

# Tri-Valley Service

## Federal Credit Union

### Tri-Pay/Phone-A-Teller Enrollment Form

To apply for TVS Connect, please enroll online via  
[www.trivalleyservice.com](http://www.trivalleyservice.com)

\* Denotes a required field

You **MUST** have a share draft/checking account in order to utilize Tri-Pay.  
Please print.

\*Member Number: \_\_\_\_\_

\*Primary Owner: \_\_\_\_\_

\*E-Mail Address: \_\_\_\_\_

\*Social Security Number: \_\_\_\_\_

\*Street Address: \_\_\_\_\_

\_\_\_\_\_

\*City: \_\_\_\_\_

\*State: \_\_\_\_\_

\*Zip: \_\_\_\_\_

\*Home Phone: \_\_\_\_\_

Joint Owner: \_\_\_\_\_

\*Account Number: \_\_\_\_\_

(10 digits; located at the bottom of your checks)

\*For initial payments, please allow 10 business days. After initial payments,  
please allow 5 - 7 business days.

#### PHONE-A-TELLER PIN REQUEST FORM

You can designate the PIN of your choice by selecting numbers that are unique to you, and fill in the boxes below. This number will allow you access to this great free service.

Applicant Name: \_\_\_\_\_ Date: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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\*Always keep PINs in a safe place.



# Tri-Pay: FAQ

- I. Does Tri-Valley cut a check for Tri-Pay?
  - A. Sometimes it's a check, and sometimes it's electronically. This can change from time to time, depending on the merchant.
    - 1. Once the payment is processed, the member will either get a reference number if it's electronic, or a hyperlink will show up if it's a check. From that link they can view the actual check that was printed and sent to the company.
  
- II. When I pay a bill, when is the merchant credited?
  - A. The merchant is credited approximately 5 business days after the payment (this includes the Process Date).
  
- III. When is the money taken out of my account?
  - A. The money is taken out of your account the next business day AFTER the process date.
    - 1. If you make a payment at 10am on 9-17-07, the Process Date will show 9-18-07. The funds will be taken out of your account on 9-19-07.
  
- IV. When I make a payment, why is the Process Date different?
  - A. If you make a payment before 5am, the Process Date will be the same day.
  - B. If you make a payment after 5am, the Process Date will be dated for the next business day.
  - C. If you make a payment after 5am on a Friday, the Process Date will be dated the next business day (Monday).
    - 1. IE: You make a payment on 9-13-07 at 3:30am. The Process Date will be 9-13-07.
    - 2. IE: You make a payment on 9-13-07 at 3:00pm; the Process Date will be 9-14-07.
    - 3. IE: You make a payment on 9-14-07 (Friday) at 5pm; the Process Date will be 9-17-07 (Monday).



- V. I'm setting up a recurring payment. When should I set the Process Date to be?
- A. Always set the Process Date at least 5 business days before the actual bill is due.
  - B. If your bill is due on September 20<sup>th</sup>, the Process Date should be September 15<sup>th</sup>, which means you will enter it in the system on September 14<sup>th</sup> – unless you do it before 5am on September 15<sup>th</sup>.
- VI. If a reoccurring payment is set up for the 15<sup>th</sup> of every month, and the 15<sup>th</sup> lands on a Saturday or Sunday, when will the Process Date be?
- A. The process date will always be the Friday before, unless you set up a one time payment on Friday after 5 a.m. Then the Process Date will be the following Monday. (See number I above).
- VII. What if the company/merchant claims they never received my payment?
- A. You should try and rectify the situation first with that particular merchant/company.
  - B. If that does not work, you should then call Tri-Valley and we will contact the EBP Administration to help out with the situation.
  - C. If the reason the merchant never received the payment was due to your error, (IE: Wrong account number, incorrect address, etc.) then you must re-submit payment and a \$10.00 fee will be assessed to your account for a returned payment.
    - i. Please be sure that **all** merchant information is correct.