#### CONTENTS

PAGE 1 | Instructions

2 Types of Checks

3 Sample Bank Letter

4 T-Cetra ACH Authorization Form

### **INSTRUCTIONS**

The following requirements will be necessary in order to successfully update the banking information on file for your T-Cetra account(s). All forms can be sent to posafax@tcetra.com OR faxed to 866-284-7329.

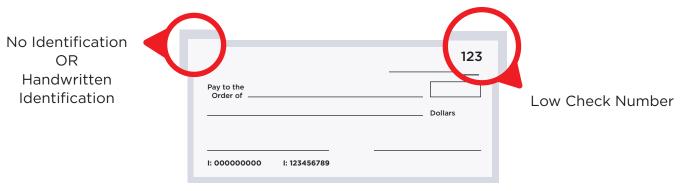
- 1) The ACH form is to update banking information for your T-Cetra account(s). Whether you have linked accounts or not, YOU MUST LIST ALL ACCOUNT ID'S that you wish to update banking information for.
- 2) ACH form should not be missing any key information required. The required fields will be labeled with an asterisk. Please review carefully before submitting. Any missing information will delay processing time.
- 3) Along with the ACH form you will need to submit a voided check for your business bank account. The check cannot be a starter check and must include the bank's name, business name and address, check number, routing and bank account number. Please see page 2 for an example.
- 4) If you are unable to provide a voided check, please provide a letter from the bank, confirming the legitimacy of your business bank account. **Direct deposit forms are not valid bank letters. See page 3 for an example. The letter must include the following:** 
  - i. Bank logo
  - ii. Bank's address
  - iii. Date
  - iv. Text confirmation
  - v. Routing and bank account numbers
  - vi. Account holder's basic information
  - vii. Banker's physical signature
  - viii. Title of the banker
  - ix. Banker's phone number
- 4) ACH forms that are submitted Mon-Fri prior to 5:30pm EST will be processed the same day, **as long as all the information and supporting documents are valid.** Requests submitted Sat-Sun will be processed the following Monday for Tuesday invoicing. Any ACH forms sent after 5:30pm EST will be processed next business day after the invoicing has been processed.



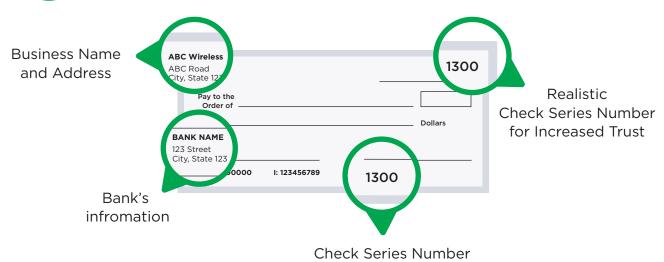
### **TYPES OF CHECKS**



# NOT ACCEPTED - Starter Check/Personal Checks







## **SAMPLE BANK LETTER**



Chase Bank 123 Merry Lane

Bank Address

Columbus, OH 43230

December 29, 2016

Date

To whom it may concern,

Bob's Wireless is a current account holder with Chase and has been since December 10, 2009.

Confirmation Text

Routing number: 123456789 Account number: 888999888000

Routing and Bank Account Numbers

Bob's Wireless

456 Sandy Dr

Account Holder's Information

Columbus, OH 43230

Please feel free to contact us if you have any further questions Sincerely,



Banker's Signature

John Smith Chase Bank

Title of Bank Rep Branch Banker

Phone: 614 777 1111 Banker's Phone Number to Call and Verify



## **ACCOUNT ID**

\*\*IMPORTANT, PLEASE READ. This form must be submitted with your non-starter voided check. If you cannot provide a valid voided check, you must provide a bank letter with a banker's signature verifying your bank account and routing number. All valid requests sent prior to 5:30pm EST M-F will be processed same business day. All valid requests submitted after 5:30pm EST M-F will be processed next business day. Saturday and Sunday will be processed Monday. Please review all attached instructions to ensure a valid request is sent on the first attempt. Any missing or invalid information may delay your request. As a result your next invoice may be debited from your "old" bank information tied to your T-Cetra account.

All requests can be sent to: posafax@tcetra.com OR faxed to: 866-284-7329