

## Wachovia Connection UserID Change Form EFT or Merchant Cards

### INSTRUCTIONS

1. This Wachovia Connection UserID Change Form is to be used by participants in either the Wachovia EFT MSA or the STMS Merchant Card MSA, but only for those participants for which the OSC is the administrator for Wachovia Connection, for the purpose of UserID changes (adds, deletes, or changes).
2. For participants serving as their own administrator for Wachovia Connection, each participant has an individual who serves as the administrator and that individual should be contacted for all UserID maintenance needs. Administrators needing assistance should contact Wachovia Connection Help Desk Tel: (800) 521-5006.
3. A few State agencies have special arrangements for the Department of State Treasurer (DST) to serve as their Administrator for Wachovia Connection, under the Company ID NCDEPTST. Those agencies should contact DST at telephone (919) 508-5903 for their maintenance needs.
4. Participants using a bank other than Wachovia for their settlement bank account should contact their bank directly for the online system available from that bank.
5. OSC is the Wachovia Connection administrator under Company IDs as follows:
  - EFT – NCSTTREA
  - Merchant Cards – NCSTATET
6. This UserID change form should be completed by the participant's Chief Fiscal Officer and mailed or faxed to the following address:
  - OSC Central Compliance Section
  - Office of the State Controller
  - 1410 Mail Service Center
  - Raleigh, NC 27699-1410
  - Attn: SECP
  - FAX Telephone Number – (919) 981-5560
7. OSC will verify the identify of the individual who submits the form before acting on the request.
8. If a user needs assistance in password resets, he (she) can contact OSC by telephone:
  - OSC's Support Services Center, telephone (919) 707-0795
9. Information on Wachovia Connection can be found at <http://www.wachovia.com/wachoviaconnection>

### Participant Making Request

Participant (Agency) Name: \_\_\_\_\_

### Settlement Bank Account Number

Check One:

- EFT Settlement Bank account for outbound transactions (NCSTTREA)
- EFT Settlement Bank account for inbound transactions and associated Returns Account (NCSTTREA)
- Merchant Card Settlement Bank account (NCSTATET)

Settlement Account Number: \_\_\_\_\_

Returns Account Number: \_\_\_\_\_

Accounts for EFT Inbound transactions and Merchant Card transactions are Zero Balance Accounts (ZBAs) that sweep to a State Treasurer bank account, which are then certified on CMCS.

Accounts for EFT outbound transactions are stand-alone accounts (for ACH settlements and ACH returns)

**Wachovia Connection User Deletes**The following users should be deleted:

Name (Last Name, First Name)	UserID Assigned	E-Mail Address

**Wachovia Connection User Adds**The following users should be added:

Name (Last Name, First Name)	Mailing and E-Mail Address	Phone #	Fax #

**Wachovia Connection User Changes**

The following users are already setup, but their email or telephone number needs to be changed (updated):

Name (Last Name, First Name)	UserID Assigned	Old Information	New Information

**Required Signature – Participant’s Chief Fiscal Officer**

The signature of the participant’s chief fiscal officer below indicates his/her request to add/delete/change users of Wachovia Connection as referenced above; as well as affirming that appropriate procedures are in place to ensure that authorized users of any online system adhere to all applicable security requirements.

Participant (Agency) Name: \_\_\_\_\_

Chief Fiscal Officer’s Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Email Address: \_\_\_\_\_

**For OSC Use Only:**

OSC will use this section to notify each new user above of their assigned User ID and initial temporary passphrase. Wachovia will send each user a pin via e-mail that they will need to use with the initial login. For all deletes and changes, OSC will notify the user by either fax or email.

Name (Last Name, First Name)	User ID	New User Temporary Password