



Writing Team: Tricks of the Trade

January Top Picks: Payveris Manual and More

Issue **50**

The Writing Team is proud to celebrate our 50th edition of the Tricks of the Trade newsletter series!

Be sure to attend the upcoming Tricks of the Trade webinar on January 26, 2015 from 3:30-4:00 PM ET. Watch for an invitation via email. Learn about the "It's Me 247" Bill Pay (Payveris) manual as well as some new Internet security tips.

Pick #1: [Where can I find the documentation manual with information about the new "It's Me 247" Bill Pay \(Payveris\)? What information can I find there?](#)

Interested in learning more about **It's Me 247** (Payveris) and reading up on the new product? Check out the new manual devoted entirely to the topic. In this booklet you will find information about payment processing, online enrollment, credit union support, available marketing materials, and much more. It also includes step-by-step pictures of what the member sees while in online and mobile banking.

Find the [It's Me 247 Bill Pay \(Payveris\) booklet](#) under "I" on the CU*BASE and **It's Me 247** Reference pages.

Pick #2: [Where can I find the Kitchen page on the new "It's Me 247" Bill Pay \(Payveris\)? What information can I find there?](#)

The Kitchen area of the CU*Answers website is a great place to go to learn what is "cooking" in the software factory at CU*Answers. The Kitchen page devoted to bill pay is a great place to learn more about the product and get updates as new news develops. Find this page by selecting "In the Kitchen" in the "Resources" section of the CU*Answers website. Then select "[Bill Payment Integrations: A New Future for the Network.](#)"

Pick #3: [Where can I find videos about new "It's Me 247" Bill Pay \(Payveris\) that I can share with my members?](#)

Interested in sharing with your members what **It's Me 247** Bill Pay (Payveris) looks like? There is a topic with the videos on the product in the **It's Me 247** help. Members can view videos on adding a payee, paying a bill, and setting up eBills. To access the topic with the videos, [use this link](#). We will go over how to find the topic in help during the training.

Pick #4: [What does the term passphrase mean and how does it apply to online banking security?](#)

The term passphrase is a new way to make online banking super secure! The security question answer fields is 30 characters long. New recommendations are to enter a sentence or phrase in this field. Learn more about the passphrase concept in the [Controlling and Securing Member Access to It's Me 247](#) booklet, located under "S" on the **It's Me 247** Reference page.

Pick #5: [Why might a member's Tiered Services points exceed their Possible Points?](#)

Check out this interesting Answer Book item that covers why this rare situation might occur. We have done some interesting research about Tiered Services points. Check out page 21 of the Tiered Services Implementation guide for more information. Find the [Tiered Service Levels Implementation Guide](#) under "T" on the CU*BASE Reference page.

[Refer to the Tricks of the Trade Newsletter Series page](#) to review previous Tricks of the Trade newsletters!

