


# Biller Information Form

Upon completion, please scan and email this form to [biller@telipay.ca](mailto:biller@telipay.ca) or fax this form to 866.396.2548.

\*Indicates required information

	<b>Telipay Use Only</b>
	Billor Code: _____
	Entered _____ Verified _____

## Company Information

Company Name\* (as it appears on your invoice or bills) Company Legal Name (if different from Company Name)

Mailing Address Street/P.O. Box\* City\* Province\* Postal Code\*

( )

( )

Main Business Phone\*

Business Email\*

Main Business Fax

Business Number (BIN)

Business Website

EN  FR

Contact Name

Contact Title

Preferred Language

( )

( )

Phone Number

Email Address

Fax Number

## Payment Information\*

Preferred method of payment details report delivery (choose one):

Email to: .....

Fax to: ( ) .....

Payments from customers to be made:

Daily  Weekly

Report Language:

EN  FR

**Yes! I have attached a void cheque to this form to indicate the bank account where my payments are to be deposited.\***

If you do not have cheques with the company name printed on them, you may alternatively provide a copy of the top portion of a bank statement with the company name and account number printed on it OR a signed letter from the bank that indicates the account number.

## Authorization to Credit Account

\* A minimum of one Authorized Officer is required

1. Name of Authorized Officer\* Signature and Title of Authorized Officer\* Date

2. Name of Authorized Officer\* Signature and Title of Authorized Officer\* Date

The company warrants that the banking information provided relates to bank account information of the company and that said information has been provided by individuals of the company that are authorized to provide banking information.

\*\*Telipay Incorporated warrants that it will maintain the Company's information confidential and will use it exclusively for fulfilling the payment agreement instructions of our customers.

\*\*Upon receipt of a duly executed Biller Services Agreement, the Biller Information Form shall be referred to as Schedule A within the agreement.

\*\*If you receive an unsolicited email requesting that you click a link, enter your personal information or password, it is NOT from Telipay. If you are ever unsure of the authenticity of any email, please report it to Telipay.

**TELPAY  
PREMIUM BILLER SERVICE AGREEMENT**

**THIS AGREEMENT** made between:

**TELPAY INCORPORATED** ("Telpay"),

- and -

\_\_\_\_\_ (the "Biller")

**This is your copy of the Telpay Biller Services Agreement. Please keep it on file for your records**

1. The Biller agrees to authorize Telpay to credit the Biller's bank account provided.
2. Telpay hereby agrees to promptly forward payments and payment details to the Biller's bank account and the Biller respectively when instructed to do so by users of Telpay's bill payment systems (the "Customer") and when the Customer has met Telpay's funding requirements.
3. Notwithstanding the foregoing, the Biller has the option of requesting payment to be made on a weekly basis. In this case, Telpay will forward funds and a report providing details of payment once a week, provisionally on Wednesdays, but the day is subject to change. The Biller can revert to daily remittances at any time by providing Telpay with two weeks written notice.
4. Telpay will advise the Biller of the details provided by the Customer of the payments made by Telpay on behalf of its Customers in a manner mutually agreed upon by the parties.
5. When Telpay provides the Biller with the value date (the date the Customer's bank account is debited), the Biller will use this date as the payment date for calculation of interest or late payment charges.
6. In consideration of Telpay promptly crediting funds to the Biller's bank account, the Biller agrees to hold harmless and indemnify Telpay against any and all losses, claims, costs or otherwise arising out of or in connection with the processing of the debit to the Customer's account. If such debit is charged back to Telpay for whatever reason (the "Chargeback"), Telpay will notify the Biller and the Biller hereby agrees that Telpay may immediately debit the Biller's bank account for the amount of the customer's original payment.
7. Should a customer request a refund from the Biller of any payment that has been processed by Telpay, and should the Biller agree to refund this payment, all funds so requested will be returned via Telpay, who will then return the funds to the account from which they were originally debited.
8. Telpay will make available at no charge to the Biller, the following aids to encourage payment of bills using Telpay Services:
  - (a) A Pay By Telpay logo to include on paper bills and invoices;
  - (b) A Pay By Telpay logo and associated HTML code to link electronic bills and invoices to a Telpay Payment Service, specifications for which will be supplied by Telpay; and
  - (c) Use of the Telpay Name as a payment method on the Billers' website and publications.Use of these aids is at the discretion of the Biller while this Agreement is in force. Their use will be terminated promptly on request by Telpay.  
  
Specifications for such aids will be provided on Telpay's website and are subject to change from time to time.
9. All funds held by Telpay for payment to the Biller under this Agreement which are awaiting clearance of funds will be held by Telpay in a Trust Account of a Canada Deposit Insurance Corporation insured or Provincially guaranteed financial institution for the sole benefit of the Biller. Telpay will pay all the costs of, and is entitled to retain for its own purposes any interest earned on the moneys held in the Trust Account and is not accountable to the Biller for such costs or interest.
10. Telpay shall not be liable for any indirect, consequential or incidental damages whatsoever arising out of or in any way connected with this Agreement, including where Telpay has been advised of the possibility of such damage.

11. The Biller will advise Telpay in writing when any Biller Information needs amending or correcting.
12. The Biller agrees that, in addition to any Chargeback, Telpay agrees to provide 30 days notice to the Biller of any changes to service fees.
13. This Agreement may be terminated by Telpay (in its sole and absolute discretion) by providing the Biller with one month's written notice, such notice to be provided to the Biller at the address set forth in the Biller Information Form.
14. This Agreement constitutes the entire agreement between the parties. Other than set forth in this Agreement, there are no other representations or warranties.
15. Each of the parties has full power and authority to enter into this Agreement and this Agreement shall endure to the benefit of and be binding upon the parties and their respective heirs, successors and assigns.
16. This Agreement shall be governed and construed in accordance with the laws of the Province of Manitoba and Canada and the parties irrevocably attorn to the jurisdiction of the Courts of Manitoba with respect to any dispute relating hereto.

Signed this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

**FOR THE BILLER**

\_\_\_\_\_  
Signature(s)      Authorized Signing Officer

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature(s)      Authorized Signing Officer

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

**FOR TELPAY INCORPORATED**

\_\_\_\_\_  
Signature(s)      Authorized Signing Officer

Chris Epp-Vollrath  
\_\_\_\_\_  
Name

President  
\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature(s)      Authorized Signing Officer

Jason Olson  
\_\_\_\_\_  
Name

VP, Business Development & Strategic Partnerships  
\_\_\_\_\_  
Title

**Schedule 'B'**  
**Fees and Bank Debit/Credit Authorization**

I/we hereby request and authorize Telpay Incorporated to debit Chargebacks (as such term is defined in the Biller Service Agreement (the "Agreement") between the parties) and other service charges from the chequing account specified below. The authorization of Telpay Incorporated to debit our account is subject to the terms of the Telpay Premium Biller Service Agreement. Our Company is identified as "Biller" in this agreement. It is warranted by the Biller that all persons whose signatures are required to sign on the account below have signed this Authorization.

**Set up Fees:**

One-time set-up fee	\$199.99
Annual Fee (due on anniversary date)	\$49.99

I/we accept the \$199.00 set up fee and \$49.99 annual fee for Premium Biller Services (will be debited from your bank account upon approval)

**Transaction Fees:**

Telpay charges \$0.50 per bill payment transaction. You may choose to accept the \$0.50 fee which businesses generally find is an incentive to help their customers adopt electronic payment.

**No, please retain default payment structure and send payments at no charge.**

**Yes, I/we would like to pay the \$0.50 fee per bill payment.**

**Debit the following bank account for fees**

(If using different bank account for credits/payments, provide alternate bank account information in 'Alternate Bank Account to Credit Payments' section).

Financial Institution Name:		
Financial Institution Address:		City:
Phone: (        )	Province:	Postal Code:
Bank ID Transit No:	Bank Account No:	

**Please attach a void cheque here, or include one official bank document.  
No counter cheques**

Examples of official bank documents:

1. A copy of a void cheque with your company name printed on it
2. A copy of a deposit slip with your company name and account number printed on it
3. A copy of the top portion of a bank statement with your company name and account number printed on it
4. A signed letter from the bank indicating the account number.

√ I/we agree to the Terms and Conditions of Telpay Biller Premium Biller Services Agreement

√ I/We authorize Telpay Incorporated to debit chargebacks and other service charges.

Authorized Signature(s) of Account Holder(s)	Print name	Date
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Authorized Signature(s) of Account Holder(s)	Print name	Date
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The Biller will notify Telpay Incorporated promptly in writing if there is any change in the above account information



**SCHEDULE "C"**  
**Payment Notification Arrangement**

**We would like to receive a report of all payments (at No Charge)**

- As an Emailed Report sent to: \_\_\_\_\_ @ \_\_\_\_\_

Please have the details provided:

- Within Body of Email (no attachment)
- Text Attachment (not password protected)
- Zipped and Password Protected attachment

- Faxed Report sent to: \_\_\_\_\_

**We would prefer to receive a file for importing into my Accounts Receivable (Telpay will contact you for details)**

- \$0.02/transaction (minimum \$4.00/month)

**File Formats:**

- Telpay standard file formats, including CSV format (*Comma Separated Value*)  
(Our layout specifications will be sent to you upon request)
- Biller's own "in-house" file format – provide us with your specifications and we will provide you with a quote on creating a customized format for you

telpay

**SCHEDULE "D"**

**Customer Account Number / Invoice / Statement Information**

*In order to help us ensure the accuracy of the information entered by your customer, please provide the following information and a sample of a completed customer bill and indicate the account number to be used to credit the customer's account.*

1. Do you assign account numbers to identify your customers:  Yes  No  
If yes, how many characters are there in your account number? \_\_\_\_\_
2. Are all account numbers the same length?  Yes  No  
If no, please explain. \_\_\_\_\_
3. Are there any letters (alpha) or special characters (such as dashes or periods) in the account number(s)?  
 Yes  No  
If yes, please explain. \_\_\_\_\_
4. Is there a check digit included in your account number?  Yes  No  
(a) If so, in what position in the account number would we find the check digit? \_\_\_\_\_  
(b) What calculation method is used to determine the check digit?  
 Luhn's mod 10  other \_\_\_\_\_ (Please attach details)  
*Please provide some valid customer account numbers for testing purposes.*
5. Are there any other distinguishing characteristics of your account numbers; (i.e., a common number in any position)?  
\_\_\_\_\_
6. If invoices are sent to customers, do you require invoice details (i.e. invoice numbers) to credit your customer's account?  
 Yes  No
7. We send our statements and invoices by:  
 Mail  
 Email  
 Presentment on a website  
(Check all that apply)