



Easy Pay – Touch Tone Phone Access

The Easy Pay payment system is also available via your touch tone phone. The instructions and dialogue below will guide you through the process. You must have completed an application and received location and secure PIN numbers. Two different location numbers will be assigned, one for the Base Plan and the second for the Choice Plan. Please call if you have questions. Contact Tess Myers at (208) 287-9235 / E-mail: tess.myers@persi.idaho.gov or a representative of the Employer Service Center at 208-287-9525 or (toll free) 866-887-9525

TOUCH-TONE PHONE ENTRY DIALOGUE

The following information represents the dialogue you will hear when inputting transactions into the touch-tone system. Note that you may transfer to an operator at any time during your call by pressing “0”. While moving throughout the system prompts, in most cases you may use the barge-in feature to move ahead to the next prompt to complete your transaction more quickly.

NOTE: The touch tone dial in number and many of the system prompts have changed as of June 1, 2007.

DIAL IN NUMBER: 1-866-296-9468

Greeting:

Welcome to the funds transfer system. Use of this system requires a touch-tone phone. If you need assistance in using the system, please press zero at any time to speak to a customer service representative.

System Prompt: Please enter your logon information followed by the ‘#’ sign:

*(Note: On the old system, this prompt was voiced as the “Entry Code” where you entered – *8353*14488*4321#. In this new prompt, you only have to enter14488*4321#)*

Input response: 14488 4321#*

System Prompt: To enter a transaction, press 1 now
To correct a transaction, press 2 now
To delete a transaction, press 3 now
To speak to a customer service representative, press 0 now

Input response: 1

System Prompt: Please enter your company number followed by the '#' sign:

(Note: In the old system, this prompt was voiced as your customer number)

Input response: 2238#

System Prompt: You entered XXXXX. If this is correct, press 1 to accept.
Otherwise, press 2 to reenter company number

Input Response: 1

System Prompt: Please enter your location number followed by the '#' sign:

Input response: XXXXX#

System Prompt: You entered XXXXX. If this is correct, press 1 to accept.
Otherwise, press 2 to reenter location number.

Input Response: 1

System Prompt: Please enter your location PIN followed by the'#' sign:

(Note: In the old system, this prompt was voiced as your security code)

Input response: XXXXX# (This is your unique 4-6 digit PIN Number)

System Prompt: Please enter effective date as two digit month, two digit day, and four digit year followed by the '#' sign:

Input response: MMDDYYYY#

System Prompt: You entered MMDDYYYY. If this is correct, press 1 to accept. Otherwise, press 2 to reenter effective date.

Input Response: 1

System Prompt: Please enter location amount as dollars and cents followed by the '#' sign.

Input response: \$\$\$\$\$\$# (example: \$1000.00 would be input as 100000)

System Prompt: You entered \$\$\$\$\$\$. If this is correct, press 1 to accept. Otherwise, press 2 to reenter location amount.

Input Response: 1

System Prompt: Please enter "Pay Period End Date" followed by the # sign

Input response: XXXXXX#

System Prompt: You entered XXXXXX. If this is correct, press 1 to accept. Otherwise, press 2 to reenter.

Input Response: 1

Confirmation message: Your transaction has been processed successfully.

Verification

code is XXXXX.

Next Action Menu

To enter another transaction for this location, press 1 now

To enter another transaction for this company, press 2 now

To enter a transaction for another company, press 3 now (not used unless you have other business relationships with Mellon ACH)

To correct a transaction, press 4 now

To delete a transaction, press 5 now

To end this call, hang up now