

GovQA Online Payments Implementation Plan

#	Activity	Who	Date	Status	Notes
1	Review configuration & process w/GovQA	RC, CJ	02/28/20	Complete	2/26/20 - Meeting w/ J. Deichstetter Reviewed GovQAs online payment process, including deposits, voids and refunds and verified GovQA integration with USAePAY
2	Verify if PD will have Online Payments	RC, HT	2/28/20	Complete	2/26/20 - Verified with PD ProPhoenix will have online payment option
3	City and Police Requests Create test plans – Pre-Settlement <ul style="list-style-type: none"> • Estimates • Invoices • Deposits • Payments – Full • Payments – Partial • Payments – Over • Notifications • Void Unpaid Invoice • Void Paid Invoice • Refund – Full • Refund – Partial • Overpayment handling • Anonymous Request Payment 	RC	03/06/20	In Process	Validate transactions and processes Void transactions in USAePay when done – do NOT settle
4	City and Police Requests Create Test Plans – Post Settlement <ul style="list-style-type: none"> • Estimates • Invoices • Deposits • Payments – Full • Payments – Partial • Payments – Over • Notifications • Void Unpaid Invoice • Void Paid Invoice • Refund – Full • Refund – Partial • Overpayment handling • Anonymous Request Payment 	RC	03/06/20		Need low \$ amounts Settle Need to reconcile w/Victor
5	Review/update notifications <ul style="list-style-type: none"> • Prepared Responses • Auto-Email • Letters 	RC, CJ	03/13/20	In Process	3/2/2020 - Prepared Responses drafted for online payments and uploaded for testing
6	Review workflows (as needed)	RC	03/13/20	In Process	3/2/2020 – Workflows created for variations of payment process
7	Test Preparation <ul style="list-style-type: none"> • Create portal test account • Create requests for testing 	RC	03/20/20		

8	Execute Test Plans	RC	03/20/20	In Process	2/27/2020 - Created CC test email account to enter test records in GovQA
9	Create User instructions/how-tos <ul style="list-style-type: none"> • Void Process • Refund Process • Reconciliation/Settlement 	RC	03/20/20		
10	User Training <ul style="list-style-type: none"> • USAePAY • GovQA Billing 	RC	TBD		USAePAY formal user training for CC Staff users GovQA Billing process training for CC staff users (Becca)
11	Update Public Portal FAQs	RC	03/23/20		
12	Prepare Public Announcements/PR material	HT	03/20/20		Heather to work with Josh
13	Update City Web Site	HT	03/20/20		Heather to work with Josh
14	Turn on Online Payments	RC, CJ	03/23/20		