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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

No Identification
OR
Handwritten
Identification

Low Check Number



Valid Bank Check

Business Name
and Address

Realistic
Check Series Number
for Increased Trust

Bank's
infromation

Check Series Number

SAMPLE BANK LETTER

CHASE 

◀ **Bank Logo**

Chase Bank
123 Merry Lane
Columbus, OH 43230

◀ **Bank Address**

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
Columbus, OH 43230

◀ **Account Holder's Information**

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



◀ **Banker's Signature**

John Smith
Chase Bank
Branch Banker
Phone: 614 777 1111

◀ **Title of Bank Rep**

◀ **Banker's Phone Number to Call and Verify**

ACCOUNT ID

*Please list all account IDs you wish to update banking information for:

ACCOUNT INFORMATION
(Must match Voided Business Check)

Business Name: _____	Contact Name: _____
DBA Name: _____	Contact Email: _____
Owner's First Name: _____	Contact Phone # __ (____) _____
Owner's Last Name: _____	
Address: _____	Invoice Delivery Email: _____
City: _____ State: ____ Zip: _____	Account Number: _____
Phone # __ (____) _____ Fax: __ (____) _____	Routing Number: _____

- Customer agrees that it is purchasing T-Cetra product for resale to end-user customers of prepaid services and that customer is wholly responsible for any and all sales tax obligations on all products purchased from T-Cetra POS.
- Customer warrants that the Customer information specified on this Schedule B is true and correct and authorizes T-Cetra to directly deduct via ACH transactions from Customer's bank Account all amounts due to T-Cetra for the sale of all T-Cetra PINs and services and any other charges specified.

*Signature: _____ *Title: _____ *Date: __/__/____

*Required field. Missing or incorrect information may result in delays updating your new information.

PLEASE ATTACH A
BUSINESS VOIDED CHECK HERE
OR A BANK LETTER

****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