1)   What Income Management solution do you use? **Civica Payments (Icon)**

i)   Is the solution hosted off site? **Yes**

2)   What Card Payment solution do you use for:

i)   Internet Payments? **Civica Payments (Icon)**

ii)   Mediated payments over the phone? **Civica Payments (Icon)**

iii) Automated telephone payments? **Not utilised**

iv) Card Present payments (Chip & Pin) **Civica Payments (Icon) or GlobalPay**

3)   Who supplies the solutions in question 2 above? **Civica Payments and GlobalPay**

4)   Are these solutions hosted off site? **Yes**

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) **Civica & Kent County Council for Employment Checks**

6)   Approximately how many credit and debit card transactions do you take annually? **Civica = 51299 for 2017**

7)   Who provides your Merchant Services? **GlobalPay for Civica, Wordpay for Employment Checks**

8)   Is this provided as part of your Banking contract or by the Card Payment Solution provider? **Neither - by separate contracts**

9)   Is the Authority PCI-DSS compliant? **Partially compliant, NCC are working through and action plan for PCI-DSS V 3.2 compliance**

Response from Civil Parking Unit

1)   What Income Management solution do you use?

Income is managed within Chipside casemanager software

i)   Is the solution hosted off site? **Yes**

2)   What Card Payment solution do you use for:

i)   Internet Payments? **Sage-pay**

ii)   Mediated payments over the phone? **Sage-pay**

iii) Automated telephone payments? **Sage-pay**

iv) Card Present payments (Chip & Pin) N/A

3)   Who supplies the solutions in question 2 above? **Chipside**

4)   Are these solutions hosted off site? **Yes**

5)   Are there more than one payment solutions in use in your Authority? **N/A to CPU**

i)   If so, how many and who are the supplier(s) **N/a**

6)   Approximately how many credit and debit card transactions do you take annually? **130,000**

7)   Who provides your Merchant Services? **HSBC**