

Exhibit 2 (Bid Solicitation Section 4.15)
IVR Script Sample

Credit Card Payment Processing: State Of New Jersey
Bid Solicitation # 26DPP01223

General Functions/Information

- Star key returns user to previous prompt.
- Acceptable values for Month (01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12)
- Acceptable values for Quarter (1, 2, 3, 4), Quarter value to be converted to month number (03, 06, 09, 12) when generating the CRAS file.

Introduction Step

Step 1.0

Message:

Welcome to the New Jersey Taxpayer Payment Service. A fee of X.X% plus \$X.00 will be added to the total tax payment for use of this service. To make a payment for Personal Income Taxes, press 1. To make a payment for Business Taxes, press 2. If you wish to return to the previous prompt at anytime during your call, press the star key.

No Match/No Input:

The number you have entered is invalid. To make a payment for Personal Income Taxes, press 1. To make a payment for Business Taxes, press 2.

Input:

- 1 – Proceed to Step 2.0
- 2 – Proceed to Step 3.0

Personal Income Tax Steps

Step 2.0

Prompt:

To make a payment for Personal Income Taxes, please enter the nine-digit Social Security Number on the tax return followed by the # sign.

No Match/No Input:

The Social Security Number entered does not match our records. Please enter the nine-digit Social Security Number on the tax return followed by the # sign.

Input:

9-digit SSN – Proceed to Step 2.1

Step 2.1

Message:

You have entered Social Security Number XXX-XX-XXXX.

Prompt:

If this is correct, press 1. If this is incorrect, press 2.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 2.2

2 – Proceed to 2.0

Step 2.2

Prompt:

To pay for individual income tax, press 1. To pay a deficiency, press 2. To pay estimated taxes, press 3. To pay a state extension, press 4.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 2.3

2 – Proceed to Step 2.4

3 – Proceed to Step 2.5

4 – Proceed to Step 2.6

Step 2.3

Message:

You have elected to pay for Individual Income Tax.

Prompt:

If this is a NJ resident return, press 1. If this is a Non-Resident return, press 2. If this is payment for a fiduciary return, press 3.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 2.7

2 – Proceed to Step 2.7

3 – Proceed to Step 2.7

Step 2.4

Message:

You have elected to pay for a deficiency.

Prompt:

If this is a NJ resident return, press 1. If this is a Non-Resident return, press 2. If this is payment for a fiduciary return, press 3.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 2.7

2 – Proceed to Step 2.7

3 – Proceed to Step 2.7

Step 2.5

Message:

You have elected to pay for estimated taxes.

Prompt:

If this is a NJ resident return, press 1. If this is a Non-Resident return, press 2. If this is payment for a fiduciary return, press 3.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 2.7

2 – Proceed to Step 2.7

3 – Proceed to Step 2.7

Step 2.6

Message:

You have elected to pay for a state extension. An extension form will still be required to be filed with the State.

Prompt:

If this is a NJ resident return, press 1. If this is a Non-Resident return, press 2. If this is payment for a fiduciary return, press 3.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 2.7

2 – Proceed to Step 2.7

3 – Proceed to Step 2.7

Step 2.7

Prompt:

Please enter the 4-digit year for which you are making a payment followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Business Tax Steps

Step 3.0

Prompt:

To make a payment for Business Taxes, please enter the 12-digit New Jersey Taxpayer Id on the tax return followed by the # sign.

No Match/No Input:

The New Jersey Taxpayer Id entered does not match our records. Please enter the 12-digit New Jersey Taxpayer Id on the tax return followed by the # sign.

Input:

12-digit New Jersey Taxpayer Id – Proceed to Step 3.1

Step 3.1

Message:

You have entered the New Jersey Taxpayer Id XX-XXXXXXX-XXX.

Prompt:

If this is correct, press 1. If this is incorrect, press 2.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 3.2

2 – Proceed to 3.0

Step 3.2

Prompt:

To pay for Sales & Use tax, press 1. To pay for Employer Withholding tax, press 2. To pay for Corporation Business Tax, press 3. To pay for Hotel/Motel Occupancy fee, press 4. To pay Motor Vehicle Tire Fee Tax, press 5. To pay for Cosmetic Medical Procedures Tax, press 6. To pay for Emergency Response Fee, press 7. To pay for Amnesty, press 8.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

- 1 – Proceed to Step 3.3
- 2 – Proceed to Step 3.4
- 3 – Proceed to Step 3.5
- 4 – Proceed to Step 3.6
- 5 – Proceed to Step 3.7
- 6 – Proceed to Step 3.8
- 7 – Proceed to Step 3.9
- 8 – Proceed to Step 3.10

Step 3.3

Message:

You have elected to pay for Sales & Use Tax.

Prompt:

For a monthly return, press 1. For a quarterly return, press 2.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

- 1 – Proceed to Step 3.11
- 2 – Proceed to Step 3.13

Step 3.4

Message:

You have elected to pay for Employer Withholding Tax.

Prompt:

For a monthly return, press 1. For a quarterly return, press 2.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 3.11

2 – Proceed to Step 3.13

Step 3.5

Message:

You have elected to pay for Corporation Business Taxes.

Prompt:

To pay a voucher payment, press 1. To pay a deficiency payment, press 2. To pay an estimate payment, press 3. To pay an extension payment, press 4.

No Match/No Input:

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 3.15

2 – Proceed to Step 3.15

3 – Proceed to Step 3.15

4 – Proceed to Step 3.15

Step 3.6

Message:

You have elected to pay for Hotel/Motel Occupancy Fee Tax.

Prompt:

Please enter the 4-digit year for which you are making a payment followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Step 3.7

Message:

You have elected to pay for Motor Vehicle Tire Fee Tax.

Prompt:

Please enter the quarter. For 1st quarter, press 1. For 2nd quarter, press 2. For 3rd quarter, press 3. For 4th quarter, press 4.

No Match/No Input

The quarter you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 3.14

2 – Proceed to 3.14

3 – Proceed to 3.14

4 – Proceed to 3.14

Step 3.8

Message:

You have elected to pay for Cosmetic Medical Procedures Tax.

Prompt:

Please enter the quarter. For 1st quarter, press 1. For 2nd quarter, press 2. For 3rd quarter, press 3. For 4th quarter, press 4.

No Match/No Input

The quarter you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 3.14

2 – Proceed to 3.14

3 – Proceed to 3.14

4 – Proceed to 3.14

Step 3.9

Message:

You have elected to pay for Emergency Response Fee Tax.

Prompt:

Please enter the quarter. For 1st quarter, press 1. For 2nd quarter, press 2. For 3rd quarter, press 3. For 4th quarter, press 4.

No Match/No Input

The quarter you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 3.14

2 – Proceed to 3.14

3 – Proceed to 3.14

4 – Proceed to 3.14

Step 3.10

Message:

You have elected to make an Amnesty payment.

Prompt:

Please enter the 2-digit month for the period end date.

No Match/No Input

The month you have entered is invalid.

<Prompt>

Input:

2-digit month – Proceed to 3.16

Step 3.11

Prompt:

Please enter the 2-digit month for which you are making a payment followed by the # sign.

No Match/No Input

The month you have entered is invalid.

<Reprompt>

Input:

2-digit Month – Proceed to 3.12

Step 3.12

Message:

You have entered the month <Month Name>.

Prompt:

Please enter the 4-digit year for which you are making a payment followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Step 3.13

Message:

Please enter the quarter.

Prompt:

For 1st quarter, press 1. For 2nd quarter, press 2. For 3rd quarter, press 3. For 4th quarter, press 4.

No Match/No Input

The quarter you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 3.14

2 – Proceed to 3.14

3 – Proceed to 3.14

4 – Proceed to 3.14

Step 3.14

Message:

You have selected the <number of quarter> quarter.

Prompt:

Please enter the 4-digit year for which you are making a payment followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Step 3.15

Prompt:

Please enter the 4-digit year for which you are making a payment followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Step 3.16

Prompt:

Please enter the 4-digit year for the period end date followed by the # sign.

Logic:

- Year must be equal to or greater than 1988.
- Year cannot be greater than current year. Current year is defined as January 1 – December 31st.

No Input/Incorrect Year

The year you have entered is invalid.

<Reprompt>

Input:

4-digit Year – Proceed to 4.0

Payment Steps

Step 4.0

Prompt:

Please enter payment amount, including cents followed by the # sign.

No Match/No Input

The amount you have entered is invalid.

<Reprompt>

Input:

Payment Amount – Proceed to 4.1

Step 4.1

Message:

You have entered \$X.XX. A fee of \$X.XX will be added for a total payment amount of \$X.XX.

Prompt:

If you wish to continue press 1, if you wish to repeat the amount, press 2. If you wish to cancel, press 9.

No Match/No Input

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 4.2

2 – Proceed to 4.1

9 – Proceed to 5.0

Step 4.2

Prompt:

Please enter your 16-digit credit card number followed by the # sign.

No Match/No Input

The credit card you have entered is invalid.

<Reprompt>

Input:

16 digit CC Number – Proceed to 4.3

Step 4.3

Prompt:

Please enter the 4-digit expiration date followed by the # sign.

No Match/No Input

The expiration date you have entered is invalid.

<Reprompt>

Input:

4 digit expiration date – Proceed to 4.4

Step 4.4

Prompt:

Please enter the 3 or 4-digit CVV2 number followed by the # sign.

No Match/No Input

The CVV2 number you have entered is invalid.

<Reprompt>

Input:

3 or 4 digit CVV2 number– Proceed to 4.5

Step 4.5

Prompt:

Please enter the numeric part of the billing address followed by the # sign.

No Match/No Input

The address number you have entered is invalid.

<Reprompt>

Input:

Address Number– Proceed to 4.6

Step 4.6

Prompt:

Please enter the 5-digit zip code of the billing address followed by the # sign.

No Match/No Input

The zip code you have entered is invalid.

<Reprompt>

Input:

5-digit zip code- Proceed to 4.7

Step 4.7

Prompt

Please enter a 10-digit contact phone number followed by the # sign.

No Match/No Input

The phone number you have entered is invalid.

<Reprompt>

Input:

10-digit phone number – Proceed to 4.8

Step 4.7

Prompt

A total amount of \$X.XX will be charged to your credit card. To make the payment, press 1. To cancel the payment, press 2.

No Match/No Input

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to Step 4.9

2 – Proceed to Step 5.0

Step 4.9

Message:

Your payment has been processed successfully. Your confirmation number is: XXXXXXXXXXXX.

Prompt:

To repeat the confirmation number, press 1. To end the call simply hand up.

No Match/No Input

The number you have entered is invalid.

<Reprompt>

Input:

1 – Proceed to 4.9

Step 5.0

Prompt

Thank you for using the New Jersey Taxpayer Payment Service. Your transaction has been canceled.
Good bye.