

INSTRUCTION MANUAL



UniPay Customer Letter

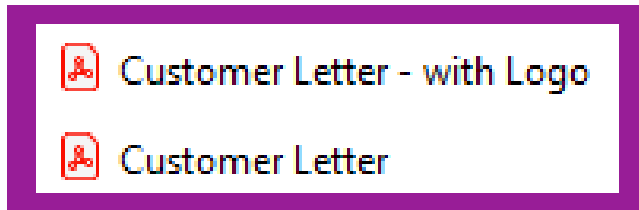
UNIPAY

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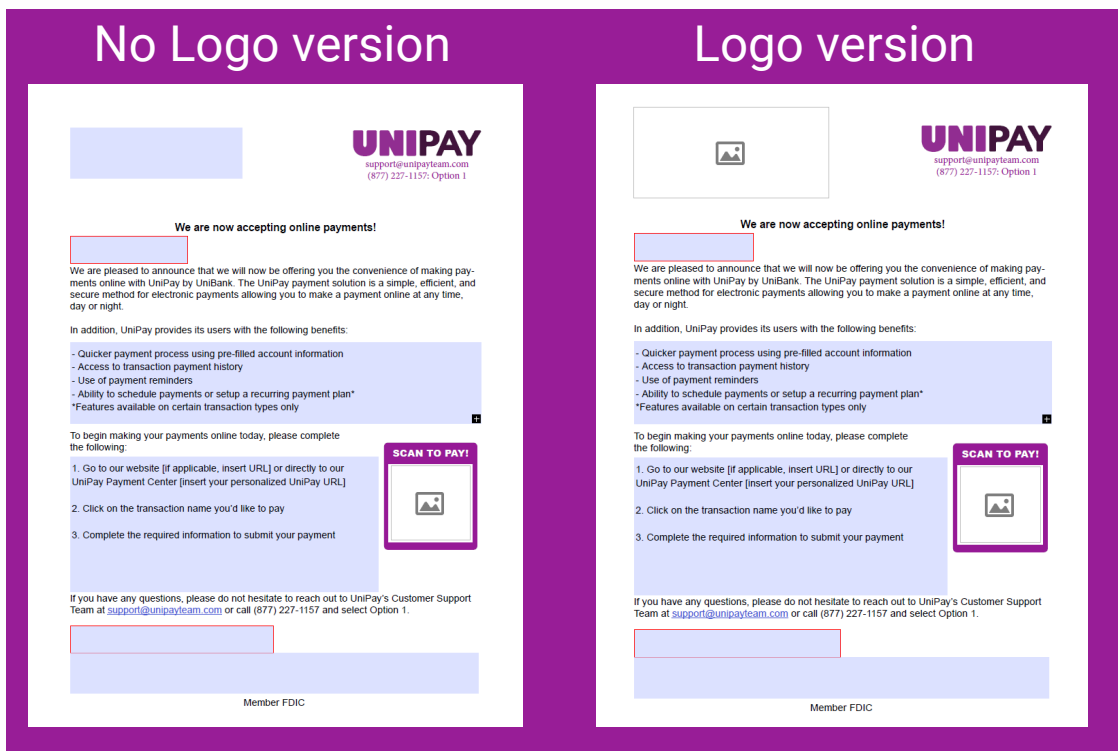
Within both the Basic and Custom Marketing Kits, you will find PDF documents titled, "Customer Letter" and "Customer Letter - with Logo". Choose whichever best suits your needs. This letter is intended to be sent to your customers via email or physical letter, informing them that secure online payments 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

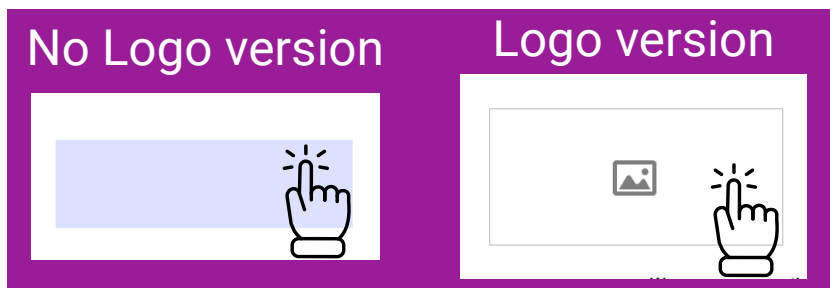
1) Locate the "Customer Letter" or "Customer Letter - with Logo" PDF document in either your Basic or Custom Marketing Kit and double click to open.



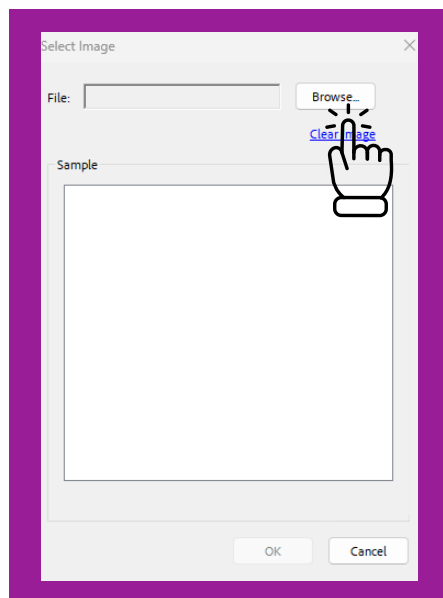
2) Notice that there are parts of the document highlighted in blue. These are the parts that you will customize.





3) Start by typing your organization name or adding your logo in the upper left corner. To add your organization name, click in the blue area and begin typing. To add your logo in the logo version of the letter, click within the space provided.



4) (Logo Version) Add logo by clicking within the space provided then select the “Browse...” button, and navigate to your logo file (JPG or PNG file types will work best).



5) Your logo is now inserted. Follow this same process to add your custom QR code in the lower region of the letter.



We are now accepting online payments!

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:

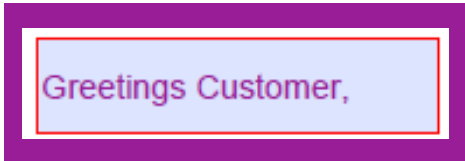
1. Go to our website [if applicable, insert URL] or directly to our UniPay Payment Center [insert your personalized UniPay URL]
2. Click on the transaction name you'd like to pay
3. Complete the required information to submit your payment



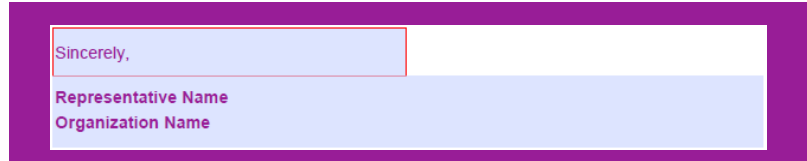
If you have any questions, please do not hesitate to reach out to UniPay's Customer Support Team at support@unipayteam.com or call (877) 227-1157 and select Option 1.

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6) The next step is to personalize your introduction and closing to the letter. Repeat Step 3 to add your desired text.



Greetings Customer,



Sincerely,
Representative Name
Organization Name

7) Repeat Step 3 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.

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

8) 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
support@unipayteam.com
(877) 227-1157: Option 1

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SCAN TO PAY!



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Sincerely,

Person Name
Organization Name

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