2017. Once the new MIDs are available, we will provide this information to the impacted agencies via the configuration summaries that we are creating for this project.

Q: The updates need to be pushed to each terminal used, right? Not just one per location.

A: Yes, every terminal would need a partial upload to be used on the new Comerica MID.

Q: Where do people find the Terminal ID? The configuration summary provided from Vantiv appears to have many older terminals that our locations are no longer using and we'd like to weed them out.

A: The terminal ID is listed on your respective terminals. This information is usually found on a sticker that is placed on the terminal.

Q: Our agency authorizes/settles all credit card and debit card payments directly via Pay.gov (using TCS). Other than having a new Merchant ID #, will there be additional changes needed for our agency to continue processing payments via Pay.gov?

A: No

Q: How does the change to the Comerica Bank platform impact the notification/processing of chargebacks?

A: Changing to the Comerica platform will not impact this process.

Q: How does the change to the Comerica Bank platform impact the PCI-DSS compliance requirements?

A: Point-to-Point Encryption (P2PE) and tokenization for our PCI-DSS will provide better data security to our customers, however the agencies will still have to validate their compliance with PCI-DSS.

Q: Will Vantiv continue to send the daily EMAF file of credit card transactions? Will the format of this file change? Or be consistent of what it is today?

A: Yes, Vantiv will continue to send the EMAF file that they send today.

Q: Our agency uses an integrated POS system and has over 800 MID locations. Is it a good idea to try to streamline that number to facilitate a quicker conversion for the agency or is that not necessary?

A: CAS is hoping our agencies take advantage of Self Service to help streamline many locations during this process.

Q: Our current credit card machine is unable to process debit card transactions. Should we be upgraded to a new one?

A: Your agency should reach out to Vantiv first to trouble shoot why your terminal cannot process debit cards. This could have just been a programing issue. Additionally, it is also quite possible that your account/MID was setup for credit card acceptance only. If this is the case, our partners from Vantiv will need to reconfigure your MID to ensure your organization can accept debit cards.

Q: Follow up on the Pay.Gov question, is Pay.Gov going to notify us in advance of the new MID's so we can set up our cash flow profiles in advance? And the actual effective date?

A: CAS will provide impacted agencies information pertaining to the new MIDs when they become available. We anticipate that MIDS will be available beginning in mid March 2017. Once your agency receives your new MIDS, you will need to update your SAM CFPs with the new values.   Please reach out

to the SAM team (sam.conversion@stls.frb.org) if you have any questions or require assistance with updating your CFPs.

Q: For the Pay.gov Conversions – will pay.gov convert our MIDs "automatically" without any interaction from us? When will it happen – is it based on your Wave Schedule? Or is it based on something else?

A: Yes, it should be automatic, however some agencies will need to update with SAM in addition to the MID updates that will be driven by the Pay.gov team. This should happen around August 2017 and is based on our stakeholders.

Q: If we only have Pay.Gov stuff, does this mean the only real thing we will need to do is update SAM with our new MIDs?

A: Yes, this is correct.

Q: One of our apps uses pay.gov TCS and direct debits bank accounts….is this affected by the change to Comerica?

A: Only if the Pay.gov app is linked to a Card Acquiring Service MID

Q: Our agency currently uses a couple of Ingenico ICT220 terminals, and for the CAS conversion will the terminals need to be replaced?

A: The terminals should not need to be replaced but will need a partial download when the Comerica MIDs are issued.