



Kemptville District Minor Hockey Association TelPay On-Line Payment Help Guide



On-Line Payment Now Available to all KDMHA Registrants

KDMHA has entered into a long-term agreement with TelPay, Canada's largest independent payment processor. TelPay has been in existence since 1985, processing over 22 million electronic payments worth 14 billion dollars annually.

Now you can pay all minor hockey fees (e.g., 4-on-4, registration, conditioning camp, try-outs) to KDMHA on-line regardless of where you bank in Canada at NO ADDITIONAL COST to you. There are no monthly fees, no administration expense - a cost effective solution over credit card and cheque payments. You save even more money with no postage, no envelopes, no cheque forms, reduced bank charges and simpler bank reconciliation.

The help guide was created to provide step-by-step instructions for sign-up and use of KDMHA's TelPay system. The guide is organized into four main sections:

- Account Set-Up (One-Time Only) – page 2
- Account Verification (One-Time Only) – page 3
- Personal Account Set-Up for Payments (One-Time Only) – page 4
- Making Payments (Recurring) – page 6

The information is very detailed and will be straightforward for those that are comfortable using on-line payment systems such as banking, PayPal, etc. *Account Set-Up* and *Account Verification* are processes that will likely not need to be reviewed in detail. However, it is absolutely critical to review the information provided in *Personal Account Set-Up for Payments* and *Making Payments*. Here you will find required information on account numbers and payment parameters.

There are two ways to receive help from TelPay:

- Click the *Help* icon on their website and review the detailed information.
- Contact a TelPay representative at 1.800.665.0302 (Monday to Friday, 7 AM to 5:30 PM CST) or email service@telpay.ca.

If you have questions specific to KDMHA regarding the on-line payment system, please email the Treasurer at treasurer@kemptvillehockey.com.



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Account Set-Up (One-Time Only!)

Setting up an account with TelPay is simple and free. In order to make payments, you'll need to create a TelPay account.

1. Click on the TelPay link on KDMHA's website at www.kemptvillehockey.com
2. Once on the TelPay website, select Personal Payments and click the Sign Up button as shown below.

The screenshot shows a web form titled "New Customers". It contains two radio button options: "Personal Payments / paiements personnels" and "Business or Other Payments / paiements d'affaires". To the right of each option is a link that says "+ More information / plus d'information". Below the options is a blue "Sign Up" button.

3. You will be presented with a brief summary of information. Please review and then click the Get Started button.
4. Complete the fields in the General Customer Information and Current Banking Information sections (you'll need a cheque from your personal banking institution). Note: Please provide both a home phone number and work number (if applicable) – as part of the verification process, a TelPay agent will call to review the information provided – please make it easy to get in touch with you!
5. Once the customer and banking information is completed, you have the option of bookmarking the TelPay website for future visits. The TelPay link on KDMHA's website can also be used to return to the website.
6. As shown below, the last option before proceeding asks, 'Would you like to make a payment now?'. **It's important to select No.** Payments can only be made once TelPay has completed the security verification process which occurs over a 2-3 day timeperiod.

The screenshot shows a confirmation screen with the text: "Would you like to make a payment now? Yes No". Below this, it says "Billor: KEMPTVILLE & DIST MINOR HOCKEY" and "Amount: \$0.00".

7. Click the Submit button to finalize account set-up. Before proceeding, you will be prompted to re-enter the fields in the Current Banking Information section. This is an intentional verification process to ensure accuracy – if entered the same you will proceed to the next step, if not you will be required to re-enter the information once again.
8. If all information is completed as required, you will receive a Thank You display and confirmation email.

Congratulations – you have successfully completed the One-Time Account Set-Up!



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Account Verification (One-Time Only!)

1. Security of banking information is a top priority for TelPay. Soon after account set-up, you will receive a second confirmation email.
2. Over the next few business days, you will be contacted by a TelPay agent to review the information provided during account set-up and explain the verification process. Then TelPay will make a small deposit into your bank account to be used as your initial PIN number. For added security, this small deposit verifies that you are authorized to access the bank account provided. You will then receive an email containing your 7-digit TelPay Access Number.
3. Go to the TelPay website and enter your Access Number (7 digit number received by e-mail) and PIN (bank deposit amount).

The screenshot shows the 'Existing Customers' login page. At the top, it says 'Welcome to TelPay! You will be making a payment to KEMPTVILLE & DIST MINOR HOCKEY'. Below this, there are two input fields: 'TelPay Access Number' and 'PIN (or Deposit Amount)'. The 'PIN (or Deposit Amount)' field is highlighted in yellow. To the right of the 'PIN' field is a small question mark icon. Below the input fields is a 'Login' button. At the bottom of the form, there is a link: 'Having trouble logging in? / Difficulté de faire une connexion?'.

4. Once logged-in, confirm that you have read and accepted the terms of the Customer Agreement (tip: you need click on the link and open for the checkbox to be accepted). Then enter a permanent PIN and click the Submit button.

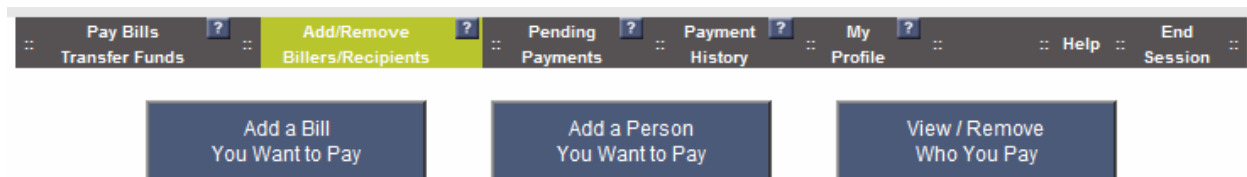
The screenshot shows the 'Account Activation' page. At the top, it says 'Account Activation'. Below this, there is a section titled 'Customer Agreement' with a checkbox and the text 'I have read and accept the terms and conditions of the [Customer Agreement](#)'. Below this, there is a section titled 'Permanent PIN' with the text 'To use the TelPay Bill Payment service, you require an Access Number and a permanent PIN. Enter a 5-digit number that you will use as your permanent PIN.' Below this, there are two input fields: '*Permanent PIN:' and 'Re-enter permanent PIN:'. Below the input fields, there is a note: '* It is important to remember the PIN you have entered or to store it in a safe location, separate from your Access Number. It will be required for future logins to the TelPay Bill Payment service.' Below this, there is a section titled 'Email Confirmation' with the text 'Since we have your email address on file, you will receive a session confirmation email each time you use the TelPay Bill Payment service. This valuable feature will provide you with enhanced security.' At the bottom of the form, there is a 'Submit' button.

**Congratulations – you have successfully completed the One-Time Account Verification Process!
Remember to save the Access Number and PIN in a safe location, both will be required to access your account in the future.**



Personal Account Set-Up for Payments (One-Time Only!)

1. As a new TelPay customer, Kemptville and District Minor Hockey will already be set-up as a bill to pay. (If the display below does not appear after log-in, complete step 2. on the next page and then return to review this information). You will now need to enter an account number to make a payment.



Add a Bill You Want to Pay ?

1. Enter part or all of your biller name, exactly as shown on the invoice:
3. Enter your full account number with this biller, then click "Add".

KEMPTVILLE & DIST MINOR HOCKEY

or the TelPay Biller Code: ?

0077385 (7 characters)

2. Click on the biller name if it appears on the list below. (Note: you may have to use the scrollbar)

KEMPTVILLE & DIST MINOR HOCKEY

If the biller is **not** on the list above, check this box to add it as a Customer Specific Biller:

If you are unsure of the correct biller to select please contact us for assistance.

Account Number

A separate account number is required for each "family" registered with KDMHA. "Family" is simply defined as a family that has one or more players registered with KDMHA. This is the primary way to track payments received. For example, if you have two children and both are registered with KDMHA, one account number will be required to represent the family.

The account number is the 10-digit home telephone number for the family (include area code, no parentheses, dashes or spaces). If a home phone number is not available, a cell number is acceptable. Regardless of the phone number provided, it should be one that can be used to easily contact you if payment questions arise.



2. This step may not be required depending on the display for step 1. on the previous page.

Click on the *Add a Bill You Want to Pay* icon. You will be prompted to add a bill to pay as shown below. KDMHA's TelPay Biller Code is 0077385 – enter this number and press Enter. Kemptville and District Minor Hockey will populate the Biller Name fields. Alternatively, enter Kemptville as a biller name and press Enter – Kemptville and District Minor Hockey can then be selected as a biller name.

Add a Bill You Want to Pay ?

1. Enter part or all of your biller name, exactly as shown on the invoice:

or the TelPay Biller Code: ?

 (7 characters)

3. Enter your full account number with this biller, then click "Add". ?

Add

2. Click on the biller name if it appears on the list below.

(Note: you may have to use the scrollbar)

If the biller is **not** on the list above, check this box to add it as a Customer Specific Biller:

If you are unsure of the correct biller to select please contact us for assistance.

3. Once you have the account number (i.e., phone number) for the family, enter the number and click the Add button.

3. Enter your full account number with this biller, then click "Add". ?

Add

4. It is absolutely critical that the account number (i.e., phone number) is added correctly. If a mistake is made, click *View / Remove Who You Pay* and delete the record. Then repeat step 3.

Congratulations – you have successfully completed the One-Time Personal Account Set-Up for Payments!



Making Payments (Recurring Process!)

1. To make a payment, click on the *Pay Bills / Transfer Funds* icon.
2. The following display is an example account set-up for a family.

3. TelPay provides the opportunity to make one-time or recurring payments, today or future-dated. Select the account to be paid (remember, there should only be one account per family). Enter the amount to be paid and the date of payment. Once entered, click *Make another payment* or *I'm finished*.
4. KDMHA recommends taking full advantage of the payment options available. The following example shows two payments future-dated for account debit. Once completed, the amounts listed will be automatically debited on the dates shown. If need be, payments can be cancelled by clicking *Pending Payments*.

Biller / Recipient	Payment/Transfer Date YYYY-MM-DD	Amount \$
KEMPTVILLE & DIST MINOR HOCKEY 6132581234	2010-07-30	\$610.00
KEMPTVILLE & DIST MINOR HOCKEY 6132581234	2010-06-30	\$610.00



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5. TelPay charges KDMHA 50 cents for each account payment (a total of \$1.00 would be charged to KDMHA for the example of two payments on the previous page). Accordingly, as a cost management strategy, KDMHA requires that **no more than four payments** be made for registration fees, and **only one payment** be made for other fees such as 4-on-4, conditioning camp, and try-outs.