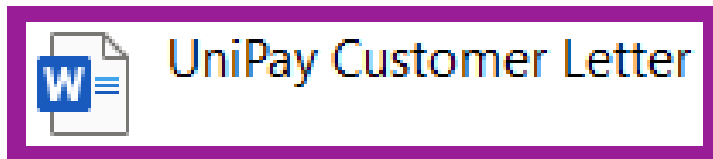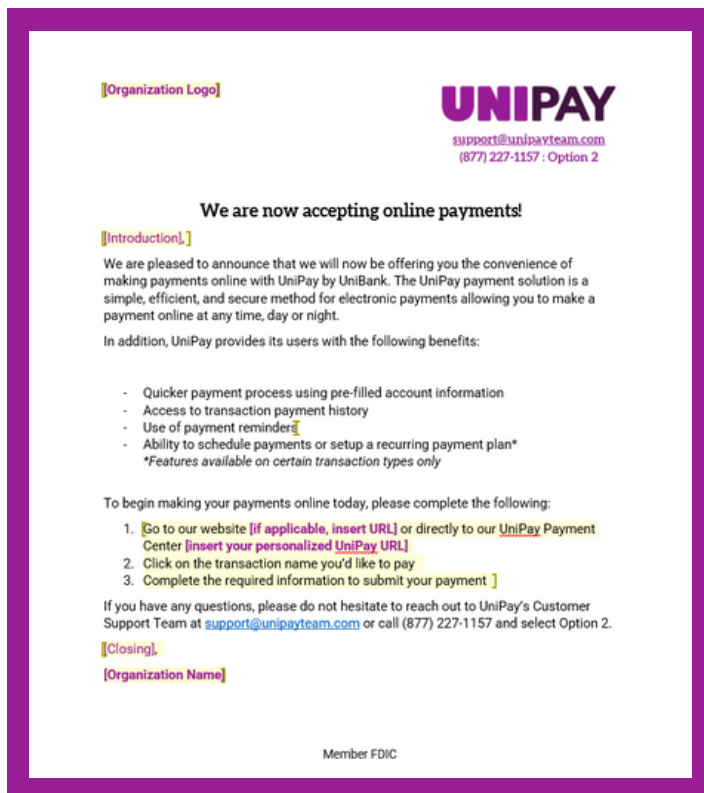# INSTRUCTION MANUAL

UniPay Customer Letter

UNIPAY

Within both the Basic and Custom Marketing Kits, you will find a Word document titled, "UniPay Customer Letter". This letter is intended to be sent to your customers via email or physical letter, informing them that secure online payments are now accepted through UniPay by UniBank. Please review the following instructions to properly access and complete this letter prior to sending it out.

Instructions

1) Locate the "UniPay Customer Letter" Word document in either your Basic or Custom Marketing Kit and double click to open.
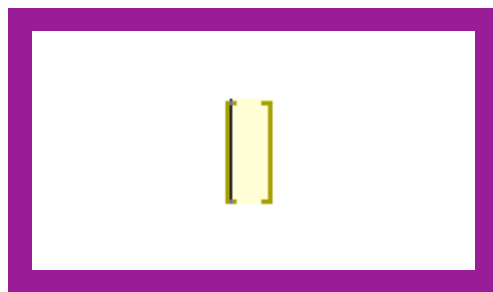
UniPay Customer Letter

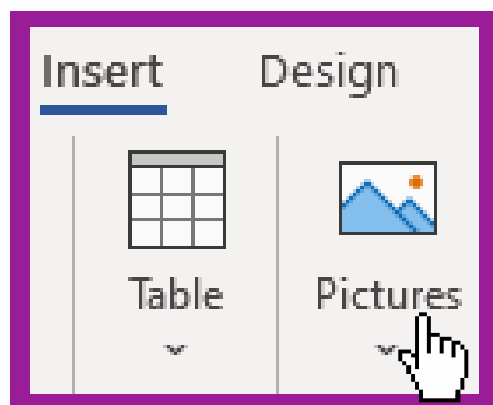**2) Notice that there are parts of the document highlighted in yellow. These are the parts that you will customize.**

[Organization Logo]

UNIPAY
support@unipayteam.com
(877) 227-1157 : Option 2

We are now accepting online payments!

[Introduction],]

We are pleased to announce that we will now be offering you the convenience of making payments online with UniPay by UniBank. The UniPay payment solution is a simple, efficient, and secure method for electronic payments allowing you to make a payment online at any time, day or night.

In addition, UniPay provides its users with the following benefits:

- Quicker payment process using pre-filled account information
- Access to transaction payment history
- Use of payment reminders
- Ability to schedule payments or setup a recurring payment plan*
  *Features available on certain transaction types only

To begin making your payments online today, please complete the following:

1. Go to our website [if applicable, insert URL] or directly to our UniPay Payment Center [insert your personalized UniPay URL]
2. Click on the transaction name you'd like to pay
3. Complete the required information to submit your payment]

If you have any questions, please do not hesitate to reach out to UniPay's Customer Support Team at support@unipayteam.com or call (877) 227-1157 and select Option 2.

[Closing],

[Organization Name]

Member FDIC

UNIPAY

3) Start by adding your logo: right click after "]"
to move your cursor to the end of the text box.
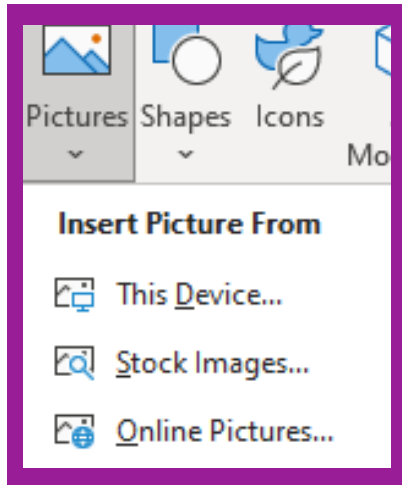
[Organization Logo]

4) Click the backspace button on your keyboard
until only your cursor is left in the text box.

[]

5) In the menu bar, navigate to "Insert" and left
click on "Pictures".

Insert   Design

Table   Pictures

6) Select where you would like to import an image of your logo from. Locate the image and select "insert".

7) Your logo is now inserted. Please adjust the size and placement of your logo to match ours.

- Use wrap text prompts if necessary
- Do not worry if there if the yellow highlight is still visible. We will fix this at the end.
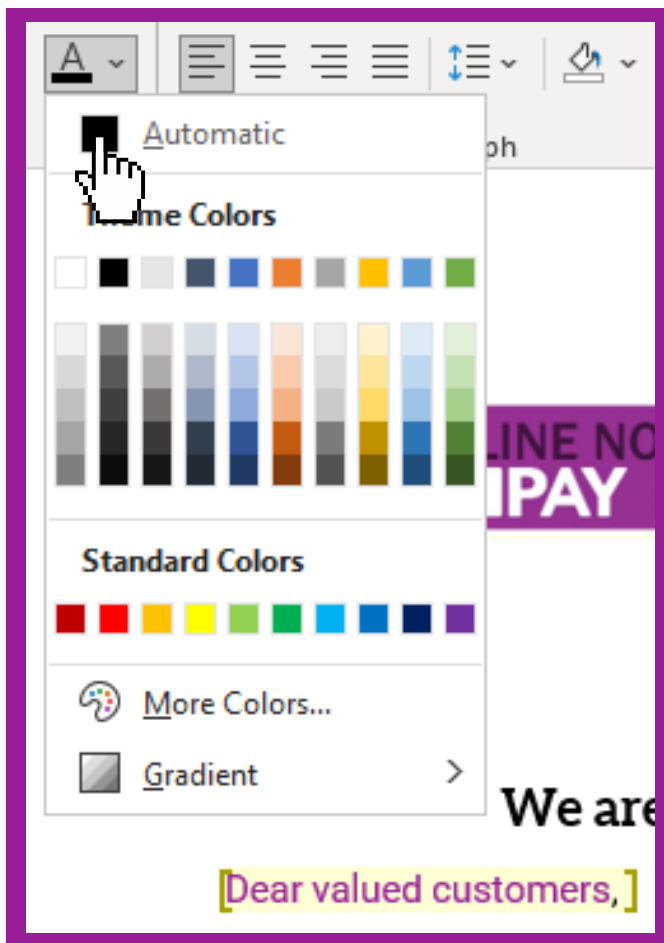
8) The next step is to personalize your introduction and closing to the letter. Repeat Steps 3 & 4 to add your desired text.

[Introduction],]

[Closing],

9) Once the desired text is added, be sure to change the font color to black.

UNIPAY

Member FDIC

10) Repeat Steps 3 & 4 to add your website URL and/or personalized URL. If only one or neither of these options are applicable to you, adjust the text as necessary. Repeat Step 9 to change the text color to black.
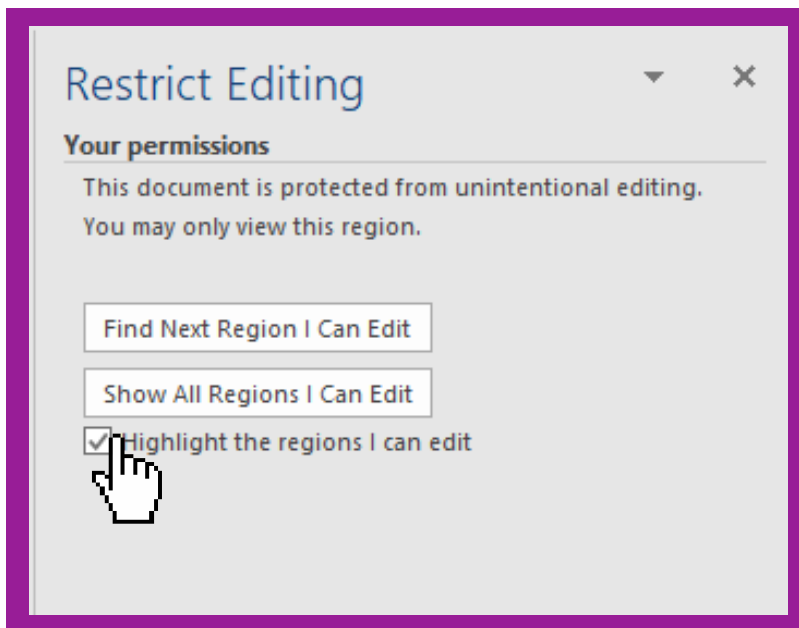
To begin making your payments online today, please complete the following:

1. Go to our website **[if applicable, insert URL]** or directly to our UniPay Payment Center **[insert your personalized UniPay URL]**
2. Click on the transaction name you'd like to pay
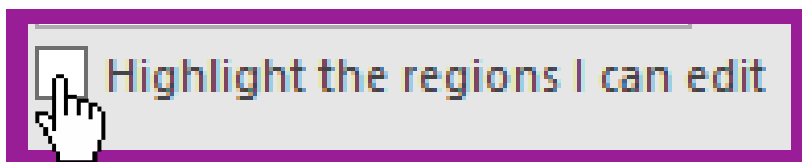3. Complete the required information to submit your payment **]**

11) Repeat Steps 3, 4 & 9 to sign the letter with your organization's name.

[Organization Name]

12) Navigate to the "Restrict Editing" pane on the right side of the page. Locate the check box labeled "Highlight the regions I can edit".

UNIPAY

Restrict Editing

Your permissions

This document is protected from unintentional editing.
You may only view this region.

Find Next Region I Can Edit

Show All Regions I Can Edit

☑ Highlight the regions I can edit

13) Click the checkbox to unselect this option. The yellow highlighter is now no longer visible.

☐ Highlight the regions I can edit

14) The letter is now ready to be sent to your customers! Be sure to save it to your desired location before closing.

PAY ONLINE NOW
UNIPAY

UNIPAY
Member FDIC
support@unipayteam.com
(877) 227-1157 : Option 2

We are now accepting online payments!

Dear valued customers,

We are pleased to announce that we will now be offering you the convenience of making payments online with UniPay by UniBank. The UniPay payment solution is a simple, efficient, and secure method for electronic payments allowing you to make a payment online at any time, day or night.

In addition, UniPay provides its users with the following benefits:

- Quicker payment process using pre-filled account information
- Access to transaction payment history
- Use of payment reminders
- Ability to schedule payments or setup a recurring payment plan*
  * Features available on certain transaction types only

To begin paying your fees online today, please complete the following:

1. Go to our website unipaygold.unibank.com or directly to our UniPay Payment Center unipaygold.unibank.com
2. Click on the transaction name you'd like to pay
3. Complete the required information to submit your payment

If you have any questions, please do not hesitate to reach out to UniPay's Customer Support Team at support@unipayteam.com or call (877) 227-1157 and select Option 2.

Sincerely,

UniPay

If you have any questions, please contact support@unipayteam.com or call (877) 277-1157 Option 2

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