



# DrewHarper.com

UI/UX Design • Visual Design • Print  
786 439 9168 • [druharper@gmail.com](mailto:druharper@gmail.com)



## 🔗 Specialties

- > UI/UX Design
- > Visual Design
- > Interaction Design
- > Prototyping
- > Project Management
- > Story Boarding
- > Graphic Design
- > SVG Icons
- > Illustration
- > Typography

## 🔧 Tools

- > Figma, Sketch & Axure
- > Adobe Creative Suite
- > Affinity Creative Suite
- > HTML
- > CSS, SASS, Flexbox, Grid
- > JavaScript
- > Vue.js, Nuxt.js, Gridsome
- > Bootstrap
- > Git
- > Agile, Lean

## 📄 Profile

Art Director in Miami. Moved to London, England and worked at top ten Ad agency TBWA (Omnicom). Early 2000s moved to UI/UX Design. When UX design is good it seems simple and inevitable. Love reducing UX complexity to UX delight. Also highly productive; you need 7 versions for meeting tomorrow? No problem. Like my Bézier curves perfect.

Highly proficient with Adobe CS, including InDesign, Sketch, Figma, Axure, Bootstrap. Loving new into Affinity Creative Suite tools.

## 📝 Experience

### > UI/UX Designer/Visual Designer, Zander Insurance

Full-Time, Nashville, TN, 08/2021–present

### > 2017 – present

Contracting, [ValentinaDesign.com](#), [DrewHarper.com](#),  
[Dollar General mockup](#), continuous learning: Nashville Software  
Scool, JavaScript, Vue.js, Nuxt.js, Gridsome.

### > UI/UX Designer, TN Dept of Education

Contract, Nashville, TN, 12/2016 – 06/2017

### > UI/UX Designer, Civic Inc.

Contract, Nashville, TN, 09/2013 – 02/2015

### > UI/UX Designer, JPay.com

Full-time, Miami, FL, 2008 – 2013

> [JPay.com](#), Mobile, One-man UX Design/Marketing Dept.

### > UI/UX Designer, Safari Ltd.

Contract, Miami, FL, 2007 – 2008

### > UI/UX Designer, Planning Grp Int. – now Sapient Nitro

Contract, Miami, FL, 2006

### > UI/UX Designer, Diaz & Cooper Adv.

Full-time, Miami, FL, 2003 – 2006

### > Art Director & Web Designer, TBWA

Full-time, London UK, 1998 – 2000

## 🎓 Education

- > International Fine Arts College, 1987, Miami, FL, Commercial Art, AA Degree
- > Trent College, 1984, Long Eaton, UK Boarding school in England, received Art Scholarship. Played Rugby for my county.

Referrals upon request



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We shop hundreds of top insurance companies to save you time and money, and are committed to serve you every day to keep your life simple and protected.

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**TOP RATED NATIONAL INSURANCE BROKER**

**Ask Dave a Question!**

Nationally Endorsed by **THE RAMSEY SHOW**

### See What Our Clients Are Saying

"The whole experience was very pleasant; I would definitely do business with them again."

BRUCE U

[See All Reviews](#)

"I was amazed by the quality and professionalism of Zander Insurance."

HECTOR B

[See All Reviews](#)

"Great customer care! I also appreciated the financial philosophical alignment with Dave Ramsey's common sense principles."

JOSUE S

[See All Reviews](#)

"I am a fussy customer with high expectations. Zander exceeded my expectations."

KEVIN G

[See All Reviews](#)

"I recommend Zander insurance and have been happy with them for several years."

COLIN C

[See All Reviews](#)



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ALL ▾ Search entire store...

Find a Store  Sign In/Up

Categories Save! Get Inspired Current Ad Digital Coupons Shopping Cart

## Join our team

DG NATIONWIDE HIRING EVENT  
JULY 13-20

Text CAREERS to 34898 for more details.  
Message and data rates may apply

Your Career. Endless Opportunities.

**DG DIGITAL COUPONS**

**SAVE \$5**  
WHEN YOU SPEND \$15 ON SELECT BACK TO SCHOOL ITEMS

**FIND YOUR TEACHER'S LIST HERE**

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**DOLLAR GENERAL**

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Categories Save! Get Inspired Current Ad Digital Coupons Shopping Cart

ON SALE SEASONAL BACK TO SCHOOL CLEANING PET HEALTH PERSONAL CARE BEAUTY FOOD & BEV. HOUSEHOLD BABY TOYS APPAREL AUTO & HARD. PARTY OUTDOOR DG BRANDS

## Join our team

DG NATIONWIDE HIRING EVENT  
JULY 13-20

Text CAREERS to 34898 for more details.

**DG COUPONS**

**SAVE \$5**  
WHEN YOU SPEND \$15 ON SELECT BACK TO SCHOOL ITEMS

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**DOLL GENERAL**

ALL ▾ Search entire store...

Find a Store  Sign In/Up

Categories Save! Get Inspired Current Ad Digital Coupons Shopping Cart

ON SALE SEASONAL BACK TO SCHOOL CLEANING PET HEALTH PERSONAL CARE BEAUTY FOOD & BEV. HOUSEHOLD BABY TOYS APPAREL AUTO & HARD. PARTY OUTDOOR DG BRANDS

**ON SALE**

3 Day Sale - Ends 7.20  
Week Long Savings - Ends 7.20  
50% off Select Apparel  
Save \$3 Instantly on \$10+  
Colgate-Palmolive Products

Select Believe Beauty 50% Off  
Save \$3 on \$15 Select Brands  
Save \$2 on Lysol!  
New Online Products

**FOOD & PANTRY**

Cleaning & Paper Products  
Beauty & Personal Care  
Pet Food & Treats

**FIND YOUR TEACHER'S LIST HERE**



Screenshot of the EPP Portal interface for Pathfinder University.

The top navigation bar includes the TN Department of Education logo, "EPP Portal", and user information "jane.doe@pathfinder.edu" and "Logout".

The main content area shows the "Reviews" tab selected. A sidebar on the left displays a "SAP Chemistry: 6-12" assignment with 18 prompts and 14 complete, due July 16, 2017. The main panel shows "Section 1: Program Curriculum" with three sub-sections: "Indicator 1: Program Synopsis", "Indicator 2: Program of Study", and "Indicator 3: Source of Specialty Area Standards". It also lists "Section 2: Clinical Experiences", "Section 3: Candidate Assessment", and "Section 4: Optional Information". A "PDF" file named "MalesuadaCrasUllamc.pdf" and an "XLXS" file named "FrengillaUtriculus.xlsx" are attached to the "Program of Study" section. A "DOCX" file named "Mattis.docx" is listed under "Optional Information". Buttons for "Give Evidence", "Approve", and "Review" are present.

A large blue button at the bottom right says "Submit to TDOE".

The footer includes links to TN.gov Services, TN.gov Directory, Transparent TN, Web Policies, Title VI, About Tennessee, Accessibility, About TN.gov, Help & Contact, Survey, and Information Systems © 2016.

Screenshot of the RFE Sets page.

The top navigation bar includes the TN Department of Education logo, "EPP Portal", and user information "TDOE Super User" and "Logout".

The main content area shows the "RFE Sets" tab selected. A sidebar on the left shows a "Comprehensive Review" with 56 RFEs. The main panel displays a "Make a New Standard" form for "Standard 1 Content and Pedagogical Knowledge". It includes sections for "Indicator Description text" (with placeholder text), "RUBRIC", and a detailed list of sub-indicators under "01. 2.1 Clinical Partnerships and Practice". Other sections include "01. 2.1.1 EP9/LEA Roles and Responsibilities", "01. 2.1.2 Expectations for Candidate Support and Evaluation", "01. 2.1.3 Agreeable Expectations for Candidate Selection Criteria and Preparation Curriculum", "01. 2.1.4 State-Recognized Partnership Agreements", "01. 2.1.5 Primary Partner Partnership Agreement", "01. 2.1.6 Co-developed Recruitment Goals", "01. 2.1.7 2.1.4 State-Recognized Partnership Agreements", "02. 2.2 Clinical Educators", "03. 2.3 Clinical Experiences", "03. Standard 3 Candidate Quality, Recruitment, and Selectivity", "04. Standard 4 Program Impact", and "05. Standard 5 Provider Quality, Continuous Improvement, and Capacity".

The footer includes links to TN.gov Services, TN.gov Directory, Transparent TN, Web Policies, Title VI, About Tennessee, Accessibility, About TN.gov, Help & Contact, Survey, and Information Systems © 2016.



Bridge Program Home

Chris Doty Log Out

2009

BRIDGE BIO TDOT BMRS SCOPING FIELD INVESTIGATION FINDINGS JOBS

Spring Branch Rd/Spring Branch Bridge ID: 190A6590003

SUFFICIENCY RATING: 77.2  
BRIDGE RATING: GOOD  
STRUCTURALLY DEFICIENT: NO  
FUNCTIONALLY OBSOLETE: YES

Bridge Information

Scoping > Jobs

Photos Layout Diagram Studies Standards Contacts

JOBS 1

FINDING 413 BMR 1 Contractor: Sutton LLC Job Sent to Contractor Create FID Assign to Contractor

FINDINGS text Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis

BMR 1 REPAIR DECK DRAIN PIPE SPAN 4 Remove drift and debris

Item #	Description	Quantity	Unit Price \$	Total \$
201-01-05 Removal and Disposal of Brush and Trees	2.5 SF	2865	\$7,162.50	X
705-01-04 Metal Beam Guard Fence	0 LF	3028	\$0.00	X
Enter...	-	-	-	-
View Field Investigation		TOTAL	\$7,162.50	

Job 1 Total: \$7,162.50

JOBS 2

FINDING 414 BMR 0 Contractor: Sutton LLC Job Sent to Contractor Create FID Assign to Contractor

BMR 8 REPAIR DECK DRAIN PIPE SPAN 2 Repair guardrail and bridgerail

Item #	Description	Quantity	Unit Price \$	Total \$

Bridge Program Home

Chris Doty Log Out

2009

BRIDGE BIO TDOT BMRS SCOPING FIELD INVESTIGATION FINDINGS JOBS

Spring Branch Rd/Spring Branch Bridge ID: 190A6590003

SUFFICIENCY RATING: 77.2  
BRIDGE RATING: GOOD  
STRUCTURALLY DEFICIENT: NO  
FUNCTIONALLY OBSOLETE: YES

Bridge Information

Scoping > BMRs

BMRS

#	Recommendations	Type	Cost \$
8	Repair deck drain pipe span 2	BMR	\$892,040.00
1	Repair deck drain pipe span 4	Comment	\$7,162.50

Add BMR +

\*Preliminary Cost Estimate For budgetary purposes, Metro developed a preliminary cost estimate of the work required to resolve TDOT's BMR. The cost estimate was based strictly on the information presented in TDOT's bridge inspection report, therefore certain assumptions for quantity of material and effort of work were assumed. Estimate does not include Mobilization.

Total Est. \$899,202.50



Capital Funding Management Funds All Programs/Projects Chris Doty Log Out

Fund Name: GSD FY13 CAPITAL PROJECTS Fund # 40013 GSD

FUND AMOUNT	PROGRAM/PROJECT BALANCES			BU BALANCES		
	ENCUMBERED	UNALLOCATED	UNENCUMBERED	UNALLOCATED	UNENCUMBERED	
	\$9,091,649	\$3,217,416	\$5,507,170	\$5,507,170	\$367,063	\$5,874,233
BUSINESS UNITS			ADD BUSINESS UNIT+			
BU #	BU NAME	INITIAL AMOUNT	PROGRAM/PROJECT BALANCES	BU BALANCES		
			ENCUMBERED	UNALLOCATED	UNENCUMBERED	
42401013	GSD Sidewalks	\$3,519,241	\$401	\$3,219,241	\$3,219,241	
42402013	GSD Paving/Resurfacing	\$854,637	\$374,640	\$479,997	\$479,997	
42403013	GSD Bikeways	\$576,536	\$95,240	\$481,296	\$481,296	
42404013	GSD Bridges	\$40,400	\$0	\$515	\$515	
BUDGET ALLOCATIONS						
PROGRAM/PROJECT	MANAGER	BUDGET ALLOCATION				
Incomplete Infrastructure - Zombie	Devin Doyle	\$515				
PROGRAM/PROJECT	PROJECT NAME	MANAGER	BUDGET ALLOCATION			
Select...		Select...	\$	ADD	X	
42405013	GSD Corridor Redevelopment	\$2,880,040	\$2,747,135	\$132,905	\$132,905	
42406013	GSD Roadway Projects	\$1,168,075	\$0	\$1,168,075	\$0	
42407013	GSD Traffic Signals/Equip.	\$52,720	\$0	\$25,141	\$25,141	
		\$9,091,649	\$3,217,416	\$5,507,170	\$5,507,170	
				\$367,063	\$5,874,233	

Capital Funding Management Funds All Programs/Projects Chris Doty Log Out

PROGRAMS/PROJECTS

BY BUSINESS UNIT	BY PROJECT	All				
BU #	BU NAME	BUDGET ALLOCATION	PROGRAM/PROJECT BALANCES	BALANCES		
			ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED
42405015	GSD Convenience Center	\$2,000,000	\$115,496	\$115,496	\$1,884,504	\$1,884,504
42401013	GSD Sidewalks	\$3,219,642	\$401	\$401	\$3,219,241	\$3,219,241
42401015	GSD Sidewalks	\$16,900,000	\$2,813,328	\$2,537,328	\$14,086,672	\$14,362,672
42402011	GSD Bridges	\$182,587	\$11,970	\$11,970	\$170,617	\$170,617
42402013	GSD Paving/Resurfacing	\$854,637	\$374,640	\$374,640	\$479,997	\$479,997
42402014	GSD Paving/Resurfacing	\$3,460,904	\$2,463,632	\$2,463,632	\$997,272	\$997,272
42402015	GSD Paving/Resurfacing	\$28,716,248	\$3,458,030	\$1,134,930		
PROGRAM/PROJECT	~MANAGER	BUDGET ALLOCATION	ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED
Bridge Maintenance Program	Jeff Campbell	\$3,000,000	\$2,116,342	\$803,242	\$26,599,906	\$27,913,006
Foster Avenue Bridge Replace...	Jeff Campbell	\$1,000,000	\$1,000,000	\$0	\$25,599,906	\$27,913,006
PURCHASE ORDER #	ALLOCATION DESCRIPTION		ALLOCATED	ENCUMBERED	UNALLOCATED	UNENCUMBERED
	Construction		\$1,000,000	\$0	\$0	\$1,000,000
JOURNAL ENTRY DESCRIPTION		AMOUNT	X			
ADD PAYMENT VOUCHER		ADD JOURNAL ENTRY				
Myatt Drive	Jeff Campbell	\$29,383	\$0	\$0	\$25,599,906	\$27,913,006
Myrtlewood Geotechnical Investigation	Scott McCormick	\$10,000	\$10,000	\$0	\$25,589,906	\$27,913,006
Paving Program	Don Reid	\$17,000,000	\$331,688	\$331,688	\$25,258,218	\$27,581,318
Preliminary Engineering	Jonathan Cleghon	\$1,009,888	\$0	\$0	\$25,258,218	\$27,581,318
State Aid Paving	Don Reid	\$2,000,000	\$0	\$0	\$25,258,218	\$27,581,318
Tiger Grant Murfreesboro	Andrew Smith	\$1,900,000	\$0	\$0	\$25,258,218	\$27,581,318
Top Intersections (Const/R.O.W.)	Andrew Smith	\$400,000	\$0	\$0	\$25,258,218	\$27,581,318
Traffic Controllers	Chip Knauf	\$2,366,977	\$0	\$0	\$25,258,218	\$27,581,318
42403013	GSD Bikeways	\$576,536	\$95,240	\$95,240	\$481,296	\$481,296
42403014	GSD Bikeways	\$2,000,000	\$437,518	\$277,518	\$1,562,483	\$1,722,483
42403015	GSD Traffic Signals/Equip.	\$6,422,729	\$2,216,316	\$2,216,316	\$4,206,413	\$4,206,413
42404010	GSD Info Sys	\$560,646	\$0	\$0	\$560,646	\$560,646



The screenshot shows the homepage of the Nashville.gov E-Permits system. At the top, there's a navigation bar with links for HOME, SERVICES, and ABOUT, along with Register and Log in buttons. Below the navigation is a map of Nashville, Tennessee. A search bar is overlaid on the map with the placeholder text "APN, Address, Permit type, Permit Number, Project, Owner, etc". On the left side, there's a welcome message: "Welcome to the Online E-Permits System" with a "READ MORE" button. To the right of this are three main service buttons: "PERMITS" (with a METRO logo), "PAY FEES" (with a flag logo), and "INSPECTIONS" (with a magnifying glass and calendar logo). Below these sections is a "CONTACT" area containing a map pin icon, a phone icon, and an envelope icon, followed by a paragraph of text about the service. At the bottom, there's a footer with the "Nashville.gov E-Permits" logo and links for HOME, SERVICES, and ABOUT, along with a copyright notice.

Nashville.gov E-Permits

HOME SERVICES ABOUT Register Log in

E-Permits Search

Search

APN, Address, Permit type, Permit Number, Project, Owner, etc

Welcome to the Online E-Permits System

PERMITS

METRO

PAY FEES

INSPECTIONS

CONTACT

The Department of Codes & Building Safety is pleased to introduce 'E-Permits' as an expansion of our services which are now available, online. Open 24/7.

Read more...

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## Your home for corrections services

Send money to your loved one in state prison. Email your cousin in county jail. Chat with a friend using video visitation or give the gift of music with the JP3™ player.

Sign up and start today  
First find your inmate

Select State... Enter Inmate ID # [Next](#)

Don't know the ID #?

**Send Money**

Available in English, Spanish

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Download for free today  
[Get it here](#)

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Connect and share with others  
[Come and visit!](#)

**Parole & Probation**  
Make every payment on time  
[Get started](#)

**JPay blog**  
**ACLU Sues LA County Sheriff**  
by Editor-Jan 20, 2012  
The American Civil Liberties Union filed suit against Los Angeles County Sheriff Lee Baca, according to a Wall Street lorem ipsum dolor est consectetur. Journal urna sit amet Duis aliquet egestas purus in blandit. Curabitur vulputate, ligula lacinia scelerisque tempus. Sicut tacit omnia ante, ac egestas est unde sit amet arcu. Class aptent taciti sociosqu ad illo torquent per conubia nostra, per inceptos himenaeos. Sed molestie augue sit amet leo consequat posuere. Vestibulum ante ipsum primis in faubus erat lucut et utrices posuere cubilia Curae; Proin vel ante a eucl...

**A History of Violence**  
**ACLU Sues LA County Sheriff**  
Today in Corrections-related Media: Alcatraz...  
Barbour's Pardons  
Best Corrections-related Articles of 2011

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Prison privatization bills move forward in Senate - Florida Wires - MiamiHerald.com hrd.us/z0FCHv via @miamiherald

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**TMCmedia Media Consortium by JPay.com**  
Corrections workers show up en masse to oppose 2 Fla bills that would allow the state to privatize prisons ow.ly/8Ew3R @tai\_news

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@karibri @DAAMN\_B glad it worked out for you. Let us know if you ever have any other trouble

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- JP3 Music player
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**Parole & Probation**

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- Court Fees
- Self-Report Fees
- Release Cards

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- forum.jpay.com
- Facebook
- Twitter

**BBB A+ Rating**

**Are you a Corrections Agency?**

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Welcome Carmen! **Inmate: Jack Johnson** [Add/Edit](#)

Update your email address here and receive important notifications and special discounts.

The services that appear below are available to your inmate.

**Send Money**  
Start sending money by entering a dollar amount.  
\$ .00 [Next](#)

**Recurring Payments**  
[See History](#)

**Family Forum**  
Connect and share with other friends and family.  
[Join the conversation.](#)

**Look out for JPay's free mobile apps!**  
Use JPay services on-the-go  
Coming soon!

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25,488 people like JPay.com

Teresa Tyler Ahmer Mark  
Terrance Nancy Alexander Mel

**Blog Posts**

Quisque Eget Odio Ac Lectus  
Class Aptent Taciti Scicsosqu Ad  
Vestibulum Ante Ipsum Primitis In fauc  
Suspensisse Dictum Feugiat Nisl

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Home Send Money Email Video Visit Account

Inbox Compose Sent Buy Stamps Purchase History

**Compose**

This eMessage requires 1 stamp

To: John Smith

Hello John... humanitatis seacula accumsan littera modo. Duis eodem legentis consecetur qui iis. Processus tempor zzril hendrerit legentis facer. Lectorum congue nihil volutpat tation hendrerit. Instiam dolore instiam blandit tempor sit. Nam legunt nostrud hendrerit congue lorem. Consectetuer vulputate nonummy quam euismod est. Ad odio praesent quis aliquam magna.

Love  
Mary

Include a pre-paid reply for the Inmate/Offender

Preview eMessage [View in Reader](#)

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Home Send Money Account

Inmate Services Parole & Probation Social

Parole & Probation Social

Are you a Corrections Agency?

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Home Send Money Account

> Send Money Step 1 Step 2 Step 3

Please confirm your inmate's name and select transfer category.

✓ Inmate: John Smith

Payment Method

Select card Visa - 1224 - Exp 01/24/2013

Card validation code  What is this? [Add credit card](#)

Enter Amount \$ 180.00

Back Continue

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Social

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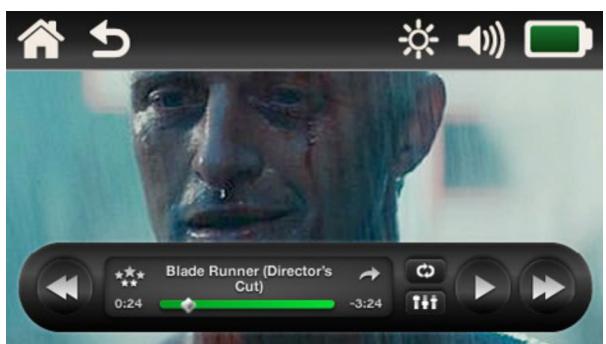
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The image displays four screenshots of the JPay mobile application interface, arranged in a 2x2 grid.

- Screenshot 1:** Home screen showing the main menu with four options: Send Money (Active), Email (Active), Video Visit (Not available on this device), and Music & JP4° (Not available on this device). The top bar shows the app name "Jpay" and the time "4:21".
- Screenshot 2:** Success screen after sending a package. It shows the recipient information: John Smith, 456321789, and a confirmation message: "Success". It also lists the Stamps Package details: XX Stamps, Recipient John Smithlongnamefellow ID 123456789, Card Number VISA \*\*\*\*4578, Exp 08/13, and Total charge: \$XX.95. The top bar shows the time "12:34 PM".
- Screenshot 3:** Send Money screen. It shows the recipient information: To: John Smith, 456321789. Below it is a form to enter the amount: Amount (0.00), Fee (0.00), and Total (\$0.00). A tooltip says "Enter amount you would like to send". At the bottom is a numeric keypad for entering the amount.
- Screenshot 4:** Account Settings screen. It lists various settings: Profile, Inmates, Cards, Password, Email Settings, Statement (selected), Help, Privacy, Terms & Policies, and Log Out. The top bar shows the time "4:21".



**jpay** Welcome John Smith 10:15 AM

[◀ Back](#) [⬆ Home](#)  [ⓘ Help](#) [✖ Exit](#)

**Music Home**

**Buy JP3 Device**

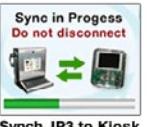
Comes with everything you need to get started.

- MP3 Player
- Earbuds
- Power Adapter
- USB cable

only **\$39.99**  
+ state tax  
30 day delivery

[Buy JP3 Device](#)



Kiosk Online Kiosk ID: TST\_4548338\_IDOC Session Time Left: 0:53 minutes

**jpay** Welcome John Smith 10:15 AM

[◀ Back](#) [⬆ Home](#)  [ⓘ Help](#) [✖ Exit](#)

**Music Home**

[Song](#) [Artist](#)  [GO](#)

<a href="#">Bluegrass</a>	<a href="#">Folk</a>	<a href="#">New Age</a>
<a href="#">Blues</a>	<a href="#">Heavy Metal</a>	<a href="#">Pop</a>
<a href="#">Christian &amp; Gospel</a>	<a href="#">Holiday</a>	<a href="#">R&amp;B / Soul</a>
<a href="#">Classical</a>	<a href="#">Indie Rock</a>	<a href="#">Rap</a>
<a href="#">Comedy</a>	<a href="#">Jazz</a>	<a href="#">Reggae</a>
<a href="#">Country</a>	<a href="#">Kids</a>	<a href="#">Rock</a>
<a href="#">Dance</a>	<a href="#">Latin</a>	<a href="#">Soundtracks</a>
<a href="#">Dance &amp; Electronica</a>	<a href="#">Miscellaneous</a>	<a href="#">World</a>
<a href="#">Easy Listening</a>	<a href="#">Motown Music</a>	<a href="#">See More...</a>

**Top Album**  
**Abbey Road**  
by The Beatles

Special  
This month: \$11.99  
Price: \$12.99



**Shopping Cart Preview** [Total](#) [Go to Cart](#)

You have no purchases yet.

**Top Sellers** [See More...](#)

1. [Feel good - Beyoncé](#)
2. [Te praesent nibh](#)
3. [Xzril in. Dominc oh poi](#)
4. [Veniam futurum d tye](#)
5. [Adipiscing](#)

Kiosk Online Kiosk ID: TST\_4548338\_IDOC Session Time Left: 0:53 minutes



**jpay** Welcome John Smith 10:15 AM

[◀ Back](#) [⬆ Home](#)  [ⓘ Help](#) [✖ Exit](#)

[Music Home](#) > R&B [Song](#) [Artist](#)  Search [GO](#)

**Top R&B albums** [See All Albums](#)

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Testimony Vol. 2: Love & Pain India Arie	Potato Hole Booker T	I Am...Sasha Fierce Beyoncé	Bright Mississippi Allen Toussaint	Bright Mississippi Allen Toussaint	Bright Mississippi Allen Toussaint

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Kiosk Online Kiosk ID: TST\_4548338\_IDOC Session Time Left: 0:53 minutes

**jpay** Welcome John Smith 10:15 AM

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	Album	Price	Artist
<a href="#">IN CART</a>	<a href="#">100 Best R&amp;B songs from the 60s</a>	\$12.99	Various Artists
<a href="#">+ADD</a>	<a href="#">100 Best R&amp;B songs from the 70s</a>	\$12.99	Various Artists
<a href="#">+ADD</a>	<a href="#">100 Best R&amp;B songs from the 80s</a>	\$12.99	Various Artists
<a href="#">+ADD</a>	<a href="#">10 Love Songs</a>	\$12.99	Various Artists
<a href="#">IN CART</a>	<a href="#">100 R&amp;B and Soul Love songs</a>	\$12.99	Various Artists
<a href="#">+ADD</a>	<a href="#">94 Nights</a>	\$12.99	<a href="#">Jimmy Varnell</a>
<a href="#">+ADD</a>	<a href="#">Aaliyah Live</a>	\$12.99	<a href="#">Aaliyah</a>
<a href="#">+ADD</a>	<a href="#">Aardvark</a>	\$12.99	<a href="#">Maxwell</a>
<a href="#">IN CART</a>	<a href="#">Abracadabra</a>	\$12.99	<a href="#">1-2 Crew</a>
<a href="#">+ADD</a>	<a href="#">Acker's Revenge</a>	\$12.99	<a href="#">Acker</a>
<a href="#">+ADD</a>	<a href="#">And I Told You</a>	\$12.99	<a href="#">David Hume</a>
<a href="#">+ADD</a>	<a href="#">Acapella R&amp;B</a>	\$12.99	<a href="#">The Isley Brothers</a>

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Retail Price: \$X1.99  
Transaction Fee: \$X1.00  
Total: \$X2.99

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**jpay** Welcome John Smith 10:15 AM

**eMessages Inbox** You have 3 stamps [Buy Stamps](#)

New eMessage	From	Subject	Date Sent	Prepaid
Inbox (2)	Mary Smith	Look at our beautiful baby!	5/12/08, 12:38am	✓
	Marlon Belly	Attachments: What's up Homey...	5/12/08, 9:00am	
	Marlon Belly	What's up homey how u doi...	5/12/08, 8:38am	✓
Sent	Jane Riveter	Thinking of you!	5/12/08, 10:00am	
Trash	Mary Smith	Look at our beautiful baby!	5/12/08, 12:38am	✓
	Marlon Belly	Attachments: What's up Homey...	5/12/08, 9:00am	✓
	Marlon Belly	What's up homey how u doi...	5/12/08, 8:38am	✓
	Jane Riveter	Thinking of you!	5/12/08, 10:00am	

[Invite a Friend](#) [Add to Device](#) [Delete](#)

Kiosk Online Kiosk ID: TST\_4548338\_IDOC Session Time Left: 0:53 minutes Downloading 4 of 7

**jpay** Welcome John Smith 10:15 AM

**Read eMessage** You have 3 stamps

New eMessage From: Mary Smith  
To: John Smith  
Date Sent: 5/12/08, 12:38pm  
Subject: Look at our beautiful baby!

▼ 5 Attachments ✓ Prepaid Reply Included

	Look at our beautiful baby! Lorem ipsum dolor mauris turpis. Pellentesque a odio eu dolor bibendum.

Love  
Mary

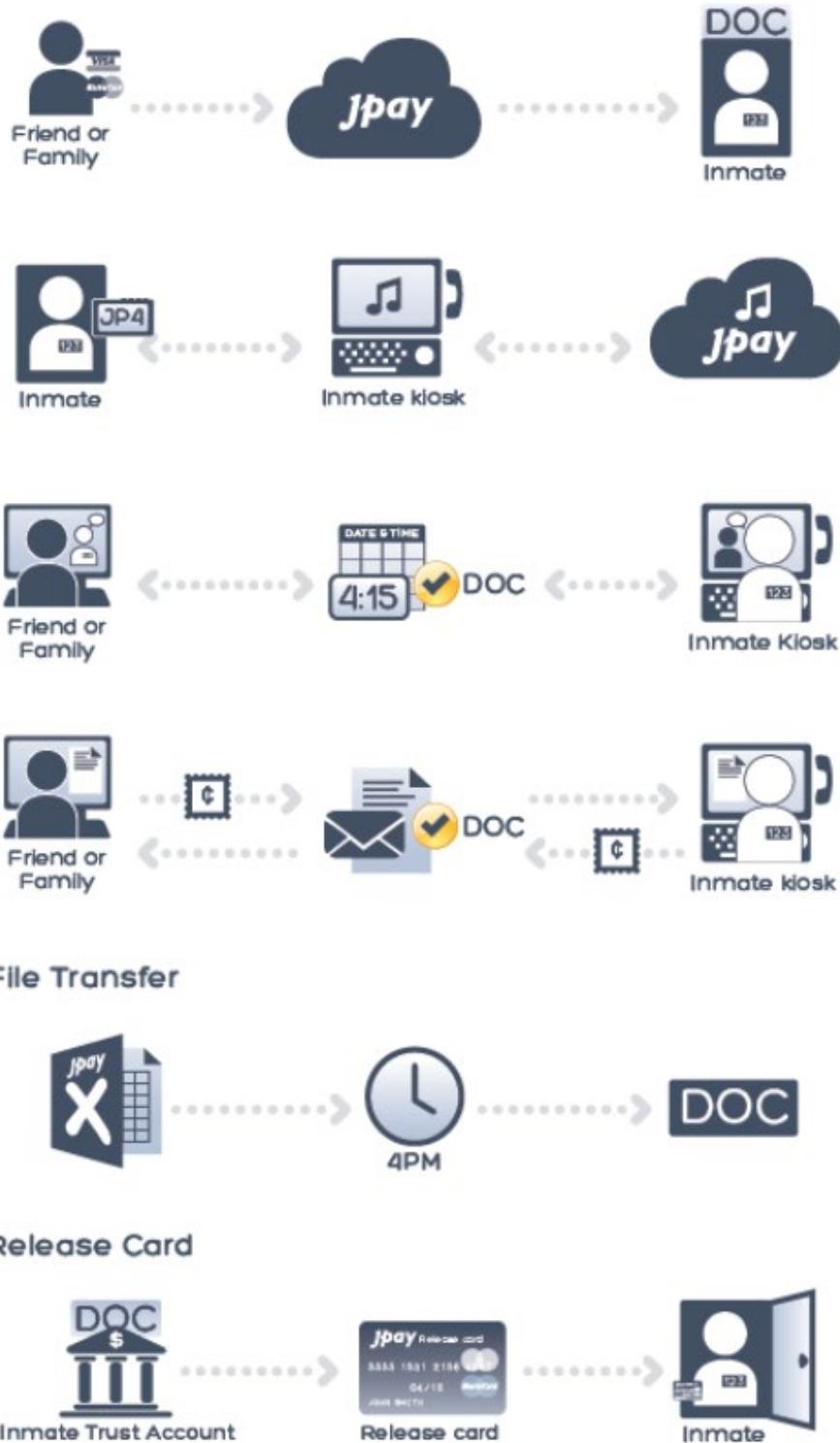
[Add to Device](#) [Cancel](#) [Reply](#)

Kiosk Online Kiosk ID: TST\_4548338\_IDOC Session Time Left: 0:53 minutes Downloading 4 of 7



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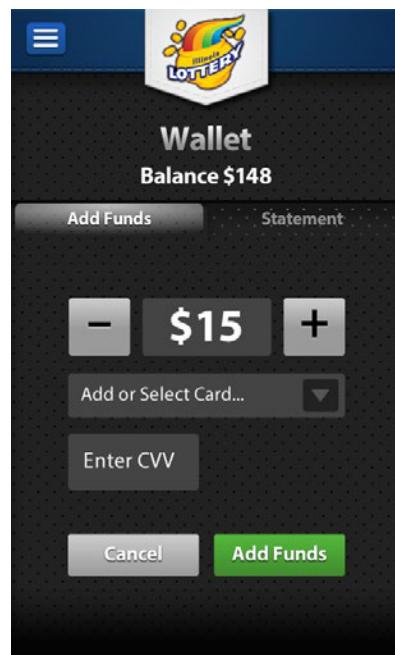
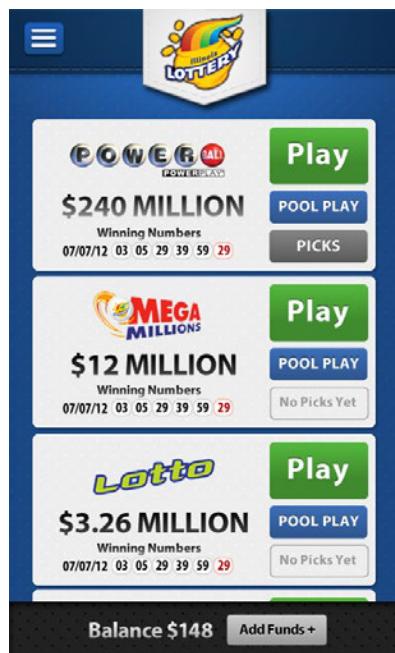




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# mlotto





See mLotto in action

**mlotto** Home Press Contact

**Lottery Evolved**

mLotto™ is the end-to-end platform that ushers state lotteries — and their games — into the mobile age. Powered by a national leader in government payments, mLotto creates an environment where gameplay is not only intuitive and fast, but also in full compliance with state and federal guidelines.

As a white-label platform, mLotto allows each lottery to maintain the integrity of its brand while dramatically expanding its reach into the mobile space. mLotto's development capability and customer service engine ensure that this is accomplished with little to no effort by the agency. This makes mLotto a safe bet for any lottery.

Home Press Contact © Copyright 2012 mLotto Inc.

A lottery platform for the digital age

mLotto™ is the end-to-end solution that ushers state lotteries — and their games — into the age of the mobile web. Powered by a national leader in consumer-to-government payments, mLotto creates an environment where gameplay is not only intuitive and fast, but also in full compliance with state and federal guidelines.

As a white-label platform, mLotto allows each lottery to maintain the integrity of its brand while dramatically expanding its reach online or on the mobile web. mLotto's development capability and customer service engine ensure that this is accomplished with little to no effort by the agency. This makes mLotto a safe bet for any lottery.

**66** Nearly half of all Americans — 46% — own a smartphone.<sup>99</sup> mLotto gives your lottery the tools to reach this population, and the technology to convert them effectively.

<http://pewinternet.org/Reports/2011/Smartphone-Update/2011/Background.aspx>

**mWallet**

With the latest in payment processing technology and a comprehensive licensing and compliance apparatus, mLotto creates convenience for the lottery customer while ensuring security for the lottery agency. Depending on individual state regulation, the mWallet can be funded using a credit/debit card, ACH transfer, and/or cash. mLotto adheres to PCI data security standards, is a registered Money Services Business (MSB), and holds money transmission licenses in each applicable state.

**Customer Service**

While the payment process is designed to be as seamless and intuitive as possible, customers also have access to 24 hour support through an in-house call center. mLotto adheres to responsible gaming standards at every consumer touchpoint, including online, through the mobile app, and in the call center.

**Geolocation**

When accessed through a mobile device, the application automatically detects the player's location using the Global Positioning System (GPS) embedded in the mobile device. This process ensures that no lottery tickets are purchased outside a participating state's borders in violation of federal law.

**Age Verification**

Players must be of age to complete registration and play a game. During mobile gameplay, age is verified using the mobile device's camera to capture an image of the 2-D barcode on the player's driver's license. The app then validates the information from the scanned barcode, granting (or denying) the player access.

**Pool Play** Social integration enables Pool Play for all games and acts as a springboard for viral adoption.



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## JPay Team Newsletter May 2012

**JPAY Team Newsletter**

**JPAY Inc**

**JPAY A Permanent Place**

With new cubicles being added in May, many JPay agents will soon leave a permanent home in the call center. Transition from "temp" to "perm" is underway... stay tuned in May for more updates!

**Birthdays**

- Jessica Lust May 7
- Jastic M Doughtie Yehuda Goldenberg May 8
- Lytsia Small May 10
- Yolande Anderson May 12
- Joshua Shapiro May 17
- Kenneth Erdberg May 18
- Anne-Marie Blacketer May 25
- Dexter Johnson May 30

**May's Metric**

Nearly a third of our customers use a mobile device to access JPay.com

30%  
70%

**Vivian's HR Corner**

Almost everyone has

**Melée In Miramar**

**CUSTOMER SERVICE**

**1**

**JPAY ALLSTARS**   **ANTONIO'S ANGELS**

**A-TEAM**   **HAT PACK**   **KNIGHTRIDERS**   **TEAM PENN PALS**  
**FRENCH TOAST MAFIA**   **LA FAMILIA**   **TEAM BREAKFAST LUNCH & DINNER**

**Customer Service Contest—The Melée In Miramar**

On the surface, it's a calm call center, the kind of gently buzzing cube farm that you'd find in office parks around the world. Look a little closer, however, and you'll find that the JPay CS Département is a seething cauldron of competition—a Coliseum of Customer Service—with agents furiously preparing to go mano a mano in a battle to deliver the ultimate consumer experience.

Beginning the last week in April, each customer service agent will compete based on their performance standards. The week's winner becomes eligible to win the monthly title. Though judged individually, the winning agents represent not only themselves, but also their team.

Yet it isn't personal or tribal glory that drives these CS gladiators, rather a deep commitment to the exemplary service JPay has a reputation for delivering. By striving to be the best, every agent is a champion.

Prizes for the weekly and monthly winners have yet to be determined. Watch this space every month for the announcements and updates... and many more best agent wins!

**Thanks, Drew, for Creating Our New Mural!**  
...and for the newsletter! Every month. You're the man. *by Drew Harper*

**Calendar**

- 05/02 Breakfast Day at Miramar
- 05/15 Birthday Party

**i By the Numbers**

- 96.9** percent of calls answered in April
- 75,719** number of people who "Like" JPay's Facebook page
- 49,161** number of JPay tracks purchased in April
- 463** number of Video Visit sessions in April

**Rosina's Reminders**

Hurricane season is right around the corner, so we are starting to update both our Preparedness Plan and the 2012 JPay Evacuation Plan. We need volunteers to be Fire Marshall and Floor Wardens! Come see me if you want to wear that nifty neon vest.

**JPay Around the Clock!**

JPay's Customer Service center is now

## JPay Team Newsletter September 2012

**JPAY Team Newsletter**

**JPAY Inc**

**On The Roster**

1 Karen Burdick  
2 Elizabeth Simon  
3 Fernando Gomez  
4 Monique Roivine  
5 Alain Villaseusa  
6 Luis Reina  
7 Michael Khazanov  
8 Lebron Who?  
9 Lebron Who?  
10 Lebron Who?  
11 Lebron Who?  
12 Lebron Who?

**NFL POOL**

**2011 POOL FINAL STANDINGS**

Rank	Name	Points
1	Jaiver Pico	15
2	Carlton G	16
3	Granby	17
4	Pete Ables	18
5	Donald Joy	19
6	Dene Hayes	20
7	Johnsay Pierre-Louis	21
8	Shawn W	22
9	Dave L	23
10	Shant Katz	24
11	Ervil Feliciano	25
12	Tonyy Sethi	26
13	Elizabeth Pierre	27
14	Michelle Valdes	28
15	Mark Shlyman	29

## JPay Team Newsletter June 2012

**JPAY Team Newsletter**

**JPAY Inc**

**NEW HIRES**

- Kenisha Burnett** Call Center Agent
- Jaime Huertas** QA Manager
- Vincent Rawlins** Call Center Director

**TITANS OF THE TABLE**

**PING PONG CHAMPS**

*"Begnold 'The Rasta Rocket' Source: Insta-Print 'My Nickname's Shorter Than My Last Name' DhansukhBurrangh in straight sets last month, to lay claim to JPay's first intramural ping-pong championship. The double-elimination tournament, organized by table tennis commissioners."*

## JPay Team Newsletter July 2012

**JPAY Team Newsletter**

**JPAY Inc**

**On The Roster**

- Karen Burdick** HR Director
- Elizabeth Simon** Executive Assistant
- Fernando Gomez** Customer Services Coach

The JPay Team wears its pride on its sleeve (and hats) after the Heat won the 2012 NBA Championship. Not immune to Heat fever.

## JPay Team Newsletter April 2012

**JPAY Team Newsletter**

**JPAY Inc**

**NEW HIRES**

- Alain Villaseusa** IT Field Engineer
- Luis Reina** Developer
- Michael Khazanov** Developer

**Lebron Who?**

A few JPay would-be ballers got together for a pickup game last month. Rosina, citing her Bronx cred, dropped a triple double and posterized Pico on a ferocious dunk.  
*"Photo has mysteriously gone missing, reward if found."*

**Workin' Overtime**

Remember Ryan telling the team at the 1Q meeting that if everyone committed to making JPay 1% better every shift, the company would be 150% stronger every day? Well a few JPay-ers did their 1% bit—and a good bit more—the last weekend

**CONTEST**

**THIS is Who Rocks the Most!**  
Congratulations to the winners of last month's customer service contest!

**Who Rocks the Most Winners (\$50 Gas Card)**

- Altagracia Martinez
- Monique Roivine

**Best Call Recordings (separate incentive program)**

- Rogelio Small
- Karen Mayal
- Daniel Gutierrez
- Olga Ferreira
- Lyon DhansukhBurrangh
- Cynthia Mobley

Each of these reps won \$50 for exemplary call recordings during random spot checks.

Congratulations to all winners!