

## 1. Instructions and Information

- 1.1. Agency Contact and Phone Number – This should be the Billing Official information
- 1.2. One signature is required but two lines are available for alternate signature. This signature should be the same as the account holder at the community bank where the checking account resides.
- 1.3. A separate form must be submitted for each Managing Account.
- 1.4. A voided check or copy must be submitted with the Telepay Form to verify the 9 digit routing number and 14 digit account number. If a voided check is not available, then a written note from the community bank verifying the routing number and account number is acceptable. You may either fax or email the form to your U.S. Bank Account Coordinator. Instructions for submitting are included on the form.
- 1.5. A letter from USB will be sent to verify that Telepay is setup for the account.
- 1.6. Please allow 2-3 business days for the Telepay process setup. You can call Customer Service after the 4th business day to confirm that Telepay is setup on the account and to process a payment.
- 1.7. The first time Telepay is used for payment please expect the payment to take up to five business days to post. After the first call payment will post within one business day if the call is received before 6 p.m. CST.

## 2. Billing Official Steps To Initiate Telepay:

- Download MA statement in Access Online
- Call U.S. Bank Customer Service, 1-888-994-6722
- Enter your 16 digit account number
- Provide verification response as required
- Provide/verify amount of payment

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### **For More Information**

If you have any questions regarding the above information, please submit them to [dodaccessonline@usbank.com](mailto:dodaccessonline@usbank.com).

**usbank.com**

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