



21 February 2018

FREEDOM OF INFORMATION REQUEST – 147/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request & Response:

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?
 - i) Is the solution hosted off site?

Answer:

- 1) We use the U4BW application (Agresso)
 - i) This solution is hosted off site (apart from Internet Payments)

- 2) What Card Payment solution do you use for:

- i) Internet Payments?
- ii) Mediated payments over the phone?
- iii) Automated telephone payments?
- iv) Card Present payments (Chip & Pin)

Answer:

- i) U4BW
- ii) U4BW
- iii) Not offered
- iv) Direct to merchant with manual input to U4BW

- 3) Who supplies the solutions in question 2 above?

Answer:

Hoople Ltd

- 4) Are these solutions hosted off site?

Answer:

Yes these solutions are off site (apart from Internet Payments)

- 5) Are there more than one payment solutions in use in your Authority?
 - i) If so, how many and who are the supplier(s)

Answer:

Yes. We do have a solution from iZettle.

6) Approximately how many credit and debit card transactions do you take annually?

Answer:

18,000

7) Who provides your Merchant Services?

Answer:

Global Payments

8) Is this provided as part of your Banking contract or by the Card Payment Solution provider?

Answer:

We have a stand alone contract.

9) Is the Authority PCI-DSS compliant?

Answer:

We have self-assessed our PCI compliance

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Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council