



North Carolina Department of Health and Human Services
Office of the Controller

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Laketha M. Miller, Controller

October 14, 2011

Memorandum #2012-4

To: Division/Institution Directors
Budget Officers

From: Laketha M. Miller

A handwritten signature in cursive script that reads "Laketha M. Miller".

Subject: E-commerce Initiative – PayPoint Gateway Service

As part of our continued efforts to meet requirements established by the Office of the State Controller and G.S. 66-58.12 pertaining to electronic commerce within State government, the DHHS Office of the Controller (OSC) has implemented an e-commerce initiative called PayPoint Gateway Service (PayPoint). PayPoint is a gateway service provided by the OSC under Amendment Number 2 to the Merchant Services Contract with SunTrust Merchant Services. It serves as an on-line payment capture solution that will allow DHHS to increase efficiencies and lower costs in a customer friendly environment. The implementation of PayPoint will facilitate in lowering transaction costs, increasing efficiency of operations, expediting receipt of funds, and creating greater transaction security.

PayPoint also offers a "web consumer interface" component, also referred to as a "presentment engine." This service can be made available directly through each Division's web site and allows for both e-check and credit card payments. The implementation of PayPoint will reduce the cost of payment processing throughout DHHS. For example, a paper check costs on average \$1.00 to process. E-checks are processed for \$0.35, a savings of 65%.

In the near future, you will be contacted by my office to discuss your standing business practices as it pertains to billings and receipts that would come into our office on behalf of your division. We would like to begin exploring the role that PayPoint can play, along with your participation in increasing e-commerce within the DHHS.

Should you have any questions in the meantime, please contact Troy Scoggins, Accounts Receivable Branch Head, at (919)334-1219. We look forward to working with you in the continued efforts to advance our Department through the use of e-commerce.

cc: Executive Committee
Controller's Office Section Chiefs

